familycare

Annual Report 2012-2013

FamilyCare is one of regional Victoria's largest and most progressive community service organisations. We are a strength-based organisation and provide a range of child and family support services, aged and disability services, innovative mens', mental health and community development programs. FamilyCare has been providing these services to people in the Goulburn Valley since 1982 and covers Shepparton, Seymour, Cobram, Wallan, Kinglake and their surrounding districts.

Our Vision

FamilyCare will work with individuals, families and communities to build strengths, enhance resilience, support networks, increase wellbeing and encourage optimism.

FamilyCare is committed to achieving its vision by:

- Focusing on practices that embrace the existing strengths of families, individuals and communities;
- Developing partnerships and alliances that contribute measurable value to client outcomes;
- Contributing to the development of the communities in which we work; and
- Investing in continuous improvement in practices and processes.

Our Core Values

The following values guide all of FamilyCare's activities and interactions:

- Respect for all people and of their right to reach full potential;
- Empowerment of clients and staff to achieve individual and collective goals;
- Integrity – our actions are consistent with our beliefs;
- Leadership on issues that impact adversely on individuals and families in our communities;
- Communication – a commitment to open an ongoing dialogue with all stakeholders; and
- Professionalism in all aspects of our work with clients, communities, partners and other stakeholders.

Board of Directors

A Board of Directors oversees the operations of FamilyCare. This Board meets monthly.

Aileen Kemp
Chairperson

Albert Kellock
Treasurer

Tim Gubbins
Vice Chair and Vice Treasurer

Marina Klooster
Secretary

Betty Dale
Board

Geoff Adams
Board

Marshall Richards
Board

Sally Wright
Board

Jenni Craggs
Board

Simon Rose
Board

CHIEF EXECUTIVE OFFICER: Mr. David Tennant

LIFE MEMBERS: 1998 Roger Furphy
1998 Albert Kellock
2006 Geoff Adams

AUDITORS: MB&M Business Solutions

PATRON: Mr. Jeff Tracy

Contents

Chairperson & CEO Report 01

Director of Service Development 03

Child and Family Services 05

Disability Support Services 09

Carer Support Services 11

FamilyCare Fundraising Events 14

FamilyCare Service Statistics 15

Organisational Chart 16

Financials 17

Acknowledgements 33

Hume West Map 34

01 Chairperson & CEO Report

The way community based not-for-profit organisations work is undergoing profound change. At every level, from the way an agency is governed, through to the services provided there are new rules and supervision processes.

Many of the changes are extremely positive and long overdue. Switching to a social insurance system and giving people with disabilities control over the services and support they access is ground breaking. It is a change that many people with disabilities and their families have lobbied for, for a very long time.

Significant changes are also on foot in the Aged-care sector. Supporting people to stay in their homes longer and developing reliable access points to a more consistent system will hopefully improve the quality of service ageing people experience. There will be challenges in making the transition to these new systems but over time they could deliver enormous benefits to our clients and the communities in which FamilyCare operates.

Changes in the way not-for-profits and charities are regulated could give the broader community a better understanding of what agencies like FamilyCare do and how they are run. Confidence that community groups are behaving properly and doing good work is vital.

If you add all of the changes together however, there is a pattern that emerges. Not-for-profit community groups are gradually being required to behave more like businesses 'selling' services to customers. This will shift the character of the entire sector over time. FamilyCare's Board and senior managers, as the current custodians of our vision, have to be aware of how to navigate the transitions without undermining the values that make FamilyCare what it is.

Some expectations are really easy to meet. No-one can reasonably argue against requirements for community groups to be transparent and accountable for the money they receive, either through donations or government funding. We would like to think FamilyCare has always met those expectations anyway.

Increases in the regulatory detail and compliance expectations across a variety of governance,

management and quality assurance steps all make good sense at a level of principle. Multiple review processes, occurring concurrently across different levels of government, are producing confusion and duplication. Some also appear to be predicated on the idea that community organisations are failing and that the failures would be fixed if they behaved more like corporations.

There are key differences between the drivers of corporate activity and not-for-profit service. FamilyCare's volunteer Board donates its time freely because of the differences. That is not a criticism of business activity and our Board contains a number of very successful local business people. But effective governance, including proper financial oversight, is different when profit is not a motivating factor.

Many of the service reforms underway across the state and nationally seek to build markets to replace traditional welfare provision. Giving people choice and control is a fabulous aspiration and markets put pressure on providers to keep improving what they offer, which is a very positive thing.

Community services have however traditionally addressed gaps in markets. The gaps might be caused by the lack of capacity on the part of the people needing the services to access or afford what is on offer, or an unwillingness to create a market where the customers have little if any spare discretionary money, or a combination of the two. This might mean the aspiration to create a market will take time to be achieved safely and fairly. It will also require considerable vigilance to ensure vulnerable people are not ripped off by providers more interested in a new opportunity than their customer's wellbeing.

All of these reasons for care and thoughtfulness are amplified when you live and operate in a regional setting. In everything from attracting and retaining good Board members, to staff recruitment and training and on to basic services being reliably available at a fair price, there are additional challenges to operating in country areas. FamilyCare, like many of our colleague agencies in the region, is working very hard to ensure the options designed for our community accurately reflect need and capacity.

Amongst all of this change, we would like to acknowledge the skill, experience, hard work and often relentless tenacity of our Board members, our managers, service workers, support teams and other volunteers and contributors. Our common bond is making our communities better places and the outcomes of our cumulative efforts are set out in this report.

We thank our funding partners, in particular the Victorian Government and Department of Human Services. There has been a significant period of change at DHS as well but we welcome the focus that puts our clients at the centre of that reform.

Most importantly of all, we again thank the people who have invited FamilyCare into their lives. Whether based on a brief contact to gather information, or ongoing intensive support over many years, FamilyCare only has a reason for continuing whilst it meets your needs.

Aileen Kemp - Chairperson
David Tennant - Chief Executive Officer

03 Director of Service Development

There has been continued focus this year on improving our quality management systems, formal accreditation and registration processes. Staff have worked tirelessly on what can be dry and tedious tasks. What makes this work real is its capacity to improve what we provide to our clients. We are not in the business of creating new documents or systems for their own sake, without it making a positive difference to the work we do.

Our plans to build a new office in Wallan are taking shape, with the design now finalised. We hope to be in the new premises by the end of 2014 (all being well with the weather and builders). The Wallan Building Committee have been a great support and are very passionate advocates

for this important community infrastructure in an obvious growth area.

Throughout the year Service Manager's reports have reflected a number of innovative and exciting new programs to address unmet needs across the region.

These include the Women's anger management program 'Keeping our Kool', the 'Girls, Girls, Girls' program providing positive messages for young women in Seymour, our Refugee Minor Program and also preparing inmates to transition back to parenting after release from Duringhile Prison.

An important factor in developing any new program, is that we must be capable of meeting a specific need that is not being met elsewhere in the system. The approach is a good fit with our values and integrity. Familycare does what it says it will do.

Late in 2012, long term Manager of Aged and Disability, Tony Smeaton resigned to take up another Management role in our region. After several recruitment attempts, we decided to elevate

our two very capable and experienced Program Leaders to Acting Manager roles. It is an important time to draw on this combined experience. Major Commonwealth reforms around Aged Care and the NDIS have created much excitement but at the same time uncertainty. Together with the CEO and Managers, FamilyCare is readying itself for the future changes. Both Disability support and Carer support teams have undergone significant recruitment and are both operating at full staffing. This has allowed us to develop a number of new and engaging programs. Feedback from our clients suggests the services have been well received and are really making differences in the quality of recipient's lives.

Our Child and Family service teams continue their vital, grass-roots work with families. This is a job that requires determination, passion and a willingness to continue learning and developing skills. I thank the staff in these areas, working in homes and in the community every day, to support families to build solutions that best suit them.

