

ANNUAL REPORT 2017/2018



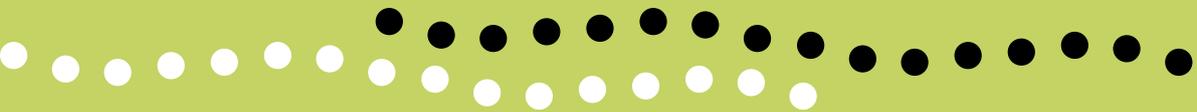
Names and identifying details have been changed to protect the privacy of individuals.

Cover photo: Kinship Festival Murwillumbah.

Facing page photo: The Family Centre Playgroup at Wallum Community Preschool.

THE FAMILY CENTRE ANNUAL REPORT 2017/2018





We acknowledge and pay respect to the Bundjalung people who are the traditional custodians of this land. We also acknowledge the unique and important contribution Aboriginal, Torres Strait and South Sea Islander people make in our community. We work together to ensure the safety and wellbeing of children, young people and families in our community.



WHAT WE ALL WANT FOR OUR COMMUNITY

CHILDREN ARE HAPPY AND SAFE

Our homes and communities are safe and nurturing places where children can learn and grow. They feel securely connected to family, community and culture, and have opportunities to explore and create.

YOUNG PEOPLE ARE CAPABLE AND RESILIENT

Our community understands young people and supports them to make informed decisions as they transition to independence. They have hope for the future and opportunities to make positive contributions to their community.

RELATIONSHIPS ARE CARING AND RESPECTFUL

Our community is aware of the importance and value of our relationships. We have the skills and knowledge to create and sustain healthy relationships.

OUR COMMUNITY IS STRONG AND VIBRANT

We work together to actively contribute to the vitality and wellbeing of our community. We create connection and belonging for all.

MAKING CHANGE ACHIEVABLE

Life and relationships can get difficult for all of us at times. The Family Centre's services are for children, young people, and families, and anyone in a family relationship.

We encourage and inspire people to make the changes they want for themselves, their family and their community.

During difficult times, we can assist with accurate information and referral to the services people may need. Help to set goals and make plans to achieve them, develop life and relationship skills and the knowledge needed to resolve individual, family and community concerns. No matter how big or small problems may be, anyone can talk with us.

We work together with our community to design activities that enhance parenting skills, improve relationships, and increase safety, wellbeing and personal effectiveness.

Our activities also increase and strengthen family and community connections.

We're a diverse and inclusive organisation driven by our values and practice principles that focus on building individual and community capability to develop solutions to social problems. Everyone has the ability to make a positive contribution to their community.

In genuine partnership with community members and groups, non-government organisations, government agencies and businesses, we make a real difference and our actions lead to progressive, measurable and sustainable social change.

The Family Centre is a local social purpose, community owned organisation established in 1988 and based on the North Coast of NSW.

OUR VALUES

SOCIAL JUSTICE

Working for a just and equitable society
Promoting participation, contribution & belonging
Acknowledging human dignity & rights

RESPECT

Responding without judgement
Embracing diversity
Acknowledging strengths & capabilities

INTEGRITY

Maintaining relationships based on trust
Taking responsibility for our actions
Honesty & genuineness

LEARNING

Creating opportunities for reflection & leadership
Exploring ways to improve
Being resourceful

COLLABORATION

Co-designing solutions
Commitment to working together
Creating change through strong relationships

CREATIVITY

Working in flexible & diverse ways
Making a difference differently
Adapt and thrive

PRACTICE PRINCIPLES

Focus on the wellbeing of children & young people
Ecological approach
Evidence and expertise
Relationships
Participation and contribution
Collective Impact
Strengths and solutions
Reflection

CHAIRPERSON'S REPORT



The Family Centre is heavily involved in delivering programs across the Northern Rivers, as far south as Taree and west to Tamworth. As well, there are plans being developed for the organisation to expand into the Gold Coast in 2019.

The strategic plan continues to provide a solid framework that guides and supports our work in the community with our 4 strategic directions: Relationships, Performance & Quality, Innovation and Sustainability underpinning our ongoing commitment to fruitful collaboration with our community with a focus on outcomes and strong governance and leadership.

We believe we are successfully adapting to the changing environment of both State and Federal government funding and still building our capacity and capability.

We are well connected to our community and we believe we are well positioned to meet the challenges ahead.

Our positive community reputation is built on trust - this is our most important asset. We continue to develop strong alliances with our community partners to deliver positive impact. Our new partnership with disability and aged services provider DAISI is a good example of how we can achieve better outcomes for children, young people and families in our community. We can now play an important role in supporting people throughout all stages of their life.

The organisation is certainly growing more complex and complicated but the Executive Director David Boutkan, very ably supported by his leadership team, continues to provide progressive and effective leadership across all aspects of our organisation.

On behalf of the board, I extend a big thank you to all our staff and volunteers for the amazing work you do in our community.

I'd also like to thank our Board Members - Rossi, Liz, Belinda, John, Marcia, Dave and Chris. Our work has become quite complex and challenging, but continues to be very rewarding.

Pam Mitchell
On behalf of TFC Board

The Family Centre Board Members

Pam Mitchell	John Commens
Rossi Lyons	Belinda Burgess
Liz Reimer	Chris Paton
Marcia Browning	David Keay

THIS YEAR'S NOTABLE ACHIEVEMENTS

- 98% of children remained with their families in our Intensive Family Preservation program
- The Tweed Youth Homelessness Matters campaign delivered significantly more stable supported accommodation for homeless young people
- Expanded our Male Victims of Domestic and Family Violence Support program to the New England region
- Implemented the first iteration of our Reconciliation Action Plan
- Established our new partnership with disability services provider DAISI
- Significantly increased our capacity and the number of people participating in our Volunteer program
- Established a partnership with Surf Dive & Ski to provide work experience and mentoring for young people in our Connecting Home program
- Continued our backbone support of the 'It Takes a Town' collective impact project
- Completed a significant upgrade of our IT fleet, financial and information and communication systems
- Co-designed our Cultural Elements framework, highlighting the importance of organisational culture in contributing to quality outcomes
- Began work on our new integrated data management system CORIS 2.0
- Strengthened and improved our governance and financial systems

EXECUTIVE DIRECTOR'S REPORT

This is The Family Centre's 30th annual report and my 14th year as Executive Director. Thirty years is a significant milestone for any organisation and a credit to our founders and everyone who's contributed to where we are today.

We're about to enter the final year of an ambitious 6 year strategic plan focused on Relationships, Performance and Quality, Innovation and Sustainability. It's been a transformative experience for our organisation led by our entire team.

We've realised most of the strategic goals we set back in 2014 (and revised in 2016) and we're now, in many ways, a very different organisation. We are a more diverse and inclusive organisation, driven by our values and practice principles, and an unrelenting commitment to a better future for the community we serve. We've deepened our community engagement, broadened our geographic scope and continued to strengthen our capability and capacity. Together with our community partners, we've seen remarkable outcomes for children, young people, families and communities.

OUR IMPACT

The service reports that follow provide the data and the stories behind our results. They're a tribute to the commitment and hard work of the people who participate in our programs, a celebration of their success at achieving the changes they want for themselves, their families and their communities. Equally, the results allow you to appreciate the dedication, skill and resourcefulness of The Family Centre staff and volunteers.

We are committed to demonstrating how our programs and activities make a difference and contribute to addressing difficult social issues. We know our programs are having a positive impact for the people we work with. The Family Centre has been using a Results Based Accountability planning and evaluation framework for the past 11 years. This approach focuses us on outcomes, and allows us to accurately measure and report the performance of our programs and our contribution to addressing complex social issues across the region.



STORY BEHIND OUR IMPACT

The Northern Rivers region is a great place to live, but right now, over 11,000 children live in poverty* and have reduced life opportunities as a consequence. Our region experiences unacceptably high unemployment rates and steep housing costs. Child abuse and neglect, domestic violence, homelessness, school readiness, disability and mental illness rates are higher than the NSW averages.

We are capable of reversing these disturbing trends, by investing in our community and adopting new approaches to address these issues. The Family Centre continues to take a leading role to improve quality of life conditions in our community.

