



Working together in challenging times



Annual Report 2023/24

Our Vision & 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

FamilyCare commenced in Shepparton in 1984. We offer a range of services to families and young people across the Goulburn region, with offices in Shepparton, Cobram, Seymour, Wallan and outreach to Kiilmore, and Kinglake.

Child Safety and Wellbeing is at the heart of everything FamilyCare does. FamilyCare listens to and works with families and individuals to enhance their strengths throughout their lives.

Our offices are located on the traditional lands of the Yorta Yorta in the North and the Taungurung and Wurundjeri Woi Wurrung in the south. We pay our respects to the traditional owners, their cultures and to their elders past and present.



This year's theme is Working together in Challenging times. The Challenges are many and obvious but we are better and stronger working together.

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Meet Our Board



Chairperson
Ann Sexton
Commenced 2014



Treasurer
Danny Whyte
Commenced 2019



Secretary
Ian Ritchie
Commenced 2021



Board Member
Betty Dale
Commenced 2004



Board member
Wendy Lewis
Commenced 2014



Board Member
Nigel Liggins
Commenced 2021



Board Member
Chris Mouser
Commenced 2023



Board Member
Linda Rigby
Commenced 2023



Board Member
Mark Bailey
Commenced 2023

Chief Executive Officer
David Tennant

Auditors
Goulburn Murray Audit Services

Life Members
1998 Roger Furphy
1998 Albert Kellock
2006 Geoff Adams
2016 Aileen Kemp

Patron
Jeff Tracy



Australian Government
Department of Social Services



Chairperson's Report

Ann Sexton



Working together in challenging times...the theme for our Annual Report this year. It makes quite a fitting theme when considered alongside the very significant event that occurred for FamilyCare in this past financial year. It is this event, and its significance, that frames my reflection for this annual report.

Goulburn Valley Family Care Incorporated– or as most of us know it – FamilyCare, was born in 1984. 2024 therefore sees us celebrating our 40th birthday. Like any 40th birthday, it is an event worth noting and reflecting on. I think it is even more significant, and definitely in need of celebrating, when you are speaking about a family services, not-for-profit organisation in rural Victoria. One with its foundations built on the notion of working together in challenging times.

Goulburn Valley Family Care began with a Chairperson, a Director and a handful of staff, most of whom were volunteers. Over these past 40 years FamilyCare has grown. We are now an organisation governed by an enthusiastic Board of nine members, operationally led with care, commitment and a sense of humour from our CEO – David, with a staff of around 200 loyal, paid employees and some 70 more very energetic volunteers.

We are a large organisation; one of the largest not-for-profit social service agencies in rural and regional Victoria, with an equally large geographical footprint.

All of what we are today began back in 1984, with an absolute mandate of supporting families and children within the Goulburn Valley. That meant supporting our families, in our towns, with our people. This mandate has not wavered in 40 years and I hazard a guess to say that it will not in the next 40 either.

I often think and talk about FamilyCare as a rug. That is, something on which to plant your feet securely, grounds you to place, that is warm to the touch, but incredibly durable and adaptable too. The FamilyCare rug is very well made. It is a rug that has endured and weathered many a change – sub-branch to an incorporated entity, floods and fires, an unimagined pandemic. It has provided warmth for thousands of families and even grew in size to meet our geographical expansions and the ever increasing community need. Much of our work over this past 40 years, and even this past year, has been done whilst sharing 'our rug' with others within our community. As our theme this year suggests we always seem to shine when we work with others, facing the challenges that present together.

As the current Chair of this organisation, I am proud that the vision of FamilyCare, strong families and communities, that began – maybe with different words, but the exact same intent some 40 years ago, is still the vision that drives us today and into the future.

Here at FamilyCare, we are born and bred rural and regional, committed to providing a range of outstanding family services within our communities. We have grown up learning to listen to those we support and to stand alongside our clients, colleagues and fellow service providers – literally working together in challenging times.

Within this annual report you will be able to read many examples of the amazing things happening day-to-day and the incredible efforts of our teams in supporting families over the past year. I feel confident to end my note as Chair, by saying whilst we have celebrated our past 40 years, we have much to look forward to and celebrate, guiding us through our next 40 years and beyond.

CEO Report

David Tennant

This year's theme 'working together in challenging times' could have been adopted on multiple occasions over the last four years. A pandemic, followed by a major flood emergency and the entirely under-stated but terrifying real 'cost of living pressures'. Each has represented a range of significant challenges. Cumulatively, the pressure has been immense, for some – overwhelming. Normal boundaries like client, staff member or volunteer, at work, or in personal life, tend not to apply.



FamilyCare's vision is strong families and communities. We pursue the vision by working with individuals, families and communities to increase wellbeing, build strengths and encourage optimism. More than ever, positive outcomes rely on our willingness and capacity to collaborate and cooperate, with each other, with our colleagues, with our funders and most importantly of all, with our clients. Working together is more than just a catchy theme for this annual report. It is an essential ingredient for staying effective, focussed and well.

Some of the cooperative highlights of the 2023/2024 year included:

- The continued essential work of the Goulburn Flood Recovery Service, a unique partnership of seven locally represented community service providers.
- Efforts to spread the benefits of the Safer Together program, by facilitating training across our sector.
- Announcement of FamilyCare's intention to work with the fabulous Wise Well Women multicultural alliance to establish a social enterprise and provide support for a sustainable future.
- Research collaborations, including the ANU's More for Children project investigating the impacts of poverty and disadvantage on children, an evaluation of the benefits of the Children with Complex Disability Needs program with the University of Melbourne and our continuing shared industry-based PhD helping to build FamilyCare's capacity to measure the effectiveness of our services, with La Trobe university.
- The ongoing strength of the Shepparton Community Share network with our trusted partners ConnectGV, Primary Care Connect and The Bridge Youth Service.

There are many, many more important, collaborative activities I could list – but the ingredients for success are the same. Trust, respect, shared values and a focus on the needs and wellbeing of communities across our region. I want to thank our staff, volunteers, colleagues and funders for sharing the journey. We really are better together.

In 2024, we celebrate FamilyCare's 40th anniversary which is a focus of Board Chair Ann's report. I am confident that the visionary leaders who launched FamilyCare in 1984, would be comfortable with the consistency across decades in our commitment to serving community.

Finally, I want to express my appreciation to FamilyCare's Board, my colleagues and respected sector leader Angela Forbes, who was Acting CEO in April, May and June, allowing me to take an extended period of leave. It was the longest break I have had away from work in thirty years and a special opportunity to reflect and recharge the batteries. A very personal experience of people looking out for each other, that meant a great deal to me and my family.

Service Development Report

Angela Armstrong

The Goulburn Child and Family Services Alliance held its Brighter Futures Conference in November 2023. This was a significant event featuring speakers who shared their personal experiences of the devastating impacts of Family Violence. The evaluation summary provided a clear picture of just how profoundly impacted the sector was. This highlighted the importance of our work and its real-world implications.

This year we have focused on quality and compliance within our service delivery. In a tight fiscal environment, meeting reporting and funding obligations is crucial. We have seen positive improvements in recording and accountability across all service delivery programs. The implementation and utilisation of the Client Information Systems project and the Child and Family Services Data Power BI tool have significantly enhanced our data management and reporting capabilities. Programs such as Family Preservation Reunification and Response are being implemented with a strong emphasis on evidence-based practices, ensuring that our services are effective and impactful.

Training under FamilyCare's Workforce Development Committee's leadership program has been a highlight, with positive feedback collected through the evaluation, indicating valuable learning outcomes. We have also introduced a new document outlining our leadership values, guiding our staff in their professional development and growth.

"Lots of strategies and concepts that support leadership. Thinking of others during change and having supportive conversations, bringing people on the journey."

Response to the question about how the training was connected and applicable to their work in the People and Managing Change People Tank workshop May 2024

Our work relies on strong local partnerships and consortia arrangements, including Putting Families First, Harnessing Hope, Goulburn Flood Recovery Service, and Early Help. Ensuring seamless collaboration and effective support mechanisms is essential for our success. We are working closely with key stakeholders across our geographic footprint to advocate and improve service access for those families that need our support. Again, we have worked closely with the Mitchell Shire, on place-based planning and growth initiatives.