A major restructure in DHS has been rolled out across the State. The new divisional changes and operating model should facilitate more localised place-based planning and a more coordinated response to client needs. We look forward to working with our colleagues in DHS to develop the new approach through the ChildFIRST Alliances.

I continue to Chair both the Lower Hume and Goulburn Valley Child FIRST Alliances. We hosted numerous Professional Development forums in both catchments, across the year, including the very successful Mission Possible conference in August 2012, which featured a live video link with Dr Dan Siegel in California. No one was happier than me when the video link was successfully established on the day.

I want to thank our partners in the Goulburn Valley, including Rumbalara Aboriginal Cooperative and the Bridge Youth Services for their ongoing support. We have earned a reputation for producing high quality and innovative professional development and delivering a robust service framework to help families thrive and keep children safe.

As mentioned in my report last year we are taking the challenge of measuring our outcomes seriously and have appointed a research officer to support this work. Carol Reid is currently undertaking a number of research and evaluation projects. Carol is also supporting a new internal Evaluation Learning Group and is mid-way through her Masters of Evaluation at Melbourne University. I am sure I will have much to report in this area next year.

Angela Armstrong-Wright

05 Child and Family Services

‘Strengthen families and foster the healthy development of children’

There are many ways FamilyCare works with families to improve their lives. For our Child and Family Services teams, those needing support might include:

- parents of infants and toddlers who need guidance to start a healthy life emotionally and physically
- parents of a teenage girl who insists she cannot live at home
- a high school student who is failing, at risk of dropping out of school and is exhibiting some challenging behaviours
- a child with a learning difficulty who needs linking with one-on-one special services or
- refugees who have relocated to our region hoping to rebuild their families in safer communities.

We are able to provide support through the dedication of exceptional staff and effective partnerships. Our comprehensive network of services provide the tools to help children and families build the foundation for safe, strong and self-sufficient futures.

Child FIRST is the gateway to Integrated Family Services through an intake and assessment process. Our task is to help children and families overcome significant life challenges. We recognise that life is fragile and exposure to trauma can deliver change in an instant. Whether the trauma occurs during a single event or as the result of repeated exposure, the effect can last a lifetime. Without support and intervention, traumatic stress can impact a person’s ability to function.

FamilyCare’s initiatives and programs provide people with the resources and support to build positive futures. Examples include:

- Anger Management – for men and women who have challenges in understanding and responding to their heightened emotions.
- Parenting Programs - Balancing Love & Discipline, Caring 4 Kids, and Real Men make Great Dads
- Day Stay – for parents with infants under one, providing support and guidance with breast or bottle feeding and sleep disturbances and routines.
- Girls! Girls! Girls! – a school based program for adolescent girls to address issues of body image and self esteem.

- Keeping Your Kool - women's anger management programs.
- What Now? – a home based support program for vulnerable parents and newborns.
- Unfogging the Future - for parents experiencing a mental health issue.
- PATS (Paying Attention to Self) - for children of parents with a mental illness.
- Seasons for Growth - a program for children, young people or adults who have experienced significant change or loss.
- Perinatal Depression Support Group for mothers with pregnancy and postpartum depression.
- Supported Playgroups facilitated in Seymour, Shepparton, Cobram and Yarrawonga.

Events & Highlights:

FamilyCare conducted a variety of events in 2012/13, including:

Seymour building opening:

On 10 December 2012 FamilyCare officially opened its refurbished Seymour office with over 50 guests from a wide range of services enjoying a BBQ lunch and a chat.

Mission Possible Conference:

Focused on building strong families in rural/regional Victoria, FamilyCare hosted the Mission Possible Conference in November 2012. The conference attracted around 200 professionals from across the State and in particular, those working with families and children in the Community, Health and Welfare sectors. Other attendees included youth leaders, police, legal professionals, and educators working in both the primary and early childhood areas.

The MC for the day was author, radio and TV host Gretel Killeen who did an excellent job of not only keeping everyone entertained but providing an insight into her life.

One of the world's eminent professors of child psychiatry, Dr Dan Siegel was streamed live from California into Shepparton, in a region first. Other speakers included Victorian Child Safety Commissioner, Bernie Geary OAM, Ken Marslew from Enough is Enough and Principal Practitioner for Child Protection, Dr Russell Pratt.

There were three breakout sessions, covering a variety of subjects and the feedback was overwhelmingly positive.

It was a huge accomplishment to attract so many outstanding presenters into our region. The day was a great opportunity for workers to stretch their thinking about how we can make a positive difference in the lives of the people with whom we work.

Father of the Year 2012:

On the 31st of August 2012, FamilyCare recognised and celebrated Greater Shepparton's dads with the first Father of the Year award. The nominations for our three finalists Robert Heard, David Harcoan and Shane Bentley included some inspiring and heart-warming stories. The winner was Shane Bentley. Shane, a father of three, was nominated by his daughter Mandy.

Television personality and father of eight, Jay Laga'aia, presented the award to the lucky dad at the Queen's Gardens.

Guiding Children's Behaviour:

FamilyCare was pleased to host two forums (one for parents and one for the Alliance members) conducted by renowned child psychologist, Dr Louise Porter.

The parents/carers session attracted over 200 people. Participants left the session full of ideas and full of praise for Dr Porter for offering practical, sensible alternative strategies that they could implement immediately. One of the strengths of the guidance approach is that people respond on the basis of each interaction. It is not necessary to be a 'perfect' parent or to be completely consistent, much to the relief of the audience.

Self-Destructive Behaviour and Adolescent Violence in the Home:

Annie Slocombe, Director of Safe in Oz spoke about self-destructive adolescent behaviour and violence in the home and the impact this has on the young people themselves, their families and the broader community. An interactive case study demonstrated the complexity faced by families and young people dealing with adolescent perpetrated violence in the home. It also highlighted challenges in navigating services, particularly in a rural area such as Lower Hume.

The event was attended by around 100 professionals from across the region, drawn from a variety of services and sectors.

Working with Dads as Parents:

Staff from Rumbalara Aboriginal Co-operative and FamilyCare joined together to share insights into men's parenting, and the benefits of male involvement in a child's development.

It ain't what you do it's the way that you do it - Russell Pratt:

More than 150 people from across the region travelled to Nagambie to hear DHS Principal Practitioner Dr Russell Pratt explain how as professionals, we can use our knowledge of trauma and attachment to establish effective partnerships with dysregulated youth.

Refugee Week:

In June 2013 GV CAFS participated in the planning and delivery of Refugee Week celebrations in Shepparton. The free event was a huge success. Activities included kite making, a traditional head wear activity, quilt making, paper crane making, live music and a BBQ lunch. It was a great opportunity to raise awareness of FamilyCare's services across the community. A volunteer will help us put together the 'quilt of hope' which will be displayed during future events.

Refugee Minor Program:

Working with young people who have fled their home countries to settle in Australia can be a rewarding role. The young people continue to amaze us in how they are able to overcome the trauma of their past and rebuild their lives in spite of having left friends or family behind.

One aspect of the worker's role is to offer opportunities to experience Australian culture. Last year we undertook two enjoyable recreational group activities. Both were used to teach the young people about travelling on public transport and being confident in practicing their English. The first activity was a trip to an Australian Rules Football game where one boy became a passionate Richmond supporter. The other involved a group of 16-18 year olds going on a day trip to the Werribee zoo.

Children's Week:

Beautiful weather prevailed for the Children's Week Activities across our service areas. Children's Week celebrates the right of all children to enjoy childhood. It is also a time for children to demonstrate their talents, skills and abilities. Children and their families enjoyed picnics in parks with numerous activities like face painting, water play, colouring in, balloons, chalk drawing, bubbles and play dough.

Student Placements and Support:

CAFS Staff members continue to supervise students, including Secondary students undertaking VET Certificates, TAFE students studying the Community Services course and students from Latrobe and RMIT universities.

