



the
family
centre

ANNUAL REPORT 2013–14



happy children & young people **caring** relationships **strong** community

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.



CONTENTS

OUR ORGANISATION	1
OUR COMMUNITY	7
OUR SERVICES	9
OUR SYSTEMS	15

OUR VISION

A fair, safe and vibrant community with opportunities for all children, young people and families.

OUR MISSION

happy children & young people caring relationships strong community

We provide a range of services that inspire change and provide opportunities for children, young people and families to build on their relationship and parenting skills. All our services are focused on improving the safety and wellbeing of children, young people and families – particularly those who are vulnerable and disadvantaged.

We value our close connection with community and our human services and business partners. We are committed to working together to build community capacity and deliver outstanding human services. Progressive social change is only be achieved through in genuine partnership.

The Family Centre is a not-for-profit community organisation established in Tweed Shire in 1988. We have grown significantly over the years and now run programs for Tweed, Byron, Ballina Shire and Southern Gold Coast residents, from our locations in Tweed Heads South, Murwillumbah and Ballina.

OUR VALUES

SOCIAL JUSTICE

- Acknowledging inherent human dignity and rights
- Promoting self-determination and interdependence
- Working towards a just and equitable society
- Promoting access to opportunity for all members of our community

RESPECT

- Responding to need without judgement
- Acknowledging and embracing diversity
- Acknowledging and encouraging people's strengths and capabilities

INTEGRITY

- Building relationships based on trust
- Taking responsibility for our actions
- Honesty and genuineness

EXCELLENCE

- Creating opportunities for leadership and learning
- Continuous service improvement and quality outcomes
- Effective and sustainable use of resources

CREATIVITY

- Being actively reflective
- Working in flexible and diverse ways
- Responding creatively to community needs

COLLABORATION

- Encouraging participation and meaningful engagement
- Commitment to working together to achieve common goals
- Supporting collective action to address the needs identified by our community

ORGANISATIONAL CHART

BOARD OF DIRECTORS

Pam Mitchell, Kylie Baird, Liz Reimer,
Gerina Appo (retired), Rossi Lyons, Toni Cork,
Marcia Browning

David Boutkan – Executive Director

Nicole Julien
Manager Family Services

Colleen Dowd
Manager Community Projects

Florence Dagan
Manager Finance & Operations

Linda Boyd – Coordinator
Julie Burton – Family Worker
Mariana Cardillo – Family Worker
Eve Clare – Family Worker
Helen Storey – Family Worker
Jim McDermott – Aboriginal Youth &
Family Worker
Kate Binder – Youth & Family Worker
Yvonne Collins – Coordinator
Jess Walker – Family Worker
Deb Delaney – Family Worker
Brenda Connelly – Family Worker Playgroup
Volunteers – see list on page 5

REALSKILLS HIGH SCHOOLS

Erin Bonavia – Coordinator

REALSKILLS PRIMARY SCHOOLS

Steve Hoskin – Project Worker
Janice Aldridge – Sessional Facilitator

MEN & FAMILY RELATIONSHIPS

Jack O'Leary – Coordinator

COMMUNICATIONS & DESIGN

Jo Blanchard – Coordinator

Danielle Simpson – Accountants Assistant
Diane Walters – Receptionist
Rosmarie Laybutt – Casual Receptionist

CHILD CARERS

Kathleen Baldwin
Robyn Free
Sally Knobloch
Jan O'Regan
Isobel Smith
Natalie Walker

ORGANISATIONAL CONSULTANTS

Craig Tosi – IT Development
Sue Basser – Facilitation & Program Design
Ian Chambers – Database Development
Martin Ball – Financial Services

MEN & FAMILY RELATIONSHIPS FACILITATORS

Rob Grimes Stephen Hoskin
Dot Piddington Ken Golding

REALskills HIGH SCHOOLS FACILITATORS

Stephen Hoskin Igor Vasilevitsky
Bernard Dalton Melaina Faranda
Nick Aldridge Rob Grimes
Janice Aldridge Evelyn To
Sue Basser John Imbrogno
Aaron McDermot Kol Dimond
Juliet Allen Christina Bennett
Meredith Elton Ryan Cropper
Clay Thomas

STAFF RESIGNATIONS 2013–2014

Melissa Scott – Fundraising Coordinator
Christine Hoy – Family Worker
Melissa Ball - Family Worker
Vanessa Thomas - Family Worker
Sue O'Toole – Receptionist

CHAIRPERSON'S REPORT

"Happy Children & Young People - Caring Relationships - Strong Community"

The Family Centre has always been about working with our community to reduce disadvantage and to make sure families are supported and that children and young people get the best start in life. Lifting the most vulnerable and disadvantaged lifts us all. The Family Centre continues to provide a range of services that inspire change and provide opportunities for children, young people and their families to strengthen their relationship and parenting skills with a focus on safety and wellbeing.

You will notice the new inclusion of 'young people' in our mission statement. This reflects our new partnerships to deliver youth housing and homelessness services. This year St Joseph's Youth Service and Byron Bay Youth House joined with The Family Centre as part of the Communities North consortium to work with young people at risk of homelessness in the Tweed, Byron and Ballina shires. This collaboration and service integration will increase our ability to intervene early and prevent youth homelessness.

STRATEGIC PLAN 2014-18

Over the past year, in close consultation with our stakeholders, we have developed our new strategic plan for 2014-2018. We've adopted a Results Based Accountability framework for the plan which enables us to accurately measure and report on the effectiveness of our programs and track our contribution to the quality of life conditions we want for our community, or as we refer to them in our strategic plan, population level results.

Result 1: Children and young people are happy and safe

Result 2: Relationships are caring and respectful

Result 3: Our Community is strong and vibrant

Our 4 strategic directions highlights our commitment to deep collaboration with all our stakeholders, a focus on outcomes, measuring and reporting our results, sustainability and

innovative thinking to create the community we all want for children, young people and families.