Adapting to the constantly evolving sector with new systems and reporting remains a priority. Reducing silos and allowing movement across programs to respond to families' needs are ongoing efforts. Continued improvements in training and organisational development processes are ensuring our staff are well-equipped to meet the demands of their roles. Our staff are passionate and skilled in holding our families hope for them until they can hold it for themselves- thank you.

Our managers have again shown immense support, leadership and dedication to their staff, families and the broader Agency. Their advocacy and commitment to maintaining strength-based and solution-focused approaches are commendable. I look forward to working alongside our amazing team next year.



Child & Family Services Lower Hume

Naomi Mazzone

The Child and Family Services team in FamilyCare's southern end of the catchment, continued to provide a range of services to support Children and Families across the Mitchell, Murrindindi and Strathbogie communities throughout the year. With successful recruitment campaigns, for the best part of the year we had a full complement of staff to support our valuable work.

Our suite of Family Services programs partnered with families to navigate challenges being faced. Practitioners used their skills and evidence-based practice drawing upon strengths within families to tailor family and individual goals and actions. As part of our Parenting Assessment and Skill Development (PASD) program we introduced the use of an additional tool to support outcomes with families - the Nursing Child Assessment Satellite Training (NCAST) Parent Child Interaction tool. The tool uses video to allow the practitioner to observe the interactions between parents and infants and measure discrete elements of dyadic functioning. These observations then help guide reflections on strengths and struggles and informs the focus of the support being provided. We look forward to introducing this tool across our other Family Service programs.

Our Men's Counselling program provided valuable therapeutic support to men across the catchment with a particular focus on actively engaging men to support their access to the service.

Based on research regarding the importance of the first 1000 days of a child's life on their social and emotional development, we focused our commitment to supporting families in the Early Years. This included offering play based learning and attachment opportunities between children and their care givers. Our group programs, Parent Early Education Partnership (PEEP) learning together program with Murrindindi Shire Council and Baby College in partnership with Our Place have been a wonderful way to do this. In addition, as part of the Men and Family Relationships program, we had the opportunity to develop a program targeting first time fathers to support their transition to fatherhood and provide practical approaches to increase attunement with their newborn. This program 'Fathering Pre-Natal, Infancy and Beyond' will continue to be developed over the coming months.



The Regional Parenting Service, which provides evidence-based parent education activities, delivered a number of programs across the community, including Tuning into Kids and Teens. Offering these sessions both in person and online has provided additional opportunities for parents to participate.

We continued to provide a therapeutic response to women and children who have experienced Family Violence offering a Drumbeat program to support improvements in mental health, self esteem and building communication and team work.

This year we focused on partnering with schools in the delivery of these programs to increase our reach and we are looking forward to continuing these partnerships. The team has enjoyed providing group-based approaches to building knowledge and capacity within families to support sustainable change.

It is a privilege to work in partnership with families and our local agencies in the work we do. I would like to thank my team for the commitment and dynamic approach they bring to their work each day.

Children's Week 2023

"Kids can show us how to relax, play and enjoy leisure."

We had 38 kinder aged children at KidsFirst OurPlace Kinder - Seymour and 35 children at Journey Early Learning Centre - Wallan, where we did hand printing onto canvas, individual handprint and stick on gems which was a favourite! The children had the opportunity to say what their favourite thing to do on their own handprint i.e. playing with mum and dad, playing in the park, colouring everything, even just the colour pink!

For the older school aged children, 100 copies of an adapted Healthy Mind Platter (Rock, D. & Siegel, D.) were provided to OurPlace in Seymour for the Seymour P-12 school, and for Wallan Primary School at an event organised by TheHub3765 Early Help team.



Family Programs

Jaz Emmett



The Family Programs team includes Integrated Family Services (both Shepparton and Cobram), Refugee Minor and Enhanced Multicultural Support programs. The team's goals are to support families that are facing challenges, who are usually not coping and are needing support.

The clients and situations the team come across are often challenging and there has been an increase in complexity of cases over the past couple of years.

We have been able to maintain morale by working as a collaborative team and supporting each other. We have Family Programs leadership and team meetings, regular supervisions, prioritise listening to staff to get their thoughts on processes and what can be improved. The three teams that make up Family Programs each regularly catch up for morning teas where they get to know each other better as people rather than just co-workers. Members of the teams also attend community events to share information and run parenting programs.

We are fortunate to have been able to recruit and retain workers with a wide variety of professional experiences and interests, and also with great natures who are always willing to assist and help each other feel they are part of a work family.

Good leadership starts from the top down and this is clear with the organisation's structure and values. The organisation is very proactive with ensuring we are able to perform our best.



Doris' Story

One of our Refugee Minor Program (RMP) clients, Doris* turned 18 years of age this year and had an extraordinary journey since starting with the program and her worker, back in January 2019.

Doris's background was that both of her parents passed away before she was six months of age. She lived in a refugee camp in Africa where there was continual unrest and violence. Doris and her siblings immigrated to Queensland in 2011 when Doris was five years old. In 2015, Doris and her sister, moved to Shepparton with their older half-sister.

Doris became a part of the RMP in early 2019. At the time, she had just finished primary school. Within a few months it became clear that Doris was struggling, she was getting into trouble at school and referred to an independent school. In April 2020, alleged harm had happened to her at home and her mental health was declining. At this point, Doris was placed under an Order with Child Protection and went to live in the care of a family Doris knew, however a couple of weeks later, Doris absconded and was missing for four weeks. She was 13 years of age. She was found by Police and placed in Residential Care. For the next few months, Doris was absconding to Melbourne regularly and continuing with high-risk behaviours.

Doris then moved to a different Residential care placement and from there started to gradually find stability and security. Our worker started Therapeutic Life Story Work with Doris which made a big difference for her. Due to the trauma her family faced in Africa none of her siblings would ever talk about that time, even the positives, so Doris had very little concept of her identity. Through the work with our case worker, Doris gained an understanding of her family and her family's history. At this time Doris started part time work, started having some contact with family and stayed in education, with an independent school, then TAFE. She moved to a Lead Tenant accommodation which was semi-independent.

Now 18 years of age, Doris is living in independent accommodation, has completed Certificates in Community Services and Beauty Services and is still studying. Doris has repaired relationships with her siblings and is about to secure employment. She has presented publicly with our worker, talking about the benefits she received from Therapeutic Life Story Work in many forums, including on video to a Conference in London.

We find Doris's journey of growth inspiring. Our worker was the only person Doris had consistent contact with in the past five years.

A quote from Doris at time of her RMP case closing
"I know who I am, a strong independent person."

(*Not our client's real name)

Early Years

Sue Caines

The Early Years Team has had a very big year. We have welcomed new staff, said goodbye and see you soon, to much loved members of staff and celebrated the birth of three gorgeous new babies.

One of the staff we said goodbye to was our previous Manager of Early Years and Disability, Noellene Morrow. Noellene retired after working for FamilyCare for more than 20 years. She saw, instigated and was part of a lot of change during that time, Noellene's experience, knowledge and humour will be missed.

Our Parenting Children with Complex Disabilities (PCCD) (formerly Children with Complex Disability Support Needs (CCDSN)) team had the opportunity to present the evaluation of their program at the recent Australian Institute of Family Studies conference at the Convention Centre in Melbourne. The presentation was very well received. Staff then were able to relax and attend the rest of the conference, networking, catching up with their peers and learning quite a lot from the other presenters who were there across the three days.

When asked, our Parent Child Program (PCP) staff recalled the work and outstanding outcomes that they had with the following family. The family and the staff were so happy to share their story with you all.

Virginia's Story

Virginia* was referred to the Parent Child Program when her son Ezael* was six weeks old.

Virginia comes from Mexico and met her partner John online. Once able John went to Mexico to spend time with Virginia. While making plans for Virginia and her 12-year-old daughter Amenye* to come to Australia, Virginia at 39 discovered she was pregnant. They both thought it best that Virginia gave birth in Australia.

Virginia knew no-one in Australia except her partner. Virginia had to have an emergency caesarian and being on a bridging visa was unable to access Medicare. Virginia lived with John and his elderly parents in a farmhouse rental property.

