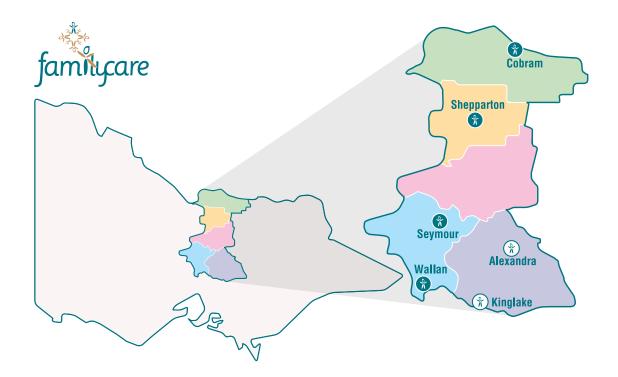


familycare

Annual Report 2018/2019



Our Report's Theme

An organisation like FamilyCare has many stakeholders, who have an interest in our activities. Those stakeholders include funding bodies, staff, volunteers, local businesses and community groups. All have a right to comment on what FamilyCare does. Of all the stakeholders, the group whose interests and views should be prioritised at all times are the people who use FamilyCare's services. This year's annual report focuses on listening to the views of our service users and those who provide feedback to our agency.

FamilyCare commenced in Shepparton in 1984. 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 Bangarang 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

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FamilyCare Staff



Meet Our Board



Chairperson Ann Sexton Commenced 2014



Vice-Chairperson Michael Chisholm Commenced 2016



Treasurer
Tim Gubbins
Commenced 2003



Secretary
Marshall Richards
Commenced 2010



Board Member Betty Dale Commenced 2004



Board Member Albert Kellock Commence 1984



Board Member Wendy Lewis Commenced 2014



Board Member Marina Klooster Commenced 1997



Board Member Jennifer Savage Commenced 2018



Board Member Danny Whyte Commenced 2019

Chief
Executive Officer
Mr David Tennant
Life Members
1998 Roger Furphy
1998 Albert Kellock
2006 Geoff Adams

2016 Alieen Kemp

Auditors
Goulburn Murray
Audit Services
Patron
Mr Jeff Tracy







Chairperson's Report

At times it is difficult to come up with some inspiring words that form the opening notes of our annual report, particularly in what continues to be challenging times for many in our community. This year I have gone back to the future to gain some wisdom, insight and reassurance!

It seems that from FamilyCare's inception the primary focus of our organisation has been simply to support families in need. When I speak with our past Board Chairpersons, their desire to ensure that as the organisation grew and services expanded over the years, their commitment to that original focus remained our 'guiding light' is clear. We did then, and continue to now, pride ourselves on being a family support agency strongly grounded in rural, regional Victoria.

This reflection provides reassurance to all of us that our fundamental reason for being has not and does not change, and allows us to be guided purposefully in our decision-making practices both now and into the future

The annual report cycle this year coincides with the final few months of FamilyCare's current Strategic Plan. It is timely to reflect and celebrate the many achievements that our organisation has made over the past three years.

A key feature, during this time, has been a change in the way we as an organisation report publicly against our progress in meeting our strategic outcomes. This has meant we report more often with progress along the way and enables the Board to respond and adapt our approach when required.

As the Strategic Plan is the key responsibility of the Board, it also means we are currently in full swing developing our next plan and looking to ensure we capitalise on the past and place ourselves as best we can strategically for the future. It has been a particularly busy and robust time for our Board members. I am grateful to lead such an enthusiastic and committed group of people and I thank them for their ongoing contribution to FamilyCare.

FamilyCare has maintained a strong financial position and while this poses some challenges for us, it does enable us to have some flexibility within our program and service delivery to add value and support to some areas that otherwise we may not have. This has included additional support for our Men's programs, updating and adding to our physical infrastructure, and ensuring we are as best placed as we can be for the introduction of services.

The Board recognises and sincerely thanks our entire workforce for their commitment to 'the job' whatever that may entail on any given day, over the past year. The roles our staff and volunteers undertake do not lessen in intensity, often change on short notice and always require a level of personal investment.

An effective workforce requires highly effective leadership, in this regard, the Board acknowledges and thanks our CEO, David. His leadership of the organisation at every level is authentic and exemplary. Thank you all!

As we look forward to another year supporting families and contributing to our many catchment communities, I encourage you to take the time to read the amazing examples of our people working within our great community that are highlighted within this report.

These stories are the heart and soul of FamilyCare and we take immense pride in sharing them with you.

Ann Sexton Chairperson



CEO Report

... The Annual Report you will never see:

A pretty quiet year really. Not much different. All plain sailing.

I am endlessly impressed by the capacity of FamilyCare's staff and volunteers to rise to a challenge, stay positive and produce great results. This year's effort was no exception, as the level of change and reform remained frenetic. Constant change is not only stressful for people who deliver services, it is stressful for those who rely on the services.

Here are a few highlights from the year that was:

- level of community support, FamilyCare delivered a record 235 Christmas 'Baskets of Joy' to families across our service area in December. There was a similar distribution of age appropriate gifts to children. There are obvious limitations to one-off material support but as an exercise in showing that the community cares and that people are cared about, it was just wonderful.
- After several years of planning and building, the Sensory Garden and Bouldering Wall were opened at our Shepparton office by the Member for Nicholls Damian Drum. The facilities make a fabulous addition to

- our service options, especially for IntoRec. Our thanks again to key sponsors, the Mazda Foundation, Shepparton Soroptimists and the Pethard Tarax Charitable Trust.
- We completed the first full year of service delivery of a Parent Child Day Stay service in partnership with Kilmore Hospital. There was unanimous agreement on the value and success of the service, so we were delighted when the partnership was extended.
- After twenty years of running a successful charity golf day, our hard-working Fundraising Committee opted for a change. The first Paddock to Plate feast, featuring celebrity chef Matthew Evans, was a huge success. The 240 guest had a ball and we raised around \$48,000 toward the cost of a new bus. A great result on any measure.