Over the next year we'll be focusing on practice and experimenting with different ways to deliver services to realise community aspirations. Those initiatives will be increasingly driven by community members. Sharing knowledge, skills, technology and other resources will initiate an increased community readiness for social change and allow community members to address social challenges on their terms. New solutions for complex social problems will emerge from surprising and unexpected places.

MAKING CHANGE ACHIEVABLE

Our Board of Directors are an integral part of our achievements and I very much appreciate their dedication, hard work and guidance over the past year. Special thanks to our executive management team - their hard work, commitment and professional approach has underpinned our success, often under challenging circumstances.

I sincerely thank our staff and volunteers for the extraordinary contribution they have made to the lives of the children, young people, families and communities they work with. I would also like to thank our supporters, local organisations, our funding partners and corporate sponsors and individuals who contributed to the work of The Family Centre during the year. We look forward to your continuing support in the coming year.

David Boutkan
Executive Director

*NSW Council of Social Services (2016). Investing in Communities: NCOSS Pre-Budget Submission P 26

https://www.ncoss.org.au/sites/default/files/public/policy/NCOSS_Pre_Budget26-09-2016.pdf

LOOKING FORWARD

In the coming year we'll:

- Begin development of our new strategic plan 2020-2024
- Establish and implement our Competency Based Framework
- Continue to develop and strengthen our Intensive Family Preservation and Restoration program
- Achieve accreditation with the National Disability and Out of Home Care standards
- Establish a new community hub in Ballina
- Establish a new outlet in the Northern Byron Shire in partnership with the Ocean Shores Community Centre
- Establish a Fundraising Committee reporting to the TFC board
- Release Client Relationship Management software CORIS 2.0 internally and as a social enterprise

HOW MUCH DID WE DO?

Number of children, young people and families who participated in individual client-directed work and courses



*Does not include participants in community engagement activities or who received info and referral support

Number of children, young people and families who participated in individualised client-directed work



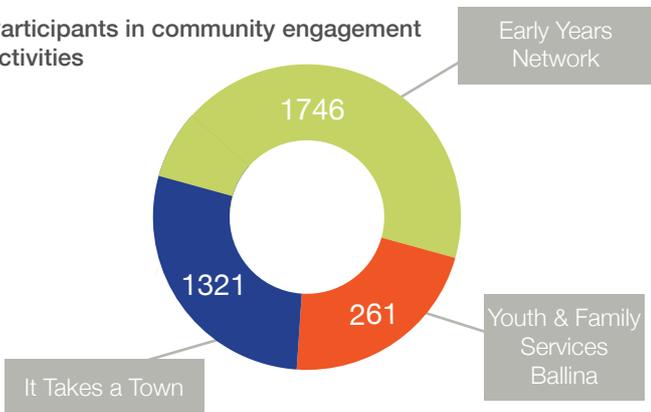
Course participants



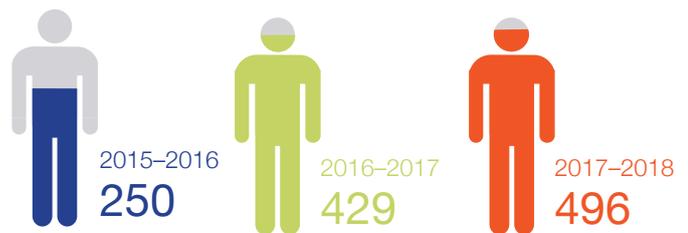
Number of courses and course sessions



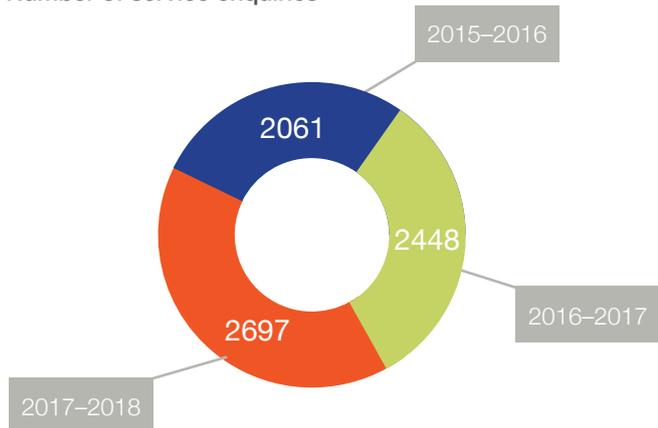
Participants in community engagement activities



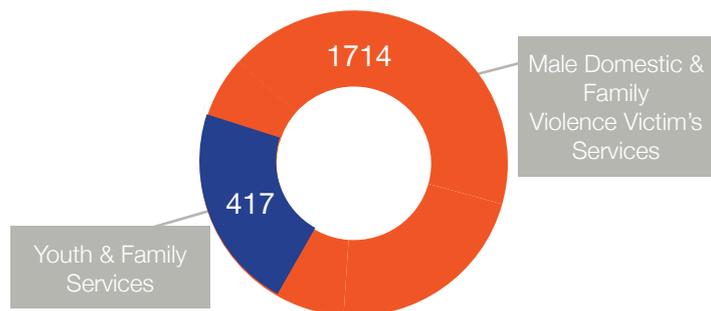
Number of children cared for while parents participated in courses



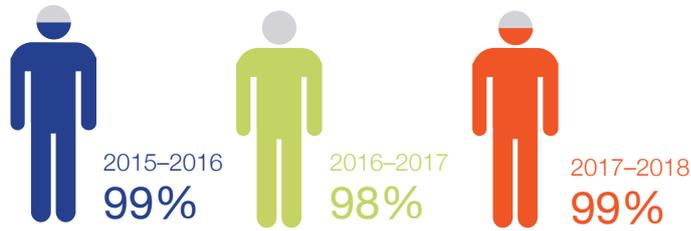
Number of service enquiries



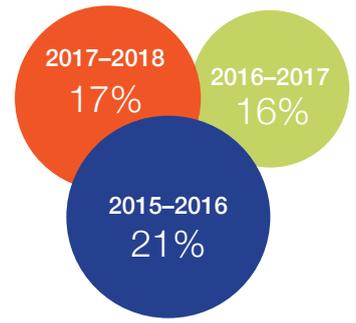
Number of participants who received information and referral support



HOW WELL DID WE DO?

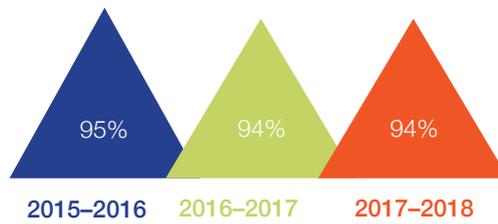


Participants who reported they were 'treated with respect'

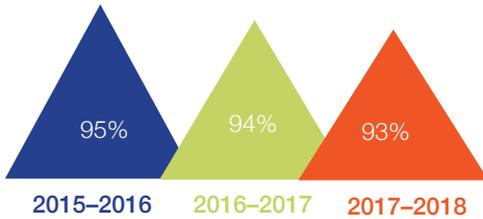


Participants who are Aboriginal or Torres Strait Islander

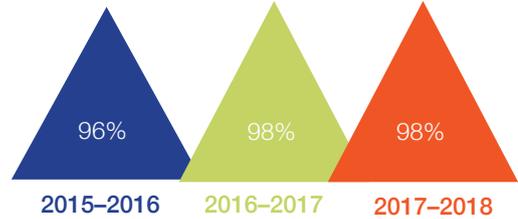
IS ANYONE BETTER OFF?*



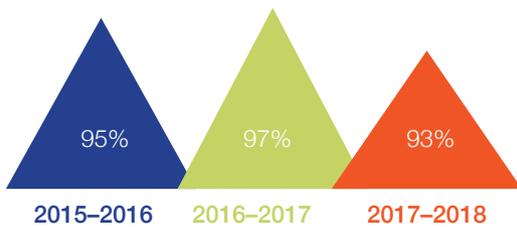
Of those surveyed % of people reported improved relationships



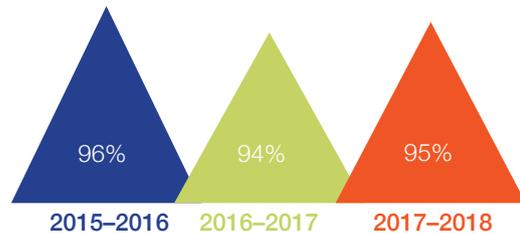
Of those surveyed % of people reported increased safety



