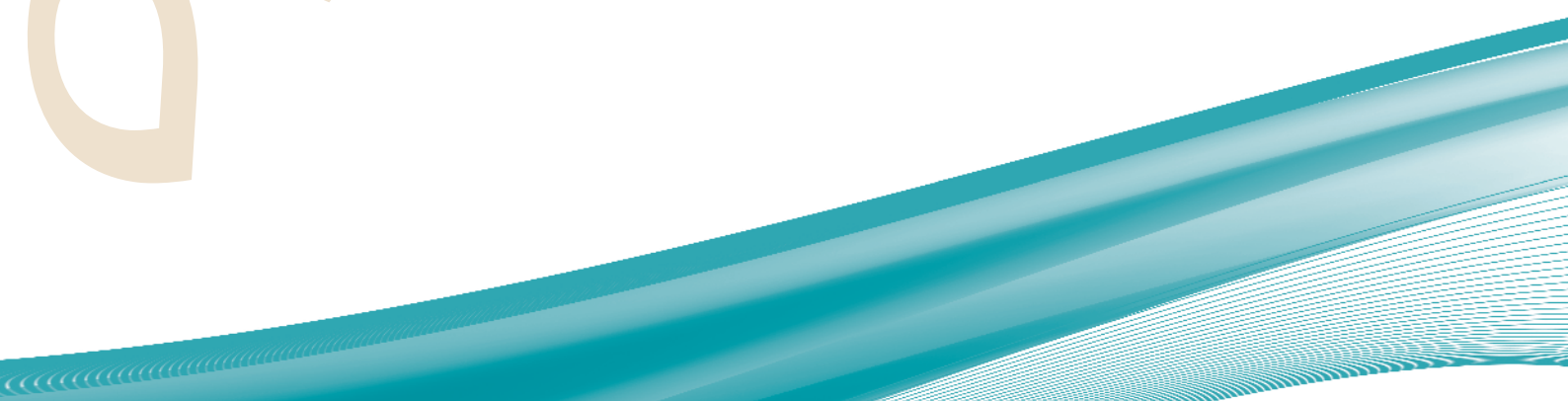




familycare

Annual Report
2015-2016



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, family, aged and disability services, innovative mens' 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 surrounding districts.

Vision:

Strong, resilient families and communities.

Purpose:

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism.

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 - actions consistent with beliefs
- Leadership - on issues that impact adversely on individuals, families and communities
- Communication - a commitment to open and ongoing dialogue with all stakeholders
- Professionalism - in all aspects of our work

Board Of Directors:

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



Ann Sexton
Chairperson



Albert Kellock
Treasurer



Tim Gubbins
Vice-Chair and
Vice-Treasurer



Marshall Richards
Secretary



Aliien Kemp
Board



Marina Klooster
Board



Betty Dale
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: Goulburn Murray Audit Services
PATRON: Mr. Jeff Tracy



Australian Government
Department of Social Services



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Chairperson Report

In recent years, David and I have been in the habit of producing a joint CEO / Chairperson's report. This year we are providing separate reports. After almost 11 years as FamilyCare's Chairperson I have decided to stand down. I thought it would be useful to reflect on my experience in the role, where the agency is now and where we are going.

I first joined FamilyCare's Board in 2003 at the invitation of Geoff Adams, who was in the Chair at the time and a work colleague. Perhaps I should have sensed Geoff had something else in mind but immediately got involved, enjoyed the contact with Board colleagues and FamilyCare staff immensely and became Chairperson in 2005.

Over the years it has been an enormous pleasure to work with many people who are passionate about their community, in supporting FamilyCare's services and activities. We have often had to tackle some really difficult issues and choices, no more so than responding to the aftermath of the Black Saturday Bushfires in February 2009. What FamilyCare did then is a good indication of the way the agency considers its role and responsibility. We took on one of the key case management jobs in Kinglake in the months following the fires. Our community needed us and FamilyCare worked hard to come up with a response.

Our Board meetings always seek to get the right balance. We take our governance and supervision responsibilities seriously. We also enjoy working together and even after difficult decisions or robust debate, it is rare for our meetings not to involve a healthy amount of good humour.

My personal observation is that the expectations on Board members and not-for-profit providers like FamilyCare have become much more complicated in the last decade. Some of the changes, like improvements in financial reporting and ensuring that services meet acceptable levels of quality are really positive. Other changes are less helpful. Being required to report the same information to a range of different supervising bodies takes attention and resources away from the people who need assistance the most.

There is also a growing impression amongst not-for-profit Board members that they are seen as less competent than people in commercial governance roles. Being a volunteer does not mean you lack skill and I acknowledge the individual and collective experience and wisdom on FamilyCare's Board throughout my contact with the agency.

In terms of where FamilyCare is now and where it is headed, the most suitable words are sound and grounded. FamilyCare has a solid foundation, is well managed and employs clever, capable people. It is also committed and connected to the communities it serves. I have learned a lot from my time on FamilyCare's Board and maintain my belief that it is an important, shared asset for our region.

The Chairperson's role has now passed to my colleague Ann Sexton. Ann's deep understanding of the education sector will bring a different but extremely valuable perspective to the role. I wish Ann well but know she will receive great support and do a fabulous job. To my other Board colleagues past and present, it will be even sadder for me to step away from the Board at this year's AGM – but thank you for your friendship, support and hard work.

AILEEN KEMP – CHAIRPERSON

CEO Report 2016

What a difference a year makes. This time last year FamilyCare's Annual Report noted a \$219,402 deficit. That was the third deficit in succession. The decisions that led to the deficits were conscious, as the agency navigated a difficult financial environment without sharp cuts to services. It was not however an approach that could be sustained indefinitely.

This last financial year has shown how quickly and dramatically the situation can change when resourcing returns to something closer to the cost of delivering services, based on actual demand.

In many other ways 2015 /16 followed a now familiar pattern. Almost every service activity that FamilyCare is involved in feels like it is subject to major review, reform, or both, all of the time. That can become draining for staff and confusing for clients. I acknowledge however the fine efforts of our service teams in keeping abreast of the changes and helping our clients stay informed and engaged. We have also made a concerted effort to comment on policy and structural issues that are making things harder than ideal. That commentary is not always easy or comfortable but our duty to reflect on our clients' needs and experiences honestly is critical to maintaining trust.

