Annual Report
2013-2014

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.

David Tennant
CEO (ex-officio)

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

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Chairperson & CEO Report

There are always positives in preparing an Annual Report. Staff and volunteers have an opportunity to see a year-long overview of the work they have done and the things achieved. The various providers of our funding, without whom FamilyCare could not deliver its vital services, have similar opportunity to check our agency's 'pulse' at a broader level. Our community and colleague service providers have an opportunity to compare our progress with previous years and see some of our aspirations for the year ahead.

Annual reports provide transparency and accountability. For an organisation like FamilyCare, they are also a small but important contribution to the collective history of the communities in the Goulburn Valley where we work and the families and people we provide services to.

There is a lot to celebrate in this year's report and we hope you find it both useful and interesting. Amongst many highlights, you will see that FamilyCare:

- Successfully piloted a program that helped over 100 children in Shepparton participate in organised sport where they might otherwise have missed out;
- Helped our communities better understand and respond to the growing scourge of ICE addiction; and
- Started building work on our new office in Wallan.

We acknowledge the tireless work of our staff, volunteers and FamilyCare's Board. You all do a fabulous job and contribute in many varied ways to make our communities happier, safer, fairer places.

To temper all of the positives, this report also provides a window on what continues to be a challenging period in the delivery of not-for-profit services. FamilyCare has again operated at a deficit and whilst the Board made a conscious decision to oversee such a result in a manner that would not harm FamilyCare's overall fiscal stability, it is not an approach that can continue indefinitely.

Governments at all levels are correct to ensure that human services are provided in the most efficient manner possible. There is an increasing tendency to require community providers to produce more with less money. When you reach the point where there are no more efficiencies to be gained however, the only way to save money is to cut services, or staff, or both.

Governments are also asking questions about whether there is a value that not-for-profit community agencies provide that others cannot. If a for-profit business can deliver a service cheaper why not give them the work?

FamilyCare has tried to participate in as many of the various reform discussions as we can to ensure our clients and our region has a voice. We will continue to do that throughout the coming year. Ultimately though the reviews and reforms will have to consider more than just money, if regionally based and focussed not-for-profits are to survive and thrive.

People do not volunteer to help agencies like FamilyCare function just by coincidence. Staff do not work for less income than their qualifications might reasonably allow them to expect because they lack judgement. Clients do not invite us into their homes and lives because they lack the will to say no. All of this comes about because of trust. That trust is based on an expectation that above all other priorities, we rate improving client wellbeing as the most important of all. It might be hard to express that in a financial analysis but it would certainly show up in one if it were to be taken away.

Aileen Kemp - Chairperson
David Tennant - Chief Executive Officer

Director of Service Development

The Chair and CEO report has already mentioned how much reform activity has occurred in the last year. Although frequent change is unsettling, our teams have worked hard to keep providing services to those who need them most.

FamilyCare's array of programs and groups are always evolving to meet the needs of the most vulnerable in our communities. It is one of the most rewarding aspects of working in a community service organisation, where we can make changes relatively quickly to respond to changing needs.

This year has settled a major update to the way the two ChildFIRST Alliances will operate in the future. After extensive review, we agreed to merge the two Executives into one Alliance but still supported by two catchment based operational committees. We are confident that will deliver better coordination and improved efficiency, whilst still being responsive to local needs.

One of the key tasks of the Alliance is to manage the collective resources of Integrated Family Services to support vulnerable children and families in our region. More analysis will be needed in the upcoming year with the expansion of both Services Connect and the Children and Youth Area Partnerships.

The Alliance and its functions remains a key part of a broader response to disadvantage and vulnerability. Collectively, we need to be able to plan and measure our interventions to ensure the wellbeing indicators and resilience of our communities is improving.

Our sector development activities have again been outstanding throughout the year including respected experts like Peter Eastaugh, Louise Newman, Tim O Leary and Russell Pratt to name a few. Up-skilling our local sector is an important role of the Alliance and we take great pride in our efforts. I thank our Alliance partners Rumbalara Aboriginal Cooperative, Bridge Youth Services and the Department of Human Services for their ongoing support.

The Wallan office development has moved along with the frame now up and the office really taking shape. All going well, the new office should be fully operational by February 2015. Staff have been involved in a number of meetings to discuss the design and operational needs and have many ideas to make the new office feel 'homely".

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A Building Committee reporting to the Finance Sub-committee and in turn to the Board continues to oversee the development.

As a management group, we are actively monitoring and planning for the impact of changes to both the Aged Care and Disability sectors, the latter with the introduction of NDIS. Both Disability and Carer Support Services are operating at full capacity with demand for our services increasing. There will however be significant challenges for FamilyCare to navigate as a smaller provider of specialist services in a new market-based environment.

As mentioned in my report last year we are taking the challenge of measuring our outcomes seriously and have made significant progress in our evaluation and monitoring work.

Our NILS and Training and Education services have expanded, providing innovative and unique service options to the community, particularly with FamilyCare's successful bid to host a regional community development project assisting low-income households understand the cost of their energy usage and ultimately become more energy efficient. FamilyCare's partnership with GO TAFE and ASHE is an example of local collaboration which is providing great opportunities for indigenous youth.

Again, thank you to all of the staff and volunteers, who are out and about every day, working to support families to build on their strengths and drive their own solutions.

Angela Armstrong-Wright
Director of Service Development

Child and Family Services

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"Education is the most powerful weapon which you can use to change the world."

Nelson Mandela

In child and family services, our role is to compliment and help to develop the strengths within a family. All of the skills and experience our workers have, are secondary to the resourcefulness of the families with whom we work.

Throughout 2013/14 FamilyCare's dedicated integrated family services team provided 39,346 hours of service to children and families across our service area. This total does not include supplementary group work, outreach day-stay to Cobram and Seymour and Men's programs.

EVENTS AND HIGHLIGHTS

There was an extraordinary array of activities that FamilyCare ran, or participated in throughout the year. The activities included professional development courses, community development activities and fun for families and children. Here are just a few examples:

EMERGE FESTIVAL 1 MARCH 2014

COMMEMORATING UNITING NATIONS WORLD REFUGEE DAY, THE EMERGE FESTIVAL SHOWCASES THE TALENTS REFUGEES HAVE BROUGHT TO AUSTRALIA.

REFUGEE WEEK - JUNE

UNDERSTANDING DIFFERENCE, AND SUPPORTING NEW ARRIVALS TO FEEL PART OF OUR COMMUNITY.

HARMONY DAY – 31 MARCH

A CELEBRATION OF AUSTRALIA'S RICH CULTURAL DIVERSITY.

