



Annual Report

2016/2017

FamilyCare is one of regional Victoria's largest and most progressive community service organisations. We are a strength-based organisation that provides a range of child, family, aged and disability services, innovative mens' support activities, 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 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



Marina Klooster
Board



Betty Dale
Board



Wendy Lewis
Board



Michael Chisholm
Board



Ronni Druitt
Board

CHIEF EXECUTIVE OFFICER: Mr. David Tennant
LIFE MEMBERS: 1998 Roger Furphy
1998 Albert Kellock
2006 Geoff Adams
2016 Aileen Kemp

AUDITORS: Goulburn Murray Audit Services
PATRON: Mr. Jeff Tracy



Australian Government
Department of Social Services



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Chairperson Report

This is FamilyCare's 23rd annual report, since incorporation in 1994. There were ten years prior to that, where FamilyCare operated as a project of Burwood Homes, now known as bestchance. That breadth of service experience presents an opportune time to reflect on this past year as my first in the role of Chair of FamilyCare's Board of Directors.

There is a strong sense of history and feeling of positive reputation about the role of FamilyCare within our community and this brings with it both a level of responsibility and pride. As with most things in life this hasn't just happened in the past few months or even years, it has taken many good people many long years to develop. In my capacity as Board Chair I would like to take this Annual Report opportunity to acknowledge some of these people.

I'd like to acknowledge the significant contribution of my predecessor, Aileen Kemp. Aileen held the role of Board Chair for an impressive 11 years. Aileen's calm and measured leadership has enabled FamilyCare to continue its strong growth within the sector over many years.

FamilyCare has built its reputation on providing high quality, respectful service to its clients. This cannot and does not happen without exceptional, high quality staff. FamilyCare continues to maintain and recruit a workforce that genuinely cares for its people. The Board would like to acknowledge and thank all of our staff for their daily efforts in supporting children, young people and families and thereby adding to the highly professional and caring culture that is FamilyCare.

This past year, as noted in our CEO's report, FamilyCare lost one of its own, Di O'Bree. Di was a fundamental thread within our organisation's fabric and she is sadly missed.

It's been a busy and challenging year again. The reforms within the sector continue to keep us very busy, excite us with new possibilities and challenge us all at the same time. FamilyCare will continue to deliver high quality, caring services to our clients, advocate for those who need our support and champion children and families at every opportunity. I look forward to another year in the Chair!

ANN SEXTON – BOARD CHAIR

CEO Report

This has been a year of consolidation, as we built on actions under development for some time. We have put a lot of effort into how we recruit our staff and volunteers. This effort proved critical throughout last year when we welcomed a number of new staff members across our teams to respond to new funding and service opportunities. New people bring new ideas and fresh enthusiasm, which has provided an energy boost for all.

On a sad note, in November 2016 our friend and colleague Di O'Bree passed away following a battle with cancer. Di joined FamilyCare in 2000 after a number of years working with Child Protection. She became our Manager of Goulburn Valley Child and Family Services in May 2008.

It was a difficult time for staff and our community, losing someone who has played such a central role in our sector for so long. We were delighted, however, to honour Di's legacy by dedicating the Training Rooms in our main Shepparton office in June this year. A number of members of Di's immediate family were able to join us for the dedication. We also thank local artist Tammy-Lee Atkinson from Kaiela Arts, who painted the beautiful artwork that now hangs outside the Training Rooms.

This past year we continued to improve how we collect and use feedback from our clients and others who come in contact with FamilyCare's work. A high level summary of the feedback is included in this report. We have continued to publish six-monthly updates on FamilyCare's web-site. This supports public scrutiny of what people say about FamilyCare and confirms the importance of the information in our planning.

Although we were late in joining the social media revolution, we launched a FamilyCare Facebook page in early 2017. We wanted to be sure we were creating a safe and useful way to exchange information with people who might have interest in FamilyCare's services.

Across our sector there is an awful lot of change going on, particularly in how services are being delivered. If this statement sounds familiar it is because you may have read almost identical comments in our annual report last year, and several preceding years. Change is not new to community services, but the constant increase in the pace and breadth of the change is.

There is a point when too much change can impede services and become destructive. Many of the clients who work with organisations like FamilyCare are looking for calm and stability in their lives. Whether they are struggling on a low income, dealing with relationship breakdown or ill-health, much of what we seek to do is help people gain a sense of control, personally and for their families. Constant policy reform with no time for consolidation, makes that process much harder. Even harder still if the reforms reduce our clients' capacity to manage the challenges they face, or require them to perform meaningless compliance steps with the threat they may lose some of their already modest incomes.

We will continue to make a concerted effort at FamilyCare, to reflect the views and the experiences of our clients to governments and policy makers.

DAVID TENNANT – CHIEF EXECUTIVE OFFICER

Director of Service Development

This year the Child FIRST Alliance reached its ten year anniversary. It has been a great pleasure and privilege to have been the Chair throughout that period. I cannot think of too many Executive Committees that have met monthly for over ten years. A big thank you and congratulations to our partner agencies, The Bridge Youth Service, Rumbalara Aboriginal Cooperative and the Department of Health and Human Services.

We have been a formidable force for positive change across the Goulburn Valley.

In early 2017, I was appointed Chair of the Goulburn Family Violence Executive Committee. It is an extremely busy time, delivering on the reform agenda from the Family Violence Royal Commission. As part of our strategic direction, we are working closely with the Ovens and Murray Family Violence Executive Committee. It is important to coordinate our voices with both regions in the planning stages for the merge of Child FIRST and the Support and Safety Hubs (Family Violence Royal Commission, Recommendation 35). The Hubs are unlikely to roll out in our Region within the next eighteen months, but we need to be thoughtful in our planning to ensure we enhance, not harm, our service system. The five trial sites for the Hubs will commence in November 2017.

