



familycare

Annual Report 2017/18

FamilyCare commenced in Shepparton in 1982. We offer a range of services to families and young people in Shepparton, Seymour, Cobram, Kinglake, Wallan and surrounding districts.

FamilyCare assists families and individuals to enhance their strengths throughout their lives.

Our offices are located on the traditional lands of the Yorta Yorta and Bangerang in the north and the Taungerong in the south. We pay our respect to the traditional owners, their cultures and to their elders past and present.

# Our Vision and Values

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism. Our vision is strong, resilient families and communities.

**Respect** — for all people and of their right to reach full potential

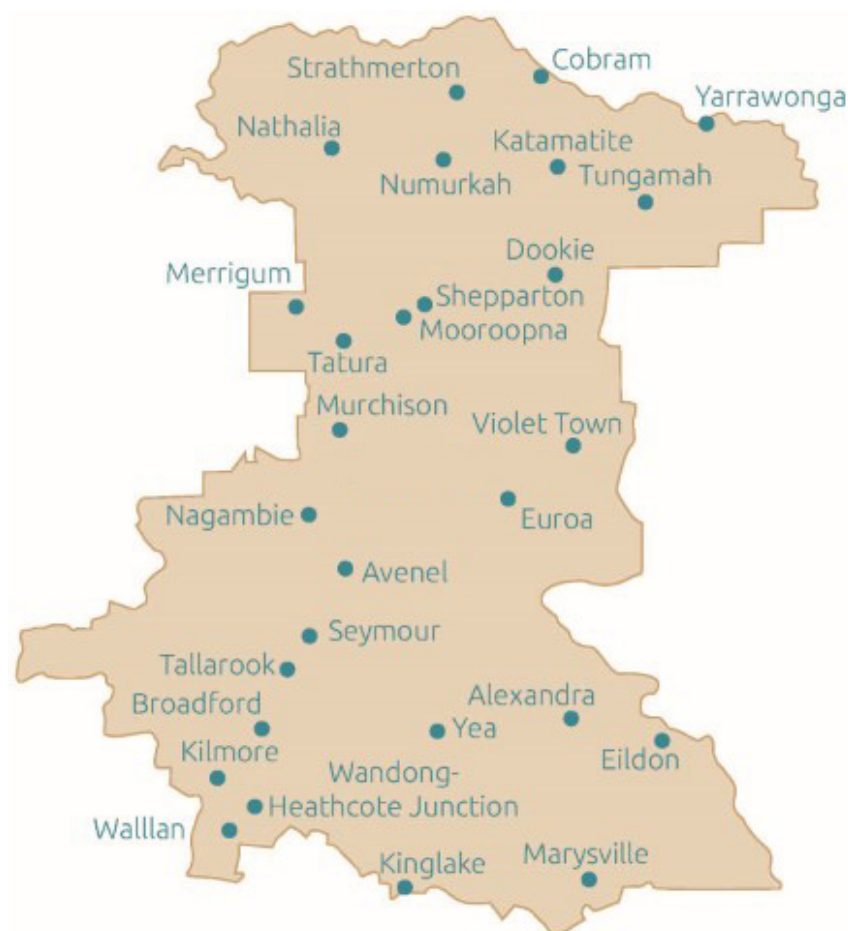
**Empowerment** — of clients and staff to achieve individual and collective goals

**Integrity** — actions consistent with beliefs

**Leadership** — on issues which impact adversely on individuals, family and community

**Communication** — a commitment to open and ongoing dialogue with all stakeholders

**Professionalism** — in all aspects of our work



# CONTENTS

Meet Our Board	2
Chairperson Report	3
Message from the CEO	4
Service Development Report	5
Child and Family Services Goulburn Valley	6
Child and Family Services Lower Hume	7
Disability Support Services	8
Carer Support Services	10
No Interest Loan Scheme	12
Volunteer Program	13
Fundraising Report	14
Year in Review	16
Service Statistics	18
Feedback	19
Organisational Chart	20
Financial Report	21

# Meet Our Board



## Chairperson

Ann Sexton  
Commenced 2014.



## Vice-Chairperson

Michael Chisholm  
Commenced 2016.



## Treasurer

Albert Kellock  
Commenced 1984.



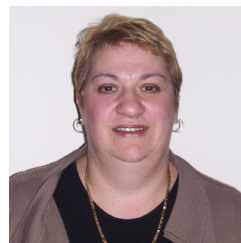
## Secretary

Marshall Richards  
Commenced 2010.



## Vice Treasurer

Tim Gubbins  
Commenced 2003.



## Board Member

Betty Dale  
Commenced 2004.



## Board Member

Wendy Lewis  
Commenced 2014.



## Board Member

Marina Klooster  
Commenced 1997.



## Board Member

Jennifer Savage  
Commenced 2018.

## Chief Executive Officer

David Tennant

## Auditors

Goulburn Murray Audit  
Services

## Life Members

1998 Roger Furphy  
1998 Albert Kellock  
2006 Geoff Adams  
2016 Alieen Kemp

## Patron

Mr Jeff Tracy





# Chairperson Report

As another year ticks by, the annual reporting requirements are in full swing. The fast pace of our world continues to catch us off guard at times.

Our FamilyCare world is no different, we have faced yet another year of constant and significant change in regard to the welfare sector as a whole which now appears to be more the norm than the unusual. I am proud to lead an organisation that adapts confidently and efficiently to such changing demands while still continuing to hold strong to its core values.

It is these six core values, respect, empowerment, integrity, leadership, communication and professionalism that drives all that we do at FamilyCare. Irrespective of our roles and responsibilities, we all share the same fundamental belief about why we do the work we do, who we do it for and what our obligations are to our clients, funders and the communities we work within.

This past year we have been able to contribute to significant high-level policy conversations, sharing our knowledge, experience and expertise. FamilyCare continues to prepare for the NDIS and all that this will entail, keeping our clients and families as the nucleus of decision-making and preparations. We continue to improve our facilities and surrounds to ensure both our workforce and clients have access to environments that stimulate, challenge and engage.

As a board of directors, we work hard to ensure the governance of our organisation enables and supports the operational aspects of FamilyCare. In this regard the board has participated across the year in a number of professional learning opportunities to ensure we stay focused and across our roles and responsibilities as directors. I am fortunate to lead this group of people, all of whom are keenly committed to our organisation and its work within our communities. I thank them sincerely for their ongoing contribution to FamilyCare.