There are many more stories of success and tenacity throughout this report and I encourage you to read it, make comments, ask questions, or all of those

The year's challenges are also evident. In spite of our best efforts we were not able to recruit fast enough to keep pace with increased funding and service responsibilities, resulting in a significant surplus.

We have since reached full staffing, so I expect 2019/20 will return to more 'normal' financial results.

Finally, and in keeping with our responsibility to prioritise client needs, FamilyCare has continued to advocate for improvements in the social security system. The additional conditionality rules that apply to many of our clients, are causing real and avoidable harm. The rules present particular problems in Shepparton because of its special status as a welfare reform trial site. Irrespective of where our clients live, those who rely on Newstart struggle to make ends meet because the rate of that payment is so low. FamilyCare's vision focuses on strength, resilience and optimism – but it is increasingly difficult to help people connect with these ideas if their daily existence is dominated by poverty.

David TennantChief Executive Officer



Director of Service Development Report

Another twelve months has flown by. We have continued supporting our communities to build hope and resilience. All program areas have faced new challenges because of a high demand for our services. Our region's transition to the National Disability Insurance Scheme (NDIS) has kept us on our toes. The everchanging space of our industry requires careful planning and the ability to think laterally with a client responsive focus.

We have begun planning for the introduction of The Orange Door in the Goulburn area. The Orange Door will provide services to vulnerable children and families, particularly for women and children who are at risk of or experience family violence. The Orange Door's aim is to connect individuals and families to support services in a quick and seamless manner. Our Child FIRST intake staff will be moving into The Orange Door once it opens. To date, however, Family Safety Victoria - the body behind The Orange Door - has not secured a site in Shepparton so the start date has been postponed until at least mid-2020. FamilyCare will play a lead role in establishing The Orange Door. Our organisation will continue to be a strong advocate for vulnerable families, which is supported by the work we have provided for over a decade in the Child FIRST space.

Since late 2018, we have been fully staffed across the agency, which is a terrific achievement. We had experienced periods where we were unable to recruit enough staff to keep pace with the increasing demands across the family services sector. With a full staffing compliment, we have been able to give support to families in a more timely manner. We have also heavily invested in staff professional development to build and broaden our organisation's skill base. The complexities of families are increasing in all areas of our work, including our Men's program, IntoRec and our NDIS participants.

The population explosion in the Mitchell Shire is both exciting and daunting. I have been involved in a number of steering committees to plan for the future of the shire. The most relevant committee has been the Beveridge North West Precinct Structure Plan. We know from experience and history that any new development includes vulnerability from the first day. One of the drivers for the steering committee is to have established anchors, such as health, education and community services. from the day the first resident moves in. The committee is taking an early intervention approach that will challenge and, hopefully, change the way future developments are structured. I will be able to provide a more detailed update in next year's report - watch this space.

I have again thoroughly enjoyed my chairing role in the Goulburn Child FIRST Alliance and the Goulburn Family Violence Executive Committee. The members have provided great support and we have worked hard on committing to a shared vision for our communities.



Thank you to all partner agencies. I genuinely appreciate your collegial support and trust.

To our staff and managers, thank you for your hard work and commitment to our organisation. I understand that many of you are juggling a work-life balance and face personal challenges, but you still come to work with a smile to make a difference each day. You really make FamilyCare feel like a family.

We must remain focused on our goals; otherwise, we lose touch with our purpose. As those who have worked with me this year will know, my main mantra is that we must – above all else – continue to focus on improving the lived experiences of families in our communities.

Angela Armstrong
Director of Service Development

Child and Family Services Report

'What is the shortest word in the English language that contains the letters: a, b, c, d, e and f? Answer: feedback. Don't forget that feedback is one of the essential elements of good communication.' — Unknown author.

Feedback is an opportunity for clients, staff, community members and service providers to contribute to and improve the quality of our services. In 2018 we implemented the Outcome Star as an assessment and planning tool. The Star is informed by principles that align with FamilyCare's own principles, such as valuing client strengths and supporting client autonomy.

Through using the Star, our workers come to understand what families need to drive their lives independently. The Outcome Star provides an opportunity for our clients to provide feedback throughout the life of a case,

which ensures that the client's voice is heard. Feedback, whether negative or positive, is a gift, as it gives us the opportunity to improve our services.

Another way we receive feedback comes from our Child and Family Services team. Our staff provide feedback through supervision, staff meetings and training. Several staff attended training for the Circle of Security program.

The staff were trained to better understand the importance of attachment between a caregiver and infant, and how that attachment is connected to the caregiver's own

experience as a child. Due to the program's positive feedback from staff and clients, we approached the program's providers to bring the training to our local area and they happily obliged. Now over 95% of our Child and Family Services staff are trained in the Circle of Security program.

Noellene Morrow and Lorraine Pelzer

Managers for Goulburn Valley and Lower Hume on behalf of the Child and Family Services team





Here is an example of how feedback works in practice:

Jenny*, a mother of four children, separated from her partner due to his heavy drinking and controlling behaviour. After separating, Jenny moved several times and remarried, which resulted in an unsettling time and several changes of schools for her children.

Jenny was referred to FamilyCare's Integrated Family Services because she was feeling overwhelmed with managing her children's seemingly unreasonable behaviours. Her three younger children were frequently in trouble at school. Concerns had also been raised around the children's welfare when one of her children, ten-year-old Jack*, expressed that he felt suicidal.