DIRECTION 1: RELATIONSHIPS

Our relationships are inclusive, respectful and create shared value

DIRECTION 2: PERFORMANCE AND QUALITY

We deliver high quality outcome focused services and continually improve our practices, systems, and infrastructure

DIRECTION 3: INNOVATION

We are innovative and create opportunities for social impact in all aspects of our work

DIRECTION 4: SUSTAINABILITY

Strong governance and leadership underpin our social, economic and environmental sustainability

During this year we have significantly strengthened our financial and information technology systems. We have also continued to increase engagement with our community through our website, social media and consultation processes.

The community services sector is undergoing significant changes and smaller community managed organisations like The Family Centre face a number of challenges in the coming years. I am confident that The Family Centre will not only survive but flourish because of the quality of our leadership and the dedication and commitment of our team to our vision of a fair, safe and vibrant community with opportunity for all children, young people and families.

I want to take this opportunity to thank all members of the board for their hard work and dedication again this last year. On behalf of the board, I extend a big thank you to all our staff and volunteers for the wonderful work you do in our community.

Pam Mitchell

On behalf of The Family Centre Board



HOW MUCH DID WE DO?

The Family Centre staff and volunteers provided services overall to individuals and families

Families and individuals supported by our Family Service, ParentSpace, Men and Family Relationships service, Youth and Family Service, and Working for Families

Courses run

Course sessions

Course participants

Intake assessments

Childminding sessions

Children in childminding

2013-14

2012-13

2012-11

3100

2600

3000

467

411

417

132

119

141

661

586

704

2671

2197

2508

1336

1170

1400

80

34

66

253

104

167

EXECUTIVE DIRECTOR'S REPORT

This is The Family Centre's 26th annual report and my 10th year as Executive Director. I continue to feel a great sense of enthusiasm and energy being part of our dynamic and committed team of staff, board members and volunteers who express our vision, values and mission in action. Together with our supporters, funding and corporate sponsors we make a real difference to the lives of some of the most vulnerable children, young people and families, while also making a significant contribution to the vibrance and wellbeing of our community.

The service reports that follow provide the details and the stories behind our results. The results allow you to appreciate the commitment and hard work of Family Centre staff and volunteers. I also want to acknowledge the commitment and hard work of the people who participate in our programs and celebrate their success at making the changes they want in their lives. I'm extremely proud of these remarkable achievements.

In the past year we have witnessed the most significant structural reform of the human services sector in a generation. The reforms challenge the traditional operating principles and sustainability of small community managed organisations like The Family Centre. All small organisations, and the communities they serve are being affected by these changes.

Successful transition to a new social sector landscape requires careful planning. We have spent much of the last year researching and analysing key social indicators and trends and in consultation with stakeholders carefully developed our new strategic plan. Despite the immense challenges to adapt in this fast changing environment, our new strategic directions maintain a clear focus on opportunities to create social value and increase social impact.

Over the past year, we've continued to sharpen our attention on delivering relevant, high quality services. We've diversified our activities to now include youth housing and homelessness services and explored new ways to deliver services to the

most vulnerable and disadvantaged families. We've also concentrated on developing closer connections with the Aboriginal, Torres Strait and South Sea Islander community and our human services and corporate partners. These relationships broaden our outlook and increase our capacity to deliver better results for our community.

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 framework for the past 4 years. This approach has focused our organisation on outcomes, allowing us to accurately measure the impact of our programs.

Feedback from the people participating in our programs confirm the quality (how well did we do it) and benefits (is anyone better off) of our programs.

Our Board have played a very important part in 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.

Finally, 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 volunteers and 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



HOW WELL DID WE DO?

Across all of our programs, participants surveyed reported:

They were 'treated with respect'

They found that their worker/course leader were helpful

They 'achieved their most important goal'

2013-14

97%

99%

97%

2012-13

97%

97%

97%

2011-12

97%

96%

92%

IS ANYONE BETTER OFF?

Across all of our programs for adults, participants surveyed reported:

Their 'sense of wellbeing has increased'

They learnt new things about services and resources for families in the area

Of the programs with a focus on parenting skills of participants surveyed aid they 'learnt new things to assist me with my parenting'

Of the programs with a focus on relationship skills participants said they had new knowledge to use in their family relationships

Of the programs with a focus on relationship skills participants said there will be better communication in their family

2013-14

92%

96%

100%

98%

100%

2012-13

93%

94%

95%

95%

93%

2011-12

88%

90%

92%

NA

NA

VOLUNTEERS

The Family Centre depends on the support of volunteers to operate our events and community programs. Thank you to all of our dedicated volunteers.

Your support, energy, hard work and expertise is greatly appreciated and warmly acknowledged by The Family Centre board, staff and our supporters.

Aaron McDermott	Kathleen Baldwin
Alison Heggartiy	Katie Glynn
Allana Trappett	Kaye Pomrey
Amanda Carroll	Keira Patrick
Amber Handley	Kim Verhoeven
Annette Dron	Larni Howarth
Ben Stevenson	Laura Purdie
Candy Garmin	Leonardo Borsotti
Carly Howarth	Louise Murphy
Carmel Smithers	Mathew Carroll
Carol Keast	Michelle Lowry
Cassey Chaffey	Natalie Walker
Cassie Hudson	Natasha Whitaker
Cath Falco	Nicole Micallef
Cathy Nobbs	Rita Heinig
Chris Goldstone	Robyn Goldstone
Chris Hudson	Sam Reaper
Christine Eastwood	Sara Veigel
Cortney Fegen	Shay Ocon
Danie Quealy	Tameka Wetherall
Donna Taylor	Tekirabereta Matioa
Elaine Tracman	Terri Woodward
Elaine Truman	Thane Harriet
Emily Dick	Tricia McCormick
Emily Thatcher	Trudie Douglas
Erica Blanch	Vanessa Thomas
Fiona Munro	Wendy Leacock
Georgia Williams	Zoe Nichol
Helen Dowsett	Linda Svenson
Helen Fraser	Tully Starr La Frenchi
Iris Pisarek	Asher Starr La Frenchi
Isabell Thomas	Connor Keast
Jan O'Reagan	Amber Collins
Jason Boyes	Nikola Bancroft
Jemma Gabriel	Jess Whitlock
Jenny Nicholson	Liam Marran
JennyClancy	Jake Melbourne
Jordi Joye	Kyle Melbourne
Jordy Wyley	
Joyce Balsdon	
Katelyn Kelly	
Kath Lynch	



KATIE GLYNN

Katie Glynn is a volunteer for the REALskills High Schools program.