Our Board welcomed a new member this year: Jennifer Savage. Jen comes to us with extensive knowledge of the sector, a willingness to contribute and great enthusiasm. I have no doubt she will add significant value to our group.

The Annual Report is an opportune time for the board to pass on its thanks and appreciation to David as CEO. He continues to lead effectively, driven by a strong moral purpose and an inclusiveness that ensures FamilyCare is an organisation of high credibility and sound reputation.

As I finish up this report for another year and take the time to reflect on what has gone before, it is evident that FamilyCare continues to do what it does best, grounded by our core values and enacted daily by our amazing, hardworking and truly inspirational workforce.

As chairperson and on behalf of all board directors, I thank our staff sincerely and wholeheartedly for their tireless work ethic, often in the face of great adversity, their strength of commitment to their many and varied roles, and their pride and connectedness with our FamilyCare family.

I look forward to us all continuing to do the right work that ensures FamilyCare's vision of strong, resilient families and communities.

Ann Sexton  
Chairperson



# Message from the CEO

In 2017-2018, FamilyCare has been engaged in discussions about what it means to live and work in a safe community. The central message is absolutely clear: violence, particularly against women and children, is never excusable. This is a subject area that affects every person in Australia. It has also had very practical impacts on community services that work with families and children.

Our state of Victoria has taken the lead in understanding and planning responses to community and family violence. FamilyCare is proud to be part of a system that is making the safety of children and women a priority. Our service staff and management team have worked hard in the last year to be active contributors. We are committed to ensuring FamilyCare's clients and communities benefit from our efforts to minimise the incidence of violence and provide better support when violence does occur.

The range of activities has been extensive. They include undertaking additional training, participating in new information sharing laws, reviewing processes and changing them when necessary, and coordinating actions with our government and non-government partners. FamilyCare has promoted important conversations with the community, for example we hosted consultation and training sessions, continued support of the Care Cup and Shield with local footy and netball clubs Tatura and Shepparton United, and conducted the Caring Classmates competition with a number of regional primary schools.

The most important measure of success will be long-term, sustained reductions in the incidence of violence in families and communities. Everyone would like the change to happen tomorrow, but just wishing will not make it so. There also needs to be recognition that existing support structures may already be an important influence for good. The removal, or reduction in capacity of these existing structures could make it harder to achieve the goals of safer, happier communities.

As well as working to effect change, we are keeping an eye on the consequences and impacts of what we are doing. Listening to what clients tell us is crucial. In any change to any service, we must make sure people remain comfortable to contact us and that the services respond to their needs.

Moving to other issues, and consistent with previous years' reports, the rapid pace of change continues across the human service landscape. As the arrival of the National Disability Insurance Scheme (NDIS) gets closer, we have accelerated our preparations. Much of the work involves financial and administrative changes to fit the new system requirements. We have also been doing things that confirm FamilyCare's commitment to provide different service options that will be both useful and fun. An obvious example is the development of a sensory garden at our Shepparton base. A fabulous bouldering wall and video games room will follow, thanks to the generosity of participants in the 2018 FamilyCare Charity Golf Day and a major contribution from the Mazda Foundation.

Being able to build significant community infrastructure is exciting. It will also help FamilyCare to transition to the NDIS. We trust our client families will continue to see value and quality in what we offer and will choose us as part of their service packages.

My thanks to all our staff and volunteers for an excellent year's work, and to the board for your support and guidance.

David Tennant  
Chief Executive Officer





# Service Development Report

FamilyCare's service managers, staff and volunteers worked extremely hard throughout the last year. Their passion and dedication keeps me energised. FamilyCare's commitment to 'walk the talk' is central to the agency's strengths-based and solution-focused approach. That commitment really does make a difference to the way we view the world, our communities and our families.

The myriad of rolling state and federal reforms made it a very challenging year. The Goulburn Family Violence Executive Committee and Goulburn Child FIRST Alliance (two collective bodies of community service providers) have really pulled together over the past 12 months. It is inspiring to see over twenty agencies delivering a strong collective approach to their shared work. We are actively planning for the next roll out of Support and Safety Hubs, which will be known as The Orange Door. It is important that we develop a strong and clear approach to the local implementation of any statewide reform. After all, we know the needs of our communities better than anyone else.

The demand on Child FIRST in the Shepparton area was at times overwhelming. We had to enact restricted intake on numerous occasions. I acknowledge this placed additional pressure on our Alliance partners, our staff and our clients. Well done to everyone involved; you have my thanks for your patience. One of the issues we struggled with was recruiting staff, whom we needed to employ to keep pace with growing demand. While we are still working hard to address the staff shortfall, we have welcomed a number of new practitioners, with a range of skills and experience. Workforce development and recruitment remains a key focus for FamilyCare, which is a story consistent among our regional colleagues.

In Lower Hume the population is growing very quickly. In particular, there are a number of new housing developments in Beveridge. FamilyCare staff have been involved in a number of working committees designed to ensure that the needs of vulnerable families and children are considered in the planning stages.

We have also initiated a trial at Wallan Family and Children's Centre, where a Child FIRST staff member is available to provide support and advice one afternoon a week. We know that parents are busy and often unsure of how to access support. Our goal is to bridge this uncertainty by providing easy access to Child FIRST services. So far, the results have been really pleasing.

Our partnership with The Kilmore & District Hospital continues to develop. We now deliver our Parent Child Program's Day Stay service once a fortnight from an onsite accommodation unit at the hospital. It is exciting to think about what we can achieve together as the population grows.

Our region will fully transition to the National Disability Insurance Scheme by mid-2019. Some of our clients have transitioned early and are working to streamline and educate families on the most effective way to navigate such a massive change and new system.

I look forward to another year supporting our families and the community to grow and build resilience.

Angela Armstrong  
Director of Service Development



# Child and Family Services Goulburn Valley

A journey through change is one of the best ways to describe the Goulburn Valley Child and Family Services team's achievements this year. The team faced a series of challenges, changes and successes. One of the team's biggest successes was that most program targets and service hour obligations were met regardless of staff vacancies and recruitment challenges. Another success is that FamilyCare's Child and Family Services team provided children and families with thousands of hours of support throughout the year. The importance of that work and its impact on families is powerful. The team, as workers in their own right and as a group of professionals, are agents of change that shape people for tomorrow.

