



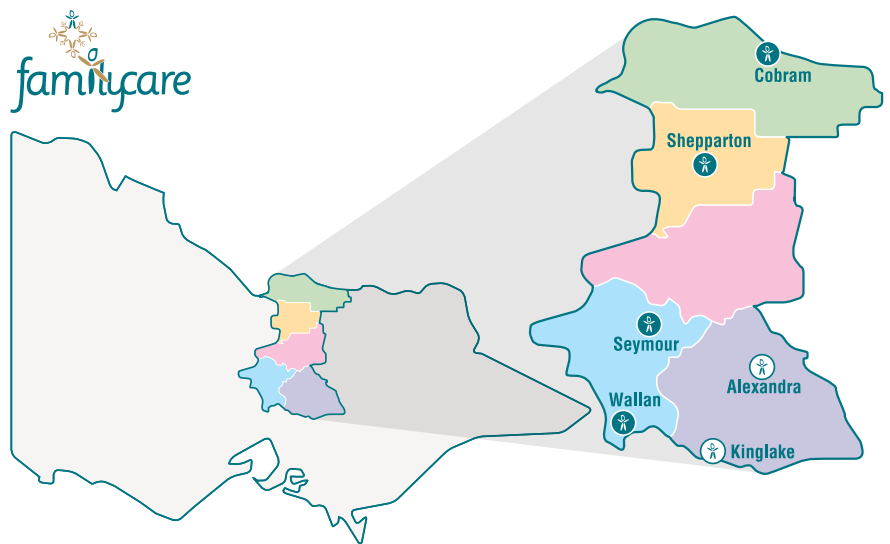
Annual Report 2019/2020

RETHINKING WHAT IS IMPORTANT



OUR REPORT'S THEME

FamilyCare often works with people facing great challenges, or significant change. It is not unusual in those interactions for there to be moments of reflection, where people think about what is really important, personally, for their families and others they care about. This year, all of us have had reasons to reflect on what is important... a theme that you will see repeated throughout the following pages.



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 Taungurung 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’s report.....	3
Message from the CEO	4
Service Development Report.....	5
Child and Family Services.....	6
Disability Support Services	8
Carer Support Services and NDIS Support Coordination.....	10
Financial Counselling Services Report	11
Volunteer Program.....	12
Fundraising	13
Christmas	14
Rethinking what is Important	16
Service Statistics	18
Feedback.....	19
Organisational Chart.....	20
Financial Report.....	21
Acknowledgments.....	48



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
Commenced 1984



BOARD MEMBER
Wendy Lewis
Commenced 2014



BOARD MEMBER
Marina Klooster
Commenced 1997



BOARD MEMBER
Danny Whyte
Commenced 2019

Chief Executive Officer
Life Members

David Tennant
1998 Roger Furphy
1998 Albert Kellock
2006 Geoff Adams
2016 Aileen Kemp

Auditors
Goulburn Murray
Audit Services

Patron
Jeff Tracy



CHAIRPERSON'S REPORT

A year like no other, unprecedented times, all in this together, pandemic, lockdown, COVID-19, work from home, virus, we'll get through this together, remote learning, home schooling, part of history... and on it goes. These are just some of the words and phrases that have shaped the way we talk, think and exist in this very unusual year that is 2020. Most of us could not have imagined such a year as we heralded in a new decade way back in January among the crowds and fireworks, yet here we are!

While this year has seen challenges it has also given us many new opportunities and enabled creative, innovative ways for us to connect with people. We humans are herd animals. It's tricky being told we can't work and socialise as we're used to, to isolate and bunker down.

At FamilyCare, just like every other organisation within the community, we've had to quickly adapt, change and respond. And we have, I am extremely proud of the way in which our staff and volunteers have gone about their work to ensure that supporting families, our core business, remains the focus and that connecting to 'our herd' still occurs, all-be-it in some very creative ways. It has also meant our workplaces look a little different too. This will be our new normal and again I am grateful for the way staff have adapted and responded so positively to these necessary changes. Thank you to all staff and volunteers, you continue to epitomise all that is FamilyCare.

The need to continue the day-to-day operation of FamilyCare services, across our many communities, carries on throughout the year, with or without COVID-19. However, it is important that we recognise the impact that this virus has created and the added workload that comes with the need to respond quickly, positively and safely. Leadership during such times is crucial to the ability of any organisation to manage, adapt and succeed in its core business to clients and supports to staff. On behalf of the Board I would like to acknowledge and sincerely thank FamilyCare's executive leadership team, David, Ange and Heather. As the executive leadership team within our organisation, your leadership, support and commitment to FamilyCare's ongoing mission during this time has been, and continues to be, outstanding.

Despite COVID-19, we, as an organisation, have had another busy, productive and responsive year. The Board has overseen

the implementation of our new IT system, additional resourcing in response to changing work requirements and practices, ongoing staff recruitment and overall activity aligning with the first year of our current Strategic Plan.

I'd like to finish by leaving you with some alternative language to perhaps replace that which I began this report with, words and phrases that shape us here at FamilyCare and hopefully can become part of your everyday too... *strong families and communities, connection, encourage optimism, empowerment, respect, be flexible, take time to enjoy, community connection, look to the future.*

Ann Sexton
Chairperson



CEO REPORT

In recent years everyone associated with community service delivery has had to become adept at responding to regular changes in policy and regulation.

At FamilyCare, we have worked hard to find new ways to design and sustain service options under often dramatically different resourcing arrangements. All of those changes pale next to the extraordinary shifts demanded of our staff, volunteers, clients and communities in the first half of 2020.

The theme of this year's Annual Report is rethinking what is important. It has not only been FamilyCare and the communities in which we work that have been forced to reflect and respond in very different ways this year, but the whole world. From the earliest references to a new flu-like virus that emerged in China in December 2019, COVID-19 has quite literally turned all of the normal systems and processes for organising human interactions, upside down. In just a few short weeks, everyone became vulnerable. We could all potentially catch and spread coronavirus. Around the globe, the data says that the virus is around six times more likely to result in death than the seasonal flu.

Regardless of the extraordinary circumstances, the challenge for our service teams was similar to what it always is. Central to FamilyCare's role and relevance is identifying people who might require more support, listening to and understanding those support needs and responding.

I am immensely proud of the way that our staff and volunteers have approached the COVID-19 crisis. It has been stressful but as a team we have never lost sight of why we do this work and the importance of continuity to the people who rely on FamilyCare's services. We have also made sure we are looking out for each other, recognising that FamilyCare people are also partners, siblings, children, parents and carers.

As challenging as the pandemic has been, our sense of community has grown stronger. That has not just been the case inside FamilyCare but across our region. In fact, if there is a single overriding positive to come

out of the pandemic, it is the chance to reconnect with what shared humanity means. Before superannuation companies sought to own the phrase, 'we are all in this together' those words meant something. Six months into a pandemic, they now mean much more.

On behalf of FamilyCare I would also like to thank our clients and their families. We have really appreciated your willingness to be flexible. In many ways, that flexibility ensured we were able to remain connected, even when that became increasingly difficult. Human contact is vital to effective human service delivery and always will be but we have learned also that there are other useful, inventive ways to stay in touch.