Jenny engaged with Integrated Family Services for support and was assigned a family worker. Her family worker assessed that the children's behaviours were trauma-based reactions, and that because of Jenny's own anxiety, she had difficulty recognising and responding to her children's needs for emotional support.

The family worker decided to work through the Circle of Security parenting program individually with Jenny, to help increase her

emotional availability and attachment with her children. Jenny found the concept of 'the circle' helped her to understand what her children needed from her when they sought her attention.

Jenny described one incident where Jack loudly demanded her attention when she was cooking dinner. He insisted on telling her stories repeatedly, which normally would have created stress for Jenny. In this instance, however, Jenny reflected on 'the circle' and considered the following question: 'What does he need from me right now?' She turned off the stove, walked over to Jack and hugged him. He settled down and the behaviour did not escalate, as it might have done in the past.

Jenny took a new approach in responding to the emotional needs of her children, which helped settle their behaviours. By the completion of the program, Jenny reported that her family had had their first school holiday excursion where she had enjoyed being out with them. She described the Circle of Security program as 'life-changing'.

(* Names altered)





Disability Support Services



FamilyCare's Disability Support Services has had another busy twelve months. While 2018/19 has brought new challenges, systemic changes and a reformed sector environment, our Disability Support team has remained focused on providing all our clients with quality supports.

The transition to the National Disability Insurance Scheme (NDIS) continues to be a challenge. The high volume of referrals from people seeking support has presented new challenges for our small team. Although the transition to the NDIS was set to be completed by mid-2019, the process continues. Meanwhile, our Disability Support team have become more knowledgeable and more skilled in navigating the NDIS.

The combination of the regional rollout of the NDIS and the changes to our funding has lead our team to further

refine the services we provide. With the refinement process completed, our team can now concentrate on providing a quality and continuity of care that is less expensive for clients.

Disability Support Services continues to provide social supports to schoolaged children through our IntoRec afternoon recreation and school holiday programs. Our team also caters for young adults with one-to-one activities and through our Adult Social Group.

In our IntoRec program, we have waiting lists for most activities, consistently high attendance numbers and a solid group of regular participants. Our participants are mostly young people, aged six to fourteen, with parents who work. IntoRec's most popular activities are taekwondo, swimming and Cyber Games.



Due to popularity, consistently high numbers, and demand, we increased the monthly Adult Social Group activity to occur fortnightly. We also developed a weekly activity to meet the demand from those adults who had transitioned to NDIS. This new Adult Social Group began in July 2019.

The implementation of one-to-one support has been extremely popular among NDIS participants, which is apparent because waiting lists for this support grow weekly. To meet the demand, we have recruited several new support workers for a more flexible workforce. Whether we can continue to meet that demand will require careful planning.

Over the past year, our Disability support team continued to market and promote FamilyCare Disability and NDIS supports across the region. This

promotion has increased knowledge of our program and brought attention to FamilyCare being a registered NDIS supplier.

FamilyCare has continued to make improvements to the precinct at 94 Wyndham Street, Shepparton. The Sensory Garden has developed and grown. The team have worked hard throughout the year to get the garden to the stage it is at now - a quiet and tranquil space with garden beds, trees, play areas and seating. The garden is an ideal place to chill out for our activity participants and FamilyCare employees. The completion of the Bouldering Wall has only added to the vibrancy of the space and will allow some exciting activities to be undertaken.

Although we have challenges ahead, the Disability Support team are committed to delivering great opportunities to people with a disability and to those who support them.

A total of **20,389** hours of service over **1,704** episodes of care were provided to young people with a disability across the region.

Karen Goodger

Practice Manager on behalf of the Disability Support Services team

Carer Support Services Report



The last twelve months has not only been a time of change and challenge, but also a time of optimism and opportunity. During the last year, our Carer Support Services team continued to provide carers across our region with flexible respite and support options. This year, in response to feedback, we communicated with our clients more regularly to inform them of changes in the service system.

One of this year's key projects was undertaken in collaboration with Carers Victoria. Throughout August and September, FamilyCare and Carers Victoria delivered weekly information sessions for carers. The project was designed to equip carers with knowledge of the National Disability Insurance Scheme (NDIS) and provide carers with practical information on transitioning into the scheme. The feedback that we received on the project showed that the carers found the sessions useful and informative.

In July 2018, the Victorian Government launched the Victorian Carer Strategy. The strategy is the first whole-of-government initiative to support and recognise the important role carers play. One of the strategy's priorities is to increase access to support and services that meet carers' needs. Consistent with the government's strategy, the eligibility guidelines for the Victorian Support for Carers Program were reviewed and extended to include all carers. This outcome is great for carers in Victoria. From January 2019, our Carers team began implementing change to our service delivery as a result of the new guidelines. We focused on educating staff, carers and the broader sector and community of these changes.

During the 2018/19 year, the NDIS officially began to roll out in our region. As expected with all major change, the rollout has created challenges, caused frustrations and heightened anxiety for some clients and their families. Of equal importance, the NDIS has had some positive outcomes for people living with disability. The NDIS has increased the flexibility of the supports provided to clients and helped them build independence.

A key achievement for FamilyCare has been the establishment and growth of our new NDIS Support Coordination service. This service helps participants of the NDIS to implement their plan and connect with services and supports in their local community. Last year, we decided to 'test the water' and explore the

demand for support coordination services. Our team started delivering the services to a small number of participants. In July 2018, we had five active clients who were managed by one of our existing carer support staff. The need for support was evident, as twelve months later we had grown to a team of five dedicated staff providing support to one hundred clients. The team have worked incredibly hard throughout the year to establish and develop this new program. In what has been an extremely fast paced and at times unsettled environment, the staff have delivered a quality service to participants and built a trusted and reliable reputation.