New funding significantly broadened the scope of services and provided staff, together with other local agencies, opportunities to attend quality training. This in turn built on the team's capacity to support vulnerable children and families in our community.

The challenges of the year affected staff in the Child and Family Services team differently. Some people thrive on change, and enjoy the excitement of the new ways to conduct our day-to-day business; others take time to adjust. The team is to be commended for their professionalism in dealing with the challenges faced throughout the year. Their individual efforts combined with their ability to work together as a team contributed to the multitude of successes achieved throughout the year. When we work together, amazing things happen!

The story of Jane and Billy (identities altered), a mother and child, exemplifies the challenges our team faces. At 15 years old, Jane came to FamilyCare because she was pregnant, in the foster-care system and needed to find financial independence. Jane struggled to maintain relationships and stable accommodation. Over the next four years, Jane participated in a number of different FamilyCare programs, including Cradle to Kinder and Day Stay. Through FamilyCare, Jane was also able to access other professionals and services such as mental health services, state government services and the youth services.

Today Jane is studying and has an apprenticeship, and her son, Billy, is attending four year old kinder regularly. The success of this story came about because of the dedication of a team of people who created a safe nurturing environment for Billy to grow and develop and for Jane to enhance her emotional wellbeing. Without the dedication and selfless commitment of the team of people around this young family, the outcome may have been very different for the infant and mother. This is only one example of many for how collaborative practice within FamilyCare together with other local agencies and professionals impacts on children and their families' lives.

Child and Family Services as a team, and as individuals, often underestimate their role. The team has the privilege to work with and bring about significant change in the lives of children and families.

Noellene Morrow  
Manager  
on behalf of the Child and Family Services team, Goulburn Valley







# Child and Family Services Lower Hume

'Alone we can achieve so little. Together we can do so much.' This quote from Helen Keller really does embody the accomplishments of 2017-18.

By working together with clients, community and other service providers, we have been able to deliver outcomes that benefit children, families and our local communities. We could not have achieved these outcomes alone. It is essential that we work together, whether it be to deliver direct client services or to contribute to the developments in the broader community service sector.

When we work directly with clients, we often identify multiple issues. Families that present to our services often have issues related to family violence, mental health, parenting skills, children's behaviour, isolation, drugs and alcohol. This year has been no different from any other. We have supported many families who have expressed that these issues were impacting significantly on their family.

With our support, clients are encouraged to look at their own needs and goals, and develop an action plan to support positive outcomes for their family. To enhance the process, our Child and Family Services team introduced a new assessment and planning tool – the Outcomes Star, an evidence-based tool developed in the United Kingdom. The tool is underpinned by three values: empowerment, collaboration and integration. A key component of completing the Star is the collaborative element, as it allows the worker to assess the family's needs with the family. The assessment process also helps to build the family's motivation for change and provides them with a visual presentation of their progress.

The collaborative working relationship we have with families extends to our association with local councils, fellow professionals, and community-based organisations and networks. This continued involvement has contributed to providing a range of opportunities for families and community members, with events such as 'A Community Conversation about Family Violence' in Kinglake. These events have been a great way of connecting and engaging people with their communities.



Our quality of service to families is dependent on the ongoing professional development of support services staff. Throughout 2017-2018 we have worked together with alliance partners to coordinate seminars, training and network forums for staff. These events have provided clarity, efficiency and less event duplication. The alliance hosted a professionals' networking forum in early 2018, which provided a platform for our local communities. At the forum professionals could come together and share information about their services. This information has helped us support families to navigate the service sector and to link them with the most appropriate services to meet their needs. Professionals across our catchment area have also had the opportunity to attend an excellent professional development opportunity when they joined us at the seminar series, which was presented by Wendy Bunston focusing on 'using infant and child led practice to address the impacts of family violence'.

This past year has been very busy for FamilyCare's Child and Family Services. Many of the families we work with have made significant progress and have had positive outcomes. The connections we were able to make for families with other services serves as a reminder of Helen Keller's words, 'together we can do so much'.

Lorraine Pelzer  
Manager  
on behalf of the Child and Family Services team, Lower Hume



# Disability Support Services

This year has been exciting for Disability Support Services. Despite some challenges the Disability Support team have remained focused on clients, and their families, by providing them with quality care and services.



IntoRec, Disability Support Service's social and recreation group for young people, hosted a variety of programs during the school terms. The most popular of these groups has been Cyber Games on a Tuesday nights. We have students attend from a wide range of primary and high schools in Shepparton and the surrounding areas. Cyber Games encourages young people to be themselves, and to feel comfortable and confident in a community-based setting (such as GUF, a local internet and gaming centre). We have seen the growth of shy individuals as they flourish

and make new friends. Often participants will tell us that they have started going to GUF in their own time as they have grown to feel more confident, which we recognise as a success of the program.

One participant in particular loved the program so much that when he left school he asked to come back and be a mentor, to which the reply was an enthusiastic yes. He said that the program helped him to feel confident when talking to people, which may help him get a job later. He said he enjoys being a mentor because he gets to 'teach the younger generation about gaming and Minecraft so they can get confident doing it'. Our staff have enjoyed seeing the sense of independence develop in the young people who attend.







In David's CEO Report, he referred to the development of the FamilyCare Sensory Garden. The Disability Support team proposed the concept of the garden as an outside space for client families, children and staff to relax. Once the idea received approval, FamilyCare staff, local organisations and volunteers helped by giving their time, goods and services to creating the outdoor space. They have worked hard throughout the year to develop a quiet and tranquil space for the community in the midst of a busy workplace and city block. The garden has seated and play areas, and a row of garden beds full of herbs and vegies. We have started to use the garden for agency programs and events, such as Australia's Biggest Morning Tea. We are also making use of the green space on a smaller scale for meetings with clients and as a quiet place for staff to spend a few minutes to revive and refresh. We are proud to have a shared space for the community where people can come together to relax and enjoy the ambience.

As a team we are looking forward to the changes and challenges in the disability sector, particularly with the upcoming roll out of the National Disability Insurance Scheme. We are certain there will be more inspiring interactions with young people in the community. From everyone at the Disability Support Services team, we thank the broader community for their continued support and encouragement.

Karen Goodger  
Practice Manager  
on behalf of the Disability Support Services team



# Carer Support Services

The Carer Support team has had another busy year in 2017-2018. Throughout the year our team provided 13,161 hours of flexible respite to informal carers of frail aged people, and people with dementia and disability across our region.