Katie completed a Bachelor's Degree in Psychology, with an emphasis in Family and Child Development, at California Lutheran University in 2013.

"Volunteering with The Family Centre was a way to get involved in the community in a way that would use my degree. The REALskills program sounded fun, organized, and seemed like a perfect fit. Volunteering with The Family Centre has been really great. I've really enjoyed interacting with the young people in the community and having real conversations about things that matter. Connecting with other adults in the same line of work has also been very educational and fun".

IN MEMORY OF KATH LYNCH

Kath moved to Tweed Heads from Victoria and joined The Family Centre in May 2008 as a volunteer with our Home Visiting Service. She really enjoyed meeting the new mums, their children and new babies and loved talking to the mum's and listening to their concerns and giving them motherly advice if they asked. She often retained strong relationships with the families after the volunteering role finished. Kath also did other volunteer work for The Family Centre – Superhero Saturday, Bunnings sausage sizzles, running our information and activity stalls at community events and gift wrapping at Centro before Christmas. She loved being out in the community and enjoyed the friendly company of the other volunteers and staff. She also loved attending social occasions and lunches with volunteers and The Family Centre staff.

Kath passed away peacefully after a short illness earlier this year. She will be sadly missed by all of us at The Family Centre and her family and many friends in the Tweed community. Kath always had a kind word for everyone, she made you feel good about yourself when you were with her. Kath will always be remembered for her kind heart, mischievous sense of humour and caring nature. We are all very lucky to have had Kath as a friend and colleague – she'll be sincerely missed.



"I enjoy the company of the other volunteers and staff, who are always very friendly. I also love attending social occasions and lunches with The Family Centre." *Kath Lynch*

ABORIGINAL ADVISORY SUB COMMITTEE

The Family Centre has had an Aboriginal Access Plan in place since 2011. The plan is focused on increasing Aboriginal, Torres Strait and South Sea Islander access to The Family Centre and providing culturally safe services. One of the key approaches to support the goals of our plan is the establishment of an Aboriginal Advisory Group (AAG). The AAG is chaired by Family Centre board member Marcia Browning with members from the

Tweed Aboriginal, Torres Strait and South Sea Islander community. The AAG meets quarterly and provides valuable advice to TFC in relation to service delivery, program design and development, various projects and improving relationships with indigenous children, young people and families in our community. The committee is currently working on developing a Reconciliation Action Plan for The Family Centre to be implemented in 2015.



Back Row: David Boutkan (Executive Director—TFC), Lyndal Smith (Strategic Development & Performance Coordinator—Aboriginal Health NNSW LHD), Sue Follent (Community Member), Marcia Browning (Chairperson TFC AAG), Victor Slockee (Community Member). Front Row: Jimmy McDermott (Aboriginal and Torres Strait Islander Youth & Family Worker—TFC), Dale Williams (Community Member), Malcolm Fay (Community Member), Charlie Fay (Male Aboriginal Health Education Officer, Bugalwena Service—NNSW LHD)

OUR COMMUNITY

EVENTS

Harmony Day, Youth Week, Belly to Big School, NAIDOC week, Child Protection Week, NCIT Murwillumbah TAFE Wellness expo, 16 Days of Activism – White Ribbon Day, Tweed City Shopping Centre promotion, The Family Centre Community Open Day, Superhero Saturday, PASH conference

FUNDING PARTNERS

NEW SOUTH WALES STATE GOVERNMENT

Department of Family & Community Services

AUSTRALIAN GOVERNMENT

Department of Social Services

SERVICE PROVIDER PARTNERS

Aust Govt - Department of Human Services- Centrelink

Ability Inc

ACON

Byron Bay Community Centre

Byron Bay Youth House

Byron Shire Council

Ballina Shire Council

Brighter Futures

CRANES

Carers NSW

Commonwealth Respite Carelink Centre

CONNECT Northern Rivers

DVCAS – Women's Court Support

Elevation Church

BDCSA – Inclusion Support

Headspace

Housing NSW

House with No Steps

Interrelate - Family Relationship Centre

Murwillumbah Community Centre

New Horizons

North Coast Medicare Local

North Coast Institute of TAFE

NORTEC Youth Services

Northern Coast Community Housing Inc

Northern Rivers Family Day Care

Northern Rivers Community Legal Service

Northern Rivers Social Development Council (NRSDC)

NRSDC - Reconnect

NRSDC & Interrelate – Family Referral Service

NRSDC – Ability Links

NSW Department of Corrective Services – Probation and Parole

NSW Department Education & Training

NSW Department of Family and Community Services

NSW Department of Juvenile Justice

NSW Health, Northern NSW Local Health District – Community Health, Child & Family, Childbirth and Early Parent Education, Early Childhood, Sexual Assault Counselling Service, Sexual Health - Clinic 145, Community Mental Health, Tweed Valley Clinic, Tweed Hospital, Midwife program, Tweed Valley Drug and Alcohol, Cannabis Clinic, Youth and Family Mental Health, Bulgawena Aboriginal Health Service, Women's Health

NSW Police Force - Youth Liaison, Domestic Violence Liaison, Schools Liaison

On Track - Community Housing, Housing and Homelessness Program, Indigenous Drug and Alcohol, Northern Kids Care

Pottsville Neighbourhood Centre

Shaping Outcomes (formerly Tweed Valley Early Intervention Service Inc)

St Joseph's Youth Service

St Vincent de Paul – Freds Place

Southern Cross University

The Buttery

The Smith Family Learning for Life Program

Tribes Adventures

Tweed Heads Community Men's Shed Inc

Tweed Heads Police Citizen Youth Club (PCYC)

