

  
familycare

- \* Support services for families
- \* Helping you settle the new baby in your family
- \* Parent information

Parent support services

- \* Interchange relocation for young people
- \* Disability

  
familycare

families find solutions  
on 03 5823 7000  
or 03 5735 4600  
www.familycare.net.au

FamilyCare is one of regional Victoria's largest and most progressive community service organisations. We are a strength-based organisation and provide a range of child and family support services, aged and disability services, innovative mens', mental health and community development programs. FamilyCare has been providing these services to people in the Goulburn Valley since 1982, covering Shepparton, Seymour, Cobram, Wallan, Kinglake, Alexandra and their surrounding districts.

## Our Vision:

FamilyCare will work with individuals, families and communities to build strengths, enhance resilience, support networks, increase wellbeing and encourage optimism.

FamilyCare is committed to achieving its vision by:

- Focusing on practices that embrace the existing strengths of families, individuals and communities;
- Developing partnerships and alliances that contribute measurable value to client outcomes;
- Contributing to the development of the communities in which we work; and
- Investing in continuous improvement in practices and processes.

## Our Core Values:

The following values guide all of FamilyCare's activities and interactions:

- Respect for all people and of their right to reach full potential;
- Empowerment of clients and staff to achieve individual and collective goals;
- Integrity – our actions are consistent with our beliefs;
- Leadership on issues that impact adversely on individuals and families in our communities;
- Communication – a commitment to open and ongoing dialogue with all stakeholders; and
- Professionalism in all aspects of our work with clients, communities, partners and other stakeholders.

## Board Of Directors:

A Board of Directors oversees the operations of FamilyCare. The Board meets monthly.



**Aileen Kemp**  
Chairperson



**Albert Kellock**  
Treasurer



**Tim Gubbins**  
Vice-Chair and  
Vice-Treasurer



**Marina Klooster**  
Secretary



**Betty Dale**  
Board



**Geoff Adams**  
Board



**Marshall Richards**  
Board



**Ann Sexton**  
Board



**Jenni Craggs**  
Board



**Wendy Lewis**  
Board

**CHIEF EXECUTIVE OFFICER:** Mr. David Tennant  
**LIFE MEMBERS:** 1998 Roger Furphy  
1998 Albert Kellock  
2006 Geoff Adams

**AUDITORS:** MB&M Business Solutions  
**PATRON:** Mr. Jeff Tracy





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# Chairperson and CEO Report 2015

AILEEN KEMP – CHAIRPERSON  
DAVID TENNANT – CEO

*There is no success without hardship.* - SOPHOCLES

It is a challenging environment for the providers of not-for-profit community services and for the people who rely on those services. Sometimes challenge can be a positive force, helping to crystallise what you believe in and unite people in a common effort. That is a good summary of the 2014/15 financial year.

One of the absolute highlights, not just of this year but representing an important milestone in FamilyCare's development, was the opening of our new Wallan office on 21 May. We were delighted that the Hon Jenny Mikakos, Minister for Families and Children was able to join us to officially open the building, standing in front of the beautiful 'Tree of Life' mural created by local primary students and participants in our after school program.

There will be other references to the Wallan opening throughout this report. It is worth reflecting though on the importance of physical presence in delivering regional services. For FamilyCare there is no clearer statement of commitment to community than owning and operating a property in that community. There is 200 kilometres between FamilyCare's northern office in Cobram and the new southern office in Wallan. They provide natural bookends to FamilyCare's coverage across the Goulburn Valley and West Hume region. Although the modern trend is to want more and to grow bigger, we are very proud to serve the communities across the region. It is our home, as well as our work place.

Another significant event was confirmation toward the end of financial year that FamilyCare would be able to continue operating its mother-baby day-stay service in Shepparton, with outreach to both Seymour and Cobram. Just prior to Christmas 2014 we were informed by the Commonwealth Department of Social Services that funding for the day-stay would cease from the end of February 2015. There was no plan to fund an equivalent, alternate service. It felt at the time that the decision had been made without a full appreciation of what the day-stay service does and why it is so important. In the months that followed and with enormous community support, we set about rectifying that lack of understanding.

FamilyCare has been providing a day-stay service for parents and very young children for twenty years. Over that time, in excess of 4,500 families have benefitted from vital support. The arrival of a new baby is a joyous occasion. It can also be a time of enormous change and considerable stress. Providing practical, hands-on support with a range of issues from sleep and settling, eating, understanding baby's non-verbal signals, hygiene, behaviour and transitions for the rest of the family, can be the difference between successful bonding and crisis. Taking that support away at any time is problematic. Doing so in a regional setting, where a full range of mother-baby services is not reliably available, would in FamilyCare's view have been a disaster. There would have been more child protection reports, more serious mental health problems and more triggers for tension and breakdown in families.

Our community agreed and the outpouring of support for the service was overwhelming. All of our local politicians, regardless of political persuasion, lobbied for the funding decision to be reversed. Local service providers wrote to the Minister and the Department and an on-line petition launched by a previous day-stay client attracted over 1000 signatures.

To his enormous credit, the Minister listened and the decision to close the service was reversed. FamilyCare's day-stay service will continue for at least the next two years.

There are many reflections throughout this report on the excellent work that FamilyCare undertakes. We congratulate and thank all involved. The outcome for the mother-baby day-stay provided an important reminder to us of the value our clients attribute to the availability and quality of our services. Governments provide vital resources to deliver those services. It is however our community and the families and people who make up that community who give us our licence to operate.

# Director of Service Development - ANGELA ARMSTRONG-WRIGHT – DIRECTOR SERVICE DEVELOPMENT

Having worked in the community services sector for over 28 years, I cannot recall a period where we have seen so many reforms, inquiries and new policy directions.

In the child and family services space there have been multiple reviews, each with separate sets of recommendations. My key responsibility as the Director of Service Development is to make sense of the changes for staff and to strategically implement services that align with our core values and beliefs.

One of the most confronting pieces of work last year was the review of the Out Of Home Care system in Victoria. Professor Dorothy Scott's keynote address at the 13th Australian Institute of Family Studies conference in July 2014 highlighted the disparity in the experiences of children in care in the United States:

*In a data linkage study of 45,000 Illinois child protection cases, school aged children at similar risk levels were compared in regard to whether they had been placed in foster care or allowed to remain with their families. Children on the "margin of placement" who remained at home had lower adult arrest rates, lower teen pregnancy rates and better employment than children of similar risk levels placed in foster care.*

Professor Scott then reflected on the Australian context:

*I have seen children corroded to the very core of their being as a result of multiple placements. Their capacity to trust, their capacity to love, their capacity to be loved- the very essence of their humanity- is deeply damaged, often forever.*

Demand on our services both within Child FIRST and also in Integrated Family Services is increasing along with complexity of the families we are supporting. The predominant trio of presenting issues has not changed over time - family violence, mental health issues and drug and alcohol abuse. It is a constant juggling act weighing risk of harm against family connection and stability. The evidence and research suggest we have to do things differently.

The announcement of Rosie Batty as 2015 Australian of the Year has certainly focused community attention on our attitudes and response to family violence. Like many regional communities the incidence of family violence across FamilyCare's service area is too high.

The Goulburn Family Violence Executive Committee and Child FIRST Alliance have strengthened collaborative efforts over the last year. For example, the Shepparton-based Family Violence Prevention Network has received significant support for the roll out of its Family Violence awareness project. The project has produced 12 monthly messages posted on a range of media, from billboards, to buses and in the local cinema. Featuring local people, the intent of the messages is clear and simple – violence is never acceptable and we all have a right to feel safe.