NATIONAL FAMILIES WEEK

(MAY).....CELEBRATING THE VITAL ROLE

GIRLS, GIRLS, GIRLS

A POPULAR PROGRAM ON BODY IMAGE RUN THROUGHOUT THE YEAR IN SCHOOLS IN LOWER HUME

SPORTING CHANCE SHOLARSHIP PROGRAM

IN PARTNERSHIP WITH THE COUNCIL OF GREATER SHEPPARTON AND THE COMMUNITY FUND, OVER 100 CHILDREN RECEIVED SCHOLARSHIPS OF UP TO $250 TO PARTICIPATE IN SPORTING ACTIVITIES

ICE – COMMUNITY INFORMATION SESSIONS

SESSIONS WERE HELD IN SHEPPARTON AND WALLAN TO HELP THE COMMUNITY UNDERSTAND AND RESPOND TO THE CHALLENGES THAT ICE POSES TO HEALTH AND COMMUNITY ORDER

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INNOVATIVE PRACTICE:

Throughout the year, we have worked hard to develop and improve our practice and service activities, for example…

Partnership with Dhurringile Correctional Facility:

Building on the success of running our Real Men Make Great Dads parenting program for prisoners preparing for release, FamilyCare has been asked to facilitate a number of internal prison programs for the Department of Justice.

Parent Child Program (PCP) Perinatal Depression Support Group:

For a number of years PCP has operated a support group, based on the concept of mutual support and recognising the positive effects of communications with and between people who have faced similar problems. The Perinatal Depression Support Group has been an important source of support and information for young mothers tackling depression.

It was a busy year for the group, recruiting eight new volunteers and partnering in the development, delivery and evaluation of a nine-session cognitive behaviour therapy group program, with Area Mental Health.

Drop-In Parenting Centre at 15 Welsford Street, Shepparton:

In another new initiative, our house at 15 Welsford St is now open to the community two mornings a week as a drop-in parenting centre. Parents can chat with a trained professional about a variety of issues, including infant feeding advice, parenting, child development and behaviour or just ask questions and get information. Other providers are now actively referring to the drop-in service and links are being made with FamilyCare or other community programs as clients are exposed to options as a result of 'dropping in'.

SOME EXAMPLES OF FEEDBACK FROM CLIENTS AND COLLEAGUES

We are constantly learning more and trying to improve the services we provide. Feedback from our clients and colleagues is vital in that process. Here are a few examples of feedback received in the last year.

The day has been very encouraging and positive. Although it was daunting to arrive knowing that I would be challenged with changing my behaviours and habits…the wonderful support and inspiration provided by the staff has made what could have been a very distressing experience a very positive one.

(Parent Child Program client)

I do not say lightly that the skills I have learnt here today will change my life and the life of my child (and any future children I have!) A completely invaluable experience and one that no 'settling your baby' book could provide. The centre staff provide the perfect environment – a refuge for parents. Thank you so much.

(Parent Child Program client)

I am not as angry as I used to be and get along with my partner without arguing. Thank you!!!

(Parent Child Program client)

Just wanted to let you know what great work (FamilyCare staff) have done to support a family where the young person (13) was disengaging from school. Service and supports had tried many interventions, but with limited success. Late last year FamilyCare staff had commenced transporting the young person to school on a daily basis, this included entering the home and working with the parents to get the child ready for school. This worked until FamilyCare (as part of the case plan) returned responsibility for this back to the young person and the parents. Unfortunately the young person struggled in making the transition from Primary to Secondary School. FamilyCare arranged another family meeting and an updated family plan; actually an old one refreshed and implemented with the school becoming a more active part in supporting the young person. The parents (mum and dad), were negative in both their thinking and communication on how successful the plan would be (and) were strongly encouraged to change their attitude, act hopeful and encouraging.

As this is written the young person has attended almost 4 weeks of school, and has been ready to go in the mornings and is now taking herself to school. The Family are noticing the difference and workers are noticing the difference in the whole family, not just in relation to the schooling, but to themselves as a family. Whilst its early days the thing that stands out the most to me is the fact that FamilyCare didn't give up, we just looked at different ways of doing things. I want to acknowledge the hard work of the FamilyCare staff.

(A colleague service provider)

Dragon Boat Racing

FamilyCare staff took part in The Community Fund Shepparton Dragon Boat Regatta 2014 on Sunday 30 March at the Victoria Park Lake in Shepparton. It was the first year FamilyCare has entered the event and with only one, half-hour practice session behind us, we paddled energetically and enthusiastically in three races. Unfortunately, due to a fair lack of synchronization, we ended up not making it into any of the finals. In fact we came last but a great fun day and good team bonding was had by all who attended. Thanks to Geoff Adams and others for capturing the day with some excellent photographs and to Aaron Palmer for designing an eye catching logo for us. The FamilyCare crew will return to race again next year!

Disability Support Services

2013 - 14 was an intense period right across the disability sector. It was a time of great progress, but also of uncertainty in an environment of significant change.

Although not being trialled in our Service areas, the commencement of the NDIS saw DSS review and renew work practices and service delivery to accommodate future individualised packaging and decreased block funding. Funders' targets increased but funding did not. Similarly reporting and compliance requirements have continued to increase.

In late 2013 we moved our Recreation Program into the rear of FamilyCare's property at 94 Wyndham Street, Shepparton. Families, other sector providers, and the community have now better recognised the program as belonging to and run by FamilyCare. It has also resulted in positive feedback and increased community partnerships.

Beginning in early 2014, a formal evaluation of the Friendship Program was undertaken. This project was conducted by Carol Reid, FamilyCare's Research & Evaluation Project Worker, and overseen by the University of Melbourne. Although the program has run successfully for many years this was the first time we have conducted a coordinated review of this type. It was not only a useful exercise in reminding us of the journey, we now have a robust evidence base for the value of the program.

The commitment of all staff and volunteers to offer support and choice to young people with a disability, their families and carers

A total of 14,627 hours of respite was provided to carers of young people with a disability across the region.

Full and active participation of people with a disability in society requires a change in community attitude.

This is not something that can be legislated!

across our region saw DSS exceed targets and deliver a high number of respite hours in 2013 - 2014. DSS staff have worked hard to respond to high demand from families for practical support in varying forms - respite, recreation programs, autism therapies, counselling/emotional support, and financial assistance being the most frequent requests. Changes to other local disability respite services have resulted in a more diverse range of clients and a move into some adult service areas.

DSS will use the success of the past year and build on it by continuing to provide a unique service to young people with a disability across the West Hume region.