Tweed Shire Council

Tweed Shire Vacation Care



Tweed Shire Council Community Options
 Tweed Valley Women's Service
 Tweed Valley Respite
 Tweed, Byron, Ballina Community Transport
 YWCA – Communities for Children Murwillumbah
 YMCA In home family day care

SCHOOLS

High Schools: Banora Point, Kingscliff, Murwillumbah, Tweed River, Wollumbin

Primary Schools: Banora Point, Tyalgum, Uki, Tweed Heads South, Kingscliff, Murwillumbah East, Lindesfarne, Lismore (via YWCA CfC Lismore),

Pre-schools: Possums

CO-LOCATORS

Northern Rivers Social Development Council - Reconnect

Ballina District Community Services Association Inc – Inclusion Support Program

Interrelate – Family Relationship Centre

Carers NSW

Corrective Services NSW – Probation & Parole

Northern Rivers Social Development Council & Interrelate - Family Referral Service

CORPORATE SUPPORTERS

Victory Ford
 Seagulls Club

SUPPORTERS

Daily News
 Ramada Hotel & Suites
 Jacaranda Cottages
 Macadamia Castle
 Crystal Castle
 Australia Zoo
 Currumbin Sanctuary
 Coolangatta Tweed Ten Pin
 Tropical Fruit World
 Chinderah Golf Club
 Earth & Sea Pizza
 Underwater World
 Movie World
 Ivory Hotel
 Epic Skate Rink NSW
 Byron Bay Golf Club
 Judd Adventures
 DGG
 Gold Coast Yoga
 Northern Rivers Towing Service
 John Dwyer Smash Repairs
 Sing into Life
 Diamontime Jewellers
 Billabong Swim School
 Thomas Noble and Russell Accountants
 Zentvelds
 Trevor Reece Flags
 Tweed/Coolangatta Lions Club
 Tweed Community Men's Shed
 Gold Coast Titans
 Tabatinga
 Flipout Tweed Heads
 Tweed Shire Council



OUR SERVICES

FAMILY SERVICES

provides support, information and education to vulnerable families. The primary focus of family services is to strengthen family relationships and increase the safety and wellbeing of children.

PARENTSpace

focuses on providing parents with information, educational experiences and practical activities that promote children's (0-3 years) growth and development.

FAMILY CENTRE PLAYGROUPS

provides 4 supported playgroups per week in the Tweed Shire. Playgroups provide opportunities for parents and children to play, interact and develop social skills. Parents meet and exchange ideas about child rearing and develop supportive relationships.

MEN & FAMILY RELATIONSHIPS

provides information, referral and support to men. It also provides a range of group education programs designed around the specific needs of men and their families in our community.

FAMILY RELATIONSHIP EDUCATION

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

REALskills

works with students, teachers and parents to improve relationship skills within both primary and high school communities and improve links between school communities and service providers.

YOUTH & FAMILY SERVICES

provides a range of life and relationship skills programs in Tweed Shire schools and the community designed around the specific needs of young people. Information, referral and support is provided to young people and their families.

Aboriginal and Torres Strait Islander young people and families can access an Aboriginal and Torres Strait Islander Youth & Family Worker.

WORKING FOR FAMILIES

provides support for families who are transitioning from Centrelink parenting payments to the Newstart Allowance. We assist families to understand and manage changes in their circumstances.

CELEBRATING 25 YEARS

In 2013 The Family Centre celebrated 25 years of service in the community. To honour the celebration a collection of inspiring life changing stories from people in our community was published. The Family Centre thanks all those who contributed to the collection of stories, and who participated in our services over the past 25 years.

THIS IS JUDITH'S STORY...

I am a mother of 6 children – the eldest being 31 years old and the youngest 9 years old. Only my youngest 4 boys live at home (aged 9–15 years).

I first heard about The Family Centre 3 years ago through an ad in my children's school newsletter for the Triple P course in Murwillumbah. The course covered invaluable parenting techniques that I still use and practice today with my children. One of the most valuable things I learnt was that no matter how busy you are - pause, take a moment, listen to your child and give them your full attention – that quality time, whether it be a minute or two is invaluable to your child – and you. They know you are listening and feel heard and validated. Some of the techniques in the course were just common sense but when we are busy we tend to just do what works at the time. I was always calling out instructions through the house to the boys with very little response to action, but I have learnt that going to the boys and getting their attention I get a much better result.

I also learnt about self-care – I knew about self-care but never put it into practice and always put everyone else's needs ahead of mine.

One of the best parts of the course was a one on one with a family worker. I met with Jess she was just fantastic. She was helpful in reassuring me as a parent that I was doing things right – this was very empowering to me as a mother.

The success of Triple P set the wheels in motion for me. I decided to enrol in Soon they will be Teenagers. With a couple of

emerging Teenagers in the house I was reassured that some of the behaviour was just normal part of becoming a teenager and what other behaviours I could expect. I also learnt not to set my expectations of my pre-teens behaviour too high as I could be expecting the impossible! I found the segment on brain development in teens very interesting and insightful. I later enrolled in The Family Centres course Understanding Teenagers it seemed to be a natural progression to learning more about the growing needs of my family and our relationships.

I had gained confidence with my parenting skills but I realised I needed to work on myself. I enrolled in Say what you mean, mean what you say with Dot. With Dot I learnt how to have meaningful relationships with my whole family – children and husband. I also learnt how to be assertive so that I was heard and my needs were fulfilled.

Along with this course and other service providers in the community this was the start of me finding my inner confidence with not only my family relationships but with personal challenges and professional goals.

I recently completed a second course with Dot – Self Esteem. This was truly life changing experience and I was in a place where I was ready for change – I realised I was ready to fly.

Dot was instrumental in empowering me to do things out of my comfort zone, building my confidence and being aware of my potential.