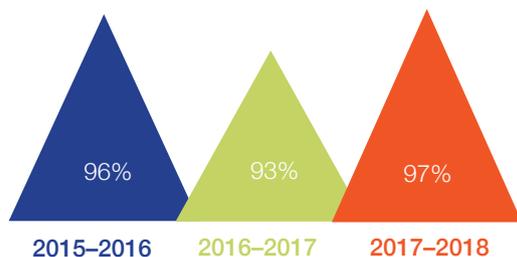
Of those surveyed % of people reported increased parenting skills



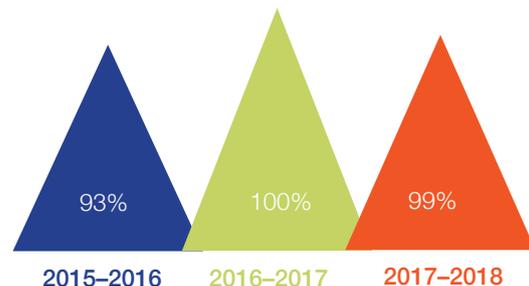
Of those surveyed % of people reported increased wellbeing



Of those surveyed % of people reported increased personal effectiveness



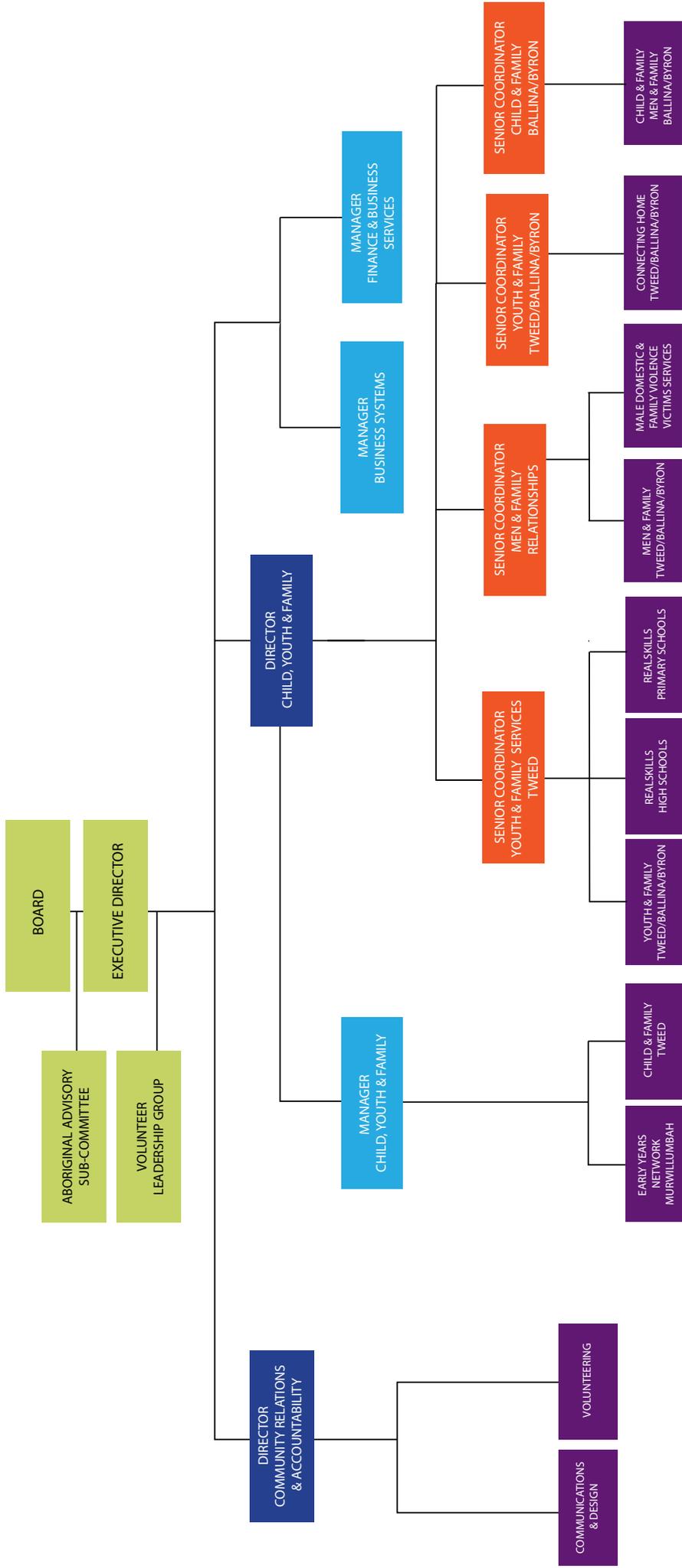
Of those surveyed % of people reported increased connections



Of those surveyed % of people reported increased skills to contribute to community capability

*Revised performance measures 2016.

ORGANISATIONAL STRUCTURE



VOLUNTEER REPORT

The Family Centre is privileged to have an amazing team of dedicated volunteers supporting our organisation and community daily. Volunteering has become embedded in our organisation, helping us build a strong and vibrant community. Volunteers bring passion, energy, new ideas, expertise and creativity to the areas and programs that they support.

This year we had over 100 volunteers involved in activities, community events, programs and services. Volunteer roles vary across the organisation depending on skills, interests and availability. Our business services team is well supported by a group of dedicated and reliable volunteers at each of our locations. Volunteers have assisted in the delivery of a range of courses and REALskills High Schools programs. They have also supported individuals and families with peer support, transport, tutoring, mentoring, resume writing, and building life skills and budgeting skills.

Dedicated volunteers lead a weekly food hamper assistance program through a collaboration with food rescue service OzHarvest.

Last year Seagulls Tweed Heads supported a Christmas giving tree, collecting well over a thousand presents. Volunteers spent many hours sorting, selecting and wrapping gifts for local families. In a collaboration with the Tweed Mall our annual gift-wrapping fundraiser is a huge commitment from a group of special volunteers. A special thanks to volunteer Kirsten for her dedication and support in Coordinating the gift wrapping project.

Teams of our volunteers were also able to lend their support to some wonderful community events such as NAIDOC week, Close the Gap, the Kinship Festival and several farmers market family activity spaces.

A huge thank you to all our fabulous volunteers who supported these initiatives and gave up their time to make a difference in their communities.

This year we have extended our relationships with business partners in our community and developed opportunities for corporate volunteering. Businesses and organisations that share our vision for an inclusive and progressive community were able to have their employees contribute by volunteering their time and supporting events throughout the year. A special thanks to Surf Dive & Ski, Recycled Mats, Seagulls, Bunnings and Kokoda and their employees for their support and involvement.

Kathleen Baldwin
Chair, Volunteer Leadership Group

Our Volunteer Leadership Group (VLG) actively identifies, leads and supports worthy community initiatives and drives several fundraising opportunities.

These include the Buddy Bench project and Books for Early Literacy, as well as fundraising initiatives including donation boxes, market 'shake the bucket' collections, Bunnings sausage sizzles and an ongoing partnership with the Kingscliff Bowls Club Community Raffles.

Continued support from the VLG and volunteers has driven fundraising initiatives such as our donation boxes, market 'shake the bucket' collections, Bunnings sausage sizzles and an ongoing partnership with the Kingscliff Bowls Club Community Raffles.

ABORIGINAL ADVISORY SUB-COMMITTEE

The Family Centre Aboriginal Advisory Sub-Committee (AASC) meets quarterly and works on a range of matters including advising on TFC services, cultural protocols and providing direction on actions and questions from the working group on the Reconciliation Action Plan.

The AASC continues to invite Program Coordinators to attend meetings on a rotating basis to present information on programs so we are familiar with the activities that are delivered by The Family Centre and are able provide appropriate advice.

Our Reconciliation Action Plan (RAP) was in its second year of implementation. We hosted another cultural training event by local organisation Banaam and our second training saw 66 staff, board members, contractors, volunteers and service partners attend the in-class and on-country sessions in October 2017.