Karen Goodger
Acting Manager - Disability Support Services

92% of current DSS clients are on the Autism Spectrum. 5% of clients have an Intellectual Disability. 2% have a physical or sensory disability, and 1% a congenital condition.

Afternoon Recreation Program

remains the most popular DSS recreation activity, with 2030 separate sessions being conducted, and 6957 hours of respite being provided in the 2013-14 financial year.

Carer Support Services

Continuing the theme in other reports this was a period of significant change across the Aged & Disability sectors. In particular, the National Aged Care reforms started to take shape beginning with the commencement of My Aged Care on July 1 and with the impacts of the changes being felt across the sector.

Throughout the 2013/14 year we saw an increased demand for support and service provision from carers in our community. Our dedicated team worked hard to meet the needs of carers through the provision of information, advice, emotional support, respite care, service coordination, short term case management and the facilitation of education and social activities. The year also saw a number of service and practice improvement activities with a focus on the delivery of flexible, innovative respite options and on activities and supports that promote carer wellbeing.

Each year in the third week of October Carer's week is celebrated in recognition of the 2.6 million unpaid carers across Australia. In 2013, a number of activities were coordinated by Carer Support Services to celebrate Carers Week across our region. We had a fun day out in the Queens Garden in Shepparton, in partnership with Villa Maria, another local carer service. Other events included an ecumenical Church Service and a carer's morning tea.

In late 2013, an evaluation of the Care Journal and Companion Booklet that was developed through the Transitions of Care Project was conducted in partnership with the University of Melbourne. The resources received considerable positive feedback, with some useful suggestions for changes and improvement. Options to produce and disseminate the resources to clients and carers throughout the Hume region are now being explored.

"The day trips were a moment in time when you can forget your day to day grind and also to talk to other carers."

Early in 2014, a small renovation was completed at Dunlop Street House, FamilyCare's short term carer accommodation facility across the road from the main hospital in Shepparton. The property provides a comfortable, free accommodation option for people from out of town with loved ones requiring

Carer Support Services (Cont'd)

11 hospitalisation. The renovation saw a permanent wall placed between the older and newer sections of the house, creating an additional self-contained unit and allowing for two separate accommodation spaces, providing increased security and utility.

The year ahead is sure to see continued changes across the sector and Carer Support will continue to adapt and respond to best support the needs of carers in our community.

Katie Millen
Acting Manager - Carer Support Services

A SUMMARY OF FEEDBACK FROM CARERS REGARDING OUR 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.
- incorporating the principles of the Act directly 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.

27 October 2014

David Tennant CEO

Date

13 FamilyCare Fundraising Events

GOLF DAY

Each year FamilyCare holds a Charity Golf Day attended by over 120 local business men and women. The golf day is a wonderful opportunity to entertain clients, reward staff or just have a great day with friends. We appreciate the continued support of our sponsors, particularly as we held two events in the past 12 months as we transitioned from a winter fixture to a more suitable time in April. Over this period we raised approximately $46,700 – a fantastic effort!

Funds received from the two Golf Days contributed to FamilyCare's after school activities, camps for our Disability Support Program and the Sporting Chance scholarship program.

The continued success of this event is due to the concerted efforts of many individuals and local businesses. A heartfelt thank you to our dedicated committee and all of our sponsors and donors - your generosity and support is truly appreciated. A special thanks to the National Australia Bank, which continues to support the golf day through donations and the provision of enthusiastic employees to assist making the day a great success. We would also like to thank our Gold Sponsors for our April event, Griffiths Goodall Insurance Brokers and Shepparton 4WD. And finally but by no means least, thank you to everyone who attended one or both of the 2013/14 golf days. Our event would not be a success without the valuable contribution of your time.

CHRISTMAS HAMPERS

As always, the generosity of those involved in providing over 120 Christmas hampers which we made up this year to assist some of our vulnerable families through the festive season was overwhelming. There were some extremely happy and relieved families when they received their Christmas hampers, filled with donated food and gifts.

FamilyCare could not continue to provide these services to families in need without the help from local schools, businesses, organisations and generous individuals throughout our region. The Commonwealth Bank Staff, Social and Charity Club donated over 40 hampers again this year. The Shepparton Wood Turners, along with many of our local Primary Schools also provided gifts to accompany our food hampers. Many thanks to all those involved, your contribution makes a significant difference to our clients in the festive season.

Kim Daldy
Fundraising

Community Education and Training

For a small program, Community Education and Training, incorporating FamilyCare's No Interest Loan Scheme, has a major impact.

ACTIVITIES WITH THE ACADEMY OF SPORT, HEALTH AND EDUCATION (ASHE).

WINTER PROGRAM:

A total of 20 students ventured to the slopes of Mt Buller to complete the outdoor recreation unit as part of their Vocational Education and Training Program. Including participants from the far North and West of Australia, in Shepparton as part of the Indigenous Youth Mobility Program, the program took students out of their comfort zone. The students quickly adapted to the slopes and the cold to thoroughly enjoy this once in a lifetime experience.

OTHER EDUCATION PROGRAM ACHIEVEMENTS:

- Delivery of 10 Mental Health First Aid courses, as well as three, two-day mental health training activities in May in Euroa, Cobram and Wangaratta;
- Delivery of 15, level II Workplace First Aid Courses; and
- A successful bid to provide a Regional Energy Information Program throughout 2014/15, with funding provided by the Victorian Department of State Development, Business and Innovation.

SUMMER PROGRAM:

April was an exciting month as students prepared for the annual Torquay program. Swimming training and aquatic activities assisted to improve student confidence and capacity. Students were accommodated at the Bancoora Surf Club, between Torquay and Ocean Grove for the three day trip. It is a beautiful venue with a pristine and secluded beach for surfing and sea kayaking.

There was a scuba diving and snorkelling adventure at Popes Eye, in the middle of Port Phillip Bay, followed by a dive boat charter for a swim with two year old male seals residing at a channel marker named Chinaman's Hat.

FAMILYCARE'S NO INTEREST LOAN SCHEME (NILS)

It was another huge year for FamilyCare's NILS with 152 loans approved, totalling $128,000.

Wherever possible, FamilyCare has participated in complimentary programs to add further value for our NILS borrowers. A good example was the Commonwealth's Home Energy Saver Scheme, providing rebates for eligible NILS clients to purchase energy efficient products with their loans.

An example of using different programs to deliver a great client outcome:

A young single mum applied for a NILS loan to purchase a washing machine. Limited income and existing commitments made it difficult to provide a loan without adding to our client's hardship. However, using the different schemes to the best combined effect made it possible.