When I arrived at the family home to transport Virginia and Ezael, she appeared sad and stated she was feeling very low and unhappy with their living arrangements. At day stay, Virginia walked into the room and let out a big sigh saying "Ah this is so nice and so quiet thank you". Virginia was emotional throughout the day stating she didn't know if she had done the wrong thing by moving here. Virginia was missing her daughter Amenye who was still in Mexico due to Visa issues.

Virginia said John was originally working fulltime, but with the new baby he had to take a part-time job to help cover the costs. Virginia felt guilty that she was unable to work and help.



Virginia had poor mental health so we put her in touch with PANDA and a GP who could do a mental health plan. Virginia was not wanting to go to a doctor due to the cost, we referred her to a free clinic. Virginia obtained a mental health plan and saw a Naturopath to help with her depression and anxiety.

Over eight months Virginia attended four day stays with weekly phone support in between. Initially Virginia required education and support with breast feeding and reading Ezael's tired and hunger cues. Due to Virginia's poor mental health she did not have the capacity to follow through with sleep settling and would often resort back to co-sleeping.

It took eight months to get Amenye to Australia. Virginia and John went back to Mexico with Ezael to bring Amenye home. John and Virginia looked for and were successful in acquiring a fully furnished property, assisting with Virginia's mental health.

Virginia told me John and her have purchased a home. Amenye has started at school and has made lots of friends. John is working full-time at a local business, Virginia has had two job offers and they are continuing their small business, making and selling honey on weekends.

Ezael is now 18 months old and is thriving according to Virginia. The future is looking great for this family, and we wish them all every happiness.

When asked Virginia gave permission to share her story and said:

"You were my light in my darkness. I was so blessed to meet you, if it wasn't for you and the Parent Child Program we wouldn't be here, and I truly mean that".

(*Not our client's real name)



Child Wellbeing & Family Violence

Amy Jones



Over the past year, our team have continued to genuinely work collectively and in partnership with a range of programs and services, aimed at improved client and community outcomes.

The Putting Families First pilot program has been successfully refunded for a further 12 months. We look forward to working with our service partners, Rumbalara (program lead), The Bridge Youth Service and OzChild over the coming year in consolidating and building on outcomes with the clients engaged within this program.

Our Person Using Violence Program (PUV) engaged with 65 persons using violence in the 23/24 financial year, our highest since the program commenced over five years ago. Our PUV Practitioner has engaged with a bimonthly community of practice with other PUV practitioners across the sector. This has assisted to build networks, best practice, and connections across this specialised field.

Our Integrated Services Practitioners have been working one-on-one with families in a child and family context, but with a particular focus on men/fathers and with those who have or are experiencing family violence. Our team also has a certified trainer in the Safe and Together model and have recently commenced delivery of this model to internal and external colleagues and agencies. We look forward to building our delivery and implementation of Safe and Together in the year ahead.

As part of the Harnessing Hope program, we have wanted to work in partnership with schools to support some of our most vulnerable women and children in therapeutic work. Over the last year, we have accomplished this and taken Drumbeat into schools. FamilyCare have been able to connect more children to therapeutic support, to assist them in their healing from trauma related to family violence who may not have conventionally engaged with services. Through this process, schools were approached, a need was identified, and partnerships established. Schools have consistently identified a need for more therapeutic supports post Covid, commenting that many services had not re-entered the educational space.

FamilyCare have worked with three schools this last 12 months, all easily being able to identify children struggling with trauma related behaviours and emotions and all that had historically experienced family violence. Most of these children have been in out of home care placements and have since established physical and emotional safety, indicating readiness for therapeutic intervention. Schools were able to facilitate the relationship between the parent/carers and our service, reassuring families about positive outcomes the program has for children. Given that most families value education, providing this program within school hours, resulted in positive attendance in the program and outcomes for the children. Schools have reported that they have been inspired by the program which has reinforced the need to work together in challenging times. We hope that by entering the school environment where families and children feel safe and secure, we have been able to warmly and informally introduce families to our services and broken-down barriers around future engagement in FamilyCare programs.

I would like to thank my team for another year of amazing commitment to improving outcomes for the children and families that we work with.

Goulburn Flood Recovery Service

Amy Jones

Over the past year, the Goulburn Flood Recovery Service (GFRS) has continued to support individuals, families and households in their recovery from the October 2022 flood event.

In December 2023 and in January 2024, there were widespread storms and flooding. In particular, in the Murrindindi Shire, some community members experienced a second flood in 15 months. The threat of disaster so close to the October 2022 event was an extremely traumatic experience for many residents across the Goulburn region. During this time, the team supported our clients through offering emotional support and ensuring residents had access to reliable information.

Since commencement, the GFRS team has supported 833 households, across five local government areas:

Greater Shepparton 617 households
Mitchell 62 households
Murrindindi 89 households
Moir 28 households
Strathbogie 37 households

The GFRS team have continued to engage with the broader community through attendance at recovery events hosted by the Councils across the Goulburn region. These events have enabled community members to link into Recovery Support for the first time, for some 18 months after the October 2022 event.

The team have continued to support residents with a range of challenges impacting their recovery journey including; advocacy for unresolved insurance issues, assisting with repair and rebuild issues, housing and referrals to a range of services including financial counselling or mental health supports.

We are pleased that the GFRS will be continuing for a further 12 months until a planned closure in June 2025.

I would like to express my gratitude and thanks to the GFRS team and our service partners (Nexus, Primary Care Connect, Uniting, OzChild, Connect GV and The Bridge Youth Service) for your ongoing support and commitment to GFRS and the broader client group. You have all played such a valuable role.



Max and Olivia's Story

Max and Olivia*live on a farm and could not access their property for three months post floods which resulted in them living at a neighbour's property in a caravan.

There was livestock to relocate and care for, significant damage to fencing and property and some damage to their home. Max also experienced significant health issues at the time of the flood. Max and Olivia have been engaged with GFRS for the last 14 months with regular fortnightly contact by phone and home visits, and a variety of supports.

During visits there have been regular conversations about Max's childhood, being born overseas, spending time in an orphanage, and coming to Australia with his older sister as child migrants. These conversations have been emotional and significant in recognising the lifelong impact of Max's experiences, especially as he celebrated a milestone birthday at the start of this year.

Max has very few documents and photos from his early years and discussed with his Recovery Support Worker (RSW) the desire to locate documents from his migration, specifically his passport from when he came to Australia. The National Archives of Australia was not able to provide Max's passport but were able to provide some boarding documents and information about the ship that he travelled on. The RSW was able to find out some information on the ship and some photos of it. When Max looked at the photo of the ship, he recalled that in his childhood memory the ship was "short and tall" ... he did not realise it was so big.

In reflecting on his childhood migration journey, Max recognises that it has had an ongoing, lifelong impact. In his flood recovery journey, Max recognises that "it is different for everyone and backgrounds play a part in it".

As well as navigating their own flood recovery journey, Max and Olivia are active contributors to their local community and have made significant contributions to their community's flood recovery.

The RSW recognises the privilege of working with all clients in the flood recovery space, but to work with Max and be entrusted with the opportunity to contribute to him piecing together his life journey is a great honour.

(*Not our clients' real names)

Disability Services

Sue Caines and Amanda Perry

We cannot believe how fast this year has passed. It was all about working together and future planning. The past few years had been difficult to get people together and reconnecting, this year was different.

One of the highlights was the Disability Expo, held in April at the McIntosh Centre at the Shepparton Showgrounds.

It was during one of our Network of Disability Services meetings which is organised and chaired by our Disability Team Leader Amanda Perry, a suggestion was made to have an Expo, to bring people together and showcase who the service providers in our town are and what kind of support they had to offer. This was a big task that could only be accomplished by working together!

GV FamilyCare Disability Support and Support Co-Ordination staff, worked alongside staff from Connect GV, City of Greater Shepparton, Shepp Access and Intereach, to create and run what was a very popular event.

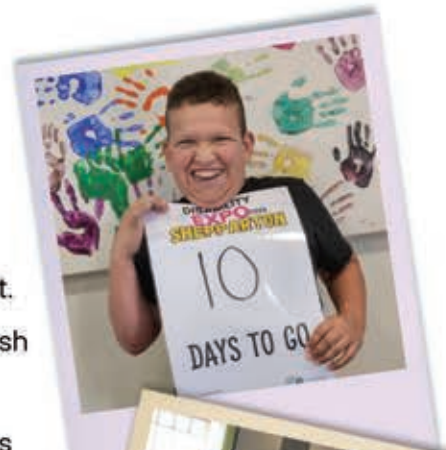
The Expo created a space for some of our participants and volunteers to work alongside staff, welcoming attendees, handing out flyers, delivering lunches, managing the car park, and chat and interact with other visiting providers.