On a positive note, the Victorian Auditor General's report on Early Intervention Services for Vulnerable Children in May 2015, has resulted in an injection of funding into the Child FIRST and Integrated Family Services sector. It will mean an increase in staff across our Child FIRST Alliance partner agencies of just over 5 full-time positions. It also provides an opportunity to re think, innovate, and trial new ways to make a difference. We all must work hard to reduce the intergenerational cycles of disadvantage and vulnerability that we are seeing in our client families and communities.

In the southern end of our catchment, as the Wallan growth corridor continues to expand, FamilyCare is working with Mitchell Shire leaders to support the development of a range of new services and infrastructure. Of considerable interest is the new Children's hub proposal in Wallan. There is increasing focus on the first 1001 days of a child's life as the most critical to development. If we are to make a difference this specific age group should attract the majority of our effort. It has also been exciting to have our beautiful new office open and we have extensive plans for community development activities going forward.

I would like to thank all of our staff for their dedication across all service areas. In particular I would like to thank staff from our Disability and Carers teams for their commitment and enthusiasm during a time of enormous change and uncertainty.



# Child and Family Services



## LOWER HUME - JULIA BROWNLIE – ACTING MANAGER LH CAFS

As always, it has been a busy year for the Child and Family Services team in Lower Hume. The new Wallan office was opened to meet the needs of families and communities living in the high growth areas around Wallan and surrounding townships. The purpose built office will also provide a space for group work, training and meetings, and facilitate opportunities for collaboration and strengthening partnerships.

The 'Tree of Life' mosaic at the entrance of the building was designed by a local artist and created by primary school children, as well as children from our Disability Support Services program. It symbolises FamilyCare's commitment to creating a child and family friendly environment. Inscribed into the individual clay pieces are words the children have chosen to describe what is important to them, such as family, community, respect, and love. Our Wallan staff were excited

to be able to open this new office, as an expression of our commitment to the development of the communities in which we work.

The 'Girls, Girls, Girls' body confidence and self-esteem program continues to grow, and has now been delivered in primary and secondary schools in Broadford, Wallan, Seymour, Kinglake, Alexandra, Beveridge, and Kilmore.

'Girls, Girls, Girls' has been an opportunity for FamilyCare to engage in a successful initiative, to build capacity, strengthen partnerships, and deliver a fun, educational, and strengths based program to girls during a pivotal time in their development. Participants reported increased confidence in body image and self-esteem, improved wellbeing and resilience and stronger and healthier friendships. 'Girls, Girls, Girls' also builds on knowledge of local services and provides the school community with enhanced awareness of FamilyCare and our referral pathways.







#### Comments about 'Girls, Girls, Girls' ....

##### TEACHERS

*I noticed that the girls were more confident after doing the program.*

*I think the program is wonderful and really helps a lot of our female students.*

*Lots of smiling, happy faces. The girls all said they enjoyed going.*

##### PARTICIPANTS

*I think it means to look after your body and love it no matter what.*

*I think a healthy body image is someone who looks healthy.*

*It means that you feel good about your appearance and are not ashamed of it.*



## Child and Family Services (continued)



Steph Ryan, the Member for Euroa in State Parliament, has agreed to be the inaugural 'Girls, Girls, Girls' Ambassador. Ms Ryan has spoken about the program in Parliament, recorded a video message for participants, and agreed to attend sessions on leadership and being a role model, as well as the awards' ceremonies.

Child FIRST continues to do a huge amount of promotional work across the Shires of Mitchell, Murrindindi, and

Strathbogie, raising awareness of the agency's range of programs and services, and clarifying referral pathways. A number of highly successful Protecting Children's Forums were held in Lower Hume, including 'Adolescent Violence in the Home', 'Engagement and Inclusive Practice – Working with Men', and 'Cumulative Harm & Permanent Care Orders'. FamilyCare and Berry Street are now co-located in both Seymour and Alexandra, providing further opportunities for collaborative practice and strong partnerships.

### GOULBOURN VALLEY - DI O'BREE – MANAGER GV CAFS

*Challenges are what make life interesting and overcoming them is what makes life meaningful.* – JOSHUA J. MARINE

All families experience challenges at various times. Some families struggle with a vulnerability that, if not

addressed, may get worse and impact the capacity to parent adequately, or on the wellbeing of children.

There are many potential causes of family vulnerability – violence, substance abuse, mental health problems, illness or death, lack of family or social support and so on. FamilyCare's child and family service workers are often the key practitioner in the network of services and specialists that aim to help families meet and overcome challenges.

To follow is a selection of events and highlights over the last year.

Events that were sponsored by the Child FIRST Alliance partners, FamilyCare, Rumbalara Aboriginal Co-operative, Department of Human Services and The Bridge.

#### **A Caring World Shares – Children's Week 21 October 2014.**

Activities included a petting zoo, face painting, craft tables and games, discounts on books at The Book Inn and Early Childhood staff available to answer any queries about parenting and children's development. Over 100 children attended, with their families and carers.

#### **National Families Week May 2015**

The aim of National Families Week 2015 is to celebrate the vital role that families play in Australian society. The 2015 theme was 'Stronger Families, Stronger Communities'.

The celebration was held at St Georges Rd Primary School with activities like scrapbooking, wool crafts, face painting, story time reading corner, petting zoo, football clinic, local fire officers with their fire engines, Shepparton police also attended with one of their patrol cars, henna art, Ulysses Club Motorcycle rides, Shepparton Theatre Arts Group volunteer singers who brought their instruments and busked for the kids, sausage sizzle and much more. An estimated 300 people attended.



Professional education forums hosted by the Alliance in Shepparton:

- Tim O'Leary - Engagement and Inclusive Practice – Working with Men. Effective engagement and father inclusive practice to achieve better outcomes with families.
- Tim O'Leary - Getting into Fatherhood
- Janet White and Melissa Metcalfe – An Introduction to Infant Mental Health
- Peter Eastaugh - local interventions to support children

with challenging behaviours and trauma related behaviours from an attachment/parenting point of view

- Australian Breastfeeding Association - Breastfeeding Mentoring
- Paul Zappa - Working with young men who have poverty, trauma and domestic violence in their lives
- FamilyCare also facilitated the delivery of twelve sessions of Language Service and Cultural Competency Training and
- Community Engagement and Participation Training.

The Child & Family Services team work with other organisations to offer information, education and activities that continue to develop and enhance positive experiences for children, young people and families. Examples of those activities throughout the year were:

- On Friday 14 November our team were involved in an event at Kidstown Mooroopna to celebrate the International Day for Tolerance. Children's activities for pre-school and primary aged children were well attended.

- Refugee Week - Sunday 14 June to Saturday 20 June 2015 Child & Family Services staff participated in an expo in the Maude St Mall with activities to highlight the contribution refugees have in our community.
- Harmony Day 21 March celebrates Australia's cultural diversity. The Child & Family Services team shared their craft expertise at an event held at Kidstown for our community.
- The Sporting Chance Grants program in partnership with the Greater Shepparton City Council. Over this year we provided grants to more than 270 young people to assist them participate in Sporting activities.

FamilyCare also provided a series of parenting and education groups, including:

- Caring 4 Kids for parents to understand the challenges of raising children
- Seasons for Growth program for children who have experienced significant change or loss
- The PATS (Paying Attention to Self) program for children and young people whose parents have a mental illness.