The Sums:

Cost of machine	$524.00
Delivery	$50.00
Total	$574.00
Less HESS rebate	-$312.00
Less Sustainability Vic Rebate	-$100.00
Balance for NILS loan	**$162.00**

The Outcome:

Our client was able to save $20 per fortnight on washing fees, which when redirected to savings, paid off the loan in 8 instalments!

Our main concern is the sustainability of NILS, with the proportion of administrative costs covered by available funding continuing to erode. With NILS such a vital resource for low income people in our community we look forward to finding a solution with our partners, Good Shepherd Microfinance, NAB and the Department of Social Services.

David Mellington and Gary Chapman

15 Research and Evaluation

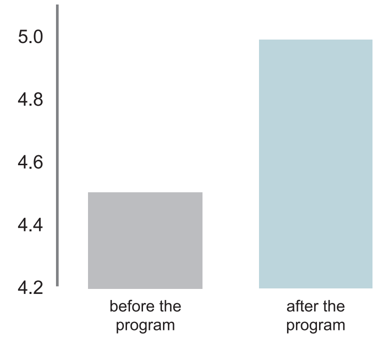
RESEARCH AND EVALUATION AT FAMILYCARE

FamilyCare has continued to focus on research and evaluation, and has made a commitment to increase our internal evaluation capacity. Research and evaluation helps us better understand the impact of and improve the programs we provide.

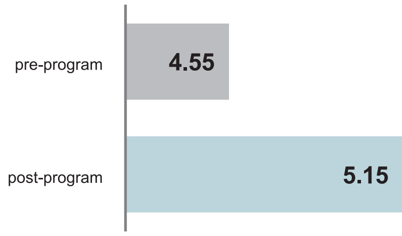
Amongst the projects commenced or completed in 2013/14 are:

- The Real Men Make Great Dads parenting program;
- Adolescent Violence in the Home Lower Hume needs assessment;
- The Disability Support Services Friendship Program; and
- A cross-agency project to better coordinate and make use of the extensive feedback FamilyCare receives.

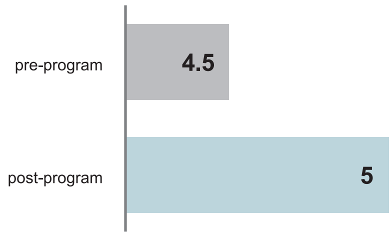
Group averages revealed a **0.45** overall increase in parenting **competency** after attending Real Men Make Great Dads!



Parenting **efficacy** rose by **0.60** after the program.



Parenting **satisfaction** rose by **0.50** after the program.



FamilyCare's research and evaluation work has been supported by our relationship with the Rural Health Academic Network at the University of Melbourne. In particular, Kaye Ervin, Lecturer and Research Fellow, has provided valuable supervision support. We are looking forward to continuing this important relationship in the years ahead.

EVALUATION PROJECT SNAPSHOT!

The *Real Men Make Dads!* evaluation was undertaken as part of local Communities for Children project activities. The evaluation found that fathers continued to value the program up to seven years post program completion. Past participants still thought about the program and continued to use strategies they had learnt through attendance and participation.

One recommendation from this evaluation was to introduce, pre and post surveys to better measure the extent of client change. After research and working closely with the Men's Program practitioners, the *Being a Parent Scale* was introduced, which assesses a parent's sense of their competence with parenting. Our trial of the scale revealed that after attending *Real Men Make Great Dads!* there was an overall increase in parenting competency and increases in both parenting effectiveness and satisfaction. This information not only provides supportive evidence of the effectiveness of the program it will help us to plan and improve in the future.

Carol Reid
Research and Evaluation Project Worker

FamilyCare Volunteer Program

FamilyCare's Volunteer Program is proudly moving forward and going places! It strives to be a professional, well managed program dedicated to delivering volunteering opportunities that strengthen and empower our volunteers and provide effective assistance to the community we serve.

The year has seen the Volunteer Program achieve a great deal in terms of service delivery and innovation. Highlights include improved Human Resource processes, completion of the FamilyCare Volunteer Review, development of the FamilyCare Volunteer Strategy, and a mandatory induction and training program for all Volunteers. All of these enhancements should help us continue to expand and face the future challenges and opportunities.

In 2013-2014 volunteers provided FamilyCare with 8766 hours of service across:

Disability Support Services	4730 hours
The Book Inn	3200 hours
Food Share	512 hours
Other	324 hours

Our volunteers are the reason this program exists and we thank them for their commitment to FamilyCare and our clients.

Karen Goodger
Practice Manager
Disability Support Services

FamilyCare Service Statistics

Child & Family Services

Program Area	Clients Shepparton	Clients Seymour	Total
Child FIRST	1,182	250	1,432
Child FIRST information and referral contacts (non substantive)	986	1,924	2,910
Integrated Family Services	535	130	665
Cradle to Kinder	15	n/a	15
Parent Child Program	160	140	300
Refugee Minor Program	9	n/a	9
Families First	27	3	30
Parent Assessment & Skills Development	11	0	11
Men's Program	271	53	324
ADIS		1	1
Groups	25 groups		25 groups

Aged & Disability Services

Program	Total Hours
Carer Support Services	18,527
Disability Support Services	14,265
FamilyCare Volunteers	4,729
Total	37,521