One of our participants stated "it felt good to help out on the day, I felt included". One of the parents noted "it was such a time saver to have all of the services in one spot, and to be able to talk to people face-to-face.

The 708 attendees received a very good look at who all of the providers are in town and across the region, what they provide and how they can support participants. The people who supported the Expo gave it a big thumbs up and as a result of this the City of Greater Shepparton is working on developing a working group to ensure that the Expo will be an annual event.

The Expo also gave us an opportunity to make new connections, such as staff from Goulburn Valley Gangarru Parasport, who provided a Wheelchair sports event at the Expo.

As community inclusion and a sense of belonging is something we strive to incorporate in our programs, it was wonderful to be able to extend our relationship with GVG Parasport who facilitated a second wheelchair sports day and a disco for our participants and participants from other providers, organisations and the wider community, such as Housetides, Kinship and Foster care providers. Both days were a huge success, with participants meeting new people, having new experiences, and dancing the day away. None of this would have been possible if we had not collaborated with the other services.



Carer Support Services & NDIS Support Coordination

Katie Millen



Over the past year, collaboration has been a key theme for the Carer Support and NDIS Support Coordination teams. Despite ongoing sector reviews, changes, and challenges, we have worked closely with various services across the sector to ensure positive outcomes for our clients across both programs.

Our Carer Support Team have continued to provide support to carers across our region in many different caring situations. Access to respite has been a key challenge over the last year, with the demand, particularly for residential respite as well as appropriate respite for younger people well outweighing the available options. In response we increased our network of direct providers to offer more community based and in home options for carers. In addition, we provided other supports to carers with a focus on maintaining and improving wellbeing such as counselling, peer support, self-care activities, varying levels of case coordination and education.

This year, FamilyCare coordinated a Dying to Know Day event in Shepparton on the 8th of August in partnership with GV Hospice. The event was held at the GV Hospice building and open to all community members.

Dying to Know Day is an annual campaign that empowers all adult Australians to be strong self-advocates for their own personal planning when it comes to their future and to improve knowledge around choices for end of life. This is a topic of significant relevance for many of the carers that we are supporting.

The event included guest speakers from Hospice, Services Australia, a local funeral director and local solicitor. There were also several other agencies in attendance with information tables and available to speak to carers one on one including Shepparton City Council, Kindness Care's Death Doula and the Aged Care Assessment Service.

Carers Recognition Act

The *Carers Recognition Act 2012* promotes and values the role of people in care relationships and formally recognises the contribution that carers and people in care relationships make to the social and economic fabric of the Victorian community. FamilyCare takes all practicable measures to comply with its obligations under the Act.

FamilyCare has promoted the principles of the Act to people in care relationships who receive our services and to the wider community by:

- distributing relevant information at community events or service points
- providing links to resource materials on our website
- providing relevant information to our partner organisations.

FamilyCare has taken all practicable measures to ensure our staff have an awareness and understanding of the care relationship principles set out in the Act by:

- maintaining a staff awareness strategy
- providing regular and clear statements about the vital importance of carers
- including discussion of the principles in the Act during induction and training.

FamilyCare has taken all practicable measures to consider the carer relationship principles set out in the Act when setting policies and providing services by:

- maintaining appropriate employment policies such as flexible working arrangements and leave provisions
- developing a satisfaction survey for distribution at assessment and review meetings between workers, carers and those receiving care
- incorporating the principles of the Act into FamilyCare's materials and publications.

On behalf of FamilyCare, I certify the actions described above have been taken and that we will continue to support and promote the important role that Carers play.

David Tennant CEO

3 October 2024

Date

Carers Weeks in October was celebrated through a range of activities held throughout the week including a pamper day, a wellbeing event, an online card making session, multiple screenings of the movie, 'Happy Sad Man' and a region wide 'Have a Cuppa on Us' mail out.

I would once again like to thank my teams for their ongoing commitment to supporting the individuals and families that we have the privilege of working with.



Penny's Story

NDIS Support Coordination is designed to improve quality of life and build capacity for people living with disability as well as providing essential support for their caregivers. Below is an example of this:

At 55, living with Alzheimer's, Penny* faced many challenges. Her devoted son, James, though not local, provided tremendous support.

Penny had cared for those around her and lived to help others. She had a passion for animals and had a fulfilling career at a veterinary clinic, before later working in aged care, caring for the elderly. However, as her health declined, Penny had to give up work and the social activities she loved such as coffee with friends and weekly hair appointments, became increasingly difficult for her.

As Penny's health continued to deteriorate, her behaviours put herself, staff and the community at risk. Her initial Supported Independent Living (SIL) provider could no longer cater to her increasing needs, leading to a need to find a new provider. This search was met with setbacks, including hospitalisations and the realisation that her home was not equipped for her safety.

After continued efforts of our Support Coordinator, a new home was sourced and SIL provider was found, one that not only met Penny's needs but was also closer to James. Her new home was able to be set up with a cafe and hair salon, mirroring the life she loved, and helping her to feel more comfortable and settled. These amenities were not just conveniences, they were vital to her identity and wellbeing.

The cafe became her social haven, where she could connect with friends and feel part of a community again. The hair salon provided a sense of normalcy, allowing Penny to continue her routine of looking and feeling her best.

Penny's story is an example the importance of person-centred care, but also of working together through the most challenging of times. Through collaboration, Penny received the best possible support, improving her quality of life and allowing her to live with dignity. This also enabled James to focus on spending quality time with Penny, creating cherished memories during her end of life.

(*Not our client's real name)

The Orange Door

Allan Mitchell

Since opening in early 2021 The Orange Door (TOD) in Goulburn has continued to establish itself in our region. Created to provide service responses for individuals and families experiencing family violence, and to provide access to supports for children, The Orange Door continues to remain responsive to our community via referrals or direct contact.

The operation of The Orange Door depends on a partnership of organisations, all with differing specialisms, who combine for a comprehensive, multi-disciplinary approach to safety and wellbeing. In previous years, there has been focus on creation and development of a framework for shared decision-making within the leadership. This has allowed for steady progress in operation, recruitment and service delivery. The privilege therein, is now an opportunity to examine the client journey through The Orange Door, for which there is now a transformation project underway. This process allows for evaluation of current processes to consider quality and efficiency and then 'workshopping' with the team, using a facilitator to determine clear and effective processes for the betterment of service delivery.

The past year has also seen growth in our FamilyCare team at TOD where 'outside-the-box' recruitment approaches were employed to include a multi-agency approach and even a group interview setting. Presently, the 25 FamilyCare team members throughout Goulburn Orange Door are engaged across the various teams and two locations; the Shepparton Hub and the Wallan Access Point. Whilst it is not without its complexities, the multi-agency partnership (Nexus Primary Health, Rumbalara Aboriginal Cooperative, Primary Care Connect and FamilyCare) allows for the continued development of skills and networks which is an advantage for our service system.

We are looking forward to strengthening our team and relationships in the next year. Currently underway with hosting two student/intern placements under the innovative Switch to Social work program, we are proud to play our part in fostering growth and development of skilled professionals in our region. We are also excited to progress with a Workforce Development project which is shaping up nicely and will allow for skills development and growth of experience amongst our team members in the multi-agency environment.

I extend my gratitude to the incredible FamilyCare team at The Orange Door who continue to demonstrate their passion and commitment to supporting children and families in our communities. The journey has not always been straightforward (considering a pandemic and a flood) during these initial years but our team continues to bring their professionalism, energy and care every day. The commitment demonstrated by our team is inspirational and I see great potential to continue our improvement in delivering services for our community.



Reconciliation Action Plan Working Group

FamilyCare values the rich cultural heritage of the Aboriginal and Torres Strait islander peoples who live in and have connections to the Goulburn Valley and West Hume Region. Our Reconciliation Action Plan, lead by an active working group, sets out FamilyCare's public commitments.

