



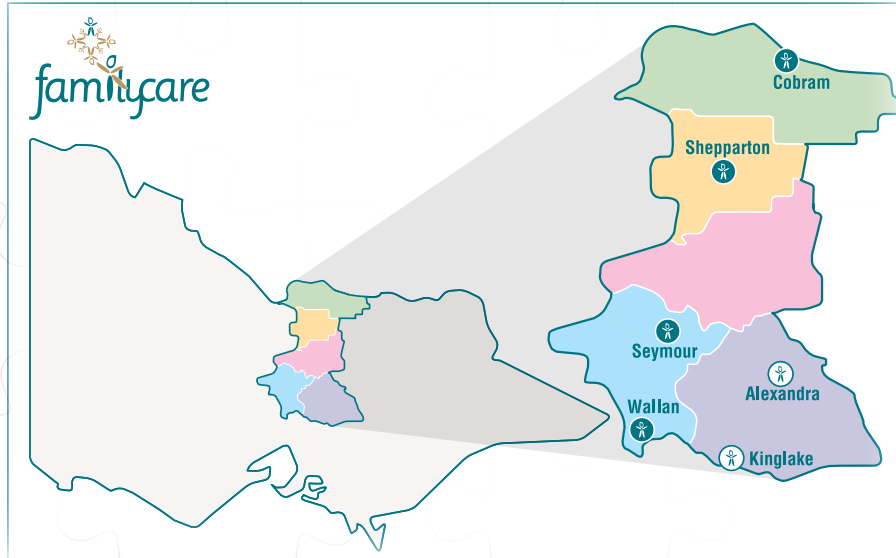
Annual Report 2020/2021

TOGETHER, APART AND BACK AGAIN


familycare

OUR REPORT'S THEME

FamilyCare provides human services. Or to put it another way, we offer services for humans, delivered by humans. No matter how good electronic supports and communication tools get, there must always be a role for direct, personal interaction with our clients, staff and volunteers. A pandemic makes that much harder, reflected in this year's theme and throughout our 2020/21 Annual Report package.



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.

FamilyCare acknowledge the Yorta Yorta Nation, Taungurung, Woiwurrung and Wurundjeri people as the Traditional Owners of the land and waterways on which we work, live and support community.

We recognise that past, present and emerging Aboriginal and Torres Strait Islanders are the First Nations people of Australia.

OUR VISION AND VALUES

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



CHAIRPERSON
Ann Sexton
Commenced 2014



VICE-CHAIRPERSON
Wendy Lewis
Commenced 2014



TREASURER
Tim Gubbins
Commenced 2003



SECRETARY
Danny White
Commenced 2019



BOARD MEMBER
Albert Kellock
Commenced 1984



BOARD MEMBER
Betty Dale
Commenced 2004



BOARD MEMBER
Marina Klooster
Commenced 1997



BOARD MEMBER
Nigel Liggins
Commenced 2021



BOARD MEMBER
Ian Ritchie
Commenced 2021



BOARD MEMBER
Zahra Haydar Big
Commenced 2021

Chief Executive Officer
Life Members

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

Auditors
Goulburn Murray
Audit Services

Patron
Jeff Tracy



Australian Government
Department of Social Services



Chairperson Report

This past year has seen us all continuing to battle, react and respond to the ongoing pandemic that has gripped our Nation. Little did we expect that some 18 months in we'd still be focussing on restrictions, different work and life habits, yet here we are!

I continue to be in awe of our FamilyCare staff, volunteers and clients, particularly in the way they continue to 'just get on with it' in often very trying, challenging and isolating environments.

FamilyCare continues to respond to our ever changing circumstances and this has seen our organisation grow in a number of ways over the past year. We have welcomed some 30 staff to our agency, taking our total staff numbers to around the 150 mark. An increase in staff to our organisation is a positive occurrence, and we are pleased to welcome these new folk to our FamilyCare family. It does however, by nature of our business, mean we are requiring more staff in order to meet the increasing needs of clients. This saddens us as we continue to see, through our day-to-day operations, an increase in families experiencing hardship and requiring additional supports within our Goulburn Valley communities.

Volunteers continue to play a key role with us, although the pandemic has meant that their usual types of involvements have changed. On behalf of the Board, I thank them for their ongoing commitment to supporting and engaging with FamilyCare in old and new ways.

In terms of physical resources FamilyCare has added some additional property to our portfolio during this past year. This land, based in Wallan, gives us an opportunity to expand our physical presence in what is a very dynamic and fast growing community. We look forward to developing this

opportunity over the coming years to enable us to continue to effectively service the southern part of our region.

We have also finally been able to fully implement our major IT overhaul. This has taken a little longer than we had originally anticipated, however with the final parts now all complete and fully operational, we, particularly our staff, are very pleased with the results.

Our Board has also undergone some personnel changes over the past year. We welcomed three new Directors, Nigel Liggins, Ian Ritchie and Zahra Haydar-Big. All three have broad experience and high levels of community involvement, bringing key skills and added richness to the Board table.

As Chair, I would like to give my personal thanks to each member of our Board. Throughout the challenges of the past year each of them have continued to undertake their role as governors with considered knowledge, great diligence, passion, compassion and fun. It is indeed a pleasure and honour to work alongside them all.

To end this report, on behalf of the Board, I sincerely thank David and the entire leadership group for their guidance over the past year. These times have challenged us all and leading a Children & Family services organisation through such times and challenges is a lot to ask of anyone. David and his team continue to lead with calm, integrity and considered comment, both internally and externally and in strong advocacy for those who don't always have a voice or aren't heard.

May we all look to the coming year as one of renewal, reconnection and pandemic free!

Ann Sexton
Chair



May we all look to the coming year as one of renewal, reconnection and pandemic free!

CEO Report



Throughout this report you will read stories about what the pandemic changed and what has stayed the same. Although there have been and continue to be frustrations caused by forced physical separation, our shared commitment is stronger. The theme of this report 'together, apart and back again', is an expression of those shared commitments.

Writing the Annual Report contribution last year felt surreal. In a few short months we had gone from occasional news stories about a novel flu-like virus, emerging in China, to the declaration of a pandemic and a national lockdown. It was confronting but at the time felt short-term.

A year on, emerging from lockdown number five in Victoria, no one thinks this is going to be over any time soon. We have however found new ways to cope, to press on, to be available and effective.

This year's report provides a window on the resilience, tenacity and commitment of FamilyCare's staff and volunteers. I feel immensely privileged to present it to our community, funding bodies and other interested stakeholders.

We also appreciate the patience and good humour displayed by our clients throughout the many changes to rules, regulations and access arrangements. Having to close FamilyCare's offices was incredibly hard. It went against every instinct for good community service provision. But closing on the occasions we did, was a necessary investment in our collective health.

Throughout this report you will read stories about what the pandemic changed and what has stayed the same. Although there have been and continue to be frustrations caused by forced physical separation, our shared commitment is stronger. The theme of this report 'together, apart and back again', is an expression of those shared commitments.

I would also like to acknowledge the ongoing support and encouragement from Ann and all of FamilyCare's Board. We welcomed several new Board members this year – Zahra Haydar Big, Nigel Liggins and Ian Ritchie. They have already added enormously to the breadth of knowledge and experience that typifies FamilyCare's governance.

Finally, in a year when we have welcomed many new colleagues and farewelled others, I would like to pay special tribute to Rosemary Rutledge, who retired after 26 years of service to FamilyCare as the Program Leader of the Parent Child team. In a remarkable legacy spanning in excess of a quarter of a century, Rosemary departs having touched the lives of thousands of families. Many of those families have had several generations of contact with Rosemary as she supervised the support of Goulburn Valley babies, their parents and carers. We wish Rosemary every happiness and thank her sincerely for her commitment.

David Tennant
Chief Executive Officer

Director of Service Development

I would like to start by acknowledging the passion, resilience and commitment of our fantastic team of service delivery staff. Just when we thought things could not get any worse under COVID, it hit us again and has extended now beyond most people's patience. FamilyCare's staff have however continued to find energy and clarity in supporting families when things around them have been incredibly uncertain and demoralising.

As reflected in the Service Managers' reports, we have worked tirelessly implementing all of our support services, including embedding the Carer Gateway and our transition to The Orange Door, all in really trying times.

My reflections over the past 12 months have lead me to two key points.

The gap between what is personal and what is professional has narrowed. Working from home has been difficult for many but I have still found a few things to make me smile. One positive has been the chance to get to know staff and colleagues a little better. From kids in and out of meetings, teenagers ordering Uber eats, cats and dogs making unexpected appearances, zoom rooms full of people in hoodies - the work and collaboration continued.

My second reflection has been the importance of community. The pressures and barriers in local communities are more exposed when we are all under sustained stress. This has been even more difficult for many of our families

who have experienced vulnerability, disadvantage and trauma. We know that school attendance is one of the biggest protective factors for children. This year has seen extended periods without direct school attendance, placing additional pressure on families. Similarly, our IntoRec disability program has managed to provide an essential respite for families with a child with a disability, who desperately need the break. We have also worked diligently to keep men who choose to use violence in sight and to account. The safety of women and children is a fundamental role for our Agency.

The extra care and compassion required to support the community including our staff and their families, demanded extra energy this year, but we know how important that effort was.

Our staff, across all program areas, have maintained connections with families, even face to face contact, when many others were not able to. We only work in our roles for one common goal- to improve the lived experiences of the people we care for and support.

Finally, thank you to all our staff, Volunteers and your families, for dedicating time and energy to supporting the wellbeing of our communities. This year that has mostly involved putting one foot in front of the other to keep going. Let's hope next year's report provides some hope that the pandemic is behind us.

Angela Armstrong
Director of Service Development



Finally, thank you to all our staff, Volunteers and your families, for dedicating time and energy to supporting the wellbeing of our communities. This year that has mostly involved putting one foot in front of the other to keep going. Let's hope next year's report provides some hope that the pandemic is behind us.

Child and Family Services Lower Hume



As we continue to be together, apart and back again, and so it goes... the resilience of the families in our community and the connection of the staff and local agencies is evident, as we find creative solutions to keep us connected.

Connection and creativity has been a key theme over the past 12 months for the staff, clients and community within Lower Hume. The ever changing environment of COVID is the first thing that comes to everyone's mind, however alongside this has come changes to the sector, our staffing team, our communities and the fast growing Southern part of the Mitchell Shire.

As we continue to be together, apart and back again, and so it goes... the resilience of the families in our community and the connection of the staff and local agencies is evident, as we find creative solutions to keep us connected.

On 20 April, The Orange Door was officially opened, meaning our Child FIRST service transitioned into a new service system. For our Child FIRST staff based in our Seymour office, this meant transitioning to a new team and a new office - a temporary site in Beveridge, whilst The Orange Door access point in Wallan is being finalised. This has meant significant change for both staff and clients in our Lower Hume catchment area regarding service pathways. This involves changing systems and focussing on how we connect again in the new service delivery model to ensure improved service delivery for children and families.

During October we held our annual Children's Week event and used it as an opportunity to engage in different ways. The theme for Children's Week 2020, was '*Children have the right to choose their own friends and safely connect with others*'.

FamilyCare partnered with Seymour College, Our Place, The Bridge Youth Service, Child and Family Services Alliance and Kids FIRST. FamilyCare staff hosted virtual story telling with students where they shared the story '*How to be a Friend*'. A collaborative Spoonville community was created to allow connection amongst children and families where much time was being spent apart.