The southern growth corridor between Wallan and Broadford is evolving quickly, which presents some challenges. It seems like one minute we are on the front foot, the next ten steps behind. One positive aspect has been our strong partnerships with Mitchell Council and the Kilmore and District Hospital. FamilyCare has also been an active participant in the Wallan Children's Hub and planning for the new Greater Beveridge Community Hub. The pace and level of population growth has now been acknowledged by the State Government. FamilyCare has appreciated new funding for Child FIRST and Family Services to meet the expanding demand in Lower Hume.

In other service areas, the National Disability Insurance Scheme (NDIS) roll out and the My Aged Care reforms are having a significant impact on staff workloads. The most important, immediate priority is to continue providing high quality services to those who need it. We also recognise the responsibility to advocate for our families, where inequity and unintended disadvantage triggered by the reforms is having a negative impact on their daily lives.

Finally, a big thank you to our Service Managers. Your roles carry great responsibility, which you meet with passion and pride. To our staff and Volunteers, you are the face of FamilyCare's work in the community and we appreciate everything you do.

ANGELA ARMSTRONG –
DIRECTOR OF SERVICE DEVELOPMENT

Child and Family Services



This has been a challenging year for Child and Family Services (CaFS) because we have been extraordinarily busy with a wide range of review and reform activities. Despite the challenges, it is an exciting time to be working in the sector, with opportunities for growth and innovation in integrated service development.

In addition to our normal case management support for families, the service delivered a range of group activities, including “Balancing Love & Discipline”, “Keeping Kool”, “Girls, Girls, Girls”, “Real Men Make Great Dads”, “Anger Management” for men and women, and “Living Skills” within the Department of Justice. Two of our staff members have become accredited Drumbeat facilitators, which will further enhance our group activity options.

The service teams are engaged in a wide variety of community development initiatives, to build capacity and raise awareness of important issues. Activities across the region, included Children’s Week celebrations, a therapeutic Sand Play pilot, a provision of student placements, participation in expos and festivals, our “Baskets of Joy” Christmas appeal, and support of Sorry Day and NAIDOC Week events. These activities also allowed us to work closely with a range of community partners, which is the best way to achieve coordinated and sustainable outcomes for our clients.

We had other highlights this year, which included the completion of the outdoor area at our Wallan office, a great space for working with children and families, the co-facilitation of a yarning workshop for Aboriginal parents and carers, led by the Lower Hume Aboriginal Health and Wellbeing Project, and the delivery of the “Champions for Change” body esteem project in partnership with the Butterfly Foundation. In Lower Hume, the development of the Vulnerable Children’s Committee located at the Kilmore and District Hospital has provided real opportunities for earlier intervention with some of our most vulnerable families, alongside funding for the Cradle to Kinder program.

Looking ahead, we are focused on the significant population growth projected for the southern Mitchell Corridor. We need to respond in strategic and collaborative ways so we can continue to deliver high quality services.

Our Family Violence Counselling project is progressing well. We have observed that positive outcomes are more likely to occur when physical and emotional safety has been established in the home. When this has not been established, it is more difficult to build a trusting therapeutic relationship, which is in turn more likely to have an adverse impact on the physical, emotional and psychological development of the children. Many children who have experienced family violence assume a greater sense of independence and responsibility than a typical child of their age and stage of development. This can result in a lack of opportunity for those children to play, build positive relationships with peers and to heal from trauma. Our project workers utilise play based interactions with children to engage them in the counselling process.

Child and Family Services *(continued)*



Due to high demand we implemented restricted intake in GV Child FIRST and family services in December 2016 and January 2017. It is never an easy decision to restrict intake but it helps ensure we keep both clients and workers safe in times of peak demand. We worked hard with our colleagues at Child Protection to return to normal operations as quickly as possible.

The City of Greater Shepparton, Berry Street and FamilyCare have been conducting Integrated Practice training for professionals for over 10 years. Di O'Bree, our GV CaFS Manager who passed away in late 2016, was one of the founding members and an advocate of compulsory attendance by our staff. Di was instrumental in the design, research and development of the training package and she was also a facilitator. In memory of Di, one participant from the group was awarded a "scholarship" in her name, an initiative we are looking forward to continuing.

We have purchased four virtual babies: Real Care baby, Drug Affected baby, Foetal Alcohol baby and Shaken baby. They will be utilised across our suite of Integrated Family Services programs for education and demonstration purposes.



Real Care baby is a computerised infant that has fifteen programs from three weeks to three months of age. Shaken baby is a graphic example of what can occur if you shake your baby.

Shaken baby's head is clear and once shaken, sections of the brain light up to indicate damage sustained by the infant. It can be very confronting. Drug Affected baby shakes and cries to show parents the potential harmful impact on the unborn. Foetal Alcohol baby is a visual learning aid to show parents the potential side effect of consuming alcohol whilst pregnant. All will be useful learning aids for staff and clients alike.

NOELLENE MORROW – MANAGER
CHILD AND FAMILY SERVICES
GOULBURN VALLEY

JULIA BROWNLIE – MANAGER
CHILD AND FAMILY SERVICES
LOWER HUME



Disability Support Services



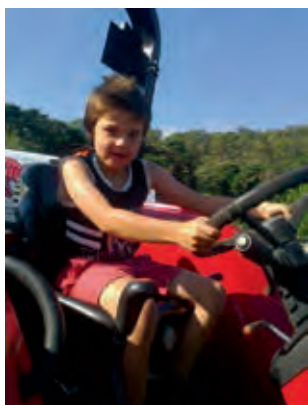
A total of 16,158 hours of service were provided to young people with a disability across the region.