Sustainability Working Group

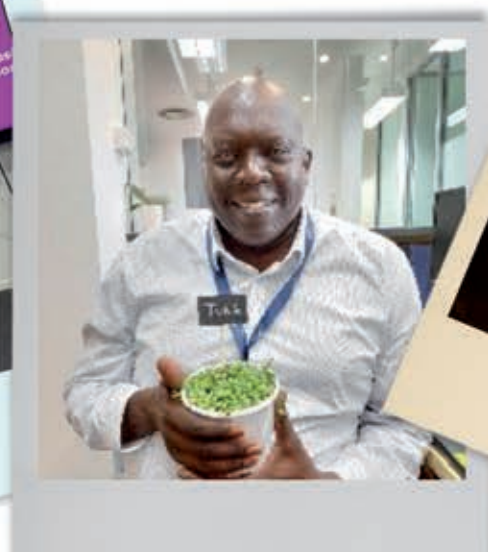
The purpose of the Sustainability Working Group is to contribute to sustainability goals, considering the environmental impacts of FamilyCare's operations and building environmental awareness amongst our workforce.



FamilyCare's LGBTIQ+ PRIDE group was established to create a safe and inclusive environment for employees and clients who identify as Lesbian, Gay, Bisexual, Transgender, Intersex, or Queer (LGBTIQ).

The primary objective of this group is to provide support, advocacy, and resources for LGBTIQ employees and clients who are supported by FamilyCare. The group aims to create awareness and promote equality, diversity, and inclusion within the organisation.

All employees and clients should feel valued, respected, and included, regardless of their sexual orientation or gender identity. By creating this group, we hope to foster a culture of acceptance and celebration of our differences.



Volunteer Report

Andrea Tuohey

Volunteering at FamilyCare continues to grow, with more volunteers becoming involved in new and interesting ways.

This year, FamilyCare was fortunate to be involved in a fundraising initiative with The Shepparton Marketplace at their Christmas Gift Wrapping Station. The call out for volunteers to assist with the gift wrapping was well answered, with an amazing team of 53 volunteers filling 99 positions (198 hours) on the roster over 11 days! This team included existing volunteers, supporters of FamilyCare, friends of friends, new connections and even FamilyCare staff on their non-workdays.

Volunteers reported they enjoyed this 'once off' volunteering opportunity, as it can be difficult to commit to a regular volunteering role throughout the year, due to time constraints. During this time, there were heartwarming stories shared of moments FamilyCare may have supported them, or someone they know, over the years.

We established a volunteer team to assist with transporting our clients to the Tuning into Kids program we are co-facilitating with Wise Well Women this year. Our volunteers transported clients to and from the program, whilst also attending to our reception for the weekend sessions. This volunteer team removed one of the barriers for our clients, ensuring they were able to attend such a valuable Program. Several of the benefits noted for our clients have been an opportunity to reduce isolation, connecting with others with young children in their community and accessing new resources and skills, which all go towards the parents building stronger connections with their children for the long term. Our volunteers found the role fulfilling and enjoyed meeting our clients and their children.

Volunteers continue to engage with FamilyCare, supporting our staff and clients to ensure we continue to deliver high quality services. This year our volunteers have contributed an enormous 3,819 hours, 1,274 more than last year! According to the Volunteering Victoria calculator for all ages, this equates to a value of \$168,265.14.

We look forward to continuing to include volunteers with all we do at FamilyCare, acknowledge their valuable contribution and enjoy having them as part of our team!



Christmas

Katie Huddleston

C is for community. We are so fortunate to have such a generous and giving community – once again the gifts and donations not only for Christmas but also throughout the year have been exceptional.

H is for happiness for the 290 families (440 adults and 676 children) who have received gifts and food vouchers from us this year. 17% of these families received services from us in Lower Hume and 14% were from our Carer Support Services.

R is for reindeer and ridiculous games - thanks to Ellie for keeping the staff all amused with Elfie's antics and the annual Christmas scavenger hunt.

I is for inclusion - FamilyCare was the recipient of advent calendars and chocolate stockings and gifts from the Chocolate Elf. We also shared the love by donating our excess gifts to Love in Action in Lower Hume, DFFH, The Bridge, The Orange Door and Christmas for those Alone.

S is for our staff who delivered gifts and vouchers out to the families they were working with to ensure they received the support they needed for Christmas.

T is for trees - FamilyCare had twenty-three gift trees (and a giant gift box) this year out in the community with three of these in Lower Hume. The support from our community continues to grow and offer opportunities to work together in these challenging times. I would like to acknowledge and thank all who have donated and helped brighten Christmas for the many families we work with.

M is for morning tea - we had a morning tea in the sensory garden to say thank you to our generous donors. The event was attended by members from the CWA, Tatura Crafters, Shepparton Fire Station, Commonwealth Bank, The Chocolate Elf, FamilyCare volunteers and Staff.

A is for Andrea and her team of wonderful volunteers who have tirelessly put in hours wrapping gifts at the Marketplace and who have collected and sorted gifts for us. The work the volunteers do for Christmas is invaluable and a resource we are fortunate to have.

S is for Santa what a wonderful sight at the end of yet another busy FamilyCare Christmas!



Financial Counselling

Levi Boschetti



This year, the financial counselling service offered comprehensive support to 76 referred clients across the GV and Lower Hume regions and facilitated 188 secondary consults with FamilyCare case managers, providing essential information and advice to address clients' financial challenges. Some key themes addressed included escalating mortgage and rent costs, family violence, and rising utility expenses.

An unprecedented increase in housing costs created a high demand for financial counselling, noticeably among employed clients (including dual-income households). Around 40% of clients reported experiencing family violence, either currently or historically, underscoring the critical need for tailored financial support. FamilyCare's in-house financial counselling model enabled close collaboration between financial counsellors and case managers, ensuring a sensitive and effective approach.

Ali's Story

Ali*, a single mother of two, was referred to financial counselling about a year after fleeing a situation of family violence. She was burdened with debt collection efforts for hospital bills incurred for her child's surgery, energy bills from her ex-partner's account, and a credit card that her ex-partner coerced her into taking out and maxing out.

The financial counsellor, working closely with Ali and her FamilyCare case worker, engaged with each creditor, explaining the circumstances and requesting full waivers for the debts. Through persistent negotiations, Ali secured waivers for the surgery bills, energy bills, and credit card debt. Consequently, Ali no longer owes any money, and the defaults will be removed from her credit file, granting her a fresh financial start.

(*Not our client's real name)

*FamilyCare acknowledges its partnership with Bendigo Family and Financial Services in the provision of the financial counselling service.

Evaluation and Research

Janet Congues

94%

Service Satisfaction -
Very satisfied /
satisfied

80%

Service Quality -
excellent / very good

83%

Support when needed -
always / mostly

88%

Made a difference -
always / mostly

78%

Needs met -
always / mostly

94%

Staff - listened -
always / mostly

Thank you to everyone who provided feedback throughout the year.

Client feedback plays a critical role identifying opportunities for FamilyCare to improve on the quality of services it provides to the community.

Bi-Annual client feedback reports are available on the FamilyCare website.

Client Comments:

This has been a fantastic experience for us - the difference between when we started and where we are now is night and day. I wish all families got to go through this program, if only to provide a better understanding of routine and importance of sleep! Wonderful service.

I've dealt with many support coordinators through FamilyCare. They have been very supportive and attended meetings when needed. This shows their support to carers also.

The caseworker is an invaluable asset. She respects our culture and values, providing guidance that is both appropriate and sensitive.

I cannot thank Goulburn Flood Recovery Service enough especially my support worker. It is a very stressful experience and my support worker dealt with any issues in such a kind and productive way.

It was great to have helpful advice and someone to point me in the right direction when I was confused and overwhelmed. Also, I had never had any contact with work crews from prison before and that was a very welcome experience. Thanks to my support worker for linking me in.

Really great service to trust

A brilliant place.
Kind, warm and welcoming.
Thank you.