The educational role of the Carer Support team continued to be our focus due to the changing landscape of the service system. In response we placed extra emphasis on supporting carers to gain a better understanding of changes and reforms in both the aged and disability sectors.

In 2017-2018 Carers Support Services continued to work collaboratively with other services to provide education and information to carers and the wider community. Advanced care planning was a focus area for this in the last year. In August, as part of 'Dying to Know Day', we partnered with a number of local agencies, including Kildonan Uniting Care, Gateway Health, Murray PHN and Goulburn Valley Primary Care Partnership. Together we hosted an advanced care planning information session for the LGBTI community. Later in the year, along with a range of other local service providers, we supported the Greater Shepparton City Council to host an end of life roadshow, 'Unspoken: What Will Become of Me?' This event included a performance, art installations and a Council on the Ageing presentation to create awareness and encourage conversations about end-of-life choices. The stage performance, by theatre ensemble Born in a Taxi, was an interactive, light-hearted and moving look at the issues we face as we age. The show was injected with both humour and pathos, which gave the audience an opportunity to reflect on their own life as well as their families.



Although the official roll out date for the National Disability Insurance Scheme (NDIS) in our region is not until January 2019, we saw some of our clients start their transition to the scheme earlier. Even though this has been quite a challenging time, we have been able to provide significant support to these clients during their transition. This has also provided an opportunity for Carer Support Services to explore the delivery of a new service type in NDIS support coordination. Over 2017-2018 we started providing the coordination service to a small number of NDIS participants, and demand for the service is continuing to grow. We have worked closely with services such as National Disability Insurance Agency and Rights Information and Advocacy Centre to achieve these positive outcomes for clients. There has been a learning curve for everyone involved, but it is also an exciting time that has given our team a variety of added services that we can offer to our community.

As I look forward to the year ahead with optimism, I would again like to thank the Carer team for their continued commitment to supporting carers in our community.

Katie Millen  
Practice Manager  
on behalf of the Carer Support Services team







## 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 takes 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 relationship 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

David Tennant CEO

20 October 2018

Date

# No Interest Loan Scheme

In the 2017-2018 financial year, FamilyCare has continued working with Bendigo Family and Financial Services to deliver the Good Shepherd Microfinance's No Interest Loan Scheme (NILS) to FamilyCare clients across the region. The scheme provided 207 interest-free loans to low income clients at FamilyCare. The loans are for essential items such as whitegoods, car repairs, household furniture, mobile phones, glasses, and computers and tablets.

Sophie\* applied for her first NILS loan during the last financial year. Her television had 'blown up', so she entered a lease contract with a short-term lease provider to pay \$96 per fortnight to rent a television over 18 months. The contract involved her paying \$3,744 over 18 months for a television that retailed for approximately \$900. Sophie's FamilyCare caseworker referred her to the NILS program. The NILS coordinator assisted Sophie to cancel the contract with the rental company and purchase the very same television with a NILS loan, plus a brand new washing machine, with combined interest-free payments of only \$57.70 per fortnight, over 12 months. This helped Sophie save thousands of dollars in interest.

We are excited to announce that in late 2018, we will be developing a cooperative financial counselling program with Bendigo Family and Financial Services, who will provide FamilyCare with a financial counsellor two days a week. The counsellor will be available exclusively for FamilyCare clients from all service areas and regions. At FamilyCare, we are delighted to continue working with Bendigo Family and Financial Services to deliver services for the benefit of the community.

\*Please note, clients names have been changed.

Levi Boschetti  
Financial Counsellor and NILS Coordinator  
(Bendigo Family and Financial Services)



# Volunteer Program

It has been another exciting and busy year for our growing Volunteer Program. Throughout 2017-2018 approximately 70 people have volunteered for FamilyCare, including our board and fundraising committee. Our amazing volunteers have contributed approximately 7,300 hours of their time to support FamilyCare's services and programs, such as the Host Program, the IntoRec program and the Book Inn.



This year our second-hand bookshop, the Book Inn, underwent major changes when we relocated it to a more prominent location at the front of 94 Wyndham Street. The bookshop is staffed by a dedicated team of volunteers who are passionate about reading and literacy. One of the Book Inn's main goals is to offer space where the community can access affordable books. The team have been working tirelessly to make the new space welcoming. Since moving into the bigger and bright location, the volunteers have been pleased to report there has been a noticeable increase in the number of visitors.



A number of our volunteers received broader recognition for their contributions over the past year. The Greater Shepparton City Council awarded Maya Ingham, a long-term IntoRec volunteer, the Youth Volunteer Award, and awarded our Book Inn volunteers the Volunteer Team Award.

FamilyCare nominated Maya for the award due to her commitment and passion for volunteering with young people. Maya has been helping with IntoRec since 2015. She has an amazing ability to engage with young people and has a fantastic rapport with staff. The IntoRec staff have said that the support Maya offers is invaluable and allows them to deliver a higher quality program. Peer support volunteers, such as Maya, enhance our IntoRec program. Their support gives our participants the opportunity to interact with another person who they can relate to, is at a similar life stage, and often has shared interests.

FamilyCare continues to recognise the commitment of our volunteers in a variety of ways. In 2017-2018 we celebrated the efforts of our volunteers during National Volunteer Week, on International Volunteer Day and at Christmas time. To celebrate International Volunteer Day, FamilyCare volunteers came together for a lunch to share tales and experiences of volunteering from across the years. Special guest Roz Wollmering, acting CEO of Volunteering Victoria, attended this event.

We are certain the Volunteer Program will continue to thrive next year. We thank each and every volunteer for their ongoing commitment to FamilyCare.

Emma Turner  
Volunteer Coordinator  
on behalf of the Volunteer Program





# Fundraising Report

## Golf Day Report

The 2018 NAB FamilyCare Charity Golf Day was a relaxed day with players enjoying the entertainment and festivities.

The day started with Vaughan Bradshaw presenting a \$20,000 cheque on behalf of the Mazda Foundation. This grant from the foundation combined with the profit from the golf day will be used to build a bouldering wall for FamilyCare's Disability Support Services program.

After a brief introduction from our celebrity guest, Robert 'Dipper' Dipierdomenico, players hit the course. On the green, players stopped for food and refreshments, which were generously provided by our sponsors. At the end of the day, players and spectators gathered at the clubhouse to watch Gavan Kannaugh fly over in his helicopter and drop almost 1,200 golf balls for the golf day raffle. The prize pool for the raffle was \$4,500.