Throughout this report you will find examples of innovative practice, collaborative effort and service activities that have made a real difference for individuals, families and communities. I hope you find the information useful and if you have questions, comments or suggestions please let us know.

One activity I would like to draw attention to is the development of a network called Shepparton Community Share with local colleague agencies, The Bridge Youth Service, Connect GV and Primary Care Connect. We originally came together in response to a Shepparton specific grant round commissioned by the Helen Macpherson Smith Trust in mid-2015. With the Trust's encouragement we joined our applications together, on the understanding that improving each agency was positive but improving all would spread the benefit much more broadly.

The journey for Shepparton Community Share is still in its infancy but the start has been extremely positive. We now routinely talk about and swap information and ideas that are not normally spoken about in a competitive environment. Those interactions go beyond the scope of the original applications to the Helen Macpherson Smith Trust.

Each of the Shepparton Community Share Participants believe the existence of strong, regional community service providers is important. We also believe that we are stronger when we cooperate – even if a reform environment based on competition and contestability seems to be working in the opposite direction.

Finally, there have been two major changes in FamilyCare's Board this year. Former Chairperson and Life Member Geoff Adams retired from the Board in March after an amazing 23 years of service. Board and staff hosted a farewell for Geoff (and thanks to the Shepparton News for help with sending a newsman off in style with his very own 'front page').

You will also see from Aileen's report that this year has been her last as FamilyCare's Chairperson. I would like to acknowledge Aileen's tireless work as a Board member since 2003 and Chairperson since 2005. On a personal level, Aileen was one of the first people I met after moving to Shepparton in 2010 and has provided me with valuable counsel and guidance in the years since. On behalf of all staff and volunteers, including fellow Board members, thank you Aileen.

DAVID TENNANT – CEO

Director of Service Development

We have great people working at FamilyCare. Our service teams include passionate and talented professionals. We also have some terrific leaders and to my colleagues in the leadership group – thank you and congratulations for your year's work.

We encountered a number of challenges throughout the year. Many related to service system changes. The changing policy environment is a consistent theme in the service reports to follow. Some challenges were more personal and I am proud of how people have pulled together to support each other. It takes a resilient and skilled group to work in a sector where we are called on continuously to hold hope for others until they can hold it for themselves.

The 2015/16 year provided a significant personal milestone, with my ten year anniversary. It is hard to know where that time went but even after a decade, FamilyCare still feels like a dynamic and special place to work

As David has noted in his CEO report, we are in the middle of a reform revolution. Whether it is our Victorian State Roadmap to Reform, the implementation of the Royal Commission into Family Violence recommendations, or the major reforms at the Commonwealth level, everything seems to be up for review and analysis. Constantly striving to improve is great but major change all of the time is not only a challenge for staff, it can and does confuse the people who need and rely on our services.

Increases in funding and subsequent changes to staffing arrangements have been dramatic over the past 12 months. All of FamilyCare's offices are operating at full capacity. Our new office in Wallan office that was opened last year is working beautifully and we are seeing more and more little people enjoying the space.

The year ahead holds many new challenges but we are looking forward to opportunities for involvement in co-design and collaboration, particularly in our work with the Victorian Department of Health and Human Services. I am really positive about the impacts we are making with our families. We will continue to strive for better outcome focused interventions going forward.

Finally but by no means least, thank you to our ChildFIRST Alliance partners, The Bridge Youth Service, Rumabalara Aboriginal Cooperative and DHHS. Your support and our shared endeavour is appreciated, especially when times are tough. I am sure as a collective we will achieve great things again this year.

ANGELA ARMSTRONG –
DIRECTOR SERVICE DEVELOPMENT

Child and Family Services



It is an exciting time to be working in child and family services, with opportunities for agency growth and integrated program development. Constant change, complexity, capacity, and demand are ongoing issues, however staff continue to work in collaborative and innovative ways to meet the needs of clients and communities.

In late 2015, FamilyCare was subject to external audit to ensure we could maintain certification as a community service provider for another three years. The re-certification audit was a key priority, with a strong focus on ensuring Child and Family Services was fully prepared, and that staff were well supported through this process. Re-certification until 2019 was confirmed early in the New Year.

'The Next Generation' FamilyCare Conference held at Shepparton's Eastbank Centre in October 2015 provided an opportunity to hear from distinguished experts such as Professor Dorothy Scott, Associate Professor Brigid Jordan, and Dr Tim Moore in relation to the wellbeing, safety, and future for children in our communities. The conference also provided opportunities for regional networking, capacity building, and systemic improvements.

After a number of years where resources had fallen below the demands made on our services, 2015/16 saw a welcome increase in funding. New Flexible Packages provided opportunities for practitioners to think more creatively in relation to achieving goals and better outcomes for children and families. Additional funding from the Department of Health and Human Services in response to the Victorian Auditor-General's report on Early Intervention Services for Vulnerable Children and Families supported the creation of 'Demand Teams' in Goulburn Valley and Lower Hume. The new teams have increased our capacity

to respond to need and improve outcomes for families. We expect to be able to provide more timely, flexible, and intensive interventions and we are keen to measure the impact and effectiveness of this new model of service delivery.

Child FIRST continued its strong community education role, presenting to a range of stakeholders. Integrated Family Services delivered a number of group programs. The 'Living with Adolescents' and 'Balancing Love & Discipline' parenting groups, 'Girls, Girls, Girls' self-esteem and body confidence group, and 'Keeping Cool' women's anger management group were delivered across Lower Hume. 'Girls, Girls, Girls' was also delivered for the first time in the Goulburn Valley with assistance provided by the Shepparton Chapter of Soroptimists International. Seasons for Growth and Caring 4 Kids parenting education groups were delivered across the Greater Shepparton and Moira Shires. Children's Week, Refugee Week and National Families Week were celebrated across our service area. Each of the events were team efforts and there was terrific community support and involvement. FamilyCare's Child and Family services teams also provided social work placements to students from RMIT, Deakin, La Trobe, Victoria, and Melbourne Universities.

Lower Hume Child and Family Services expanded to include the Strathbogie Shire. We have been focused on strengthening partnerships in this area, as well as responding to the growth corridor of Southern Mitchell, and adapting to changes in Murrindindi. Due to the re-structuring of services in Murrindindi, FamilyCare re-located to the Continuing Education and Arts Centre Office, in the old Court House in Alexandra.