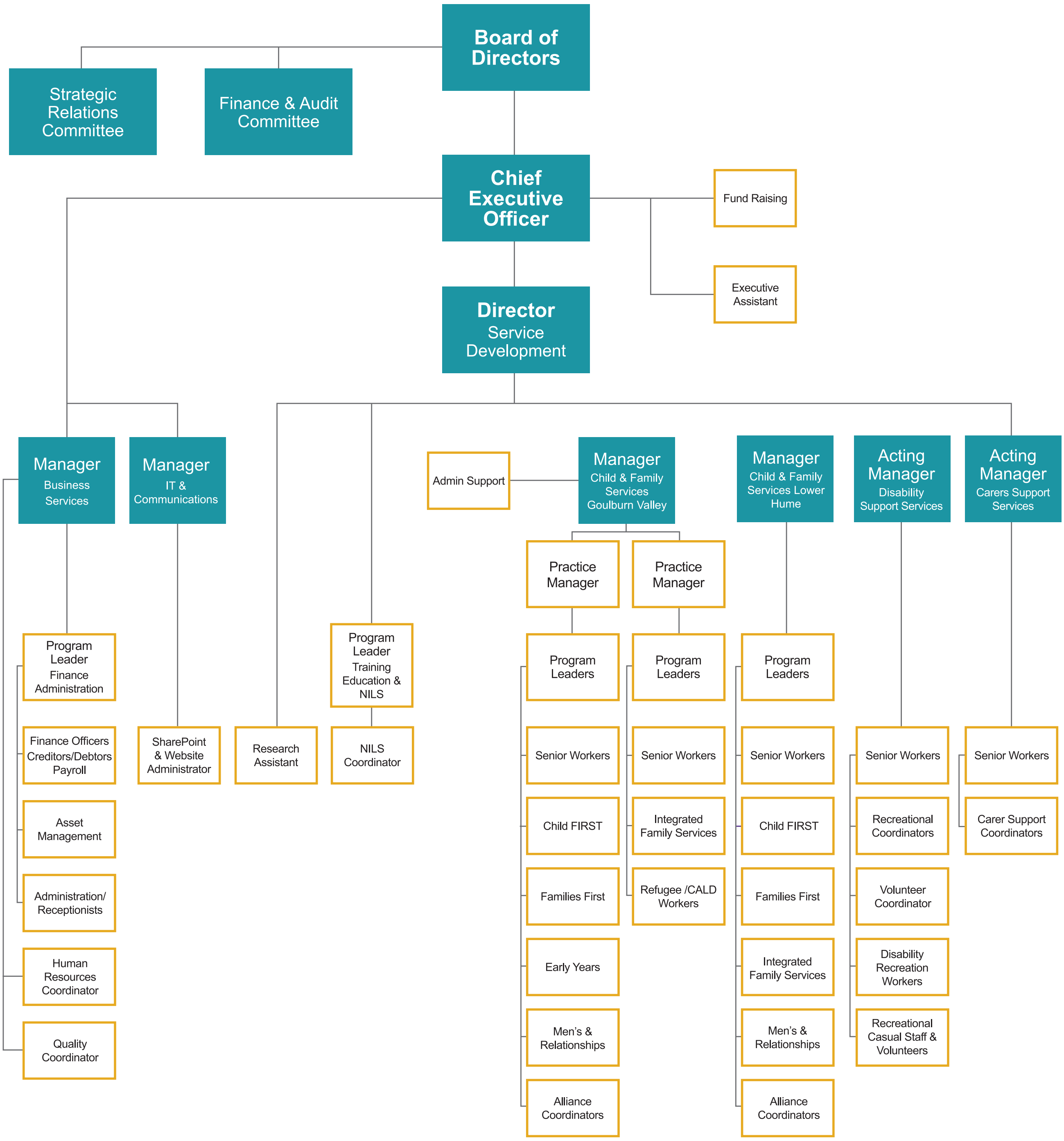
Dunlop House

Program	Total
Total Bed Nights	467

No Interest Loan Scheme

No Interest Loan Scheme	Total Loans	Total Dollars
	152	$128,000

Organisational Chart



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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 2014.

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

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 $290,702.
Signed in accordance with a resolution of the Members of the Committee.

Aileen Kemp

Committee Member

A Kellock

Committee Member

Dated this 28th day of October 2014

GOULBURN VALLEY FAMILY CARE INC.
ABN: 99 572 820 584
STATEMENT OF PROFIT OR LOSS AND COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 $	2013 $
Revenue	2	6,817,262	6,932,784
Employee benefits expense		(5,024,850)	(5,028,611)
Depreciation and amortisation expense		(443,178)	(459,532)
Sundry expenses		(1,639,936)	(1,552,946)
Current year surplus (deficit) before income tax		(290,702)	(108,305)
Income tax expense		-	-
Net current year surplus (deficit)		(290,702)	(108,305)
Total other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year, net of tax		(290,702)	(108,305)
Net current year surplus (deficit) attributable to members of the entity		(290,702)	(108,305)
Total comprehensive income attributable to members of the entity		(290,702)	(108,305)

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 2014

	Note	2014 $	2013 $
ASSETS			
CURRENT ASSETS			
Cash on hand	4	1,908,498	1,851,483
Accounts receivable and other debtors	5	106,958	163,395
Other current assets	6	5,747	14,052
TOTAL CURRENT ASSETS		2,021,203	2,028,930
NON CURRENT ASSETS			
Property, plant and equipment	7	5,503,705	5,811,301
TOTAL NON-CURRENT ASSETS		5,503,705	5,811,301
TOTAL ASSETS		7,524,908	7,840,231
LIABILITIES			
CURRENT LIABILITIES			
Accounts payable and other payables	8	606,767	721,759
Employee provisions	9	556,225	473,946
TOTAL CURRENT LIABILITIES		1,162,992	1,195,705
NON CURRENT LIABILITIES			
Provisions	9	282,822	251,778
Borrowings	10	-	22,952
TOTAL NON CURRENT LIABILITIES		282,822	274,730
TOTAL LIABILITIES		1,445,814	1,470,435
NET ASSETS		6,079,094	6,369,796
EQUITY			
Reserves		1,443,539	1,443,539
Retained surplus		4,635,555	4,926,257
TOTAL EQUITY		6,079,094	6,369,796

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 2014

	Note	Retained Surplus	Financial Assets Reserve	Total
		$	$	$
Balance at 1 July 2012		5,034,562	1,443,539	6,478,101
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
Balance as at 1 July 2013				
Comprehensive income				
Net surplus (deficit) for the year		(290,702)	-	(290,702)
Total comprehensive income (loss) attributable to the entity		(290,702)	-	(290,702)
Balance at 30 June 2014		4,635,555	1,443,539	6,079,094

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 2014

	Note	2014 $	2013 $
CASH FLOWS FROM OPERATING ACTIVITIES			
Grants and other income		6,822,002	6,868,865
Payments to suppliers and employees		(6,658,150)	(6,845,308)
Interest received		71,094	84,718
Net cash provided by/(used in) operating activities	13	234,946	108,275
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		99,728	250,811
Purchase of property, plant and equipment		(254,707)	(568,740)
Net cash provided by/(used in) investing activities		(154,979)	(317,929)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of borrowings		(22,952)	(201,634)
Net cash provided by/(used in) financing activities		(22,952)	(201,634)
Net increase/(decrease) in cash held		57,015	(411,288)
Cash on hand at beginning of financial year		1,851,483	2,262,771
Cash on hand at end of financial year	4	1,908,498	1,851,483

The accompanying notes form part of these financial statements.

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 28/10/2014 by the members of the committee.

Note 1 Summary of Significant Accounting Policies

Basis of Preparation

These general purpose financial statements have been prepared in accordance with the Associations Incorporation Reform Act 2012 and Australian Accounting Standards and Interpretations of the Australian Accounting Standards Board. The association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards. 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 form income tax as it was established for community purposes. Accordingly, no provision for income tax has been allowed in the financial accounts.