Our group work has been impacted significantly. Activating online delivery methods, allowed staff to continue to run Tuning into Kids and Teens and Balancing Love and Discipline. It is exciting to see how we can use this as an ongoing option to be able to open these groups to a broader reach of community. Some groups only meet their purpose when they are held in person so our Drumbeat and Circle of Security groups are a priority for us to recommence moving into what we hope is a more predictable year.

With the theme 'Putting Children first', the Child and Family Services Alliance hosted a Child Protection week event during September, that allowed local agencies to gather online and share ways of connecting with children during COVID. FamilyCare staff reflected on this as part of a presentation where they spoke of strategies that had been used to connect with children when unable to attend the home in person. This includes involving kids in virtual visits, reading stories, delivering resources to front doors, sending out resources to families to support engagement, purchasing equipment to support connection and home learning, developing activity packs and role modelling activities.

We also took the time to listen directly to the families we support, by utilising a Social Work student to complete a survey on 'the effects on clients due to changes to service provision due to COVID'. Clients were invited to participate in telephone surveys to provide their perspective. The findings of this exercise, highlighted the creative and flexible responses and support being provided to families, but also the challenges with being able to access supports more broadly. These learnings will allow us to offer services differently into the future to maintain direct interaction whilst utilising other methods online to enhance our engagement and reach out to more families in our community. This is particularly helpful given the large geographical area covered by our teams.

A partnership with Mitchell Shire and the State Government Work for Victoria scheme, allowed FamilyCare to complete research and evaluation work to support us in continuing to develop the range of programs we can offer within our Men and Family Relationships program. This work has been such an asset to this program.

I would also acknowledge our committed team of staff and their dedication to supporting the safety and wellbeing of the children and families we have the pleasure of working with, during a challenging 12 months.

Naomi Mazzone
Manager, Child & Family Services
Lower Hume on behalf of the Child and Family Services Team.



Child Wellbeing and Family Violence



We have continued to deliver a range of family violence, men's and counselling programs. This past year of COVID restrictions and lockdowns have meant that our staff have needed to adapt and change our program delivery at short notice, from face to face, to online... and back again.

Well what a big year it's been! This past year has seen exponential growth across GV CAFS and the creation of the newly formed Child Wellbeing and Family Violence Team.

Over the past few years, we have been preparing for Child FIRST to transition into the Victorian Government's statewide Support and Safety Hubs – better known as The Orange Door. The Orange Door is the central intake point for adults, children and young people who are experiencing or have experienced family violence and families who need support with the care and wellbeing of children.

In this new integrated model, FamilyCare work together with staff employed by Rumbalara Aboriginal Cooperative, Primary Care Connect, Nexus Primary Health, Family Safety Victoria and DFFH to provide an integrated intake pathway to family violence services, services for perpetrators, Aboriginal services, and children and family services.

After many months of preparation, The Orange Door Goulburn commenced operations in April 2021, with the main site in Shepparton and an access point located in Wallan.

The commencement of The Orange Door has been a major transition for our team, agency and broader child and family sector. Our staff group have quadrupled in size and we have had many new colleagues join the team this past year with a range of skills, experience and backgrounds. Our experienced Child FIRST team have relocated from a FamilyCare to an Orange Door office - working offsite for the first time. We have liaised and communicated with the local sector on the changes in the way they refer vulnerable children and families into services.

Despite the change and transition, one thing has remained the same; our ongoing commitment to ensure that the care and wellbeing of children is at the forefront of our practice. We are looking forward to consolidating this new model with the partner agencies over the next year.

We have continued to deliver a range of family violence, men's and counselling programs. This past year of COVID restrictions and lockdowns have meant that our staff have needed to adapt and change our program delivery at short notice, from face to face, to online... and back again.

The Harnessing Hope family violence therapeutic program has continued to build from strength to strength. Each school term we deliver Drumbeat for a targeted group of children or women who have experienced family violence and Connections; a relationship building group for mothers and young children (0-4 years) who have experienced family violence. These programs are having a positive impact in the therapeutic recovery journey.

I would also like to thank my staff and leadership team for their ongoing dedication and commitment to our work with children and their families, especially in a very challenging year of change and COVID!



Family Programs

The last year has been a time of change and re-design. In November the Goulburn Child and Family Services Team underwent a restructure. The newly formed **Family Programs Team** incorporates Integrated Family Services, Refugee Minor Program and Regional Parenting Services across the Shepparton and Cobram offices.

Regional Parenting Services is a new program offered at FamilyCare. This early intervention program delivers a range of evidence informed parenting education programs; from early years to teens, single session workshops and longer programs. Gateway Health provided significant support in the set up and early delivery of this program, and we continue to have a strong partnership delivering parenting education across the Hume region.

The **Refugee Minor Program** supports refugee children and young people living in Australia without a parent. The successes and accomplishments continue to amaze us, despite the adversity and traumatic experiences these children have faced. This year we have supported young people to-

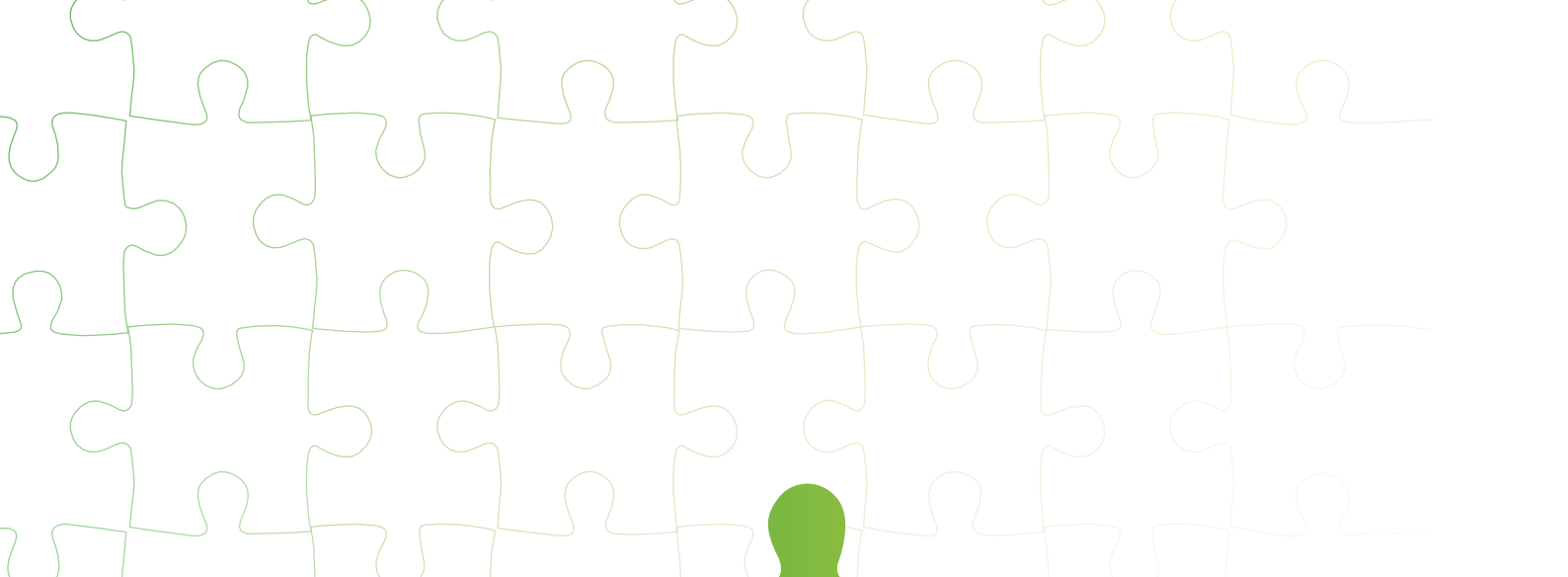
- Transition to live independently
- Pursue employment and educational aspirations
- Build trusting relationships with their carers and service providers
- Secure suitable accommodation
- Access medical care
- Maintain connections with community, culture and the supports they need.

Melissa Knight
Manager Family Programs



The last year has been a time of change and re-design. In November the Goulburn Child and Family Services Team underwent a restructure.





Integrated Family Services Beth* (name changed)

Beth is a 23 year old mother, with five children.

She had a difficult childhood but wanted to change this for her own children. As a young Mum, Beth felt judged by the community and was often confronted by the way in which people treated her for having a large family.

I saw an amazing young woman who did everything she could for her children.

FamilyCare supported Beth with accessing paediatricians,

parenting education through the Tuning into Kids program, Legal Aid, housing, family violence services, PANDA (for mental health support) and therapeutic play sessions.

Beth is now completing her nursing degree and has continued to put her children at the centre of everything she does.

This is just one example of the more than four hundred families who received support from the Cobram and Shepparton

Integrated Family Services team over the past year. The personal story of each and every individual is unique, as are the outcomes they are striving for. Many of our client families face significant vulnerability and life challenges. The strength, determination and resilience of our client families continues to inspire our team of dedicated staff to keep up the good work

Disability and Early Years

The past year has been one where we confronted a myriad of challenges that made us as individuals and collectively stand strong and continue to provide service delivery.

We have become “experts” in flexibility and adaptability – at times with military precision!!! Within 24 hours or less we work together to ensure that we continue to provide service delivery within the confines of the government guidelines and place the health of our staff and community at the forefront.

This is a testament to the vision and values of our agency, management and staff; **“FamilyCare works with individual, families and communities to increase wellbeing, build strengths and encourage optimism”**

Wellbeing of staff has never been more important than in this past year. Working from home, back in office, back to working from home. The constant merry go round of in and out of office (for some) can affect a sense of belonging for the individual to the agency and the program and team in which they operate.

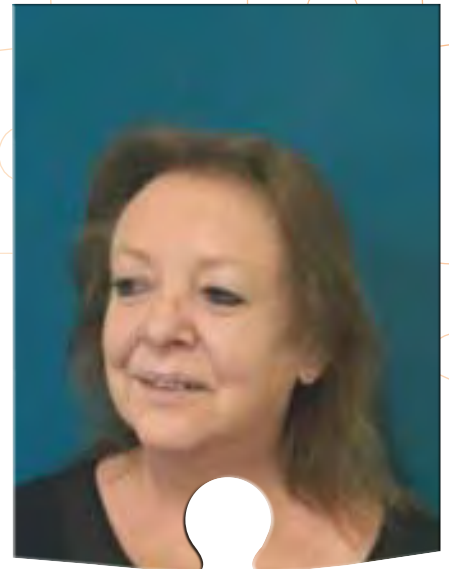
We have become innovative and creative in the manner in which we maintain connectedness as a team and agency. We continue to have our meetings and celebratory events (internal) despite COVID.

The use of IT has not only enabled us to continue to provide service delivery to our community but to our internal community within the agency. Imagine if there was no IT, the challenges we would have to enhance the sense of belonging and connectedness – I cannot believe I’m saying I’m thankful for technology – me of all people.

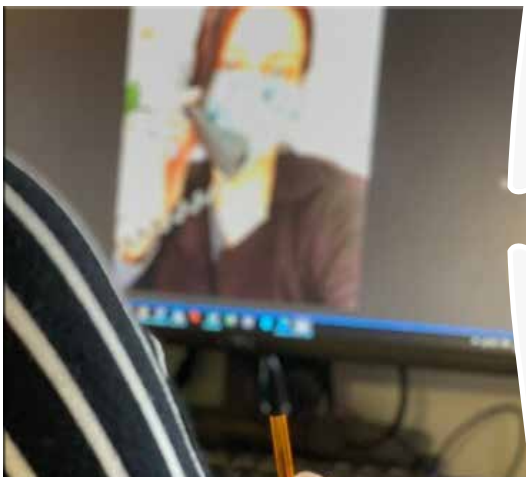
I would like to thank my team of dedicated staff and Team Leaders who have continued to provide service delivery to the community and the agency.