- Anger management for men and women who require support and understanding in seeking alternatives to aggression and anger
- Real Men make Great Dads is a program specifically focused on fathers and their parenting
- Supported playgroups in Shepparton
- Child FIRST presentations and promotional work to community professionals

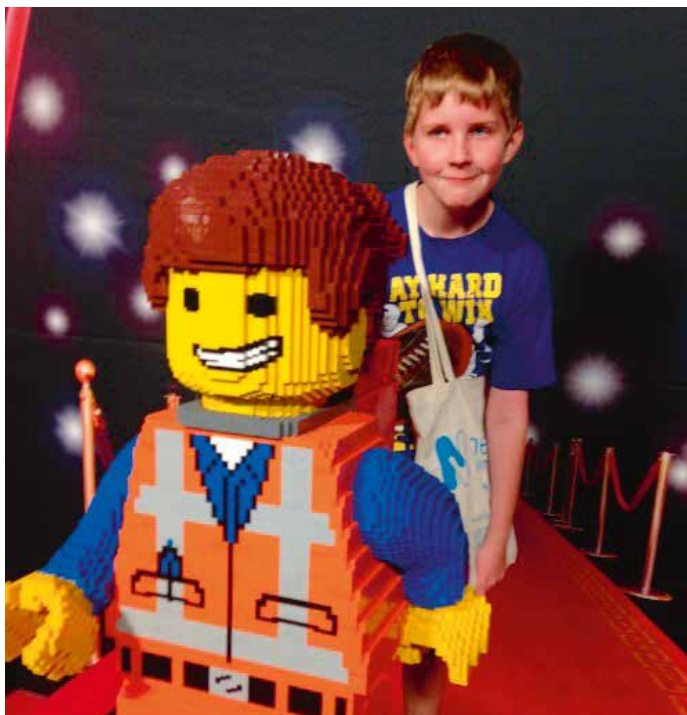
We would like to acknowledge the families who have invited us to help them make positive changes, particularly where those changes will provide an improved environment for children.

I also thank the Child and Family services team for their dedication to providing support for families.



# Disability Support Services

KAREN GOODGER –  
PRACTICE MANAGER  
DISABILITY SUPPORT SERVICES



an ever increasing client wait list, and an uncertain service sector, the DSS program finished 2014/15 in a far better position than it has in previous years.

Changes to the Recreation Program saw increased days offered to Lower Hume clients for School Holiday programs and the Busy Bees Play group, a wider range of activity choices offered on the Afternoon Recreation program and increased activities available to young people aged 18-25.

The Host program recruited eight new Host families to assist in providing long respite options to families in need of a break. Many of the children hosted have severe and profound disabilities, requiring consistently high care needs.

More community education and disability training events were held throughout the year. Information sessions on topics such as the NDIS, Community Accessibility, Autism, and Sexuality were of great benefit to families and service providers.

Each of these initiatives is helping DSS to not only extend our reach, but to improve the level of service intensity for families requiring support.

## The Year in Review

Throughout the year Disability Support Services (DSS) continued to develop and improve services delivered to families across the region. Despite challenges including higher targets with no additional funding, staffing constraints,

*A total of 19,319 hours  
of respite was provided to  
carers of young people with a  
disability across the region.*

The imminent changes in the sector saw DSS increase its preparations for the National Disability Insurance Scheme (NDIS). One of the first steps taken was rebranding the Outside School Hours Care programs (School Holiday and Afternoon Recreation Programs) to





*The Afternoon Rec.  
Program delivered 2030  
separate activity sessions,  
and 7329 hours of  
respite.*



IntoRec. A new logo was designed and already appears on the DSS Recreation facility and staff uniforms and brochures.

Investment in training to better equip staff with the latest in assessment and therapy interventions has been a priority over the last twelve months. It has been rewarding to watch staff assist the growing number of young people with a broader range of disabilities and challenges, such as autism



*7080 hours of service was provided by DSS  
Hosts and Recreation Program Volunteers*

spectrum disorder and intellectual disability. Enabling children and young people with disability to discover their abilities and develop their full potential is an exciting and ever-changing experience. I commend all the DSS staff and volunteers on an outstanding year.



# Carer Support Services

KATIE MILLEN –  
PRACTICE MANAGER  
CARER SUPPORT SERVICES



Over 2.8 million Australians voluntarily care for someone who is frail aged, has a disability, mental illness or chronic illness. This equates to 1 in 8 people. Access Economics estimated that Australian carers provided 1.9 billion hours of informal care in 2015 at a replacement value of approximately \$60.3 billion.

The carer support program supports carers through a range of interventions to enable them to continue caring for their loved ones at home, whilst maintaining their own health and wellbeing and reducing stress. We continue to see an

increase in the complexity of caring situations, particularly those caring for someone with dementia, a disability and those who are palliative. The extraordinary families we work with are a constant source of inspiration.

*Throughout the 2014 – 15 financial years, 1488 new cases were opened and 16, 318 service hours were provided to carers across the region by Carer Support*

The 2014/15 year saw an increase in demand for support for carers and in particular for brokerage assistance. This was reflective of the pressures felt right across the sector. To balance the pressures the team had to work as effectively as possible to ensure positive carer outcomes and equitable service delivery whilst also tightly

monitoring brokerage expenditure.

As well as demand challenges, the changing policy environment has kept us on our toes. With Victoria on a slightly different time frame for the full implementation of National Aged Care Reform than the rest of the country, it is fair to say there is an element of confusion within the community. We are eagerly watching to see what lessons we can learn from our interstate colleagues.

Throughout 2014/15, we partnered with a number of local services to deliver a range of community information sessions. Topics covered included changes to aged care policy, local service provision, future planning, raising awareness of the caring role and advanced care planning.





Supporting carers in our community can be a challenging but rewarding role. I feel very privileged to work with a committed, resilient and passionate team who strive to improve outcomes for caring families in our community.

As Heraclitus said "change is the only constant". Looking to the year ahead, we are certain to see more change as the National Disability and Aged Care reforms progress. Carer Support will draw from what we have learned and achieved from the past year, as we continue to meet the needs of carers across the West Hume region.

*"FamilyCare have helped me through and given me knowledge to be able to help me understand dementia and emotional, physical and mental aspect to a degree and how it would affect our lives. Also the financial support for respite, meals and other has lifted a great financial burden from time to time - thank you so much"*

### Carers Recognition Act

The Carers Recognition Act 2012 promotes and values the role of people in care relationships and formally recognises the contribution that carers and people in care relationships make to the social and economic fabric of the Victorian community. FamilyCare has taken all practicable measures to comply with its obligations under the Act.

FamilyCare has promoted the principles of the Act to people in care relationships who receive our services and to the wider community by:

- distributing information about the Act at community events or service points
- providing links to resource materials on our website
- providing information about the Act to our partner organisations.

FamilyCare has taken all practicable measures to ensure our staff have an awareness and understanding of the care relationship principles set out in the Act by:

- developing and implementing a staff awareness strategy about the principles in the Act and what they mean for staff

- making regular and clear statements about the vital importance of carers.
- induction and training programs offered by the organisation include discussion of the Act and the statement of principles therein.

FamilyCare has taken all practicable measures to consider the carer relationships principles set out in the Act when setting policies and providing services by:

- reviewing our employment policies such as flexible working arrangements and leave provisions to ensure that these comply with the statement of principles in the Act
- developing a satisfaction survey for distribution at assessment and review meetings between workers, carers and those receiving care
- incorporating the principles of the Act directly into FamilyCare's materials and publications.

On behalf of FamilyCare, I certify the actions described above have been taken and that we will continue to support and promote the important role that Carers play.



David Tennant CEO

30 September 2015

Date

# Community Education and Training

DAVID MELLINGTON –  
PROGRAM LEADER COMMUNITY  
EDUCATION AND TRAINING



*Learning the basics.*



*Calvin mastering the snow plough.*



*The Mob receiving final instructions before entering the surf.*

For a small program, FamilyCare's Community Education and Training Program produced many high-lights in 2014/15. Here is a snapshot of some of the key activities:

## Academy of Sport, Health and Education

It was another busy year at ASHE. The winter program was conducted on the slopes of Mt Buller. The extended tour took the students out of their comfort zone, providing a unique experience - especially for those from the far North and West of Australia studying in Shepparton under the Indigenous Youth Mobility Program.

