



***Celebrating Extraordinary
Contributions
Annual Report 2024/25***

Our Vision & Values

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism.

Our vision is strong families and communities.

RESPECT - for all people and of their right to reach full potential

EMPOWERMENT - of clients and staff to achieve individual and collective goals

INTEGRITY - actions consistent with beliefs

LEADERSHIP - on issues which impact adversely on individuals, family and community

COMMUNICATION - a commitment to open and ongoing dialogue with all stakeholders

PROFESSIONALISM - in all aspects of our work

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

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

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



Celebrating Extraordinary Contributions

Contents

Page 2	• Our Vision & Values
Page 4	• Meet Our Board
Page 5	• Chairperson's Report
Page 6	• CEO's Report
Page 7	• Service Development Report
Page 8	• Child and Family Services Lower Hume
Page 10	• Family Programs
Page 11	• Early Years
Page 13	• Disability Services
Page 14	• FamilyCare's promises to children
Page 15	• Goulburn Valley Flood Recovery Service
Page 17	• Carer Support Services & NDIS Support Coordination
Page 20	• The Orange Door
Page 21	• Reconciliation Action Plan
Page 22	• Sustainability Working Group
Page 22	• FamilyCare PRIDE
Page 23	• Volunteer Program
Page 24	• Christmas
Page 25	• Financial Counselling
Page 26	• Evaluation and Research
Page 27	• Service Statistics
Page 29	• Organisational Chart
Page 30	• Financial Report
	• Acknowledgements

Meet Our Board



Chairperson
Ann Sexton
Commenced 2014



Treasurer
Danny Whyte
Commenced 2019



Secretary
Ian Ritchie
Commenced 2021



Board Member
Mark Bailey
Commenced 2023



Board Member
Nigel Liggins
Commenced 2021



Board Member
Chris Mouser
Commenced 2023



Board Member
Linda Rigby
Commenced 2023



Board Member
Nicole Reidy
Commenced 2024



Board Member
Pam Ewert
Commenced 2024

Auditors

Goulburn Murray Audit
Services

Chief Executive Officer

David Tennant

Life Members

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

Patron

Jeff Tracy



Australian Government
Department of Social Services





Chairperson's Report

Ann Sexton

Acknowledging extraordinary contributions.....what an apt title for our Annual Report this year! As you can see by the front cover, the tone is clearly set by one outstanding extraordinary personal contribution – that of Albert Kellock.

Albert passed away in May of this year, and with that we lost a man who had contributed much of his life to FamilyCare. David gives a boarder overview of Albert's contribution in his report, I will add though, that we truly saw Albert as the patriarch of this organisation. His vision, dedication and doggedness enabled us to grow into the organisation we are today. Whilst we have lost the man himself, his legacy will always remain core to who we are.

Vale and thank-you Albert Kellock.

As I take time to reflect on the 'year that was' through this annual reporting process it clearly reminds me of just how much work gets done each year by our amazing staff and volunteers, from the numbers of programs run, home visits attended, referrals made, second hand books sorted & sold, support provided and the sheer volume of people assisted to achieve their vision of becoming stronger families. It also allows me to reflect on the significant amount of change that has occurred whilst the work continues, it has been another big year in that regard! On behalf of the Board, I acknowledge and thank all of our staff and volunteers for your ordinary and extraordinary contributions.

One of the most significant changes our organisation faced this year was the resignation of our CEO, David Tennant. David's contribution to FamilyCare throughout his 15 year tenure has been extraordinary.

The FamilyCare David came into was a vastly different one than the one he left. Much of this organisation's growth and development is the result of David's commitment to ensuring FamilyCare was, and continues to be, a family services agency highly respected within both our community and more broadly, the social services sector.

It was a pleasure to share some reflections of David's time as CEO with staff, his colleagues and family at his farewell function. I felt honoured to have been able to extend our shared gratitude to him at the event.

Naturally this then meant that FamilyCare would be looking to recruit to the CEO role for the first time in many years. This also gave rise to further change, some challenges, as well as a level of excitement and anticipation across the organisation. The Board looks forward to the appointment of our new CEO and the opportunity to begin a new chapter for FamilyCare.

This annual report is my last as Chair. I have been a Director on the FamilyCare Board for 11 years, with the past 9 years as Chair, it is now time that I too allow others to take the lead and work alongside the incoming CEO on continuing to position FamilyCare for its future and the continued great work that our organisation does on a daily basis.

I have been privileged, honoured and very grateful to have had the support and encouragement of my fellow directors, past and present, to lead FamilyCare over that time.

I'm hopeful and very confident that my leadership legacy will be having appointed an outstanding candidate into the role of CEO and to have left the Board complete with extraordinary people with outstanding skill sets, and an increased capacity to govern effectively into the future.

Our FamilyCare rug has remained the strong foundation we build our work on, has provided comfort for both staff and clients alike as well as having some new threads added to maximise its strength. We finish this year with a couple of holes in the rug as well and that's OK, they each tell an important chapter in our ongoing FamilyCare story, something we can all be very proud of.

Thank-you to all for affording me the opportunity to be the Chair of this extraordinary organisation.

CEO's Report

CEO – David Tennant



The theme of this year's report is acknowledging extraordinary contributions. Whether individually or collectively, there are people in the journey of any community organisation who are critical to its growth and success. For FamilyCare, no single person has been more influential in where we are today than Albert Kellock, featured on this year's cover.

In the early 1980s, Albert led a group of passionate locals who encouraged then Burwood Children's Home, to establish a local option for children requiring residential out-of-home care. A charter was signed on the 27th of May 1984 that established the foundation for Goulburn Valley Family Care Incorporated becoming a legal entity in its own right, a decade later. Over 40 years, Albert advocated for, led and mentored FamilyCare, until his eventual retirement from the Board in 2023 just before his 90th birthday. Everything we do, even down to the physical premises we occupy, has Albert Kellock's hand somewhere in the background.

Albert passed away on the 28th of May 2025, after a battle with cancer. His legacy will live on in the organisation he fought to establish, then worked tirelessly to enhance.

There are three other extraordinary contributions I want to make special reference to. The two first are also long-term FamilyCare champions. They bookend the 2024/25 financial year.

In July 2024, Noellene Morrow retired after almost 40 years' service dedicated to the safety and wellbeing of children in the Goulburn Valley, 20 of those at FamilyCare. Noellene was equal parts loyal team member, fearless leader and passionate advocate. First to arrive, last to leave and always available to test an idea, respond to a crisis, or help a colleague debrief after a difficult experience. As if to underline the unbreakable bonds, not long after Noellene left she rejoined FamilyCare as a volunteer community member with our Reconciliation Action Plan Working Group. Goodbye is easier when welcome back follows that quickly.

The second departure is at the end of financial year when we farewelled Melissa Knight. Mel joined FamilyCare in February 2000, as a freshly-minted social worker. Over the following 25 years, there was not too much Mel did not have a go at. From direct family service work, through being a Team Leader, joining the management team and taking on the leadership of several specialised and technical projects, Mel Knight has helped FamilyCare progress to being a vital, modern, sophisticated service organisation. We wish Mel, Trav and family every success in their continuing adventure.

Finally, I want to recognise the contribution of a really special team, one that not only FamilyCare, but our entire community can be proud of. The Goulburn Flood Recovery Service (GFRS) came into being in late 2022, following the devastating floods across our region in October of that year. Discussions with a range of local service partners made two things clear –we all wanted to help and, vital to what happened next, we all believed that having support physically available in flooded communities would be critical to recovery. From the broad coalition that came together as the flood-waters peaked, then receded, seven agencies signed up to deliver the Goulburn Flood Recovery Service, with FamilyCare as lead. What followed, over the last two and a half years, has been a unique service offering that I can genuinely say has been a highlight of my 30 years in the community service sector.

Leaders across the GFRS partnership, The Bridge Youth Service, ConnectGV, Oz Child, Primary Care Connect, Nexus Primary Health and Uniting Vic Tas, showed immense trust in us and each other, to create an authorising environment which prioritised open and shared effort. The team of wonderful staff embraced the idea and got to work. In turn, the community embraced the GFRS, with generous donations accepted and then distributed.

As the GFRS winds down, we know this will not be the last time our community is going to face the challenge of climate-change-fuelled disasters. But it leaves us all better informed and equipped.

This is my last CEO Annual Report for FamilyCare. I will also be leaving the agency in July 2025. To the Board, staff and volunteers who have made me welcome and so generously shared your effort and wisdom, thank you. And beyond FamilyCare, to sector colleagues, funding partners and others who provide support in various ways, I am confident you will welcome the new CEO and continue this community's well-deserved reputation as caring, capable and committed.



Service Development Report

Director of Service Development – Angela Armstrong

I am once again proud of our achievements—both in our work with families and in our broader contributions to the communities we serve. This year's report is themed around acknowledging extraordinary contributions, and I would like to begin by recognising the most powerful contributors to our work: the families themselves.

Throughout this report, you'll read stories of clients and carers who have generously shared their lived experiences, challenges, and vulnerabilities. Their courage and determination to create positive change in their lives is inspiring. It drives us to continuously reflect, learn, and strive to do better. Trusting someone to step into your life is a profound act, and we are grateful for the trust placed in us every day. We hold that privilege with deep respect.

Our service culture remains rooted in strength-based and solution-focused approaches. We do not see a divide between "us" and "them"—anyone can face hardship and need support. It takes only one difficult moment or decision to need someone to walk alongside you.