David Tennant
Chief Executive Officer



DIRECTOR OF SERVICE DEVELOPMENT REPORT

What an incredibly challenging year it's been. Riding the COVID-19 wave has been exhausting for us all. Our staff and more broadly, our sector, have continued to provide vital support to our families through creative communication methods.

We've kept connected and engaged through photos, videos, books, cards, songs, doorstep face-to face-visits and virtual meetings – not to mention the good, old phone conversations. While the pandemic has certainly created stress and uncertainty, it has also allowed room to explore and re-evaluate what is really important in our lives.

I cannot overstate the importance of staying connected with staff. Working through very complex situations and trying to plan an approach in unprecedented times can be confronting and unpleasant for staff in our sector. As a leadership team, we have had to dig deep, be patient with each other and respect that we are tired and doing our best. It's nice to know that as a team we can prop each other up and keep

going in the best interests of not only our staff and clients, but our own personal situations. COVID-19 has very much moved the personal and professional boundaries closer together.

This year we have again worked with the families in our local areas who need our support and assurance to improve their lives and the future for their children. Our Child and Family Services team and our referral service, Child FIRST, has seen high and increasing demand. Our workers across all program areas have remained connected to families, even face-to-face contact when many others were not able to. Thank you!

In other program areas, we have successfully implemented the Carer Gateway in partnership with our consortia partners. This has been

a long and complicated process, but we are proud of our contribution and capacity to support carers in a more streamlined approach.

IntoRec disability support programs have provided much needed respite and support for families with children who have extra needs. We not only provide respite, but fun and challenging learning opportunities as well.

Finally, thank you to our staff, volunteers and their families who dedicate time and energy into supporting the wellbeing of our communities.

Angela Armstrong
Director of Service Development



CHILD AND FAMILY SERVICES REPORT



Rethinking what is Important!

Each and every year brings successes and challenges. This year has been exceptional to say the least regarding COVID-19 and the impact upon the world and humanity.

If you are an avid watcher of world and local news, you'll see what is reported on a daily basis is the negative parts of the pandemic. There has been a tragic loss of life. Our livelihoods and way of life will be different moving forward. However, there are some positives related to the change in our lives as well. Think about the connections with family, friends and work colleagues – the relationships have become stronger and more thoughtful. People are taking the time to ensure all are okay and supported.

While the pandemic has posed a number of challenges for our work, it has also created wonderful opportunities for innovation and creativity within our staff and

leadership teams. We have reconsidered how we connect with the families we work with and our colleagues.

Our staff within the Child and Family Services team responded quickly to adapt their practice. Families' goals were refocused to take into consideration the impact of COVID-19 on their situation. Staff worked with their clients to develop solutions and provide support. We engaged using online platforms and continued to provide connection for families, which is so critical in periods of unprecedented pressures. Staff continued to role-model and support families with developmental activities for children and demonstrating safe

care of children, using online methods. The options included play based activities, reading, making playdough and tummy time. Making worry dolls with children to explore their emotions and worries was another creative way of connecting.

This varied way of operating has created a new lens for our team to rethink what is important in our work. The changes in our situation have highlighted just how important our commitment to provide ongoing support to the children and families that live in our community really is. We are excited to incorporate the lessons from this unprecedented time into our ongoing practice to strengthen FamilyCare's workplace and our engagement with clients.



Before COVID hit, we also provided direct service to clients, ran group programs, promoted our service and engaged more broadly with the community and service sector. This included our Annual Christmas drive, MANNEW SCRIPT, hosting a series of professional development forums and Children's Week events.

In 2019, FamilyCare was invited to participate in a DHHS pilot program, Children with Complex Disability Needs (CCDN). As the name suggests the program focuses on families who have children with complex disability needs and aims to prevent those children from being placed into care. The CCDN model allowed us to borrow from both family and disability service expertise, to provide enhanced options.

Noellene Morrow and Naomi Mazzone

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

We have one case study to share with you from the program:

A single mother with four children was referred to us, as her eldest son has complex disability needs. The son had previously been in a yearlong Child Protection placement before being reunified with his family. His mother had limited supports and lives in a rural town where there is a lack of disability services. The family and the CCDN workers sat down together to talk about the challenges and to work out key goals to address those challenges. The workers' weekly visits gave the mother a chance to work on her identified goals, debrief and brainstorm ideas, and troubleshoot problems. The workers helped her to learn about support options and to understand information presented by professionals, which will enable her to make informed decisions in the future. The boy's mother was linked with a regular respite provider for help with her son and a specialist disability provider for more intensive therapies that will be needed in the coming months and years. The mother has been supported to nurture the relationship with her other children and to reflect on her strengths.

The worker referred the mother to ongoing counselling to support her own wellbeing. At the completion of the program, the immediate risk of Child Protection involvement was reduced. The mother was grateful for the support from the program, which provided a different way to tackle her family's challenges.





DISABILITY SUPPORT SERVICES REPORT

This year, our Disability Support Services have continued to provide participants with opportunities to grow and develop through our IntoRec program. IntoRec provides high-level care and support to our community through our Afternoon Recreation program, Holiday program, Adult Social Group and one-to-one services.

The Afternoon Recreation and Holiday program provides social and community support for school-aged children. Program activities include taekwondo, Cyber Games, swimming, cooking, bouldering, gardening, and arts and crafts.

The Adult Social Group aims to build participants' independence and living skills while offering a fun, supportive social environment. Participants are given the opportunity to make new friends and to be an active member of their community. It has been great watching the Adult Social Group numbers continue to grow and become one of our main programs. Group members have done some great work in the Sensory Garden in the last few months and have also produced some impressive arts and crafts.

Our one-to-one support is a great way for existing participants of all ages to work towards personal goals. We have seen some fantastic outcomes for these individuals.

Moving forward, we will continue to focus our programs on the needs of our participants and their families.



Words starting with the letter 'c'

During the year, many different words starting with the letter 'c' have been trending. Here are just a few:

Changes: we said good bye to two well respected leaders while the rest of the team stepped up and worked together to ensure the IntoRec programs continued to be delivered uninterrupted.

Challenges: we continued to navigate the ever changing world of NDIS and the flow on effects to the way we deliver the IntoRec program now and in the future.

COVID-19: the word starting with 'c' that no one wants to hear. At first COVID-19 was just a word we started hearing on the news. It was on the other side of the world. Nothing to worry about in the sun-kissed land of Australia, right?! Wrong! Before we knew it, our programs were reduced, staff began working from home, kids were being home schooled, parents become teachers and there was no face-to-face contact with families or friends.

Concerns: there was concern for our participants, their carers and families, our volunteers, our colleagues and the wider community. How will everyone adapt? How do we best support each other?

Connections: the best word starting with 'c'. The connection between our team, the clients, their families and our community. This connection is what is important to us. No changes, challenges or COVID-19 are going to stand in the way of us staying connected.