PRACTICE PRINCIPLES

Access & Inclusion

Building Relationships

Child Centred & Family Inclusive

Solution Focused and Strengths Based

Reflective

COURSES

PARENTING COURSES/GROUPS

YOUNG MUMS TO BE

123 MAGIC

TRIPLE P COURSE

UNDERSTANDING TEENAGERS

SOON THEY'LL BE TEENAGERS

PLAYGROUPS

RELATIONSHIP COURSES

ANGER: MAKING IT WORK FOR YOU

HEALTHIER RELATIONSHIPS:
COMMUNICATION

HOLDING SUCCESSFUL DIFFICULT
CONVERSATIONS

WELLBEING COURSES

THE MINDFUL ART OF STRESS REDUCTION

COURSES FOR MEN

PATHWAYS TO CHANGE FOR MEN

COURSES FOR WOMEN

PATHWAYS TO CHANGE FOR WOMEN

SELF ESTEEM FOR WOMEN

SAY WHAT YOU MEAN, MEAN WHAT YOU SAY

COURSES FOR CHILDREN & YOUNG PEOPLE

TRANSITIONS FOR BOYS

TRANSITIONS FOR BOYS & GIRLS

ABORIGINAL BOYS & GIRLS GROUP

WRAPPED IN ANGELS (IN PARTNERSHIP WITH TVACS)

REALskills COURSES (SEE PAGE 14)

RELATIONSHIP COURSES FEEDBACK

PATHWAYS TO CHANGE FOR WOMEN

An amazing course which has led me to delve into myself and deal with and forgive many things.

We were respected and learnt a lot from the group. I know how to be a better listener.

Fantastic course for women - combined with Pathways to Change for men for people in relationships.

I leave here with an updated toolbox and a smile with confidence.

Safe environment - great coaching.

The content was all very useful as well as the handouts to refer back to. A caring - understanding and informative facilitator.

Very useful in helping me take control of my life and emotions.

MEN'S COURSES

A well run course by two men who both have a strong knowledge of dealing with male issues and relationship matters.

I appreciated being respected and listened to.

I think this course was very constructive I enjoyed being able to open up in a non-judgemental and supportive environment. I felt like I was not only listened to - but supported in a caring way.

Thank you for a lovely course - a great moment.

HOLDING SUCCESSFUL DIFFICULT CONVERSATIONS

Facilitators created a safe environment for all to contribute. Content was easy to digest and techniques easy to apply. Practical approach. Time was managed well ensured the learning outcomes were achieved.

I found the course very helpful in knowing how to deal with difficult situations and conversations in the future. It gave me some good pointers for the difficult situation I am in.

I have insight into the importance of emotions and feel more confident with conversing from this perspective.

Pleased to learn skills for future intimate relationships and present family relationships.



YOUTH & FAMILY SERVICES

TRANSITION GROUPS

Every year Uncle Jim McDermott from The Family Centre facilitates Transition Groups for students making their way from Year 6 into Year 7.

In 2013 Uncle Jim and his co-facilitator, Aaron McDermott, met with some students from South Tweed Primary School every week in their final term of Year 6. They explored topics such as relationships, conflict, bullying, relationships with teachers & peers, managing change and making better choices.

They came together again in 2014 when the students were navigating their way through Year 7 at Tweed River High School. The participants were able to share with the group their high school successes and explored ways to manage challenging situations.

As a celebration of their successful transition and commitment the group went to Currumbin Wildlife Sanctuary Adventure Parc high ropes course. The young people now have a strong connection with Uncle Jim and seek individual support from him when needed.

Uncle Jim has been facilitating transition groups since 2007. His contact with young people in our community continues, in many cases, into adulthood and extends to support for families as well.



Shai Collins is a young woman in her twenties, making her way in the world and forging a successful career in management. During her high school years Shai attended Uncle Jim's transition group and received ongoing individual support. She believes this experience and support helped her through her school years in a significant way.

"During my time at Banora Point high school I had the pleasure of working closely with Uncle Jim McDermott who I would often confide in and seek out for mentoring. Without the skills that I learned and achieved with the help of Uncle Jim from The Family Centre, whether it was trips to Emu Gully as a group with school or just by having a quiet yarn in the school library"

Shai Collins

WHAT CLIENTS ARE SAYING...

The worker has been an amazing help and has taught me so much about my baby's development & behaviour

The service was great and they passed on some more contacts (referrals) to assist with the care needs of my children - respite etc

I really connected with the worker & felt well supported, very understanding and a great listener

I think that the Family Centre is wonderful and has been so much help to me over the years and I really appreciate the service provided.

I felt that everyone went above and beyond.

91% of families surveyed who participated in Family Services report that their relationship had improved with their child/ren

93% of families surveyed who participated in Family Services report that they are more confident in their parenting



FAMILY SERVICES

INTENSIVE FAMILY SERVICES

Intensive Family Services are designed to work with families in crisis, whose children are at risk of removal by Family and Community Services. The department recognises that out of home care placements for children should be a last resort and are committed to funding this service. The Family Centre provides Intensive Family Services for 13 families at any one time, across the Tweed and Ballina Shire.

Family Workers work holistically with the family to address issues affecting parents and reduce the risk of harm for vulnerable children. Families have the opportunity to participate in 12 months of individually tailored intensive support, including 24 hour on call support in the first three months.

The aim of the program is to keep children at home in a safe, stable and nurturing family environment. The main focus is on improving children's well-being and increasing safety.

BEN & SARAH'S STORY

In August 2013 a young family was referred to the program. There were significant child protection concerns for the young infant in relation to neglect. The parents, Ben and Sarah* were first time parents and the mother Sarah had a moderate intellectual disability. The Ben and Sarah initially did not believe that they required support or intervention and "were angry that everyone was telling them what to do and how to raise their child".

Through the establishment of a multi-faceted, collaborative and holistic case planning process the parents agreed to the support. They worked towards meeting identified support plan goals, with no further child protection concern within the first six months.

Ben and Sarah saw great hope for the future once this occurred and indicated that "for the first time since their son was born they believed they could be good parents". During the following six months both Ben and Sarah continued to participate in relationship and parenting courses and individual family work to increase their parenting skills and sustain capable parenting over time.