Service Statistics

Child and Family Services Clients

1208

Integrated Family Services
& Integrated Family
Services Non-Substantive

12

Intensive Family
Services

35

Family Preservation
and Reunification

8

Children with
Complex Disability
Needs

65

Person Using
Violence (previously
Family Violence
Case Management)

18

Parenting Assessment
& Skills Development

44

Men & Family
Relationships

461

Parent Child
Program

20

Refugee Minor
Program

26

Family Services
Specialist Disability
Practitioner

60

Harnessing Hope
(Connections,
Drumbeat & Art
Therapy)

174

Regional Parenting
Service

Disability Support Services (NDIS) Hours

1802

1:1 Saturday & 1:1 Weekday - Assistance
with social and community
participation

2918

Adult Social Group - Assistance with
social and community participation

4840

Afternoon Rec - Assistance
with social and community
participation

307

Assistance with social
and community
participation

2016

School Holiday Program -
Assistance with social and
community participation

Carer Support Service Hours



The Orange Door



Goulburn Flood Recovery Service

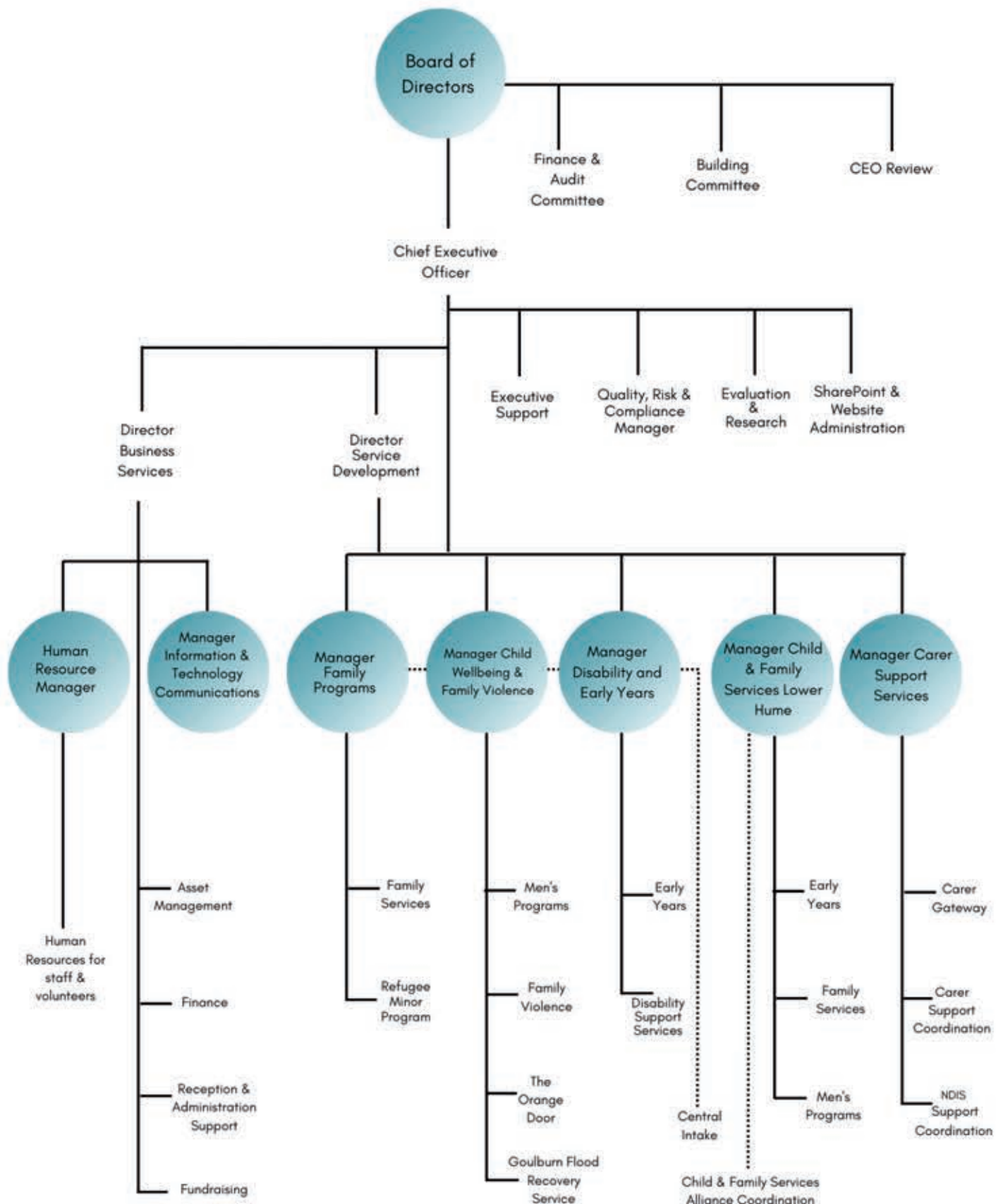


Volunteer Hours



LGA	Households supported
Greater Shepparton	281
Mitchell Shire	32
Moira Shire	18
Murrindindi Shire	49
Strathbogie Shire	11
TOTAL	393

Organisational Chart



Financial Report

GOULBURN VALLEY FAMILY CARE INC.

ABN 99 572 820 584

FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2024

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 2024.

Committee Members

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

Betty Dale
Wendy Lewis
Ann Sexton
Danny Whyte
Ian Ritchie
Nigel Liggins
Mark Bailey (Appointed 28 November 2023)
Linda Rigby (Appointed 28 November 2023)
Chris Mouser (Appointed 28 November 2023)
Tim Gubbins (Resigned 28 November 2023)
Marina Klooster (Resigned 28 November 2023)

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 deficit after providing for income tax amounted to \$897,778 (2023 deficit \$245,636).

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:


Ann Sexton


Danny Whyte

22.10.24
Dated:

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2024

	Note	2024 \$	2023 \$
Revenue	2	22,722,773	19,169,067
Other income	2	1,035,048	766,834
Employee benefits expense	3	(19,275,235)	(15,131,561)
Depreciation and amortisation expenses	22(a)	(727,718)	(701,843)
Finance expense		(5,012)	(5,893)
Other expenses	3	<u>(4,647,633)</u>	<u>(4,342,240)</u>
Surplus/(Deficit) before income tax expense		(897,778)	(245,636)
Income tax expense	1(j)	<u>-</u>	<u>-</u>
Surplus/(Deficit) for the year		<u><u>(897,778)</u></u>	<u><u>(245,636)</u></u>
Surplus/(Deficit) attributable to members of the entity		<u><u>(897,778)</u></u>	<u><u>(245,636)</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 2024

	Note	2024 \$	2023 \$
Surplus/(Deficit) for the year		(897,778)	(245,636)
Other comprehensive income:		<hr/>	<hr/>
Other comprehensive income for the year, net of tax		<hr/> -	<hr/> -
Total comprehensive income for the year		<hr/> (897,778)	<hr/> (245,636)
Total comprehensive income attributable to members of the entity		<hr/> (897,778)	<hr/> (245,636)

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 2024

	Note	2024 \$	2023 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	7,348,653	8,170,990
Accounts receivable and other debtors	6	488,986	406,133
Other current assets	7	140,087	203,007
TOTAL CURRENT ASSETS		7,977,726	8,780,130
NON-CURRENT ASSETS			
Property, plant and equipment	8	8,891,638	9,230,451
TOTAL NON-CURRENT ASSETS		8,891,638	9,230,451
TOTAL ASSETS		16,869,364	18,010,581
LIABILITIES			
CURRENT LIABILITIES			
Accounts payable and other payables	9	1,751,186	1,589,322
Borrowings	10	53,758	135,472
Provisions	11	2,153,105	1,986,529
Other	12	3,327,707	3,734,114
TOTAL CURRENT LIABILITIES		7,285,756	7,445,437
NON-CURRENT LIABILITIES			
Provisions	11	-	83,758
TOTAL NON-CURRENT LIABILITIES		-	83,758
TOTAL LIABILITIES		7,285,756	7,529,195
NET ASSETS		9,583,608	10,481,386
EQUITY			
Reserves	13	3,014,346	3,014,346
Retained earnings		6,569,262	7,467,040
TOTAL EQUITY		9,583,608	10,481,386