FamilyCare's commitment to supporting students has a strong impact on the future of our industry locally.

Innovative practice:

Many of FamilyCare's services have been settled for some time. So too is the format of delivery often subject to detailed service contracts. We do however develop innovative ways to enhance the potential benefits for our clients.

In an excellent example of going the 'extra mile', one of our Wallan team members supported an adolescent client to attend the studios of Fox FM and participate in a live broadcast to discuss the importance of music in supporting her to work through difficult emotional and personal times.

The young client found the experience empowering and exciting, as well as a lot of fun.

Diane O'Bree - Goulburn Valley
Cameron Allan - Lower Hume

Other feedback from families:

It's great to know there's support there when needed. If they can't help, they refer onto a service that can.

Being a single parent I find the support and information passed on to me invaluable.

My daughter is now talking to me.

(Our worker) was empathetic, knowledgeable and encouraging. Her approach to babies is lovely. She encouraged the important bond I have with my baby and my own instincts. She was supportive and a good listener. She offered great follow up support.

I have recommended your services to friends and spoken very highly of you.

Helped my daughter talk about her feelings to others. Helped us to help her. The program works because they don't force their opinions on you. They give options, you can take it or leave it.

Gave us much needed support and encouragement during a very traumatic time. I looked forward to (our worker's) visits; it was so nice to have someone to talk to.

09 Disability Support Services

The word that best describes the past year in Disability Support Services is 'growth'. This growth has occurred because of a strong team commitment to program objectives, client needs and a lot of hard work from the dedicated staff, casuals and volunteers that make up the DSS team. Coming out of a difficult period in early 2012, which saw staff changes and some service target challenges, July 2012 began with a bang. The implementation of the new DHS Innovative Respite funding began, and with it enthusiasm and optimism soared.

Service Highlights

From the babies at Busy Bees Playgroup and the Host Program, to the Young Adult Social Group, DSS programs provided support and respite for 245 families of young people

from birth to 21 years of age across the year. Camps for young people aged between 12 and 17 years ran each term with the venues including Sovereign Hill, Melbourne Zoo, Billabong Horse Ranch and Feathertop Chalet. Afternoon Recreation and School Holiday Program activities included Learn to Swim, Photography, SailAbility, Zumba, and Environmental Awareness.

The additional DHS funding allowed DSS to train more staff, offer more services, and provide a wider range of respite activities to young people with a disability across the region. The increased sessions and activity choices saw many young people accessing our programs with numerous clients on waiting lists for many activities. A total of 17,810 hours of respite was provided to families in the period from July 1 2012 to June 30 2013. Community Education Sessions on Challenging Behaviour, Sex Ed, DisabilityCare (NDIS), and Future Planning were held for both professionals and carers and were well attended.

DSS is very lucky to have some amazing staff who work tirelessly with the young people and their families often facing difficult and complex situations. Staff skill and experience is matched only by a commitment to ensuring the best possible outcomes for clients. Working beside these staff are dedicated and enthusiastic volunteers. Our volunteers give up their time to take a child into their home for a regular break or assist with the many recreation activities run each week. In 2012-2013 volunteers alone provided 3600 hours of direct resite to our families.

Moving Forward

The disability sector is changing. FamilyCare has to respond to shifting community expectations of the ways in which services should be delivered to people with disabilities. FamilyCare is moving away from the out-of-date “one size fits all” respite service model and is now tailoring services to suit individual needs.

DSS has joined with other local disability service providers, mainstream services and community organisations to assist with the ongoing delivery of services, use of amenities and inclusive involvement in respite programs. By working together, not only can a wider range of services be provided at lower cost, but resources and knowledge are shared, delivering the client a better quality service. FamilyCare may not be a large scale provider of disability services, but we believe we can make a valuable contribution in fostering better local and regional collaboration.

With increasing external focus on quality systems and certification processes and impending reform to both the Aged and Disability sectors, I believe we are well placed to continue to work effectively with our clients, other service providers and the community to deliver high quality services into the future.

Karen Goodger
Acting Manager - Disability Support Services

11 Carer Support Services

Throughout Australia there are over 2.6 million unpaid carers who care for someone who is frail aged, has a disability, mental illness or chronic disease. This is the equivalent of 12 percent of the population.

Each caring situation is unique and the role will be very different for each person. Carers may help the person they care for with transport, shopping, housework, showering, dressing, toileting, feeding and many other tasks.

Informal carers are major contributors to Australia's health and community care system. In 2010 Access Economics estimated that carers provided 1.32 billion hours of unpaid care. It also estimated that the annual replacement value of this care was over $40.9 billion.

Many carers do not recognise themselves as being in a caring role. They will often tell us they are just a wife, husband or mother. The caring role can develop gradually over time or can happen suddenly. Whilst most carers report there are many rewards, it can also bring challenges including impacts on health and wellbeing, financial hardship and social isolation.

The Carer Support Services Program at FamilyCare has been specifically developed to support informal carers of people who are frail aged, or who have an ongoing disability or mental illness. Supports provided include the provision of information, short term respite, service coordination, individually focused advice and emotional support as well as various education sessions and social activities. The staff understand the demands of the caring role and work in partnership with carers and families in order to provide flexible support options to meet their needs.

Last financial year, Carer Support Services opened 1323 new cases of support to carers and provided 16,543 hours of respite. A number of education sessions were conducted for carers to assist them in their caring roles. Topics covered were based on identified needs and included future planning, health and wellbeing and managing behaviours of concern in dementia. Social activities were also facilitated for carers to encourage engagement. Social isolation is a major challenge identified for carers in our

community. These social events provide the opportunity to meet with other carers in a relaxed environment whilst also having a break from the caring role.

We have also worked on increasing awareness of the caring role, its associated impacts and the supports available. In particular, in the last 12 months we opened up a number of our information and education sessions to the broader community, hopefully engaging these 'hidden' carers and increasing wider community awareness.

Carer Support Services maintains its commitment to research and lateral projects. From March 2012 – March 2013 we undertook a project entitled, 'Transitions of Care' which was funded by the Department of Health, Hume region. The aim was to examine ways to support older people and family carers through the various transition phases on the aged care continuum. The project involved a range of activities including sector and carer consultation, presentations, workshops, information sessions and resource development. Resources for the sector were developed and are available via FamilyCare's website or at www.humenavicare.net.au. Resources for carers included the development of a 'Care Journal' and companion booklet, which are currently undergoing further evaluation.

FamilyCare is very fortunate to have wonderful and dedicated staff. I am humbled to be part of a team that is passionate and committed to ensuring the best possible outcomes for carers and families. As a team, we also have the privilege of being inspired each day by the amazing carers we work with and the valuable role that they play in our community.

Looking forward, Carer Support Services will continue to engage with a changing service and funding environment. In particular, the Living Longer, Living Better and National Disability Insurance Scheme health reforms will see changes in how services and supports are provided to our clients. The reforms will also impact the way in which we deliver our services. What will not change is our commitment to listen to and meet the needs of carers in our community.

Kate Millen
Acting Manager - Carer Support Services

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 has taken 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 printed material about the Act at community events or service points
- providing links to state government resource materials on our website
- providing digital and/or printed information about the Act 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:

- developing and implementing a staff awareness strategy about the principles in the Act and what they mean for staff
- induction and training programs offered by the organisation include discussion of the Act and the statement of principles therein.

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

- reviewing our employment policies such as flexible working arrangements and leave provisions to ensure that these comply with the statement of principles in the Act
- developing a satisfaction survey for distribution at assessment and review meetings between workers, carers and those receiving care.

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

24 October 2013

David Tennant CEO

Date

FamilyCare Fundraising Events

2012 Golf Day

FamilyCare's Annual Charity Golf Day was again a huge success. The event has been running for over 20 years and raises much needed funds to assist families throughout our local community.