To our dedicated frontline staff—thank you. Your relentless advocacy, your presence within systems that often feel impersonal, and your daily efforts to uphold the rights and dignity of families do not go unnoticed. Your work is essential, and it is powerful.

As Chair of the Goulburn Child and Family Services Alliance for over 18 years, I also want to acknowledge the remarkable leadership and commitment of our Alliance partners—The Bridge Youth Service, Rumbalara Aboriginal Cooperative, OzChild, Child Protection, and the Department of Families, Fairness and Housing. Your contributions to strategic governance and regional planning ensure that resources move where they are most needed. Our ability to share funding and respond flexibly across geographic areas is a testament to the strength and trust we've built over many years of collaboration.

Finally, I extend sincere thanks to our Carer Gateway consortia partners—Alfred Health, Ballarat Health Services, Barwon Health, Bendigo Health Care Group, and Uniting (Victoria and Tasmania) Ltd. Partnering across Victoria in the rollout of the Carer Gateway has been a humbling and rewarding experience. Carers are the often-unseen backbone of our communities. Their efforts allow so many care recipients to live well, and their contribution is nothing short of extraordinary.

Our shared mantra "holding our families' and carers' hope, until they can hold it for themselves" has never been more relevant. It continues to guide and inspire us in all that we do.



Child and Family Services Lower Hume

**Manager, Child and Family Services –
Naomi Mazzone**

Our dedicated team of staff, together with the families and communities we have worked with over the past year, have all made extraordinary contributions to increasing wellbeing and safety of children, families and community. These contributions have presented themselves in a range of ways and represent the approach taken to our work in understanding individual and family's needs.

Our range of Child and Family services and Mens programs have provided significant supports to individuals and families and worked closely to build relationships and understanding of each individual situation. Having regular contact and working in families homes and community spaces, allows strong assessment and understanding of families circumstances and the development of innovative and strength based responses. The challenges being faced by families are ever increasing and complex and being able to support and empower families to navigate these is rewarding work. The impact of financial hardship, mental health and family violence have been consistent concerns present in many of the families and communities we have supported. It is important that we continue to address these issues both on an individual level but also systematically to improve overall outcomes for children and families.

We have been fortunate to have maintained a consistent team of staff which has supported consistency in service delivery and the ongoing building of relationships with professionals, community and families.

Investing in partnerships with our professionals and stakeholders allows us to work collaboratively in advocacy and service delivery. We have advocated closely with key partners to improve system responses that are coordinated and accessible for all community members, and our team will continue to do this as pressure on families and services increases.

The value of collaboration has been evident this year, as we have partnered with other agencies to deliver place based responses, including Early Help, Baby College and PEEP. These early intervention approaches allow us to connect with community using community hubs as sites for engagement.

The team also continued to provide a range of group work interventions in a range of community settings including Therapeutic Drumbeat and evidence based Parenting programs including Tuning Into Kids and Teens and Emotion Coaching. Our Mens Counselling program developed a program targeted specifically for new dads 'Fathering -Infancy and Beyond' and with positive reactions from participants so far, we are looking forward to continuing to build this program.



All members of the team have continued to demonstrate the value of community connection as we have actively engaged in a range of events including Childrens Week celebrations, Baby and Parenting Expo, NAIDOC week, Caring Classmates in Kinglake, Tafe Orientation sessions.

Staff have invested in continued development of skills and best practice, through attendance at training, practice reviews, workforce development committee, undertaking mentoring and student supervision and participation in our internal reflective practice sessions.

During the year, we have also had the pleasure of supporting an internship through the Switch to Social Work program contributing to workforce development within the Child and Family Services Sector.

I would like to acknowledge the staff for their ongoing commitment and passion in working with children and families to achieve wonderful outcomes, and for the extraordinary privilege to work alongside children, families and communities.



Informal Case Study: Mr. Client's Journey through the MC Program

Mr. Client came to us after his property was badly affected by flooding—a tough experience that knocked him off balance. Initially, he joined the Men's Counselling program to deal with that immediate stress. But as the sessions progressed and trust started to build, we realised there was a lot more under the surface.

He was struggling with anxiety, staying constantly on edge, and feeling disconnected from people. Grief from the loss of his wife still weighed heavily on him, and it became clear that isolation, hypervigilance, and relationship stress were all tangled up in his world. But he showed up—open to exploring uncomfortable truths and willing to reflect.

Through the ups and downs, Mr. Client made steady progress. He started using healthier coping strategies and pushed himself to rethink patterns that no longer served him. That reflection led to growth: better internal functioning, renewed relationships with old friends, and a stronger sense of self.

Working through the grief of his loss, assisted him to become 'un-stuck' and seemed to open the door to healing in other parts of his life. He also learned ways to manage tricky situations—like conflicts with his son's school or his son's mum—without falling into old reactive habits.

A turning point came when he got involved with his son's football club. Volunteering at the canteen and helping out gave him a real sense of connection. He said it helped him to think more positively and gave him a sense of purpose and community contribution.

As his confidence grew, so did his attention to self-care. He'd ignored his health for years but decided to take action—getting assessments, having operations, and prioritising his physical wellbeing. That made a huge difference in his mental health too.

By the end of his time in the program, Mr. Client was in a good place. Grateful for the support, more grounded in his parenting, and ready to pay it forward. He even talked about wanting to help other men in similar situations.

This journey had its hard moments, but it was deeply rewarding. Being alongside someone willing to lean into vulnerability reminds us of the strength that lies in softness. I learned as much from him as he may have learned from me.

Family Programs

Manager, Goulburn –
Jaz Emmett



Recognising extraordinary contributions within our Family Programs Team brings to mind a multitude of inspiring examples. It's genuinely difficult to narrow them down, as going above and beyond is embedded in the nature of our work with vulnerable families. Our Child and Family Practitioners consistently demonstrate exceptional dedication, often working in resource-constrained and emotionally charged environments. Despite these challenges, they remain unwavering in their commitment to improving the lives of those they support. The impact of their work can be truly life-changing for families, and as a Manager, I am proud of each team member and their remarkable accomplishments.

I feel it is important to also acknowledge the extraordinary contributions that FamilyCare's leadership team provide, starting from the top, which supports an environment where practitioners thrive as their workplace feels safe, supportive, and inclusive. The nurturing office environment we have fosters the resilience needed to navigate the complex and dynamic situations our clients face. Our team exemplifies mutual support and compassion, and the values of FamilyCare are clearly reflected in our daily interactions.

Even more extraordinary are the contributions we receive from our clients. Most of those we support are emotionally fragile, feeling overwhelmed, and unsure of whom to trust, having experienced disappointment and hardship through their lives. When a client chooses to engage in our programs, it is appreciated. Their participation is a testament to their courage, and any expression of gratitude from them is profoundly moving.

One particularly heartwarming example involves an 11-year-old boy named Mohammad, who participated in our children's DRUMBEAT program. This initiative, facilitated by our senior practitioner Tracey from the Harnessing Hope team, uses rhythm-based group activities to promote emotional regulation, social connection, and personal growth.

Mohammad joined the group as a shy and reserved child, speaking very little English and displaying low confidence. Over the course of the eight-week program, he gradually began interacting with other children—mostly through gestures and body language. His language skills and self-assurance gradually improved. In the final session, Mohammad surprised everyone by singing to the beat of the drums in his native Persian language. It was a powerful and emotional moment that highlighted the transformative potential of our programs and the resilience of the children we support.



Early Years

Manager – Sue Caines

The Child and Family Services team encompasses a range of programs, including 200 Hours, Family Preservation and Reunification Response (FPRR) Parenting and Skills Development (PASD), the Parent Child Program (PCP), and Access to Early Learning (AEL).

This dedicated team works tirelessly to deliver high-quality, strength-based services that empower families and support meaningful, lasting change. Through tailored strategies and compassionate engagement, they help clients build resilience, develop essential skills, and strengthen family connections.

When asked to reflect on their work, the Family Preservation and Reunification Response team and the Parenting and Skills Development program shared the following examples of the collaborative, strength-based approaches they employ each year. These stories highlight not only the remarkable efforts of the team but also the extraordinary achievements of the families they support.



One of the most compelling examples of the transformative work carried out by the Parenting and Skills Development (PASD) program this year involved a young mother referred by Child Protection. She had recently given birth to newborn twins and was navigating the immense challenges of single parenting after separating from her partner due to ongoing family violence.

This mother faced a complex array of issues, including mental health concerns, substance and alcohol use, and a history of trauma stemming from abandonment, rejection, and violence in both her childhood and adult relationships. Having grown up in residential care and often labelled a “problem child,” she entered the PASD program with significant barriers—but also with remarkable potential. Over a three-month period, she engaged wholeheartedly with the PASD team. Support focused on the following –
Parenting education: understanding infant cues, managing overwhelm, introducing solids, and promoting healthy routines.

Emotional wellbeing: exploring the impact of trauma, building strategies for self-regulation, and fostering healthy relationships.

Practical support: attending paediatric and maternal child health appointments, setting up a safe and nurturing home environment, and accessing community resources.

Despite ongoing difficulties in her relationships with extended family, she demonstrated fierce independence and an unwavering commitment to her children. She maintained consistent engagement with all support services, and created a safe, stable home for her family.

Her journey is a testament to the power of strength-based, trauma-informed support—and to the resilience of parents who, when given the right tools and encouragement, can rewrite their stories and build brighter futures for their children.

The family was referred by Child Protection into the Family Preservation and Reunification Response program due to concerns regarding the children's safety, including inadequate supervision and parenting capacity. There were two children, a daughter (5 years old) and a son (3 years old). Additional concerns included the sole parent father's substance use and ongoing struggles with diagnosed mental health issues.