I feel very lucky to work with both the Carer Support and NDIS Support Coordination teams. They are truly committed to improving the lives of those we support.

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 role that Carers play.

MAG	
V	21 October 2019
David Tennant CEO	Date

Financial Counselling Services Report

In 2018 FamilyCare trialled an in-house financial counselling service dedicated to seeing our own clients. The trial came about because of feedback from clients and their caseworkers. In particular, some clients had noted the barriers they experienced when accessing financial counselling services. The feedback suggested that FamilyCare clients would benefit from a counselling service that would allow a client's caseworker and a financial counsellor to work together more directly. An in-house financial counsellor would have the option to visit clients at their home in cases where attending appointments at an office was not realistic for the client.

The trial for the financial counselling service was provided in partnership with Bendigo Family and Financial Services (BFFS). BFFS, a fellow community services organisation, offer financial support services to clients, with a particular focus on clients who are at risk of being excluded from accessing fair and affordable financial services.

The response to the trial was very positive with our clients having successful outcomes, which might not have been possible had the clients been referred to external financial counselling services. The trial's success resulted in FamilyCare and BFFS increasing the position of the inhouse financial counsellor to full time and extending the role for a further twelve months.

One of FamilyCare's most vulnerable groups of clients are people who

are victims and survivors of family violence and at risk of being financially disadvantaged and excluded from mainstream financial services. This client group can also experience greater barriers to accessing financial counselling services. These clients can be asked to repeat their story to each agency they attend, which can be a distressing process. The in-house financial counselling service aims to reduce these barriers and assist victims and survivors of family violence by working closely with their existing FamilyCare caseworker. The financial implications of family violence are often complex and ongoing. A financial counsellor can advocate on the client's behalf by negotiating with those involved to try and restore the client's financial situation to the best state possible in the circumstances. FamilyCare's financial counselling service has been able to advocate and assist clients in the following ways:

- access fair conditions in their financial dealings
- · waive credit contracts
- change the terms of loans on the grounds of financial hardship
- stop harassment from debt collection agencies
- access a range of government grants and compensation schemes
- · repair credit ratings, and
- remove a perpetrator's access to previously shared accounts.

After more than a decade of

involvement, FamilyCare has relinquished the No Interest Loan Scheme. FamilyCare was able to do this in the knowledge that Shepparton Family and Financial Services (the sister agency of BFFS) is now administering the No Interest Loan Scheme out of their recently opened office in Campbell Street, Shepparton, where they also provide emergency food relief and the StepUP Loans program.

Levi Boschetti

Financial counsellor (Levi is employed by BFFS but works in FamilyCare's Shepparton office)

Volunteer Report

FamilyCare has been fortunate to have many wonderful volunteers contribute to our programs over a long time. This year, FamilyCare began a project to consider ways we could enhance both the opportunities and experience for volunteers at our agency. We aim to give the community new avenues for participation and allow community members to volunteer in meaningful and flexible ways.

The community has had the opportunity to volunteer within our programs, such as Carer and Disability Support Services, Child and Family Services and the Book Inn. Volunteers have also supported our Baskets of Joy project at Christmas, our IntoRec program for children with disabilities and our newly created 'Paddock to Plate' fundraising event.

The contributions made by our volunteers have benefited not only the participants of our programs, but also the volunteers. When volunteers build a relationship with the agency, they are able to help in a way that is more meaningful to them.

This year's National Volunteer Week, held in May, had the theme 'Making a World of Difference'. FamilyCare held a breakfast for our volunteers, which allowed us to recognise the valuable contributions our volunteers make.

Our second-hand bookshop, the Book Inn, is run by our dedicated volunteers who promote literacy to the community. The shop's proceeds go towards FamilyCare's programs.

The past year has seen our children's book section grow because of the valuable contribution of our youngest

volunteer, Paige. She has embraced the role of managing the children's book display.

Since starting at the Book Inn, Paige's self-esteem and confidence has grown. When asking Paige's mum, Kristy, how Paige has benefited from volunteering at FamilyCare, Kristy said that her daughter had developed in her ability to have 'more flexibility around other people's thoughts and ideas'. Kristy said that Paige has gained life skills that could be used in future experiences and employment.

Paige's experience is a great example of how volunteering creates strong and resilient communities, as she has become more independent and connected with the community.

Andrea Tuohey

Volunteer Project Coordinator





Fundraising Report



We are on our way! Thanks to the support of our local community, we are in the process of purchasing a new wheelchair-accessible commuter bus. At our inaugural Paddock to Plate event, held at The Woolshed @ Emerald Bank, we raised an amazing \$48,000!

The Fat Pig Farm's Mathew Evans and Zara joined us all the way from Tasmania to co-host the event with our friends from The Woolshed – Angela, Anthony and Cam.

Thanks to everyone's incredible hard work, the outdoor area of The Woolshed was transformed into 'the paddock' and 'the harvest', featuring pop-up food and drink stands and music by Maicy Hocking.

Guests settled into The Woolshed for an extraordinary autumn feast prepared by Angela and Anthony. The feast was inspired by Matthew Evans' shared dining experience. Each course was matched with local wines. The charcuterie platter showcased produce from FamilyCare's own vegetable gardens that were planted and tended to by the children and young people attending our IntoRec program.

The feast ended with locally grown poached pear and a delicious scoop of chocolate amaretto gelato, a flavour created for the event from locally produced milk. Yum!

So many people worked incredibly hard and donated so much to make this event happen. We are proud to host Paddock to Plate alongside all our supporters, including our major sponsors: National Australia Bank, Australian Consolidated Milk, Griffiths Goodall Insurance Brokers, Sofra Solicitors, Shepparton Mazda, Kalafatis Fresh Produce and The Woolshed.