This year during Reconciliation Week, a special screening of the movie Sweet Country and panel of guests was held at Hoyts. The event was organised by our RAP working group members in partnership with other local RAP organisations Tweed Shire Council, OTCP, and New Horizons. We hope to grow this collaboration each year.

The number of Aboriginal staff, students and volunteers at TFC has increased, with approximately 10% of staff now identifying as Aboriginal. One young local community

member, who began with The Family Centre as a volunteer, went on to a student placement and is now employed as a sessional facilitator working in schools with young people. As we move into our next Reconciliation Action Plan, we will be looking to formalise these pathways and increase employment opportunities here at The Family Centre.

Marcia Browning
Chair, Aboriginal Advisory Sub-Committee

RAP achievements 2016–18

- 105 staff, volunteers, Board and service partners have undertaken Banaam's Cultural Intelligence training
- Organised 3 Reconciliation Week events
- Supported multiple NAIDOC week events across 3 Shires each year
- Supported 2 annual Kinship Festivals via committee, staff and volunteer support
- Mapped Aboriginal programs and organisations in our area and are building relationships across our program areas
- Increased the numbers of Aboriginal staff (from 6% to 10%), students and volunteers at TFC
- Promoted local Aboriginal and Torres Strait Islander community activities, events and stories on our communication channels

OUR COMMUNITY

FUNDING PARTNERS

AUSTRALIAN GOVERNMENT

Department of Social Services

YWCA Murwillumbah Communities for Children

NEW SOUTH WALES STATE GOVERNMENT

Department of Family & Community Services

Victims Service, Department of Justice

PHILANTHROPIC

Vincent Fairfax Family Foundation, Seaton Foundation

CORPORATE SPONSORS

Cabarita Beach Bowls and Sports Club, Cherry Street Sports Club, Commonwealth Bank, Seagulls, South Tweed Head Sports Club, Surf Dive and Ski

SUPPORTERS

3 Sea Cafe

Banora Point High School

Bunnings Tweed Heads South

CWA Murwillumbah

Fleays Wildlife

Ganggalah Church

Grill'd

Ground Control

Hoyts Tweed City

Lions Club - Ballina

Live Love Learn foundation

Matt & Mate Farm

My House

Murwillumbah Farmers Market

Optus Tweed Mall

Quota - Alstonville/Wollongbar

Recycled Mat

Rotary Club Murwillumbah

Salvation Army

Scope - Ballina

Seaside Shelter

Sphinx Rock Café

Surfing Australia

Tweed Mall

Tweed Mall Newsagent

Tweed Wildflower Society

Yaru Water

HIGH SCHOOLS PARTNERS

Alstonville, Ballina, Ballina Coast High School, Banora Point, Byron Bay, Hare Krishna, Kingscliff, Mullumbimby, Murwillumbah, Tweed River, St Frances Xavier, Wollumbin

PRIMARY SCHOOL PARTNERS

Alstonville, Ballina, Biala, Bilambil, Burringbah, Byron Bay, Byron Community, Brunswick Heads, Condong, Cudgen, Crystal Creek, Dungay, Fingal, Murwillumbah East, Ocean Shores, Pottsville, Southern Cross, Stokers Siding, Tweed Heads, Tweed Heads South, Tyalgum, Uki, Wardell, Wollongbar

CO-LOCATORS

Carers NSW

Corrective Services NSW – Probation & Parole

DAISI Service Limited

Family Referral Service

KU Children's Services

Legal Aid NSW

Northcott

Northern Rivers Community Gateway -Trauma Counselling Service

Northern Rivers Community Legal Centre

Social Futures - Connecting Home, Family Referral Service, Interrelate

EVENTS WE PARTICIPATED IN:

National Close the Gap Day (Tweed), Youth Week (Ballina), Momentum Festival (Pottsville), Youth Homelessness Matters Day, Kinship Festival (Murwillumbah), Celebrating Family (Ballina and Byron), Reconciliation Week, NAIDOC Family Cultural Day (Ballina), NAIDOC Sports day (Tweed), Salt Water Day (Fingal), NAIDOC Street March (Tweed/Ballina/Byron), NAIDOC Jarjums Sports Day (Ballina), NAIDOC (Byron), National Aboriginal and Torres St Islander Children's Day (Ballina), Child Protection Week (Ballina and Byron)

SERVICE PROVIDER PARTNERS

The Family Centre has partnerships with 149 organisations and agencies. Many partnerships are across multiple programs and locations (see our website for a full listing).

Books for Early Literacy

Books for Early Literacy was initiated by The Family Centre's Volunteer Leadership Group (VLG). Through fundraising, the project gifts books to children who participate in child minding while parents are attending courses, to children who attend playgroups, and to other children in families participating in our services. In 2017-18, 600 books have been gifted as part of the program.

Spreading the Christmas Joy

Seagulls Club in Tweed Heads helped spread the Christmas joy to vulnerable families in our community. Seagulls donated \$1000 worth of gifts to their Family Centre Giving Tree and with their generous members donating hundreds of gifts under the tree. Over 152 children, 28 young people and 74 families in total received gifts.

Buddy Benches

The Buddy Bench project builds, installs and paints Buddy Benches in collaboration with The Family Centre's REALskills Primary Schools SuperMe program for Year 4-6 students. Five benches have been delivered to schools in the Tweed Shire.

Buddy benches are a space, where children can feel safe and cared for by each other, they are a tool to help make sure no one feels lonely or left out.

Five benches have been gifted to schools in the Murwillumbah area so far. It is a great initiative driven by chair of the VLG Kathleen Baldwin and is now a collaborative effort supported by Bunnings, Optus and the Tweed Heads Men's Shed.



Surf Dive n Ski Youth Project

The Surf Dive n Ski Youth Projects - Ready for Work program kicked off in 2018 with 2 participants completing the program. It offers young people participating in programs at The Family Centre the opportunity to work alongside experienced leaders in the Surf Dive n Ski team.

Rachel was one of the 2 participants that completed the program. During her 3-week work experience with Surf n Dive n Ski Rachel worked in retail, warehouse and dispatch, Human Resources and spent the day with the Brand Manager Dave Keay. Rachel also had the opportunity to participate in the process of developing the new season catalogue for women's swimwear.

Rachel impressed the team with her willingness to learn, punctuality and her fantastic sales skills and she has now secured casual work at one of their stores.

'Being able to participate in this program has really boosted my confidence, I feel much more job ready and employable. Having hands on work experience has been invaluable' said Rachel.

'This program helps our staff to see that everyone has a story and that we can provide opportunities for young people who are dealing with challenging situations' said Luke - Surf Dive n Ski Youth Projects Manager.

Youth Homelessness Matters Drop Shop

Each year The Family Centre is assisting hundreds of young people aged 15-24 at risk of being homeless or who are homeless.

The Drop Shop encourages the community, businesses and residents to donate goods to help the young homeless including toiletries, school equipment and gift cards for food, bedding and fuel.

To date 2659 items have been donated to the Drop Shop. These items have then been packaged in bags sewn by the Murwillumbah CWA and distributed to young people in need. The Youth Homelessness Matters Drop Shop is located outside Woolworths at Tweed Mall.

OZharvest Food Hampers

Since 2015, each week a team of The Family Centre volunteers take delivery of OZ Harvest food donations from local cafes and stores and pack them lovingly into food hampers for families and young people in our community. The Family Centre distributed 553 food hampers between January and June 2018 thanks to OZ Harvest's ongoing support and their fight against food waste.

Green Thumbs

The Enid St community garden in Tweed Heads is a collaborative project where participants share the maintenance and products of the garden, including healthy and affordable fresh fruits and vegetables. The Family Centre approached Enid St Community Garden about getting a garden bed for young people in our transitional housing to learn the art of gardening and the satisfaction of growing their own food.

Youth and Family workers lead workshops to support the young people in the garden as well as in their kitchens demonstrating ways to prepare and cook the fresh produce. Bunnings South Tweed Heads supported the garden by donating plants and seeds.

Recycled Mats – Supporting Families

Recycled Mats engaged local indigenous artist Christine Slabb to design a mat for charity. 100% of the profits from the sales of this mat are being donated to The Family Centre. Sales from the mat have raised \$947 which will assist us with our work supporting local families.