Child and Family Services (continued)



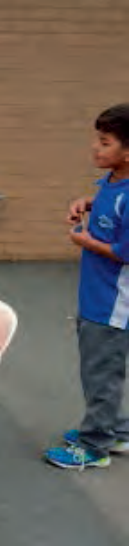
Funding from the Bendigo Bank was gratefully received to develop the outdoor area at the Wallan office. The funding has assisted us to design and build a child and family friendly space that can be used for assessment, therapeutic intervention, group work, and other community engagement and parent education activities. In the future, we anticipate that the Wallan office will offer flexible opening hours to enhance access to services and to promote inclusive practice in a growing and increasingly diverse community.

In the Goulburn Valley, a two year Language Services Project resulted in 308 participants completing training to increase local service provider capacity to respond to the needs of our growing

multicultural population. Eighteen training workshops were delivered across Shepparton, Cobram, Yarrawonga, Seymour and Wallan.

The Goulburn Valley Child and Family Services team in partnership with Save the Children Australia have been delivering three playgroups as part of the Play2Learn initiative. The City of Greater Shepparton have also partnered with FamilyCare to deliver a Small Talk Supported Playgroup in Shepparton.





JULIA BROWNLIE
MANAGER CHILD AND FAMILY SERVICES –
LOWER HUME

MELISSA KNIGHT
PRACTICE MANAGER
CHILD AND FAMILY SERVICES

NOELLENE MORROW
PRACTICE MANAGER
CHILD AND FAMILY SERVICES



Disability Support Services



A total of 17,218 hours of service was provided to young people with a disability across the region.

The Year in Review

Throughout the past year Disability Support Services (DSS) has continued to grow and improve services delivered to families across the region.

Inevitably in an evolving policy environment, 2015/16 has seen more change across the sector presenting both risk and opportunity. Constant change can be frustrating but the team has remained positive, and is looking forward to the challenges ahead.

In late 2015, DSS adopted a new name and logo for its recreation program. Along with the addition of updated signage on the buildings and buses, eye-catching promotional material and staff uniforms, IntoRec is building a reputation as the best local provider of services for children and young people with disabilities. Promotion of IntoRec will increase as the NDIS rollout across the region moves nearer.

Through IntoRec, DSS continued to provide meaningful, flexible, and high quality support to over 130 young people and their families, with the Afternoon Recreation and School Holiday Programs the most popular. The revamped Young Adult Social Group experienced an increase in young people aged between 18 and 25 years and the Host program continued to boom, with our nine volunteer Host families providing over 3500 hours of unpaid care. Requests for family support increased with a high percentage of referrals coming from local schools and health providers. Referrals from FamilyCare to other services were up by 25 percent.

In response to the imminent introduction of the NDIS and demise of block funding, some strategic changes to both program coordination and service delivery were implemented. The changes should increase efficiency and improve how the program responds to and engages with its participants. We have also implemented some new technologies to assist our practices and processes. The ongoing development and re-scoping of services is already delivering a more streamlined and focused approach to meeting the needs of our service users.

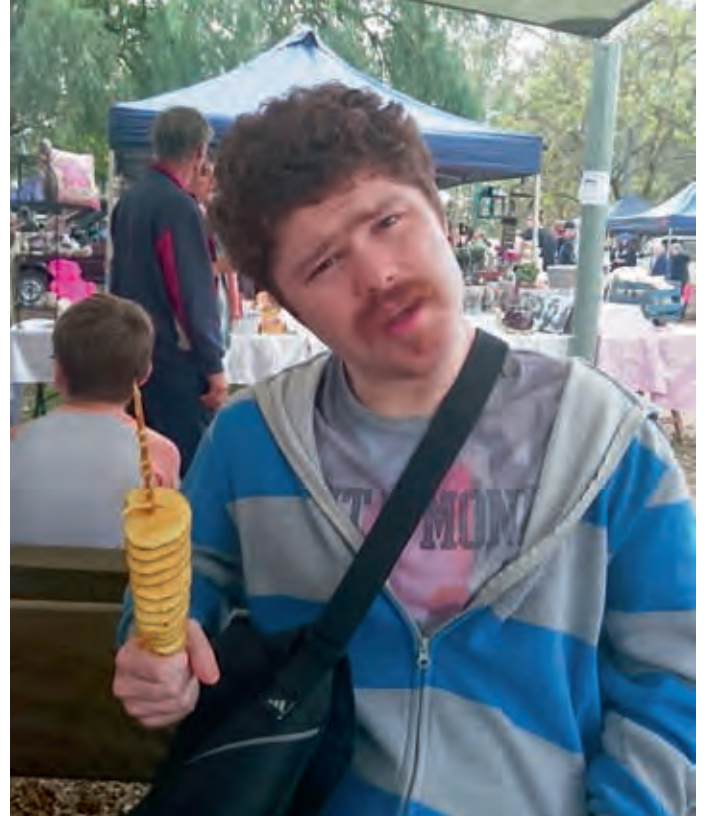


*The Afternoon Rec.
Program delivered 1340
separate activity sessions,
and 7,417 hours of respite.*



DSS continues to attract high calibre staff with professional skills and experience. Coupled with our commitment to train staff so they can better understand and respond to individual participant's needs we continue to record high levels of client satisfaction. Enabling children and young people with disability to discover their strengths and develop their full potential is an exciting and ever-changing experience. I commend all the DSS staff and volunteers on an outstanding year.

A huge thank you to all of our volunteers who contributed their time to supporting the young participants in our programs. This past year, our Host and Recreation volunteers have contributed a phenomenal 7542 hours. Using the mid-point market wage



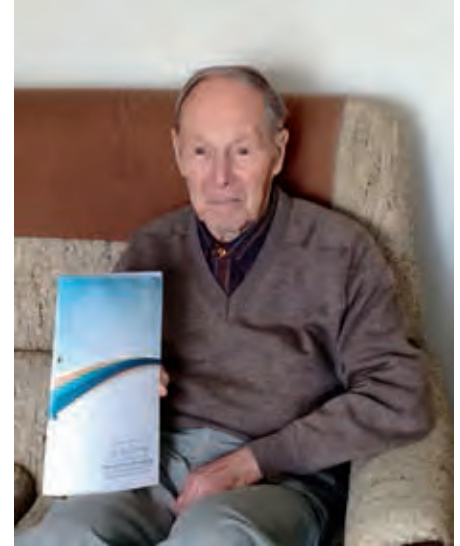
*7542 hours of service was provided by DSS
Hosts and Recreation Program Volunteers.*

method for determining volunteer hourly costs of \$32.50, the market value of this contribution is approximately \$245,115. DSS also coordinates the general volunteer program, details of which can be found in the separate report.