Kim Daldy

Fundraising Coordinator



Bouldering Wall

The idea for the bouldering wall came from one of our staff members, Adrian, when he was on holiday with his family. Adrian visited a climbing centre and watched his kids enjoy climbing the bouldering walls. On Adrian's return to Shepparton, he proposed to that we build our own bouldering wall. Adrian believed that the wall could create a space that would enhance the programs we already run and be of benefit to our clients. The Executive Team at FamilyCare listened to the

suggestion and started looking into options. With the support of the Mazda Foundation, Pethard Tarax Charitable Trust, Soroptimist International of Shepparton and the sponsors and players of FamilyCare's golf day in 2018, Adrian's vision came to life.

Since the wall's opening, both clients and staff have given positive feedback. One climber said that wall is harder than it looks but, great fun. Another climber said that climbing made them

feel good about themselves because of the progress they had made.

While the wall is loads of fun to climb, the physical activity also has positive effects. The act of climbing can enhance confidence, give a sense of achievement and improve gross and fine motor skills.

We love what the bouldering wall gives to our clients and our programs. Thank you to everyone who helped make it happen!

Baskets of Joy

At Christmas time in 2018, the generosity of the Greater Shepparton community shone bright. The community's response to our Baskets of Joy appeal was overwhelming. We received 108 registrations from individuals and agencies who wanted to donate and we ended up delivering 235 baskets to families. This Christmas the number of families requiring assistance increased by twenty per cent, so every basket counted.

At FamilyCare, we always find it encouraging to see our local schools, kindergartens and childcare centres support the more vulnerable members of our community. Some of the schools used the Baskets of Joy appeal as an opportunity to teach their students about food, nutrition and the art of giving. One school supported our appeal on their uniform-free day by asking students to bring in an item of food instead of the usual gold coin donation. The school's donations filled my car's boot to the brim with bags of food for our clients. Another school brought their foundation (prep) students to FamilyCare's offices to deliver baskets. The children were fortunate enough to bump into Santa and his Elf! Our local schools contributed to over a third of the

baskets' contents. What a tremendous effort by the future leaders of our community!

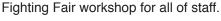
Thank you to all the special people who helped with this year's baskets – donating, collecting, sorting, packing, and delivering food, boxes, gifts and household items for families. Because of our wonderful community, we are able to extend joy and happiness to our local families in need at Christmas.

Katie Huddleston Christmas Coordinator

Year in Review



SCOTT DUTTON





CARERS' DAY OUT
Carers need caring for too!
FamilyCare staff organised a much needed break for local carers.



NATIONAL FAMILIES WEEK (NFW)
Our 6th year celebrating NFW at St
George's Road Primary School was a
success, with local agencies coming
together to celebrate community and
family.



FORUM
FamilyCare promotes its programs at the networking forums and other professionals events.

CHILD & FAMILY SERVICES

PROFESSIONALS NETWORKING



SENSORY GARDEN &
BOULDERING WALL OPENING
The Hon. Damian Drum visited us to

officially opened our Sensory Garden and Bouldering Wall.



PADDOCK TO PLATE
Kids from our DSS program delivered

the first harvest from our Sensory
Garden for the Paddock to Plate feast.



COMMUNITY RADIO

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



BIGGEST MORNING TEA

At FamilyCare, we enjoy our food. What better excuse to eat than to raise money for the cancer council?



GEELONG FAMILY CAMP

Our disability support team ran a weekend holiday camp for families in our disability support program. The weekend was full of fun activities for both children and parents.



FOOTBALL TRIP

Some lucky kids were treated to a free trip to Melbourne to watch the football.



FAMILY VIOLENCE COMMUNITY INFORMATION BREAKFAST SESSIONS

Joint work with the Family Violence Executive to bring information to the community around dealing with Family violence.



LULLA'S HEALTH DAY

A fun health focused day for Aboriginal and Torres Strait Islander children with fun to be had by all.



CHILDREN'S WEEK AT WILMOT ROAD PRIMARY SCHOOL

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

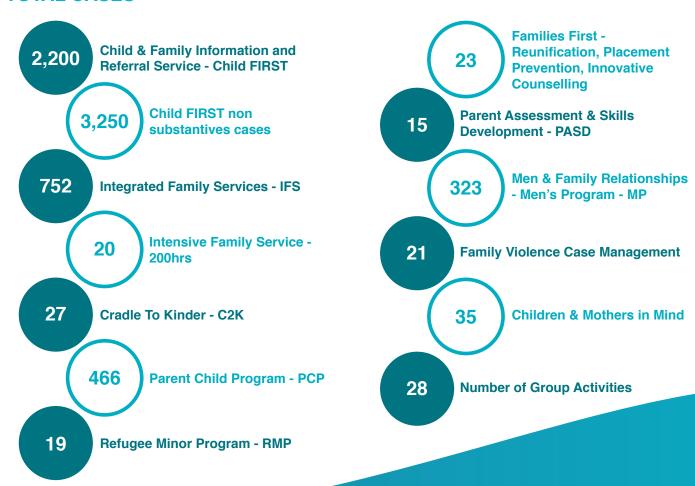


BASKETS OF JOY

Local schools are embracing the art of giving. Children are the future drivers of generosity in our community.