We would like to give a special thank you to our major sponsors for this event: National Australia Bank, Griffiths Goodall Insurance Brokers, Shepparton BMW, PFD Food Services and McPherson Motors. Thank you also to our dedicated committee who continue to fundraise on behalf of FamilyCare. This gathering of players, sponsors and volunteers was a wonderful representation of what we as a community can achieve together.

Kim Daldy  
Fundraising Coordinator





# Fundraising Report

## Christmas Report

The FamilyCare Christmas appeal has continued to grow. We had the continued support of our key partners: the Greater Shepparton City Council and The Community Fund Goulburn Valley.

The Baskets of Joy project is a large part of the Christmas appeal. For the 2017-2018 project, we distributed baskets into the community for businesses, organisations and individuals to fill with groceries and treats. The baskets were overflowing when they were returned to us. With the assistance of volunteers, many hands made light work. We collected, sorted and repacked the baskets, which we then delivered to families the week before Christmas. We were able to pack and deliver food hampers for over 200 families. Each family received a Christmas meal, which included custard, jelly, lollies, biscuits, a fresh ham, a Christmas cake and pudding, and a feast of other food items. The hampers help families enjoy the holidays and relieve some of the financial pressure.

Christmas is of course not just about the food – a large part is the joy of giving, and Shepparton did not disappoint. FamilyCare is fortunate to be the recipient of several organisations' donations and collections. We receive a variety of gifts from them, such as toys, gift vouchers, groceries, money and even a few hours of their time. Without their support none of this would be possible. FamilyCare's commitment to our donors is to spread joy and provide these gifts and food to vulnerable families in our community.

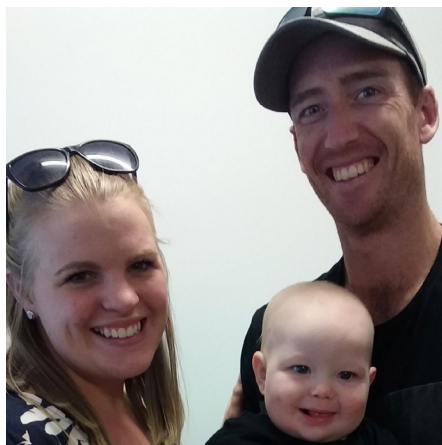
Katie Huddleston  
Christmas Coordinator

*"Then the Grinch thought of something he hadn't before!  
"Maybe Christmas," he thought,  
"doesn't come from a store.  
Maybe Christmas... perhaps...  
means a little bit more!"  
– Dr. Seuss, How  
the Grinch Stole  
Christmas!"*





# Year In Review



## Day Stay in Kilmore

We have increased support for young children and their parents in Kilmore as our day stay program partnered with Kilmore and District Hospital.



## Live Aid Tribute

FamilyCare was the proud recipient of the profits of this fun event held at Eastbank Centre. Staff got into the mood by dressing for the occasion.



## No To Violence

FamilyCare joined other local agencies in the fight to end violence against women and girls around the world in the 16 days of activism.



## Annual Charity Golf Day

Profits from the golf day will be used to build a bouldering wall for FamilyCare disability support programs.



## National Families Week

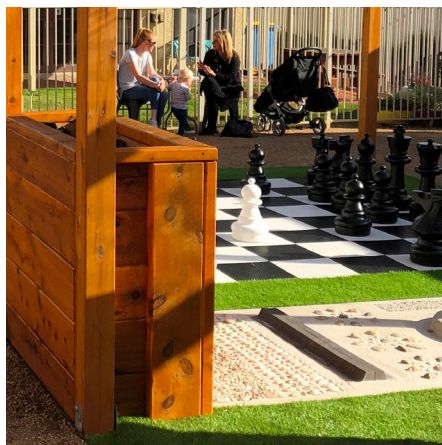
Our 5th year celebrating NFW at St George's Road Primary School was a success with local agencies coming together to celebrate community and family.



## Community Radio

Listen out on Wednesday mornings on ONEFM 94.5 radio to hear updates on what is happening at FamilyCare and in the community.





### Sensory Garden

The old garden at 15 Welsford street has had a revamp and is now a Sensory Garden which is being regularly used by both staff and clients.



### New Book Inn

The grand opening at the new Book Inn at 94 Wyndham Street was in March. Newly refurbished, the shop has attracted a lot of new visitors.



### Baskets Of Joy

Over 220 families received a Basket of Joy this year. Thanks to the wonderful generous community in Shepparton we are able to keep this project running.



### Relay for Life

Shepparton staff raised funds for this fantastic cause by walking for 24 hours. It is a cause close to many of our hearts.



### Children's Week in Wallan

Our staff love to be involved in community events promoting the wellbeing of children.



### Buddy Bears

Goulburn Valley Grammar School students donated their friendship bears to help children in our families with the transition to school.

# FamilyCare Service Statistics

## Child & Family Services

Program	Total Cases*
Child & Family Information and Referral Service - Child FIRST	2,086
Child FIRST non substantives cases	3,312
Integrated Family Services - IFS	620
Intensive Family Service - 200hrs	12
Cradle To Kinder - C2K	15
Parent Child Program - PCP	422
Refugee Minor Program - RMP	10
Families First - Reunification, Placement Prevention, Innovative Counselling	44
Parent Assessment & Skills Development - PASD	9
Men & Family Relationships - Men's Program (MP)	259
Family Violence Case Management	5
Number of Group Activities	23

\* Cases represent the number of clients or families that received support from the identified programs, except for group activities.