KAREN GOODGER –
PRACTICE MANAGER
DISABILITY SUPPORT SERVICES



Carer Support Services



Being a carer can be extremely rewarding. It can also be challenging, leading to adverse impacts on stress levels, health and wellbeing, social participation, employment opportunities and financial circumstances. Our committed Carer Support team works closely with carers to provide help with their caring role, as well as supporting their general wellbeing.

Major reforms across our sector ensured last year was a period of transition. Most significant, were changes to aged care, with services transitioning over to the Commonwealth Home Support Program and the launch of the centralised My Aged Care platform. The reforms aim to provide a more streamlined support system for older people, but have produced some confusion in the community. We are however working hard to educate staff and community members about the potential future benefits of the changes.

“When you are a carer with very little family support, you cannot keep going 24/7. A few hours to the carer is like winning tattslotto.”

Another major reform milestone was the commencement of the National Carer Gateway in December 2015. The Carer Gateway aims to make it easier for carers to find information, practical advice and offers links to support services, through a national website, phone service and service finder. FamilyCare also provided comments on the Commonwealth’s evolving model to improve carer support nationally.

Throughout 2015/16 we actively pursued our commitment to community awareness and education. An education session on the Care needs of older LGBTI people was particularly successful and attracted approximately 50 attendees. The session was designed and delivered in partnership with a variety of other agencies and hosted Rowena Allen, Victorian Commissioner for Gender and Sexuality, as the key note speaker.

“I have been overwhelmed by the support and attitude of the staff whenever I have needed help. Just to speak with someone who obviously cared how I was feeling, helps me cope at this time.”

In a major project for the Carer Support team the ‘Care Journal’ resource was completed. The ‘Care Journal’ is a multipurpose diary or planner that aims to enhance service coordination, provide an effective personal record, help carers find the right support and act as an important aid to keep the GP fully informed.

Congratulations and thanks to our dedicated Carer Support team who work hard to make a positive difference for our carers we work with. I would also like to acknowledge the valuable contribution that carers make in our community each day. Thank you for sharing your experiences with us.

KATIE MILLEN –
PRACTICE MANAGER
CARER SUPPORT SERVICES

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 relevant information at community events or service points
- providing links to resource materials on our website
- providing relevant information 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:

- maintaining a staff awareness strategy

- providing regular and clear statements about the vital importance of carers
- including discussion of the principles in the Act during induction and training.

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

- maintaining appropriate employment policies such as flexible working arrangements and leave provisions
- developing a satisfaction survey for distribution at assessment and review meetings between workers, carers and those receiving care
- incorporating the principles of the Act 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

21 October 2016

No Interest Loan Scheme

2015 - 2016 was another busy year for the No Interest Loan Scheme with FamilyCare approving 110 loans totalling almost of \$98,000, between July 2015 and March 2016.

In April our long term NILS Coordinator Gary Chapman left FamilyCare. Whilst Gary's departure posed some challenges in ensuring that the community still had access to no interest loans, it did provide an opportunity to review how we deliver the program - particularly given resource constraints.

We established a strong partnership with another NILS provider, Bendigo Family & Financial Services who agreed to process loans while we recruited. The relationship ensured our clients had uninterrupted access to NILS. Since commencing this collaboration in April an additional 44 loans were approved totalling \$34, 229. We were also able to recruit a new NILS officer, Levi Boschetti and our colleagues in Bendigo have provided great assistance with Levi's training.

Case Study

Beth*, a single mother of two and a full time carer of her eldest son is a great example of the benefit that the No Interest Loan scheme provides to the community.

After going through five cheap, second hand fridges in 12 months, thinking that that was all she could afford, Beth heard about NILS through a school newsletter.

Beth successfully applied for a No Interest Loan for a new washing machine, and realised that despite her low income, there was a way to be able to afford quality, reliable whitegoods.

Through the NILS program Beth has been able to purchase a washing machine, fridge, freezer, lawn mower and, a new lounge suite.

After successfully repaying her NILS loans, Beth was also introduced to the AddsUp savings program, which encourages people who have successfully repaid a NILS Loan to establish saving patterns by matching their savings of \$500 dollar for dollar.

With some discipline, Beth was able to save \$500 which when matched by NAB through AddsUp, became \$1000.

Beth is now using this along with her new found savings habits to save towards a new car - a goal that had previously been out of reach.

(*not our client's real name)

Volunteer Program



The last twelve months has been a period of much activity for the Volunteer Program, which has become well known in the community for providing a diverse range of volunteering opportunities. With volunteers of all ages, from a range of backgrounds, undertaking many varied roles, the program is an interesting and exciting place to work.

Over the past year the number of volunteers has increased. We have been pleased to offer volunteering opportunities to many young people from across the region, as well as some new opportunities to more experienced volunteers. The program is lucky to have several second generation volunteers working at the Book Inn and on the Recreation Program. In the last year, a second generation Host Program volunteer has come on board to begin hosting.

In May 2016 some of our FamilyCare Volunteers were nominated for Greater Shepparton Volunteer Awards. Held during National Volunteer Week, the Awards were a great opportunity to showcase the work FamilyCare does with supporting and developing volunteers, especially young people. Jillian Goodman one of the Disability Support Services Recreation Program volunteers, took out the Young Female Volunteer Award. Congratulations Jillian!

FamilyCare's Volunteer Program is dedicated to delivering opportunities that strengthen and empower our volunteers, while providing effective support to our clients and the community. Throughout 2015-2016 agency volunteers provided FamilyCare with a total of 3524 hours of service across the Book Inn, Child and Family Services & Carer Support Services. Added to the 7542 hours of volunteer support that was provided by volunteers to the Disability Support Services program and the overall total was in excess of 11,000 hours.



We thank all our volunteers for their commitment to FamilyCare. Without them the agency would not be able to sustain the number of valuable services it provides to the community.