The summer program featured swimming training and aquatic activities. The three day trip to Bancoora Surf Club nestled between Torquay and Ocean Grove was an obvious highlight, providing a secluded venue on a pristine beach for surfing and sea kayaking.

The financial year overlaps two academic years but it is always great to see students progress to graduation at the end of the year.

## Energy Information Program

With support from the Victorian Department of State Development, Business and Innovation, FamilyCare conducted a series of energy efficiency information activities throughout the year. We held 11 community workshops distributed over 1000 information packs and facilitated 183 home energy assessments. Achieving good environmental outcomes also makes good economic sense for low income households.

## The No Interest Loan Scheme

It was another busy year for FamilyCare's NILS providing 147 loans totalling around \$122,000. The value of the lending activity was extended through complimentary programs. For example FamilyCare helped to draw up 11 Adds Up Savings plans, secured 33 Sustainability Victorian Grants when the NILS loan purchased an energy efficient product and facilitated 42 financial counselling referrals.

## Other Training Activities

The program also delivered four Mental Health First Aid Courses and four level 2 workplace First Aid Courses.



*I am not sure about this says Amber.*



*Here she goes.*



*VCAL Intermediate.*



*VCAL foundation.*



# FamilyCare Volunteer Program

KAREN GOODGER –  
PRACTICE MANAGER  
DISABILITY SUPPORT SERVICES



FamilyCare's Volunteer Program continues to grow and develop and has become well known in the community for offering a diverse range of volunteering opportunities.

Over the past year the program has undergone a number of changes as we saw several longstanding volunteers resign and a number of new volunteers join the team. We were pleased to be able to offer volunteering opportunities to young people from local schools, as well as many TAFE and university students.

December 2014 saw the closure of the Food Share program. The rising costs of freight, combined with a lack of funding for the activity meant it was no longer viable. The volunteers associated with Food Share were offered roles elsewhere within the Volunteer Program.

May 2015 saw two young FamilyCare Volunteers nominated in the City of Greater Shepparton Volunteer Awards. The awards, held during National Volunteer Week, were a great opportunity to showcase the work FamilyCare does with supporting and developing volunteers, especially our teenage volunteers.



The Book Inn continues to be one of our biggest commitments, with the second-hand bookshop engaging over half of the program's volunteers. In July, the Book Inn celebrated its 17th birthday and welcomed several new volunteers. New signage and updated brochures have been developed for a planned promotional campaign in late 2015.

The Volunteer Program is dedicated to delivering volunteering opportunities that strengthen and empower our volunteers, and provide effective support to FamilyCare's clients and the community. In 2014-2015 volunteers provided FamilyCare with a total of **10587** hours of service across all program areas:

Disability Support Services – Recreation Program	<b>4471</b>
Disability Support Services – Host Program	<b>2609</b>
Child & Family Services -	<b>112</b>
The Book Inn –	<b>2400</b>
Food Share –	<b>862</b>
Other -	<b>133</b>

We thank all our volunteers for their commitment to FamilyCare. Without them the agency would not be able to sustain the number of services we provide.

# FamilyCare Service Statistics

## Child & Family Services

Program	Clients Shepparton	Clients Seymour	Total
Child FIRST	1350	248	1598
Child FIRST information and referral contacts (non subs)	1186	1404	2590
Integrated Family Services	512	237	749
Cradle to Kinder	15	n/a	15
Parent Child Program	340	35	375
Refugee Minor Program	3	n/a	3
Families First	39	10	49
Parent Assessment & Skills Development	9	1	10
Men's Program	392	60	452
ADIS	n/a	2	2
Groups	21	9	30

## Aged and Disability Services

Program	Total hours
Carer Support Service	16,318
Disability Support Services	26,399
FamilyCare Volunteer	10,587
Total	53,304

## Dunlop House

Program	Total
Total Bed nights	385

## No Interest Loan Scheme

Program	Total Loans	Total
No Interest Loan Scheme	147	\$121,915



## Stakeholder Feedback at FamilyCare

FamilyCare values all feedback. Over the past 12 months considerable work has been undertaken to improve how this feedback is collected and reported to all of our stakeholders. The following is a spotlight comparison of 2014-15 bi-annual results. Regular six-monthly summaries are released on our website.

