

ANNUAL REPORT 2015/2016







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 continues to provide a growing range of services across Tweed, Byron and Ballina shires that inspire change and provide opportunities for children, young people and their families to strengthen their relationship and parenting skills, with a focus on wellbeing and safety.

This year has been yet another one with challenges- least of all finding new accommodation in Tweed. Our move to this Amber Road property has proven to be successful and well-timed.

Our strategic plan continues to guide our work and has kept us focused on the quality of life conditions we all want for our community. Our 4 strategic directions: Relationships, Performance and Quality, Innovation and Sustainability underpin our ongoing commitment to deep collaboration with all community members, a focus on outcomes, measuring and reporting our results and innovative thinking to create the conditions we all want for children, young people and families.

Our board continues to focus on building a strong and sustainable future for The Family Centre. This year we transitioned to a Company Limited by Guarantee structure as it was felt we had outgrown the Incorporated Association's structure. This change will strengthen our governance, improve our sustainability and enhance our ability to operate in Queensland.

Our Aboriginal Advisory Sub-committee continues to inform our culture, service delivery and our understanding and appreciation of the local Aboriginal and Torres Islander community. They have been invaluable in assisting us to develop, implement and monitor the progress of our Reconciliation Action Plan. Special thanks to Sub-committee Chairperson Marcia Browning for her leadership and positive commitment to the role.

Our Volunteer Leadership Group has successfully guided our volunteer activities and fundraising efforts over the past year. Volunteer numbers and participation have increased over the past year as have the many donations we have received. I want to warmly thank our inaugural VLG Chairperson Vanessa Thomas, who is retiring from the role this year. She has been one of our hardest working volunteers over the past couple of years and her presence in the position will be missed.

We have continued to consolidate and strengthen after recent mergers with St Joseph's Youth Service, Byron Bay Youth House and Ballina Byron Family Centre. We've been able to create a network of integrated services connected to local communities in the Tweed, Byron and Ballina shires. Our work continues to focus on ensuring families are supported and children and young people get the best start in life.



It is well documented that the community sector is experiencing transitional change that is disrupting and challenging traditional service models. During this year we have still continued to strengthen our financial, operations and governance systems and processes. We're successfully adapting to the changing environment and progressively building our capacity and capability. We believe we are well positioned to meet the challenges ahead. Importantly, our organisation is well respected throughout the Far North Coast and our Executive Director, David Boutkan continues to provide very effective leadership across all aspects of our organisation.

Finally, thank you to our retiring board members Toni Cork and Neroli Jager for their hard work and dedication over the past 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 TFC Board

mitchell

The Family Centre Board Members

Pam Mitchell

Marcia Browning

Toni Cork

Neroli Jager

Rossi Lyons

Hazel Manson

Liz Reimer

EXECUTIVE DIRECTOR'S REPORT

This is The Family Centre's 28th annual report and my 12th year as Executive Director. We are at the mid-point of an ambitious 5 year strategic plan focused on Relationships, Performance and Quality, Innovation and Sustainability. However, plans are only road maps, they don't drive change - people do.

We are a diverse and inclusive organisation, powered by people, driven by our values, practice principles and purpose - and an unrelenting commitment to a better future for everyone. This year we have continued to strengthen our capability and capacity, and 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 Family Centre staff and volunteers.

We are committed to demonstrating how our 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 8 years. This approach is focused on outcomes, allowing us to accurately measure and report the performance of our activities and our contribution to broader social impact.

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 spiralling housing costs. Child abuse and neglect, domestic violence, homelessness and mental illness rates are higher than the NSW averages.

We are capable of reversing these disturbing trends. Together with our community, we are investing in innovative and evidence based approaches to address these issues. We continue to take a leading role to improve quality of life conditions in our community.

Structural change and government reform processes continue to disrupt traditional community sector organisational models, threatening the sustainability of community owned organisations like The Family Centre. We are well aware of the forces driving change and have a positive strategy to adapt to the challenges ahead. Connecting our social impact measurement framework to our strategic plan has led to significant positive changes over the past 2 years.

NOTABLE ACHIEVEMENTS

- After more than a year of consultation and hard work by our Aboriginal Advisory Sub-committee and our staff and volunteer RAP committee, we launched our Reconciliation Action Plan.
- Received national recognition as runner-up in the 'Excellence in Social Impact Measurement' category at



Social Impact Measurement Network Australia awards.