KAREN GOODGER –
PRACTICE MANAGER
DISABILITY SUPPORT SERVICES

BARB PUTAMORSI
VOLUNTEER COORDINATOR

Fundraising Report

GOLF DAY

A wet, windy day and 25mm of rain the night before did not dampen the spirits of participants in the annual charity golf day. Local resident Lawrie Steward provided the group with a stirring and emotional glimpse of life as a parent of a child with a disability, before MC Neil Smith got the players away.

The combined challenges of the weather and a late start reduced the 18 hole Ambrose event to 15 holes. Our adjudicator Kerryn Pickworth responded capably to the mathematical difficulties, with the winning team Shepparton Tiling (Nigel Shellie, Barry Hobbs and Jeff Tracy) from runners up GV Imaging (James Wong, Sandy Hommes and Chris Matens).

Thank you to our many generous sponsors and donors, along with Paul Durden from Kevin Hicks Real Estate who officiated at the auction. Special mention to major sponsors NAB, Griffiths Goodall, Shepparton BMW, PFD Foods and McPherson Motors and of course my thanks to our wonderful committee and many volunteers on the day.

The net result was a fabulous \$25,000 towards FamilyCare's services.

FamilyCare Christmas Appeal

Christmas Hamper Packing is a favourite activity for all involved, including staff, volunteers and donors. The end result is a basket overflowing with essential food items and Christmas treats for a local family, but the process also delivers benefits. Literally hundreds of people play a part in building the hampers each year.

The FamilyCare Christmas Appeal unites the community to share the gift of giving. It is a collaborative approach, further demonstrated by the relationship between FamilyCare, The Community Fund and Greater Shepparton City Council with the 'Baskets of Joy' Appeal. The appeal encourages local organisations and businesses to collect donations of family food items and essentials.

The Baskets of Joy produced an overwhelming response from the Shepparton Community. Thank you to Greater Shepparton City Council and the Goulburn Valley Community Fund for their support to develop the initiative and to the many businesses and individuals who made it a success. The donations far exceeded our expectations and we were able to provide ample food and gifts to our families this year.



The FamilyCare Christmas Appeal has received many years of support from the Commonwealth Bank Staff Social and Charity Club who this year doubled their donation of hampers and gift vouchers for local families. A number of local primary and secondary schools are also long term supporters who provide gifts and money from fundraising efforts. Funds donated went directly toward purchasing food items or gifts for the hampers. Because we have a special relationship, Santa visited a number of schools to thank the children and collect donations. We really value these long term partnerships and thank every one of our contributors for their ongoing support.

KIM DALDY –
FUNDRAISING COORDINATOR

FamilyCare Service Statistics

Child & Family Services

Program	Total Clients*
Child FIRST	1,618
Child FIRST information and referral contacts	3,197
Integrated Family Services <i>Child FIRST and Integrated Family Services combined hours are 37,688</i>	699
Cradle To Kinder	14
Parent Child Program	380
Refugee Minor Program	5
Families First	43
Parent Assessment & Skills Development	13
Mens' Programs	397
Number of Group Activities	31

Aged & Disability Services

Program	Hours	Total hours
Carer Support Service		14,909
Disability Support Services		
<i>Busy Bees Playgroup</i>	560	
<i>Afternoon Recreation Program</i>	7,417	
<i>School Holiday Program</i>	4,170	
<i>Camp Program</i>	960	
<i>Young Adult Social Group</i>	358	
<i>Special Children's Christmas Party</i>	250	
<i>Host Program</i>	3,503	17,218
Volunteer Hours		
<i>Disability Volunteers</i>	7,542	
<i>FamilyCare Volunteers</i>	3,524	11,066
Total Aged & Disability Service Hours		43,193

No Interest Loan Scheme

Program	Total Loans	Total
No Interest Loan Scheme	110	\$97,995
<i>Note: Between April & June an additional 44 loans were completed for FamilyCare by Bendigo Family & Financial Services totalling \$34,229.</i>		

* except for group activities

Evaluation of Feedback 2015 -16

Feedback plays an important role at FamilyCare and helps us continually review the quality of services delivered. In January 2016 standardised Client Satisfaction surveys were introduced across the agency. Age appropriate and group work surveys were also developed and are ready to be implemented. Copies of the half yearly reports are published on the FamilyCare website and a summary of the 2015-16 results appears below.

Client Satisfaction Surveys 2015 -16

Service satisfaction	98%	Service met need	85%
Service quality	97%	Support available when needed	95%
Service made a difference	85%	Staff listened	97%

164 surveys returned

"I would recommend this service to anyone that needs it. Thank you."

"I have called the Centre only a few times but someone has always taken my call and helped me in the area in which I called."

"Questionnaires/surveys and information need to be written in Arabic."