It was a busy year for the Disability Support Services (DSS) program. Referrals increased, with many now coming from medical practitioners and child specialists.

In 2015, DSS began rebranding the Recreation Program as IntoRec. The logo is bright, fun and colourful, and we think it is a great representation of our activities. With some work, IntoRec is now recognised by many families and organisations. In June, we held a competition to create a slogan to go with the logo. The winner was, "IntoRec - Get into it!"

Throughout the past year, IntoRec continued to provide high quality support to over 125 young people and their families through innovative activity options. The Afternoon Recreation program continued to thrive, with new and exciting activities being offered every term. Requests for the program increased, with a high percentage of referrals coming from other health providers. The Afternoon Recreation and School Holiday Programs remain our most popular support activities. The majority of participants in these out-of-school-hours-care programs come from families where one or both parents work, and therefore need care options during non-school hours. Other programs that were very busy included our Camp, Host program, and Young Adult Social Group. All programs experienced increases in participants and respite hours.

FamilyCare has continued to make improvements to the 94 Wyndham Street IntoRec building, which has allowed DSS to provide increased options for service delivery. A bathroom renovation was completed creating a spacious accessible bathroom, which is fully equipped with showering facilities and toilet supports, easy to clean floor and walls, and wide doorways for easy access. Local artist Dylan McIntosh added some colourful artwork to the entrance of the IntoRec space. His depictions of native animals are amazing, and have generated great positive feedback. The two FamilyCare buses have also been spruced up with the IntoRec logo.



*The Afternoon Rec.
Program delivered over
200 various activities, and
6889 hours of respite.*



Inevitably, there have been major changes in the sector brought about by the progressive rollout of the National Disability Insurance Scheme (NDIS). It is a challenge for service providers to move away from block-funded services to individualised supports, and it creates some confusion for people with a disability. Many regional local governments no longer provide HACC services, so the demand on disability organisations to fill the gaps has increased significantly.



*A total of 5751 hours of service were provided
by DSS Hosts and IntoRec Volunteers.*

Our own planning for NDIS service delivery is well underway, with new and creative models being considered. We expect to be ready and rearing to go for the full NDIS roll out in 2019.

KAREN GOODGER -
PRACTICE MANAGER
DISABILITY SUPPORT SERVICES



Carer Support Services



A Carer's Reflection.....

"I wash clothing, do shopping, feed him meals, manage financial matters, run errands, and organise appointments.

I calm his fears, soothe his worries, reassure him, advocate for him, manage his frustration, try not to feel hurt when he is angry.

I sit with him and hold his hand until he goes to sleep of an evening, because he is frightened."

It was an exciting, yet challenging year in Carer Support Services. There was a significant increase in the number of new carers accessing our supports, with 1,346 new cases opened and a total of 12,706 hours of respite provided to carers across FamilyCare's service region.

The Carer Support team continued to provide a quality service to carers through the provision of information, short term case management and flexible respite options. We also saw an increasing focus on education in the last twelve months. A lot of carers struggled to make sense of the changing service landscape and were confused about how and where to get help. Moves towards a support system heavily reliant on IT and internet access, exacerbated the confusion leaving many carers with an increasing feeling of isolation. In response, we spent more time with carers individually guiding them on how to navigate the system. The use of iPads on home visits was introduced and provided an opportunity to demonstrate how to access online sites such as My Aged Care and the Carer Gateway.

We continued to partner with other agencies to provide community education and information programs. In partnership with Carers Victoria, Carer Support Services coordinated a series of weekly information sessions to help carers commence preparations for the National Disability Insurance Scheme.

Carers Week is held each October to celebrate and recognise the 2.7 million unpaid carers in Australia. In 2016 FamilyCare focussed its Carers Week celebrations on raising community awareness through a number of activities, including morning teas, information stalls and the coordination of television and print media stories promoting the caring role.

In November, Carer Support Services formally launched the 'Care Journal', a practical resource designed for carers. The launch was held in Benalla, and was attended by a variety of health professionals, along with representatives from regional, state and Commonwealth departments. The Journal has proven to be a valuable tool in the work we do with carers. Feedback has been extremely positive with carers telling us that the Journal has helped them keep track of all the services involved in their care, as well as being a great source of information.

I would like to thank the dedicated Carer Support Team and acknowledge the wonderful work they do. In an environment of continuous reform it was a demanding year, but the team kept their focus on improving the lives of carers in our communities.

The changes will keep coming, especially with the NDIS arrival getting closer. The focus on listening and responding to carer's needs will remain vital.

KATIE MILLEN –
PRACTICE MANAGER
CARER SUPPORT SERVICES

Another quote from one of our wonderful carers:

"At a very challenging and hard time I found FamilyCare very supportive, caring, nurturing and interested in my own welfare as well as my father who I was taking on care for."

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



David Tennant CEO

- 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.

20 October 2017

No Interest Loan Scheme

This year FamilyCare ceased to be a No Interest Loan Scheme (NILS) provider, however, thanks to a terrific partnership with Bendigo Family and Financial Services (BFFS), our clients will still be able to access NILS loans. The BFFS NILS loans officer will continue to use FamilyCare's Shepparton office to meet clients and process loans.

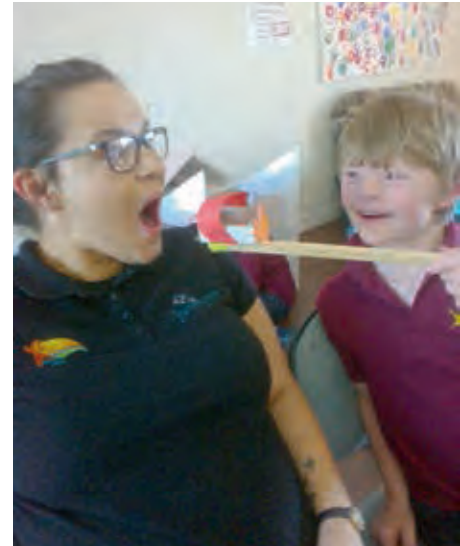
The transition process was completed in January, and went very smoothly. A total of 222 loans were approved to a value of approximately \$182,000. The loans were used for a variety of items. About 50% of the loans assisted with the purchase of essential whitegoods, 25% were used for other furniture, such as bedding and lounges, and the remaining 35% on items such as tablets, laptops, health items and vehicle related costs.