The message and story of the mat: 'Family relationships and connections provide and uphold strength, honour and respect. These strains of family connection flow deep within our soul, captivated by love.'







CHILDREN & FAMILY

CHILD AND FAMILY SERVICES provide support, information and education to families. The primary focus of Child and Family Services is to strengthen family relationships and increase the safety and wellbeing of children.

EARLY YEARS FAMILY SERVICE focuses on providing parents with information, educational experiences and practical activities that promote children's growth and development.

FAMILY CENTRE PLAYGROUPS provide opportunities for parents and children to play, interact and develop social skills. While parents meet and exchange ideas about child rearing and develop supportive relationships.

EARLY YEARS NETWORK is a community development project for the Murwillumbah (2484) region funded by Murwillumbah Communities for Children, aimed at supporting early childhood initiatives that improve the health and wellbeing of families with children aged 0–6yrs.

REALSKILLS PRIMARY SCHOOLS works with students, teachers and parents to improve the resilience and safety of children and improve relationship skills within school communities.

CO DESIGNING WITH OUR COMMUNITY

The transition from primary school to high school can be difficult at times. The Family Centre developed a program for Year 6 students at Murwillumbah primary schools that focusses on students' emotional wellbeing and increasing their resilience through the transition to high school.

The program was developed using a co design approach by researching the topics students thought most important to include in the 3-week program. Working with year 6 students from Uki and Stokers Siding Public Schools, 15 topics were put on the table that the children had discussed. The students were then asked to vote for their top three topics which were: how to handle changing friendship groups; peer pressure; and increasing school workloads.

The students loved getting involved in this process and were super proud in the knowledge that they were helping out the students of the future. 'Prime to High' was also the name that they came up with for the program.

'I learn't how to go into high school with a little bit more confidence than before Prime to High.'

Participant – Prime to High

Courses

123 Magic & Emotion Coaching

Circle of Security Parenting

Circle of Security Parenting Seminars

Soon They'll Be Teenagers

Triple P

Triple P Seminars

Young Mums to Be

Super Me (RealSkills Primary Schools)

Prime to High (RealSkills Primary Schools)

IT TAKES A COMMUNITY

A referral for family support was generated as part of a community response to supporting a refugee family being resettled in Murwillumbah after a significant period of transit and stays in refugee camps.

The father was the first non-accompanied family member to arrive and was linked to The Family Centre for support via It Takes a Town project (ITAT). The father was struggling to navigate the myriad of services available in order to best support the family of six to settle and link to essential education and community support. Child and Family Worker Jessica assisted the family to enrol in a local school for the four children. REALskills High Schools and REALskills Primary Schools staff and programs created support and readiness around the family for the children prior to commencement at school.

Jessica also supported one of the parents with limited English to enrol in a TAFE English language bridging course.

The children were supported to integrate into the primary and high school communities with ITAT assisting the family to organise school uniforms, school resources, and to also understand the potential cultural awareness barriers around their customs.

The support ensured the children had a seamless start to school and the entire family were able to settle into the community. The children have made friends and are enjoying their new schools.

IT TAKES A TOWN

It Takes a Town (ITAT) is a collective impact initiative in Murwillumbah and surrounding villages. It focusses on strengthening the culture of generosity and responsiveness to create opportunities for all children to thrive. Over the past 12 months the initiative has seen more than 150 residents directly engage in supporting local families that are seeking change. Thirty three local groups, clubs, churches, services and businesses are actively exploring how they can contribute to the growth of a culture that supports children and their families to thrive. Some of the highlights have been:

- **Skillshare:** This project brings the community together to share skills that support them in living healthier, more sustainable and affordable lifestyles. It is a collaboration between ITAT, the Early Years Network (EYN) and residents. Skillshare has been valuable in developing the capacity and confidence of residents to contribute to their community, as well as learning new skills and connecting families with each other.
- **Pick Your Own Trail:** 67 shared fruit trees have been planted to form a walking trail in Murwillumbah. Half of the trees have been planted in Council parks and the other half on the borders of people's private properties. The intention is to promote a culture of sharing, trust and to create a walking trail for children and their families.
- **Generosity Corner:** In partnership with residents, 'Generosity Corner' has grown at the main intersection in Murwillumbah. It includes a permanent clothes rack and food pantry. Clothes and food are donated to the site on a daily basis and those who need the donations can access them without criteria or stigma. Free shared libraries have also been installed at 4 local sites.



99% of participants surveyed in parenting courses report that their relationship has improved with their children

99%

of participants surveyed in parenting courses report they have learnt new things about services & resources for families in their area

'It was a high-quality course delivered with extremely qualified facilitators skilled in communication. They offered a platform for deep reflection without judgement and offered an effective parenting course with many effective tools we can apply after each session. I absolutely enjoyed and loved this course. I feel more confident and have more guidance to support my children. Excellent course'

Participant – Circle of Security Parenting

'I really loved the way the course was run and set out. The course book was very helpful to take home and discuss with my partner and for future reference.'

Participant – Triple P

'Reconnecting with playgroup this year has helped me with improving my self-esteem as a parent. Gaining new ideas and finding a place to be accepted with a high voltage kid. Thank you, your service helped me with connection with other parents and finding info about preschools.

'Participant – Playgroup

SHARING CULTURE AT PLAYGROUP

Our playgroups are meeting places where parents and their children can play, share experiences and enjoy the support of other families and our Child and Family workers.

The Family Centre's Ballina playgroup has participants with diverse cultural backgrounds. One of the Ballina playgroup mums is from India – after having many conversations with the Child and Family worker Ela about her love for her country, Ela asked her to share her stories with the Playgroup.

A display with images of India to compliment the mum's stories. The whole of playgroup enjoyed the stories and it was topped off with yummy traditional Indian snacks.

The Family Centre playgroups focus on improving early literacy and school readiness.

The Family Centre runs 6 playgroups across the Tweed, Byron and Ballina Shires during NSW school terms.

BRINGING PARENTING MAGIC TO THE COMMUNITY

The Family Centre and Alstonville Community Preschool came together to deliver the 123 Magic and Emotion Coaching parenting course to parents and carers of children attending the preschool. The preschool staff ensured the course was a success by providing a wonderful space, childcare and morning tea. Eighteen parents attended the 3-week course held at the preschool.

Child and Family Workers Rose and Lucille are looking forward to collaborating with Alstonville and other preschools in the future to

deliver flexible parenting courses to meet the needs of the preschool community.

Last year The Family Centre delivered 7 courses in collaboration with community organisations and early childhood services and is focused on flexible delivery of courses to meet community needs.

FAMILY RELATIONSHIPS

MEN & FAMILY RELATIONSHIPS works alongside men on relationship issues with partners, ex-partners and children. It supports men to enhance their relationships through learning more about themselves and the needs of their families.

FAMILY RELATIONSHIP EDUCATION provides a range of skill development based education programs aimed at enhancing family relationships.

MALE DOMESTIC & FAMILY VIOLENCE VICTIMS SERVICES receive referrals from Victims Services after recent incidents attended by police. We assess risk and provide safety planning as well as providing information and referral to local services.

We work closely with DVCAS who provides the same service for female victims across NSW. The Family Centre provide the service for males from Tweed to Taree and across to Armidale

Courses

- Anger and Emotional Intelligence
- Creating Real Connections
- Conversations for Change
- Pathways to Change for Men
- Pathways to Change for Women
- Say What You Mean, Mean What You Say
- Self Esteem for Women
- The Mindful Art of Stress Reduction

MALE DOMESTIC & FAMILY VIOLENCE VICTIM'S SERVICES

Male Domestic & Family Violence Victim's Services (MDFVVS) prioritises the immediate and longer-term safety, health and wellbeing needs of victims and their children.

MDFVVS utilise a case coordination approach that provides advice, support and referral to local specialist support services. MDFVVS regularly refers participants to other Family Centre programs including Family Relationship Education courses and casework.

David had been a victim of family violence. He had become homeless and was sleeping rough in a local park. David was concerned for his safety from the dangers he was exposed to from sleeping rough and having few support options.

David was referred by MDFVVS to The Family Centre's Men's and Family Relationship (MFR) service and engaged in men's consultation support.