This year the event raised $27,000 which contributed to the purchase of a 27 seater bus to assist the Disability Support Program in their recreational activities, youth camps and school holiday programs.

Thankyou to everyone who participated. We thank especially the voluntary committee who organise the event and staff from both FamilyCare and the National Australia Bank (nab) who contribute their time and effort to make the day run smoothly.

The NAB were again instrumental in donating major raffle prizes and providing financial support.

We acknowledge and thank our very generous sponsors who provided prizes for both the raffle and competitions, as well as some of the on and off course catering. Also, to all those who put in teams and played on the day, we hope you enjoyed yourselves and look forward to seeing you for another round next year.

Christmas Hampers

Every year FamilyCare provides Christmas hampers of food and presents to clients. Through our Shepparton and Seymour offices, we delivered 148 hampers, as well as distributing many gifts to children, parents and carers. The items in the hampers are donated by various organisations and businesses throughout our region. Without this support we would not be able to provide the additional Christmas cheer.

The Commonwealth Bank again generously donated boxes filled with wonderful Christmas goodies to go with the hampers. Many of our local Primary Schools also collected gifts that were presented to FamilyCare at special assemblies in which Santa and his pony-driven sleigh paid a special visit.

The community spirit and generosity of our local businesses at this time of year is amazing with many running their own fundraising events to support FamilyCare and its clients.

Amanda Harry
Fundraising

FamilyCare Service Statistics

Child & Family Services

Program Area	Clients Shepparton	Clients Seymour	Total
Child FIRST	925	226	1151
Child FIRST information and referral contacts	1055	1696	2751
Integrated Family Services	575	318	893
Cradle to Kinder	23	n/a	23
Parent Child Program	360	60	420
Refugee Minor Program	11	n/a	11
Families First	20	2	22
Parent Assessment & Skills Development	18	2	20
Men's Program	214	140	354
Alcohol & Drug Support Kinglake	n/a	9	9
Groups	20 groups	5 groups	25 groups

Aged & Disability Services

Program	Total Hours
Carer Support Services	16,543
Disability Support Services	17,810
Total	34,353

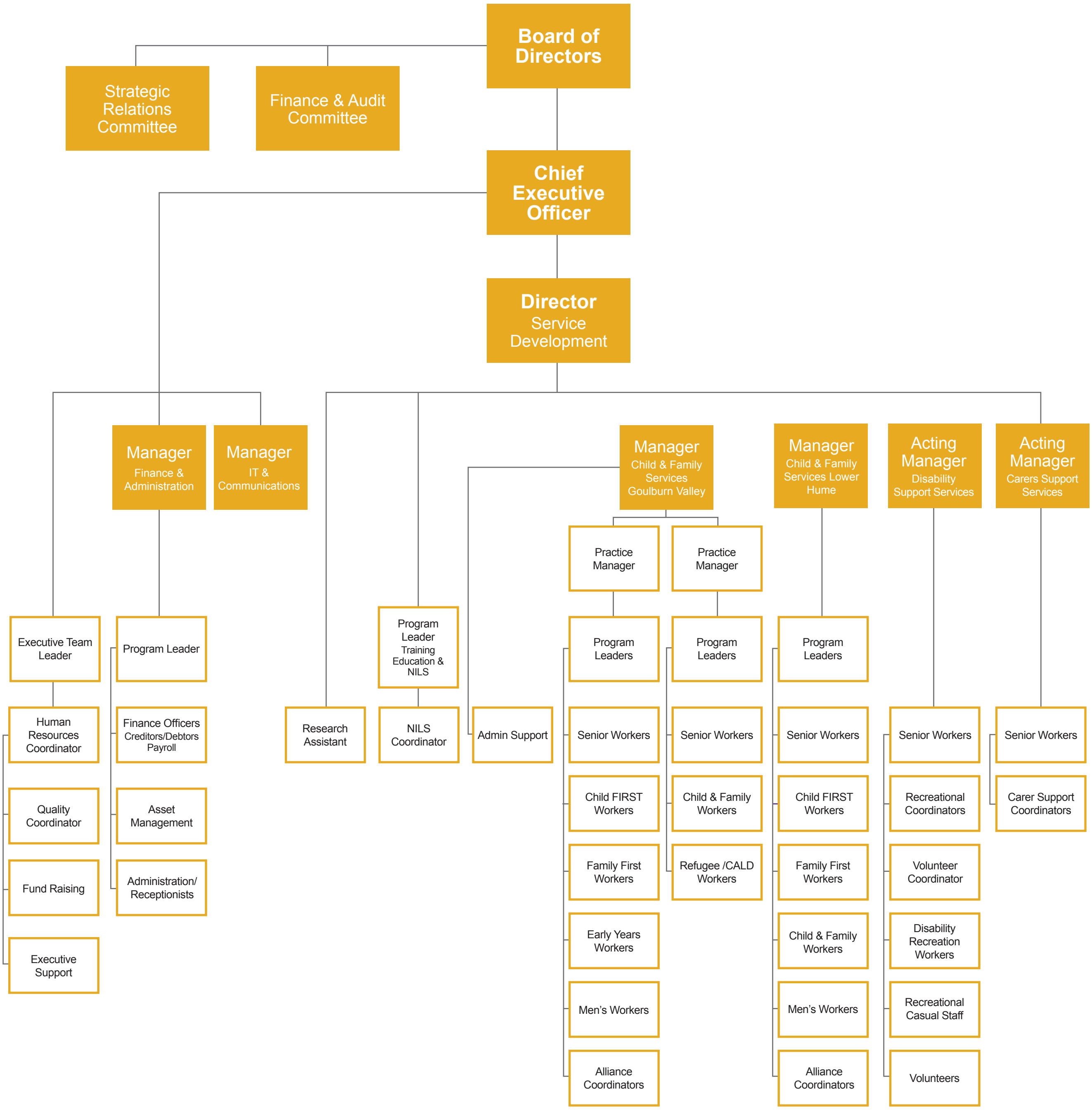
Dunlop House

Program	Total
Total Bed Nights	552
Men's Shed Sessions	94

No Interest Loan Scheme

No Interest Loan Scheme	Total Loans	Total Dollars
NILS Summary July 2012 – June 2013	144	$120,710

Organisational Chart



GOULBURN VALLEY FAMILY CARE INC.
ABN: 99 572 820 584
COMMITTEE'S REPORT

Your committee members submit the financial report of the Goulburn Valley Family Care Inc. for the financial year ended 30 June 2013.

Committee Members

The names of committee members throughout the year and at the date of this report are:

Betty Dale
Tim Gubbins
Albert Kellock
Aileen Kemp
Marina Klooster
Sally Wright
Geoff Adams
Marshall Richards
Jenni Craggs
Simon Rose appointed (25/06/2013)

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 year.

Operating Result

The deficit after providing for income tax amounted to $108,305.
Signed in accordance with a resolution of the Members of the Committee.