(b) Property, Plant and Equipment

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 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(d) 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 and equipment	15 - 30%
Land and 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 net 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

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) 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.

(i) 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.

(j) 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 and 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.

(k) Comparative Figures

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

Where the association retrospectively applies an accounting policy, makes a retrospective restatement or reclassifies items in its financial statements, a third statement of financial position as at the beginning of the preceding period is presented in addition to the minimum comparative financial statements.

(l) Accounts Payable and Other Payables

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

(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 and amended accounting policies adopted by the Association

Employee benefits

The Association adopted AASB 119: Employee Benefits (September 2011) and AASB 2011-10: Amendments to Australian Accounting Standards arising from AASB 119 (September 2011) from the mandatory application date of 1 January 2013. The Association has applied these Standards retrospectively in accordance with AASB 108 and the transitional provisions of AASB 119 (September 2011).

For the purpose of measurement, AASB 119 (September 2011) defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related services. In accordance with AASB 119 (September 2011), provisions for short-term employee benefits are measured at the (undiscounted) amounts expected to be paid to employees when the obligation is settled whereas provisions that do not meet the criteria for classification as short-term (other long-term employee benefits) are measured at the present value of the expected future payments to be made to employees. Previously, the Association had separated provisions for benefits with similar characteristics, such as annual leave and sick leave, into short- and long-term portions, and applied the relevant measurement approach under AASB 119 to the respective portions.

As the Association expects that all of its employees will use all of their annual leave entitlements earned during a reporting period before 12 months after the end of the reporting period, adoption of AASB 119 (September 2011) did not have a material impact on the amounts recognised in respect of the Association's employee provisions. Note also that adoption of AASB 119 (September 2011) did not impact the classification of leave entitlements between current and non-current liabilities in the Association's financial statements.

AASB 119 (September 2011) also introduced changes to the recognition and measurement requirements applicable to termination benefits and defined benefit plans. As the Association did not have any of these types of obligations in the current or previous reporting period, these changes did not impact the Association's financial statements.

Fair Value Measurement

The association has applied AASB 13: Fair Value Measurement and the relevant consequential amendments arising from the related Amending Standards prospectively from the mandatory application date of 1 January 2013 and in accordance with AASB 108 and the specific transitional requirements in AASB 13.

No material adjustments to the carrying amounts of any of the Association's assets or liabilities were required as a consequence of applying AASB 13. Nevertheless, AASB 13 requires enhanced disclosures regarding assets and liabilities that are measured at fair value and fair values disclosed in the Association's financial statements.

The association doesn't need to apply the AASB 13 disclosure requirements to comparative information provided for periods before initial application of AASB 13 (that is, periods beginning before 1 January 2013). However, as some of the disclosures now required under AASB 13 were previously required under other Australian Accounting Standards, such as AASB 7: Financial Instruments: Disclosures, the Association has provided this previously provided information as comparatives in the current reporting period.

(o) New Accounting Standards for Application in Future Periods

An assessment of accounting standards and interpretations issued by the AASB that are not yet mandatory applicable to the association and their potential impact on the association when adopted in future periods is discussed below:

— AASB 9: *Financial Instruments (December 2010)* and associated amending Standards (applicable for annual reporting periods commencing on or after 1 January 2017).

These Standards will be applicable retrospectively (subject to the provisions on hedge accounting outlined below) and include revised requirements for the classification and measurement of financial instruments, revised recognition and derecognition requirements for financial instruments, and simplified requirements for hedge accounting.

The key changes that may affect the association on initial application of AASB 9 and associated amending Standards include certain simplifications to the classification of financial assets, simplifications to the accounting of embedded derivatives, and the irrevocable election to recognise gains and losses on investments in equity instruments that are not held for trading in other comprehensive income. AASB 9 also introduces a new model for hedge accounting that will allow greater flexibility in the ability to hedge risk, particularly with respect to the hedging of non-financial items. Should the entity elect to change its hedge policies in line with the new hedge accounting requirements of AASB 9, the application of such accounting would be largely prospective.

Although members of the committee anticipate that the adoption of AASB 9 may have an impact on the association's financial instruments, it is impracticable at this stage to provide a reasonable estimate of such impact.

— *Other Entities*, AASB 127: *Separate Financial Statements* and AASB 128: *Investments in Associates and Joint Ventures* (as amended by AASB 2012–10: *Amendments to Australian Accounting Standards – Transition Guidance and Other Amendments*), and AASB 2011–7: *Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards* (applicable for annual reporting periods commencing on or after 1 January 2014).

AASB 10 replaces parts of AASB 127: *Consolidated and Separate Financial Statements* (March 2008, as amended) and Interpretation 112: *Consolidation – Special Purpose Entities*. AASB 10 provides a revised definition of control and additional application guidance so that a single control model will apply to all investees. This Standard is not expected to significantly impact the association's financial statements.

AASB 11 replaces AASB 131: *Interests in Joint Ventures* (July 2004, as amended). AASB 11 requires joint arrangements to be classified as either "joint operations" (where the parties that have joint control of the arrangement have rights to the assets and obligations for the liabilities) or "joint ventures" (where the parties that have joint control of the arrangement have rights to the net assets of the arrangement). Joint ventures are required to adopt the equity method of accounting (proportionate consolidation is no longer allowed). This Standard is not expected to significantly impact the association's financial statements.

AASB 12 contains the disclosure requirements applicable to entities that hold an interest in a subsidiary, joint venture, joint operation or associate. AASB 12 also introduces the concept of a 'structured entity', replacing the 'special purpose entity' concept currently used in Interpretation 112, and requires specific disclosures in respect of any investments in unconsolidated structured entities. This Standard will affect disclosures only and is not expected to significantly impact the association's financial statements.

To facilitate the application of AASBs 10, 11 and 12, revised versions of AASB 127 and AASB 128 have also been issued. The revisions made to AASB 127 and AASB 128 are 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 provides clarifying guidance relating to the offsetting of financial instruments and is not expected to significantly impact the association's financial statements.

— Interpretation 21: Levies (applicable for annual reporting periods commencing on or after 1 January 2014).

Interpretation 21 clarifies the circumstances under which a liability to pay a levy imposed by a government should be recognised, and whether that liability should be recognised in full at a specific date or progressively over a period of time. This Interpretation is not expected to significantly impact the association's financial statements

— AASB 2013-3: Amendments to AASB 136 – Recoverable Amount Disclosures for Non-Financial Assets (applicable for annual reporting periods commencing on or after 1 January 2014).

This Standard amends the disclosure requirements in AASB 136: Impairment of Assets pertaining to the use of fair value in impairment assessment and is not expected to significantly impact the association's financial statements.