FamilyCare Service Statistics Child & Family Services

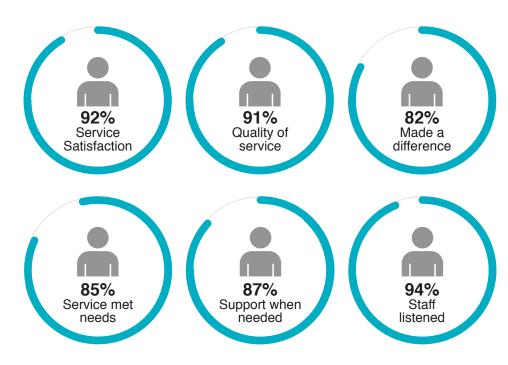
TOTAL CASES



Carer & Disability Services

Disability Support Service	Hours
Afternoon Recreation Program	6,972
School Holiday Program	4,686
Camp Program	2,016
Adult Social Group	1,301
NDIS	3,422
Total Rec Program Hours	18,397
DSS Volunteer Program	4,195
Carers Support	10,495
NDIS Support Coordination	687

Evaluation Report



In 2019 we have been working to improve the back-end of our reporting system. The upgrades to the system give us better insight into the data generated from our clients' feedback.

Client satisfaction surveys

Client Satisfaction Surveys are used to understand people's experiences at FamilyCare. The surveys produce invaluable information that gives us insight into aspects of FamilyCare's services that might need improvement. The results are published every six months on FamilyCare's website. FamilyCare has started to publish findings from the collected surveys that demonstrate changes over the past four years.

What our clients say:

'The staff were amazing! I walked in shaky and anxious and not knowing what I was doing. I walked out confident, knowing what to do and also knowing there is help if I need it'

> 'was not possible to have had more help, the worker did an "above and beyond" job'

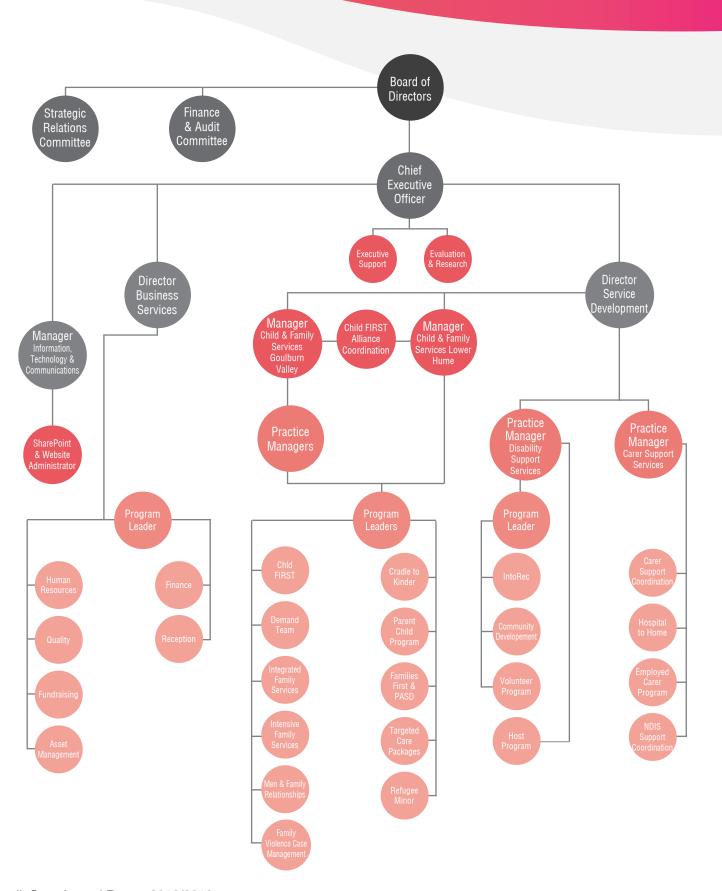
'Would like to mention the Carers Day out late last year in Echuca, It was a fantastic day, so well organized and everyone seemed to enjoy themselves. Would love to see more opportunities such as this. Well done everyone!'

would help to have more government funding for programs to be available more often. A massive thank you to all the staff for all the help and support they gave me and my family. More thought put into time, mothers with preps struggle with the first 7 weeks as preps have Wednesday's off.

'It helped just knowing I got a few hours respite and mum was safe. I think the worker was a great communicator and makes the life every easy on the carer (me). Awesome service 100%.

'it would have helped to have some respite options, immediate support was unavailable when my son was making threats to hurt himself. My FamilyCare worker was fantastic and the care support we received was much more than I had expected.'

Organisational Chart



Financial Report For the year ended 30 June 2019



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 2019.

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

Jennifer Savage

Michael Chisholm

Danny Whyte (appointed 28 May 2019)

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 surplus after providing for income tax amounted to \$599,814 (2018 surplus \$874,408).

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

Tim Gubbins

Ann Sexton

Dated: 22 10 2019

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
Revenue	2	10,927,459	9,587,620
Other income	2	584,176	382,421
Employee benefits expense		(8,338,102)	(6,816,074)
Depreciation and amortisation expenses		(456,564)	(426,585)
Other expenses	3	(2,117,156)	(1,852,974)
Surplus before income tax expense		599,814	874,408
Income tax expense			
Surplus for the year		599,814	874,408
Surplus attributable to members of the entity		599,814	874,408

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
Surplus for the year		599,814	874,408
Other comprehensive income:			
Other comprehensive income for the year, net of tax			
Total comprehensive income for the year		599,814	874,408
Total comprehensive income attributable to members of the entity		599,814	874,408