We took that concern and looked at what we could do during these challenging times. There were changes made to how we delivered the programs. Some one-to-one clients changed to meeting with their support workers online, group programs moved from after-school hours to two separate sessions during the day to provide respite to families while keeping the kids connected. For participants unable to attend programs, staff made contact via phone or email, checking in regularly to ensure people were travelling okay and staying connected.

When we were asked to put together this report, we were invited to consider what is important to us in light of these difficult times. The answer was easy: it's the connection.

Amanda Perry

Program Leader

on behalf of the Disability Support Services team





CARER SUPPORT SERVICES AND NDIS SUPPORT COORDINATION REPORT

It's been an exciting year for Carer Support Services with a significant growth of the program.

Carer Support

In August, FamilyCare was selected to deliver Commonwealth funded carer services as part of a consortium of health and social service providers. The consortium is led by Merri Health and joined by Alfred Health, Ballarat Health, Barwon Health, Bendigo Health and Uniting (Victoria and Tasmania). The carer services will be delivered across Victoria over the next five years.

In April, the group commenced under the Carer Gateway brand. The Carer Gateway represents the single biggest reform to carer support in more than a decade. It will deliver new, improved and expanded services to carers, including the following supports:

- Carer assessment and support planning
- In-person peer support and counselling
- Carer directed packages
- Carer coaching, and
- Emergency respite.

The consortium will support approximately 742,990 carers across Victoria. FamilyCare has already supported 206 carers across our region since the start of the Carer Gateway.

Another exciting expansion was the funding we applied for and received from the

state government for our Victorian Support for Carers Program. This increased funding will allow us to deliver an additional 2600 hours of respite and to support another 130 carers across our region. In late August, the Minister for Disability, Ageing and Carers, Luke Donnellan, visited our Shepparton office announce the additional respite and to meet with and hear the experiences of a number of carers from our community.

NDIS Support Coordination

Throughout the year, the demand for NDIS Support Coordination continued to grow. Our team have worked incredibly hard to help our service support participants meet their goals. We are now supporting 168 NDIS participants to implement their plans.

The NDIS can be a challenging space and since its roll out, there has been a lot of anxiety in the community. It's so important, however, to also acknowledge the life changing impacts NDIS can have for people with a disability.

Katie Millen

Manager
on behalf of the Carer Support Services team

Below is an example of the positive outcomes for one of our participants:

Sonia* was referred to FamilyCare's NDIS Support Coordination program for assistance because of her intellectual disability. At the time that Sonia was referred to us, she was finishing high school. Outside of school hours, Sonia enjoyed spending time in her room with her cat and chatting on the phone with friends, but she wanted support to become more independent so that she could find work and be more connected with her community.

The Support Coordinator at FamilyCare worked closely with Sonia to support her both at home and in the community. Sonia was linked with other support services – for example, a speech therapist – and helped by FamilyCare's Support Coordinator to build her confidence. Sonia's Support Workers assisted her with tasks such as learning to catch public transport, going grocery shopping, preparing meals, and knowing how to speak up when feeling unsafe in a public setting. Sonia is now attending a regular day program, socialising on evenings and weekends, and has gained a volunteer position at a local equine farm.

During the initial COVID-19 restrictions, Sonia's services were placed on hold. With the help of her Support Coordinator, her plan was changed to minimise the risks associated with COVID-19. Some supports have been delivered differently, but Sonia has still been able to achieve her goals of increasing her independence and connecting with the community in a meaningful way.

*names have been altered

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, particularly during COVID19 restrictions
- 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.



David Tennant CEO

6 November 2020

Date





FINANCIAL COUNSELLING SERVICES REPORT

Has it really only been one year since they asked me to provide a program update for the annual report? For financial counsellors, I think the month of April 2020 felt like at least a year. Every morning significant change to the financial system was announced. By the end I was almost expecting at least a billion dollar announcement per day...

Before I continue, here's a pop quiz for financial counsellors. For anyone who isn't a financial counsellor – don't worry – you can skip to the next paragraph because even the financial counsellors don't stand a chance. Alright class, write down all the new changes and requirements for Job Keeper, Job Seeker, Coronavirus Supplement, Economic Support Payment, Liquid Assets Test, Early Release of Super, Rent Relief, Eviction Moratorium, Childcare Fees... Okay, now that you've memorised all of it we are going to start making adjustments to it all to really confuse you!

Sometime in May I had to bolt my head back on. The exact date is a bit foggy. The last three months of financial counselling activity was dominated by helping clients navigate the new systems listed above, while setting up loan deferrals and accessing other financial relief for those who needed it. It is hard to know exactly what the next few months will bring in an evolving situation.

But, we know at some stage the extra financial supports from government are going to taper down, the loan deferrals and rent relief will come to an end, and the big task for financial counsellors will be assisting clients with the financial 'clean up and rebuild'. Unfortunately that process will be painful for a number of our clients who will be unable to maintain their previous financial commitments.

Two very special clients of note this year are Joan* and her late husband Colin* who had been married for over 50 years. Colin sadly passed away early this year after a rapid onset of illness. Colin's desire was to ensure Joan would be okay financially when he was gone. While Colin was ill and after he passed away, Joan had to contend with a lot of difficult change in a short period of time, including selling and moving off the family farm, living alone for the very first time and learning to manage her own finances for the first time in a 'digital' world. Through the financial counselling program,

we assisted Joan to successfully apply for a combined waiver of farm and household related debt of just under \$50,000 across three different lenders. This process was somewhat complicated due to the number of lenders and the changing requirements, which were initially around powers of attorney and later, estate administration. The successful end result meant that Joan was able to keep a small amount of money after selling the family home to help set up her new life. Although I'm sure this year has been intensely difficult for Joan, her courage in the face of difficulties that could not be predicted or controlled provides us with a model of strength.

Levi Boschetti

Financial Counsellor

(FamilyCare acknowledges the support of Bendigo Family and Financial Services, in making a financial counsellor available to our clients)

*names have been altered.



VOLUNTEER REPORT



This year we have been promoting community awareness of new opportunities to become involved with volunteering at FamilyCare. These opportunities have included activities such as tutoring students, contributing to our IntoRec Afternoon program, conducting maintenance at our client's homes and constructing trampolines and swing sets, kindly donated by our community, for our clients.

We have also been fortunate to have a volunteer contribute in a new way to our Sensory Garden. Our volunteer works with the IntoRec team to plant seasonal vegetables, maintain the watering systems and improve the garden in many ways. As you can see the results are fantastic!

Christmas saw our community contribute approximately 160 volunteer hours to the Baskets of Joy initiative. This was a great opportunity for individuals and local business to be involved as a once-off activity in a meaningful, flexible and convenient way.

Our Book Inn volunteers have done a brilliant job of continuing to manage our second hand book store at 94 Wyndham St, Shepparton. We were able to show them our appreciation by organising a day trip to Euroa to visit the local second-hand book store, Already Read Bookshop, which is also run by volunteers. The volunteers from both book stores shared ideas on what works well in each location and collaborated to improve processes. On their trip, our volunteers also enjoyed a beautiful lunch at Albert's Cafe.

National Volunteer Week and the acknowledgement of our volunteers

looked different this year as we were unable to get together to celebrate. A home visit to deliver some flowers and a cupcake was a great alternative and allowed us to see the smiling faces of our volunteers who we missed so much!