Whilst we remain on the merry go round, together we as a group of dedicated and committed people will continue to do what we do best – serve the community and the families and children we meet through our work.

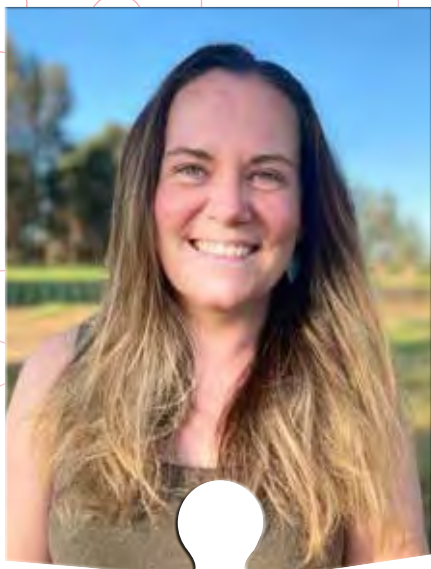
Noellene Morrow
Manager Disability and Early Years



Working from home, back in office, back to working from home. The constant merry go round of in and out of office (for some) can affect a sense of belonging for the individual to the agency and the program and team in which they operate.



Disability Support Services



Some programs stop, other change and new ones are developed to suit the current situation, we are becoming master of rolling with the punches and as they say the show must go on, and that is has!

What we do and who we are: The staff at Intorec are focused on providing programs that are fun, inclusive and educational. We are all about growth and providing opportunity for each participant to be the best they can.

Afternoon Recreation program

(ARP): ARP runs Monday to Friday 3pm - 6pm, each week of the school term. This program is offered to participants between the ages of 6 -18 years. The participants take part in a mixture of activities that aim to build skills across all areas of their life, with a special focus on building relationships and social skills. Participants take part in activities such as cooking, arts / crafts, taekwondo, gardening, swimming, computer gaming and community education.

Adult social group Afternoon

program: Monday and Wednesday 3pm – 6pm and every second Saturday at varied times, the programs during the week focus on building the participant's health and life skills with social skills, cooking, budgeting, shopping, housekeeping and exercise, while the weekend activities are a bit of fun.

School holiday program:

Mixed: 6 – 18 years, Monday to Friday for 9 weeks a year. The holiday program is the same as the ARP, however with a little extra fun and day trips.

Youth: 12 – 18 years, this is a specialist group which runs Tuesdays and Thursdays weekly over the holidays. It has been developed for participants who are higher functioning in many areas, however need additional support in social skills and independence. In this program the participants are very active in the community, and with the support of staff they will work together to plan their activities.

Adults: 18 years plus, the Adults holiday program is purely a social adventure. A break from their day or work centre while it is closed over the holiday periods. The adults do day trips exploring the region, dining out, shopping, swimming, movies or sometimes just chilling.



Together Apart and Back Again.

2021 much like 2020 has thrown everyone a few curve balls. With the Coronavirus playing a very long game of peek a boo. Every time we think we are on top of it and life is back to some kind of normal; Peek A Boo, lockdown for you.

So as we have done before and will continue to do for as long as needed we adapt and overcome.

Some programs stop, others change and new ones are developed to suit the current situation, we are becoming master of rolling with the punches and as they say the show must go on, and that it has!

Client intake: we are still in hot demand with new requests for service coming daily. Intorec has seen growth in all programs, which is great. However sadly our waitlist is around six months.

Intorec still have a small number of 1 to 1 community access clients. These clients work 1 to 1 with our

support worker to build their life skills and become more independent, allowing them to be an active participant in their local community.

Improvements: this year Intorec has spent a lot of time working on improving our systems in the background, new participant and NDIS forms, a new booking form that can be accessed directly from the FamilyCare website and an upgrade to our client management systems. The aim here is to make the office run as efficiently as possible to keep the staff free to focus on what matters the most, "Our Participant".

Our Team: The team has also grown with the need to keep up with the intake demand.

We welcome new casual workers Talysha, Nikesha and Alyssa and Sue, our Student on placement. As for the rest of the team Adrian, Linda, Tracy, Hayden, Jamie lee, Lance, Greg and myself, we sign on for another year and look forward to

seeing what we can achieve in 2022. We have some big plans and a lot of passionate staff looking to make it the best year yet.

Super stars of 2021.

Charlie age 10

Most improved with his speech.

Charlie is a happy and friendly boy who loves being around his peers and a part of the action. Verbal communication was not Charlie's strength but in the last 12 months we have seen and heard Charlie's voice come to life.

We are enjoying hearing Charlie's voice, his requests and watching him converse with his peers. Well done Charlie for this. You are our super star!

Amanda Perry

Program leader on behalf of the Disability Support Services Team



Carer Support Services



Staff have also adapted their practices to work from home and offer flexible service delivery options such as phone and online alternatives to align with COVID restrictions.

The 2020/21 year has seen significant growth and change across the Carer Support and NDIS Support Coordination Services. We have welcomed several new staff and implemented a range of new services. Staff have also adapted their practices to work from home and offer flexible service delivery options such as phone and online alternatives to align with COVID restrictions.

Carer Support Services

This year saw the first full year of operation of the Carer Gateway – an Australian Government initiative that delivers new, improved and expanded services to carers across Australia. FamilyCare has partnered with seven health and social support providers, led by Merri Health, to provide Carer Gateway services across Victoria.

Despite commencing amidst the height of the COVID-19 pandemic, the Carer Gateway Services have given carers much-needed support through the delivery of assessment and planning, carer-directed packages, emergency respite, and in-person counselling. In the coming year, we are excited to add In-Person Peer Support and Carer Coaching to the suite of services offered.

During the year, we also provided the National Community Connector Program. This program - funded by the National Disability Insurance Agency and delivered through the Carer Gateway, aimed to help older carers of someone with a disability navigate the NDIS. Our Community Connector assisted many carers with gathering evidence to access the NDIS, complete access request forms, prepare for reviews, and

connect to local supports and services.

We celebrated our first anniversary with an online statewide event, “Caring for Carers: Covid and Beyond,” attended by over 100 people. The event featured several guest speakers, including a local carer sharing her caring experience and the positive impact engaging with the Carer Gateway has had on her situation. A Panel discussion with representatives from the consortia partners across the state followed.

NDIS Support Coordination

Two and a half years on from the official rollout of the NDIS and FamilyCare’s Support Coordination Program has become a vital service for NDIS Participants in our community. Our small team continues to work extremely hard to assist our 150+ clients in achieving their goals and building their capacity. Below is an example of the positive outcomes achieved by this program:

Bella was referred to FamilyCare’s NDIS Support Coordination program for assistance because of her rare condition; Ehlers-Danlos Syndrome. At the time of referral to us, Bella, 22, spent her days practicing her make-up skills, watching her favourite shows and movies, and socialising with her family, friends, and pets. Bella’s condition causes her muscles to deteriorate at a rapid rate. Bella was previously successful in obtaining her driver’s license but became unable to get out of bed unaided.*

Bella’s goals are to access and be involved in her community, study something that interests her, and visit her brother and nieces in Darwin.

All of these things have not been possible for her in over two years.

FamilyCare's Support Coordinator worked closely with Bella and her mother to support her in-home and within her community. Bella was linked with support services, such as occupational therapy and physiotherapy. Her support workers assisted her with self-care tasks, socialisation, attending appointments, showering, toileting and maintenance exercises. Her support worker also provided Bella's mum a much-needed break, as her mum was caring for Bella 24/7.

Bella frequents the emergency department in both GV Health and The Austin hospitals, where she is often admitted for months at a time. Throughout the COVID outbreaks, Bella became increasingly isolated as her mum was unable to visit regularly due to restrictions. With assistance from her Support Coordinator, Bella was able to hire equipment through recommendations of occupational therapists and physiotherapists to return home.

Bella and her mum regularly express their gratitude for the help from all of

their service providers, and Bella's hopes are continuing to grow. She remains positive and is excited to continue accessing therapies made possible by NDIS funding and supports. Bella's mum can also have breaks away to participate in activities, such as short holidays, as Bella is supported 24/7 by support workers.

(Not our clients real name)*

Katie Millen

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.
- making sure that caring responsibilities have been considered and supported in our responses to COVID19

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

5 November 2021

Date

Financial Counselling Services



These families are planning ahead for a bright future. When life gets back on track these families plan on having their family's finances ready for it. It can be easier to face a rough world when you have a plan and your family is strong.

It's been another big year!

If the prior 12 months was about helping clients navigate COVID supports such as JobSeeker and JobKeeper, rent relief, loan holidays and early release of super then this year's effort has been assisting clients through to the other side as those supports have tapered down and expired. Many of our clients experienced a financial 'double whammy' as the expiry of COVID supplement payments coincided with the expiry of rent moratoriums and payment holidays – meaning all the outstanding bills came due at the worst possible time. Most of the banks and utility providers have been understanding and flexible, though some have been harder to deal with than others. In truth, the banks and utilities have been working through their own COVID issues – due to the on again off again nature of lockdowns and working from home. We are all getting quite good at the routine now.

All the normal financial issues were still present this year too – energy bills are definitely getting more expensive, family violence continues to wreak havoc on some victim's finances, Buy Now Pay Later may have its place in the market when utilised effectively, but it's not really regulated and it sometimes causes a financial downward spiral. COVID has its way of compounding these issues – for example during lockdown the family is home all day

so the heater is on all day and the energy bills increase. But financial counselors have plenty of tricks up their sleeves. Our job is to offer advice, inform clients of their rights, and to advocate and negotiate on clients behalf where required. This can tip the balance back towards the clients favor.

While it's been a rough 18 months, there are some positive green shoots coming through. Recently we have had a marked increase in the number of families engaging in budgeting and planning of financial goals. For example Aisha and Ahmad have worked on a plan to save money to take their children on their first holiday. Jenny has made a goal to save up to buy a dishwasher and eventually a new fridge and freezer. Cynthia has just got her license, paid for a car with the cash that she saved, and is now budgeting to keep on top of insurance premiums, fuel and maintenance. The car will enable her to transport her family to all their schooling and appointments. These families are planning ahead for a bright future. When life gets back on track these families plan on having their family's finances ready for it. It can be easier to face a rough world when you have a plan and your family is strong.

Levi Boschetti

Financial Counsellor

(Levi is employed by Bendigo Family and Financial Services, in partnership with FamilyCare)

Volunteering

Without doubt this year has thrown many challenges at us all, however we are very proud of how our volunteers at FamilyCare adapted to every change and challenge; continuing to deliver key services and support for the benefit of our clients. Volunteering opportunities at FamilyCare continue to grow. With so many new enquiries, we have matched our volunteer's attributes to a certain role, or created a new role to utilise their skills and experience. We hope by doing this, the volunteer will be fulfilled in their role, whilst adding value for our clients and staff.

Cultural assistance with our Refugee Minor Program (RMP) is an example of a newly created volunteer role at FamilyCare. Our volunteer works with our staff to build a relationship with the community, assisting with cultural needs, translations and many other supports required to assist our clients.