The FPRR worker provided the family with intervention and support as follows :

- A comprehensive safety plan was developed and implemented by the father to address immediate risks.
- The family relocated to a safe, clean, and well-maintained rental property, conveniently located near the children's daycare and school.
- The father engaged in parenting programs, including Tuning into Kids, and completed education on child development stages.
- He actively participated in local community events, building social connections and support networks.
- With support from his General Practitioner, the father ceased drug use and accessed appropriate mental health services.
- The children began regular attendance at daycare and school, with no concerns reported.
- Paternal grandmother provided consistent support to the family.

The home environment is now stable, hygienic, and child-focused. The father demonstrated a strong commitment to change, maintaining routines and prioritising the wellbeing of his children. The case was successfully closed following completion of the Family Preservation and Reunification (FPR) program, with all goals met and sustained positive outcomes.



Disability Services

Manager – Sue Caines



The past year has been a dynamic one for the Disability Team, with our programs providing support to families across our community. We continue to ensure every family receives personalised, high-quality assistance.

The IntoRec team continue to deliver high quality support to the participants that attend our programs during the day, afterschool and during school holidays.

Our Specialist Disability Support Program has been instrumental in helping staff and families navigate the National Disability Insurance Scheme (NDIS). By guiding participants through the application process, coordinating with support services, and advocating for individual needs, we secure resources that deliver meaningful, long-term outcomes.

The Parenting Children with Complex Disabilities Program team offers, hands-on support to families managing what can sometimes be challenging care requirements. Their unwavering commitment empowers parents to build confidence, foster resilience, and create environments where children with complex disabilities and their families can thrive can thrive.

The following are some of the extraordinary contributions made by these teams :

Specialist Disability Program (SDP)

Staff in our SDP have been assisting a 7-year-old child to successfully get their own NDIS plan after initially being rejected from the NDIS twice.

The SDP practitioner supported the mother to diligently gather the evidence needed for the NDIS by supporting the family in meetings with professionals and the school to ensure that the child's needs were accurately documented in a way that supported the child to eventually gain access to the NDIS.

This child is now able to access important disability supports from their own NDIS plan and the child's mother now has a better understanding of the NDIS system and how to get supports needed.

Parenting Children with Complex Disabilities (PCCD)

Before being referred to the PCCD team, a child with complex disability needs was admitted to the children's psychiatric ward for Autism diagnosis and observations. Since discharge, the child's mother explained that no one believed or listened to the issues she was having with her child who was physically and verbally aggressive including threats to harm himself and his family. On occasion, this family needed to call the police due to the extreme and dangerous behaviours of this 11-year-old.

Since being referred to the PCCD program this mother has explained that she and her husband feel understood and supported for the first time since their child began having issues. The child has been supported to get NDIS supports that he really needs including a behaviour specialist and therapy camps, resulting in a more settled and much safer home environment for the entire family.

FamilyCare's promise to children.....

FamilyCare is unwavering in its commitment to ensuring the safety, wellbeing, and empowerment of all children and young people. Guided by both the Victorian Child Safe Standards and the Commonwealth Child Safe Framework, we foster a culture of safety through robust governance, strong accountability, and continuous quality improvement. Our policies and practices are regularly reviewed to reflect best practice and evolving community expectations.

FamilyCare actively listens to and values the voices of children, young people, and families - particularly those from First Nations communities, culturally and linguistically diverse backgrounds, and children living with disability - to ensure that their experiences shape our approach to safety and inclusion. We uphold full compliance with legislative and regulatory obligations while continually strengthening our systems, workforce capability, and organisational culture to create environments where every child feels safe, respected and heard.



Respect

We treat everyone equally. No matter where you come from, or what you look like, we will make sure you feel included and welcome.



Inform

We will give you information about how to feel and stay safe, and what to do if you feel unsafe.



Give you a voice

We will make sure there are lots of ways for you to have a say and be involved.



Help

We will listen and act on what you tell us. We are here to help!



Trust

You can trust us. We care about your needs and feelings and will support you.



Safety

We want you to feel and be safe. We will make our place happy and comfortable for you.



In June we came together to acknowledge the great work The Goulburn Flood Recovery service provided to the region. The following is a speech delivered by the FamilyCare Board Chair, Ann Sexton

“

Today we come together on the custodial lands of the Yorta Yorta and Bangerang peoples. We acknowledge that they, along with the Taungurung and Wurundjeri people of the broader Goulburn Valleys, are the traditional owners of these areas in which FamilyCare work, live and support community. We pay our respect to the Elders, past & present and to those emerging as well as sharing our respect to any other First Nations people who may be joining us this morning.

A very warm welcome to you all today. I would particularly like to acknowledge the presence of Greater Shepparton's Mayor, Shane Sali.

We come together today to acknowledge the great work that has been undertaken by the Goulburn Flood Recovery Service and celebrate that we are now able to wind back, what fundamentally has been, a crisis response activity.

Even that feels a little weird, being here today talking about a flood service, when currently, much of our area is experiencing drought, all-be-it with some very welcome recent rainfall. Such is our world of climate change.



Whilst FamilyCare has been the lead agency for GFRS, and we've been proud to be so, we've not done this significant work on our own. This work was undertaken by a consortium of 7 – FamilyCare, The Bridge, Connect GV, Primary Care Connect, Oz Child, Nexus Primary Health and Uniting VicTas.

However, a consortium of agencies, isn't really the right terminology for what was created and certainly doesn't describe accurately the way in which the required response was carried out and the work undertaken.

As a community, Shepparton, its surrounds & the Goulburn Valley more broadly, are amazing in a crisis. We have proven this many (far too many) times in recent years.

When we were again inundated by flood waters across our community the fact that we were, as agencies & service providers, able to quickly come together with shared purpose and common goals only adds testament to the strength within our community, the power of locality in understanding the needs of its community and the effectiveness of authentic place based approaches.

As a consortium of agencies & service providers we behaved more like community, family. We were able to respond quickly to the immediate issues and threats, listen actively to those most affected about what they needed, not what we thought might be needed and to engage in real conversation with real people looking for real and responsive solutions. This is at its most effective when locals are given license to support their own. We could hit the ground running – or was that swimming – and we did!

I'd like to acknowledge, recognise and thank, the staff from GFRS. You were the people doing the work in the way in which I've just described day-in-day-out. Each of your agencies is proud of your individual contribution to the GFRS and the way in which you quickly adapted your own work lives, skill sets and approaches to what was needed in this new environment.

So as a consortium the GFRS was good, but to steal a quote from Jim Collins, as a community supporting our own, GFRS went from Good to Great and undoubtedly made the lives, of those most affected by the crisis, a little easier.

When the consortium of 7 came together there was a confidence that they could deliver what was required, as the GFRS community we showed what can be achieved when relationships are strong and at the heart of decision making. Let's hope we get some well earned time out before needing to be reconvened!

”

Carer Support Services & NDIS Support Coordination

Manager, Carer Support Services – Katie Millen



Over the past year, the Carer Support Services and NDIS Support Coordination teams have continued to respond to the evolving needs of our clients and carers with creativity, compassion, and a strong commitment to collaboration. Despite ongoing sector changes and challenges, both teams have worked hard to ensure that the individuals and families we support receive timely, meaningful and person-centred care.

This year, the Carer Support team have focused on increasing registrations, reducing wait times and improving access to support. Our statewide consortium introduced a central booking process, streamlining access and improving responsiveness. As a result of these efforts, we have seen a noticeable increase in carer registrations and engagement.

In addition to coordinating much needed respite services, the team has delivered a wide range of activities and events aimed at connecting carers, improving wellbeing and reducing isolation. These have included Carer wellbeing days, social outings, workshops and peer support groups. We've also partnered with other services to deliver information sessions on topics such as end-of-life planning, navigating the aged care service system and disability support for Arabic-speaking carers.

Young Carers have remained a priority, with tailored supports, including school holiday art groups, bowling, cooking classes, and a homework club helping them feel seen, supported, and celebrated.

One particularly memorable story this year involved a returning carer who supports his wife, who lives with a degenerative neurological condition. The couple, both aged, continue to run a cattle farm and have limited informal support. When the carer was invited by his brother to attend a major cattle farming event in Queensland, a lifelong dream, he was hesitant, unsure how his wife would manage in his absence.

Working closely with the couple and their Home Care Package provider, we were able to creatively top up existing supports. This included coordinating a known and trusted support worker to assist with farm tasks, meal preparation, and transport to hydrotherapy. The carer was able to attend the event, reconnect with his brother, and returned home recharged, while his wife remained safe and supported at home. Their gratitude was deeply felt and a reminder of the importance of flexible, responsive and person-centred care.



Meanwhile, our NDIS Support Coordination team has continued to strengthen relationships with local services, including schools, allied health providers, and families. Through targeted networking and inclusive care team meetings, we've ensured that therapy recommendations are actively implemented and that training is delivered to all relevant parties, including families, educators, and support workers.

A recent example of this approach is the support provided to Myka, a young person referred to us by Berry Street. At the time, Myka's NDIS Plan had been inactive for over a year, despite having funding for behavioural and occupational therapy. Living with Fetal Alcohol Spectrum Disorder (FASD), Myka was experiencing significant behavioural challenges and had very low school attendance.