Aileen Kemp

Committee member

Committee member

Dated this 22nd day of OCTOBER 2013

GOULBURN VALLEY FAMILY CARE INC.
ABN: 99 572 820 584
STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2013

	Note	2013 $	2012 $
Revenue	2	6,932,784	6,721,423
Employee benefits expense		(5,028,611)	(4,728,658)
Depreciation and amortisation expense		(459,532)	(456,160)
Sundry expenses		(1,552,946)	(1,433,732)
Current year surplus (deficit) before income tax		(108,305)	102,873
Income tax expense		-	-
Net current year surplus (deficit)		(108,305)	102,873
Other comprehensive income			
Total other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year, net of tax		(108,305)	102,873
Net current year surplus (deficit) attributable to the entity		(108,305)	102,873
Total comprehensive income attributable to the entity		(108,305)	102,873

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 2013

	Note	2013 $	2012 $
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	1,851,483	2,262,771
Accounts receivable and other debtors	5	163,395	151,693
Other current assets	6	14,052	24,069
TOTAL CURRENT ASSETS		2,028,930	2,438,533
NON CURRENT ASSETS			
Property, plant and equipment	7	5,811,301	5,985,405
TOTAL NON-CURRENT ASSETS		5,811,301	5,985,405
TOTAL ASSETS		7,840,231	8,423,938
LIABILITIES			
CURRENT LIABILITIES			
Accounts payable and other payables	8	721,759	1,106,775
Employee provisions	9	473,946	448,117
TOTAL CURRENT LIABILITIES		1,195,705	1,554,892
NON CURRENT LIABILITIES			
Provisions	9	251,778	166,359
Borrowings	10	22,952	224,586
TOTAL NON CURRENT LIABILITIES		274,730	390,945
TOTAL LIABILITIES		1,470,435	1,945,837
NET ASSETS		6,369,796	6,478,101
EQUITY			
Reserves		1,443,539	1,443,539
Retained surplus		4,926,257	5,034,562
TOTAL EQUITY		6,369,796	6,478,101

The accompanying notes form part of these financial statements.

GOULBURN VALLEY FAMILY CARE INC.
ABN: 99 572 820 584
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2013

	Note	Retained Surplus	Assets Reserve	Total
		$	$	$
Balance at 1 July 2011		4,931,689	1,443,539	6,375,228
Comprehensive income				
Net surplus (deficit) for the year		102,873		102,873
Total comprehensive income (loss) attributable to the entity		102,873	-	102,873
Balance at 30 June 2012		5,034,562	1,443,539	6,478,101
Balance as at 1 July 2012				
Comprehensive income				
Net surplus (deficit) for the year		(108,305)		(108,305)
Total comprehensive income (loss) attributable to the entity		(108,305)	-	(108,305)
Balance at 30 June 2013		4,926,257	1,443,539	6,369,796

The accompanying notes form part of these financial statements.

GOULBURN VALLEY FAMILY CARE INC.
ABN: 99 572 820 584
STATEMENT OF CASH FLOWS FOR YEAR ENDED 30 JUNE 2013

	Note	2013 $	2012 $
CASH FLOWS FROM OPERATING ACTIVITIES			
Grants and other income		6,868,865	6,649,321
Payments to suppliers and employees		(6,845,308)	(5,813,527)
Interest received		84,718	111,152
Net cash provided by/(used in) operating activities	13	108,275	946,946
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		250,811	155,051
Purchase of property, plant and equipment		(568,740)	(539,268)
Net cash provided by/(used in) investing activities		(317,929)	(384,217)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of borrowings		(201,634)	(4,071)
Net cash provided by/(used in) financing activities		(201,634)	(4,071)
Net increase/(decrease) in cash held		(411,288)	558,658
Cash on hand at beginning of financial year		2,262,771	1,704,113
Cash on hand at end of financial year	4	1,851,483	2,262,771

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

The financial statements cover Goulburn Valley Family Care Inc. as an individual entity. Goulburn Valley Family Care Inc. is an association incorporated in Victoria and operating pursuant to the Associations Incorporation Reform Act 2012.

The financial statements were authorised for issue on 22/10/2013 by the members of the committee.

Note 1 Summary of Significant Accounting Policies

Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) and the Associations Incorporations Reform Act 2012. The association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

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

The financial statements, except for the cash flow information, have been prepared on an 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) Income Tax

The association is exempt from income tax as it was established for community service purposes. Accordingly, no provision for income tax has been allowed in the financial accounts.

(b) Property, Plant and Equipment

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

Plant and equipment

Plant and equipment is measured on the cost basis and is 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 its estimated recoverable amount, the carrying amount is written down immediately to its 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(f) for details of impairment).

The cost of fixed assets constructed by 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 recognised as expenses in profit or loss during the financial period in which they are incurred.

Depreciation

The depreciable amount of all fixed assets, including buildings, is depreciated on a straight-line basis over the asset's useful life commencing from the time the asset is available for use.

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

Class of Fixed Asset	Depreciation Rate
Motor Vehicles	15%
Furniture & Fittings	15 - 30%
Land & Buildings	2.5 - 15%

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 and losses are recognised in profit or loss when the item is derecognised. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained surplus.

(c) 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 equivalent to the date that the association commits itself to either purchase or sell the asset (i.e. trade date accounting is adopted).

Financial instruments 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.

Classification and subsequent measurement

Financial instruments are subsequently measured at fair value, amortised cost using the effective interest method, or cost. *Fair value* represents the amount for which an asset could be exchanged or a liability settled between knowledgeable, willing parties. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the effective interest method.

The effective interest method is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) over the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying amount with a consequential recognition of income or expense in profit or loss.

The association does not designate any interests in subsidiaries, associates or joint venture entities as being subject to the requirements of Accounting Standards specifically applicable to financial instruments.

(i) Financial assets at fair value through profit or loss

Financial assets are classified at 'fair value through profit or loss' when they are held for trading for the purpose of short-term profit taking, where they are derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in fair value (ie gains and losses) recognised included in profit or loss.

(ii) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

(iii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the association's intention to hold these investments to maturity. They are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

(iv) Available-for-sale investments

Available-for-sale investments are non-derivative financial assets that are either not capable of being classified into other categories of financial assets due to their nature or they are designated as such by management. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments.

They are subsequently measured at fair value with any remeasurements other than impairment losses and foreign exchange gains and losses recognised in other comprehensive income. When the financial asset is derecognised, the cumulative gain or loss pertaining to that asset previously recognised in other comprehensive income is reclassified into profit or loss.

Available-for-sale financial assets are classified as non-current assets when they are NOT expected to be sold within 12 months. All other available-for-sale financial assets are classified as current assets.

(v) Financial Liabilities

Non-derivative financial liabilities other than financial guarantees are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial liability is derecognised.

Impairment

At the end of each reporting period, the association assesses whether there is objective evidence that a financial asset has been impaired. A financial asset (or a group of financial assets) is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events (a 'loss event') having occurred, which has an impact on the estimated future cash flows of the financial asset(s).

In the case of available-for-sale financial assets, a significant or prolonged decline in the market value of the instrument is considered to constitute a loss event. Impairment losses are recognised in profit or loss immediately. Also, any cumulative decline in fair value previously recognised in other comprehensive income is reclassified to profit or loss at this point.

In the case of financial assets carried at amortised cost, loss events may include: indications that the debtors or a group of debtors are experiencing significant financial difficulty, default or delinquency in interest or principal payments; indications that they will enter bankruptcy or other financial reorganisation; and changes in arrears or economic conditions that correlate with defaults.

For financial assets carried at amortised cost (including loans and receivables), a separate allowance account is used to reduce the carrying amount of financial assets impaired by credit losses. After having taken all possible measures of recovery, if management establishes that the carrying amount cannot be recovered by any means, at that point the written-off amounts are charged to the allowance account or the carrying amount of impaired financial assets is reduced directly if no impairment amount was previously recognised in the allowance account.

When the terms of financial assets that would otherwise have been past due or impaired have been renegotiated, the association recognises the impairment for such financial assets by taking into account the original terms as if the terms have not been renegotiated so that the loss events that have occurred are duly considered.

Derecognition

Financial assets are derecognised where the contractual right to receipt of cash flows expires or the asset is transferred to another party, whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or have expired. The difference between the carrying amount of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

(d) Impairment of Assets

At the end of each reporting period, the association assesses whether there is any indication that an asset may be impaired. The assessment will consider both external and internal sources of information. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of that asset, being the higher of the asset's fair value less costs to sell and its value-in-use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is immediately recognised in profit or loss.

Where the future economic benefits of the asset are not primarily dependent upon the asset's ability to generate net cash inflows and when the entity would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

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

Where an impairment loss on a revalued asset is identified, this is recognised against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that class of asset.