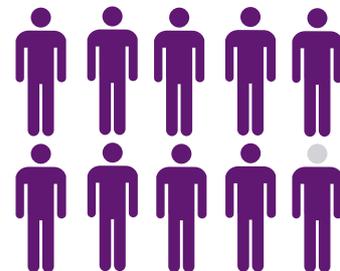
A MFR worker met with David to assess immediate needs and assisted him to develop a goal plan based on his current and future needs. David was referred to local housing and counselling services.

Of men surveyed who participated in Men and Family Relationships individual-directed support:



75% report they are better able to manage co-parenting with their ex-partner

92% report they have new knowledge and skills to use in family relationships



97%

report they have learnt about services and resources in the area

MEN AND FAMILY RELATIONSHIPS

TOM'S STORY

Following a referral from Fred's Place, Tom, a local man was linked into support through Family and Relationship Education program.

Tom's mental health had been affected by family difficulties which had resulted in him being homeless in the middle of winter, feeling unsafe and sleeping rough on the streets.

During the support period the workers involved provided a mix of support including: sourcing donations, transport assistance, supported referrals to local housing services, Victims Services counselling and a range of local outreach food services.

The team worked flexibly to assist Tom to strengthen his ability to connect with appropriate services. Tom secured accommodation and increased his sense of safety and connection with ongoing support.

PATHWAYS TO CHANGE FOR MEN

Pathways to Change for Men is a Family and Relationship Education course that assists men to develop self-awareness and maintain healthy relationships. Through information sessions, practical exercises, group discussions and brainstorming, the following topics are explored:

- Gender stereotypes
- The influences of your family of origin and significant life events and the impact they have
- Conflict in relationships with partners, friends and colleagues
- Health and wellbeing
- Connecting with feelings and understanding emotions

For many men the course is the first opportunity to share their stories and have their feelings validated without judgement. The immediate benefits are apparent as participants leave with a new model of communicating which has the potential to enhance their relationships. Pathways to Change helps men achieve lasting positive results for themselves and, in turn, their families, friends and communities.

'Very grateful for the support and opportunity. I felt listened to and I was able to express my situation without reservation. Thank you so much.'

Participant – Pathways to Change for Men

100%
report their relationship
has improved with
their current partner

Feedback

'I am very happy to learn what was taught in this course and I will be proactive and put these communication skills into practice in my future relationships and daily life.'

Participant – Pathways to Change for Men

'Good forum that has enabled me to better understand myself and which has given me valuable tools to move positively forward in my life. Great guys to listen to and learn from. Thank you for allowing me to be part of the course.'

Participant – Pathways to Change for Men

'I am so grateful that this service and space is available. It was useful to meet women I wouldn't have and share our experiences.'

Participant – Pathways to Change for Women

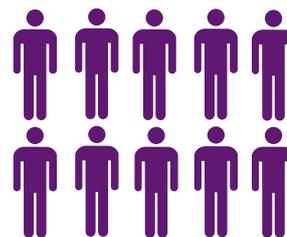
'Helpful to see the link between angry behaviour and hidden fears underneath.'

Participant – Anger and Emotional Intelligence

'I felt today was very useful to myself. I am hoping that I can implement these strategies in making my relationship a lot stronger.'

Participant – Creating Real Connections

Of men surveyed who participated in the Pathways to Change course:



YOUNG PEOPLE

YOUTH AND FAMILY SERVICES assists young people and families to strengthen their relationships, and encourages greater community participation and connection. Young people and families are supported to identify their strengths and goals to develop a plan to create positive changes.

CONNECTING HOME provides support to young people (16–24 years) who are homeless or at risk of homelessness.

REALSKILLS HIGH SCHOOLS works with students, teachers and parents to improve relationship skills within school communities and improve links between school communities and health and community services providers.

REALskills – SWITCHED ON

REALskills High Schools delivers a suite of programs with students, teachers, parents & carers. Switched On! Respectful Relationships is a one-day program for Year 10 students, delivered across the five public Tweed Shire High Schools. The style of the program is fun, experimental and students explore their own ideas about intimate relationships. Topics include gender differences, expectations and stereotypes, values and attitudes to sexual relationships, impacts of sexual assault and domestic violence, creating healthy intimate relationships, avenues and skills for seeking help.

Switched On! Respectful Relationships relies on community funding and, this year we were delighted to receive \$10,000 from the Commonwealth Bank at Kingscliff to support the delivery of the program across a number of schools.

Engaging young people in conversation about healthy intimate relationships aims to increase their capacity for successful relationships throughout their lives. Exploring what makes a healthy relationship and recognising signs of abuse can contribute positively to young people's confidence and capacity in relationships.

UNDERSTANDING TEENAGERS

Understanding Teenagers is a parenting course that aims to equip parents and carers with the knowledge and skills to support their child through adolescence. It also assists in forming a better understanding of the changes in behaviour and personality.

The Family Centre identified family inclusive practice as an important strategy for improving outcomes for young people and their families. The Understanding Teenagers course, originally developed as part of the REALskills program, was identified as a valuable addition to casework support for parents and carers of young people. In 2018 Youth and Family Workers began facilitating the Understanding Teenagers course. This gave them greater connection with course participants, and they were able to utilise the course work to compliment individual casework to improve outcomes for families and vice versa. The Understanding Teenagers course supports participating parents and carers in their understanding of the difficulties of being a teenager and helps them maintain and grow their relationship with the young person.

Courses

Aboriginal Boys & Girls Group

Take a Stand

Getting Connected

Switched On

Transitions for Boys

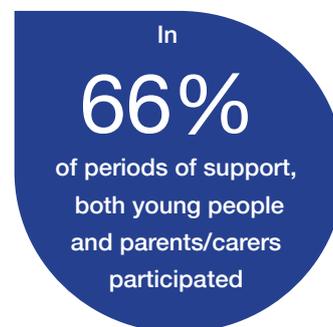
Transitions for Boys & Girls

Understanding Teenagers

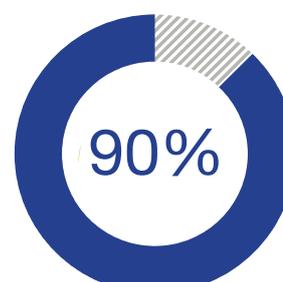
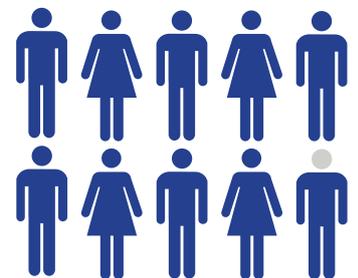
Wrapped in Angels

(in partnership with TVSACS)

Of families participating in Youth and Family Services support:



94% young people surveyed report that their relationships have improved with their family members



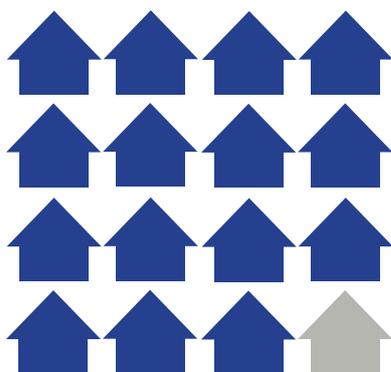
90% parents/carers surveyed report that their relationship has improved with their child/ren

CONNECTING HOME SOPHIE'S STORY...

Sophie* and her 4-year old son Billy* presented to Connecting Home team in Ballina after becoming homeless. Her current living situation with her family had become difficult because of severe overcrowding. Billy had also been diagnosed with ADHD and Autism requiring specialist support services and the overcrowding in the home was making it extremely difficult to manage his needs. Sophie wanted to remain close to her family and the medical resources she had put in place to support her son.

After approximately 6 weeks of looking for independent housing options with no outcome, The Family Centre (TFC) were able to offer her a property within our transitional housing program. Sophie moved in and this provided her with the time to stabilise and develop a routine for her son, look at schooling options for the new year that could support his needs and allow TFC to continue to support her to develop living and life skills. During her time in our transition housing TFC Youth and Family workers supported Sophie with applications for priority housing. After 6 months she was approved for a property where she was able to remain in the area of her son's school, supports and her family.

95% young people surveyed who participated in Connecting Home report that they feel better able to manage and continue at education, training, and/or work, a significant increase on last year.