We also now have a volunteer to complete the safety checks on our IntoRec bus - providing his expertise as a recently retired mechanic. Our volunteer in Seymour and Wallan is key to helping keep our gardens and outdoor areas neat and tidy. He also delivers our fleet vehicles for

servicing, allowing our staff to remain with their clients, doing what they do best.

Again, this year, our team of very handy volunteers constructed trampolines, climbing frames and swing sets for our clients. Our second hand bookstore, The Book Inn, saw some new volunteers come on board, where they continue to provide a valuable resource to the community.

We continue to build connections with Council and the community at Cobram and Seymour in order to expand our volunteer opportunities in these areas.

National Volunteer Week in May was celebrated in person this year! Our volunteers took this opportunity to get out and about, in between lockdowns, to enjoy each other's company. It was wonderful to catch up as a team.

We cherish our volunteers and enjoy seeing them build relationships within their team and FamilyCare as a whole. We can't wait to see Volunteering @ FamilyCare continue to grow.

Andrea Tuohey
Volunteer Coordinator



National Volunteer Week in May was celebrated in person this year! Our volunteers took this opportunity to get out and about, in between lockdowns, to enjoy each other's company. It was wonderful to catch up as a team.



Fundraising

FamilyCare receive so much support from local business each year to assist us in delivering key services within our community. In recognition of the challenges many businesses have faced during the pandemic we opted to postpone major fundraising and sponsorship requests.

FamilyCare Fundraising Committee –
'We're still here'

FamilyCare receives so much support from local business each year to assist us in delivering key services within our community. In recognition of the challenges many businesses have faced during the pandemic we opted to postpone major fundraising and sponsorship requests.

We have, however, been fortunate to continue to receive donations through our doors during this time. We are extremely grateful for this support.

Our volunteer Fundraising Committee, some of whom have worked tirelessly each year for

multiple years have had a well-earned break from fundraising activities. Our focus moving forward is to identify and prioritise the needs of our community to ensure sponsorship requests deliver maximum benefit. As we reconnect, the Fundraising Committee are using their creative energy to establish an exciting new fundraising event, which we are eager to deliver in partnership with our sponsors next year. We look forward to a time when we can share connections, experiences, generosity and gratitude through our fundraising events and activities.

Kim Daldy
Fundraising Coordinator

Christmas



Christmas 2020 was a very different process at FamilyCare but I believe the end result was the same. We were able to stand by our promise to make sure those who needed assistance received it.

Business as usual and Christmas in the midst of COVID19 created a lot of challenges with planning and distribution this year. The traditional Baskets of Joy became Virtual Baskets of Joy and we set up an online donation site where participants could either do a virtual shop or make a direct donation.

As restrictions eased closer to Christmas, FamilyCare was able to receive donations directly at the office and via the Wishing tree at the Shepparton Marketplace. Donations arrived in the form of gift vouchers and cards, toys, gifts, food and money. FamilyCare's volunteers assisted with sorting and packing bags to deliver to families all the time being very conscious of keeping COVID safe.

The online donors were a combination of businesses and individuals—several of whom were new to the Basket of Joy donation list and others who have donated in the past.

Due to the change in how families could donate, and COVID-19 restrictions, there were quite a few organisations and schools who did not participate this year.

The numbers of requests to assist families was down by about 30% from last year but we were still able to provide that extra bit of joy this Christmas to 208 families (268 adults and 419 children).

Christmas 2020 was a very different process at FamilyCare but I believe the end result was the same. We were able to stand by our promise to make sure those who needed assistance received it.

Katie Huddleston
Christmas coordinator



Together, Apart and Back Again



Reflections from Family Programs staff:

- We have Zoomed with clients and Zoomed in to Care Team meetings.
- Adapted parenting programs to be delivered online.
- We have read books to children over the phone, or via videoconferencing.
- Met with clients in the park to promote play and create a warm, informal setting for connection and rapport building.
- Sent letters, activity packs and provided material aid, including IT equipment.
- Supported families with remote learning.

We have also focused on staying connected as a team, having fun and keeping up the morale. Who would have thought you could play games, have farewell parties, online catch ups and genuinely connect via a computer screen? With the restrictions and changes, we have learnt to adapt, and we have done it well.



What is your proudest work accomplishment this year?

“Having the flexibility to do my work, was easier than I thought it would be and continuing the great engagement with clients in these difficult times when I have seen others struggle.”

“Advocating to still catch up with my clients even if outside on a freezing cold day during COVID 19.”

“Learning how to successfully support clients over the phone. Wasn’t confident at the start.”

“Being part of a team that was able to get a teenage boy back engaged in education after 2 years of non-attendance.”

What is the lesson you learnt this year?

“Enjoy each day, no matter the challenges, don’t plan and enjoy family time.”

“The best lesson I learnt last year is to live each day as if it’s the last you will hug, kiss or love someone. Because you just never know when that last time is coming. So tell the people that matter how you really feel.”

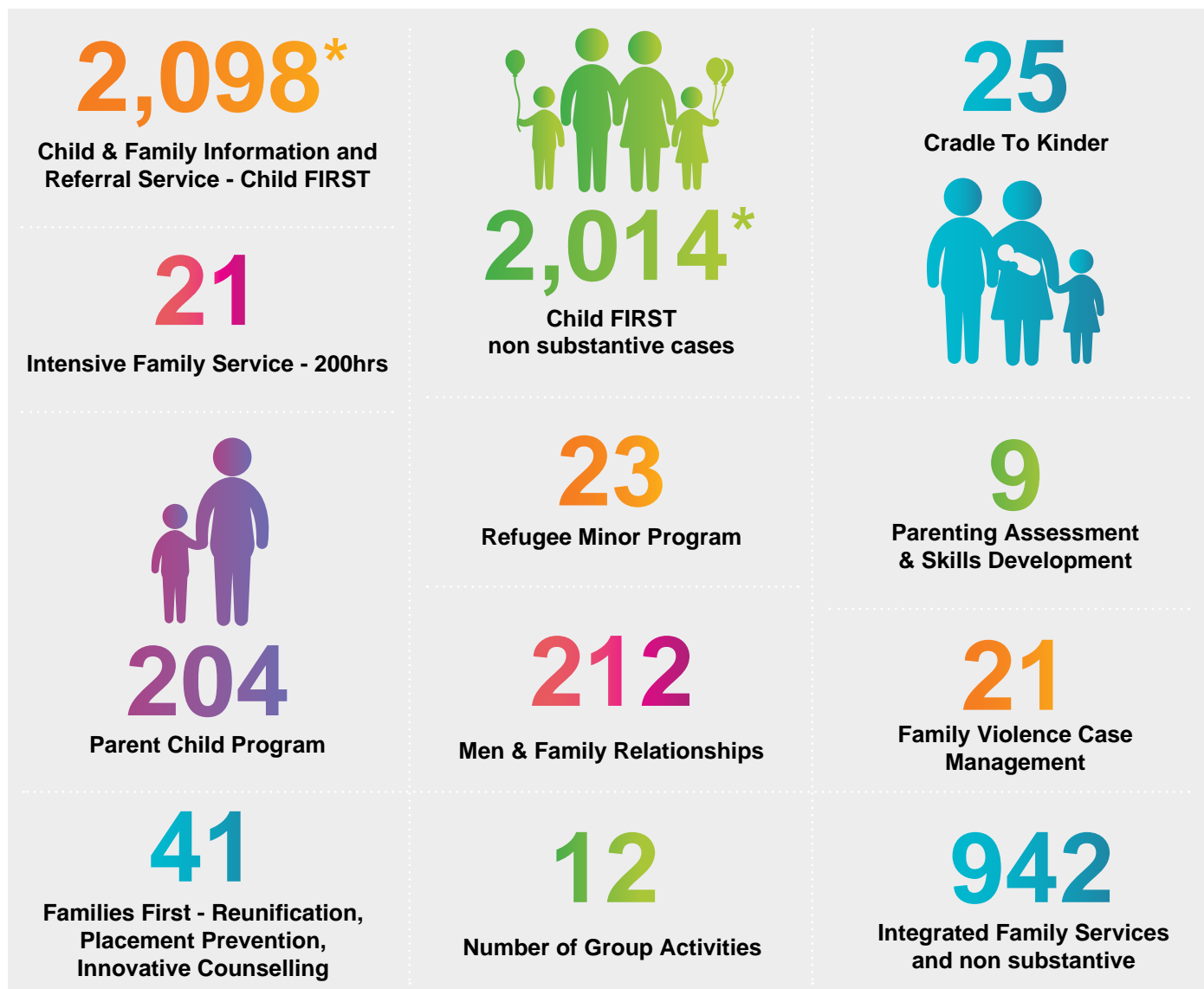
“I’ve learnt that the small stuff is actually the most important stuff and that all that really matters is family and friends.”

“I’ve learnt that when the world shuts down, no-one really cares what the celebrities or sports stars are doing. But our clients care that there is someone out there that they can depend on and can turn to for support and advice.”

“I’ve learnt that essential workers really are the rock stars that keep this community going.”

FamilyCare Service Statistics

Child & Family Services Clients:



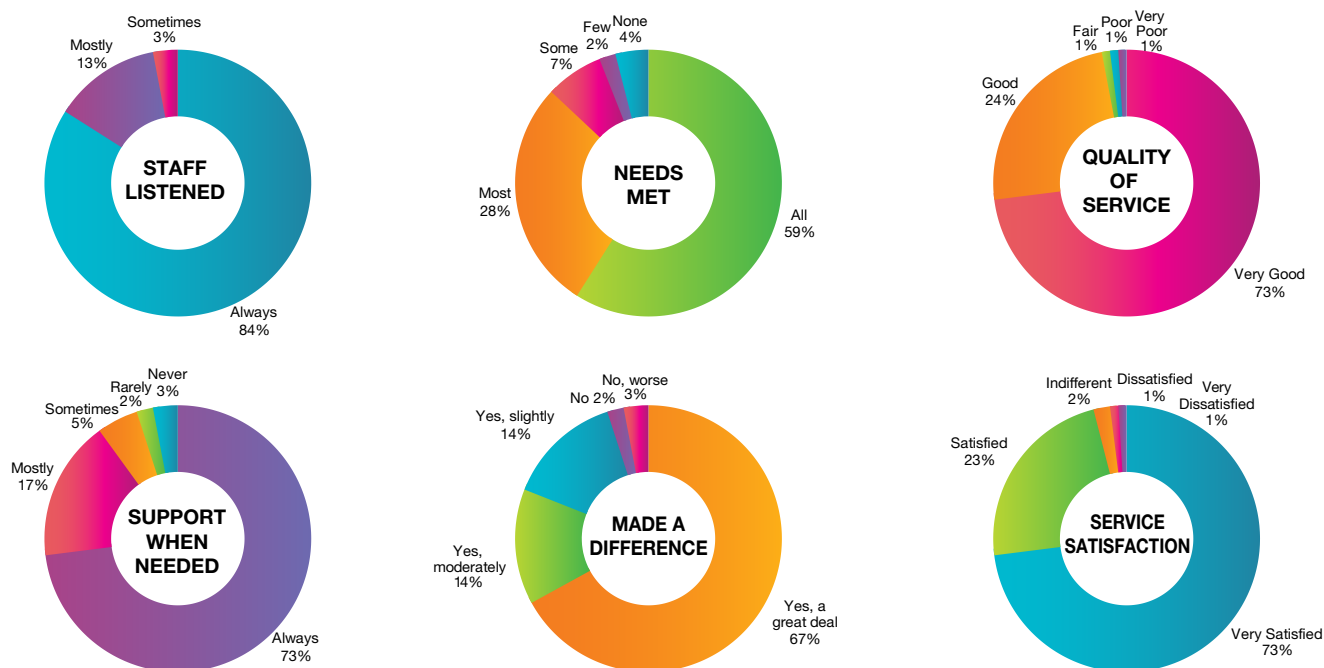
*Please note this year's Child FIRST numbers are only until April 2021 when The Orange Door opened. Data for The Orange Door is not available for publication yet.