During the final meeting with the Ben and Sarah they reported that although they did not think they needed help at the beginning they are now able to realise that they did. They said that if they had not engaged in Intensive Family Service their son would most probably been removed from their care and through working with The Family Centre "it has changed their lives and helped them to be better parents". Ben and Sarah say "they now know that it is ok to ask for help and they would contact The Family Centre again before situations became too bad". The family have enjoyed celebrating their son's developmental milestones and his first birthday. They continue to participate in other services such as The Family Centre Playgroup and their son has continued to grow into a happy, healthy toddler within his home environment.

*Names have been changed in this story.

123 MAGIC EMOTION COACHING

The 123 Magic Emotion Coaching parenting program provides parents with the skills that can help make parenting as enjoyable as possible.

The 123 Magic program aims to increase the parents or carers knowledge about what works in managing difficult or troublesome behaviour, lessen their feelings of frustration and get better results and connections with their children with less effort and stress.

The program is run over three, two hourly sessions. It introduces an easy to learn counting system to manage children's behaviour. The signalling system allows parents to step back and use less talk and less emotion when dealing with the difficult behaviour. This strategy allows for the children to learn how to better manage their emotional reactions to parental boundaries.

The program is all about increasing a child's ability to self-manage and develop emotional intelligence. The program provides alternatives for managing behaviour without yelling,

arguing or smacking and offers steps to manage troublesome behaviour with reason, patience and companion.

We find the program generates a lot of discussion between parents and carers who participate. They recognise that they are not alone in feeling unprepared and provide support to one another. Parents and carers leave this program feeling better equipped to face the challenges and are far more positive about managing behaviour.

Really useful course and ideas. Very supportive leaders. There was time available in class to discuss issues as they arise. Really great to have childcare available.

Very thoughtful and insightful! I feel more empowered to handle myself. I can acknowledge I can move into talking loud or yelling when I feel emotional. So I feel better skilled at coping through this course to handle the kids behaviours. Many thanks.

REAL skills

RELATIONSHIP EDUCATION AND LIFE SKILLS

REALskills BEING REAL

Being Real is a weekly group program for young people in Years 8/9 that is run in schools. Young people who are having a difficult time with family and/or peer relationships, experiencing low self-esteem, and engaging in risky behaviour that might impact on their wellbeing are encouraged to attend. The groups are run separately for boys and girls, for approximately 2 hours during school time each week over a school term.

Through activities and discussion the group explores key themes of:

- Relationships with friends, peers, family, teachers, and dating relationships
- Communication skills and managing conflict
- Managing challenges at school
- Self-esteem, self-awareness, resilience
- Coping with stress
- Dealing with emotions
- Future planning and visioning

In addition, local services such as Clinic145 (Sexual Health), Community Women's Health Nurse, Tweed Valley Sexual Assault Service and INTRA Drug and Alcohol attend the group and provide workshops and information. Each program is facilitated by two facilitators, including staff from Nortec Youth Connections and St Joseph's Youth Centre. This partnership approach assists young people who may benefit from more individualised and ongoing support to engage with appropriate services in a timely and supported way.

Participant feedback at the end of the program included:

92% reported being able to better make positive decisions

83% reported being able to better cope/manage with challenging life situations

85% could seek help from service providers if they need it

The program works on a model where workers from The Family Centre and local service providers are the program facilitators. This assists in breaking down barriers and has shown to increase the confidence of young people to engage with these services in the future if required. The service providers also participate on an interactive panel with representation from Tweed Valley Sexual Assault Service, Tweed Shire Women's Service, St Joseph's Youth Service, NSW Police, and NORTEC Youth Connections. Delivery of the program has also been strengthened by male teachers facilitating at neighbouring schools.

REALskills FEEDBACK

"The way it broke down barriers between genders and allowing us to understand each other"
(Switched On Participant).

"I believe the general advice from the group was great, it has really helped me mature and prepare for my life ahead" (Being Real Participant).

"The useful part was to be able to say what you want without being judged" (Take A Stand participant)

"The panel was excellent. The information on cyber bullying was also good. I know this information will help with specific dealings with students and parents". (Teacher, Getting Connected).



KELLIE'S STORY

Kellie* participated in a 9 week Being Real program at her school. At the beginning of the program Kellie was facing many challenges including relationship difficulties with her mother and peers. Kellie's family had limited income and experienced financial hardship. During the Being Real program Kellie developed rapport with the facilitators and by the end of the 9 weeks, Kellie had approached St Joseph's Youth Service for additional support. This support resulted in Kellie developing skills to write a resume and obtain casual employment as well as access emergency relief food vouchers for her family

*Names have been changed in this story.



REALskills COURSES

SUPERME! (Years 4–6)

SuperMe is a whole of class course for year 5 and/or 6 students focusing on self-awareness, relationship skills, and help-seeking in order to increase children's wellbeing and safety in both family and peer relationships.

BEING REAL (Year 8 and 9)

Targeted boys and girls groups for students who require support regarding family relationships, peer relationships, self esteem, and risk taking, selected by school staff, attending on a voluntary basis, within school hours.

TAKE A STAND (Year 8 and 9)

A 1 day program focussing on self respect, values, personal boundaries, peer pressure and being safe (drug and alcohol, sexual expression, violence and bullying) for a whole year level.

SWITCHED ON (Year 10)

A 1 or 2 day program for the whole year level focusing on respectful intimate relationships, sex and sexuality, gender issues, and domestic violence and sexual assault. An optional add-on is a Leadership program for a select group of year 10 students who wish to take these ideas further and explore a peer leadership model.

GETTING CONNECTED (Teachers)

A 1 day program for school welfare teams from across a number of local high schools. The day is broken into: skills session with a local service provider; networking and sharing experiences; service provider panel with real life scenarios.