(e) Employee Provisions

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee provisions payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may not satisfy vesting requirements. Those cash outflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows.

(f) Cash on Hand

Cash on hand includes cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of twelve months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities in the statement of financial position.

(g) Accounts receivable and other debtors

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from customers for goods sold in the ordinary course of business. 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.

(h) 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.

(i) Revenue and Other Income

Non-reciprocal grant revenue is recognised in the statement of comprehensive income when the association obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the association and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the association incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

The association receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of comprehensive income.

Donations and bequests are recognised as revenue when received.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

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

(j) 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 profit or loss in the period in which they are incurred.

(k) Comparative Figures

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

When the association has retrospectively applied an accounting policy, made a retrospective restatement or reclassified items in its financial statements, an additional statement of financial position as at the beginning of the earliest comparative period will be disclosed.

(l) Accounts Payable and Other Payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(m) Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

(n) New Accounting Standards for Application in Future Periods

The committee evaluates estimates and judgments 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 association.

(o) New Accounting Standards for Application in Future Periods

The AASB has issued a number of new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods, some of which are relevant to the association. The association has decided not to early adopt any of the new and amended pronouncements. The association's assessment of the new and amended pronouncements that are relevant to the association but applicable in future reporting periods is set out below:

— AASB 9: *Financial Instruments (December 2010)* and AASB 2010–7: *Amendments to Australian Accounting Standards arising from AASB 9 (December 2010)* .

These Standards are applicable retrospectively and include revised requirements for the classification and measurement of financial instruments, as well as recognition and derecognition requirements for financial instruments.

The key changes made to accounting requirements include:

- simplifying the classifications of financial assets into those carried at amortised cost and those carried at fair value;
- simplifying the requirements for embedded derivatives;
- removing the tainting rules associated with held-to-maturity assets;
- removing the requirements to separate and fair value embedded derivatives for financial assets carried at amortised cost;
- allowing an irrevocable election on initial recognition to present gains and losses on investments in equity instruments that are not held for trading in other comprehensive income. Dividends in respect of these investments that are a return on investment can be recognised in profit or loss and there is no impairment or recycling on disposal of the instrument;
- requiring financial assets to be reclassified where there is a change in an entity's business model as they are initially classified based on: (a) the objective of the entity's business model for managing the financial assets; and (b) the characteristics of the contractual cash flows; and
- requiring an entity that chooses to measure a financial liability at fair value to present the portion of the change in its fair value due to changes in the entity's own credit risk in other comprehensive income, except when that would create an accounting mismatch. If such a mismatch would be created or enlarged, the entity is required to present all changes in fair value (including the effects of changes in the credit risk of the liability) in profit or loss.

— *AASB 1053: Application of Tiers of Australian Accounting Standards and AASB 2010–2: Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements (applicable for annual reporting periods commencing on or after 1 July 2013).*

AASB 1053 establishes a revised differential financial reporting framework consisting of two tiers of financial reporting requirements for those entities preparing general purpose financial statements:

– Tier 1: Australian Accounting Standards; and

– Tier 2: Australian Accounting Standards – Reduced Disclosure Requirements.

Tier 2 of the framework comprises the recognition, measurement and presentation requirements of Tier 1, but contains significantly fewer disclosure requirements.

Since the association is a not-for-profit private sector entity, it qualifies for the reduced disclosure requirements for Tier 2 entities. The association is yet to decide whether it will take advantage of Tier 2 reporting.

— *AASB 13: Fair Value Measurement and AASB 2011-8: Amendments to Australian Accounting Standards arising from AASB 13 (applicable for annual reporting periods commencing on or after 1 January 2013).*

AASB 13 defines fair value, sets out in a single Standard a framework for measuring fair value, and requires disclosures about fair value measurement.

AASB 13 requires:
– inputs to all fair value measurements to be categorised in accordance with a fair value hierarchy; and
– enhanced disclosures regarding all assets and liabilities (including, but not limited to, financial assets and financial liabilities) to be measured at fair value.

These Standards are expected to result in more detailed fair value disclosures, but are not expected to significantly impact the amounts recognised in the associations financial statements.

— AASB 119: *Employee Benefits (September 2011)* and AASB 2011–10: *Amendments to Australian Accounting Standards arising from AASB 119 (September 2011)* (applicable for annual reporting periods commencing on or after 1 January 2013).

These Standards introduce a number of changes to accounting and presentation of defined benefit plans. The association does not have any defined benefit plans and so is not impaced by the amendments.

These Standards are not expected to significantly impact the association's financial statements.

— AASB 2012–2: *Amendments to Australian Accounting Standards – Disclosures – Offsetting Financial Assets and Financial Liabilities* (applicable for annual reporting periods commencing on or after 1 January 2013).

AASB 2012-3 principally amends AASB 7: Financial Instruments: Disclosures to require entities to include information that will enable users of their financial statements to evaluate the effect or potential effect of netting arrangements, including rights of set-off associated with the entity's recognised financial assets and recognised financial liabilities, on the entity's financial position.

This Standard is not expected to significantly impact the association's financial statements.

— AASB 2012–3: *Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities* (applicable for annual reporting periods commencing on or after 1 January 2014).

This Standard adds application guidance to AASB 132: *Financial Instruments: Presentation* to address potential inconsistencies identified in applying some of the offsetting criteria of AASB 132, including clarifying the meaning of "currently has a legally enforceable right of set-off" and that some gross settlement systems may be considered equivalent to net settlement.

This Standard is not expected to significantly impact the association's financial statements.

Note 2 Revenue

	2013	2012
	$	$
Revenue		
— Grants - state	5,728,334	5,528,915
— Grants - commonwealth	569,821	484,287
— Contributions	16,967	34,018
— Other Revenue	515,014	519,191
— Income from Investments	84,719	111,152
— Fundraising	50,430	74,625
— Loss on sale of Plant and Equipment	(32,501)	(30,765)
	6,932,784	6,721,423
Total revenue	6,932,784	6,721,423

Note 3 Auditors' Fees

	2013	2012
	$	$
Remuneration of the auditor of the association for:		
— auditing or reviewing the financial report	10,025	10,050
— other services	2,650	2,600
	12,675	12,650

Note 4 Cash on Hand

	Note	2013 $	2012 $
Cash at bank - unrestricted		362,184	846,988
Short-term investments - bank deposits		1,489,299	1,415,783
	14	1,851,483	2,262,771

The effective interest rate on short-term bank deposits was 4.12% (2012: 5.60%); these deposits have an average maturity of 183 days.

Reconciliation of cash

Cash on hand at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:		
Cash on hand	1,851,483	2,262,771
	1,851,483	2,262,771

Note 5 Accounts receivable and other debtors

	Note	2013 $	2012 $
CURRENT			
Other debtors		163,395	151,693
Total current accounts receivable and other debtors	14	163,395	151,693

27

No impairment of accounts receivable and other debtors was required at 30 June 2013 (2012: Nil).