Carer & Disability Support Services

Carer Support Services		Hours
Program		
Support for Carers		7,751
Employed Carers		2,026
CHSP Hospital to Home		1,367
HACC PYP Community Care		125
Assessment & Planning		1,735
In Person Counselling		316
Young Carers		636
Carer Directed Support Packages and One Off Supports		80
NDIS Support Coordination:		6,251

Disability Support Services (NDIS)		Hours
Program		
One-on-one - Assistance with social and community participation		1336
Adult Social Group		3,487
Afternoon Recreation Group for Children and Young People		8,327
Other – Supports to increase community participation		92
School holiday program		5,173
Volunteer hours:		1,696

Evaluation and Research Report



COVID-19 brought with it many changes to the way FamilyCare delivered its services including using online technology, webinars and e-surveys. Client Feedback shows how grateful people were for the services they received, throughout the many challenges.

What our clients say:

'Being able to find a support worker that could help our family in our area. While we didn't get the support service we were referred for, the service that we did get certainly made a difference.'

'Excellent service! Very much appreciated the care and support provided. Only minor comment is that our contact was on some occasions too directive - need to listen more and talk less.'

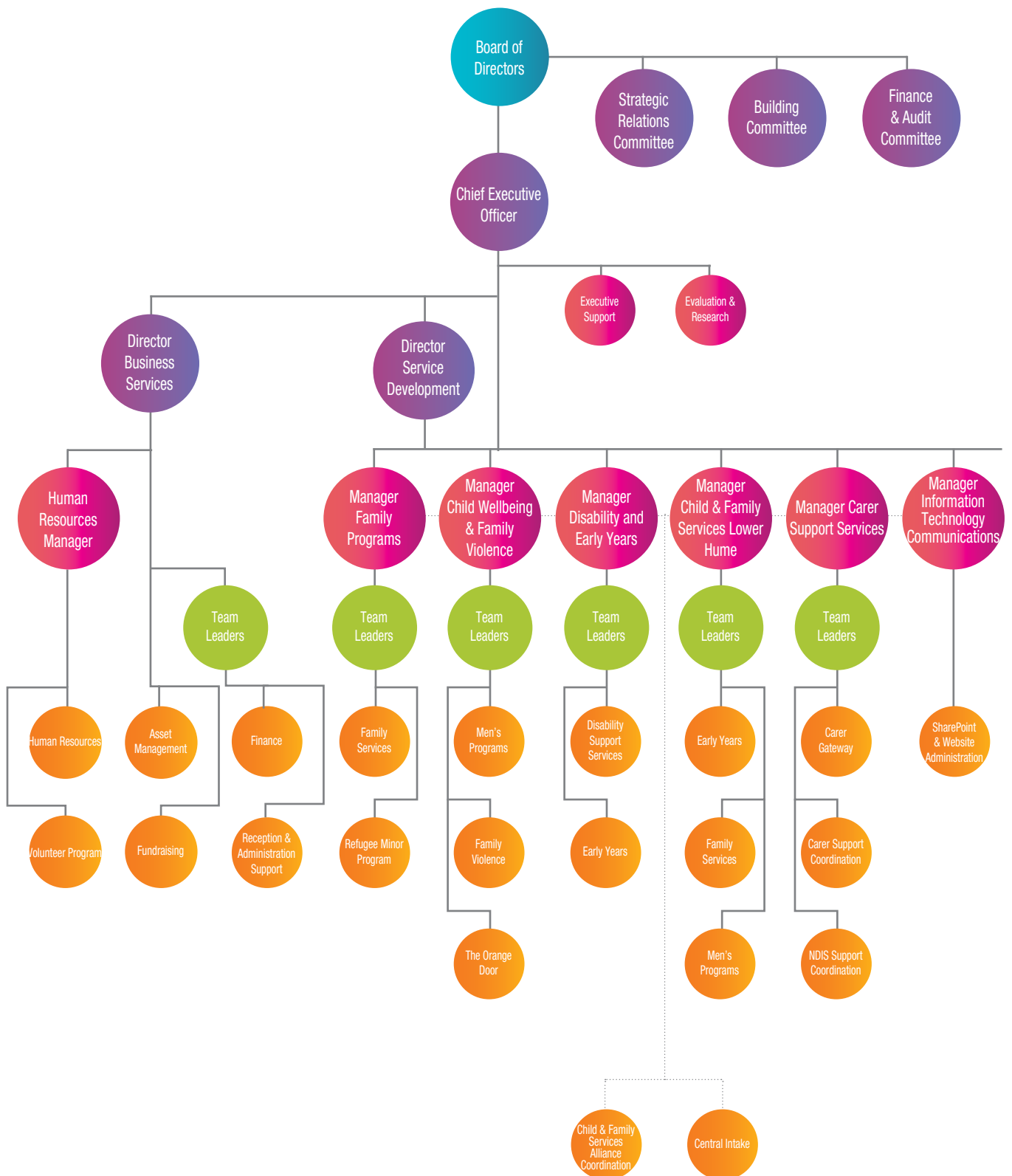
'All my needs were met; fantastic service! I would like to thank FamilyCare. Had the most amazing case worker. All the support she brought into my home throughout a reunification intervention was amazing. I will be ever so grateful to the staff.'

'After not being able to get into a sleep school for a long period of time a phone consult was offered to me and the advice and reassurance given to me was fantastic. I had a very positive experience with you guys! Thank you!'

'I am so grateful for the support co-ordination help. If my normal worker is not available someone always helps.'

'My worker was an amazing, caring worker; she helped my family very much and her support through COVID-19 was tremendously appreciated.'

Organisational Chart



Financial Report

For the year ended 30 June 2021



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 2021.

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
Ann Sexton
Danny Whyte
Nigel Liggins (Appointed 27 January 2021)
Ian Ritchie (Appointed 23 February 2021)
Zahra Haydar Big (Appointed 27 April 2021)
Marshall Richards (Resigned 24 November 2020)
Michael Chisholm (Retired 24 November 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.

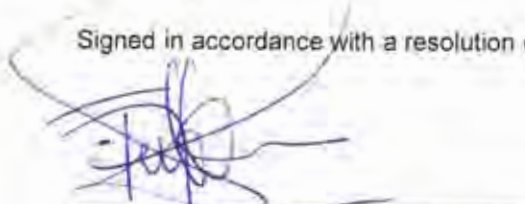
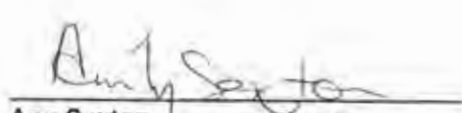
Operating Result

The surplus after providing for income tax amounted to \$844,169 (2020 deficit \$735,248).

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.

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


Tim Gubbins
Ann Sexton

Dated:

26th October 2021

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
Revenue	2	13,850,062	11,616,245
Other income	2	348,561	294,010
Employee benefits expense	3	(10,143,093)	(9,806,185)
Depreciation and amortisation expenses	22(a)	(580,201)	(550,815)
Finance expense		(2,921)	(2,697)
Other expenses	3	<u>(2,628,239)</u>	<u>(2,285,806)</u>
Surplus (deficit) before income tax expense		844,169	(735,248)
Income tax expense	1(j)	<u>-</u>	<u>-</u>
Surplus (deficit) for the year		<u><u>844,169</u></u>	<u><u>(735,248)</u></u>
Surplus (deficit) attributable to members of the entity		<u><u>844,169</u></u>	<u><u>(735,248)</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 2021

	Note	2021 \$	2020 \$
Surplus (deficit) for the year		844,169	(735,248)
Other comprehensive income:			
Gain on revalutaion of land and buildings		<u>476,553</u>	<u> </u>
Other comprehensive income for the year, net of tax		<u>476,553</u>	<u>-</u>
Total comprehensive income (expense) for the year		<u><u>1,320,722</u></u>	<u><u>(735,248)</u></u>
Total comprehensive income (expense) attributable to members of the entity		<u><u>1,320,722</u></u>	<u><u>(735,248)</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 2021

	Note	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	4,878,365	4,556,626
Accounts receivable and other debtors	6	243,135	270,909
Other current assets	7	42,163	6,163
TOTAL CURRENT ASSETS		<u>5,163,663</u>	<u>4,833,698</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	8,475,931	7,442,619
TOTAL NON-CURRENT ASSETS		<u>8,475,931</u>	<u>7,442,619</u>
TOTAL ASSETS		<u><u>13,639,594</u></u>	<u><u>12,276,317</u></u>
LIABILITIES			
CURRENT LIABILITIES			
Accounts payable and other payables	9	759,807	1,106,223
Borrowings	10	34,139	56,618
Provisions	11	1,329,040	1,281,210
Other	12	876,637	420,667
TOTAL CURRENT LIABILITIES		<u>2,999,623</u>	<u>2,864,718</u>
NON-CURRENT LIABILITIES			
Provisions	11	394,520	486,870
TOTAL NON-CURRENT LIABILITIES		<u>394,520</u>	<u>486,870</u>
TOTAL LIABILITIES		<u><u>3,394,143</u></u>	<u><u>3,351,588</u></u>
NET ASSETS		<u><u>10,245,451</u></u>	<u><u>8,924,729</u></u>
EQUITY			
Reserves	13	3,014,345	2,537,792
Retained earnings		7,231,106	6,386,937
TOTAL EQUITY		<u><u>10,245,451</u></u>	<u><u>8,924,729</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 2021

	Retained Earnings \$	Property revaluation reserve \$	Total \$
Balance at 1 July 2019	7,122,185	2,537,792	9,659,977
Comprehensive income			
Deficit attributable to members	(735,248)	-	(735,248)
Other comprehensive income	-	-	-
Total comprehensive income for the year attributable to members of the association	<u>(735,248)</u>	<u>-</u>	<u>(735,248)</u>
Balance at 30 June 2020	<u>6,386,937</u>	<u>2,537,792</u>	<u>8,924,729</u>
Balance at 1 July 2020	6,386,937	2,537,792	8,924,729
Comprehensive income			
Surplus attributable to members	844,169	-	844,169
Other comprehensive income	-	476,553	476,553
Total comprehensive income for the year attributable to members of the association	<u>844,169</u>	<u>476,553</u>	<u>1,320,722</u>
Balance at 30 June 2021	<u><u>7,231,106</u></u>	<u><u>3,014,345</u></u>	<u><u>10,245,451</u></u>

The accompanying notes form part of these financial statements.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
Cash flows from operating activities			
Grants and other income		14,159,323	11,787,125
Payments to suppliers and employees		(12,709,219)	(11,628,934)
Interest received		29,017	71,697
Net cash provided by operating activities	21(b)	<u>1,479,121</u>	<u>229,888</u>
Cash flows from investing activities			
Proceeds from sale of property, plant and equipment		156,392	169,245
Purchase of property, plant and equipment		(1,289,827)	(1,183,377)
Net cash provided by (used in) investing activities		<u>(1,133,435)</u>	<u>(1,014,132)</u>
Cash flows from financing activities			
Principal repayments of lease liabilities		(23,947)	(43,970)
Net cash provided by (used in) financing activities		<u>(23,947)</u>	<u>(43,970)</u>
Net increase (decrease) in cash held		321,739	(828,214)
Cash and cash equivalents at beginning of financial year		4,556,626	5,384,840
Cash and cash equivalents at end of financial year	21(a)	<u><u>4,878,365</u></u>	<u><u>4,556,626</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 2021

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Goulburn Valley Family Care Inc. applies Australian Accounting Standards – Reduced Disclosure Requirements as set out in AASB 1053: Application of Tiers of Australian Accounting Standards.