FamilyCare's Support Coordinator quickly arranged referrals for both OT and behavioural therapy and established regular care team meetings involving the school, therapists, Berry Street, and Myka's family. These meetings ensured shared strategies, consistent support and that training was available to all involved. Education regarding FASD was also provided to help the school and family better understand and respond to Myka's needs.

With coordinated support in place, Myka's school attendance improved significantly. Now 17, Myka is completing year 12 and thriving in a school-based apprenticeship with an offer for a full-time apprenticeship position on his completion of year 12.

A key achievement for the team this year was our successful registration for Level 3 (Specialist) Support Coordination. We've now commenced delivering this higher level of support to a small number of participants with more complex needs, ensuring they too can access the right services and achieve their goals.

I would like to once again sincerely thank my teams for their ongoing commitment and the care they bring to their work every day. Their efforts make a lasting difference in the lives of Carers and NDIS participants and help to acknowledge the extraordinary contributions of those we are privileged to support.



Carers Recognition Act

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

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

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

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

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

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

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

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



Andie West CEO

2 October 2025

Date

The Orange Door

Manager, The Orange Door – Allan Mitchell



In its fifth year of operation, The Orange Door, Goulburn has continued to build strength and stability, with 2025 marking another year of solid progress. Making up a large part of the TOD team, with 17 practitioners, three team leaders, three Practice Leaders and a dedicated administration officer, FamilyCare has played an integral role in supporting the operation of this multi-agency program.

Throughout the past 12 months, recruitment and retention have improved significantly, allowing the FamilyCare team to operate at near-full capacity throughout the year. This has supported the achievement of key service delivery targets; with our service hours target being met for the second consecutive year.

Following the 2024 Transformation Project, the team has seen stronger systems, clearer processes, and greater consistency in practice. The leadership group, in particular, has demonstrated strong commitment and expertise, driving several improvement initiatives, especially in areas of child wellbeing. FamilyCare fulfils both Integrated Practice Leader (IPL) positions as well as the specialist Child and Young Person Practice Leader (CYPPL). This presence in our leadership allows for a strong voice in guiding best practice principles and applying strong focus and learning opportunities to the integrated team for all things related to child wellbeing, a responsibility we are proud to uphold.

Collaboration and relationship-building have been central to our growth. Internally, the connection between The Orange Door team and FamilyCare case management programs has strengthened through regular communication and shared practice. This has enhanced integration, streamlined referrals, and built confidence in cross-team collaboration in a service system where FamilyCare acts as both the referrer and the receiving program in some cases. Relationships and communication are integral to the success of our partnership and, as such, we have applied focus towards strengthening our collaboration for the betterment of client outcomes.

Externally, our involvement in the Goulburn Demonstration Project (led ably by Primary Care Connect) has provided valuable opportunities to connect with local family violence services. By fostering communication, knowledge-sharing, and relationship-building, the project has supported a stronger and more connected service network across the region. Having our team at The Orange Door has facilitated our involvement in this project meaning that we can continue to partake in the local service network with a growth and development mindset.

TOD Goulburn enters its sixth year with a solid foundation, a committed team, and a growing network of partnerships that enhance our capacity to support families and the community. Whilst the work we undertake is demanding, at times, challenging we look forward to continuing to support our community with commitment and passion.

Reconciliation Action Plan



In addition to the Flats Cultural Walk between Shepparton and Mooroopna, FamilyCare staff will also be engaging in the Taungurung Cultural Experience at Tahbilk for the first time in September to further enrich work with clients through a deeper understanding of Taungurung perspectives.

The RAP Working Group are eager to continue to support local communities and initiatives as well as continue to provide the wider organisation with knowledge, ideas and opportunities to engage with our First Nations people.

FamilyCare embarked on its first Innovate Reconciliation Action Plan this year, committing to further strengthening and developing connections in our community. The Innovate RAP launched in May, with various staff, professionals, and traditional owners in attendance at the launch event.

Working Group Members also hosted various activities and attended various community events this year including:

- National Reconciliation Week in May, with internal events hosted in Seymour, a Rock Painting Activity, facilitated by Priscilla, a Boorloo (Perth) woman, living in Broadford, an event in Shepparton, a Morning Tea and Chat with Deb, Gungarri (Southern Queensland) woman, living in regional Victoria, and an event in Cobram, a RAP Chat and Morning Tea hosted by Neeska and Ireland.
- NAIDOC Week in July, with staff in attendance at events hosted by Goranwarrabul Mob and Friends, Taungurung Land and Waters Council and Rumbalara Aboriginal Co-operative across our regions, as well as internal activity hosted by staff in Shepparton.



Sustainability Working Group

FamilyCare has maintained a Sustainability Policy since 2012, which guides our operations in minimising environmental impact. The policy commits us to:

- Reducing the use of non-renewable resources
- Increasing the recycling of renewable resources
- Improving environmental efficiency when purchasing and maintaining assets

With this in mind we applied for and were awarded a Creative City Grant from Greater Shepparton City Council. We collaborated with local artist Tank to design a vibrant Eco Mural on the Sensory Garden fence, showcasing colorful native flora and fauna made from recycled bottle tops.

The participants at IntoRec have been working with staff to sort the bottle tops and to stick them onto the painted boards - they have enjoyed the activity so much they have even been inspired to create their own IntoRec sign!

The Eco Mural project is expected to be completed by the end of the year.



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

With the assistance of the Diversity Project, we have provided staff education, resources and support. FamilyCare PRIDE has promoted local events and days of celebration within the agency to encourage awareness and inclusion.



Volunteer Report

Volunteer & Fundraising
Coordinator – Andrea Tuohey



Volunteers at FamilyCare have continued to exceed our expectations with the work they do for our staff, clients and the community. There are many personalised moments, where our specialised staff and volunteers have worked together to increase the wellbeing of our clients.

A particular highlight this year has been the relentless work of our volunteer, Keith! Keith first commenced volunteering with FamilyCare in 2023, volunteering to clean and maintain our agency vehicles. Keith appreciates the importance of a clean car, when transporting our clients and he receives great satisfaction in doing the hard work himself. This enables our staff to remain with their clients and what they do best. Keith also fundraises for FamilyCare! Keith has generously offered to clean and detail the personal vehicles of staff, for a donation to our Disability Support Services Program, IntoRec.

In Keith's short time with us, he has contributed over 900 volunteer hours to our Agency and raise \$1,000 for a program he is passionate about.

And there's more.....

Our volunteer Maree responded to a call out from our Carer's Team, to facilitate our very first Carer's Book Club! Carer's, supported by FamilyCare, meet each month, with Maree facilitating and guiding the discussion. The outcomes have been beneficial for everyone involved, with Carers broadening their horizons on the choice of books, whilst socialising and doing something for themselves, outside their caring role. Our friends at Hospice also generously provide a beautiful space for the group to meet each month!

The ongoing benefits to those involved are difficult to measure, however we know Maree contributes many volunteer hours each month, reading and preparing for the monthly Book Club, working with our community to increase wellbeing.

Of course, we had volunteers continue their amazing work in many other areas of our Agency, with client transport, managing our secondhand bookstore - The Book Inn, supporting clients, collecting and sorting Christmas presents, putting together those difficult flat packs, swing sets and trampolines, and volunteering at our Christmas Gift Wrapping Station at the Shepparton Marketplace, to name a few!

These outcomes and roles are a few examples of the commitment and substantial impact our volunteers make in our community, particularly at FamilyCare.



Maree being presented with an acknowledgement by Carer's Team Leader, Jason Watts and Carer Support Coordinator Angie Spiewak



Keith presenting a cheque for the funds raised to Disability Support Team



Christmas

Katie Huddleston



This Christmas season, Shepparton, Seymour, Cobram and Wallan's community joined 19 local businesses and organisations hosting gift trees to collect presents for the families we work with. These efforts, supported by countless community members, ensured that the magic of Christmas reached every corner of the FamilyCare catchment.

The response was overwhelming, with the gift trees overflowing with presents. Toys, clothing, books, and festive treats were all donated, showcasing the community's incredible spirit. On behalf of the families we supported this year, I would like to thank the following organisations for hosting a gift tree: Beveridge Centre, Connect GV, Goulburn Valley Water, Greater Shepparton City Council, Community Health - GV Health, GV Health, Kilmore Village, McPherson Media Group - Shepp News, Shepparton Marketplace, Shepparton Toyota and Shepparton Mazda, Stellar Coffee, The Brewers Table, Welsford St Café, and Soft Play Café.

There were also many, many, more individuals and community organisations who dropped into the FamilyCare offices with donations — thank you!! FamilyCare received 100 food hampers and grocery vouchers from the Commonwealth Bank Staff Social & Charity Club Vic Inc. continuing their longstanding tradition of giving back to the community.

Transport was made possible by Shepparton Toyota, who provided a van for Volunteer Gavin to drive to Melbourne to collect the hampers.



Shepparton Food and Financial Services also contributed 40 boxes of food to help support local families. Adding to the holiday cheer, an anonymous donor purchased \$200 worth of Christmas cakes and puddings from the Lions Club.



I would like to acknowledge the support from Goulburn Valley Grammar, Grahamvale Primary School, Notre Dame College, Shepparton Christian College and Tallygaroopna Primary School, and highlight their role in spreading hope and happiness during the festive season. By participating in gift donations and volunteering their time, these future leaders are discovering the joy that comes from helping others. Through these experiences, they are not only brightening the lives of our families but also gaining a deeper understanding of the importance of community and connection.

Over 290 families were provided with support from FamilyCare this Christmas. We also provided gifts to Mooroopna Education and Activity Centre, Child Protection, The Orange Door, and Shepparton's Christmas for Those Alone lunch on Christmas day.