Case Study

* Kelly took out her second NILS loan with us this financial year, after paying off her first loan in the previous financial year. Kelly was, and still is, a customer of an appliance rent-to-own provider that she signed a contract with a few years ago. She then attended a 'Money Minded' course and realised how much that loan was actually costing her and discovered the alternative NILS loan. In her own words, Kelly told us she has 'learnt her lesson', and will never use an appliance rental again once she completes her current contract. Instead, she will continue using NILS each year. Kelly got a washing machine and dryer through NILS last year, and this year purchased a dishwasher and new mattresses for her two children. She is excited about her kids getting a better night's sleep on the new mattresses especially as one has sleep issues. Kelly is also enjoying not having to get up each morning to clean dishes, instead she runs a dishwasher overnight! Kelly has never had a dishwasher before so is very happy about being able to pay one off with a NILS loan. A key point here is that inside the four year term of her other appliance rent to own contract, she will have paid off and own a washing machine, dryer, dishwasher, and two mattresses through NILS. This is a clear demonstration of the positive outcome for clients through access to fair credit that the NILS program provides.

* Please note – Kelly is not the client's real name.

Volunteer Program



The scene is changing in volunteering. With older people working longer and their availability decreasing, promoting the benefits of volunteering to youth has become more important than ever. Schools and universities are becoming involved with some offering formal recognition to young people who volunteer. Programs like IntoRec that rely on young volunteers to support activities have benefitted from that additional, organised support.

This year the Volunteer Program and IntoRec have supported schools' student volunteering initiatives through the provision of information sessions across the region. These sessions are key in developing student awareness and understanding of what volunteering is all about, providing a social justice context and exposure to the community services sector.

As well as our first-time participants without previous contact with FamilyCare, the program has been fortunate to attract many second-generation volunteers. These people grew up in families that were loyal FamilyCare volunteers and have chosen to give their time supporting the organisation in the same way.

National Volunteer Week in May 2017 saw some of our IntoRec Volunteers nominated for Greater Shepparton Volunteer Awards. As well as recognising individual contributions, the annual awards are a great opportunity to showcase the work FamilyCare does to support and develop volunteers in the community. Hugo Ingham one of our young IntoRec volunteers took out the Young Male Volunteer Award. Congratulations Hugo!



The Volunteer Program is dedicated to delivering opportunities that strengthen and empower our volunteers, while providing effective support to program participants and the community. This past year, volunteers provided FamilyCare with a total of 2938 hours of service across the Book Inn, CAFS & Carer Support Services. A total of 5785 hours of volunteer

support were provided by volunteers to IntoRec and the Disability Support Services Host program.

We thank all our volunteers for their ongoing commitment to FamilyCare.

KAREN GOODGER –
PRACTICE MANAGER
DISABILITY SUPPORT SERVICES

Fundraising Report

Golf Day Report

The annual Charity Golf Day took on a different look this year, with a midday tee off and a shorter course. This meant our teams could put in a few hours of work in the morning before finishing their week with an afternoon of golf, while also raising funds for FamilyCare.

The day had a festival feel about it with the sun shining and on-course catering generously provided by local businesses. The McPherson Mazda golf ball drop created a real buzz about the Shepparton Golf Club, as Gavan Kennaugh's helicopter dropped 986 golf balls onto the 10th. Some very excited children could barely wait to collect the balls when the drop was complete.

First prize of \$3,000 was awarded for the ball nearest to the hole. Second and third place took home \$1,000 and \$500

respectively. Kevin Sheedy then entertained the crowd with his football stories before we finished the day with a charity auction.

All in all it was a very enjoyable and successful day, with net proceeds of \$28,000.

FamilyCare is honoured to have the generous, ongoing support of many terrific sponsors and volunteers. A special mention to our Golf Day Committee and long standing major sponsors NAB, Griffiths Goodall, Shepparton BMW, PFD Foods and McPherson Motors.

Thank you also to the Shepparton Golf Club, who went the extra mile to help make this special event a success.

HEATHER HALL
DIRECTOR OF BUSINESS SERVICES



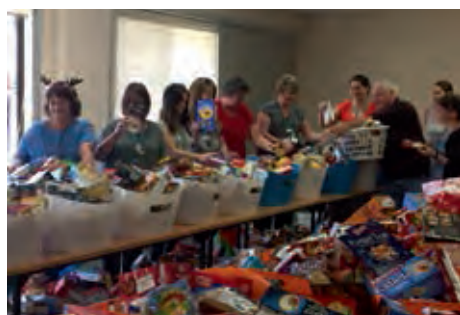
FamilyCare Christmas Appeal

Over the Christmas period FamilyCare joined Shepparton City Council and the Community Fund Goulburn Valley again to provide Baskets of Joy to families in need. This huge operation requires a lot of coordination between our agencies, and this year we were lucky enough to collect and provide over 200 baskets of food, essential household items and Christmas treats to local families.

Our community and local businesses provided assistance in other ways, in addition to helping with the Baskets of Joy. They also set up wishing trees in various locations, raised funds to purchase gifts and food, donated money and gift cards, baked cakes as prizes in raffles, crafted toys and of course arranged visits from Santa, which brightened the day for many!