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 2024

	Retained Earnings \$	Property revaluation reserve \$	Total \$
Balance at 1 July 2022	7,712,676	3,014,346	10,727,021
Comprehensive income			
Surplus attributable to members	(245,636)	-	(245,636)
Total comprehensive income for the year attributable to members of the association	(245,636)	-	(245,636)
Balance at 30 June 2023	7,467,040	3,014,346	10,481,386
Balance at 1 July 2023	7,467,040	3,014,346	10,481,386
Comprehensive income			
Surplus attributable to members	(897,778)	-	(897,778)
Total comprehensive income for the year attributable to members of the association	(897,778)	-	(897,778)
Balance at 30 June 2024	6,569,262	3,014,346	9,583,608

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 2024

	Note	2024 \$	2023 \$
Cash flows from operating activities			
Grants and other income		23,437,022	19,493,687
Payments to suppliers and employees		(24,089,606)	(16,861,057)
Interest received		238,127	114,257
Net cash provided by operating activities	21(b)	(414,456)	2,746,887
Cash flows from investing activities			
Proceeds from sale of property, plant and equipment		218,621	252,273
Purchase of property, plant and equipment		(544,789)	(1,516,615)
Net cash provided by (used in) investing activities		(326,168)	(1,264,342)
Cash flows from financing activities			
Principal repayments of lease liabilities		(84,706)	(56,605)
Proceeds from borrowings and lease liabilities		2,992	192,078
Net cash provided by (used in) financing activities		(81,714)	135,473
Net increase in cash held		(822,338)	1,618,017
Cash and cash equivalents at beginning of financial year		8,170,990	6,552,973
Cash and cash equivalents at end of financial year	21(a)	7,348,653	8,170,990

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 2024

The financial statements cover Goulburn Valley Family Care Inc. as an individual entity. Goulburn Valley Family Care Inc. is an association incorporated in VIC under the *Associations Incorporation Reform Act 2012*.

1. SUMMARY OF MATERIAL ACCOUNTING POLICIES

Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards - *Simplified Disclosures of the Australian Accounting Standards Board (AASB)* and the *Australian Charities and Not-for-profits Commission Act 2012*. The association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of the financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

Accounting Policies

a. Revenue and Other Income

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 2024

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 2024

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.

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).

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 2024

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

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

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 2024

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.

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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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Impairment

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. Key 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.

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

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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.

o. 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.

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p. Borrowing Costs

Borrowing costs directly attributable to the acquisition, construction or production of assets that necessarily take a substantial period of time to prepare for their intended use or sale, are added to the cost of those assets, until such time as the assets are substantially ready for their intended use or sale. All other borrowing costs are recognised in income in the period in which they are incurred.

q. Going concern

This financial report has been prepared on a going concern basis which contemplates continuity of normal business activities and the realisation of assets and settlement of liabilities in the ordinary course of business. The ability of the association to continue to operate as a going concern is dependent upon the ability of the association to generate sufficient cashflows from operations to meet its liabilities. The Members of the Committee of the association believe that the going concern assumption is appropriate.

r. Reclassification

During the year the entity made the following three modifications to the classification of other expenses presented at note 3 of the financial report.

- The description office expenditure was changed to occupancy expense,
- The modification of occupancy expense resulted in a decrease of the 2023 comparatives presented for other expenses of \$114,496 and a resulting increase to occupancy expense for costs related to insurance and cleaning,
- A new classification for information and communication technology expense was created with a restated comparative balance of \$754 090, resulting in a reduction of the 2023 comparatives presented for other expenses of \$466,337 and office expense of \$287,753.

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	2024 \$	2023 \$
2. REVENUE AND OTHER INCOME			
Revenue:			
Grants - State		18,499,676	15,815,429
Grants - Commonwealth		2,530,454	1,776,267
Grants - Local government		-	28,521
Sub-Contract income		220,739	220,739
Fee for service		1,471,904	1,328,111
		<u>22,722,773</u>	<u>19,169,067</u>
Other Income:			
Rental income		28,167	27,243
Client contribution		1,608	4,510
Fundraising income		66,267	27,757
Interest income		238,127	114,257
Trust income		37,500	25,000
Other income		600,642	514,047
Gain/(loss) on disposal of fixed assets		62,737	54,021
		<u>1,035,048</u>	<u>766,834</u>
3. EXPENSES			
Employee benefits expense:			
Salaries		16,941,419	13,242,758
Superannuation contributions		1,693,952	1,278,761
Employees entitlements		301,676	468,837
Workcover insurance premium		338,189	141,205
		<u>19,275,235</u>	<u>15,131,561</u>
Other expenses:			
Client and program costs		2,244,794	1,951,693
Motor vehicles - operating costs		265,805	218,194
Occupancy expense		261,309	202,976
Repairs and maintenance		192,932	319,030
Training and development		456,858	301,466
Information and Communication Technology		803,561	754,090
Other expenses		422,373	594,790
		<u>4,647,633</u>	<u>4,342,240</u>
4. AUDITOR'S REMUNERATION			
Auditing or reviewing the financial report		10,550	9,950
Fees to a related practice of the auditor for financial reporting assistance		2,700	2,700
		<u>13,250</u>	<u>12,650</u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

	Note	2024 \$	2023 \$
5. CASH AND CASH EQUIVALENTS			
Cash on hand		3,351	6,004
Cash at bank		3,135,772	4,059,553
Short term investment		4,209,530	4,105,433
		<u>7,348,653</u>	<u>8,170,990</u>
6. ACCOUNTS RECEIVABLE AND OTHER DEBTORS			
Sundry debtors		141,078	137,275
Trade debtors		347,908	268,858
		<u>488,986</u>	<u>406,133</u>
7. OTHER ASSETS			
Prepayments		135,921	198,841
Lease - Bond		4,166	4,166
		<u>140,087</u>	<u>203,007</u>
8. PROPERTY, PLANT AND EQUIPMENT			
Land and buildings - at valuation		6,369,000	6,369,000
Land and buildings - at cost		1,705,788	1,672,191
Less accumulated depreciation		(636,425)	(408,358)
		<u>1,069,364</u>	<u>1,263,833</u>
Total land and buildings		<u>7,438,364</u>	<u>7,632,833</u>
Right-of-Use asset		195,069	192,078
Less accumulated amortisation		(140,547)	(60,408)
		<u>54,522</u>	<u>131,669</u>
Motor vehicles - at cost		1,926,562	1,630,540
Less accumulated depreciation		(759,624)	(516,866)
		<u>1,166,939</u>	<u>1,113,674</u>
Furniture and fittings - at cost		1,264,422	1,208,128
Less accumulated depreciation		(1,032,609)	(855,854)
		<u>231,813</u>	<u>352,274</u>
Total plant and equipment		<u>1,453,274</u>	<u>1,597,617</u>
Total property, plant and equipment		<u>8,891,638</u>	<u>9,230,451</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.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

	Note	2024 \$	2023 \$
9. ACCOUNTS PAYABLE AND OTHER PAYABLES			
Other creditors		610,936	554,947
Trade creditors		1,140,250	1,034,375
		<u>1,751,186</u>	<u>1,589,322</u>
10. BORROWINGS			
CURRENT			
Lease liability		<u>53,758</u>	<u>135,472</u>
11. PROVISIONS			
Provision for annual leave		1,427,563	1,321,551
Provision for long service leave		725,542	748,736
		<u>2,153,105</u>	<u>2,070,287</u>
Analysis of Total Provisions			
Current		2,153,105	1,986,529
Non-current		-	83,758
		<u>2,153,105</u>	<u>2,070,287</u>
12. OTHER LIABILITIES			
Contract liability		<u>3,327,707</u>	<u>3,734,114</u>
13. RESERVES			
Property Revaluation Reserve			
The asset revaluation reserve records revaluations of non-current assets.			
14. CAPITAL COMMITMENTS			
There are no known capital commitments.			
15. 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.			

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

	Note	2024 \$	2023 \$
16. EVENTS AFTER THE REPORTING PERIOD			
The committee members are not aware of any significant events since the end of the reporting period.			
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	7,348,653	8,170,990
Trade and other receivables - amortised cost	6	<u>488,986</u>	<u>406,133</u>
Total Financial Assets		<u><u>7,837,639</u></u>	<u><u>8,577,123</u></u>
Financial Liabilities			
Trade and other payables - amortised cost	9	<u>1,751,186</u>	<u>1,589,322</u>
Total Financial Liabilities		<u><u>1,751,186</u></u>	<u><u>1,589,322</u></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 director (whether executive or otherwise) of that entity, is considered key management personnel (KMP).			
Total key management personnel remuneration		<u>562,839</u>	<u>508,365</u>
19. RELATED PARTY TRANSACTIONS			
Related Parties			
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 2024 there were no transactions with related parties.			