— AASB 2013-4: Amendments to Australian Accounting Standards – Novation of Derivatives and Continuation of Hedge Accounting (applicable for annual reporting periods commencing on or after 1 January 2014).

AASB 2013-4 makes amendments to AASB 139: Financial Instruments: Recognition and Measurement to permit the continuation of hedge accounting in circumstances where a derivative, which has been designated as a hedging instrument, is novated from one counterparty to a central counterparty as a consequence of laws or regulations. This Standard is not expected to significantly impact the association's financial statements.

— AASB 2013-5: Amendments to Australian Accounting Standards – Investment Entities (applicable for annual reporting periods commencing on or after 1 January 2014).

AASB 2013–5 amends AASB 10: Consolidated Financial Statements by defining an "investment entity" and requiring that, with limited exceptions, the entity not consolidate its subsidiaries. The unconsolidated subsidiaries must also be measured at fair value through profit or loss in accordance with AASB 9. The amendments also introduce additional disclosure requirements. As the association does not meet the definition of an investment entity, this Standard is not expected to significantly impact the association's financial statements.

GOULBURN VALLEY FAMILY CARE INC.
ABN: 99 572 820 584
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Note 2 Revenue and Other Income

	2014 $	2013 $
Revenue		
— Grants (State)	5,892,489	5,728,334
— Grants (Commonwealth)	510,650	569,821
— Contributions	25,195	16,967
— Other Revenue	244,566	515,014
— Income from Investments	71,095	84,719
— Fundraising	92,664	50,430
— Loss on sale of Plant and Equipment	(19,397)	(32,501)
	6,817,262	6,932,784
Total revenue	6,817,262	6,932,784

Note 3 Auditors' Fees

	2014 $	2013 $
Remuneration of the auditor of the association for:		
— auditing or reviewing the financial report	10,500	10,025
— other services	2,700	2,650
	13,200	12,675

Note 4 Cash on Hand

	Note	2014 $	2013 $
Cash at bank - unrestricted		373,403	362,184
Short-term investments - bank deposits		1,535,095	1,489,299
	14	1,908,498	1,851,483

The effective interest rate on short-term bank deposits was 3.61% (2013: 4.12%); these deposits have an average maturity of 310 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:

	2014 $	2013 $
Cash on hand	1,908,498	1,851,483
	1,908,498	1,851,483

Note 5 Accounts receivable and other debtors

	Note	2014 $	2013 $
CURRENT			
Other debtors		106,958	163,395
Total current accounts receivable and other debtors	14	106,958	163,395

No impairment of accounts receivable and other debtors was required at 30 June 2014 (2013: Nil).

Financial Assets classified as loans and receivables	Note	2014 $	2013 $
Accounts receivable and other debtors			
— total current	14	106,958	163,395

Note 6 Other Current Assets

	2014 $	2013 $
CURRENT		
Prepayments	5,747	14,052
	5,747	14,052

GOULBURN VALLEY FAMILY CARE INC.
ABN: 99 572 820 584
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Note 7 Property, Plant and Equipment

	2014 $	2013 $
Motor vehicles		
At cost	914,648	912,123
Accumulated depreciation	(220,475)	(158,310)
	694,173	753,813
Furniture & office equipment		
At cost	570,768	560,707
Accumulated depreciation	(507,578)	(462,607)
	63,189	98,100
Land & buildings		
At cost	4,441,390	4,398,870
At revaluation	2,345,000	2,345,000
Accumulated depreciation	(2,040,047)	(1,784,482)
	4,746,343	4,959,388
Total property, plant and equipment	5,503,705	5,811,301

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 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)
Balance at 30 June 2013	753,813	98,100	4,959,388	5,811,301
Additions	193,987	18,200	42,520	254,707
Disposals	(119,125)	-	-	(119,125)
Depreciation expense	(134,502)	(53,111)	(255,565)	(443,178)
Carrying amount at 30 June 2014	694,173	63,189	4,746,343	5,503,705

Note 8 Accounts Payable and Other Payables

	Note	2014 $	2013 $
CURRENT			
Accounts payable		457,705	472,382
Income in Advance		149,062	249,377
		606,767	721,759

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

	Note	2014 $	2013 $
Accounts payable and other payables			
— total current		606,767	721,759
		606,767	721,759
Less grants received in advance		(149,062)	(249,377)
Financial liabilities as accounts payable and other payables	14	457,705	472,382

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

GOULBURN VALLEY FAMILY CARE INC.
ABN: 99 572 820 584
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Note 9 Employee Provisions

	Note	2014 $	2013 $
CURRENT			
Employee benefits - Annual leave		334,252	316,798
Employee benefits - Long service leave		221,973	157,148
		556,225	473,946
NON-CURRENT			
Employee provisions - Long service leave		282,822	251,778
		282,822	251,778
Total provisions		839,047	725,724

Employee Provisions - Annual Leave Entitlements

The provision for employee benefits represents amounts accrued for annual leave.
Based on past experience, the association expects the full amount of annual leave to be settled within the next 12 months. Further, 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	2014 $	2013 $
NON-CURRENT			
Bank loan		-	22,952
		-	22,952
Total borrowings	14	-	22,952

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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.

Key Management Personnel Compensation	2014 $	2013 $
— Salaries and fees	209,005	201,622
— Superannuation	19,333	17,936
	228,337	219,558

Note 13 Cash Flow Information

	2014 $	2013 $
Reconciliation of cash flow from operating activities with net current year surplus (deficit)		
Current year surplus (deficit) after income tax	(290,702)	(108,305)
Cash flows excluded from current year surplus (deficit)		
Non-cash flows in current year surplus (deficit):		
— Depreciation expense	443,178	459,532
— Net (gain)/loss on disposal of property, plant and equipment	19,397	32,501
Changes in assets and liabilities		
— (Increase)/decrease in accounts receivable and other debtors	56,437	(11,702)
— (Increase)/decrease in prepayments	8,305	10,017
— Increase/(decrease) in accounts payable and other payables	(114,992)	(385,016)
— Increase/(decrease) in employee provisions	113,323	111,248
	234,946	108,275

GOULBURN VALLEY FAMILY CARE INC.
ABN: 99 572 820 584
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

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	2014 $	2013 $
Financial Assets			
Cash on hand	4	1,908,498	1,851,483
Accounts receivable and other debtors	5	106,958	163,395
Total financial assets		2,015,456	2,014,878
Financial Liabilities			
Financial liabilities at amortised cost:			
— Accounts payable and other payables	8	457,705	472,382
— Borrowings	10	-	22,952
Total financial liabilities		457,705	495,334

Financial Risk Management Policies

The association's Treasurer is responsible for, among other issues, monitoring and managing financial risk exposures of the association. The Treasurer monitors the association's transactions and reviews the effectiveness of controls relating to credit risk, liquidity risk and market risk. Discussions on monitoring and managing financial risk exposures are held monthly and minuted by the committee of management.