The FamilyCare gift tree hosts and numerous community donors proved that the holiday season was about more than just presents —it was about community, compassion, and coming together to make a difference. I am proud to be part of a community that truly embodies the spirit of Christmas.



During the 2024–25 financial year, FamilyCare's financial counselling service provided tailored support to 75 referred clients across the Goulburn Valley and Moira regions. In addition to direct client engagement, the service facilitated 266 secondary consultations, equipping FamilyCare case managers with targeted financial guidance to assist clients experiencing hardship.

Key financial stressors this year included sustained increases in housing costs, utility bills, and general living expenses. A growing number of employed clients—many from dual-income households—sought assistance, reflecting the widening impact of economic pressures across the community.

Critically, 70% of clients disclosed experiences of family violence, either current or historical. This marks a significant increase from the previous year (40%) and highlights the vital role financial counselling plays in supporting safety, recovery, and long-term financial independence.

FamilyCare's in-house model, which integrates financial counsellors with case management teams, continued to strengthen the service's ability to provide coordinated, trauma-informed care. Clients were supported in a wide range of locations, including Shepparton, Cobram, Numurkah, Mooroopna, Yarrawonga, and numerous smaller towns—demonstrating the service's extensive community reach.

The financial counselling service remains committed to empowering individuals and families to rebuild financial stability through compassionate, confidential, and practical support.

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

Financial Counselling

Levi Boschetti

Financial Advocacy in the Context of Family Violence

A FamilyCare Integrated Family Services (IFS) client was referred to financial counselling after presenting with approximately \$5,000 in traffic infringements that had progressed to warrant stage. These infringements were a direct result of the client's experience of significant family violence.

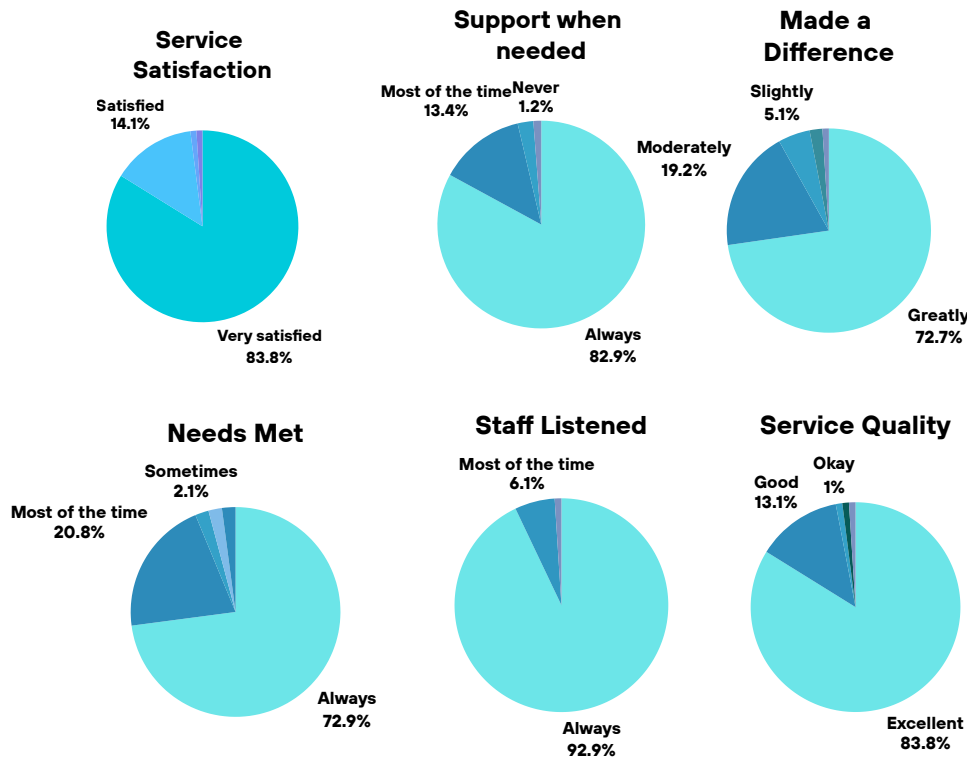
In one instance, the client's ex-partner—who had a history of violent behaviour—used her car without consent, incurring multiple fines. Due to serious safety concerns, the client was unable to nominate him as the responsible driver through Fines Victoria, fearing the risk of violent retaliation. Additional fines were incurred when the client drove the unregistered vehicle herself after her ex-partner used money intended for registration to purchase illicit substances. Despite the risk, she had no alternative but to use the car to transport her children to school.

The financial counsellor worked collaboratively with the IFS case worker to submit an application through the Fines Victoria Family Violence Scheme. As a result, all nine fines were successfully withdrawn—saving the client \$4,959.70, protecting her driver's license, and most importantly, safeguarding her from any potential risk of retaliation.

This case highlights the critical role of financial counselling in addressing the often-hidden financial impacts of family violence and supporting recovery through trauma-informed advocacy.

Evaluation and Research

Janet Congues



Client feedback continues to play an essential role for hearing about our clients' and participants' experiences at FamilyCare.

This year, we transformed how feedback is collated and analysed.

The feedback can now be accessed throughout the year by staff along with the bi-annual reports that are published on FamilyCare's public website.

There were 259 client surveys received this year.

Client Comments

“ Couldn't be more thankful and grateful for the support we received throughout such a difficult time our family was dealing with. ”

“ I really enjoyed the program. The facilitators were so experienced and approachable. They were obviously passionate about what they were teaching which made it easy to connect with the course content. ”

“ A big thank you to the staff. It has been really helpful talking to you and got the feeling you genuinely care about your clients and actively listen to any concerns. ”

“ My case worker was very helpful and has helped me get my daughter to school, referrals and emotional support needs and being there when I needed her most ”

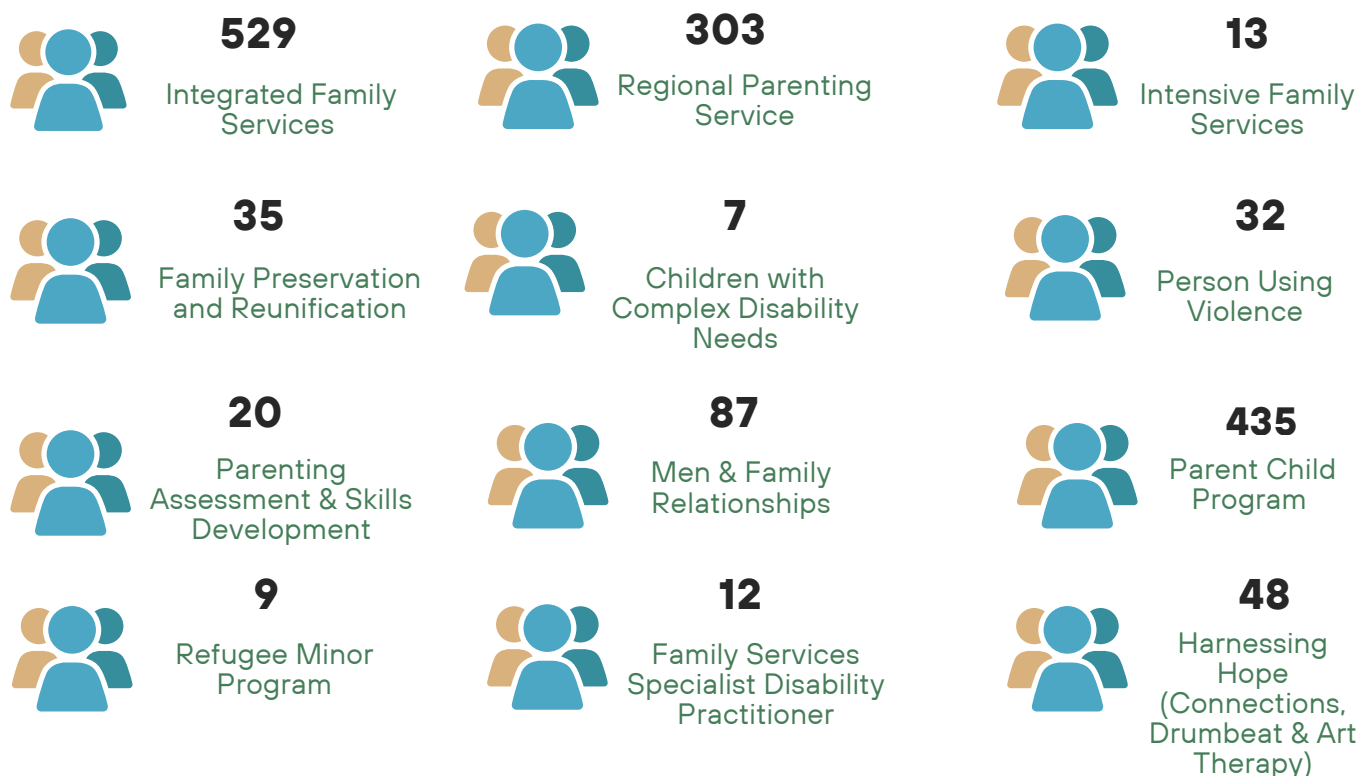
“ It would have helped to have a better experience with initial ”

“ It would have helped to have better access out of hours. The staff were great and supportive. ”