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

	Note	2019 \$	2018 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	5,384,840	4,663,432
Accounts receivable and other debtors	6	196,014	209,262
Other current assets	7 _	12,503	4,039
TOTAL CURRENT ASSETS	_	5,593,357	4,876,733
NON-CURRENT ASSETS			
Property, plant and equipment	8	6,895,837	6,905,787
TOTAL NON-CURRENT ASSETS	_	6,895,837	6,905,787
TOTAL ASSETS	<u>-</u>	12,489,194	11,782,520
LIABILITIES	·	_	
CURRENT LIABILITIES			
Accounts payable and other payables	9	1,135,374	1,410,230
Provisions	10	1,177,042	937,811
TOTAL CURRENT LIABILITIES	_	2,312,416	2,348,041
NON-CURRENT LIABILITIES			
Provisions	10	516,801	374,316
TOTAL NON-CURRENT LIABILITIES	_	516,801	374,316
TOTAL LIABILITIES	_	2,829,217	2,722,357
NET ASSETS	_	9,659,977	9,060,163
EQUITY	_		
Reserves	11	2,537,792	2,537,792
Retained surplus	• •	7,122,185	6,522,371
TOTAL EQUITY		9,659,977	9,060,163
	=		

STATEMENT OF CHANGES IN EQUITY AS AT 30 JUNE 2019

	Retained Earnings \$	Property revaluation reserve \$	Total \$
Balance at 1 July 2017	5,647,963	2,537,792	8,185,755
Comprehensive income			
Surplus attributable to members	874,408		874,408
Total comprehensive income for			
the year attributable to members			
of the association	874,408		874,408
Balance at 30 June 2018	6,522,371	2,537,792	9,060,163
Balance at 1 July 2018 Comprehensive income	6,522,371	2,537,792	9,060,163
Surplus attributable to members	599,814		599,814
Total comprehensive income for			
the year attributable to members			
of the association	599,814		599,814
Balance at 30 June 2019	7,122,185	2,537,792	9,659,977

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
Cash flows from operating activities Grants and other income Payments to suppliers and employees Interest received		11,458,884 (10,349,778) 87,040	10,998,831 (9,419,342) 68,347
Net cash provided by operating activities	14(b)	1,196,146	1,647,836
Cash flows from investing activities Proceeds from sale of property, plant and equipment Purchase of property, plant and equipment Net cash provided by (used in) investing activities		210,845 (685,583) (474,738)	196,215 (602,130) (405,915)
Net increase in cash held Cash and cash equivalents at beginning of financial year Cash and cash equivalents at end of financial year	14(a)	721,408 4,663,432 5,384,840	1,241,921 3,421,511 4,663,432

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

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.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019 (Continued)

Property

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

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

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

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

Plant and Equipment

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

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

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

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

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

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

Depreciation

The depreciable amount of all fixed assets including buildings 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:

Buildings

Motor vehicles

Furniture and fittings

Depreciation Rate
2.5 - 15%
15%
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.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

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.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

(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.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

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 recongnised 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.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

(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.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

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).

(i) 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.

(I) 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.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019 (Continued)

	N	Note	2019 \$	2018 \$
2.	REVENUE			
	Grants - State		10,160,637	8,856,183
	Grants - Commonwealth		766,822	731,437
		_	10,927,459	9,587,620
	OTHER INCOME			
	Interest received		87,040	68,347
	Rent		63,698	58,878
	Client contributions		89,197	50,099
	Sub-Contract income		27,400	28,273
	Fundraising income		111,595	69,660
	Local government Trust income		5,733 37,171	34,332 6,804
	Sundry income		96,959	96,783
	Fee for service - NDIS		93,507	-
	Profit (Loss) on sale on non-current assets		(28,125)	(30,755)
			584,176	382,421
3.	OTHER EXPENSES			
	Client and program costs		757,347	696,043
	Motor vehicles		196,876	188,436
	Office expenditure		275,390	287,248
	Repairs and maintenance		156,249	126,809
	Training and development		209,026	130,205
	Sundry expenses	_	522,268	424,233
		_	2,117,156	1,852,974
4.	AUDITOR'S REMUNERATION			
	Auditors' remuneration		11,850	11,850
5.	CASH AND CASH EQUIVALENTS	_		
	Cash at bank - NAB		318,019	135,745
	Cash at bank - NAB Cash Max		1,536,550	2,011,176
	Short term investment - NAB		2,774,021	2,016,547
	Short term investment - CBA		500,000	249,964
	Short term investment - WBC	_	256,250	250,000
		_	5,384,840	4,663,432

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

		Note	2019 \$	2018 \$	
6. ACCOUNTS RECEIVABLE AND OTHER DEBTORS CURRENT					
	Sundry debtors Trade debtors	_	69,933 126,081	45,790 163,472	
		=	196,014	209,262	
7.	OTHER ASSETS				
	CURRENT Prepayments	=	12,503	4,039	
8.	PROPERTY, PLANT AND EQUIPMENT				
	Land and buildings Less accumulated depreciation		6,569,635 (661,231)	6,452,462 (484,545)	
	Total land and buildings	=	5,908,404	5,967,917	
	Motor vehicles Less accumulated depreciation	_	1,092,354 (346,783) 745,571	1,080,388 (306,236) 774,152	
	Furniture and fittings Less accumulated depreciation	_	927,675 (685,813)	764,592 (600,874)	
	Total plant and equipment	_	241,862 987,433	163,718 937,870	
	Total property, plant and equipment	=	6,895,837	6,905,787	

(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.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

	N	lote	2019 \$	2018 \$
9.	ACCOUNTS PAYABLE AND OTHER PAYAB	LES		
	CURRENT			
	Income in advance		237,562	635,035
	Other creditors		731,485	657,328
	Trade creditors	_	166,326	117,867
		_	1,135,374	1,410,230
10.	PROVISIONS			
	Provision for annual leave		675,712	550,905
	Provision for long service leave		1,018,132	761,222
		_	1,693,843	1,312,127
	Analysis of Total Provisions			
	Current		1,177,042	937,811
	Non-current		516,801	374,316
		_	1,693,843	1,312,127