### *Client Satisfaction Surveys*

2014 July-December

**89%** Very satisfied  
**90%** Needs fully met  
**82%** Service contact within 24 hours

138 surveys returned

2015 January-June

**80%** Very satisfied  
**80%** Needs fully met  
**63%** Service contact within 24 hours

124 surveys returned

### *Unsolicited Feedback*

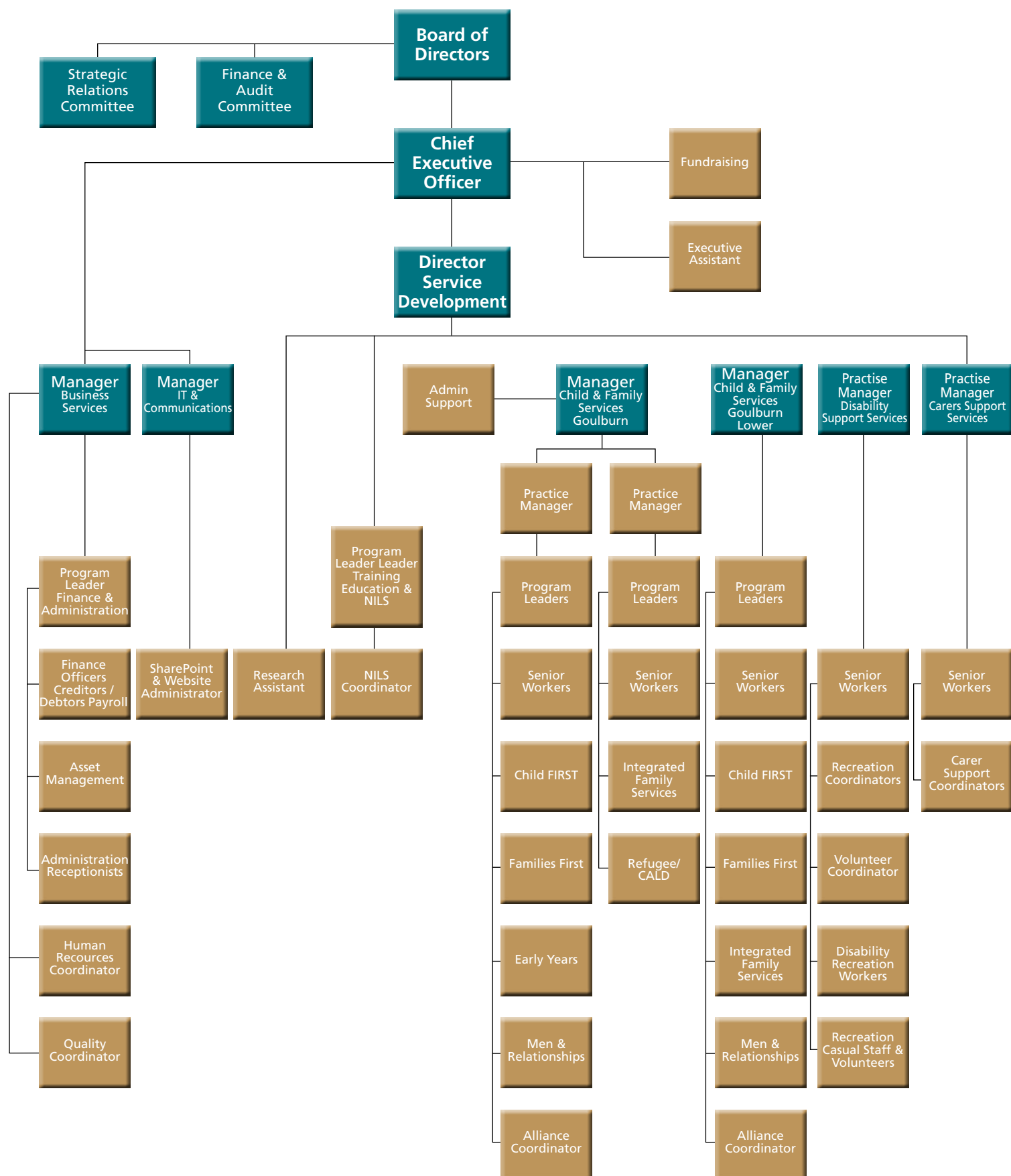
Complaints **3**

Compliments **16**

Complaints **9**

Compliments **12**

# Organisational Chart



# Goulburn Valley Family Care Inc.

ABN 99 572 820 584

## FINANCIAL REPORT

### FOR THE YEAR ENDED 30 JUNE 2015

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**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**COMMITTEE'S REPORT**

Your committee members submit the financial report of Goulburn Valley Family Care Inc. for the financial year ended 30 June 2015.

**Committee Members**

The names of the committee members in office at anytime during or since the end of the year are:

Geoff Adams  
Jenni Craggs  
Betty Dale  
Tim Gubbins  
Albert Kellock  
Aileen Kemp  
Marina Klooster  
Wendy Lewis (appointed 25 November 2014)  
Marshall Richards  
Simon Rose (resigned 26 August 2014)  
Ann Sexton (appointed 25 November 2014)  
Sally Wright (resigned 25 November 2014)

**Principal Activities**

The principal activities of the association during the financial year were:

- to provide welfare, carer and disability services to families and to young people.

**Significant Changes**

No significant change in the nature of these activities occurred during the financial year.

**Operating Result**

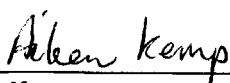
The loss after providing for income tax amounted to \$219,401.

Signed in accordance with a resolution of the members of the committee:



---

**Albert Kellock**



---

**Aileen Kemp**

**Dated:** 27 October 2015

**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**INCOME STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	Note	2015 \$	2014 \$
Revenue	2	6,489,367	6,403,139
Other income		469,303	414,123
Employee benefits expense		(5,290,068)	(5,213,722)
Depreciation and amortisation expenses		(446,372)	(443,178)
Finance costs	3	-	(876)
Other expenses		<u>(1,441,632)</u>	<u>(1,469,586)</u>
<b>Profit (loss) before income tax expense</b>	3	(219,402)	(290,703)
Income tax expense		<u>-</u>	<u>-</u>
<b>Profit (loss) for the year</b>		<u><u>(219,402)</u></u>	<u><u>(290,703)</u></u>
Profit (loss) attributable to members of the entity		<u><u>(219,402)</u></u>	<u><u>(290,703)</u></u>

The accompanying notes form part of these financial statements.



**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**STATEMENT OF COMPREHENSIVE INCOME**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	Note	2015 \$	2014 \$
<b>Profit (loss) for the year</b>		(219,401)	(290,702)
<b>Other comprehensive income:</b>		_____	_____
<b>Other comprehensive income for the year, net of tax</b>		_____ -	_____ -
<b>Total comprehensive income (expense) for the year</b>		<u><u>(219,401)</u></u>	<u><u>(290,702)</u></u>
Total comprehensive income (expense) attributable to members of the entity		<u><u>(219,401)</u></u>	<u><u>(290,702)</u></u>

The accompanying notes form part of these financial statements.

**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 JUNE 2015**

	Note	2015 \$	2014 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	5	1,435,141	1,907,599
Accounts receivable and other debtors	6	108,023	107,858
Other current assets	7	15,552	5,747
<b>TOTAL CURRENT ASSETS</b>		<u>1,558,716</u>	<u>2,021,204</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	<u>6,955,003</u>	<u>5,503,705</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<u>6,955,003</u>	<u>5,503,705</u>
<b>TOTAL ASSETS</b>		<u><u>8,513,719</u></u>	<u><u>7,524,909</u></u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Accounts payable and other payables	9	627,370	606,767
Provisions	10	<u>659,217</u>	<u>556,225</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u>1,286,587</u>	<u>1,162,992</u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	10	<u>273,187</u>	<u>282,823</u>
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>273,187</u>	<u>282,823</u>
<b>TOTAL LIABILITIES</b>		<u><u>1,559,774</u></u>	<u><u>1,445,815</u></u>
<b>NET ASSETS</b>		<u><u>6,953,945</u></u>	<u><u>6,079,094</u></u>
<b>EQUITY</b>			
Reserves	11	2,537,792	1,443,539
Retained earnings		<u>4,416,153</u>	<u>4,635,555</u>
<b>TOTAL EQUITY</b>		<u><u>6,953,945</u></u>	<u><u>6,079,094</u></u>

The accompanying notes form part of these financial statements.



**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**STATEMENT OF CHANGES IN EQUITY**  
**AS AT 30 JUNE 2015**

	<b>Retained Earnings \$</b>	<b>Property revaluation reserve \$</b>	<b>Total \$</b>
<b>Balance at 1 July 2013</b>	4,926,257	1,443,539	6,369,796
<b>Comprehensive income</b>			
Profit (loss) attributable to members	(290,702)		(290,702)
<b>Total comprehensive income for the year attributable to members of the association</b>	(290,702)	-	(290,702)
<b>Balance at 30 June 2014</b>	4,635,555	1,443,539	6,079,094
<b>Balance at 1 July 2014</b>	4,635,555	1,443,539	8,616,884
<b>Comprehensive income</b>			
Increase in revaluation reserve		1,094,251	
Profit (loss) attributable to members	(219,402)		(219,402)
<b>Total comprehensive income for the year attributable to members of the association</b>	(219,402)	-	(219,402)
<b>Balance at 30 June 2015</b>	4,416,153	2,537,790	6,953,943

The accompanying notes form part of these financial statements.

**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	Note	2015 \$	2014 \$
<b>Cash flows from operating activities</b>			
Grants and other income		6,896,833	6,822,002
Payments to suppliers and employees		(6,624,819)	(6,658,150)
Interest received		51,868	71,094
<b>Net cash provided by operating activities</b>	<b>14</b>	<b>323,882</b>	<b>234,946</b>
<b>Cash flows from investing activities</b>			
Proceeds from sale of property, plant and equipment		109,318	99,728
Purchase of property, plant and equipment		(906,557)	(254,707)
<b>Net cash provided by (used in) investing activities</b>		<b>(797,239)</b>	<b>(154,979)</b>
<b>Cash flows from financing activities</b>			
Repayment of borrowings		-	(22,952)
<b>Net cash provided by (used in) financing activities</b>		<b>-</b>	<b>(22,952)</b>
Net increase (decrease) in cash held		(473,357)	57,015
Cash and cash equivalents at beginning of financial year		1,908,498	1,851,483
Cash and cash equivalents at end of financial year	<b>14</b>	<b>1,435,141</b>	<b>1,908,498</b>

The accompanying notes form part of these financial statements.



**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

The financial statements cover Goulburn Valley Family Care Inc. as an individual entity. Goulburn Valley Family Care Inc. is an association incorporated in Victoria under the Associations Incorporation Reform Act 2012.