SOON THEY'LL BE TEENAGERS

Soon They'll Be Teenager course is run as part of the REALskills PS program to complement 'Super Me' and is a course for parents of 9 - 12 year olds. Parents of children this age are often acutely aware of how they are rapidly changing from a child who looks up to them, to a teenager who questions and challenges their every request. Parents often feel overwhelmed and powerless, and have a sense of loss about 'what happened to my little girl/boy!' can be prevalent at this time. Being an interactive course, one the main benefits is its power to 'normalise' what's going on as parents see that they're not the only one's experiencing 'the attitude'. There is lots of laughter (and occasionally tears) as parents share stories and experiences. Also, the sharing of parenting strategies with each other, both the ones that have worked well and those that haven't, is helpful for parents. The course offers a raft of strategies and skills that parents can take home and 'try out' to see if they work for them. Facilitators love seeing the sense of relief that many parents experience as we explore the developmental changes that are happening for their children and they realise that the challenging behaviours, although still needing a parenting response, don't have to be taken so personally

WHAT PARTICIPANTS ARE SAYING...

Facilitators were very insightful - I have walked away with a few more tricks of the trade up my sleeve. I feel more empowered with my new decisions and knowledge.

Beautiful reflective communication to us individually and as a group. Have recommended and will continue to do so – a big thank you.

**I learnt about the the state of mind to be in to effectively communicate with our daughter
Sound workable strategies that make sense and are easy to implement and have immediate results.**

OUR SYSTEMS

BUSINESS AND SERVICES SUPPORT

Our Business and Services Support team provide invaluable 'back office' support to the services The Family Centre offers to our community. They maintain and develop our supplier relationships, human resources, financial, fleet and property management systems.

They are also often our first point of contact with our community and provide a friendly face or voice over the phone to assist

**97% OF THOSE SURVEYED FOUND
THE FRONT DESK STAFF HELPFUL**

them to connect with the people and services they need. They consistently get a high rating from the clients we survey. This year 97% of those surveyed reported "our front desk staff were helpful".



COMMUNITY ORGANISATION RELATIONSHIP INFORMATION SYSTEM

CORIS is a Client Management System (CMS) that The Family Centre has been developing for the last 6 years to collect, monitor and report on client information.

CORIS is designed by our staff, with the support of a database developer, so it's easy to use and enhances accountability across our organisation. CORIS increases our capability to track and report to government, corporate partners, community partners, service users, volunteers, staff, board of directors and our community. CORIS is significantly improving our performance and increasing social impact.

Using CORIS we can: manage client assessments, plans and case notes; manage course and group lists; manage and report on client evaluations; generate letters and certificates; generate a range of reports by worker, program and consolidated reports across the organisation; make reporting to funding providers easier (CORIS is specifically designed for reporting to NSW Family & Community Services funded programs).

FINANCIAL OVERVIEW

The Family Centre general purpose financial statements for 2013-14 disclose a small consolidated deficit of \$3,548 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 TFC and comply with accounting standards. The Family Centre's equity at 30 June 2014 was \$454,174 with a current ratio (current assets to current liabilities) of 2.19:1 and working capital (current assets less current liabilities) of \$340,419. Cash held totalled \$603,263 and employee leave provisions provided for in the balance sheet were \$184,801.

Martin Bail MCom(ProfAcc) MIPA
Accountant

After a number of other organisations expressed interest in the system, The Family Centre agreed to share CORIS with non-profit organisations at an affordable cost. CORIS has become a social enterprise, and income generated from sales is used to maintain and improve the system for partner organisations, and in accordance with our constitution, to enhance the lives of vulnerable & disadvantaged children, young people and families in our community.

PARTNER ORGANISATIONS USING CORIS

- Lismore Family Support Network
- Northern Rivers Social Development Council
- St Josephs Youth Service
- Central Coast Family Support Service
- Ballina/Byron Family Centre

FINANCIALS

THE FAMILY CENTRE INCORPORATED

COMMITTEE'S REPORT

Your committee members submit the financial report of the The Family Centre Incorporated for the financial year ended 30 June 2014.

Committee Members

The name of each member of the committee during the year and if different, at the date of the report;

Pam Mitchell
Rossi Lyons
Gerina Appo
Liz Reimer
Kylie Baird
Toni Cork
Marcia Browning

Principal Activities

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

to create safer, more resilient families by supporting them in developing inner strengths, life skills, and networks of resources they need to succeed.

Significant Changes

In the 2014/2015 year The Family Centre Inc is part of the Byron Coast Consortium with NRSDC and will be taking on the (State funded) SHS program for the Tweed/Ballina region. This has meant that two smaller organisations - St Josephs Youth in Tweed Heads and Byron Bay Youth House will merge with the Family Centre Inc and that their funding will discontinue. The Family Centre Inc has also made application to DSS to transfer the EIPP funding currently held by St Joseph's Youth Service.

It is anticipated that the organisation will complete work to become a Company Limited by Guarantee within the next twelve months.

Operating Result

The loss of the association after providing for income tax amounted to \$(3,548.00).

Signed in accordance with a resolution of the Members of the Committee.

Committee Member:


Pam Mitchell

Committee Member:


Rossi Lyons

Dated this 29th day of October 2014

THE FAMILY CENTRE INCORPORATED

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
Revenue	2	837,953	641,743
Advertising expenses		(8,806)	(14,161)
Auditor's remuneration	3	(6,500)	(3,300)
Employee benefits expenses		(1,230,562)	(1,123,599)
Other expenses		(820,280)	(681,029)
State Government Grants		1,224,647	1,261,716
(Loss) Profit for the year	4	(3,548)	81,370
Total comprehensive income for the year		(3,548)	81,370
Total comprehensive income attributable to members of the entity		(3,548)	81,370

These accounts are audited
The accompanying notes form part of these financial statements.
Page 2