We look forward to continuing to create new volunteering opportunities and building strong relationships with all of our volunteers. What amazing members of our community they are!

Andrea Tuohey
Volunteer Coordinator





FUNDRAISING REPORT

With such positive feedback from the inaugural Paddock to Plate in 2019, the Fundraising Committee began a search for 2020's Paddock to Plate Chef.

We found the perfect chef for the job, Jerry Mai. Jerry is from Melbourne's own Annam restaurant and she gave inspiration for our next Paddock to Plate event: Fire and Feast. Our guests were set to enjoy the region's finest produce, prepared Vietnamese-style by Jerry together with our local chef Anthony Keating. The event would have taken place over the ambience of an open fire with the comforts and hospitality of the Woolshed but sadly the COVID-19 restrictions intervened. Although this event did not come to fruition in 2020, we hope to host it in the future when large groups can safely gather.

We appreciate the commitment of our event's funding partners, including NAB, PSC Griffiths Goodall Insurance Brokers, Australian

Consolidated Milk, Shepparton Mazda, Shepparton Toyota, Sofra Solicitors, Kalafatis Fresh Produce, Goulburn Valley Party Hire and The Woolshed. With the support of our funding partners and the wider community who attended our 2019 Paddock to Plate, we were able to purchase a wheelchair-accessible Toyota HiAce. This bright, shiny addition to our fleet is greatly appreciated by our IntoRec staff, as well as the children and young adults who attend our groups.

In 2020, we received a grant from the Commonwealth Government's Stronger Communities Programme and assistance from Shepparton Toyota. With their support, we were able to add an eight-seater Tarago to our vehicle fleet. This vehicle will benefit the Mitchell Shire community

by enabling improved access and participation in local services and community activities.

Many of the businesses and individuals who generously support FamilyCare are now facing their own challenges. We offer, in return, our support and encouragement. We also look forward to reconnecting with the wider community when we are once again able to join together and share in the Paddock to Plate Fire and Feast event.

Kim Daldy
Fundraising Coordinator





CHRISTMAS REPORT

Baskets of Joy registrations opened in October 2019 and within days we had received 109 individual registrations asking for 320 baskets to be delivered (and collected) in the community.

As the joy grows, so does the area it covers, and it was heartening to see several new donors from outside the Greater Shepparton Shire. This year we coordinated with FamilyCare's volunteers for assistance in dropping off the empty baskets and collecting and sorting the full ones. The volunteers logged a total of 162 hours of work, which was a tremendous effort. It was wonderful to once again see the generous response for the Baskets of Joy from our local schools and businesses.

We were able to deliver 303 baskets filled with food to the families we work with.

FamilyCare has been fortunate to be the nominated recipient of several Shepparton Wishing Trees, which are selected places where community members can donate gifts. The donations received are distributed to vulnerable families to assist them during the festive period. We are grateful to the people and businesses who continue to support us.

As always, FamilyCare's Christmas operation is made possible by the support of our partners, the Shepparton City Council and the Greater Shepparton Foundation. My thanks also extends to all the FamilyCare staff who helped out and, of course, to the many volunteers who made coordinating the Baskets of Joy both a delight and a celebration.

Katie Huddleston
Christmas Coordinator





RETHINKING WHAT IS IMPORTANT

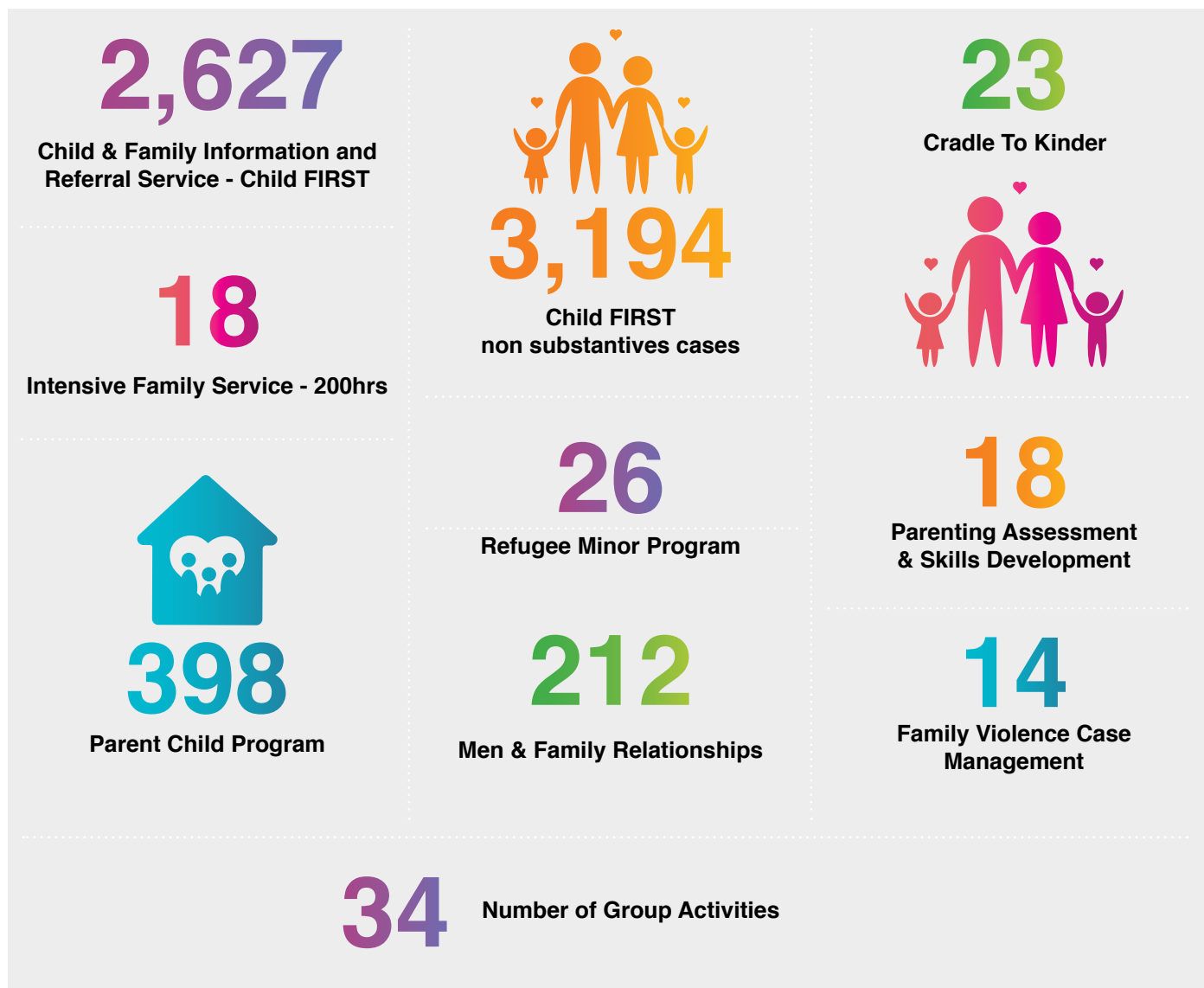
This year we had to really think about what is important. Our staff are important. We have had some tough times but together and with a smile on our faces (masks), we have still had some fun times!