97% young people surveyed who participated in Connecting Home report that they have new skills and knowledge to help maintain a tenancy

YOUTH HOMELESSNESS MATTERS

Connecting Home provides support to young people (16–24 years) who are homeless or at risk of homelessness in the Tweed, Byron and Ballina Shires. During 2017–18 the Connecting Home program supported over 490 young people.

In 2017 the Youth Homelessness Matters Campaign was launched to highlight the issues faced by homeless young people and the lack of resources to provide them with support and safe housing.

After the housing program reforms in 2014 the Connecting Home program had been left with a significant reduction of beds for homeless young people in Tweed Shire.

Over the past 12 months the campaign raised awareness of the problems and worked with Family and Community Services (FaCS) to increase funded supported transitional housing beds from 4 to 16 in the Tweed Shire.

The campaign also brought the NSW Housing Rent Choice program to our region. It provides low-support, subsidised housing placements for young people. This program brings another 15 housing placements for young people in Tweed, Byron and Ballina Shires.

This is a significant increase in young people who now have the housing stability and support they need to succeed.

The campaign was also successful in bringing investment from our partners to provide more resources for early intervention to prevent homelessness. We are collaborating with our community on innovative projects that lead to better family, housing, health, education, training and employment outcomes.

Positive results from 2016-17 to 2017-18 include: a 3% increase of young people staying with or returning to family, a 9% increase of young people gaining private rental, a 10% increase of young people gaining shared accommodation, and there has been a 22% reduction in the number of young people who disengage from The Family Centre services.

Place-based collective impact approaches like the Tweed Youth Homelessness Matters campaign are a whole community effort with a common agenda for change. Presentations at TFC for youth homeless has started to slightly reduce, and these results show the curve is turning in the right direction. A coordinated effort to achieve a common goal to end Youth Homelessness makes this possible.

Feedback

'Learning how to get help, making better relationships and how to see an early way of noticing bad relationships.'

Participant – Switched On, REALskills

'It has helped me to understand that relationships have a lot more to them than just intimacy.'

Participant – Switched On, REALskills

'I felt really comfortable talking to Steve and Tammie. It was great talking to other parents and getting their advice.'

Participant – Understanding Teenagers

BUSINESS SERVICES

The aim of our Business Services team is to provide comprehensive business support to ensure that The Family Centre can continue to make a real difference in our community. The team are often the first point of contact with our community and always provide friendly support, either face to face or over the phone, to connect people with the services they need.

The team is responsible for developing and maintaining supplier relationships, human resources, financial & ICT systems, insurance & risk, governance, marketing, volunteer support, fleet & property management systems, as well as managing relationships with the various organisations that co-locate with us in our office spaces. The team also manage our child-minding facilities helping to support family members who attend our courses. Our team continues to score highly in our client surveys.

FINANCIAL OVERVIEW

The Family Centre general purpose financial statements for 2017-18 disclose a consolidated loss of (\$3,892) for the year. The auditor's opinion is unqualified in that the organisation's financial statements give a true and fair view of the performance and position of the Centre and comply with current accounting standards. The Family Centre's equity at 30 June 2018 was \$451,975 with a current ratio (current assets to current liabilities) of 1.1.

Margie Lemmon
Manager Finance and Business Services



FINANCIAL STATEMENTS

FAMILY CENTRE AUSTRALIA LIMITED
ABN: 31 377 578 926

DIRECTORS' REPORT

Your directors present this report on the company for the financial year ended 30 June 2018.

Directors

The names of each person who has been a director during the year and to the date of this report are:

Pam Mitchell
Rosslyn Lyons
John Commens
Marcia Browning
Elizabeth Reimer
Belinda Burgess
Christopher Paton

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Operating Result

The company incurred an operating deficiency for the financial year amounting to \$3,892.

Significant Changes in State of Affairs

There have been no significant changes in the state of affairs of the organisation.

Principal Activities

The principal activity of the company during the financial year was to create safer, more resilient families by supporting them in developing inner strengths, life skills and networks of resources they need to succeed.

After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in future financial years.

Future Developments

There are no future developments to report at this time.

Environmental Issues

The company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a state or territory.

Dividends Paid or Recommended

The company does not have share capital and is prevented by law from paying dividends.

Company Secretary

The following person held the position of company secretary at the end of the financial year:

Mr David Anthony Boutkan. Mr Boutkan was appointed company secretary on 8 July 2016.

FAMILY CENTRE AUSTRALIA LIMITED
ABN: 31 377 578 926

DIRECTORS' REPORT

Information on Directors

Pam Mitchell	Director
Qualifications	B.Bus (Bus Management), Grad Cert Adult Education; Advanced Diploma in Community Sector Management; CIV in TAE; CIV in TESOL
Experience	Over 25 years' experience in community services. Previous senior manager roles in disability and aged care sectors. Qualified trainer in community services and adult education. Currently Secretary for Kids in Need Association.
Special Responsibilities	Chairperson
Roslyn Lyons	Director
Qualifications	M Sc (Applied Psychology) ; MAPS
Experience	Extensive experience in clinical psychology with children, families, disabilities, mental health and drug and alcohol; Service development and evaluation; Interagency coordination; health service management; strategic planning.
Special Responsibilities	Treasurer
John Commens	Director
Qualifications	Hawkesbury Agricultural College
Experience	Extensive business development and management experience. Member of Rotary International since 1974. 12 Paul Harris Fellow Awards. Served on a number of community boards including Tweed, Byron, Ballina Community Transport.
Special Responsibilities	Board Member
Marcia Browning	Director
Qualifications	Qualified Teacher
Experience	45 years of teaching experience with NSW Education Department. She is a proud Bundjalung woman with involvement Tweed Wollumbin Aboriginal Education Consultative Group. Board member Canowindra Aged and Disabled Association.
Special Responsibilities	Board Member
Elizabeth Reimer	Director
Qualifications	BCommWelf (Hons - 1st class), DipTeach, PhD
Experience	Extensive research and policy experience into family work, relationship-based practice, and child maltreatment; special appointment to research positions into Institutional Responses to Child Sexual Abuse and Inquiry into Child Protection System in N.T
Special Responsibilities	Board Member
Belinda Burgess	Director
Qualifications	BSAB AccSpec(Fam)
Experience	A practising solicitor for 23 years and a NSW Accredited Specialist in Family Law since 2001. She operates Burgess Family Law and has a depth of experience in complex issues facing families, children and youth.
Special Responsibilities	Board Member

FAMILY CENTRE AUSTRALIA LIMITED
ABN: 31 377 578 926

DIRECTORS' REPORT

Christopher Paton Director
Qualifications Bachelor of Arts Degree in Accounting
As a CPA in public practice for 30 years, Chris has extensive experience in the areas of taxation, audit, financial and business consulting. He has lectured at Griffith University and acted in an advisory role for other boards and government committees.
Experience
Special Responsibilities Board Member, Chair - Finance Sub Committee

Meetings of Directors

During the financial year, 5 meetings of directors were held. Attendances by each director were as follows:

	Directors Meetings	
	No Eligible to Attend	Number Attended
Pam Mitchell	5	5
Roslyn Lyons	5	4
John Commens	5	4
Marcia Browning	5	3
Elizabeth Reimer	5	4
Belinda Burgess	4	4
Christopher Paton	3	2

Indemnifying Officers or Auditor

No indemnities have been given, or insurance premiums paid during or since the end of the financial year, for any person who is or has been an officer or auditor of the company.

Proceedings on Behalf of the Company

No person has applied for leave of Court to bring proceedings on behalf of the Company or intervene in any proceedings to which the Company is a party for the purpose of taking responsibility on behalf of the Company for all or any part of those proceedings. The Company was not a party to any such proceedings during the year.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2018 has been received and can be found on the following page.

The director's report is signed in accordance with a resolution of the Board of Directors.