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

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

I, Aileen Kemp, and Albert Kellock, being members of the Committee of the 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 the Goulburn Valley Family Care Inc. during and at the end of the financial year of the association ending on 30 June 2014.

Signed: Aileen Kemp

Dated: 28/10/2014

Signed:

Dated: 28/10/2014

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 2014, 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 2014, and of its performance for the year ended on that date; and

(ii) complying with Australian Accounting Standards.

Auditor's signature: Michael Hall

Auditor's address: MB+M Pty Ltd
23 Nixon Street
Shepparton VIC 3630

Dated this 31st day of October 2014

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:
Department of Human Services
Department of Families, Housing, Community Services and Indigenous Affairs
Department of Health
Department of Health and Ageing
Department of Justice
National Australia Bank
Jeff Tracy BMW
McPherson Motors

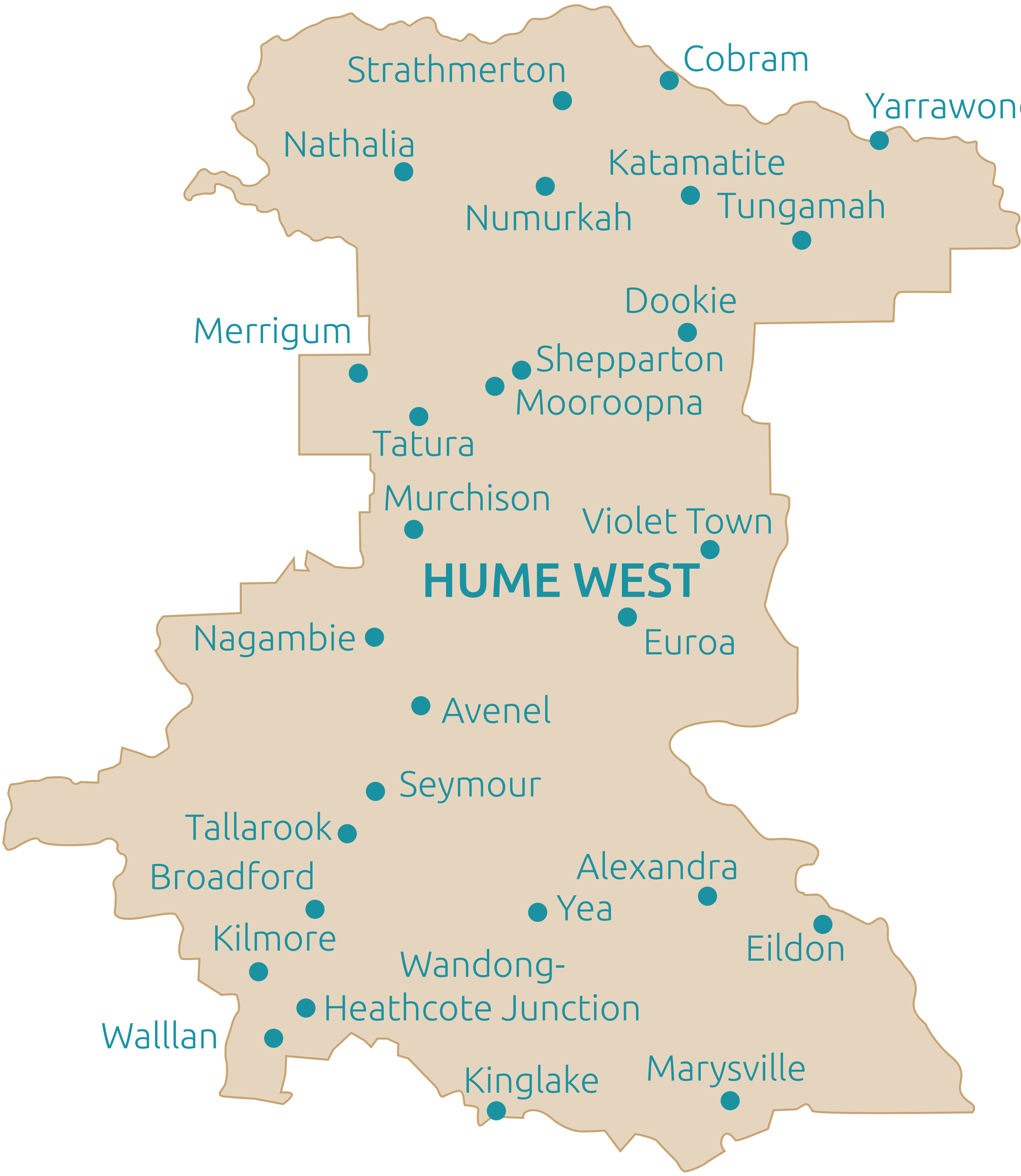
FamilyCare Fundraising Committee:
Kerri Bradshaw
Gary Chapman
Kevin Dainton
Peter Eddy
Peter Garrett
Gary Goodman
Alan Keat
Don McCaffrey
Neil Smith
Julie Thompson
Jeff Tracy
Michael Zurcas

Councils:
Greater Shepparton City Council
Mitchell Shire Council
Shire of Campaspe
Strathbogie Shire Council
Mansfield Shire Council
Murrindindi Shire Council
Moira Shire Council

Media Support:
One FM 98.5
Shepparton News
WIN Television
ABC Radio
The Shepparton Advisor

Individual Businesses:
Applite Pty Ltd
Brian Harrington Photography
Brown Baldwin Accountants
Bunnings Shepparton
Cellar 47
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
GM Packaging
Goulburn Valley Imaging
Goulburn Valley Property Services
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
Mathieson Motors
McKellors Picture Framing
Metzke and Allen
Neverfail
OKE'S Toy Warehouse
O'Sullivan Insurance Brokers
Peking City Restaurant
PFD – Rick Smith
Prominent Group
Quality Teams
Qube Logistics
Ray Sharawarra
Riordan Legal
S & G O'Sullivan
Shellie Tiling
Shepparton Aged Care
Shepparton Golf Club
Shepparton Hire
Shepparton Newspapers Pty Ltd
Shepparton Optical Services
Shepparton RSL
Shepparton 4x4 Centre
Solar City Office Equipment
Statewide Pest Control
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
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Marysville

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COBRAM I WALLAN I KINGLAKE I ALEXANDRA