FamilyCare Service Statistics

Child & Family Services

TOTAL CASES



Carer & Disability Services

Disability Support Service	Hours
Program	
Assistance with Social & Community Participation	2,233
Adult Social Group Program - Assistance with Social & Community	1,286
Afternoon Rec (ARP) - Assistance with Social & Community Participation	4,024
School Holiday Program - Assistance with Social & Community Participation	2,678
Total NDIS service hour:	10,221
Pre/Non National Disability Insurance Service (NDIS) - ARP	2,031
Total Service Hours	12,252
Volunteer program	2,658

Evaluation Report

95%

Staff listened

94%

Support when needed

90%

Needs met

91%

Made a difference

96%

Quality of service

96%

Service Satisfaction

Many people in the community engage with FamilyCare services throughout the year and their feedback plays a significant role helping us understand better what we do well and ways in which we can improve. Here at FamilyCare, we are grateful for the time people take to let us know about their experiences.

By the end of January and July of each year, a report on client feedback is made available on FamilyCare's website. This year, we have started to streamline our different surveys, and with the recent changes to how we interact with our clients, client satisfaction surveys have also moved to a digital format with e-surveys now being utilised.

What our clients say:

"The staff are fantastic and do an amazing job. Staff are always friendly and always make you feel welcome. My daughter loves going to the school holiday program."

"The service was excellent; advice was good. The support and advice were excellent, it worked in well with other service providers and the team leader was excellent; provided support on the spot as required."

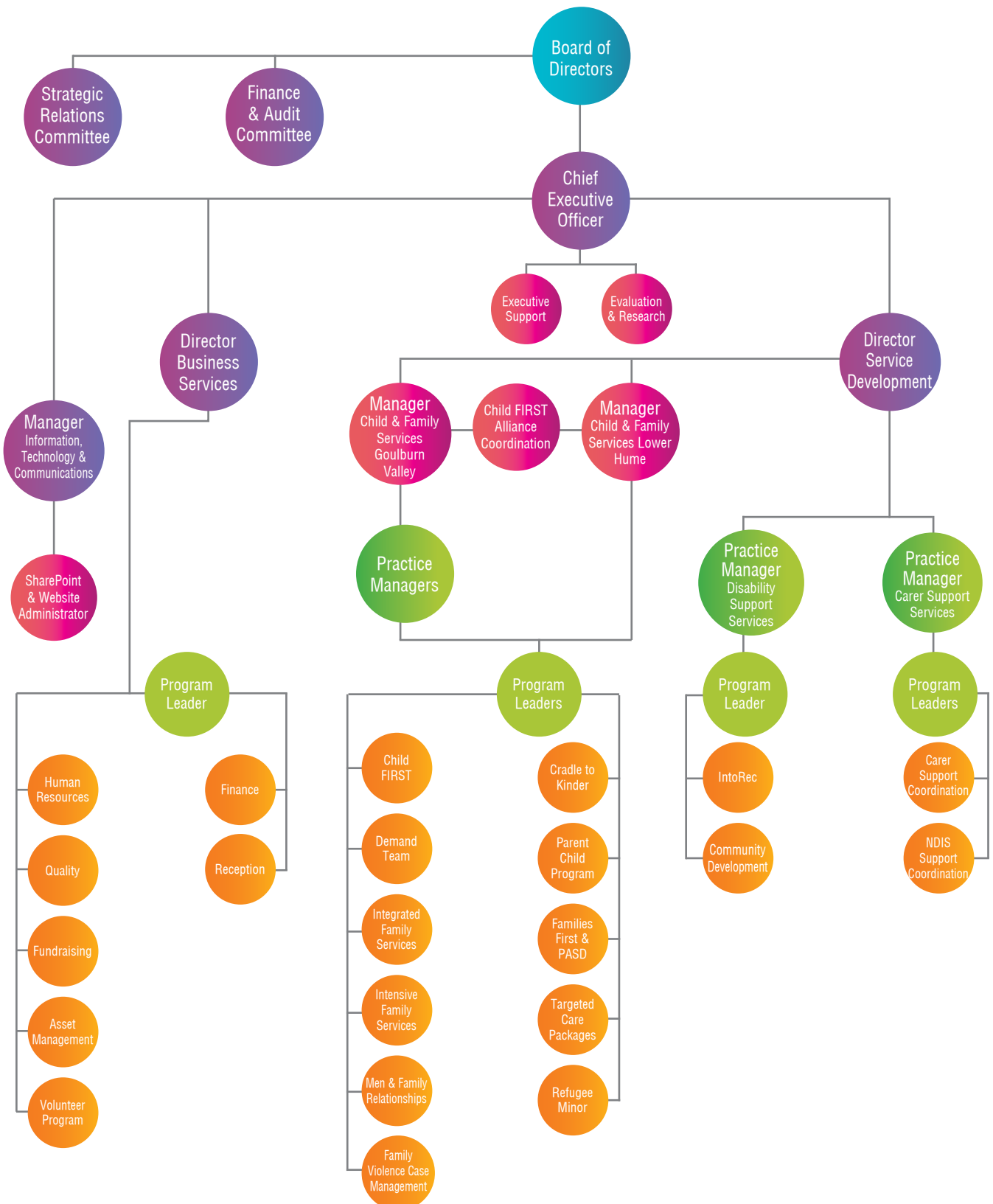
"It would help to have more time to get everything completed as a crisis came up for my child. After hours number didn't work - damn technology. It's okay I worked it out. My worker gets a pay rise - thank you tremendously. You have helped me more than you know. Thank you for your empathy, patience, help and education - 10/10. PS. The anger management is still put in place - thanks matey."

"You should be very proud of your staff. I haven't had to use it much thankfully, but you feel straight away that they really listen, want to help and if it is not their field they put you in touch with the right department."

"Great support and contact from the staff. Explained things well, did what she said she was going to do and followed up to make sure everything was working."

"The support that I received and the strategies that I was taught from all three of my workers helped me change my life and children's life to the better. Thank you so much."

ORGANISATIONAL CHART



FINANCIAL REPORT

For the year ended 30 June 2020



Goulburn Valley Family Care Inc.
ABN 99 572 820 584

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 2020.

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
Danny Whyte
Jennifer Savage (Resigned 28 January 2020)

Principal Activities

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

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

Significant Changes

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

Operating Result

The loss after providing for income tax amounted to \$735,248 (2019 surplus \$599,814).

Events subsequent to the End of the Reporting Period

There are no matters or circumstances that have arisen since the end of the financial year that have significantly affected or may significantly alter the operations of the association, the results of those operations or the state of affairs of the association, in future years. Goulburn Valley Family Care Inc notes the recent developments in Victoria, including the declaration of a State of Disaster with effect from 2 August 2020. Given the evolving nature of COVID-19, key judgements and estimates incorporate current available information on the COVID-19 pandemic.