Financial Assets classified as loans and receivables	Note	2013 $	2012 $
Accounts receivable and other debtors			
— total current	14	163,395	151,693

Note 6 Other Current Assets

	2013 $	2012 $
CURRENT		
Prepayments	14,052	24,069
	14,052	24,069

Note 7 Property, Plant and Equipment

	2013 $	2012 $
Motor Vehicles		
At cost	912,123	847,513
Accumulated depreciation	(158,310)	(176,875)
	753,813	670,638
Furniture & office equipment		
At cost	560,707	501,759
Accumulated depreciation	(462,607)	(393,055)
	98,100	108,704
Land & Buildings		
At revaluation	2,345,000	2,345,000
At cost	4,398,870	4,391,080
Accumulated depreciation	(1,784,482)	(1,530,017)
	4,959,388	5,206,063
Total property, plant and equipment	5,811,301	5,985,405

Movements in carrying amounts

Movement in carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Motor Vehicles $	Furniture & office equipment $	Land & Buildings $	Total $
Balance at 1 July 2011	706,258	155,757	5,226,098	6,088,113
Additions	279,006	41,311	218,951	539,268
Disposals	(184,545)	(1,271)		(185,816)
Depreciation expense	(130,081)	(87,093)	(238,986)	(456,160)
Balance at 30 June 2012	670,638	108,704	5,206,063	5,985,405
Additions	496,435	64,515	7,790	568,740
Disposals	(283,312)			(283,312)
Depreciation expense	(129,948)	(75,119)	(254,465)	(459,532)
Carrying amount at 30 June 2013	753,813	98,100	4,959,388	5,811,301

Note 8 Accounts Payable and Other Payables

	Note	2013 $	2012 $
CURRENT			
Accounts payable		472,382	500,978
Income in Advance		249,377	605,797
		721,759	1,106,775

a. **Financial liabilities at amortised cost classified as accounts payable and other payables**

	Note	2013 $	2012 $
Accounts payable and other payables			
— total current		721,759	1,106,775
		721,759	1,106,775
Less grants received in advance		(249,377)	(594,879)
Financial liabilities as accounts payable and other payables	14	472,382	511,896

The average credit period on accounts payable and other payables is 1 month. No interest is payable on outstanding payables during this period.

Note 9 Employee Provisions

	Note	2013 $	2012 $
CURRENT			
Employee benefits - Annual leave entitlements		316,798	303,970
Emplyee benefits - Long service leave		157,148	144,147
		473,946	448,117
NON-CURRENT			
Employee benefits - Long service leave		251,778	166,359
		251,778	166,359
Total provisions		725,724	614,476

Employee Provisions - Annual Leave Entitlements

The provision for employee benefits represents amounts accrued for annual leave.
Based on past experience, the association does not expect the full amount of annual leave to be settled within the next 12 months. However, the amount must be classified as a current liability because the association does not have an unconditional right to defer the settlement of the amount in the event employees wish to use their leave entitlements.

Note 10 Borrowings

	Note	2013 $	2012 $
NON-CURRENT			
Bank loan		22,952	224,586
		22,952	224,586
Total borrowings	14	22,952	224,586

Note 11 Events after the Reporting Period

The committee is not aware of any significant events since the end of the reporting period.

Note 12 Related Party Transactions

a. Key Management Personnel

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the association, directly or indirectly, including its committee members, is considered key management personnel.

	2013	2012
Key Management Personnel Compensation	$	$
— Salaries and feees	201,622	196,959
— Superannuation	17,936	17,406
	219,558	214,365

Note 13 Cash Flow Information

	2013 $	2012 $
activities with net current year surplus (deficit)		
Current year surplus (deficit) after income tax	(108,305)	102,873
Cash flows excluded from current year surplus (deficit)		
Non-cash flows in current year surplus:		
— Depreciation expense	459,532	456,160
— Net (gain)/loss on disposal of property, plant and equipment	32,501	30,765
Changes in assets and liabilities, net of the effects of purchase and disposal of subsidiaries		
— (Increase)/decrease in accounts receivable and other debtors	(11,702)	8,285
— (Increase)/decrease in prepayments	10,017	(5,432)
— Increase/(decrease) in accounts payable and other payables	(385,016)	271,334
— Increase/(decrease) in employee provisions	111,248	82,961
	108,275	946,946

Note 14 Financial Risk Management

The association's financial instruments consist mainly of deposits with banks, receivables and payables.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

	Note	2013 $	2012 $
Financial Assets			
Cash on hand	4	1,851,483	2,262,771
Accounts receivable and other debtors	5	163,395	151,693
Total financial assets		2,014,878	2,414,464
Financial Liabilities			
Financial liabilities at amortised cost:			
— Accounts payable and other payables	8	472,382	511,896
— Borrowings	10	22,952	224,586
Total financial liabilities		495,334	736,482

Financial Risk Management Policies

The main risks the association is exposed to through its financial instruments are credit risk, liquidity risk, and market risk relating to interest rate risk and other price risk. There have been no substantive changes in the types of risks the association is exposed to, how these risks arise, or the committee's objectives, policies and processes for managing or measuring the risks from the previous period.

The Treasurer's overall risk management strategy seeks to ensure that the association meets its financial targets, while minimising potential adverse effects of cash flow shortfalls.

a. Credit risk

Exposure to credit risk relating to financial assets arises from the potential non-performance by counterparties of contract obligations that could lead to a financial loss to the association.

Credit risk is managed through maintaining procedures (such as the utilisation of systems for the approval, granting and removal of credit limits, regular monitoring of exposure against such limits, and monitoring of the financial stability of significant customers and counterparties) ensuring, to the extent possible, that members and counterparties to transactions are of sound credit worthiness.

Risk is also minimised through investing surplus funds in financial institutions that maintain a high credit rating or in entities that the committee has otherwise assessed as being financially sound.

Credit Risk Exposures

The maximum exposure to credit risk by class of recognised financial assets at the end of the reporting period is equivalent to the carrying amount and classification of those financial assets (net of any provisions) as presented in the statement of financial position.

There is no collateral held by the association securing accounts receivable and other debtors.

Accounts receivable and other debtors that are neither past due or impaired are considered to be of high credit quality. Aggregates of such amounts are detailed at Note 5.

The association has no significant concentrations of credit risk with any single counterparty or group of counterparties. Details with respect to credit risk of accounts receivable and other debtors are provided in Note 5.

b. Liquidity risk

Liquidity risk arises from the possibility that the association might encounter difficulty in settling its debts or otherwise meeting its obligations related to financial liabilities. The association manages this risk through the following mechanisms:

- preparing forward-looking cash flow analysis in relation to its operational, investing and financing activities;
- only investing surplus cash with major financial institutions; and

Note 15 Association Details

The registered office of the association is:
Goulburn Valley Family Care Inc.
19 Welsford Street Shepparton VIC 3630

The principal place of business is:
Goulburn Valley Family Care Inc.
19 Welsford Street Shepparton VIC 3630

GOULBURN VALLEY FAMILY CARE INC.
ABN: 99 572 820 584
ANNUAL STATEMENTS GIVE TRUE AND FAIR VIEW OF FINANCIAL POSITION AND PERFORMANCE OF INCORPORATED ASSOCIATION

We, Aileen Kemp, and Timothy Gubbins, being members of the Committee of Goulburn Valley Family Care Inc., certify that -

The statements attached to this certificate, give a true and fair view of the financial position and performance of Goulburn Valley Family Care Inc. during and at the end of the financial year of the association ending on 30 June 2013.

Signed: Aileen Kemp

Dated: 22/10/2013

Signed:

Dated: 22/10/2013

GOULBURN VALLEY FAMILY CARE INC.
ABN: 99 572 820 584
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF GOULBURN VALLEY FAMILY CARE INC.

Report on the Financial Report

We have audited the accompanying financial report of Goulburn Valley Family Care Inc. (the association), which comprises the statement of financial position as at 30 June 2013, the statement of profit or loss, the statement of other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) and the *Associations Incorporation Reform Act 2012* (Vic) and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial report of Goulburn Valley Family Care Inc. is in accordance with the requirements of the Associations Incorporation Reform Act 2012 (VIC), including:

(i) giving a true and fair view of the association's financial position as at 30 June 2013, and of its performance for the year ended on that date; and

(ii) complying with Australian Accounting Standards as disclosed in Note 1.

Auditor's signature: Michael Hall

Auditor's address: MB+M Pty Ltd
23 Nixon Street
Shepparton, VIC

Dated this 25th day of October 2013

Acknowledgements

FamilyCare's services could not be provided without the constant support of our major funding bodies and the outstanding contribution of local communities in assisting us to fundraise, through functions and donations.