- Developed and implemented our new Practice Framework that strongly links our values and evidence based practice into a unique and consistent approach to the way we work
- Began delivering the 'Circle of Security' parenting course to rave reviews by participants and established the GLBT 'Allsorts' group for young people.
- Moved into our new purpose designed office in Amber Rd Tweed Heads South.

LOOKING AHEAD

After much work over the past year, we'll achieve accreditation for the Australian Services Excellence Standards in early 2017. Work will be completed on our purpose designed community hub at Frances St, Tweed Heads office toward the end of 2016. And we begin our exciting collaboration with Thrive 2484 on the innovative community development project 'It Takes a Town', with initial investment from the Vincent Fairfax Family Foundation.

Over the next year there'll be an increased focus on collective impact approaches and co-design, co-production and co-delivery of services with our community. We'll be experimenting with different ways to deliver services to realise community aspirations, and those initiative will be increasingly driven by community members. Sharing knowledge, skills, technology and other resources will initiate an increased community readiness for social change in the streets, neighbourhoods, suburbs and towns of our region. This will allow community members to address social challenges on their terms. New solutions for complex social problems will emerge from very unlikely places.

MAKING CHANGE ACHIEVABLE

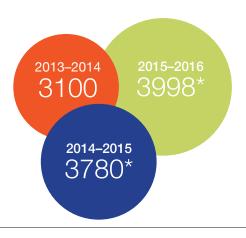
Our Board of Directors are an integral part of our achievements and I very much appreciate their dedication, hard work and guidance over the past year. Special thanks to our executive management team - their hard work, commitment and professional approach has underpinned our success, often under challenging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



Number of children, young people and families who participated in our programs



*Does not include CoolHeads contacts

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





Course participants







Number of courses and course sessions

2013-2014

2014-2015 135 Courses 609

2015-2016 163 667

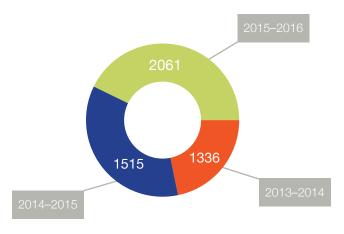
Coolheads contacts with young people



2014–2015 1396

1592

Number of service enquiries



Number of children cared for while parents participated in courses



Number of Coolheads youth activities

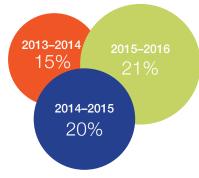
2014-2015

2015-2016





Participants who reported they were 'treated with respect'



Participants who are Aboriginal or Torres Strait Islander





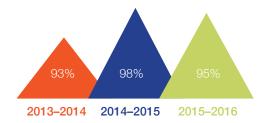
Of those surveyed % of people reported improved relationships



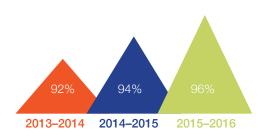
Of those surveyed % of people reported increased safety



Of those surveyed % of people reported increased parenting skills



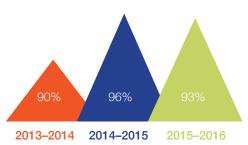
Of those surveyed % of people reported increased wellbeing



Of those surveyed % of people reported increased personal effectiveness



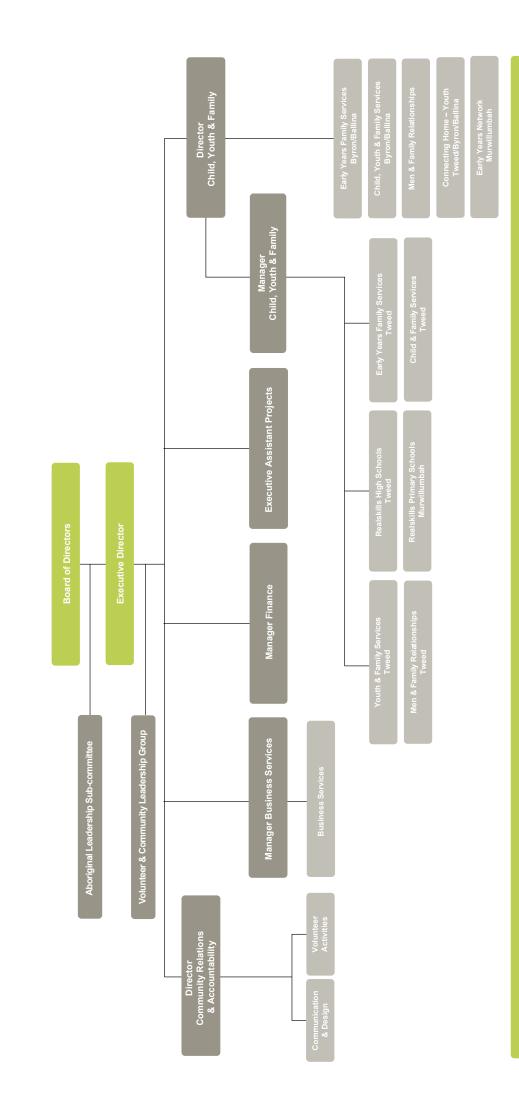
Of those surveyed % of people reported increased connections