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

	Note	2024 \$	2023 \$
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		3,351	6,004
Cash at Bank		7,345,301	9,164,986
		<u>7,348,653</u>	<u>9,170,990</u>
(b) Reconciliation of cash flow from operations with profit			
Current year surplus (deficit) after income tax		(897,778)	(245,636)
Non-cash flows in profit:			
Depreciation expense		727,718	701,843
Net (gain)/loss on disposal of property, plant and equipment		(62,737)	(54,021)
Changes in Assets & Liabilities:			
(Increase)/decrease in accounts receivable and other debtors		(82,853)	(216,463)
(Increase)/decrease in prepayments		62,920	(57,474)
Increase/(decrease) in accounts payable and other payables		(244,543)	2,324,827
Increase/(decrease) in employee provisions		<u>82,818</u>	<u>293,810</u>
Net cash provided by operating activities		<u>(414,456)</u>	<u>2,746,887</u>

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE, 2024

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 2022	6,369,000	1,056,391	-	854,227	334,314	8,613,932
Additions	-	417,621	192,078	669,645	237,271	1,516,615
Disposals	-	-	-	(196,714)	(1,538)	(198,252)
Depreciation	-	(210,178)	(60,408)	(213,485)	(217,772)	(701,843)
Carrying amount at 30 June 2023	6,369,000	1,263,833	131,669	1,113,674	352,274	9,230,451
Balance at 1 July 2023	6,369,000	1,263,833	131,669	1,113,674	352,274	9,230,451
Additions	-	33,597	2,992	449,781	58,419	544,789
Disposals	-	-	-	(153,759)	(2,125)	(155,884)
Depreciation	-	(228,067)	(80,138)	(242,758)	(176,755)	(727,718)
Carrying amount at 30 June 2024	6,369,000	1,069,364	54,522	1,166,939	231,813	8,891,638

GOULBURN VALLEY FAMILY CARE INC.

ABN 99 572 820 584

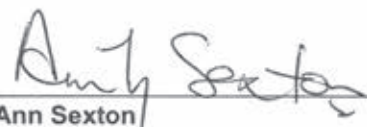
RESPONSIBLE PERSONS' DECLARATION

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:

- (a) 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
- (b) 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*.


Ann Sexton


Danny Whyte

22 October 2024
Dated:



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 2024, 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 2024 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 2024, but does not include the financial report and my auditor's report thereon.

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

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

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

Responsibilities of Responsible Entities for the Financial Report

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

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

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

Auditor's Responsibilities for the Audit of the Financial Report

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

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

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

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

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

Michael Milne CA

Date: 24th October 2024

375 Wyndham Street Shepparton, VIC 3630

Acknowledgements

We would like to acknowledge everyone who has played a role in shaping FamilyCare over the past year including our dedicated Board, Fundraising Committee, staff and volunteers. We would also like to acknowledge major government funding bodies, other funding partners, donors and service partners.

Thank you also to the many other business and individuals who have contributed in many different ways to FamilyCare's work and our community's wellbeing.

Funding Partners

- CatholicCare Sandhurst (and Communities for Children)
- Department of Health (Cwth)
- Department of Families, Fairness and Housing (Vic)
- Family Safety Victoria – The Orange Door
- Department of Health (Vic)
- Department of Home Affairs (Cwth)
- Department of Justice and Community Safety (Vic)
- Department of Premier and Cabinet (Vic)
- Department of Social Services (Cwth)
- Department of Education and Training (Vic)
- Emergency Recovery Victoria
- Magistrate's Court Victoria

Trusts and Foundations

- Pethard Tarax Charitable Trust
- The Flora and Frank Leith Charitable Trust

Partnerships

- Australian National University
- La Trobe University
- Melbourne University
- Swinburn University
- Australian Breastfeeding Association
- Bendigo Family and Financial Services
- Best Start
- Berry Street – L2P Program
- Centre for Culture, Ethnicity and Health
- Centre for Excellence in Child and Family Welfare
- Coleman Foundation
- ConnectGV (Shepparton Community Share and Goulburn Flood Recovery Service)
- Gateway Health
- Goulburn Child and Family Services Alliance
- Goulburn Family Violence Executive Committee
- Goulburn Valley Health
- Goulburn Valley Health headspace Shepparton
- Greater Beveridge Community Centre
- Greater Shepparton Foundation
- Iawa Collaboration – Communities for Children
- Kids Under Cover
- Kids First (Early Help – Hub 3756 and Baby College)
- Kilmore & District Hospital
- Lower Hume Aboriginal Health & Wellbeing Project
- Merri Health

- Nexus Primary Health (The Orange Door, Goulburn Flood Recovery Service and Harnessing Hope)
- Our Place Seymour
- Oz Child (Alliance member, Goulburn Flood Recovery Service and Putting Families First)
- Primary Care Connect (The Orange Door, Goulburn Flood Recovery Service and Putting Families First)
- Supported Playgroups Victoria
- The Butterfly Foundation
- The Bridge Youth Service (Alliance member, Shepparton Community Share, Goulburn Flood Recovery Service and Alliance member)
- Uniting Vic Tas (Goulburn Flood Recovery Service)
- Victoria Police
- Wellways (Early Help – Hub 3756)
- Wise Well Women

FamilyCare Fundraising Committee

Anthony Keating, Dean Gladigau, Gary Chapman, Jeff Tracy, Neil Smith, Karen Tidd, Claire Baumber, Alan Keat, Paula Ryan

Councils

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

Businesses, Individuals and Others

- Alexandra Primary School
- Anne Doller
- ANZ Bank
- Assumption College
- Ava Vittorio
- Belcibo & Co
- Bunnings Shepparton
- Cobram Foodshare
- Cody Montgomery
- Commonwealth Bank of Australia
- Commonwealth Staff Social and Charity Club (Vic)
- Community Transport
- Euroa St Johns Primary School
- Fairleys Supa IGA
- FoodShare
- Gamer's Resort

Businesses, Individuals and Others (continued...)

- Goulburn Valley Grammar School
- Goulburn Valley Health
- Goulburn Valley Water
- Goulburn Valley Wood Tuners
- Gowrie Street Primary School
- Grahamvale Primary School
- Hire a Hubby Property Maintenance
- Imogen Ryan
- Intersport Shepparton
- Kate Martin
- Kilmore Primary School
- Kilmore Village
- Koryo Martial Arts Centre
- Lions Club Shepparton
- Lions Club Seymour Goulburn
- Longleat Wines
- Ludeman Ag
- Middle Kinglake Primary School
- Mooroopna Men's Shed
- National Australia Bank
- Nemesis Strength and Conditioning
- Notre Dame College
- Oddfellows Café Kilmore
- Our team of Christmas Wrapping Volunteers at The Shepparton Marketplace
- PSC Griffiths Goodall Insurance Brokers
- Renato's Florist
- Riley Myers
- Rotary Country Women's Association Tatura
- Rotary Shepparton
- Rotary Club of Mooroopna
- Rotary Club of Shepparton South
- Seymour College
- Share the Dignity
- Shepparton Adviser
- Shepparton Brewery
- Shepparton Dookie Men's Shed
- Shepparton East Men's Shed
- Shepparton Foodshare
- Shepparton Marketplace
- Shepparton Mazda
- Shepparton Men's Shed
- Shepparton News
- Shepparton Toyota
- Shepparton United and Tatura Football and Netball Clubs
- Stellar Coffee
- St George's Road Primary School
- Sue Bell
- Tallygaroopna Primary School
- The Brewer's Table Seymour
- The Milkbar Shepparton
- Thrive OT
- Toyworld Seymour
- Wallan Primary School
- Welsford Street Cafe
- WillPrint
- Wilmot Road Primary School
- Yea Primary School



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Shepparton
19 Welsford Street, PO Box 1069, Shepparton 3630
P: 03 5823 7000

Seymour
64 High Street, PO Box 4579, Seymour 3660
P: 03 5735 4600

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

Cobram
49 Broadway Street, Cobram 3643
P: 5875 3100

www.familycare.net.au