THE FAMILY CENTRE INCORPORATED

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2014**

	Note	2014 \$	2013 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	603,263	867,584
Trade and other receivables	6	14,588	18,730
Other current assets	7	7,277	1,545
TOTAL CURRENT ASSETS		<u>625,128</u>	<u>887,859</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	129,502	155,286
TOTAL NON-CURRENT ASSETS		<u>129,502</u>	<u>155,286</u>
TOTAL ASSETS		<u>754,630</u>	<u>1,043,145</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and Other Payables	9	115,655	412,913
Provisions	10	169,054	141,402
TOTAL CURRENT LIABILITIES		<u>284,709</u>	<u>554,315</u>
NON-CURRENT LIABILITIES			
Provisions	10	15,747	31,108
TOTAL NON-CURRENT LIABILITIES		<u>15,747</u>	<u>31,108</u>
TOTAL LIABILITIES		<u>300,456</u>	<u>585,423</u>
NET ASSETS		<u>454,174</u>	<u>457,722</u>
EQUITY			
Retained earnings	11	454,174	457,722
TOTAL EQUITY		<u>454,174</u>	<u>457,722</u>

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



Byrne & Miller MGA Pty Ltd ABN 50 130 523 741

PO Box 257, Elanora, Qld 4221

T+617 5598 1118 F +617 5598 1042

E bmpb@byrneandmiller.com.au W www.byrneandmiller.com.au

Certified Practising Accountants
**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF THE FAMILY CENTRE INCORPORATED**

Report on the Financial Report

I have audited the accompanying financial report of The Family Centre Incorporated (the association) which comprises the statement of financial position as at 30 June 2014 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act New South Wales 2009 and for such internal control as the committee determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

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



Byrne & Miller MGA Pty Ltd ABN 50 130 523 741
PO Box 257, Elanora, Qld 4221
T+617 5598 1118 F+617 5598 1042
E bmpb@byrneandmiller.com.au W www.byrneandmiller.com.au

Certified Practising Accountants **INDEPENDENT AUDITOR'S REPORT**
TO THE MEMBERS OF THE FAMILY CENTRE INCORPORATED

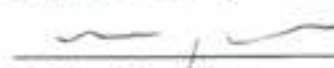
Auditor's Opinion

In my opinion:

The financial report of The Family Centre Incorporated is in accordance with the Associations Incorporation Act New South Wales 2009 including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2014 and of their performance and cash flows for the year ended on that date; and
- (ii) complying with the Australian Accounting Standards.

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

Name of Principal: 
Mr Alan John Miller

Address: Shop 2, 8th Avenue Palm Beach QLD 4221

Dated this 29th day of October 2014



Liability limited by a scheme
approved under Professional Standards Legislation

Managing Director
Alan Miller CPA

Page 24

Byrne & Miller MGA Pty Ltd
is a CPA practice





Byrne & Miller MGA Pty Ltd ABN 50 130 523 741
PO Box 257, Elanora, Qld 4221
T +617 5598 1118 F +617 5598 1042
E bmpb@byrneandmiller.com.au W www.byrneandmiller.com.au

Certified Practising Accountants

COMPILATION REPORT TO THE FAMILY CENTRE INCORPORATED

I have compiled the accompanying special purpose financial statements of The Family Centre Incorporated which comprises the Income and Expenditure Statement as at 30 June 2014.

The responsibility of the committee of management

The Committee of Management is solely responsible for the information contained in the special purpose financial statements and has determined that the basis of accounting used is appropriate to meet their needs and for the purpose that the financial statements were prepared.

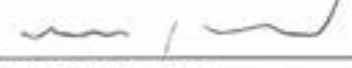
My responsibility

On the basis of the information provided by the committee of management 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 Committee of Management provided, in compiling the financial statements. My procedures do not include verification or validation of 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 committee of management. I do not accept responsibility to any other person for the contents of the special purpose financial statements.

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

Name of Principal: 
Mr Alan John Miller

Address: Shop 2, 8th Avenue Palm Beach QLD 4221

Dated this 29th day of October 2014



Liability limited by a scheme
approved under Professional Standards Legislation

Managing Director
Alan Miller CPA

Page 26

Byrne & Miller MGA Pty Ltd
is a CPA practice



THE FAMILY CENTRE INCORPORATED

INCOME AND EXPENDITURE STATEMENT

FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
REVENUE		
Donations	179,302	67,899
Interest Received	22,812	32,210
Other Income	101,454	69,409
	<u>303,568</u>	<u>169,518</u>
OTHER REVENUE		
State Government Grants	1,224,647	1,261,716
Federal Government Grants	348,356	340,436
Grants - Other	157,873	84,259
Special Projects Income	28,156	47,530
	<u>1,759,032</u>	<u>1,733,941</u>
	<u>2,062,600</u>	<u>1,903,459</u>
EXPENDITURE		
Advertising & Promotion	8,806	14,161
Auditors Remuneration - Fees	6,500	3,300
Bank Charges	1,112	250
Board Expenses	2,279	1,309
Cleaning	5,578	6,527
Computer/IT Expenses	44,004	30,018
Electricity & Gas	6,817	7,800
Depreciation & Replacements	42,795	21,462
Fundraising Expenses	4,727	10,583
Insurance	33,771	30,381
Motor Vehicle Expenses	27,942	42,467
Postage	1,172	779
Printing & Stationery	7,832	6,112
Rent	194,933	171,975
Repairs & Maintenance	3,315	7,633
Service Delivery Expenses	295,035	218,224
Staff Amenities	5,415	2,869
Staff Training	30,006	16,993
Subscriptions & Memberships	9,477	4,024
Telephone	33,316	32,798
Wages	1,195,141	1,103,737
Wages & Salaries Oncosts	106,175	88,687
	<u>2,066,148</u>	<u>1,822,089</u>
(Loss) Profit before income tax	(3,548)	81,370

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

THE FAMILY CENTRE INCORPORATED

INCOME AND EXPENDITURE STATEMENT

FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
(Loss) Profit for the year	(3,548)	81,370
Retained earnings at the beginning of the financial year	457,722	376,352
Retained earnings at the end of the financial year	454,174	457,722

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

ENQUIRIES PO Box 6301 Tweed Heads South NSW 2486

Phone: (07) 5524 8711 Fax: (07) 5524 3255

Email: info@thefamilycentre.org.au

HEAD OFFICE 15–17 Rivendell Tweed Heads South NSW 2486

www.thefamilycentre.org.au

the
**family
centre**