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

*Revised performance measures 2016.

ORGANISATIONAL STRUCTURE



VOLUNTEER REPORT

The Volunteer Leadership Group (VLG) has been active developing ideas which support The Family Centre to strengthen its services.

Our inaugural volunteer recognition event held last October was very well attended and provided an opportunity for volunteers in all programs to connect with each other and meet VLG representatives.

There was a concerted effort to increase opportunities for fundraising during 2015-16. Tweed Heads Bowls Club came on board and now provides support in a range of ways including donations of sausages for CoolHeads' BBQs, donating money and prizes for our Christmas Raffle and the Christmas Giving Tree located in their club foyer in Tweed Heads South. Participants of The Family Centre programs in Ballina, Byron and Tweed benefitted from the donation of gift cards at that crucial time right before Christmas. The generosity of Tweed Heads Bowls Club cannot be underestimated and the VLG extends its heartfelt gratitude to the club for all its support.

The Christmas gift wrap at Tweed Mall was also well supported by a wonderful group of volunteers. It continues to grow to be a successful and worthwhile fundraiser as well as a fantastic opportunity for promotion of The Family Centre services with the wider community.

Another new fundraising initiative, driven by VLG Vice Chair, Kathleen Baldwin, has also gone from strength to strength. A pilot program of donation boxes at retail and business outlets in the Tweed Community has proven to be wonderfully successful, with the project intended to be rolled out further to Ballina and Byron Shires in 2016-2017.

Thanks goes to the many skillful and dedicated volunteers who were active in other aspects of The Family Centre's day to day operations, assisting with reception and administration duties, attending events such as Close the Gap, Youth Homelessness Week, NAIDOC Week, and various other promotional events. A special mention must, of course, go to recognise the ongoing and wonderful work that the CoolHeads team does supporting young people in our community

Recruitment efforts in 2016 also proved successful in finding a wonderfully experienced Volunteer Coordinator, Lotte Boer, who will help to drive the cohesiveness and effectiveness of the volunteer project within The Family Centre.

Thank you to all our wonderful and dedicated volunteers. Your work has made a real difference to the lives of so many children, young people and families.

Vanessa Thomas Chair, Volunteer Leadership Group

ABORIGINAL ADVISORY SUB-COMMITTEE

The Family Centre Aboriginal Advisory Sub-Committee (AASC) meets 4 times per year together with executive staff. The AASC discussed a range of matters this year including services, protocols and The Family Centre's new practice framework. We met with the Leadership Group during Reconciliation Week to share stories and build relationships.

This year was an important year in the life of the AASC with the completion, endorsement and launching of The Family Centre Reconciliation Action Plan. It was an exciting venture to be involved in the writing and launching of the Reconciliation Action Plan for The Family Centre. My thanks go to the RAP working party and the members of AASC who bring with them a wealth of knowledge in culture, spirituality, community and health services, governance and education. Together, we will move forward, learning as we go, celebrating our stories and growing our relationships so that our diversity makes us richer and stronger.

In the coming year, the focus will be on providing advice to assist TFC moving forward with the RAP commitments including increasing the numbers Aboriginal staff, students and volunteers at TFC, connecting with Aboriginal organisations and businesses, improving cultural awareness training and induction, and ongoing involvement in local Aboriginal events and activities.