**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

**Basis of Preparation**

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards, (including Australian Accounting Interpretations) and the Associations Incorporation Reform Act 2012. The association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Compliance with Australian Accounting Standards ensures that the financial statements and notes also comply with International Financial Reporting Standards. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

The financial statements, except for cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

The financial statements were authorised for issue on 27 October 2015 by the members of the association.

**(a) Income Tax**

No provision for income tax has been raised as the entity is exempt from income tax under Div 50 of the Income Tax Assessment Act 1997.

**(b) Property, Plant and Equipment**

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses.

**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015 (Continued)**

**Property**

Freehold land and buildings are carried at their fair value (being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction), based on periodic valuations by independent valuers, less accumulated depreciation for buildings.

Increases in the carrying amount arising on revaluation of land and buildings are credited to a revaluation surplus in equity. Decreases that offset previous increases of the same asset are recognised against revaluation surplus directly in equity; all other decreases are recognised in profit or loss.

Each year the difference between depreciation based on the revalued carrying amount of the asset charged to the statement of comprehensive income and depreciation based on the asset's original cost is transferred from the revaluation surplus to retained earnings.

Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount related to the revalued amount of the asset.

**Plant and Equipment**

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by the committee to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the asset's employment and subsequent disposal. The expected net cash flows have been discounted to present values in determining recoverable amounts.

The cost of fixed assets constructed within the entity includes the cost of materials, direct labour, borrowing costs and an appropriate proportion of fixed and variable overheads.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the association and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the statement of comprehensive income during the financial period in which they are incurred.

Increases in the carrying amount arising on revaluation of property, plant and equipment are credited to a revaluation reserve in equity. Decreases that offset previous increases of the same asset are charged against fair value reserves directly in equity; all other decreases are charged to the income statement. Each year the difference between depreciation based on the revalued carrying amount of the asset charged to the statement of comprehensive income and depreciation based on the asset's original cost is transferred from the revaluation reserve to retained earnings.

**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

**Depreciation**

The depreciable amount of all fixed assets including buildings and capitalised leased assets are depreciated on a straight line basis over their estimated useful lives to the entity commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable asset are:

Class of Fixed Asset:	Depreciation Rate
Buildings	2.5 - 15%
Motor vehicles	15%
Furniture and fittings	15 - 30%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period. An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the income statement. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained earnings.

**(c) Financial Instruments**

**Initial recognition and measurement**

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions of the instrument. For financial assets, this is equivalent to the date that the association commits itself to either purchase or sell the asset (ie trade date accounting is adopted).

**Classification and subsequent measurement**

Financial instruments are subsequently measured at fair value, amortised cost using the effective interest method or cost. Fair value represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the effective interest method.



**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

The effective interest method is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction cost and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

The association does not designate any interests in subsidiaries, associates or joint venture entities as being subject to the requirements of accounting standards specifically applicable to financial instruments.

*(i) Financial assets at fair value through profit or loss*

Financial assets are classified at 'fair value through profit or loss' when they are either held for trading for the purpose of short term profit taking, where they are not held for hedging purposes, derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in carrying value being included in profit or loss.

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

*(iii) Held-to-maturity investments*

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the association's intention to hold these investments to maturity. They are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

*(iv) Available-for-sale investments*

Available-for-sale financial assets are included in non-current assets, except for those which are expected to be disposed of within 12 months after the end of the reporting period, which will be classified as current assets.

They are subsequently measured at fair value with any re-measurements other than impairment losses and foreign exchange gains and losses recognised in other comprehensive income. When the financial asset is derecognised, the cumulative gain or loss pertaining to that asset previously recognised in other comprehensive income is reclassified into profit or loss.

Available-for-sale financial assets are classified as non-current assets when they are expected to be sold within 12 months after the end of the reporting period. All other available-for-sale financial assets are classified as current assets.

Non-derivative financial liabilities other than financial guarantees are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial liability is derecognised.

At the end of each reporting period, the association assesses whether there is objective evidence that a financial asset has been impaired. A financial asset or a group of financial assets is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events (a 'loss event') having occurred, which has an impact on the estimated future cash flows of the financial asset(s).

In the case of available-for-sale financial assets, a significant or prolonged decline in the market value of the instrument is considered to constitute a loss event. Impairment losses are recognised in profit or loss immediately. Also, any cumulative decline in fair value previously recognised in other comprehensive income is reclassified to profit or loss at this point.

In the case of financial assets carried at amortised cost, loss events may include: indications that the debtors or a group of debtors are experiencing significant financial difficulty, default or delinquency in interest or principal payments; indications that they will enter bankruptcy or other financial reorganisation; and changes in arrears or economic conditions that correlate with defaults.

For financial assets carried at amortised cost (including loans and receivables), a separate allowance account is used to reduce the carrying amount of financial assets impaired by credit losses. After having taken all possible measures of recovery, if management establishes that the carrying amount cannot be recovered by any means, at that point the written-off amounts are charged to the allowance account or the carrying amount of impaired financial assets is reduced directly if no impairment amount was previously recognised in the allowance account.

**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

When the terms of financial assets that would otherwise have been past due or impaired have been renegotiated, the association recognises the impairment for such financial assets by taking into account the original terms as if the terms have not been renegotiated so that the loss events that have occurred are duly considered.

**Derecognition**

Financial assets are derecognised when the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised when the related obligations are discharged, cancelled or have expired. The difference between the carrying amount of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

**(d) Impairment of assets**

At the end of each reporting period, the association assesses whether there is any indication that an asset may be impaired. The assessment will consider both external and internal sources of information. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of that asset, being the higher of the asset's fair value less costs to sell and its value-in-use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is immediately recognised in profit or loss.

Where the future economic benefits of the asset are not primarily dependent upon the asset's ability to generate net cash inflows and when the entity would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of an individual asset, the association estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Where an impairment loss on a revalued asset is identified, this is recognised against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that class of asset.

**(e) Accounts Receivable and Other Debtors**

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from donors. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Accounts receivable are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any provision for impairment.



**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

**(f) Employee Benefits**

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may not satisfy vesting requirements. Those cash flows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows.

**(g) Provisions**

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured using the best estimate of the amounts required to settle the obligation at the end of the reporting period.

**(h) Cash and Cash Equivalents**

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the statement of financial position.

**(i) Revenue and Other Income**

Non-reciprocal grant revenue is recognised in the statement of comprehensive income when the association obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the association and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the association incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

The association receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of comprehensive income.

**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

Donations and bequests are recognised as revenue when received.

Interest revenue is recognised using the effective interest rate method, which, for floating rate financial assets is the rate inherent in the instrument.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customer.

All revenue is stated net of the amount of goods and services tax (GST).

**(j) Accounts Payable and Other Payables**

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

**(k) Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

**(l) Comparative Figures**

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current year.

Where the company has retrospectively applied an accounting policy, made a retrospective restatement of items in the financial statements or reclassified items in its financial statements, an additional statement of financial position as at the beginning of the earliest comparative period will be disclosed.