We start the FamilyCare Christmas appeal planning with baby steps in the middle of the year then gather speed until we are galloping along with activities a few days before Christmas. The big day does not mark an end to the activity, as many families emerge from the Christmas festivities with expenses in January and require assistance and support. The commitment and hard work from staff and community helps us to provide the best possible assistance to our local families.

KATIE HUDDLESTON
CHRISTMAS APPEAL COORDINATOR



FamilyCare Service Statistics

Child & Family Services

Program	Total Clients*
Child FIRST information and referral contacts	1,713
Child FIRST non substantives cases	3,330
Integrated Family Services	740
Cradle To Kinder	25
Parent Child Program	376
Refugee Minor Program	7
Families First - Reunification, Placement Prevention, Innovative Counselling	40
Parent Assessment & Skills Development	10
Mens' Programs	399
Groups	41

* Except for Group Activities, which involve multiple people

Carer & Disability Support Services

Program	Hours	Total hours
Carer Support Service		14,909
Disability Support Services		
<i>Busy Bees</i>	297	
<i>Afternoon Recreation Program</i>	6,888	
<i>School Holiday Program</i>	3,732	
<i>Camp Program</i>	1,680	
<i>Young Adult Social Group</i>	372	
<i>Community Events</i>	632	
<i>Host Program</i>	2,407	16,008
Volunteer Program		
<i>Disability Volunteers</i>	6,442	
<i>Volunteers for other activities</i>	2,938	9,380
Total Carer & Disability Service Hours		40,297

No Interest Loan Scheme

Program	Total Loans	Total
No Interest Loan Scheme	222	\$182,000
<i>Note: Bendigo Family & Financial Services (BFFS) assumed responsibility for the delivery of NILS loans from January 2017. FamilyCare provides office space and support for the BFFS NILS worker. The total for loans is an approximation, because BFFS runs on a calendar year for financial reporting.</i>		

Feedback 2016 -17

FamilyCare invites feedback from a variety of sources, in a variety of ways. It is absolutely vital in making sure what we do is useful and in planning services that respond to our clients' needs.

Detailed reports are produced twice a year and are published on the FamilyCare website. To follow is a summary of the 2016-17 results.

Client Satisfaction Surveys 2016 -17

Service satisfaction	92%	Service met need	84%
Service quality	96%	Support available when needed	93%
Service made a difference	92%	Staff listened	97%

331 surveys returned

Feedback comments

"The experience was a great help. Taught me things to look out for and how to deal with them. Felt I got all the information I needed." (2016 Children and Family Services)

"The help and support given was enough needed during a time of crisis in an unfortunate difficult situation. No, I am overall happy and satisfied with the outcome from your service." (2016 Children & Family Services)

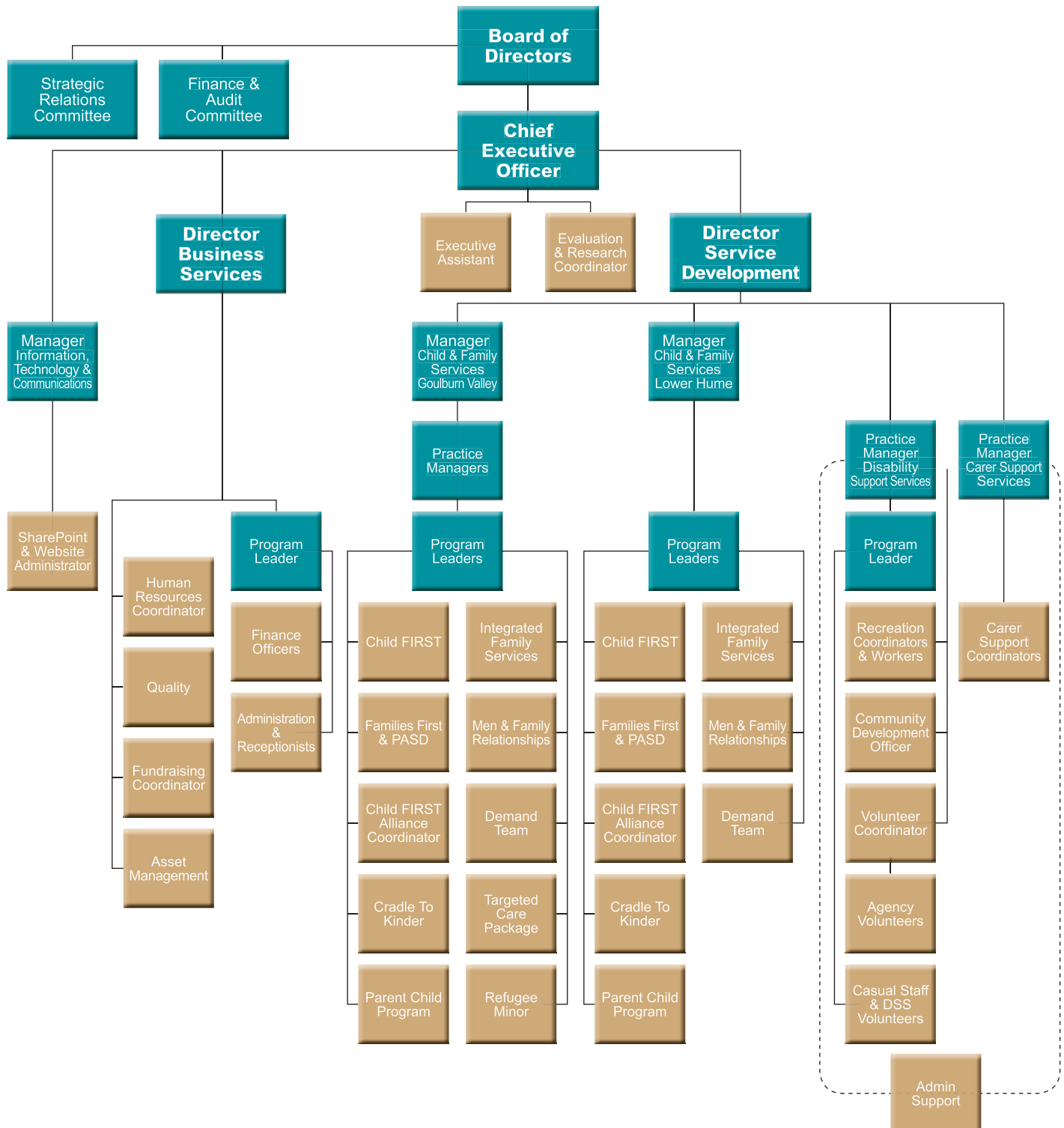
"The child I am caring for comes from a life of neglect, trauma and abuse. Coming to IntoRec has helped so much with his social skills and learning what it's like to be a real kid, playing and interacting with other kids in fun settings. Staff are amazing. Thank you so much." (2017 Disability Services)