Launch of The Family Centre Reconciliation Action Plan May 2016

OUR COMMUNITY

FUNDING PARTNERS

AUSTRALIAN GOVERNMENT

Department of Social Services

Department of Human Services - Centrelink

YWCA Murwillumbah Communities for Children

NEW SOUTH WALES STATE GOVERNMENT

Department of Family & Community Services

CORPORATE SPONSORS

Seagulls

Tweed Heads Bowls Club

Victory Ford SUPPORTERS Assista Sista

Ballina Liquor Accord

Ballina RSL

Ballina Ten Pin Bowling

Bangalow Country Women's Association (CWA)

Byron Bay Services Club Caldera Farmers Markets

Cherry St Sports & Recreation Club- Ballina

Ganggalah Church Ground Control Lara Jean Association Lions Club - Ballina

Lifeworx

Macadamia Castle

Mumzbuzz

Ocean Shores Art Expo Quota - Alstonville/Wollongbar

Salvation Army Scope - Ballina Seagulls Seaside Shelter Slipway Hotel - Ballina

Smith Family SORT Recycling Sphinx Rock Café

St James Anglican Church

The Green Garage The Larder Truck Stop

Tweed Heads Bowls Club Seagulls

Tweed Mall Victory Ford

Village Roadshow Theme Parks Woolworths - Tweed City

SERVICE PROVIDER PARTNERS

Ability Inc ACE ACON ADDHC Anglicare

Art Therapy Northern Rivers

ASPECT

Australian Government Department of Human Services

Ballina Aboriginal Child & Family Centre

Ballina Byron Family Day Care Ballina Early Intervention Ballina Presbyterian Church Ballina Shire Council

Ballina Youth Service

Banora Point Community Centre

Brighter Futures

Bullinah Aboriginal Medical Centre

Bunjum

Byron Bay Community Centre

Byron Youth Service

Byron Shire Council - Intergenerational Playgroup, Youth Activities,

Indigenous activities etc

Carers NSW

Chillingham Pre School

Commonwealth Respite Carelink Centre

Community Options
Connecting Home

Community Preschool Network Connect Northern Rivers Cooogera Pre School

CRANES
Currumbin Clinic

DVCAS - Women's Court Support

Early Childhood Services Early Intervention Centre

Ellen Barron

ETC - Training Centre Family Referral Service

Freckles Long Day Care Centre

FSG - YFS

Gateway Community Programs Gold Coast Volunteering Good Start Pre School

Gum Nut Community Pre School

Guyahn Playgroup Headspace Heartfelt House Hope Haven Housing NSW

Interrelate Relationship Centre & Mentoring Program

JIRT

Juvenile Justice Kunghur

Kindergarten Union

Legal Aid

Lennox Pre School Lismore Family Support Lismore Neighbourhood Centre

Men & Family Centre

Mount Warning Community Pre School
Mullumbimby Neighbourhood Centre
Mullumbimby Women's Resource Centre
Murwillumbah Community Centre
Murwillumbah Community Men's Shed

Murwillumbah Uniting Care

New Horizons

North Coast Primary Health Network

Northcott Disability Service

Northern Coast Community Housing

Northern NSW Local Health District

Northern Rivers Community Legal Centre

Northern Rivers Family Day Care

Northern Rivers In Home Care

NORTEC Job Network

NORTEC Volunteering

NORTEC Youth Services

NSW Department Education & Training

NSW Department of Family and Community Services

NSW Department of Corrective Services - Probation and

Parole

NSW Justice - Victims Services

NSW Health, Northern NSW Local Health District – Aboriginal Liaison, Bulgawena Aboriginal Health Service, Bullinah

Aboriginal Health Service, Cannabis Clinic, C&FHN, Child

& Family, Child Counselling, Childbirth and Early Parent

Education, Child Protection Worker, Community Health,

Community Mental Health, Day Stay Service, Dental Program,

Early Childhood , Midwife program, MUMS Program

Paediatricians, Sexual Assault Counselling Service, Sexual

Faediatii Ciai is, Sexuai Assault Couriseiii ig Service, Sexua

Health-Clinic 145, Social Work Team, Sustaining Families,

Tweed Hospital, Tweed Valley Drug and Alcohol , Tweed

Valley Clinic, Women's Health, Women's Care Unit, Youth and

Family Mental Health.