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


Tim Gubbins
Ann Sexton

Dated: 28/10/2020

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
Revenue	2	10,537,856	10,927,459
Other income	2	1,372,398	584,176
Employee benefits expense		(9,806,185)	(8,338,102)
Depreciation and amortisation expenses		(550,815)	(456,564)
Finance expense		(2,697)	-
Other expenses	3	<u>(2,285,807)</u>	<u>(2,117,156)</u>
Surplus (deficit) before income tax expense		(735,248)	599,814
Income tax expense	1(a)	<u>-</u>	<u>-</u>
Surplus (deficit) for the year		<u><u>(735,248)</u></u>	<u><u>599,814</u></u>
Surplus (deficit) attributable to members of the entity		<u><u>(735,248)</u></u>	<u><u>599,814</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 2020

	Note	2020 \$	2019 \$
Surplus (deficit) for the year		(735,248)	599,814
Other comprehensive income:		<u> </u>	<u> </u>
Other comprehensive income for the year, net of tax		<u> -</u>	<u> -</u>
Total comprehensive income (expense) for the year		<u><u> (735,248) </u></u>	<u><u> 599,814 </u></u>
Total comprehensive income (expense) attributable to members of the entity		<u><u> (735,248) </u></u>	<u><u> 599,814 </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 2020

	Note	2020 \$	2019 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	4,556,626	5,384,840
Accounts receivable and other debtors	6	270,909	196,014
Other current assets	7	6,163	12,503
TOTAL CURRENT ASSETS		<u>4,833,698</u>	<u>5,593,357</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	7,442,619	6,895,837
TOTAL NON-CURRENT ASSETS		<u>7,442,619</u>	<u>6,895,837</u>
TOTAL ASSETS		<u><u>12,276,317</u></u>	<u><u>12,489,194</u></u>
LIABILITIES			
CURRENT LIABILITIES			
Accounts payable and other payables	9	1,106,223	897,811
Borrowings	10	56,618	-
Provisions	11	1,281,210	1,177,042
Other	12	420,667	237,563
TOTAL CURRENT LIABILITIES		<u>2,864,718</u>	<u>2,312,416</u>
NON-CURRENT LIABILITIES			
Provisions	11	486,870	516,801
TOTAL NON-CURRENT LIABILITIES		<u>486,870</u>	<u>516,801</u>
TOTAL LIABILITIES		<u><u>3,351,588</u></u>	<u><u>2,829,217</u></u>
NET ASSETS		<u><u>8,924,729</u></u>	<u><u>9,659,977</u></u>
EQUITY			
Reserves	13	2,537,792	2,537,792
Retained earnings		6,386,937	7,122,185
TOTAL EQUITY		<u><u>8,924,729</u></u>	<u><u>9,659,977</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 2020

	Retained Earnings \$	Property revaluation reserve \$	Total \$
Balance at 1 July 2018	6,522,371	2,537,792	9,060,163
Comprehensive income			
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
Balance at 1 July 2019	7,122,185	2,537,792	9,659,977
Comprehensive income			
Deficit attributable to members	(735,248)	-	(735,248)
Total comprehensive income for the year attributable to members of the association	(735,248)	-	(735,248)
Balance at 30 June 2020	6,386,937	2,537,792	8,924,729

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 2020

	Note	2020 \$	2019 \$
Cash flows from operating activities			
Grants and other income		11,787,125	11,457,504
Payments to suppliers and employees		(11,628,934)	(10,348,398)
Interest received		71,697	87,040
Net cash provided by operating activities	17(b)	<u>229,888</u>	<u>1,196,146</u>
Cash flows from investing activities			
Proceeds from sale of property, plant and equipment		169,245	210,845
Purchase of property, plant and equipment		(1,183,377)	(685,583)
Net cash provided by (used in) investing activities		<u>(1,014,132)</u>	<u>(474,738)</u>
Cash flows from financing activities			
Principal repayments of lease liabilities		(43,970)	-
Net cash provided by (used in) financing activities		<u>(43,970)</u>	<u>-</u>
Net increase (decrease) in cash held		(828,214)	721,408
Cash and cash equivalents at beginning of financial year		5,384,840	4,663,432
Cash and cash equivalents at end of financial year	17(a)	<u><u>4,556,626</u></u>	<u><u>5,384,840</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 2020

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 2020

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 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 2020

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:

<u>Class of Fixed Asset:</u>	<u>Depreciation Rate</u>
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 2020

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 2020

(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 2020

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 2020

(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 2020

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 2020

(m) Right of Use Asset Accounting Policy

Association as lessee

At inception of a contract, the Association assesses whether a contract is, or contains, a lease based on whether the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration, and the Association obtains substantially all the economic benefits of the use of the assets.

Non-lease components of property leases

Under AASB 16, payments for non-lease components (such as property outgoings and taxes), are excluded from the lease liability unless an election is made to combine lease and non-lease components. The Association has not elected to combine lease and non-lease components for its property leases. The expense related to the non-lease component continues to be recognised as an occupancy expense in the Statement of Comprehensive Income.

Recognition and measurement

Right-of-use lease assets

At lease commencement date, the Association recognises a right-of-use (ROU) lease asset and a lease liability in the Statement of Financial Position. The ROU lease asset is initially measured at cost, which is made up of the initial measurement of the lease liability, any initial direct costs incurred by the Association, an estimate of any costs to dismantle and remove the asset at the end of the lease, and any lease payments made in advance of the lease commencement date (net of any incentives received).

The Association depreciates the ROU lease asset on a straight-line basis from the lease commencement date to the earlier of the end of the useful life of the ROU lease asset or the end of the lease term. The Association also assesses the ROU lease asset for impairment when such indicators exist.

The lease term represents the non-cancellable period of the lease and includes periods covered by an option to extend if the Association is reasonably certain to exercise that option. Lease terms shall only be revised if there is a change in the non-cancellable period or there is a reassessment upon a significant event or a change in circumstances that is both within the control of the lessee and affects whether or not the lessee is reasonably certain to exercise an option.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

(n) Lease Liability Accounting policy

Recognition and measurement

Association as lessee

On commencement date, the Association recognises lease liabilities in relation to leases which had previously been classified as 'operating leases' under the principles of AASB 117 Leases. These liabilities are initially measured at the present value of the future lease payments, discounted using the Association's incremental borrowing rate as at 1 July 2019.

Lease payments mainly comprise fixed lease payments less incentives receivable, variable lease payments based upon an index or rate, any amounts expected to be payable under a residual value guarantee and payments arising from options reasonably certain to be exercised.

Subsequent to initial measurement, the lease liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification, or if there are changes in fixed lease payments.

When the lease liability is remeasured in this way, a corresponding adjustment is made to the carrying amount of the ROU lease asset, or to the profit or loss to the extent that the carrying amount has been reduced to zero. Interest on the lease liability and variable lease payments not included in the measurement of the lease liability are recognised in profit or loss.

The Association has elected to apply the practical expedient not to recognise ROU lease assets and lease liabilities for short term leases that have a lease term of 12 months or less and leases of low-value assets. The lease payments associated with these leases are recognised as an expense on a straight-line basis over the lease term.