Director:



Roslyn Lyons

Director:



Christopher Paton

Dated this 29th day of October 2018

FAMILY CENTRE AUSTRALIA LIMITED
ABN: 31 377 578 926

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2018

	Note	2018 \$	2017 \$
Income			
Revenue	2	5,338,155	4,845,768
Expenditure			
Advertising expenses		(5,393)	(13,212)
Auditor's remuneration	3	(16,500)	(9,000)
Depreciation and amortisation expenses		(67,089)	(47,151)
Employee benefits expenses		(2,904,263)	(2,657,714)
Other expenses		<u>(2,348,802)</u>	<u>(2,178,639)</u>
		<u>(3,892)</u>	<u>(59,948)</u>
Loss for the year	4	<u>(3,892)</u>	<u>(59,948)</u>
Total comprehensive income for the year		<u><u>(3,892)</u></u>	<u><u>(59,948)</u></u>

FAMILY CENTRE AUSTRALIA LIMITED
ABN: 31 377 578 926

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2018

	Note	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	832,484	497,063
Trade and other receivables	6	28,774	62,892
Other current assets	7	54,623	19,852
TOTAL CURRENT ASSETS		<u>915,881</u>	<u>579,807</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	518,083	477,085
TOTAL NON-CURRENT ASSETS		<u>518,083</u>	<u>477,085</u>
TOTAL ASSETS		<u>1,433,964</u>	<u>1,056,892</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	452,392	266,293
Borrowings	10	49,612	-
Provisions	11	314,154	290,332
TOTAL CURRENT LIABILITIES		<u>816,158</u>	<u>556,625</u>
NON-CURRENT LIABILITIES			
Borrowings	10	99,224	-
Provisions	11	66,607	44,400
TOTAL NON-CURRENT LIABILITIES		<u>165,831</u>	<u>44,400</u>
TOTAL LIABILITIES		<u>981,989</u>	<u>601,025</u>
NET ASSETS		<u>451,975</u>	<u>455,867</u>
EQUITY			
Conversion Equity	12	515,815	515,815
Accumulated losses	13	(63,840)	(59,948)
TOTAL EQUITY		<u>451,975</u>	<u>455,867</u>

These accounts are audited
The accompanying notes form part of these financial statements
Page 6



Byrne & Miller MGA Audit

Accountants | Registered Auditors | Business Consultants

Byrne & Miller MGA Audit Pty Ltd ABN 76 600 747 126

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF FAMILY CENTRE AUSTRALIA LIMITED ABN: 31 377 578 926

Report on the Audit of the Financial Report

I have audited the accompanying financial report of Family Centre Australia Limited (the registered entity), which comprises the statement of financial position as at 30 June 2018, statement of profit and loss and other comprehensive income, statement of changes in equity, and statement of cash flows for the year then ended, and notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

In my opinion, the accompanying financial report of Family Centre Australia Limited is in accordance with the Corporations Act 2001, including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2018 and of its performance for the year then ended; and
- (ii) complying with Australian Accounting Standards and the Corporations Regulations 2001.

Basis for Opinion

I have 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 our report. I am independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES110: 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 the basis for my opinion.

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

The directors 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 2018, but does not include the financial report and my auditor's report thereon. My opinion on the financial report does not cover the other information and accordingly I do not express any form of assurance conclusion thereon. In connection with my audit of the financial report, my responsibility is to read the other information and in doing so, consider whether the other information is materially inconsistent with the financial report or my knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.



Liability limited by a scheme approved under Professional Standards Legislation

Managing Director
Alan Miller CPA

Byrne & Miller MGA Audit Pty Ltd
is a CPA practice





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INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF FAMILY CENTRE AUSTRALIA LIMITED

ABN: 31 377 578 926

Responsibilities of the Directors' for the Financial Report

The directors of the registered entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Corporations Act 2001, and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors 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 directors either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

My objective is to obtain reasonable assurance about whether the financial report 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 it 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 be reasonably be expected to influence the economic decisions of users taken on the basis of this 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 and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the director's 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 my auditor's report. However future events or conditions may cause the registered entity to cease to continue as a going concern.



Liability Limited by a scheme approved under Professional Standards Legislation

Managing Director
Alan Miller CPA

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF FAMILY CENTRE AUSTRALIA LIMITED ABN: 31 377 578 926

- 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 directors 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.

Name of Firm: Byrne & Miller MGA Audit Pty Ltd
Certified Practising Accountants

Name of Director: 
Mr Alan John Miller

Address: Unit 6, 23 Township Drive Burleigh Heads QLD 4220

Dated this 29th day of October 2018



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Managing Director
Alan Miller CPA

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COMPILATION REPORT TO FAMILY CENTRE AUSTRALIA LIMITED ABN: 31 377 578 926

I have compiled the accompanying special purpose financial statements of Family Centre Australia Limited which comprise the Profit and Loss Statement for the year ended 30 June 2018.

The specific purpose for which the special purpose financial statements have been prepared is to provide information relating to the performance and financial position of the company that satisfies the information needs of the directors set out in Note 1.

My responsibility

On the basis of the information provided by the directors, I have compiled the accompanying special purpose financial statements in accordance with the basis of accounting and APES 315: Compilation of Financial Information.

My procedures use accounting expertise to collect, classify and summarise the financial information, which the directors provided, in compiling the financial statements. My procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

The special purpose financial statements were compiled exclusively for the benefit of the directors. I do not accept responsibility to any other person for the contents of the special purpose financial statements.

Name of Firm: Byrne and Miller MGA Audit Pty Ltd
Certified Practising Accountants

Name of Director: 
Mr Alan John Miller

Address: Unit 6, 23 Township Drive Burleigh Heads QLD 4220

Dated this 29th day of October 2018



Liability Limited by a scheme approved under Professional Standards Legislation

Managing Director
Alan Miller CPA

Byrne & Miller MGA Audit Pty Ltd
is a CPA practice



FAMILY CENTRE AUSTRALIA LIMITED
ABN: 31 377 578 926

PROFIT AND LOSS STATEMENT
FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
INCOME		
Donations	-	21,081
Hiring Charges	-	137,146
Interest Received	6,202	9,807
Other Income	1,276,459	962,945
Profit on sale of Fixed Assets	21,000	-
	1,303,661	1,130,979
OTHER INCOME		
State Government Grants	2,460,463	1,972,003
Federal Government Grants	477,340	465,625
Grants - Other	1,006,372	1,231,964
Motor Vehicle Use	76,147	43,987
Special Projects Income	14,172	1,210
	4,034,494	3,714,789
	5,338,155	4,845,768

The accompanying notes form part of these financial statements.
These statements should be read in conjunction with the attached compilation
report of Byrne and Miller MGA Audit Pty Ltd.

FAMILY CENTRE AUSTRALIA LIMITED

ABN: 31 377 578 926

**PROFIT AND LOSS STATEMENT
FOR THE YEAR ENDED 30 JUNE 2018**

	2018	2017
	\$	\$
EXPENSES		
Advertising & Promotion	5,393	13,212
Auditors Remuneration - Fees	16,500	9,000
Bank Charges	3,269	2,021
Board Expenses	9,356	3,510
Cleaning	24,125	24,972
Computer/IT Expenses	88,499	81,732
Consultants Fees	104,873	135,703
Depreciation	67,089	47,151
Donations & Sponsorship	-	2,400
Electricity & Gas	54,206	42,305
Replacements	47,749	88,020
Fundraising Expenses	(53)	290
General Expenses	51,671	55,252
Hire Charges	2,862	5,513
Insurance	53,540	67,358
Legal Costs	947	-
Management & Administration	762,673	720,867
Motor Vehicle Expenses	217,517	146,052
Postage	1,187	1,403
Printing & Stationery	15,313	16,278
Rates & Outgoings	10,988	6,356
Rent	433,855	354,391
Repairs & Maintenance	26,232	19,224
Security	369	-
Service Delivery Expenses	77,467	45,653
Staff Amenities	10,133	11,668
Staff Training	23,467	29,661
Subscriptions & Memberships	8,615	21,949
Telephone	86,831	95,739
Travelling Expenses	5,125	-
Wages	2,870,663	2,616,385
Wages & Salaries Oncosts	261,586	240,100
Loss on Sale of Fixed Assets	-	1,551
	5,342,047	4,905,716
Loss before income tax	(3,892)	(59,948)

The accompanying notes form part of these financial statements.

These statements should be read in conjunction with the attached compilation report of Byrne and Miller MGA Audit Pty Ltd.



the family centre

TWEED HEADS • SOUTH TWEED HEADS • MURWILLUMBAH • BALLINA

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