"Very good service. The people you talk to are on the ball and know what they are talking. Good communications." (2017 Carer Support Services)

Unsolicited Feedback

Compliments	48	Suggestions	1
Complaints	10		

Organisational Chart





Goulburn Valley Family Care Inc.

ABN 99 572 820 584

FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2017

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 2017.

Committee Members

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

Betty Dale
Tim Gubbins
Albert Kellock
Marina Klooster
Wendy Lewis
Marshall Richards
Ann Sexton
Ronni Druitt (Appointed 22 November 2016)
Michael Chisholm (Appointed 22 November 2016)
Jenni Craggs (Retired 22 November 2016)
Aileen Kemp (Retired 22 November 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.

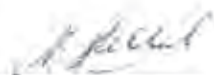
Significant Changes

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 \$454,802.

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



Albert Kellock



Ann Sexton

Dated: 24/10/2017

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2017

	Note	2017 \$	2016 \$
Revenue	2	8,494,952	7,405,140
Other income		465,582	579,151
Employee benefits expense		(6,129,523)	(5,255,074)
Depreciation and amortisation expenses		(370,960)	(329,408)
Other expenses		(2,005,248)	(1,622,801)
Profit / (loss) before income tax expense	3	454,802	777,008
Income tax expense		-	-
Profit / (loss) for the year		<u>454,802</u>	<u>777,008</u>
Profit / (loss) attributable to members of the entity		<u>454,802</u>	<u>777,008</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 2017

	Note	2017 \$	2016 \$
Profit / (loss) for the year		454,802	777,008
Other comprehensive income:		_____	_____
Other comprehensive income for the year, net of tax		_____	_____
Total comprehensive income (expense) for the year		<u>454,802</u>	<u>777,008</u>
Total comprehensive income (expense) attributable to members of the entity		<u>454,802</u>	<u>777,008</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 2017

	Note	2017 \$	2016 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	3,421,511	2,916,201
Accounts receivable and other debtors	6	198,135	117,057
Other current assets	7	6,218	3,041
TOTAL CURRENT ASSETS		<u>3,625,864</u>	<u>3,036,299</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	6,957,212	6,937,431
TOTAL NON-CURRENT ASSETS		<u>6,957,212</u>	<u>6,937,431</u>
TOTAL ASSETS		<u><u>10,583,076</u></u>	<u><u>9,973,730</u></u>
LIABILITIES			
CURRENT LIABILITIES			
Accounts payable and other payables	9	1,182,187	1,252,216
Provisions	10	808,375	724,415
TOTAL CURRENT LIABILITIES		<u>1,990,562</u>	<u>1,976,631</u>
NON-CURRENT LIABILITIES			
Provisions	10	406,758	266,146
TOTAL NON-CURRENT LIABILITIES		<u>406,758</u>	<u>266,146</u>
TOTAL LIABILITIES		<u><u>2,397,320</u></u>	<u><u>2,242,777</u></u>
NET ASSETS		<u><u>8,185,756</u></u>	<u><u>7,730,953</u></u>
EQUITY			
Reserves	11	2,537,792	2,537,792
Retained earnings		5,647,964	5,193,161
TOTAL EQUITY		<u><u>8,185,756</u></u>	<u><u>7,730,953</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 2017

	Retained Earnings \$	Property revaluation reserve \$	Total \$
Balance at 1 July 2015	4,416,153	2,537,792	6,953,945
Comprehensive income	4,416,153	2,537,792	6,953,945
Increase in revaluation reserve		-	-
Profit attributable to members	777,008		777,008
Total comprehensive income for the year attributable to members of the association	777,008	-	777,008
Balance at 30 June 2016	5,193,161	2,537,792	7,730,953
Balance at 1 July 2016	5,193,161	2,537,792	7,730,953
Comprehensive income			
Profit attributable to members	454,802		454,802
Total comprehensive income for the year attributable to members of the association	454,802		454,802
Balance at 30 June 2017	5,647,964	2,537,792	8,185,756

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 2017

	Note	2017 \$	2016 \$
Cash flows from operating activities			
Grants and other income		8,804,048	7,943,225
Payments to suppliers and employees		(7,933,625)	(6,138,466)
Interest received		72,231	44,542
Net cash provided by operating activities	14	<u>942,654</u>	<u>1,849,301</u>
Cash flows from investing activities			
Proceeds from sale of property, plant and equipment		143,868	225,522
Purchase of property, plant and equipment		(581,212)	(593,763)
Net cash provided by (used in) investing activities		<u>(437,344)</u>	<u>(368,241)</u>
Net increase (decrease) in cash held		505,310	1,481,060
Cash and cash equivalents at beginning of financial year		2,916,201	1,435,141
Cash and cash equivalents at end of financial year	14	<u><u>3,421,511</u></u>	<u><u>2,916,201</u></u>

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 2017

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.