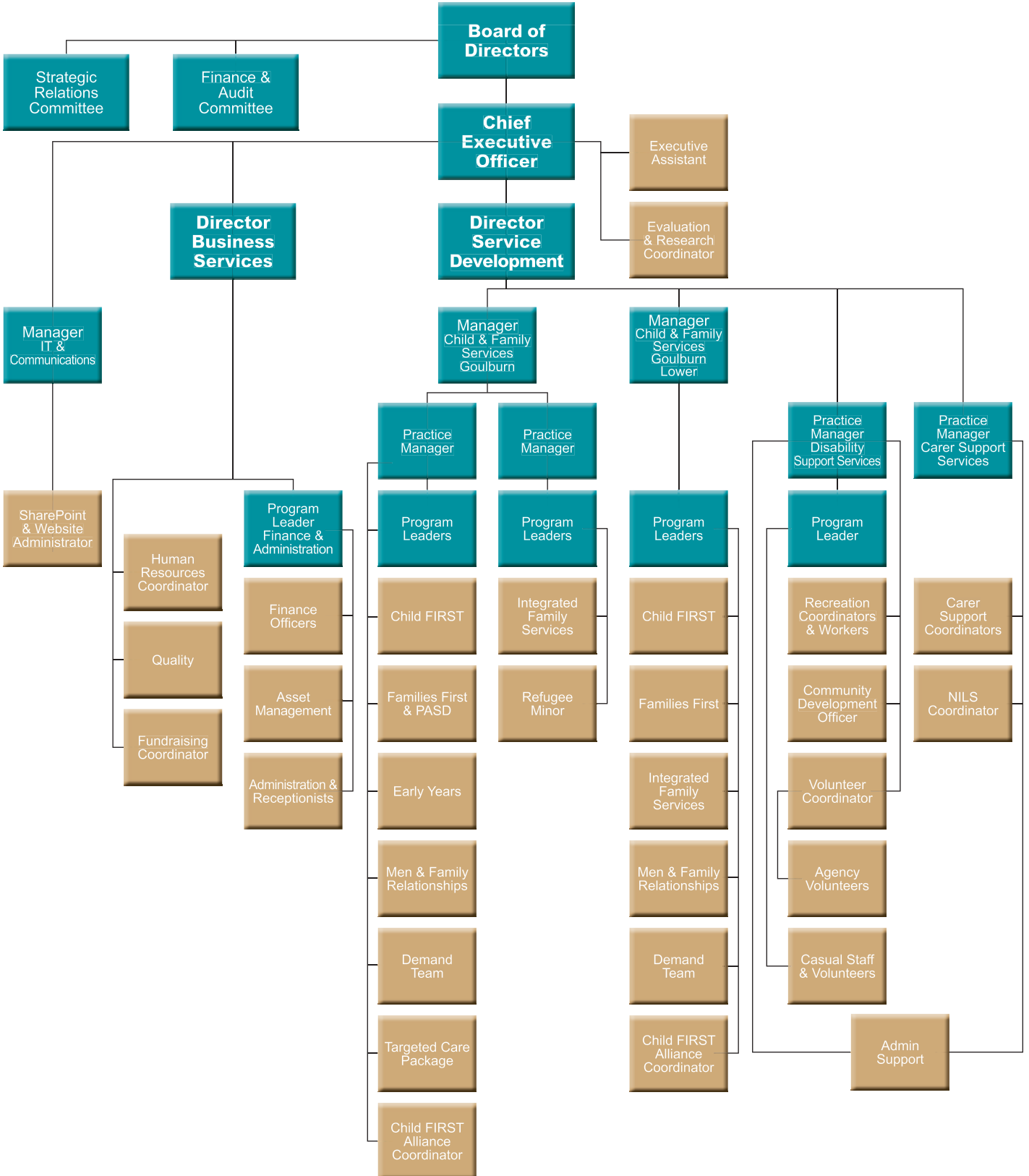
"All the FamilyCare staff are great and continually go above and beyond to help my son and my family. I can not express my gratitude enough at the difference and positive effect your staff and programs have had on my son and my family life. Thank you."

"Found it difficult to be put in the program, long waiting time. This service made a huge difference to my family."

Unsolicited Feedback

Compliments	41	Suggestions	2
Complaints	14		

Organisational Chart





Goulburn Valley Family Care Inc.

ABN 99 572 820 584

FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2016

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 2016.

Committee Members

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

Jenni Craggs
Betty Dale
Tim Gubbins
Albert Kellock
Aileen Kemp
Marina Klooster
Wendy Lewis
Marshall Richards
Ann Sexton
Geoff Adams (Retired 22 March 2016)

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.

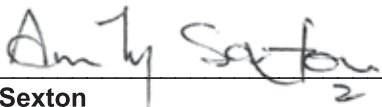
Operating Result

The profit after providing for income tax amounted to \$777,008.

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



Albert Kellock



Ann Sexton

Dated: 25 October 2016

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
Revenue	2	7,405,140	6,489,367
Other Income		579,151	469,303
Employee benefits expense		(5,255,074)	(5,290,068)
Depreciation and amortisation expenses		(329,408)	(446,372)
Other expenses		<u>(1,622,801)</u>	<u>(1,441,631)</u>
Profit (loss) before income tax expense		777,008	(219,401)
Income tax expense		<u>-</u>	<u>-</u>
Profit (loss) for the year		<u><u>777,008</u></u>	<u><u>(219,401)</u></u>
Profit (loss) attributable to members of the entity		<u><u>777,008</u></u>	<u><u>(219,401)</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 2016

	Note	2016 \$	2015 \$
Profit (loss) for the year		777,008	(219,401)
Other comprehensive income:		<u> </u>	<u> </u>
Other comprehensive income for the year, net of tax		<u> -</u>	<u> -</u>
Total comprehensive income (expense) for the year		<u><u>777,008</u></u>	<u><u>(219,401)</u></u>
Total comprehensive income (expense) attributable to members of the entity		<u><u>777,008</u></u>	<u><u>(219,401)</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 2016

	Note	2016 \$	2015 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	2,916,201	1,435,141
Accounts receivable and other debtors	6	117,057	108,023
Other current assets	7	3,041	15,552
TOTAL CURRENT ASSETS		<u>3,036,299</u>	<u>1,558,716</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	6,937,431	6,955,003
TOTAL NON-CURRENT ASSETS		<u>6,937,431</u>	<u>6,955,003</u>
TOTAL ASSETS		<u><u>9,973,730</u></u>	<u><u>8,513,719</u></u>
LIABILITIES			
CURRENT LIABILITIES			
Accounts payable and other payables	9	1,252,216	627,370
Provisions	10	724,415	659,217
TOTAL CURRENT LIABILITIES		<u>1,976,631</u>	<u>1,286,587</u>
NON-CURRENT LIABILITIES			
Provisions	10	266,146	273,187
TOTAL NON-CURRENT LIABILITIES		<u>266,146</u>	<u>273,187</u>
TOTAL LIABILITIES		<u><u>2,242,777</u></u>	<u><u>1,559,774</u></u>
NET ASSETS		<u><u>7,730,953</u></u>	<u><u>6,953,945</u></u>
EQUITY			
Reserves	11	2,537,792	2,537,792
Retained earnings		5,193,161	4,416,153
TOTAL EQUITY		<u><u>7,730,953</u></u>	<u><u>6,953,945</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 2016

	Retained Earnings \$	Property revaluation reserve \$	Total \$
Balance at 1 July 2014	4,635,555	1,443,539	6,079,094
Comprehensive income			
Increase in revaluation reserve		1,094,251	1,094,251
Profit (loss) attributable to members	(219,402)		(219,402)
Total comprehensive income for the year attributable to members of the association	<u>(219,402)</u>	<u>-</u>	<u>(219,402)</u>
Balance at 30 June 2015	<u>4,416,153</u>	<u>2,537,792</u>	<u>6,953,945</u>
Balance at 1 July 2015	4,416,153	2,537,792	6,953,945
Comprehensive income			
Profit attributable to members	777,008		777,008
Total comprehensive income for the year attributable to members of the association	<u>777,008</u>	<u>-</u>	<u>777,008</u>
Balance at 30 June 2016	<u>5,193,161</u>	<u>2,537,792</u>	<u>7,730,953</u>