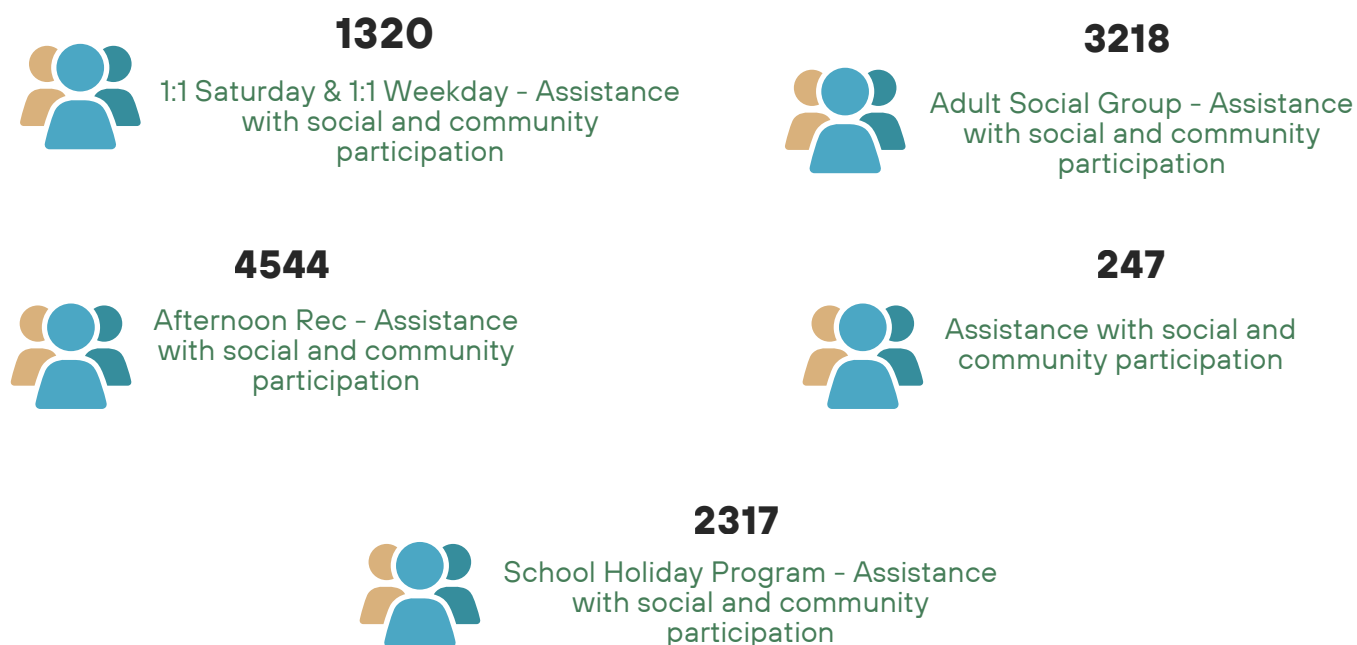
“ Thank you. I was in such a rough spot in life and really couldn't have gotten so far without their help! ”

Service Statistics

Child and Family Services - Clients



Disability Support Services (NDIS) - Hours



Carer Support Services



6791 hours

Support for Carers Program



6420 hours

Commonwealth Home Support Program



159 hours

Home & Community Care - Program for Young People



9724 hours

NDIS Support Coordination



1035 assessments

Assessment & Planning



636 hours

Young Carers



828 sessions

In Person Counselling



167 sessions

Carer Coaching



914 attendances

In Person Peer Support



328

Carer Directed Support Packages



20

Carer One Off Supports

The Orange Door



22120

Service Hours



2198

Cases

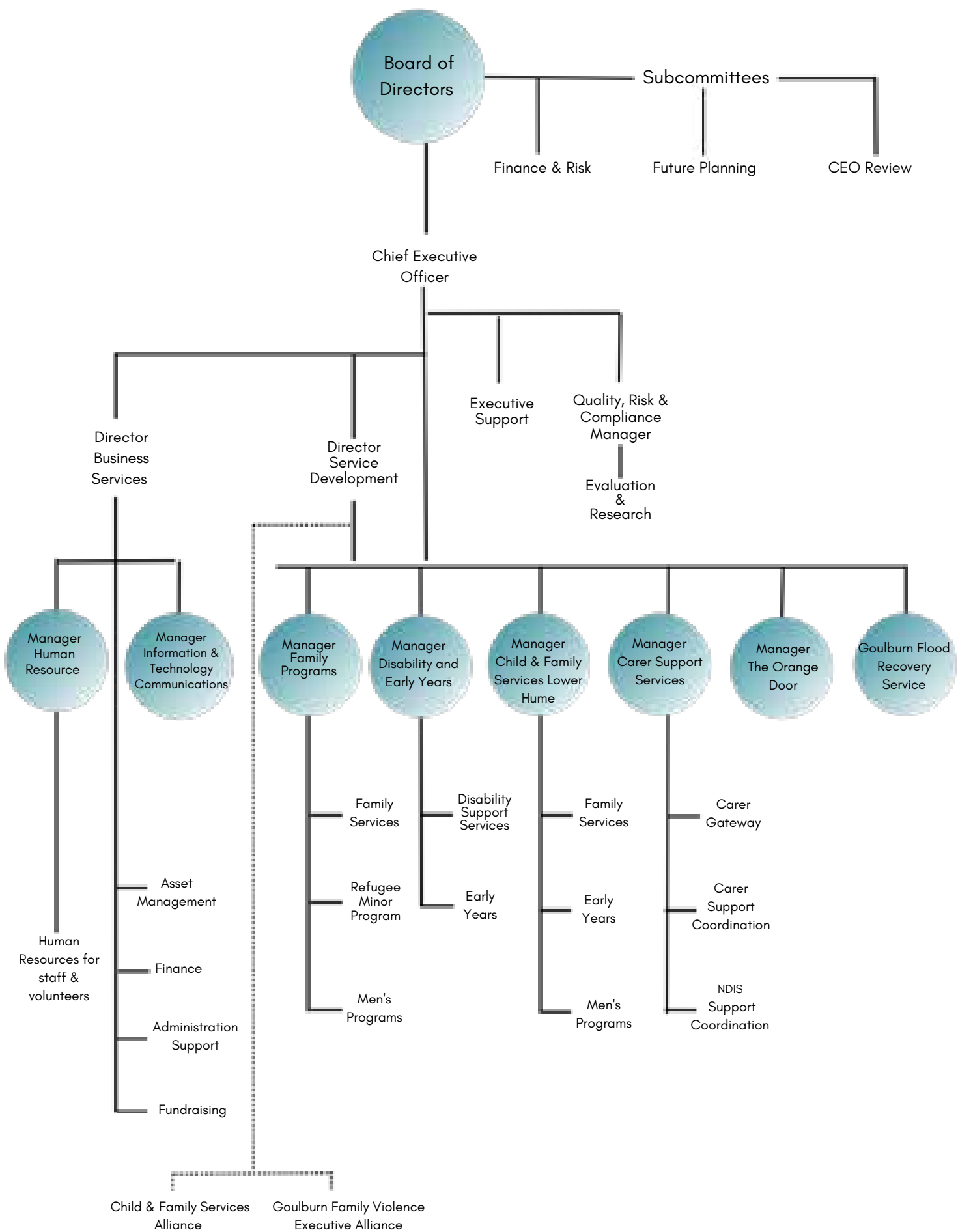
Volunteer Program



3796

Volunteer Hours

Organisational Chart



Financial Report

GOULBURN VALLEY FAMILY CARE INC.

ABN 99 572 820 584

FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2025

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

COMMITTEE'S REPORT

Your committee members submit the financial report of Goulburn Valley Family Care Inc. for the financial year ended 30 June 2025.

Committee Members

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

Ann Sexton (Chair)
Danny Whyte (Treasurer)
Ian Ritchie (Secretary)
Nigel Liggins (Vice Chair)
Mark Bailey
Linda Rigby
Chris Mouser
Nicole Reidy (Appointed 26 November 2024)
Pamela Ewert (Appointed 26 November 2024)
Betty Dale (Resigned 26 November 2024)
Wendy Lewis (Resigned 26 November 2024)

Principal Activities

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

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

Significant Changes

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

Operating Result

The deficit after providing for income tax amounted to \$1,944,691 (2024 deficit \$897,778).

Events subsequent to the End of the Reporting Period

There are no matters or circumstances that have arisen since the end of the financial year that have significantly affected or may significantly alter the operations of the association, the results of those operations or the state of affairs of the association, in future years.