The Association does not face any significant liquidity risk with regards to its lease liabilities.

Non-lease components of property leases

Under AASB 16, payments for non-lease components (such as property outgoings and taxes), are excluded from the lease liability unless an election is made to combine lease and non-lease components. The Association has not elected to combine lease and non-lease components for its property leases. The expense related to the non-lease component continues to be recognised as an occupancy expense 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 2020

	Note	2020 \$	2019 \$
2. REVENUE			
Grants - State		9,483,522	10,160,637
Grants - Commonwealth		1,054,334	766,822
		<u>10,537,856</u>	<u>10,927,459</u>
OTHER INCOME			
Interest received		71,697	87,040
Rent		46,373	63,698
Client contributions		20,487	89,197
Sub-Contract income		193,685	27,400
Fundraising income		16,837	111,595
Local government		-	5,733
Trust income		25,000	37,171
Sundry income		130,738	96,959
Fee for service		884,704	93,507
Profit (Loss) on sale on non-current assets		(17,122)	(28,125)
		<u>1,372,398</u>	<u>584,176</u>
3. OTHER EXPENSES			
Client and program costs		804,564	757,347
Motor vehicles		186,288	196,876
Office expenditure		318,949	277,693
Repairs and maintenance		211,197	156,249
Training and development		130,718	273,787
Sundry expenses		634,090	455,204
		<u>2,285,807</u>	<u>2,117,156</u>
4. AUDITOR'S REMUNERATION			
Auditors' remuneration		<u>12,075</u>	<u>11,850</u>
5. CASH AND CASH EQUIVALENTS			
Cash at bank - NAB		41,084	318,019
Cash at bank - NAB Cash Max		937,556	1,536,550
Short term investment - NAB		2,804,572	2,774,021
Short term investment - CBA		512,025	500,000
Short term investment - WBC		261,389	256,250
		<u>4,556,626</u>	<u>5,384,840</u>

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
6. ACCOUNTS RECEIVABLE AND OTHER DEBTORS			
CURRENT			
Sundry debtors		66,502	69,933
Trade debtors		204,407	126,081
		<u>270,909</u>	<u>196,014</u>
7. OTHER ASSETS			
CURRENT			
Prepayments		<u>6,163</u>	<u>12,503</u>
8. PROPERTY, PLANT AND EQUIPMENT			
Land and buildings		6,904,866	6,569,635
Less accumulated depreciation		<u>(847,768)</u>	<u>(661,231)</u>
		6,057,098	5,908,404
Total land and buildings		<u>6,057,098</u>	<u>5,908,404</u>
Right-of-Use asset		100,588	-
Less accumulated amortisation		<u>(44,706)</u>	<u>-</u>
		55,882	-
Motor vehicles		1,295,763	1,092,354
Less accumulated depreciation		<u>(375,216)</u>	<u>(346,783)</u>
		920,547	745,571
Furniture and fittings		1,228,442	927,675
Less accumulated depreciation		<u>(819,350)</u>	<u>(685,813)</u>
		409,092	241,862
Total plant and equipment		<u>1,385,521</u>	<u>987,433</u>
Total property, plant and equipment		<u>7,442,619</u>	<u>6,895,837</u>

(a) Movement in carrying amounts

For disclosure on movement in carrying amounts please refer to note 18(a) in the end of this financial report.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
9. ACCOUNTS PAYABLE AND OTHER PAYABLES			
CURRENT			
Other creditors		836,130	731,486
Trade creditors		270,093	166,325
		<u>1,106,223</u>	<u>897,811</u>
10. BORROWINGS			
CURRENT			
Lease liability		<u>56,618</u>	<u>-</u>
11. PROVISIONS			
Provision for annual leave		803,401	675,712
Provision for long service leave		964,679	1,018,131
		<u>1,768,080</u>	<u>1,693,843</u>
Analysis of Total Provisions			
Current		1,281,210	1,177,042
Non-current		486,870	516,801
		<u>1,768,080</u>	<u>1,693,843</u>
12. OTHER LIABILITIES			
CURRENT			
Income in advance		<u>420,667</u>	<u>237,563</u>
13. RESERVES			
Property Revaluation Reserve			
The asset revaluation reserve records revaluations of non-current assets.			
14. EVENTS AFTER THE REPORTING PERIOD			
The committee members are not aware of any significant events since the end of the reporting period. Goulburn Valley Family Care Inc notes the recent developments in Victoria, including the declaration of a State of Disaster with effect from 2 August 2020. Given the evolving nature of COVID-19, key judgements and estimates incorporate current available information on the COVID-19 pandemic.			

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
15. 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		425,629	394,153
Superannuation		40,444	37,032
		<u>466,073</u>	<u>431,185</u>
16. 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			
17. 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		4,556,626	5,384,840
		<u>4,556,626</u>	<u>5,384,840</u>

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
(b) Reconciliation of cash flow from operations with profit			
Non-cash flows in profit:			
Current year surplus (deficit) after income tax		(735,248)	599,814
Depreciation expense		550,815	456,564
Net (gain)/loss on disposal of property, plant and equipment		17,122	28,125
Changes in Assets & Liabilities:			
(Increase)/decrease in accounts receivable and other debtors		(74,895)	14,628
(Increase)/decrease in prepayments		6,340	(8,465)
Increase/(decrease) in accounts payable and other payables		391,517	(276,236)
Increase/(decrease) in employee provisions		74,237	381,716
Net cash provided by operating activities		<u>229,888</u>	<u>1,196,146</u>

GOULBURN VALLEY FAMILY CARE INC.

ABN 99 572 820 584

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE, 2020**

18. (a) MOVEMENT IN CARRYING AMOUNTS

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

	Land and Buildings \$	Right-of-Use asset \$	Motor vehicles \$	Furniture and fittings \$	Total \$
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	(176,686)	-	(167,863)	(112,014)	(456,564)
Carrying amount at 30 June 2019	5,908,404	-	745,571	241,862	6,895,837
Balance at 1 July 2019	5,908,404	-	745,571	241,862	6,895,837
Additions	335,231	100,588	526,947	321,199	1,283,965
Disposals	-	-	(186,368)	-	(186,368)
Depreciation	(186,537)	(44,706)	(165,603)	(153,970)	(550,815)
Carrying amount at 30 June 2020	6,057,098	55,882	920,547	409,091	7,442,619

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*.



Tim Gubbins



Ann Sexton

Dated: 28/10/2020



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 2020, 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 2020 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 2020, but does not include the financial report and my auditor's report thereon.

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

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

Directors:
Adam Putil, CPA
Karen Collins, CPA

160 Welsford Street, Shepparton VIC 3630
P.O. Box 5, Shepparton, VIC 3632

T (03) 5821 4622
F (03) 5821 1598

56 Denison Street, Finley NSW 2713
P.O. Box 229, Finley, NSW 2713

T (03) 5883 1477
F (03) 5883 2240

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.

A handwritten signature in black ink, appearing to read 'Adam Purtill', with a large, stylized initial 'A'.