## Carer & Disability Services

Program	Hours	Total hours
Carer Support Service		13,161
<b>Disability Support Services</b>		
Afternoon Recreation Program	7,104	
School Holiday Program	4,993	
Camp Program	1,424	
Young Adult Social Group	828	
Host Program	<u>2,096</u>	16,445
<b>Volunteer Program</b>		
Disability Volunteers	5,042	
For other Activities	2,329	7,371
<b>Total Carer &amp; Disability Service Hours</b>		<b>36,977</b>





# Evaluation Report 2017-2018

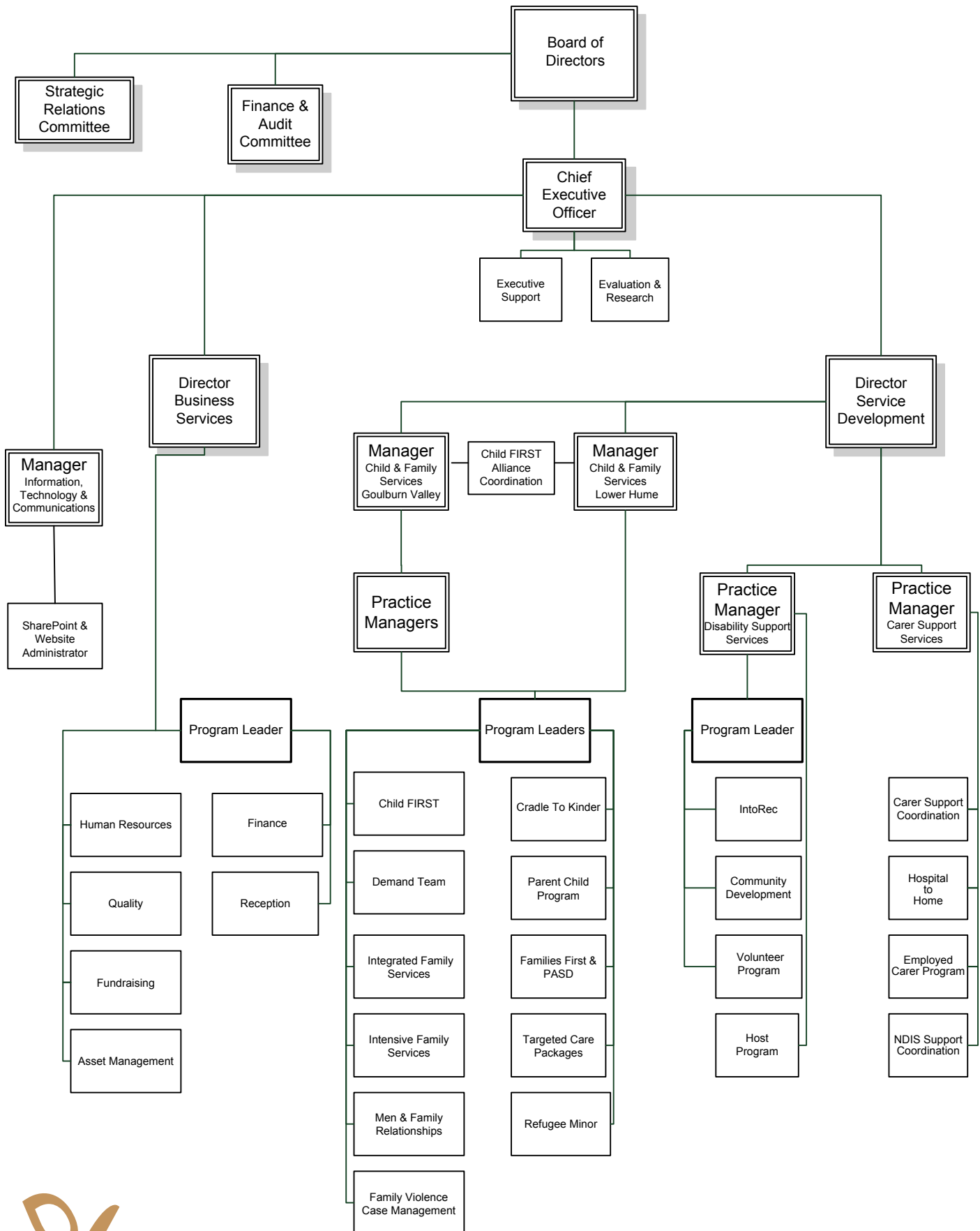
As of 2018, clients have the option to complete their Client Satisfaction surveys in paper format or online.

Service	Score	Trend
Service Satisfaction	99%	↑
Quality of service	98%	↑
Made a difference	89%	↓
Service met needs	85%	↑
Support when needed	97%	↑
Staff listened	98%	↑

[illegible]

Suggestions **0**      Complaints **10**      Compliments **50**

# Organisation Chart



# **Goulburn Valley Family Care Inc.**

**ABN 99 572 820 584**

## **Financial Report**

**For the year ended 30 June 2018**





**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 2018.

**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  
Michael Chisholm  
Jennifer Savage (appointed 24 April 2018)  
Ronni Druitt (retired 23 April 2018)

**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**

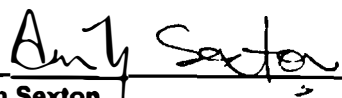
No significant change in the nature of these activities occurred during the financial year.

**Operating Result**

The profit after providing for income tax amounted to \$874,408.

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

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

  
\_\_\_\_\_  
Ann Sexton

Dated: 23 10 2018

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

**INCOME STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	Note	2018 \$	2017 \$
Revenue	2	9,587,620	8,494,952
Other income	2	382,421	465,582
Employee benefits expense		(6,816,074)	(6,129,523)
Depreciation and amortisation expenses		(426,585)	(370,960)
Other expenses	3	<u>(1,852,974)</u>	<u>(2,005,248)</u>
<b>Surplus before income tax expense</b>		874,408	454,802
Income tax expense		<u>-</u>	<u>-</u>
<b>Surplus for the year</b>		<u><u>874,408</u></u>	<u><u>454,802</u></u>
Surplus attributable to members of the entity		<u><u>874,408</u></u>	<u><u>454,802</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 2018**

	Note	2018 \$	2017 \$
<b>Surplus for the year</b>		874,408	454,802
<b>Other comprehensive income:</b>		<u>                    </u>	<u>                    </u>
<b>Other comprehensive income for the year, net of tax</b>		<u>                    -</u>	<u>                    -</u>
<b>Total comprehensive income for the year</b>		<u><u>874,408</u></u>	<u><u>454,802</u></u>
Total comprehensive income attributable to members of the entity		<u><u>874,408</u></u>	<u><u>454,802</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 2018**