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


Ann Sexton


Danny Whyte

Dated: 3 November 2025

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2025

	Note	2025 \$	2024 \$
Revenue	2	21,990,563	22,959,718
Other income	2	700,233	798,102
Employee benefits expense	3	(19,435,426)	(19,275,235)
Depreciation and amortisation expenses	22(a)	(677,396)	(727,718)
Finance expense		(4,771)	(5,012)
Other expenses	3	<u>(4,517,894)</u>	<u>(4,647,633)</u>
Surplus/(Deficit) before income tax expense		(1,944,691)	(897,778)
Income tax expense	1(j)	<u>-</u>	<u>-</u>
Surplus/(Deficit) for the year		<u><u>(1,944,691)</u></u>	<u><u>(897,778)</u></u>
Surplus/(Deficit) attributable to members of the entity		<u><u>(1,944,691)</u></u>	<u><u>(897,778)</u></u>

The accompanying notes form part of these financial statements.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2025

	Note	2025 \$	2024 \$
Surplus/(Deficit) for the year		(1,944,691)	(897,778)
Other comprehensive income		<u> </u>	<u> </u>
Other comprehensive income for the year, net of tax		<u> -</u>	<u> -</u>
Total comprehensive income for the year		<u><u>(1,944,691)</u></u>	<u><u>(897,778)</u></u>
Total comprehensive income attributable to members of the entity		<u><u>(1,944,691)</u></u>	<u><u>(897,778)</u></u>

The accompanying notes form part of these financial statements.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2025

	Note	2025 \$	2024 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	3,342,007	7,348,653
Accounts receivable and other debtors	6	956,993	488,986
Other current assets	7	197,987	140,087
TOTAL CURRENT ASSETS		<u>4,496,986</u>	<u>7,977,726</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	8,485,369	8,891,638
TOTAL NON-CURRENT ASSETS		<u>8,485,369</u>	<u>8,891,638</u>
TOTAL ASSETS		<u><u>12,982,355</u></u>	<u><u>16,869,364</u></u>
LIABILITIES			
CURRENT LIABILITIES			
Accounts payable and other payables	9	1,619,835	1,751,186
Borrowings	10	-	53,758
Provisions	11	2,714,288	2,085,100
Other	12	683,684	3,327,707
TOTAL CURRENT LIABILITIES		<u>5,017,807</u>	<u>7,217,751</u>
NON-CURRENT LIABILITIES			
Provisions	11	325,632	68,005
TOTAL NON-CURRENT LIABILITIES		<u>325,632</u>	<u>68,005</u>
TOTAL LIABILITIES		<u><u>5,343,439</u></u>	<u><u>7,285,756</u></u>
NET ASSETS		<u><u>7,638,916</u></u>	<u><u>9,583,608</u></u>
EQUITY			
Reserves	13	3,014,346	3,014,346
Retained earnings		4,624,570	6,569,262
TOTAL EQUITY		<u><u>7,638,916</u></u>	<u><u>9,583,608</u></u>

The accompanying notes form part of these financial statements.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

STATEMENT OF CHANGES IN EQUITY
AS AT 30 JUNE 2025

	Retained Earnings \$	Property revaluation reserve \$	Total \$
Balance at 1 July 2023	7,467,040	3,014,346	10,481,386
Comprehensive income			
Surplus attributable to members	(897,778)	-	(897,778)
Total comprehensive income for the year attributable to members of the association	(897,778)	-	(897,778)
Balance at 30 June 2024	6,569,262	3,014,346	9,583,608
Balance at 1 July 2024	6,569,262	3,014,346	9,583,608
Comprehensive income			
Surplus attributable to members	(1,944,691)	-	(1,944,691)
Total comprehensive income for the year attributable to members of the association	(1,944,691)	-	(1,944,691)
Balance at 30 June 2025	4,624,570	3,014,346	7,638,916

The accompanying notes form part of these financial statements.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2025

	Note	2025 \$	2024 \$
Cash flows from operating activities			
Grants and other income		21,934,870	23,437,022
Payments to suppliers and employees		(25,862,894)	(24,089,606)
Interest received		199,586	238,127
Net cash provided by operating activities	21(b)	(3,728,438)	(414,456)
Cash flows from investing activities			
Proceeds from sale of property, plant and equipment		241,972	218,621
Purchase of property, plant and equipment		(466,422)	(544,789)
Net cash provided by (used in) investing activities		(224,450)	(326,168)
Cash flows from financing activities			
Principal repayments of lease liabilities		(53,758)	(84,706)
Proceeds from borrowings and lease liabilities		-	2,992
Net cash provided by (used in) financing activities		(53,758)	(81,714)
Net increase in cash held		(4,006,646)	(822,338)
Cash and cash equivalents at beginning of financial year		7,348,653	8,170,990
Cash and cash equivalents at end of financial year	21(a)	3,342,007	7,348,653

The accompanying notes form part of these financial statements.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

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

1. SUMMARY OF MATERIAL ACCOUNTING POLICIES

Basis of Preparation

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

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

New or amended Accounting Standards and Interpretations adopted

The association has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

Accounting Policies

a. Revenue and Other Income

Revenue recognition

Contributed Assets

The entity receives assets from the government and other parties for nil or nominal consideration in order to further its objectives. These assets are recognised in accordance with the recognition requirements of the applicable accounting standards.

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

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

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

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

Operating Grants, Donations and Bequests

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

When both these conditions are satisfied, the Entity:

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

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

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

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

Service Revenue

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

Service revenue includes fees charged to NDIS clients.

Capital Grant

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

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

Interest Income

Interest income is recognised using the effective interest method.

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

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

Rental income

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

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

b. Property, Plant and Equipment

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

Freehold property

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

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

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

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

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

Plant and equipment

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

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

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

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

Depreciation

The depreciable amount of all fixed assets, including buildings and plant and equipment, but excluding freehold land, is depreciated on a straight line basis over the asset's useful life to the entity commencing from the time the asset is held ready for use.

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

Class of Fixed Asset	Depreciation Rate
Buildings	2.50 -15%
Motor vehicles	15%
Furniture and fittings	15-30%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

c. Leases

The Entity as lessee

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

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

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

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

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

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

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

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

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

Concessionary Leases

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

d. Financial Instruments

Initial recognition and measurement

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

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

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

Classification and subsequent measurement

Financial liabilities

Financial liabilities are subsequently measured at:

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

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

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

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

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

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

Impairment

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

- trade receivables; and
- lease receivables.

Simplified approach

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

This approach is applicable to:

- trade receivables; and
- lease receivables.

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

Recognition of expected credit losses in financial statements

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

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

e. Impairment of Assets

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

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

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

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

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

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

f. Employee Benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of the services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Defined contribution superannuation expense

Contributions to defined contribution superannuation plans are expensed in the period in which they are incurred.

Portable long service leave scheme (Victoria)

From 1 July 2019 the entity commenced making contributions for eligible employees to Victoria's new portable long service leave scheme, pursuant to the Long Service Benefits Portability Act 2018. A levy of 1.65% of eligible salaries is paid to the Portable Long Service Leave Authority.

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

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

Portable long service leave other debtor and long term employee benefits

The existence of the scheme does not discharge the entity's obligation to pay long service leave to employees. The entity recognises a other debtor equal to the present value of future amounts expected to be refunded from the scheme, these amounts are refundable when the entity is obligated to pay long service leave to an eligible employee. The entity accounts for the full employee obligation in accordance with the long term employee benefit policy described above - the expected refunds from the scheme recognised as a other debtor will not fully offset the long term employee benefits recognised by the entity due to differences between the entitlement to long service leave under the entity's enterprise agreement and the reimbursement provisions under the scheme.

g. Cash and Cash Equivalents

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

h. Trade and Other Debtors

Trade and other debtors include amounts due from members as well as amounts receivable from customers for goods sold. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Accounts receivable are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any provision for impairment. Refer to Note 1(d) for further discussion on the determination of impairment losses.

i. Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

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

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

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

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

j. Income Tax

No provision for income tax has been raised as the entity is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

k. Provisions

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

l. Comparative Figures

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

m. Key Estimates and Judgements

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

n. Key estimates

(i) Valuation of freehold land and buildings

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

(ii) Useful lives of property, plant and equipment

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

(iii) Employee benefits

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

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

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

(iv) Receivables

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

Key judgements

(i) Performance obligations under AASB 15

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

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

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

o. Fair Value of Assets and Liabilities

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

p. Going concern

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

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

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

	Note	2025 \$	2024 \$
2. REVENUE AND OTHER INCOME			
Revenue:			
Grants - State		17,255,229	18,499,676
Grants - Commonwealth		2,770,731	2,530,454
Sub-Contract income		443,084	457,684
Fee for service		1,521,518	1,471,904
		<u>21,990,563</u>	<u>22,959,718</u>
Other Income:			
Rental income		34,189	28,167
Client contribution		9,148	1,608
Fundraising income		27,215	66,267
Interest income		199,586	238,127
Trust income		25,000	37,500
Other income		358,419	363,697
Gain/(loss) on disposal of fixed assets		46,676	62,737
		<u>700,233</u>	<u>798,102</u>
3. EXPENSES			
Employee benefits expense:			
Salaries		16,693,804	16,941,419
Superannuation contributions		1,818,567	1,693,952
Employees entitlements		487,243	301,676
Workcover insurance premium		435,812	338,189
		<u>19,435,426</u>	<u>19,275,235</u>
Other expenses:			
Client and program costs		2,654,076	2,244,794
Motor vehicles - operating costs		269,814	265,805
Occupancy expense		235,788	261,309
Repairs and maintenance		165,165	192,932
Training and development		251,791	456,858
Information and Communication Technology		581,352	803,561
Other expenses		359,909	422,373
		<u>4,517,894</u>	<u>4,647,633</u>
4. AUDITOR'S REMUNERATION			
Auditing or reviewing the financial report		11,000	10,550
Fees to a related practice of the auditor for financial reporting assistance		2,700	2,700
		<u>13,700</u>	<u>13,250</u>

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

	Note	2025 \$	2024 \$
5. CASH AND CASH EQUIVALENTS			
Cash on hand		4,453	3,351
Cash at bank		1,059,751	3,135,772
Short term investment		2,277,803	4,209,530
		<u>3,342,007</u>	<u>7,348,653</u>
6. ACCOUNTS RECEIVABLE AND OTHER DEBTORS			
Trade debtors		242,203	347,908
Other debtors		714,790	141,078
		<u>956,993</u>	<u>488,986</u>
7. OTHER ASSETS			
Prepayments		197,987	135,921
Lease - Bond		-	4,166
		<u>197,987</u>	<u>140,087</u>
8. PROPERTY, PLANT AND EQUIPMENT			
Land and buildings - at valuation		6,369,000	6,369,000
Land and buildings - at cost		1,774,973	1,705,788
Less accumulated depreciation		(871,531)	(636,425)
		<u>903,443</u>	<u>1,069,364</u>
Total land and buildings		<u>7,272,443</u>	<u>7,438,364</u>
Right-of-Use asset		-	195,069
Less accumulated amortisation		-	(140,547)
		<u>-</u>	<u>54,522</u>
Motor vehicles - at cost		1,738,283	1,737,524
Less accumulated depreciation		(616,854)	(570,586)
		<u>1,121,430</u>	<u>1,166,939</u>
Furniture and fittings - at cost		877,328	1,072,994
Less accumulated depreciation		(785,831)	(841,181)
		<u>91,496</u>	<u>231,813</u>
Total plant and equipment		<u>1,212,926</u>	<u>1,453,274</u>
Total property, plant and equipment		<u>8,485,369</u>	<u>8,891,638</u>

(a) Movement in carrying amounts

For disclosure on movement in carrying amounts please refer to note 22(a) in the end of this financial report.