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 2016

	Note	2016 \$	2015 \$
Cash flows from operating activities			
Grants and other income		7,943,225	6,896,833
Payments to suppliers and employees		(6,138,466)	(6,624,819)
Interest received		44,542	51,868
Net cash provided by operating activities	14	1,849,301	323,882
Cash flows from investing activities			
Proceeds from sale of property, plant and equipment		225,522	109,318
Purchase of property, plant and equipment		(593,763)	(906,557)
Net cash provided by (used in) investing activities		(368,241)	(797,239)
Net increase (decrease) in cash held		1,481,060	(473,357)
Cash and cash equivalents at beginning of financial year		1,435,141	1,908,498
Cash and cash equivalents at end of financial year	14	2,916,201	1,435,141

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 2016

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 25 October 2016 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 2016 (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, but at least triennial, 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 assets 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 charges 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 2016

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 2016

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 2016

(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 2016

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 2016

(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 2016**

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 2016 (Continued)

	Note	2016 \$	2015 \$
2. REVENUE AND OTHER INCOME			
Revenue:			
Grants - State		6,786,412	5,956,322
Grants - Commonwealth		618,729	533,045
Total Revenue		7,405,140	6,489,367
3. PROFIT (LOSS) FOR THE YEAR			
Expenses:			
Net loss on disposal of non-current assets: Investments		56,406	14,326
Employee benefits expense: Superannuation contributions - employees		427,324	433,159
4. AUDITOR'S REMUNERATION			
Auditors' remuneration		11,300	13,600
5. CASH AND CASH EQUIVALENTS			
Cash at bank - NAB		62,003	19,012
Cash at bank - NAB Cash Max		854,198	514,695
Short term investment - NAB		1,500,000	401,434
Short term investment - CBA		250,000	250,000
Short term investment - WBC		250,000	250,000
		2,916,201	1,435,141
6. ACCOUNTS RECEIVABLE AND OTHER DEBTORS			
CURRENT			
Sundry debtors		77,468	63,821
Trade debtors		39,589	44,202
		117,057	108,023
7. OTHER ASSETS			
CURRENT			
Prepayments		3,041	15,552

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
8. PROPERTY, PLANT AND EQUIPMENT			
Land and Buildings		6,251,947	6,220,192
Less accumulated depreciation		(153,386)	(1,718)
		6,098,561	6,218,474
Total land and buildings		6,098,561	6,218,474
Motor vehicles		975,605	930,083
Less accumulated depreciation		(219,827)	(270,568)
		755,778	659,515
Furniture and fittings		592,354	594,093
Less accumulated depreciation		(509,262)	(517,079)
		83,092	77,014
Total plant and equipment		838,870	736,529
Total property, plant and equipment		6,937,431	6,955,003
(a) Movement in carrying amounts			
For disclosure on movement in carrying amounts please refer to note 15(a) in the end of this financial report.			
9. ACCOUNTS PAYABLE AND OTHER PAYABLES			
CURRENT			
Sundry creditors		544,202	377,172
Trade creditors		182,925	77,259
Other creditors - NAB nils account		39,089	43,501
Provision for unearned income		486,000	129,438
		1,252,216	627,370
10. PROVISIONS			
Provision for annual leave		346,620	350,050
Provision for long service leave		643,941	582,354
		990,561	932,404
Analysis of Total Provisions			
Current		724,415	659,217
Non-current		266,146	273,187
		990,561	932,404

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
11. RESERVES			
Property Revaluation Reserve			
The asset revaluation reserve records revaluations of non-current assets.			
12. RELATED PARTY TRANSACTIONS			
Related Parties			
(a) Key management personnel			
Any person(s) having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including its committee members, is considered key management personnel.			
In 2016 an additional person moved into the category of Key Management Personnel, leading to a larger amount of salaries and superannuation disclosed here compared to last year.			
Key Management Personnel Compensation			
Salaries and fees		328,575	217,350
Superannuation		30,781	20,266
		359,356	237,616
		359,356	237,616

13. ASSOCIATION DETAILS

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 2016

	Note	2016 \$	2015 \$
14. CASH FLOW INFORMATION			
(a) Reconciliation of Cash			
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		2,916,201	1,435,141
		2,916,201	1,435,141
(b) Reconciliation of cash flow from operations with profit			
Non-cash flows in profit:			
Current year surplus (deficit) after income tax		777,008	(219,402)
Depreciation expense		329,408	446,372
Net (gain)/loss on disposal of property, plant and equipment		56,406	14,326
Changes in Assets & Liabilities:			
(Increase)/decrease in accounts receivable and other debtors		(9,034)	(165)
(Increase)/decrease in prepayments		12,511	(9,805)
Increase/(decrease) in accounts payable and other payables		624,846	(800)
Increase/(decrease) in employee provisions		58,156	93,356
Net cash provided by operating activities		1,849,301	323,882

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE, 2016

	Land and Buildings \$	Motor vehicles \$	Furniture and fittings \$	Total \$
15. (a) MOVEMENT IN CARRYING AMOUNTS				
Movements in carrying amounts for each class of property, plant and equipment.				
Balance at 1 July 2014	4,746,343	694,173	63,189	5,503,705
Additions	645,154	222,472	59,437	927,063
Disposals	-	(109,318)	-	(109,318)
Depreciation expenses	(267,274)	(133,486)	(45,612)	(446,372)
Profit/(Loss) on sale of assets	-	(14,326)	-	(14,326)
Revaluations	1,094,251	-	-	1,094,251
Balance at 30 June 2015	6,218,474	659,515	77,014	6,955,003
Additions	31,755	516,484	45,524	593,763
Disposals	-	(225,522)	-	(225,522)
Depreciation expenses	(151,671)	(138,744)	(38,993)	(329,408)
Profit/(Loss) on sale of assets	-	(55,955)	(450)	(56,405)
Carrying amount at 30 June 2016	6,098,559	755,778	83,095	6,937,431

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 2016, 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 2016 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.