(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.

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.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017 (Continued)

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 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 2017

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 2017

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 2017**

(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.
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

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 2017**

(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 2017**

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 2017 (Continued)

	Note	2017 \$	2016 \$
2. REVENUE AND OTHER INCOME			
Revenue:			
Grants - State		7,780,985	6,786,412
Grants - Commonwealth		713,967	618,729
Total Revenue		<u>8,494,952</u>	<u>7,405,140</u>
3. PROFIT / (LOSS) FOR THE YEAR			
Revenue		8,494,952	7,405,140
Other Income		465,582	579,151
Employee benefits expense		(6,129,523)	(5,255,074)
Depreciation and amortisation expenses		(370,960)	(329,408)
Other expenses		(2,005,248)	(1,622,801)
		<u>454,802</u>	<u>777,008</u>
4. AUDITOR'S REMUNERATION			
Auditors' remuneration		<u>11,600</u>	<u>11,300</u>
5. CASH AND CASH EQUIVALENTS			
Cash at bank - NAB		63,974	62,003
Cash at bank - NAB Cash Max		847,188	854,198
Short term investment - NAB		2,003,510	1,500,000
Short term investment - CBA		249,964	250,000
Short term investment - WBC		256,875	250,000
		<u>3,421,511</u>	<u>2,916,201</u>
6. ACCOUNTS RECEIVABLE AND OTHER DEBTORS			
CURRENT			
Sundry debtors		22,926	77,468
Trade debtors		<u>175,209</u>	<u>39,589</u>
		<u>198,135</u>	<u>117,057</u>
7. OTHER ASSETS			
CURRENT			
Prepayments		<u>6,218</u>	<u>3,041</u>

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

	Note	2017 \$	2016 \$
8. PROPERTY, PLANT AND EQUIPMENT			
Land and Buildings		6,331,865	6,251,947
Less accumulated depreciation		(314,435)	(153,386)
		<u>6,017,430</u>	<u>6,098,561</u>
Total land and buildings		<u>6,017,430</u>	<u>6,098,561</u>
Motor vehicles		1,045,601	975,605
Less accumulated depreciation		(280,164)	(219,827)
		<u>765,437</u>	<u>755,778</u>
Furniture and fittings		708,239	592,354
Less accumulated depreciation		(533,894)	(509,262)
		<u>174,345</u>	<u>83,092</u>
Total plant and equipment		<u>939,782</u>	<u>838,870</u>
Total property, plant and equipment		<u>6,957,212</u>	<u>6,937,431</u>
(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		316,385	544,202
Trade creditors		401,785	182,925
Other creditors - NAB nils account		-	39,089
Provision for unearned income		464,017	486,000
		<u>1,182,187</u>	<u>1,252,216</u>
10. PROVISIONS			
Provision for annual leave		524,160	346,620
Provision for long service leave		690,973	643,941
		<u>1,215,133</u>	<u>990,561</u>
Analysis of Total Provisions			
Current		808,375	724,415
Non-current		406,758	266,146
		<u>1,215,133</u>	<u>990,561</u>

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017**

	Note	2017 \$	2016 \$
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.			
Key management of the entity are the CEO, Director of Business Services, and the Director of Service Development. Key management personnel remuneration includes the following expenses:			
Key Management Personnel Compensation			
Salaries and fees		360,260	328,575
Superannuation		34,225	30,781
		<u>394,485</u>	<u>359,356</u>
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 2017

	Note	2017 \$	2016 \$
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		3,421,511	2,916,201
		<u>3,421,511</u>	<u>2,916,201</u>
(b) Reconciliation of cash flow from operations with profit			
Non-cash flows in profit:			
Current year surplus (deficit) after income tax		454,802	777,008
Depreciation expense		370,960	329,408
Net (gain)/loss on disposal of property, plant and equipment		46,603	56,406
Changes in Assets & Liabilities:			
(Increase)/decrease in accounts receivable and other debtors		(81,079)	(9,034)
(Increase)/decrease in prepayments		(3,175)	12,511
Increase/(decrease) in accounts payable and other payables		(70,029)	624,846
Increase/(decrease) in employee provisions		224,572	58,156
Net cash provided by operating activities		<u>942,654</u>	<u>1,849,301</u>

GOULBURN VALLEY FAMILY CARE INC.
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE, 2017

15. (a) MOVEMENT IN CARRYING AMOUNTS

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

	Land and Buildings \$	Motor vehicles \$	Furniture and fittings \$	Total \$
Balance at 1 July 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)
Balance at 30 June 2016	<u>6,098,561</u>	<u>755,778</u>	<u>83,095</u>	<u>6,937,431</u>
Additions	82,156	353,493	145,563	581,212
Disposals	(550)	(143,318)	-	(143,868)
Depreciation expenses	(162,735)	(153,912)	(54,313)	(370,960)
Profit/(Loss) on sale of assets	-	(46,603)	-	(46,603)
Carrying amount at 30 June 2017	<u>6,017,432</u>	<u>765,437</u>	<u>174,345</u>	<u>6,957,212</u>

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

RESPONSIBLE PERSONS' DECLARATION

Per section 60.15 of the Australian Charities and Not-for-profits Commission Regulation 2013

The responsible persons declare that in the responsible persons' opinion:

1. there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
2. the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.



Albert Kellock



Ann Sexton

Dated: 24/10/2017

INDEPENDENT AUDITOR'S REPORT

To the Members of Goulburn Valley Family Care Inc

Report on the Audit of the Financial Report

Opinion

I have audited the financial report of Goulburn Valley Family Care Inc, which comprises the statement of financial position as at 30 June 2017, the income statement, statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible entities' declaration.