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements of the Australian Accounting Standards Board (AASB) and the *Australian Charities and Not-for-profits Commission Act 2012*. The entity 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. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accrual 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.

Accounting Policies

a. Revenue

Revenue recognition

Contributed Assets

The entity receives assets from the government and other parties for nil or nominal consideration in order to further its objectives. These assets are recognised in accordance with the recognition requirements of the applicable accounting standards (for example AASB 9, AASB 16, AASB 116 and AASB 138).

On initial recognition of an asset, the Entity recognises related amounts being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer.

The Entity recognises income immediately in profit or loss as the difference between initial carrying amount of the asset and the related amounts.

These notes should be read in conjunction with the attached compilation report.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

Operating Grants, Donations and Bequests

When the entity receives operating grant revenue, donations or bequests, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance to AASB 15,

When both these conditions are satisfied, the Entity:

- identifies each performance obligation relating to the grant;
- recognises a contract liability for its obligations under the agreement; and
- recognises revenue as it satisfies its performance obligations.

Where the contract is not enforceable or does not have sufficiently specific performance obligations, the Entity:

- recognises the asset received in accordance with the recognition requirements of the applicable accounting standards (for example AASB 9, AASB 16, AASB 116 and AASB 138);
- recognises related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer); and
- recognises income immediately in profit or loss as the difference between the initial carrying amount of the asset and the related amount.

If a contract liability is recognised as a related amount above, the Entity recognises income in profit or loss when or as it satisfies its obligations under the contract.

Service Revenue

Service revenue comprises service fee's earned from the provision of services to customers under a service agreement with the customer. Service revenue is recognised when the entity satisfies the performance obligations (when the service has been provided). The service revenue is recognised at a point in time and is based on the contracted price.

Service revenue includes fees charged to NDIS clients.

Capital Grant

When the Entity receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the financial asset received over any related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer) recognised under other Australian Accounting Standards.

The Entity recognises income in profit or loss when or as the Entity satisfies its obligations under terms of the grant.

These notes should be read in conjunction with the attached compilation report.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

Interest Income

Interest income is recognised using the effective interest method.

Rental income

The recognition of revenue from operating leases is described below under leases.

All revenue is stated net of the amount of goods and services tax.

b. Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated, less, where applicable, accumulated depreciation and any impairment losses.

Freehold property

Freehold land and buildings are shown at their fair value based on periodic valuations by external independent valuers as determined by committee, less subsequent depreciation for buildings.

In periods when the freehold land and buildings are not subject to an independent valuation, the committee conducts committees' valuations to ensure the carrying amount for the land and buildings is not materially different to the fair value.

Increases in the carrying amount arising on revaluation of land and buildings are recognised in other comprehensive income and accumulated in the revaluation surplus in equity. Revaluation decreases that offset previous increases of the same class of assets shall be recognised in other comprehensive income under the heading of revaluation surplus. All other decreases are recognised in profit or loss.

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

Freehold land and buildings that have been contributed at no cost, or for nominal cost, are initially recognised and measured at the fair value of the asset at the date it is acquired.

These notes should be read in conjunction with the attached compilation report.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

Plant and equipment

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than the estimated recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount and impairment losses are recognised either in profit or loss or as a revaluation decrease if the impairment losses relate to a revalued asset. A formal assessment of recoverable amount is made when impairment indicators are present (refer to Note 1(e) for details of impairment).

Plant and equipment that have been contributed at no cost, or for nominal cost, are valued and recognised at the fair value of the asset at the date it is acquired.

Depreciation

The depreciable amount of all fixed assets, including buildings and plant and equipment, but excluding freehold land, is depreciated on a straight line basis over the asset's useful life to the entity commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Buildings	2.50 -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.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised in profit or loss in the period in which they arise. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained earnings.

c. Leases

The Entity as lessee

At inception of a contract, the Entity assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and a corresponding lease liability is recognised by the Entity where the Entity is a lessee. However all contracts that are classified as short-term leases (leases with remaining lease term of 12 months or less) and leases of low value assets are recognised as an operating expense on a straight-line basis over the term of the lease.

These notes should be read in conjunction with the attached compilation report.

GOULBURN VALLEY FAMILY CARE INC.

ABN 99 572 820 584

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

Initially the lease liability is measured at the present value of the lease payments still to be paid at commencement date. The lease payments are discounted at the interest rate implicit in the lease. If this rate cannot be readily determined, the Entity uses the incremental borrowing rate.

Lease payments included in the measurement of the lease liability are as follows:

- fixed lease payments less any lease incentives;
- variable lease payments that depend on an index or rate, initially measured using the index or rate at the commencement date;
- the amount expected to be payable by the lessee under residual value guarantees;
- the exercise price of purchase options, if the lessee is reasonably certain to exercise the options;
- lease payments under extension options if lessee is reasonably certain to exercise the options; and
- payments of penalties for terminating the lease, if the lease term reflects the exercise of an option to terminate the lease

The right-of-use assets comprise the initial measurement of the corresponding lease liability as mentioned above, any lease payments made at or before the commencement date as well as any initial direct costs. The subsequent measurement of the right-of-use assets is at cost less accumulated depreciation and impairment losses.

Right-of-use assets are depreciated over the lease term or useful life of the underlying asset whichever is the shortest.

Where a lease transfers ownership of the underlying asset or the cost of the right-of-use asset reflects that the Entity anticipates to exercise a purchase option, the specific asset is depreciated over the useful life of the underlying asset.

Concessionary Leases

For leases that have significantly below-market terms and conditions principally to enable the Entity to further its objectives (commonly known as peppercorn/concessionary leases), the Entity has adopted the temporary relief under AASB 2018-823 and measures the right of use assets at cost on initial recognition.

The Entity as lessor

The Entity leases some rooms in their building to external parties

Upon entering into each contract as a lessor, the Entity assesses if the lease is a finance or operating lease.

The contract is classified as a finance lease when the terms of the lease transfer substantially all the risks and rewards of ownership to the lessee. All other leases not within this definition are classified as operating leases.

These notes should be read in conjunction with the attached compilation report.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

Rental income received from operating leases is recognised on a straight-line basis over the term of the specific lease.

Initial direct costs incurred in entering into an operating lease (for example legal cost, cost to setup) are included in the carrying amount of the leased asset and recognised as an expense on a straight-line basis over the lease term.

Rental income due under finance leases are recognised as receivables at the amount of the Entity's net investment in the leases.

When a contract is determined to include lease and non-lease components, the Entity uses the relative stand-alone price to allocate the consideration under the contract to the lease and non-lease components.

d. Financial Instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is the date that the entity commits itself to either the purchase or sale of the asset (i.e. trade date accounting is adopted).

Financial instruments (except for trade receivables) are initially measured at fair value plus transaction costs, except where the instrument is classified "at fair value through profit or loss", in which case transaction costs are expensed to profit or loss immediately. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Trade receivables are initially measured at the transaction price if the trade receivables do not contain significant financing component or if the practical expedient was applied as specified in AASB 15: Revenue from Contracts with Customers.

Classification and subsequent measurement

Financial liabilities

Financial liabilities are subsequently measured at:

- amortised cost; or
- fair value through profit or loss.

A financial liability is measured at fair value through profit or loss if the financial liability is:

- a contingent consideration of an acquirer in a business combination to which AASB 3: Business Combinations applies;
- held for trading; or
- initially designated as at fair value through profit or loss.

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All other financial liabilities are subsequently measured at amortised cost using the effective interest method.

The effective interest method is a method of calculating the amortised cost of a debt instrument and of allocating interest expense over in profit or loss over the relevant period.

The effective interest rate is the internal rate of return of the financial asset or liability. That is, it is the rate that exactly discounts the estimated future cash flows through the expected life of the instrument to the net carrying amount at initial recognition.

A financial liability is held for trading if it is:

- incurred for the purpose of repurchasing or repaying in the near term;
- part of a portfolio where there is an actual pattern of short-term profit taking; or
- a derivative financial instrument (except for a derivative that is in a financial guarantee contract or a derivative that is in effective hedging relationships).

Any gains or losses arising on changes in fair value are recognised in profit or loss to the extent that they are not part of a designated hedging relationship.

The change in fair value of the financial liability attributable to changes in the issuer's credit risk is taken to other comprehensive income and is not subsequently reclassified to profit or loss. Instead, it is transferred to retained earnings upon derecognition of the financial liability.

If taking the change in credit risk in other comprehensive income enlarges or creates an accounting mismatch, then these gains or losses should be taken to profit or loss rather than other comprehensive income.

A financial liability cannot be reclassified.

Financial assets

Financial assets are subsequently measured at:

- amortised cost;
- fair value through other comprehensive income; or
- fair value through profit or loss

Measurement is on the basis of two primary criteria:

- the contractual cash flow characteristics of the financial asset; and
- the business model for managing the financial assets.

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A financial asset that meets the following conditions is subsequently measured at amortised cost:

- the financial asset is managed solely to collect contractual cash flows; and
- the contractual terms within the financial asset give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding on specified dates.

A financial asset that meets the following conditions is subsequently measured at fair value through other comprehensive income:

- the contractual terms within the financial asset give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding on specified dates; and
- the business model for managing the financial asset comprises both contractual cash flows collection and the selling of the financial asset.

By default, all other financial assets that do not meet the measurement conditions of amortised cost and fair value through other comprehensive income are subsequently measured at fair value through profit or loss.

The entity initially designates a financial instrument as measured at fair value through profit or loss if:

- it eliminates or significantly reduces a measurement or recognition inconsistency (often referred to as an "accounting mismatch") that would otherwise arise from measuring assets or liabilities or recognising the gains and losses on them on different bases;
- it is in accordance with the documented risk management or investment strategy and information about the groupings is documented appropriately, so the performance of the financial liability that is part of a group of financial liabilities or financial assets can be managed and evaluated consistently on a fair value basis; and
- it is a hybrid contract that contains an embedded derivative that significantly modifies the cash flows otherwise required by the contract.

The initial designation of financial instruments to measure at fair value through profit or loss is a one-time option on initial classification and is irrevocable until the financial asset is derecognised.

Equity instruments

At initial recognition, as long as the equity instrument is not held for trading or not a contingent consideration recognised by an acquirer in a business combination to which AASB 3 applies, the entity made an irrevocable election to measure any subsequent changes in fair value of the equity instruments in other comprehensive income, while the dividend revenue received on underlying equity instruments investment will still be recognised in profit or loss.

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Regular way purchases and sales of financial assets are recognised and derecognised at settlement date in accordance with the entity's accounting policy.

Derecognition

Derecognition refers to the removal of a previously recognised financial asset or financial liability from the statement of financial position.

Derecognition of financial liabilities

A liability is derecognised when it is extinguished (i.e. when the obligation in the contract is discharged, cancelled or expires). An exchange of an existing financial liability for a new one with substantially modified terms, or a substantial modification to the terms of a financial liability, is treated as an extinguishment of the existing liability and recognition of a new financial liability.