	Note	2018 \$	2017 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	5	4,663,432	3,421,511
Accounts receivable and other debtors	6	209,262	198,135
Other current assets	7	4,039	6,218
<b>TOTAL CURRENT ASSETS</b>		<u>4,876,733</u>	<u>3,625,864</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	6,905,787	6,957,212
<b>TOTAL NON-CURRENT ASSETS</b>		<u>6,905,787</u>	<u>6,957,212</u>
<b>TOTAL ASSETS</b>		<u><u>11,782,520</u></u>	<u><u>10,583,076</u></u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Accounts payable and other payables	9	1,410,230	1,182,187
Provisions	10	937,811	808,375
<b>TOTAL CURRENT LIABILITIES</b>		<u>2,348,041</u>	<u>1,990,562</u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	10	374,316	406,758
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>374,316</u>	<u>406,758</u>
<b>TOTAL LIABILITIES</b>		<u><u>2,722,357</u></u>	<u><u>2,397,320</u></u>
<b>NET ASSETS</b>		<u><u>9,060,163</u></u>	<u><u>8,185,756</u></u>
<b>EQUITY</b>			
Reserves	11	2,537,792	2,537,792
Retained surplus		6,522,371	5,647,964
<b>TOTAL EQUITY</b>		<u><u>9,060,163</u></u>	<u><u>8,185,756</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 2018**

	Retained Surplus \$	Property revaluation reserve \$	Total \$
<b>Balance at 1 July 2016</b>	5,193,161	2,537,792	7,730,953
<b>Comprehensive income</b>			
Surplus attributable to members	454,803		454,803
<b>Total comprehensive income for the year attributable to members of the association</b>	454,803	-	454,803
<b>Balance at 30 June 2017</b>	5,647,964	2,537,792	8,185,756
<b>Balance at 1 July 2017</b>	5,647,963	2,537,792	8,185,755
<b>Comprehensive income</b>			
Surplus attributable to members	874,408		874,408
<b>Total comprehensive income for the year attributable to members of the association</b>	874,408	-	874,408
<b>Balance at 30 June 2018</b>	6,522,371	2,537,792	9,060,163

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 2018**

	Note	2018 \$	2017 \$
<b>Cash flows from operating activities</b>			
Grants and other income		10,998,831	8,804,048
Payments to suppliers and employees		(9,419,342)	(7,933,625)
Interest received		68,347	72,231
<b>Net cash provided by operating activities</b>	<b>14</b>	<u>1,647,836</u>	<u>942,654</u>
<b>Cash flows from investing activities</b>			
Proceeds from sale of property, plant and equipment		196,215	143,868
Purchase of property, plant and equipment		(602,130)	(581,212)
<b>Net cash provided by (used in) investing activities</b>		<u>(405,915)</u>	<u>(437,344)</u>
Net increase in cash held		1,241,921	505,310
Cash and cash equivalents at beginning of financial year		3,421,511	2,916,201
Cash and cash equivalents at end of financial year	<b>14</b>	<u><u>4,663,432</u></u>	<u><u>3,421,511</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 2018**

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.

**GOULBURN VALLEY FAMILY CARE INC.**

**ABN 99 572 820 584**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2018 (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 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 2018**

**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 2018**

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 2018**

*(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 2018**

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 2018**

**(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 2018**

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 2018 (Continued)**

	Note	2018 \$	2017 \$
<b>2. REVENUE AND OTHER INCOME</b>			
Revenue:			
Grants - State		8,856,183	7,780,985
Grants - Commonwealth		731,437	713,967
Total Revenue		9,587,620	8,494,952
Other income:			
Interest received		68,347	72,230
Rent		58,878	70,590
Program income		56,983	123,651
Fundraising income		69,660	53,230
Local government		34,332	36,890
Profit/(loss) on sale of non-current assets		(30,755)	(46,603)
Sundry income		124,976	155,594
Total Other Income		382,421	465,582
<b>3. OTHER EXPENSES</b>			
Client and program costs		696,043	835,509
Motor vehicles		188,436	168,703
Office expenditure		287,248	266,656
Repairs and maintenance		126,809	131,063
Training and development		130,205	106,853
Sundry expenses		424,233	496,464
		1,852,974	2,005,248
<b>4. AUDITOR'S REMUNERATION</b>			
Auditors' remuneration		11,850	11,600

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

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	Note	2018 \$	2017 \$
<b>5. CASH AND CASH EQUIVALENTS</b>			
Cash at bank - NAB		135,745	63,974
Cash at bank - NAB Cash Max		2,011,176	847,188
Short term investment - NAB		2,016,547	2,003,510
Short term investment - CBA		249,964	249,964
Short term investment - WBC		250,000	256,875
		<u>4,663,432</u>	<u>3,421,511</u>
<b>6. ACCOUNTS RECEIVABLE AND OTHER DEBTORS</b>			
<b>CURRENT</b>			
Sundry debtors		45,790	22,926
Trade debtors		<u>163,472</u>	<u>175,209</u>
		<u>209,262</u>	<u>198,135</u>
<b>7. OTHER ASSETS</b>			
<b>CURRENT</b>			
Prepayments		<u>4,039</u>	<u>6,218</u>
<b>8. PROPERTY, PLANT AND EQUIPMENT</b>			
Land & Buildings		6,452,462	6,331,865
Less accumulated depreciation		<u>(484,545)</u>	<u>(314,435)</u>
Total land and buildings		<u>5,967,917</u>	<u>6,017,430</u>
Motor vehicles		1,080,388	1,045,601
Less accumulated depreciation		<u>(306,236)</u>	<u>(280,164)</u>
		<u>774,152</u>	<u>765,437</u>
Furniture and fittings		764,592	708,239
Less accumulated depreciation		<u>(600,874)</u>	<u>(533,894)</u>
		<u>163,718</u>	<u>174,345</u>
Total plant and equipment		<u>937,870</u>	<u>939,782</u>
<b>Total property, plant and equipment</b>		<u>6,905,787</u>	<u>6,957,212</u>

(a) Movement in carrying amounts - For disclosure on movement in carrying amounts please refer to note 15(a).