Adam Purtill RCA 419507

Date: 28 October 2020

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 to the many other business and individuals who have contributed in 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 Community Safety
Department of Premier and Cabinet (Vic)
Department of Social Services (Cwth)
Family Safety Victoria
Greater Shepparton City Council

Trusts and Foundations

Helen Macpherson Smith Trust
Pethard Tarax Charitable Trust
Marian & EH Flack Trust
The Flora and Frank Leith Charitable Trust

Partnerships

Alfred Health (Carer Gateway)
Australian Breastfeeding Association
Ballarat Health Service
(Carer Gateway)
Barwon Health (Carer Gateway)
Bendigo Family and Financial Services
Bendigo Health (Carer Gateway)
Centre for Culture, Ethnicity and Health
Centre for Excellence in Child and Family Welfare
ConnectGV
(Shepparton Community Share)
Department of Education & Training (Vic)
Goulburn Child and Family Services Alliance
Goulburn Family Violence Executive Committee
Goulburn Valley Health Perinatal Mental Health Service
Greater Shepparton Foundation
Kids Under Cover
Kilmore & District Hospital
Lower Hume Aboriginal Health & Wellbeing Project
Merri Health (Carer Gateway)
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)
Uniting Vic Tas (Carer Gateway)
Victoria Police
Volunteering Victoria

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
Moirra Shire Council
Murrindindi Shire Council
Strathbogie Shire Council

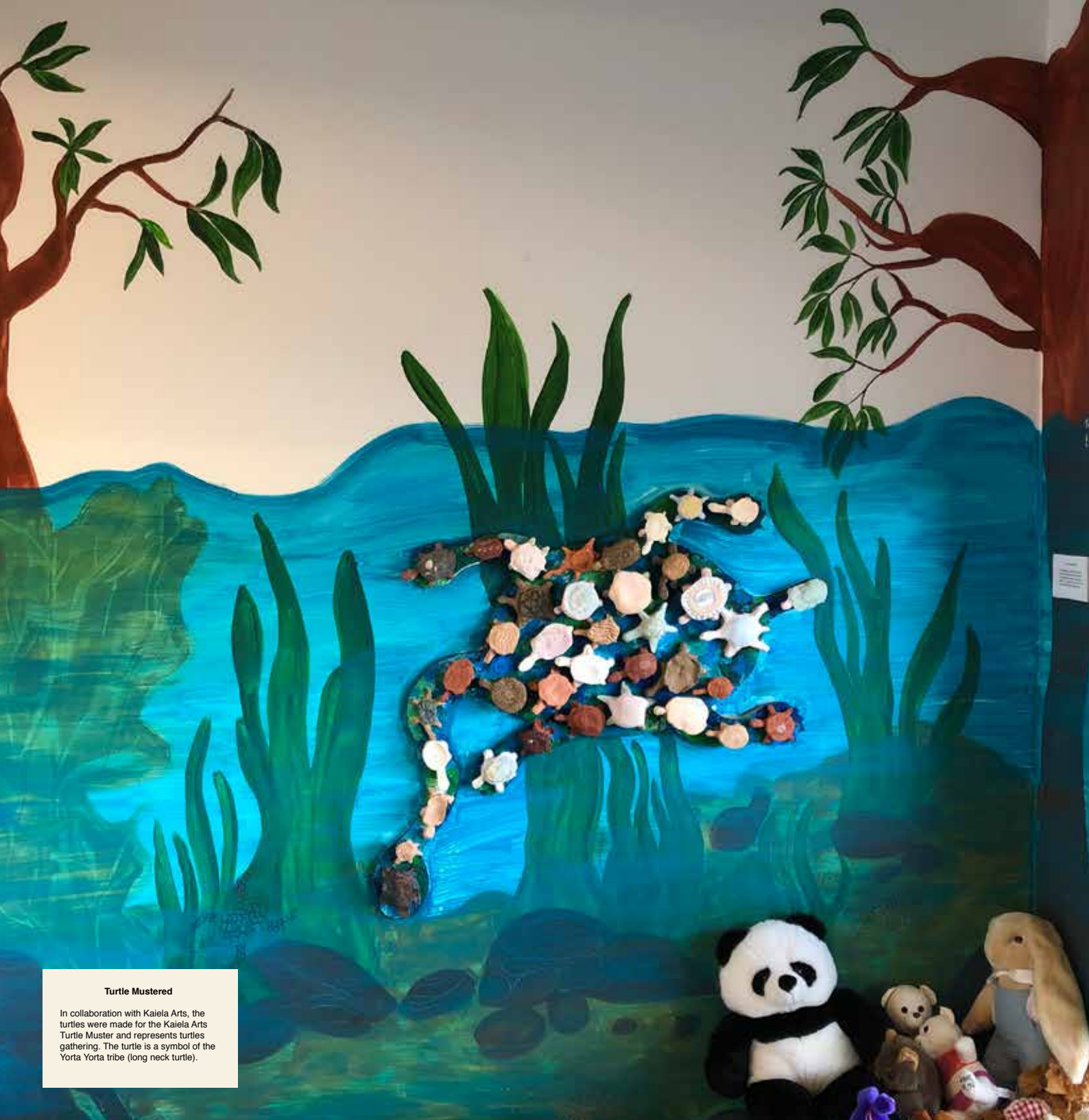
Businesses, Individuals and Others:

Australian Consolidated Milk
Belcibo & Co – Marco & Belinda Amodio
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
Conti's Dairy
Dainton Brewery
Euroa Kindergarten
Euroa Arboretum
Fairleys Supa IGA
Faram Ritchie Davies Legal
Flight Centre Shepparton
Fords Bus Service
Fowles Wine
Furphy Foundry & J. Furphy & Sons (Sam and Adam Furphy)
GAME Traffic & Contracting
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
Higgins Bakery
HM Prison Dhurringile
Hops and Harvest Van
Jilleen Crouch
John King Signs
Kalafatis Fresh Fruit
Koryo Martial Arts Centre
Kris Muir Designs
Little Creatures
Madison's Food Store
Michellini Wines
Murchison Wines
National Australia Bank
Next Office Tech
Notre Dame College
One FM 98.5 Radio
Phillips Cellars
PSC Griffiths Goodall Insurance Brokers
Quality Hotel Parklake
Quality Hotel Sherbourne Terrace
Rotary Country Women's Association
Tatura
Rotary Shepparton
Share the Dignity
Shepparton Brewery
Shepparton Croquette Club
Shepparton Foodshare
Shepparton Mazda
Shepparton News
Shepparton Toyota
Shepparton United and Tatura Football and Netball Clubs
Snappa's Mobile Grill & Catering
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
Victoria Fisheries Authority
Wallan Primary School
Welsford Street Cafe
Will Print
Wilmot Road Primary School
Wood Turners of the GV



Beading in Japan
The beaded bowl is made of wood and is covered with a layer of beaded paper. The beaded paper is made of paper and is covered with a layer of beaded paper. The beaded paper is made of paper and is covered with a layer of beaded paper.



Turtle Mustered

In collaboration with Kaiela Arts, the turtles were made for the Kaiela Arts Turtle Muster and represents turtles gathering. The turtle is a symbol of the Yorta Yorta tribe (long neck turtle).



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