The difference between the carrying amount of the financial liability derecognised and the consideration paid and payable, including any non-cash assets transferred or liabilities assumed, is recognised in profit or loss.

Derecognition of financial assets

A financial asset is derecognised when the holder's contractual rights to its cash flows expires, or the asset is transferred in such a way that all the risks and rewards of ownership are substantially transferred.

All the following criteria need to be satisfied for the derecognition of a financial asset:

- the right to receive cash flows from the asset has expired or been transferred;
- all risk and rewards of ownership of the asset have been substantially transferred;
- and
- the entity no longer controls the asset (i.e. has no practical ability to make unilateral decision to sell the asset to a third party).

On derecognition of a financial asset measured at amortised cost, the difference between the asset's carrying amount and the sum of the consideration received and receivable is recognised in profit or loss.

On derecognition of a debt instrument classified as fair value through other comprehensive income, the cumulative gain or loss previously accumulated in the investment revaluation reserve is reclassified to profit or loss.

On derecognition of an investment in equity which the entity elected to classify under fair value through other comprehensive income, the cumulative gain or loss previously accumulated in the investments revaluation reserve is not reclassified to profit or loss, but is transferred to retained earnings.

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The entity recognises a loss allowance for expected credit losses on:

- financial assets that are measured at amortised cost or fair value through other comprehensive income;
- lease receivables;
- contract assets (e.g. amount due from customers under construction contracts);
- loan commitments that are not measured at fair value through profit or loss; and
- financial guarantee contracts that are not measured at fair value through profit or loss.

Loss allowance is not recognised for:

- financial assets measured at fair value through profit or loss; or
- equity instruments measured at fair value through other comprehensive income.

Expected credit losses are the probability-weighted estimate of credit losses over the expected life of a financial instrument. A credit loss is the difference between all contractual cash flows that are due and all cash flows expected to be received, all discounted at the original effective interest rate of the financial instrument.

The entity uses the following approaches to impairment, as applicable under AASB 9:

- the general approach;
- the simplified approach;
- the purchased or originated credit-impaired approach; and
- low credit risk operational simplification.

General approach

Under the general approach, at each reporting period, the entity assesses whether the financial instruments are credit-impaired, and:

- if the credit risk of the financial instrument has increased significantly since initial recognition, the entity measures the loss allowance of the financial instruments at an amount equal to the lifetime expected credit losses;
- if there is no significant increase in credit risk since initial recognition, the entity measures the loss allowance for that financial instrument at an amount equal to 12-month expected credit losses.

Simplified approach

The simplified approach does not require tracking of changes in credit risk at every reporting period, but instead requires the recognition of lifetime expected credit loss at all times.

This approach is applicable to:

- trade receivables; and
- lease receivables.

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In measuring the expected credit loss, a provision matrix for trade receivables is used, taking into consideration various data to get to an expected credit loss (i.e. diversity of its customer base, appropriate groupings of its historical loss experience, etc).

Purchased or originated credit-impaired approach

For financial assets that are considered to be credit-impaired (not on acquisition or originations), the entity measures any change in its lifetime expected credit loss as the difference between the asset's gross carrying amount and the present value of estimated future cash flows discounted at the financial asset's original effective interest rate. Any adjustment is recognised in profit or loss as an impairment gain or loss.

Evidence of credit impairment includes:

- significant financial difficulty of the issuer or borrower;
- a breach of contract (e.g. default or past due event);
- a lender has granted to the borrower a concession, due to the borrower's financial difficulty, that the lender would not otherwise consider;
- the likelihood that the borrower will enter bankruptcy or other financial reorganisation;
- and
- the disappearance of an active market for the financial asset because of financial difficulties.

Low credit risk operational simplification approach

If a financial asset is determined to have low credit risk at the initial reporting date, the entity assumes that the credit risk has not increased significantly since initial recognition and, accordingly, can continue to recognise a loss allowance of 12-month expected credit loss.

In order to make such a determination that the financial asset has low credit risk, the entity applies its internal credit risk ratings or other methodologies using a globally comparable definition of low credit risk.

A financial asset is considered to have low credit risk if:

- there is a low risk of default by the borrower;
- the borrower has a strong capacity to meet its contractual cash flow obligations in the near term; and
- adverse changes in economic and business conditions in the longer term, may, but not necessarily, reduce the ability of the borrower to fulfil its contractual cash flow obligations.

A financial asset is not considered to carry low credit risk merely due to existence of collateral, or because a borrower has a lower risk of default than the risk inherent in the financial assets, or relative to the credit risk of the jurisdiction in which it operates.

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Recognition of expected credit losses in financial statements

At each reporting date, the entity recognises the movement in the loss allowance as an impairment gain or loss in the statement of profit or loss and other comprehensive income.

The carrying amount of financial assets measured at amortised cost includes the loss allowance relating to that asset.

Assets measured at fair value through other comprehensive income are recognised at fair value with changes in fair value recognised in other comprehensive income. The amount in relation to change in credit risk is transferred from other comprehensive income to profit or loss at every reporting period.

For financial assets that are unrecognised (e.g. loan commitments yet to be drawn, financial guarantees), a provision for loss allowance is created in the statement of financial position to recognise the loss allowance.

e. Impairment of Assets

At the end of each reporting period, the entity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, is compared to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in profit or loss.

Where the assets are not held primarily for their ability to generate net cash inflows – that is, they are specialised assets held for continuing use of their service capacity – the recoverable amounts are expected to be materially the same as fair value.

Where it is not possible to estimate the recoverable amount of an individual asset, the entity estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Where an impairment loss on a revalued individual 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.

f. Employee Benefits

Short-term employee benefits

Provision is made for the entity's obligation for short-term employee benefits. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service, including wages, salaries, annual leave and sick leave. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

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The entity's obligations for short-term employee benefits such as wages, salaries and sick leave are recognised as part of current trade and other payables in the statement of financial position.

Other long-term employee benefits

The entity classifies employees' long service leave and annual leave entitlements as other long-term employee benefits where as they are not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Provision is made for the entity's obligation for other long-term employee benefits, which are measured at the present value of the expected future payments to be made to employees. Expected future payments incorporate anticipated future wage and salary levels, durations of service and employee departures, and are discounted at rates determined by reference to market yields at the end of the reporting period on high quality corporate bonds that have maturity dates that approximate the terms of the obligations. Any remeasurements for changes in assumptions of obligations for other long-term employee benefits are recognised in profit or loss in the periods in which the changes occur.

The entity's obligations for long-term employee benefits are presented as non-current liabilities in its statement of financial position, except where the entity does not have an unconditional right to defer settlement for at least 12 months after the end of the reporting period, in which case the obligations are presented as current liabilities.

Portable long service leave scheme (Victoria)

From 1 July 2019 the entity commenced making contributions for certain eligible employees to Victoria's new portable long service leave scheme, pursuant to the Long Service Benefits Portability Act 2018. A levy of 1.65% of eligible salaries is paid to the Portable Long Service Leave Authority. Any amounts payable to eligible employees in relation to long service leave post entry to the scheme will be funded by the Authority as and when they arise. However, the existence of the scheme does not discharge the entity's obligation to pay long service leave to employees in the event that the Authority cannot meet its obligations. At balance date the entity has no reason to believe that the Authority will not meet its obligations under the agreements with the entity as employer. As information on the long service leave provisions as they pertain to the entity's eligible employees is not readily available, the gross receivable from the Authority and provision for long service leave payable to eligible employees (which are equal and offsetting) have not been recognised in these financial statements.

g. 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.

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h. Trade and Other Debtors

Trade and other debtors include amounts due from members as well as amounts receivable from customers for goods sold. 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. Refer to Note 1(d) for further discussion on the determination of impairment losses.

i. 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 Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities, which are recoverable from or payable to the ATO, are presented as operating cash flows included in receipts from customers or payments to suppliers.

j. 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.

k. Provisions

Provisions are recognised when the entity 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 recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

l. Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

These notes should be read in conjunction with the attached compilation report.

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NOTES TO THE FINANCIAL STATEMENTS
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m. Critical Accounting Estimates and Judgements

The committee evaluates estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the entity.

n. Key estimates

(i) Valuation of freehold land and buildings

The freehold land and buildings were independently valued at 28 April 2021 by Kevin Hicks Real Estate. The valuation was based on the fair value. The critical assumptions adopted in determining the valuation included the location of the land and buildings, the highest and best use of the property and recent sales data for similar properties. The valuation resulted in a revaluation increment of \$476,533 being recognised for the year ended 30 June 2021.

(ii) Useful lives of property, plant and equipment

As described in Note 1(b), the Entity reviews the estimated useful lives of property, plant and equipment at the end of each annual reporting period.

(iii) Employee benefits

For the purpose of measurement, AASB 119: Employee Benefits requires measurement of long-term employee benefits using a number of estimated inputs. These include probable length of service by employees, rates of wage inflation and future interest rates used for discounting the liability to present value. The inputs used represent the best estimate of the probable liability.

(iv) Receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectable. The impairment provision is based on the best information at the reporting date.

Key judgements

(i) Performance obligations under AASB 15

To identify a performance obligation under AASB 15, the promise must be sufficiently specific to be able to determine when the obligation is satisfied. Management exercises judgement to determine whether the promise is sufficiently specific by taking into account any conditions specified in the arrangement, explicit or implicit, regarding the promised goods or services. In making this assessment, management includes the nature/ type, cost/ value, quantity and the period of transfer related to the goods or services promised.

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(ii) Lease term and Option to Extend under AASB 16

The lease term is defined as the non-cancellable period of a lease together with both periods covered by an option to extend the lease if the lessee is reasonably certain to exercise that option; and also periods covered by an option to terminate the lease if the lessee is reasonably certain not to exercise that option. The options that are reasonably going to be exercised is a key management judgement that the entity will make. The entity determines the likelihood to exercise the options on a lease-by-lease basis looking at various factors such as which assets are strategic and which are key to future strategy of the entity.

n. Fair Value of Assets and Liabilities

The entity measures some of its assets and liabilities at fair value on either a recurring or non-recurring basis, depending on the requirements of the applicable Accounting Standard.

“Fair value” is the price the entity would receive to sell an asset or would have to pay to transfer a liability in an orderly (i.e. unforced) transaction between independent, knowledgeable and willing market participants at the measurement date.

As fair value is a market-based measure, the closest equivalent observable market pricing information is used to determine fair value. Adjustments to market values may be made having regard to the characteristics of the specific asset or liability. The fair values of assets and liabilities that are not traded in an active market are determined using one or more valuation techniques. These valuation techniques maximise, to the extent possible, the use of observable market data.

To the extent possible, market information is extracted from the principal market for the asset or liability (i.e. the market with the greatest volume and level of activity for the asset or liability). In the absence of such a market, market information is extracted from the most advantageous market available to the entity at the end of the reporting period (i.e. the market that maximises the receipts from the sale of the asset or minimises the payments made to transfer the liability, after taking into account transaction costs and transport costs).

For non-financial assets, the fair value measurement also takes into account a market participant’s ability to use the asset in its highest and best use or to sell it to another market participant that would use the asset in its highest and best use.

The fair value of liabilities and the entity’s own equity instruments (if any) may be valued, where there is no observable market price in relation to the transfer of such financial instruments, by reference to observable market information where such instruments are held as assets. Where this information is not available, other valuation techniques are adopted and, where significant, are detailed in the respective note to the financial statements.