Your generosity enables us to deliver and develop our services to meet the ever-changing need of the community.

From the Board of Directors, Management and Staff we thank you.

Major Funding Partners:

Australian Government
- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Health and Ageing

Victorian Government
- Department of Health
- Department of Human Services
- Department of Justice

National Australia Bank
Jeff Tracy BMW
McPherson Motors

Councils:

Greater Shepparton City Council
Mitchell Shire Council
Shire of Campaspe
Mansfield Shire Council
Murrindindi Shire Council
Moira Shire Council

FamilyCare Fundraising Committee:

Kerri Bradshaw
Gary Chapman
Kevin Dainton
Peter Eddy
Peter Garrett
Gary Goodman
Alan Keat
Don McCaffrey
Neil Smith
Jeff Tracy
Michael Zurcas

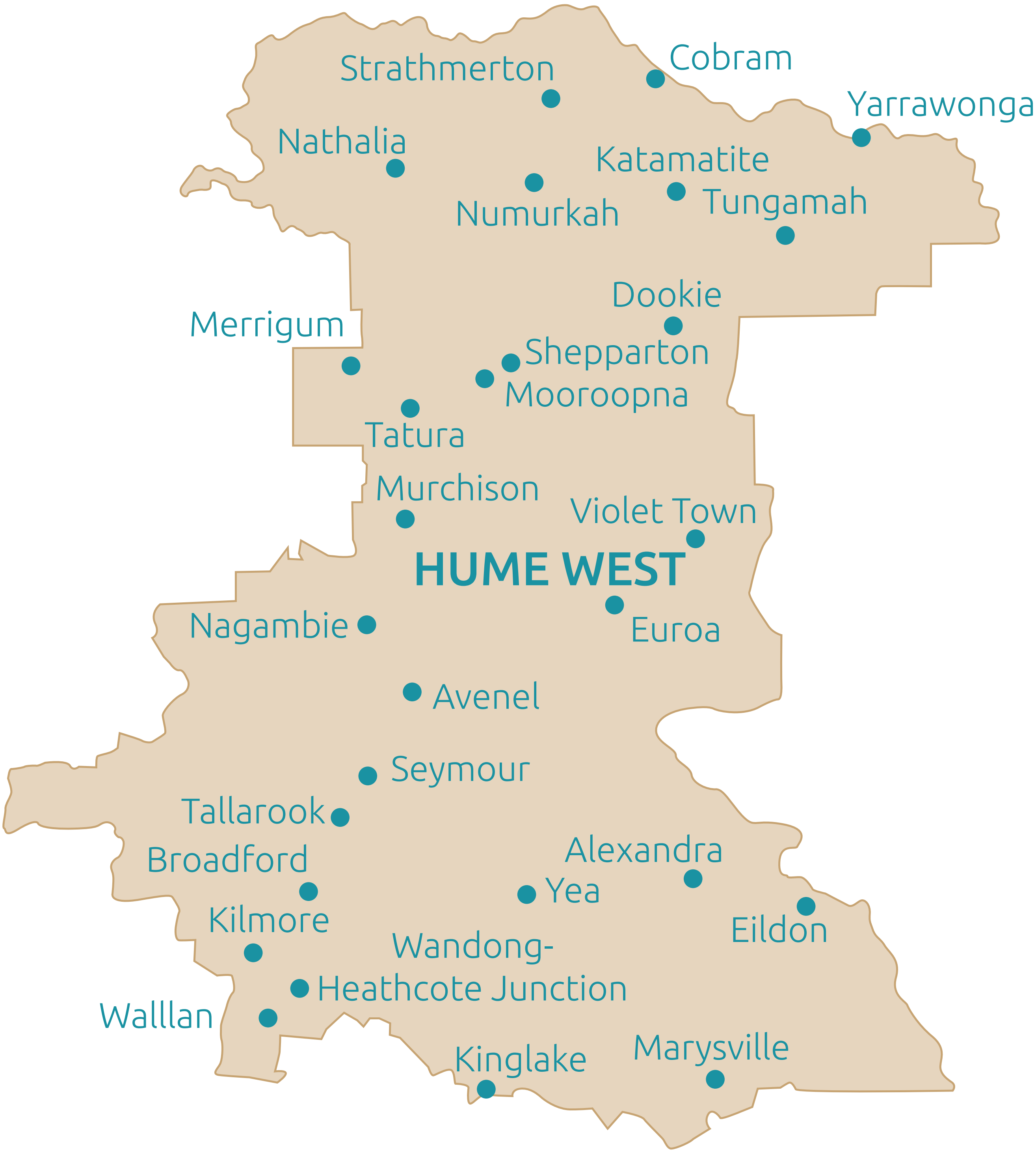
Media Support:

One FM 98.5
Shepparton News
WIN Television
ABC Radio
The Shepparton Advisor
Southern Cross Austereo

Businesses, Individuals and Others:

Applite Pty Ltd
Bendigo Bank Wallan
Brian Harrington Photography
Brown Baldwin Accountants
Bunnings Shepparton
Cellar 47
Centacare Sandhurst
CHEP
Peter & Maria Copulos
Carpet Court
The Carrington
Commonwealth Bank of Australia
Elders Insurance
Elsana Pty Ltd – Jim Mitropoulos
Faram Ritchie Davies
Freers Panel Works
Future Metals Pty Ltd
Game Traffic Management
Gary & Erane Goodman
Geoff O'Sullivan Insurance Brokers
Gloria Jeans Coffee
GM Packaging
Good Shepherd Microfinance
Goulburn Valley Grammar School
Goulburn Valley Imaging
Goulburn Valley Property Services
Grahamvale Primary School
Griffiths Goodall Insurance Brokers P/L
GV Ice
HSA Forklifts
IGA
Integrating Technology
Jeff Young Shoes
Jesses Fashions
Jetset Travel
John Anderson Pharmacy
Kenzan Restaurant
KFC
Kevin & Boyd Dainton – Daitronics
Longleat Wines
MB+M Business Solutions
Mailworks
Mathieson Motors
McKellors Picture Framing
Metzke and Allen
Mini Monarch
Neverfail
Notre Dame College
OKE'S Toy Warehouse
O'Sullivan Insurance Brokers
Peking City Restaurant
Brendan & Joanne Pentony
PFD – Rick Smith
Prominent Group
Quality Teams
Qube Logistics
Ray Sharawarra
Riordan Legal
S & G O'Sullivan
Seymour Baptist Church
Shellie Tiling
Shepparton Aged Care
Shepparton Golf Club
Shepparton High School
Shepparton Hire
Shepparton Newspapers Pty Ltd
Shepparton Optical Services
Shepparton RSL
Shepparton Wood Turners
Solar City Office Equipment
Statewide Pest Control
St Kilda Mums
Subway
Tatura Milk Industries
Tatura Shepparton Racing Club
Teller Collective
Telstra Shop
The Good Guys
Ultimate Fasteners
Zurcas Coolstores & Packaging P/L

Hume West


Strathmerton
Cobram
Yarrawonga
Nathalia
Katamatite
Numurkah
Tungamah
Dookie
Merrigum
Shepparton
Mooroopna
Tatura
Murchison
Violet Town
HUME WEST
Nagambie
Euroa
Avenel
Seymour
Tallarook
Broadford
Alexandra
Yea
Eildon
Kilmore
Wandong-
Heathcote Junction
Walllan
Kinglake
Marysville

34

Notes

www.familycare.net.au

SHEPPARTON
19 Welsford Street, PO Box 1069, Shepparton VIC 3632
P: 03 5823 7000 F: 03 5831 1917

SEYMOUR
64 High Street, PO Box 457, Seymour VIC 3660
P: 03 5735 4600 F: 03 5799 0016

COBRAM I WALLAN I KINGLAKE I ALEXANDRA