**GOULBURN VALLEY FAMILY CARE INC.****ABN 99 572 820 584****NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2015 (Continued)**

	Note	2015 \$	2014 \$
<b>2. REVENUE AND OTHER INCOME</b>			
Revenue:			
Grants - State		5,956,322	5,892,489
Grants - Commonwealth		533,045	510,650
Total Revenue		6,489,367	6,403,139
<b>3. PROFIT (LOSS) FOR THE YEAR</b>			
Expenses:			
Loan Interest		-	876
Total finance costs		-	876
Net loss on disposal of non-current assets:			
Investments		14,326	19,397
Employee benefits expense:			
Superannuation contributions - employees		433,159	417,648
<b>4. AUDITOR'S REMUNERATION</b>			
Auditors' remuneration		13,600	10,500
Other services		-	2,700
<b>5. CASH AND CASH EQUIVALENTS</b>			
Cash at bank - NAB		19,012	118,220
Cash at bank - NAB Cash Max		514,695	255,183
Short term investment - NAB		401,434	984,196
Short term investment - CBA		250,000	300,000
Short term investment - WBC		250,000	250,000
		1,435,141	1,907,599



**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	Note	2015 \$	2014 \$
<b>6. ACCOUNTS RECEIVABLE AND OTHER DEBTORS</b>			
<b>CURRENT</b>			
Sundry debtors		63,821	61,851
Trade debtors		44,202	46,007
		<u>108,023</u>	<u>107,858</u>
<b>7. OTHER ASSETS</b>			
<b>CURRENT</b>			
Prepayments		<u>15,552</u>	<u>5,747</u>
<b>8. PROPERTY, PLANT AND EQUIPMENT</b>			
Buildings		6,220,192	6,786,390
Less accumulated depreciation		<u>(1,718)</u>	<u>(2,040,047)</u>
Total land and buildings		<u>6,218,474</u>	<u>4,746,343</u>
Motor vehicles		930,083	914,648
Less accumulated depreciation		<u>(270,568)</u>	<u>(220,475)</u>
		<u>659,515</u>	<u>694,173</u>
Furniture and fittings		594,093	570,768
Less accumulated depreciation		<u>(517,079)</u>	<u>(507,579)</u>
		<u>77,014</u>	<u>63,189</u>
Total plant and equipment		<u>736,529</u>	<u>757,362</u>
<b>Total property, plant and equipment</b>		<u>6,955,003</u>	<u>5,503,705</u>
<b>(a) Movement in carrying amounts</b>			
For disclosure on movement in carrying amounts please refer to note 15(a) in the end of this financial report.			
<b>9. ACCOUNTS PAYABLE AND OTHER PAYABLES</b>			
<b>CURRENT</b>			
Sundry creditors		377,172	129,327
Trade creditors		77,259	283,271
Other creditors - NAB nils account		43,501	45,107
Provision for unearned income		<u>129,438</u>	<u>149,062</u>
		<u>627,370</u>	<u>606,767</u>

**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	Note	2015 \$	2014 \$
<b>10. PROVISIONS</b>			
Provision for annual leave		350,050	334,252
Provision for long service leave		582,354	504,796
		<u>932,404</u>	<u>839,048</u>
<b>Analysis of Total Provisions</b>			
Current		659,217	556,225
Non-current		273,187	282,823
		<u>932,404</u>	<u>839,048</u>
<b>11. RESERVES</b>			
<b>Property Revaluation Reserve</b>			
The asset revaluation reserve records revaluations of non-current assets.			
<b>12. RELATED PARTY TRANSACTIONS</b>			
<b>Key Management Personnel</b>			
Any person(s) having authority and responsibility for planning, directing and controlling the activities of the association, directly or indirectly, including its committee members, is considered key management personnel.			
<b>Key Management Personnel Compensation</b>			
Salaries and fees		217,350	209,005
Superannuation		20,266	19,333
		<u>237,616</u>	<u>228,338</u>
<b>13. ASSOCIATION DETAILS</b>			
The registered office and principal place of business of the association is:			
Goulburn Valley Family Care Inc.			
19 Welsford Street			
Shepparton VIC 3630			

**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	Note	2015	2014
<b>14. CASH FLOW INFORMATION</b>			
<b>(a) Reconciliation of Cash</b>			
Cash at the end of financial year as shown in the Statement of Cash Flows is reconciled to the related items in the statement of financial position as follows:			
Cash		1,435,141	1,908,498
		<u>1,435,141</u>	<u>1,908,498</u>
<b>(b) Reconciliation of net cash provided by operating activities to benefits accrued as a result of operations</b>			
Non-cash flows in profit:			
Current year surplus (deficit) after income tax		(219,402)	(290,702)
Depreciation expense		446,372	443,178
Net (gain)/loss on disposal of property, plant and equipment		14,326	19,397
Changes in Assets & Liabilities:			
(Increase)/decrease in accounts receivable and other debtors		(165)	56,437
(Increase)/decrease in prepayments		(9,805)	8,305
Increase/(decrease) in accounts payable and other payables		(800)	(114,992)
Increase/(decrease) in employee provisions		<u>93,356</u>	<u>113,323</u>
<b>Net cash provided by operating activities</b>		<u>323,882</u>	<u>234,946</u>



**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE, 2015**

**15. (a) MOVEMENT IN CARRYING AMOUNTS**

Movements in carrying amounts for each class of property, plant and equipment.

Balance at 1 July 2013  
 Additions  
 Disposals  
 Depreciation expense  
 Balance at 30 June 2014  
 Additions  
 Disposals  
 Depreciation expense  
 Profit/(Loss) on sale of assets  
 Revaluations  
  
 Carrying amount at 30 June 2015

<b>Buildings</b>	<b>Motor vehicles</b>	<b>Furniture and fittings</b>	<b>Total</b>
<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
4,959,388	753,813	98,100	5,811,301
42,520	193,987	18,200	254,707
-	(119,125)	-	(119,125)
<u>(255,565)</u>	<u>(134,502)</u>	<u>(53,111)</u>	<u>(443,178)</u>
4,746,343	694,173	63,189	5,503,705
645,154	222,472	59,437	927,063
	(109,318)		(109,318)
(267,274)	(133,486)	(45,612)	(446,372)
	(14,326)		(14,326)
<u>1,094,251</u>			<u>1,094,251</u>
<b>6,218,474</b>	<b>659,515</b>	<b>77,014</b>	<b>6,955,003</b>

**GOULBURN VALLEY FAMILY CARE INC.**  
**ABN 99 572 820 584**


**STATEMENT BY MEMBERS OF THE COMMITTEE**

In the opinion of the committee the financial report which comprise the statement of financial position as at 30 June 2015, and the income statement, statement of changes in equity and statement of cash flows for the year then ended, a summary of significant accounting policies and other explanatory notes:

1. Presents a true and fair view of the financial position of Goulburn Valley Family Care Inc. as at 30 June 2015 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Standards Board;
2. At the date of this statement there are reasonable grounds to believe that Goulburn Valley Family Care Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

**Committee Member**

  
\_\_\_\_\_  
**Albert Kellock**

**Committee Member**

  
\_\_\_\_\_  
**Aileen Kemp**

**Date:** 27 October 2015

**GOULBURN VALLEY FAMILY CARE INC.  
ABN 99 572 820 584**

**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBER OF  
GOULBURN VALLEY FAMILY CARE INC.**

**Report on the Financial Report**

We have audited the accompanying financial report of Goulburn Valley Family Care Inc. (the association) which comprises the statement of financial position as at 30 June 2015 and the income statement, statement of changes in equity and statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information and the statement by members of the committee.

*Committee's Responsibility for the Financial Report*

The committee of the association is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Reform Act 2012 in Victoria and for such internal control as the committee determines is necessary to enable the preparation of the financial report that is free of material misstatement, whether due to fraud or error.

*Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

*Predecessor Auditor*

Without modifying our opinion, we draw attention to the fact that the financial report for the year ended 30 June 2014 was audited by a predecessor who expressed an unmodified opinion on the financial report dated 31 October 2014.

**GOULBURN VALLEY FAMILY CARE INC.  
ABN 99 572 820 584**

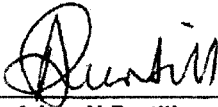
**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBER OF  
GOULBURN VALLEY FAMILY CARE INC.**

*Auditor's Opinion*

In our opinion, the financial report of Goulburn Valley Family Care Inc. is in accordance with the Associations Incorporation Reform Act 2012 in Victoria including:

- (i) giving a true and fair view of the association's financial position as at 30 June 2015 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards.