These notes should be read in conjunction with the attached compilation report.

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NOTES TO THE FINANCIAL STATEMENTS
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	Note	2021 \$	2020 \$
2. REVENUE AND OTHER INCOME			
Revenue:			
Grants - State		10,978,216	9,483,522
Grants - Commonwealth		1,596,976	1,054,334
Grants - Local government		8,415	-
Sub-Contract income		259,148	193,685
Fee for service		1,007,308	884,704
		<u>13,850,062</u>	<u>11,616,245</u>
Other Income:			
Rental income		22,370	46,373
Client contribution		9,824	20,487
Fundraising income		35,702	16,837
Interest income		29,017	71,696
Trust income		25,000	25,000
Other income		224,592	130,738
Gain/(loss) on disposal of fixed assets		2,056	(17,122)
		<u>348,561</u>	<u>294,010</u>
3. EXPENSES			
Employee benefits expense:			
Salaries		9,020,103	8,651,411
Superannuation contributions		846,275	789,726
Employees entitlements		79,680	219,294
Workcover insurance premium		197,035	145,754
		<u>10,143,093</u>	<u>9,806,185</u>
Other expenses:			
Client and program costs		937,126	804,564
Motor vehicles - operating costs		150,897	186,288
Office expenditure		372,702	318,949
Repairs and maintenance		217,157	211,197
Training and development		202,454	130,718
Other expenses		747,903	634,090
		<u>2,628,239</u>	<u>2,285,806</u>

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	Note	2021 \$	2020 \$
4. AUDITOR'S REMUNERATION			
Auditing or reviewing the financial report		9,650	9,500
Fees to a related practice of the auditor for financial reporting assistance		2,625	2,575
		<u>12,275</u>	<u>12,075</u>
5. CASH AND CASH EQUIVALENTS			
Cash on hand		1,300	-
Cash at bank		1,283,177	978,640
Short term deposits		3,593,888	3,577,986
		<u>4,878,365</u>	<u>4,556,626</u>
6. ACCOUNTS RECEIVABLE AND OTHER DEBTORS			
CURRENT			
Sundry debtors		70,867	66,502
Trade debtors		172,268	204,407
Less provision for impairment		-	-
		<u>243,135</u>	<u>270,909</u>
7. OTHER ASSETS			
CURRENT			
Prepayments		<u>42,163</u>	<u>6,163</u>
8. PROPERTY, PLANT AND EQUIPMENT			
Land and buildings - at valuation		6,369,000	5,370,000
Land and buildings - at cost		862,976	1,534,866
Less accumulated depreciation		-	(847,768)
		<u>862,976</u>	<u>687,098</u>
Total land and buildings		<u>7,231,976</u>	<u>6,057,098</u>
Right-of-Use asset		99,119	100,588
Less accumulated amortisation		(66,079)	(44,706)
		<u>33,040</u>	<u>55,882</u>
Motor vehicles - at cost		1,373,236	1,295,763
Less accumulated depreciation		(473,154)	(375,216)
		<u>900,082</u>	<u>920,547</u>

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	Note	2021 \$	2020 \$
Furniture and fittings - at cost		1,295,895	1,228,442
Less accumulated depreciation		(985,062)	(819,350)
		<u>310,833</u>	<u>409,092</u>
Total plant and equipment		<u>1,243,955</u>	<u>1,385,521</u>
Total property, plant and equipment		<u>8,475,931</u>	<u>7,442,619</u>
(a) Movement in carrying amounts			
For disclosure on movement in carrying amounts please refer to note 22(a) in the end of this financial report.			
9. ACCOUNTS PAYABLE AND OTHER PAYABLES			
CURRENT			
Other creditors		44,981	836,130
Trade creditors		714,826	270,093
		<u>759,807</u>	<u>1,106,223</u>
10. BORROWINGS			
CURRENT			
Lease liability		34,139	56,618
		<u>34,139</u>	<u>56,618</u>
11. PROVISIONS			
Provision for annual leave		880,733	803,401
Provision for long service leave		842,827	964,679
		<u>1,723,560</u>	<u>1,768,080</u>
Analysis of Total Provisions			
Current		1,329,040	1,281,210
Non-current		394,520	486,870
		<u>1,723,560</u>	<u>1,768,080</u>
12. OTHER LIABILITIES			
CURRENT			
Contract liability		876,637	420,667
		<u>876,637</u>	<u>420,667</u>

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	Note	2021 \$	2020 \$
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.			
15. CAPITAL COMMITMENTS			
There are no known capital commitments.			
16. CONTINGENT ASSETS AND LIABILITIES			
At the end of the reporting period, the General Committee is not aware of any contingent Liabilities or Assets not recorded or disclosed in the accounts.			
17. FINANCIAL RISK MANAGEMENT			
The association's financial instruments consist mainly of deposits with banks, short-term investments, accounts receivable and payable and bills and leases.			
The totals for each category of financial instruments, measured in accordance with AASB 9: Financial Instruments as detailed in the accounting policies to these financial statements, are as follows:			
Financial Assets			
Cash and cash equivalents - amortised cost	5	4,878,365	4,556,626
Trade and other receivables - amortised cost	6	243,135	270,909
Total Financial Assets		<u>5,121,500</u>	<u>4,827,535</u>
Financial Liabilities			
Trade and other payables - amortised cost	9	<u>759,807</u>	<u>1,106,223</u>
Total Financial Liabilities		<u>759,807</u>	<u>1,106,223</u>
18. KEY MANAGEMENT PERSONNEL COMPENSATION			
Any person(s) having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any Committee member (whether executive or otherwise) of that entity, is considered key management personnel (KMP).			
Total key management personnel remuneration		<u>459,700</u>	<u>466,073</u>

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

Note	2021 \$	2020 \$
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19. RELATED PARTY TRANSACTIONS

Other related parties include close family members of key management personnel and entities that are controlled or jointly controlled by those key management personnel, individually or collectively with their close family members.

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

For the year ended 30 June 2021 there were no transactions with related parties.

20. 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

21. 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 on hand	1,300	-
Cash at Bank	4,877,065	4,556,626
	4,878,365	4,556,626

(b) Reconciliation of cash flow from operations with profit

Non-cash flows in profit:

Current year surplus (deficit) after income tax	844,169	(735,248)
Depreciation expense	580,201	550,815
Net (gain)/loss on disposal of fixed assets	(2,056)	17,122

Changes in Assets & Liabilities:

(Increase)/decrease in accounts receivable and other debtors	27,774	(74,895)
(Increase)/decrease in prepayments	(36,001)	6,340
Increase/(decrease) in accounts payable and other payables	109,554	391,517
Increase/(decrease) in employee provisions	(44,520)	74,237

Net cash provided by operating activities	1,479,121	229,888
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GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE, 2021

22. (a) MOVEMENT IN CARRYING AMOUNTS

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

	Land and Buildings - at valuation \$	Land and Buildings - at cost \$	Right-of-Use asset \$	Motor vehicles - at cost \$	Furniture and fittings - at cost \$	Total \$
Balance at 1 July 2019	5,370,000	538,004	100,588	745,571	241,862	6,996,025
Additions	-	335,631	-	526,947	321,199	1,183,777
Disposals	-	-	-	(186,368)	-	(186,368)
Depreciation	-	(186,537)	(44,706)	(165,603)	(153,970)	(550,815)
Carrying amount at 30 June 2020	5,370,000	687,098	55,882	920,547	409,091	7,442,619
Balance at 1 July 2020	5,370,000	687,098	55,882	920,547	409,091	7,442,619
Additions	-	898,605	-	295,226	95,996	1,289,827
Revaluations	999,000	(522,447)	-	-	-	476,553
Disposals	-	-	(1,469)	(134,163)	(17,234)	(152,866)
Depreciation	-	(200,280)	(21,373)	(181,528)	(177,020)	(580,201)
Carrying amount at 30 June 2021	6,369,000	862,976	33,040	900,082	310,833	8,475,931

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

RESPONSIBLE PERSONS' DECLARATION

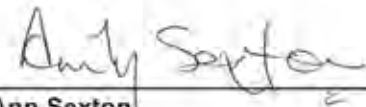
Per section 60.15 of the Australian Charities and Not-for-profits Commission Regulation 2013

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: 26th October 2021



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 2021, 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 2021 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 2021, 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.

Shepparton
Finley
Deniliquin

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

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F (03) 5821 1598

ABN 87 650 289 286



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: 27 October 2021

160 Welsford Street Shepparton, VIC 3630

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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 Families, Fairness and Housing (Vic)
Family Safety Victoria – The Orange Door
Department of Justice and Regulation (Vic)
Department of Premier and Cabinet (Vic)
Department of Social Services (Cwth)

Trusts and Foundations

Helen Macpherson Smith Trust
Pethard Tarax Charitable Trust
The Flora and Frank Leith Charitable Trust

Partnerships

Australian Breastfeeding Association
Bendigo Family and Financial Services
Best Start
Centre for Culture, Ethnicity and Health
Centre for Excellence in Child and Family Welfare
Communities for Children
ConnectGV (Shepparton Community Share)
Department of Education and Training (Vic)
Gateway Health
Goulburn Child and Family Services Alliance
Goulburn Family Violence Executive Committee
Goulburn Valley Health Perinatal Mental Health Service

Goulburn Valley Health – Vulnerable Families Committee
Greater Shepparton Foundation
Iawa Collaboration – Communities for Children
Kids Under Cover
Kids First
Kilmore & District Hospital
Lower Hume Aboriginal Health & Wellbeing Project
Merri Health
Nexus Primary Health
Oz Child (Alliance member)
Primary Care Connect (Shepparton Community Share & The Orange Door)
Primary Care Partnerships
Goulburn Valley and Lower Hume
Rumbalara Aboriginal Cooperative (Alliance member)
Supported Playgroups Victoria
The Butterfly Foundation
The Bridge Youth Service (Shepparton Community Share & Alliance member)
The Parklake
Victoria Police
Yea Hospital

FamilyCare Fundraising Committee

Alan Keat
Andrea Tuohey
Anthony Keating
Dean Gladigau
Gary Chapman
Jeff Tracy
Julie Thompson
Kerri Bradshaw
Neil Smith
Shane O'Sullivan

Councils

Greater Shepparton City Council
Mansfield Shire Council

Mitchell Shire Council
Moir Shire Council
Murrindindi Shire Council
Strathbogie Shire Council

Businesses, Individuals and Others:

Allison Trethowan – Cat Holt
Cobram Medical and Dental Clinic
Cobram Foodshare
Commonwealth Bank of Australia
Commonwealth Staff Social and Charity Club (Vic) Inc
Community Transport
Fairleys Supa IGA
Fire Pits R Us
Goulburn Valley Grammar School
Goulburn Valley Health
Gowrie Street Primary School
Grahamvale Primary School
Jilleen Crouch
Koryo Martial Arts Centre
Mathew Davis
National Australia Bank
Next Office Tech
Notre Dame College
Rotary Country Women's Association Tatura
Rotary Shepparton
Share the Dignity
Shepparton Foodshare
Shepparton Mazda
Shepparton News
Shepparton United and Tatura Football and Netball Clubs
St George's Road Primary School
Vaughan Bradshaw (and the Bradshaw family)
Wallan Primary School
Willprint Shepparton
Wilmot Road Primary School
Wood Tuners of the GV



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Wallan 45 Wellington Street, Wallan VIC 3756 P: 03 5734 1000

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