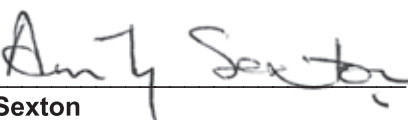
This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Committee Member



Albert Kellock

Committee Member



Ann Sexton

Dated: 25 October 2016

**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 2016 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.

**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 2016 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards.

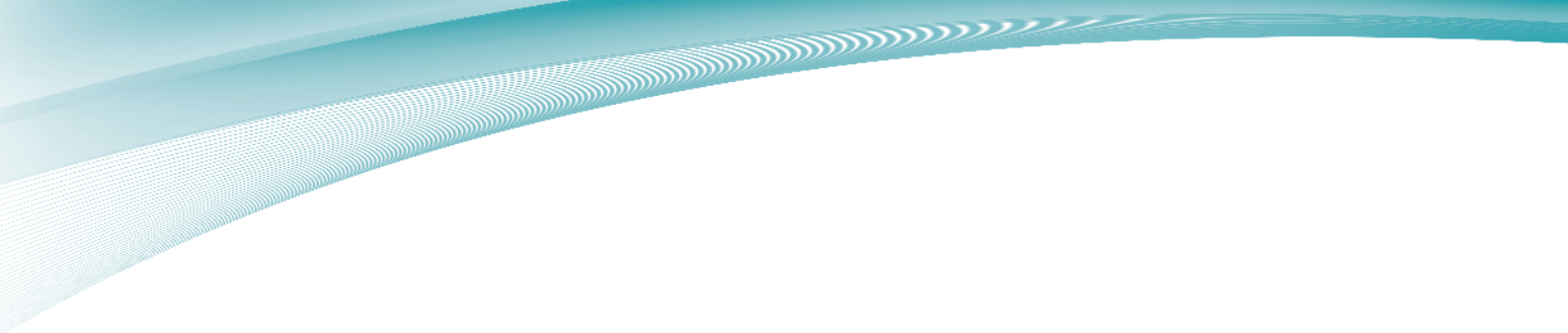
**Adam Norman Purtill
Registered Company Auditor
160 Welsford Street
Shepparton, Vic, 3630**



Registered Company Auditor: Adam N Purtill

Shepparton

Dated: 31/10/16



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Acknowledgements

We would like to acknowledge each and every person who has played a role in shaping FamilyCare over the past year including our dedicated Voluntary Board, Fundraising Committee, staff and volunteers. In particular we would like to acknowledge major funding bodies, foundations and service partners. Thank you also to the many other business and individuals who have contributed in many different ways to FamilyCare's work and our community's wellbeing.

Funding Partners

CatholicCare Sandhurst
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)
Good Shepherd Microfinance
Save the Children Australia

Trusts and Foundations

Helen Macpherson Smith Trust

Partnerships

Australian Breastfeeding Association
Bendigo Family and Financial Services
Centre for Culture Ethnicity and Health
Communities for Children
Department of Education (Vic)
Goulburn Valley Community Fund
Primary Care Partnerships
Rumbalara Family Services
Supported Playgroups Victoria
The Bridge Youth Service
Victoria Police

FamilyCare Fundraising Committee

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

Councils

Greater Shepparton City Council
Mansfield Shire Council
Mitchell Shire Council
Moirra Shire Council
Murrindindi Shire Council
Strathbogie Shire Council

Media Support

ABC
95 3SRFM
McPherson Media Group
Win Television

Businesses, Individuals and Others:

Applite Pty Ltd
Aquafile Fresh
Aussie Disposals Shepparton
Bakers Delight
Bangerang Cultural Centre
Barry Hobbs
Bob Shields
Bradley Fennell Garden Specialists
Brian Harrington Photography
Brown Baldwin Accountants
Bunnings Shepparton
Byers Electrical & Rexel Australia
Campbell's Soups
Carpet Court
Cellar 47 – Angelo & Franca Grasso
Chook World - Paul Sim
Chris Retzos
Christ Church Anglican Ladies Guild
Cobram Medical and Dental Clinic
Commonwealth Bank of Australia
Commonwealth Bank Staff Social and Charity Club (Vic) Inc.
Daitronics Corporation – Kevin Dainton
Dookie Lions Club
Drives For Industry Pty Ltd - Lawrie Steward
Elders Insurance
Ern MeHarry
Faram Ritchie Davies Legal
Fernwood Fitness Shepparton
Forty Winks Shepparton
GAME Traffic & Contracting
Gloria Jean's Coffees
GNS Gas and Plumbing
Goulburn Valley Property Services
Goulburn Valley Imaging
Goulburn Valley Grammar School
Goulburn Valley Health
Grahamvale Primary School
Griffiths Goodall Insurance Brokers
GUF Gaming Centre
Historical Society of Mooroopna
Jeff Young Shoes
Jilleen Crouch
Jim Cloney
Jim Mitropoulos
John Anderson Pharmacy
Jungle Kids Play Centre - Wallan
Kevin Hicks Real Estate
KFC Shepparton
Kildonan Uniting Care

Koryo Martial Arts Centre
Longleat Wines
Madison's Food Store
McGuire College
McPherson Motors
Mooroopna CFA
National Australia Bank
Notre Dame College
Parks Victoria – Days Mill
Peking City – Alan & Rebecca Chan
PFD Food Services Pty Ltd – Rick Smith
Programmed Property Services
Propaganda Creative
Ray Sharawarra
Rob Kelly – Select A Broker
Shane and Gill O'Sullivan
Shepparton BMW
Shepparton Croquette Club
Shepparton East Primary School
Shepparton Golf Club
Shepparton Heritage Centre
Shepparton High School
Shepparton Rockers
Sherbourne Terrace
Shepparton Tiling
Shepparton Travel and Cruise
Solar City Office Equipment
SPC Ardmona
SPC Factory Sales
Statewide Pest Control
Stubbs Wallace
Teller Collective
The Good Guys
The Last Straw
The Telstra Shop
Tom Brain
Trelly's Tackle World
Tyson Saunders Electrical
Ulysses Motorcycle Club - GV
Unilever
VI.PT Lifestyle
Wallan and District Community Bank –
Branch of Bendigo Bank
William Adams Ag
Wood Turners of the Goulburn Valley
Workout By Appointment



COBRAM | WALLAN | KINGLAKE | ALEXANDRA

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