**Adam Norman Purtil**  
**Registered Company Auditor**  
160 Welsford Street  
Shepparton, Vic, 3630



: Adam N Purtil

Shepparton

Date: 29/10/15



# Fundraising Report

KIM DALDY –  
FUNDRAISING COORDINATOR

## GOLF DAY

This year marked the 20th anniversary of the FamilyCare Charity Golf Day which was held on Friday 20th March 2015. It was great to see past and present supporters come together to celebrate the milestone, with many of the original sponsors continuing to support FamilyCare, twenty years on.



Participants were entertained by Steve Randi & Vicky Baldwin from the Australian K9 Detection Unit (AKDU) who provided a captivating demonstration of the drug detection dogs with the assistance of a keen volunteer from one of our key sponsors, Shepparton Renault. The AKDU actively supports drug education and harm reduction programs within Australian schools.



The net income from our golf day was almost \$29,000, which is an amazing outcome. This year the proceeds were utilised in part to provide Sporting Chance scholarships to young people in our local community. Funds will also be applied to FamilyCare's programs which are not otherwise funded by Government, however remain integral to our local community.

Special thanks to NAB who continue to support the golf day year in year out and also to this year's major sponsors Shepparton BMW, Shepparton Renault, Griffiths Goodall Insurance Brokers and McPherson Motors. A sincere thanks to all past and present supporters of our golf day who have contributed to the success of FamilyCare and the services we are able to provide to the local community.

## CHRISTMAS HAMPERS

FamilyCare's Christmas Appeal starts in November each year and runs right up to Christmas Eve, with the goal of raising funds and collecting donations of vouchers, gifts, food and hampers to make Christmas special for families in our local community. Funds donated go directly towards purchasing food items for the hampers.



Each year, FamilyCare relies on generous donations from local schools, businesses, community groups and individuals who collect gifts and deliver them to FamilyCare. FamilyCare staff and volunteers pack the gifts and food in the week prior to Christmas in order to deliver them to families ready for Christmas Day. This year FamilyCare delivered 140 hampers to families across our region which was a fantastic effort.

The wishing tree located at Gloria Jean's Coffees flourished again with donations from generous individuals. Staff at Shepparton News, GV Maternity Ward and GV Health Community Interlink supported us with wishing trees of their own. We also acknowledge the Shepparton Wood Turners who donated fantastic toys ranging from wooden cricket sets to hand-painted wooden cots, complete with dolls and blankets.

Local organisations donated food for our hampers including Campbell's soup, SPCardmona, Bunning's, Shepparton FoodShare, Unilever, Pactum Dairy group, SPCardmona Factory Sales and IGA. Food donations were also received from Greater Shepparton City Council who had collection baskets for not perishable food items. A great addition to our hampers this year was the fresh hams, generously donated by Keri Bradshaw and gratefully received by families.

Once again the Commonwealth Bank Staff, Social and Charity Club donated over 40 hampers and food gift vouchers for local families. An increasing number of local Primary Schools participate each year to provide support through donations of gifts or money raised from fundraising events such as Christmas dress up days. On behalf of FamilyCare, Santa visited a number of schools to thank the children and collect donations.

Many thanks to all those involved in the FamilyCare Christmas Appeal, helping to provide families with a better and brighter Christmas.

# Acknowledgements

The Board of Directors, Management and Staff would like to thank the following organisations and individuals for their invaluable contribution to FamilyCare.'

## Major Funding Partners

Department of Health (Cwth)  
Department of Health and Human Services (Vic)  
Department of Justice and Regulation (Vic)  
Department of Premier and Cabinet (Vic)  
Department of Social Services (Cwth)

## FamilyCare Fundraising Committee

Kerri Bradshaw  
Gary Chapman  
Peter Eddy  
Karen Gill  
Dean Gladigau  
Gary Goodman  
Alan Keat  
Neil Smith  
Julie Thompson  
Jeff Tracy  
Michael Zurcas

## Councils

Greater Shepparton City Council  
Mitchell Shire Council  
Moiria Shire Council  
Murrindindi Shire Council  
Strathbogie Shire Council

## Media Support

ABC  
One FM 98.5  
Shepparton Newspapers Pty Ltd

## Businesses, Individuals and Others:

Australian K-9 Detection Unit  
Applite Pty Ltd  
Aussie Disposals Shepparton  
Bakers Delight Shepparton Marketplace  
Barry Freer Insurance Agencies Pty Ltd  
Bradley Fennell Garden Specialists  
Brendan Magee  
Brian Harrington Photography  
Brown Baldwin Accountants  
Bunnings Shepparton  
Byers Electrical  
Campbell Soups

Carpet Court  
CatholicCare Sandhurst  
Cellar 47 – Angelo & Franca Grasso  
Choices Flooring  
Cobram Community House  
Cobram Medical Clinic  
Commonwealth Bank  
Commonwealth Staff Social and Charity Club  
Copulos Group  
Daitronics Corporation – Kevin Dainton  
Dan Murphy's  
Department of Education and Early Childhood Development  
Dookie Lions Club  
Elders Insurance  
Elite Events Party Hire  
Emerald Bank Heritage Farm  
Faram Ritchie Davies Legal  
Freer's Panel Works  
GAME Traffic & Contracting  
Gloria Jean's Coffees  
Good Shepherd Microfinance  
Goulburn Valley Grammar School  
Goulburn Valley Property Services  
Goulburn Valley Imaging  
Grahamvale Primary School  
Griffiths Goodall Insurance Brokers  
GUF Gaming Centre  
GV Electronic Gaming & Computer Services  
GV Health Community Interlink  
GV Hospital – Maternity Ward  
Helen Macpherson Smith Trust  
IGA Shepparton  
Jeff Young Shoes  
Jilleen Crouch  
Jim Cloney  
Jim Mitropoulos  
John Anderson Pharmacy  
John Hommes  
John Morrow Refrigeration  
Jungle Kids Play Centre - Wallan  
Kenzan Restaurant  
Kevin Hicks Real Estate  
KFC Shepparton  
Koryo Martial Arts Centre  
LineMasta – Jarrod Harry  
Longleat Wines  
Madison's Food Store  
Mathieson Motors  
McPherson Motors  
Mooroopna CFA

National Australia Bank  
Neverfail  
Nigel Shellie  
Notre Dame College  
O'Sullivan Insurance Brokers  
Paul Sim  
Peking City – Alan & Rebecca Chan  
Perta Thompson Partners  
PFD Food Services Pty Ltd  
Programmed Property Services  
Prominent Group  
Puckapunyal Army Base  
Quality Teams  
Ray Sharrawarra  
Redstone Crushing  
Riordan Legal  
Riverside Gardens  
S & F Cleaning  
Seymour Aquatic Centre  
Shepparton BMW  
Shepparton East Primary School  
Shepparton FoodShare  
Shepparton Golf Club  
Shepparton High School  
Shepparton Newspapers Pty Ltd  
Shepparton Renault  
Shepparton Star Bowl  
Shepparton Wood Turners  
Sherbourne Terrace  
Solar City Office Equipment  
Solar City Tyres  
SPCArdmona  
SPC Factory Sales  
Stubbs Wallace  
Teller Collective  
The Good Guys  
Thelma Bull  
The Portsea Camp  
Trelly's Tackle World  
UHT Pactum Dairy Group  
Ulysses Motorcycle Club – Goulburn Valley  
Ultimate Fasteners  
Unilever  
Vehicle & Equipment Finance  
Victoria Police  
VI.PT Lifestyle





COBRAM | WALLAN | KINGLAKE | ALEXANDRA



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