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

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	Note	2018 \$	2017 \$
<b>9. ACCOUNTS PAYABLE AND OTHER PAYABLES</b>			
<b>CURRENT</b>			
Sundry creditors		657,328	316,385
Trade creditors		117,867	401,785
Provision for unearned income		635,035	464,017
		1,410,230	1,182,187
<b>10. PROVISIONS</b>			
Provision for annual leave		550,905	524,160
Provision for long service leave		761,222	690,973
		1,312,127	1,215,133
<b>Analysis of Total Provisions</b>			
Current		937,811	808,375
Non-current		374,316	406,758
		1,312,127	1,215,133
<b>11. RESERVES</b>			
<b>Property Revaluation Reserve</b>			
The asset revaluation reserve records revaluations of non-current assets.			
<b>12. RELATED PARTY TRANSACTIONS</b>			
<b>Related Parties</b>			
<b>(a) Key management personnel</b>			
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:			
<b>Key management personnel remuneration</b>			
Salary		373,235	360,260
Superannuation		35,011	34,225
		408,246	394,485

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

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	Note	2018 \$	2017 \$
<b>13. ASSOCIATION DETAILS</b>			
The registered office and principal place of business of the association is:			
Goulburn Valley Family Care Inc.			
19 Welsford Street			
Shepparton VIC 3630			
<b>14. CASH FLOW INFORMATION</b>			
<b>(a) Reconciliation of Cash</b>			
Cash at the end of financial year as shown in the Statement of Cash Flows is reconciled to the related items in the statement of financial position as follows:			
Cash		4,663,432	3,421,511
		<u>4,663,432</u>	<u>3,421,511</u>
<b>(b) Reconciliation of cash flow from operations with profit</b>			
Non-cash flows in profit:			
Current year surplus (deficit) after income tax		874,408	454,802
Depreciation expense		426,585	370,960
Net (gain)/loss on disposal of property, plant and equipment		30,755	46,603
Changes in Assets & Liabilities:			
(Increase)/decrease in accounts receivable and other debtors		(11,127)	(81,079)
(Increase)/decrease in prepayments		2,179	(3,175)
Increase/(decrease) in accounts payable and other payables		228,042	(70,029)
Increase/(decrease) in employee provisions		96,994	224,572
<b>Net cash provided by operating activities</b>		<u>1,647,836</u>	<u>942,654</u>

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

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE, 2018**

	Land and Buildings \$	Motor vehicles \$	Furniture and fittings \$	Total \$
<b>15. (a) MOVEMENT IN CARRYING AMOUNTS</b>				
Movements in carrying amounts for each class of property, plant and equipment.				
Balance at 1 July 2017	6,017,430	765,437	174,345	6,957,212
Additions	120,681	400,864	80,585	602,130
Disposals	-	(226,970)	-	(226,970)
Depreciation expense	(170,194)	(165,179)	(91,212)	(426,585)
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Carrying amount at 30 June 2018</b>	<b>5,967,917</b>	<b>774,152</b>	<b>163,718</b>	<b>6,905,787</b>
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

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

**RESPONSIBLE PERSONS' DECLARATION**

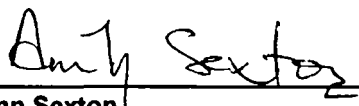
*Per section 60.15 of the Australian Charities and Not-for-profits Commission Regulation 2013*

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:** 23.10.2018



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 2018, 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 2018 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 2018, 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.

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 Purtill RCA 419507

Date: 24<sup>th</sup> October 2018

160 Welsford Street Shepparton, VIC 3630

# We couldn't do it without you

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)

## Trusts and Foundations

Helen Macpherson Smith Trust  
Pethard Tarax Charitable Trust  
Marian & EH Flack Trust  
Mazda Foundation

## Partnerships

Australian Breastfeeding Association  
Bendigo Family and Financial Services  
Centre for Culture Ethnicity and Health  
ConnectGV  
Department of Education (Vic)  
Goulburn Child FIRST Alliance  
Goulburn Family Violence Executive Committee  
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 Cooperative  
Supported Playgroups Victoria  
The Butterfly Foundation  
The Bridge Youth Service  
Victoria Police  
Yea District Hospital  
FamilyCare Fundraising Committee  
Kerri Bradshaw  
Gary Chapman  
Dean Gladigau  
Gary Goodman  
Alan Keat  
Neil Smith  
Julie Thompson  
Jeff Tracy

Michael Zurcas

Shane O'Sullivan

Andrea Tuohey

## Councils

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

## Businesses, Individuals and Others

Aquafil Fresh  
Belcibio & Co – Marco & Belinda Amodio  
Bradley Fennell Garden Specialists  
Broker House  
Bunnings Shepparton  
Byers Electrical & Rexel Australia  
Campbell's Soups  
Carpet Court  
Cellar 47 – Angelo & Franca Grasso  
Cheeky Grog Co  
Chris Retzos  
Christ Church Anglican Ladies Guild  
Cobram Medical and Dental Clinic  
Commonwealth Bank of Australia  
Commonwealth Staff Social and Charity Club (Vic) Inc  
Elders Insurance  
Fairleys Supa IGA  
Faram Ritchie Davies Legal  
Gagliardi Scott Real Estate  
GAME Traffic & Contracting  
Garry Osborn Photography  
Gloria Jean's Coffees  
GNS Gas and Plumbing  
Goulburn Murray Water  
Goulburn Valley Imaging  
Goulburn Valley Grammar School  
Goulburn Valley Health  
Grahamvale Primary School  
Griffiths Goodall Insurance Brokers  
J Furphy & Sons – Adam & Sam Furphy  
Jilleen Crouch  
Jim Mitropoulos  
Kevin Hicks Real Estate  
Kennaugh's Garden Centre – Gavan Kennaugh

KFC Shepparton

Kiwanis

Koryo Martial Arts Centre

Longleaf Wines

Madison's Food Store

Mark Georgiou

McPherson Motors

National Australia Bank

Next Office Tech

Notre Dame College

One FM 98.5 Radio

PFD Food Services Pty Ltd – Rick Smith

Programmed Property Maintenance

Retzos Group

Rob Stojanovski

Robert Dipierdomenico

Rotary Shepparton

Share the Dignity

Shepparton BMW

Shepparton Camera House – Ian Bugg

Shepparton Croquette Club

Shepparton Golf Club

Shepparton News

Shane and Gill O'Sullivan

Sofra Solicitors

St George's Road Primary School

Stubbs Wallace

Tahbilk Winery and Vineyard

Teller Collective

Tom Brain

Triple M

Tyson Saunders Electrical

Ultimate Fasteners

Ulysses Motorcycle Club - GV

Wallan Primary School

Wayne and Kerri Bradshaw

WH Young & Sons

William Adams Ag

Willprint Shepparton

Wood Turners of the GV







Shepparton

19 Welsford Street, PO Box 1069, Shepparton VIC 3632

P: 03 5823 7000 F: 03 5831 1917

Seymour

64 High Street, PO Box 4579, Seymour VIC 3660

P 03 5735 4600 F: 03 5799 0016

[www.familycare.net.au](http://www.familycare.net.au)

19