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 remuneration

Salary	394,153	373,235
Superannuation	37,032	35,011
	431,185	408,246

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

Note	2019	2018
	\$	\$

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

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 at bank	5,384,840	4,663,432
	5,384,840	4,663,432
(b) Reconciliation of cash flow from operations with profit		
Non-cash flows in profit: Current year surplus (deficit) after income tax Depreciation expense Net (gain)/loss on disposal of property, plant and equipment	599,814 456,564 28,125	874,408 426,585 30,755
Changes in Assets & Liabilities: (Increase)/decrease in accounts receivable and other debtors (Increase)/decrease in prepayments Increase/(decrease) in accounts payable and other payables Increase/(decrease) in employee provisions	14,628 (8,465) (276,236) 381,716	(11,127) 2,179 228,042 96,994
Net cash provided by operating activities	1,196,146	1,647,836

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2019

		Land and Buildings	Motor vehicles	Furniture and fittings	Total
		\$	\$	\$	\$
15.	(a) MOVEMENT IN CARRYING AMO	DUNTS			
	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)
	Carrying amount at 30 June 2018	5,967,917	774,152	163,718	6,905,787
	Balance at 1 July 2018	5,967,917	774,152	163,718	6,905,787
	Additions	117,173	376,797	191,613	685,583
	Disposals		(237,515)	(1,454)	(238,969)
	Depreciation expense	(176,686)	(167,863)	(112,014)	(456,564)
	Carrying amount at 30 June 2019	5,908,404	745,571	241,862	6,895,837

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:

- 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
- 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.

Tim Gubbins

Ann Sexton

Dated: 22 10 2019



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 2019, 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 2019 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 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 2019, 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: 25 October 2019

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,other funding partners, 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)
Greater Shepparton City Council

Trusts and Foundations

Bennelong Foundation Helen Macpherson Smith Trust Pethard Tarax Charitable Trust Marian & EH Flack Trust Tatura 200

The Flora and Frank Leith Charitable Trust

Partnerships

Australian Breastfeeding Association Bendigo Family and Financial

Services

Centre for Culture, Ethnicity and

Centre for Excellence in Child and

Family Welfare

Communities for Children

ConnectGV (Shepparton Community

Share)

Department of Education (Vic)
Goulburn Child and Family Services

Alliance

Goulburn Family Violence Executive

Committee

Goulburn Valley Health Perinatal

Mental Health Service

Greater Shepparton Foundation (previously the Community Fund

Goulburn Valley) Kids Under Cover

Kilmore & District Hospital

Lower Hume Aboriginal Health &

Wellbeing Project Nexus Primary Health Primary Care Connect

(Shepparton Community Share)
Primary Care Partnerships Goulburn

Valley and Lower Hume

Rumbalara Aboriginal Cooperative

Supported Playgroups Victoria The Butterfly Foundation The Bridge Youth Service (Shepparton Community Share)

Victoria Police

FamilyCare Fundraising Committee

Alan Keat
Andrea Tuohey
Dean Gladigau
Gary Chapman
Gary Goodman
Jeff Tracy
Julie Thompson
Kerri Bradshaw
Matthew Woods
Michael Zurcas
Neil Smith
Shane O'Sullivan

Councils

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

Businesses, Individuals and Others:

Allison Trethowan

Australian Consolidated Milk

Avonlea Flowers

Belcibio & Co - Marco & Belinda

Amodio Brianna Lee

Brian Harrington Photography

Bunbartha Beef Bunnings Shepparton Campbell's Soups Cheeky Grog Co

Christ Church Anglican Ladies Guild Cobram Medical and Dental Clinic

Cobram Foodshare Codgers Capers

Commonwealth Bank of Australia Commonwealth Staff Social and

Charity Club (Vic) Inc Community Transport

Conti's Dairy Dainton Brewery Fairleys Supa IGA

Faram Ritchie Davies Legal

Fire Pits R Us

Flight Centre Shepparton

Fords Bus Service Fowles Wine

Furphy Foundary & J. Furphy & Sons

(Sam and Adam Furphy)
GAME Traffic & Contracting
Garry Osborn Photography
Gloria Jean's Coffees
Gelato Messina

Goulburn Murray Water

Goulburn Valley Grammar School

Goulburn Valley Health
Goulburn Valley Party Hire
Gowrie Street Primary School
Grahamvale Primary School
Griffiths Goodall Insurance Brokers

Higgins Bakery

HM Prison Dhurringile Hops and Harvest Van

Jillean Crouch
John King Signs
Kalafatis Fresh Fruit
Koryo Martial Arts Centre

Kris Muir Designs Little Creatures/Lion Madison's Food Store

Maicy Hocking (Man Down Band)

Mathew Davis

Matthew Evans (Fat Pig Farm)

Michelini Wines Murchison Wines National Australia Bank Next Office Tech Notre Dame College

One FM 98.5 Radio Organic Dairy Farmers

Phillips Cellars

Quality Hotel Parklake

Quality Hotel Sherbourne Terrace Rotary Country Women's Association

Tatura

Rotary Shepparton Share the Dignity

Shepparton Access - Ecostore

Shepparton Brewery Shepparton Croquette Club Shepparton Foodshare Shepparton Mazda

Snappa's Mobile Grill & Catering

Shepparton News

Shepparton United and Tatura Football and Netball Clubs

Sofra Solicitors

St George's Road Primary School

Tallis Wines Tatura Milk

The Butter Factory Cafe

The Last Straw

The Woolshed @ Emerald Bank

Triple M

Ulysses Motorcycle Club - GV Wallan Primary School Welsford Street Cafe

Wilprint

Wilmot Road Primary School Wood Tuners of the GV