In my opinion the financial report of Goulburn Valley Family Care Inc has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

(a) giving a true and fair view of the registered entity's financial position as at 30 June 2017 and of its financial performance for the year then ended; and

(b) complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report. I am independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our [my] audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Information Other than the Financial Report and Auditor's Report Thereon

The responsible entities are responsible for the other information. The other information comprises the information included in the registered entity's annual report for the year ended 30 June 2017, but does not include the financial report and my auditor's report thereon.

My opinion on the financial report does not cover the other information and accordingly I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial report, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or my knowledge obtained in the audit or otherwise appears to be materially misstated.

Directors

Adam Furtill, CPA
 Karen Collins, CPA

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If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

Responsibilities of Responsible Entities for the Financial Report

The responsible entities of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

The responsible entities are responsible for overseeing the registered entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial reports as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.
- Conclude on the appropriateness of the responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the responsible entities regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



Adam Purtil RCA 419507

Date: 25th October 2017

160 Welsford Street Shepparton, VIC 3630

Acknowledgements

We would like to acknowledge everyone who has played a role in shaping FamilyCare over the past year including our dedicated Board, Fundraising Committee, staff and volunteers. We would also like to acknowledge major government funding bodies, donors 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 (and Communities for Children)
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
Pethard Tarax Charitable Trust
Marian & EH Flack Trust

Partnerships

Australian Breastfeeding Association
Bendigo Family and Financial Services
Centre for Culture Ethnicity and Health
Connect GV
Department of Education (Vic)
Goulburn Valley Community Fund
Goulburn Valley Health Perinatal Mental Health Service
Kilmore & District Hospital
Lower Hume Aboriginal Health & Wellbeing Project
Nexus Primary Health
Primary Care Connect
Primary Care Partnerships Goulburn Valley and Lower Hume
Rumbalara Aboriginal Coop
Supported Playgroups Victoria
The Butterfly Foundation
The Bridge Youth Service
Victoria Police

FamilyCare Fundraising Committee

Kerri Bradshaw
Gary Chapman
Dean Gladigau
Gary Goodman
Alan Keat
Neil Smith
Julie Thompson
Jeff Tracy
Michael Zucas
Shane O'Sullivan
Amanda Harry

Councils

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

Businesses, Individuals and Others:

Applite Pty Ltd
Aquafil Fresh
Bakers Delight
Bangerang Cultural Centre
Barry Smith
Belcibio & Co – Marco & Belinda Amodio
Berry Street
Beyond Housing
Bradley Fennell Garden Specialists
Brett Collins Refrigeration
Bunnings Shepparton
Byers Electrical & Rexel Australia
Campbell's Soups
Carl Hainswoth
Carpet Court
Cellar 47 – Angelo & Franca Grasso
Cheeky Grog Co
Choices Flooring
Chris Retzos
Christ Church Anglican Ladies Guild
Cobram Medical and Dental Clinic
Commonwealth Bank of Australia
Commonwealth Staff Social and Charity Club (Vic) Inc
Creative Garden Early Education Wallan
Dainton Family Brewery
Daitronics Corporation – Kevin Dainton
Dawes & Vary Riordan Lawyers
Dookie Lions Club
Elders Insurance
Ellimatta Youth
Faram Ritchie Davies Legal
Finer Fruits
Furphy Foundry Est 1864
G-Force Fitness
Gagliardi Scott Real Estate
GAME Traffic & Contracting
Gloria Jean's Coffees
Goodstart Early Learning Seymour
Goulburn Murray Water
Goulburn Valley Imaging
Goulburn Valley Grammar School
Goulburn Valley Health
Grahamvale Primary School
Griffiths Goodall Insurance Brokers
GV Security Doors & Screens
Heywood Panels
Historical Society of Mooroopna
J Furphy & Sons – Adam & Sam Furphy
James Shepherd
Jeff Tracy
Jillean Crouch
Jim Mitropoulos
John Morrow Refrigeration
Kevin Hicks Real Estate
Kennaugh's Garden Centre – Gavan Kennaugh
Kenzan
KFC Shepparton

Kildonan Uniting Care
Koryo Martial Arts Centre
Linemasta – Jarrod & Amanda Harry
Little Green Truck – Dale and Susan Harry
Longleat Wines
Madison's Food Store
Marysville and Triangle Community Foundation
McGuire College
McPherson Motors
Mooroopna CFA
National Australia Bank
Next Office Tech
Notre Dame College
Oliver Ladd
One FM 98.5 Radio
Owen Kelly
PFD Food Services Pty Ltd – Rick Smith
Plus 1 Group
Propaganda Creative
Ray Sizer
Retzos Group
SalvoCare
Sheedy Vision
Shepparton BMW
Shepparton Camera House – Ian Bugg
Shepparton Croquette Club
Shepparton East Primary School
Shepparton Golf Club
Shepparton Heritage Centre
Shepparton High School
Shepparton News
Shepparton Rockers
Snappas – Mat & Glenn
Sofra Solicitors
Square1 Digital Media – Nigel Parsons
St George's Road Primary School
Statewide Pest Control
Steve Orr
Stubbs Wallace
Teller Collective
The Good Guys
The Northern Hospital
Tom Brain
Toolangi Primary School
Tyson Saunders Electrical
Ultimate Fasteners
Ulysses Motorcycle Club - GV
Unilever
Veolia Environmental Services
Victoria Police
Wallan and District Community Bank – Branch of Bendigo Bank
Wallan Primary School
Wellways
WH Young & Sons
William Adams Ag
Wintersun Fruit
Wood Turners of the Goulburn Valley



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