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

	Note	2025 \$	2024 \$
9. ACCOUNTS PAYABLE AND OTHER PAYABLES			
Other creditors		779,189	610,936
Trade creditors		840,645	1,140,250
		<u>1,619,835</u>	<u>1,751,186</u>
10. BORROWINGS			
CURRENT			
Lease liability		-	53,758
		<u>-</u>	<u>53,758</u>
11. PROVISIONS			
Provision for annual leave		1,394,468	1,427,563
Provision for long service leave		1,645,452	725,542
		<u>3,039,920</u>	<u>2,153,105</u>
Analysis of Total Provisions			
Current		2,714,288	2,085,100
Non-current		325,632	68,005
		<u>3,039,920</u>	<u>2,153,105</u>
12. OTHER LIABILITIES			
Contract liability		683,684	3,327,707
		<u>683,684</u>	<u>3,327,707</u>
13. RESERVES			
Property Revaluation Reserve			
The asset revaluation reserve records revaluations of non-current assets.			
14. CAPITAL COMMITMENTS			
There are no known capital commitments.			
15. CONTINGENT ASSETS AND LIABILITIES			
At the end of the reporting period, the general committee is not aware of any contingent liabilities or assets not recorded or disclosed in the accounts.			

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

	Note	2025 \$	2024 \$
16. EVENTS AFTER THE REPORTING PERIOD			
The committee members are not aware of any significant events since the end of the reporting period.			
17. FINANCIAL RISK MANAGEMENT			
The association's financial instruments consist mainly of deposits with banks, short-term investments, accounts receivable and payable and bills and leases.			
The totals for each category of financial instruments, measured in accordance with AASB 9: Financial Instruments as detailed in the accounting policies to these financial statements, are as follows:			
Financial Assets			
Cash and cash equivalents - amortised cost	5	3,342,007	7,348,653
Trade and other receivables - amortised cost	6	956,993	488,986
Total Financial Assets		<u>4,298,999</u>	<u>7,837,639</u>
Financial Liabilities			
Trade and other payables - amortised cost	9	1,619,835	1,751,186
Total Financial Liabilities		<u>1,619,835</u>	<u>1,751,186</u>
18. KEY MANAGEMENT PERSONNEL COMPENSATION			
Any person(s) having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director (whether executive or otherwise) of that entity, is considered key management personnel.			
Total key management personnel remuneration		<u>591,473</u>	<u>562,839</u>
19. RELATED PARTY TRANSACTIONS			
Related Parties			
Other related parties include close family members of key management personnel and entities that are controlled or jointly controlled by those key management personnel, individually or collectively with their close family members.			
Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.			
For the year ended 30 June 2025 there were no transactions with related parties.			

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

	Note	2025 \$	2024 \$
20. ASSOCIATION DETAILS			
The registered office and principal place of business of the association is:			
Goulburn Valley Family Care Inc.			
19 Welsford Street			
Shepparton, VIC, 3630			
21. CASH FLOW INFORMATION			
(a) Reconciliation of Cash			
Cash at the end of financial year as shown in the Statement of Cash Flows is reconciled to the related items in the statement of financial position as follows:			
Cash		4,453	3,351
Cash at Bank		3,337,554	7,345,301
		<u>3,342,007</u>	<u>7,348,653</u>
(b) Reconciliation of cash flow from operations with profit			
Current year surplus (deficit) after income tax		(1,944,691)	(897,778)
Non-cash flows in profit:			
Depreciation expense		677,396	727,718
Net (gain)/loss on disposal of property, plant and equipment		(46,676)	(62,737)
Changes in Assets & Liabilities:			
(Increase)/decrease in accounts receivable and other debtors		(468,007)	(82,854)
(Increase)/decrease in prepayments		(57,900)	62,920
Increase/(decrease) in accounts payable, other payables, and other liabilities		(2,775,374)	(244,543)
Increase/(decrease) in employee provisions		886,815	82,818
Net cash provided by operating activities		<u>(3,728,438)</u>	<u>(414,456)</u>

GOULBURN VALLEY FAMILY CARE INC.

ABN 99 572 820 584

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE, 2025**

22. (a) MOVEMENT IN CARRYING AMOUNTS

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

	Land and Buildings - at valutaion \$	Land and Buildings - at cost \$	Right-of-Use asset \$	Motor vehicles - at cost \$	Furniture and fittings - at cost \$	Total \$
Balance at 1 July 2023	6,369,000	1,263,833	131,669	1,113,674	352,274	9,230,451
Additions	-	33,597	2,992	449,781	58,419	544,789
Disposals	-	-	-	(153,759)	(2,125)	(155,884)
Depreciation	-	(228,067)	(80,138)	(242,758)	(176,755)	(727,718)
Carrying amount at 30 June 2024	6,369,000	1,069,364	54,522	1,166,939	231,813	8,891,638
Balance at 1 July 2024	6,369,000	1,069,364	54,522	1,166,939	231,813	8,891,638
Additions	-	69,185	-	393,373	3,864	466,422
Disposals	-	-	-	(195,139)	(157)	(195,296)
Depreciation	-	(235,106)	(54,522)	(243,744)	(144,023)	(677,396)
Carrying amount at 30 June 2025	6,369,000	903,443	-	1,121,430	91,496	8,485,369

GOULBURN VALLEY FAMILY CARE INC.
ABN 99 572 820 584

RESPONSIBLE PERSONS' DECLARATION

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

The responsible persons declare that in the responsible persons' opinion:

- (a) there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- (b) the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.


Ann Sexton


Danny Whyte

Dated: 3 November 2025



INDEPENDENT AUDITOR'S REPORT

To the Members of Goulburn Valley Family Care Inc

Report on the Audit of the Financial Report

Opinion

I have audited the financial report of Goulburn Valley Family Care Inc, which comprises the statement of financial position as at 30 June 2025, the income statement, statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible entities' declaration.

In my opinion the financial report of Goulburn Valley Family Care Inc has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

(a) giving a true and fair view of the registered entity's financial position as at 30 June 2025 and of its financial performance for the year then ended; and

(b) complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2022*.

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report. I am independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Information Other than the Financial Report and Auditor's Report Thereon

The responsible entities are responsible for the other information. The other information comprises the information included in the registered entity's annual report for the year ended 30 June 2025, but does not include the financial report and my auditor's report thereon.

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

Shepparton
Finley
Deniliquin

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

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

Responsibilities of Responsible Entities for the Financial Report

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

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

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

Auditor's Responsibilities for the Audit of the Financial Report

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

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

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

are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.

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

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

A handwritten signature in black ink, appearing to read 'M Milne', with a stylized, cursive script.

Michael Milne CA

Date: 3rd November 2025

375 Wyndham Street Shepparton, VIC 3630

Acknowledgements

We would like to acknowledge everyone who has played a role in shaping FamilyCare over the past year including our dedicated Board, Fundraising supporters, staff and volunteers. We would also like to acknowledge major government funding bodies, other funding partners, donors and service partners. Thank you also to the many other business and individuals who have contributed in many different ways to FamilyCare's work and our community's wellbeing.

Funding Partners

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

Trusts and Foundations

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

Partnerships

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

- Kilmore & District Hospital
- Lower Hume Aboriginal Health & Wellbeing Project
- Nexus Primary Health (The Orange Door, Goulburn Flood Recovery Service and Harnessing Hope)
- Our Place Seymour
- Oz Child (Alliance member, Goulburn Flood Recovery Service and Putting Families First)
- Primary Care Connect (The Orange Door, Goulburn Flood and Recovery Service)
- Supported Playgroups Victoria
- Anglicare (The Orange Door)
- The Butterfly Foundation
- The Bridge Youth Service (Alliance member, Shepparton Community Share, Goulburn Flood Recovery Service, Putting Families First and Alliance member)
- Uniting Vic Tas (Goulburn Flood Recovery Service)
- Victoria Police
- Wise Well Women
- Rumbalara Aboriginal Co-operative (Putting Families First)

FamilyCare Fundraising Supporters including our team of Christmas Wrapping Volunteers at The Shepparton Marketplace

Councils

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

Businesses, Individuals and Others

- Alexandra Primary School
- Anne Doller
- ANZ Bank
- Assumption College
- Ava Vittorio
- Belcibo & Co
- Bunnings Shepparton
- Cobram Foodshare
- Cody Montgomery

Businesses, Individuals and Others (continued...)

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





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