NSW Police Force - Aboriginal Liaison, Domestic Violence

Liaison, Youth Liaison

Ocean Shores Pre School

Off Spring Long Day Care Centre

OnQ

On Track - Community Housing, Housing and Homelessness

Program, Indigenous Drug and Alcohol, Clear Minds

Partners In Recovery

Possums Childcare Centre

Pottsville Neighbourhood Centre

Project

Rosellas Childcare Centre

Safety Organisation

Sanctuary Northern Rivers

Seaside Shelter

Seeds Early Learning Centre

Shaping Outcomes (disability support service)

Social Futures (NRSDC) - FRS, Connecting Home,

Reconnect, Belonging Project, RFS

Southern Cross University

St Vincent de Paul - Fred's Place

TAFE

The Buttery

Therapy Connect

Thrive 2484

Tumbletown

Tweed Byron Ballina Community Transport

Tweed Heads Community Men's Shed Inc

Tweed Heads Police Citizen Youth Club (PCYC)

Tweed Shire Council Aboriginal Community Officer

Tweed Shire Council Youth, Aged & Disability Development Officer

Tweed Shire Vacation Care and other Vacation Care

Tweed Shire Youth Network

Tweed Valley Women's Service

Tweed, Byron, Ballina Community Transport

Tyalgum Childcare Centre

White Horse Connection - Equine Therapy

Wollongbar Pre School

Womens Resource Service

YMCA - In home family day care

HIGH SCHOOLS

We provided courses and collaborated with:

Alstonville, Ballina, Banora Point, Byron Bay, Kingscliff,

Murwillumbah, Mullumbimby, Southern Cross, Distant Ed,

Tweed River, Wollumbin, Xavier

PRIMARY SCHOOLS

We provided courses and collaborated with:

Ambrose, Bilambil, Burringbar, Centaur, Condong,

Chillingham, Murwillumbah, Murwillumbah East, Southern

Cross, South Tweed Heads, Stokers Siding, Tweed Heads,

Tyalgum, Uki

CO-LOCATORS

Carers NSW

Corrective Services NSW - Probation & Parole

Family Referral Service

FSG - Inclusion Support Program

Kindergarten Union

Northern Rivers Community Gateway -Trauma Counselling service

Social Futures (NRSDC) & Interrelate - Family Relationship Centre

NSW Department of Corrective Services - Probation and Parole

Social Futures (NRSDC) - Connecting Home, Reconnect

EVENTS WE PARTICIPATED IN:

NAIDOC Week, Child Protection Week, White Ribbon Day, Mumzbuzz Soiree's, TAFE Wellness Day, Kids in Community Awards, Close the Gap Day, WOW Awards, Youthfest, Youth Homelessness Matters Day, Connect to your Future, PASH Conference, Men's Health Week, Headspace Opening, Prime.





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 PLAYGROUP 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.

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

Courses

123 Magic

communities.

Circle of Security Parenting

Soon They'll Be Teenagers

Triple P

Triple P Seminars

Young Mums to Be

EARLY YEARS FAMILY SERVICES CIRLCE OF SECURITY PARENTING

Circle of Security is designed to assist parents to learn how to identify their children's emotional needs and respond to their behavior in ways which result in greater resilience, better relationships and improved self-esteem.

The Family Centre has been running the Circle of Security course for the past 18 months with great results for parents and their children.

Child and Family Worker Jessica Wallker said "Parents are feeling a greater connection in their families and have a better insight into child's behavior. The course looks at validating emotions and feelings in their entirety – sadness, happiness, curiosity, shame and anger. Parents often struggle to support their children with these feelings. The course encourages greater connection – for the parent to be with the children in all of their emotions."

Circle of Security shows parents how to hold and manage these difficult feelings for their children. It's through the experience of helping them through their difficult emotions over and over again that the child will learn to hold these feelings on their own.

The course runs for 2 hours per week over 8 weeks in NSW school terms - currently in the Tweed Shire but will be expanding to the Ballina and Byron Shires next year.

CIRCLE OF SECURITY PARENTING SEMINAR

The new Circle of Security Seminar – Strengthening the Relationship is run over 2 hours as an introduction to the 8 week course.

The seminar has been well received by participants. It offers information about the course content, and previous course participants come to share first hand reflections within the group discussion.

Ninya is one such participant, with an 18 month old child and has completed the 8 week course. Ninya shared her experiences at a seminar. She told the seminar group that at the beginning of the course it was a little daunting and seemed complex but after a few sessions it started to make perfect sense. The 8 week course gave Ninya the opportunity to practice her skills, make connections with other participants and reflect on her own parenting experiences. The course has impacted on her day to day parenting as well as her relationships with family and friends.

The Family Centre course facilitators have found it invaluable to have Ninya co-present at the seminars. Ninya demonstrates the impact the course has on the connection between parents and children. Having Ninya co-present also creates a collaborative approach with our community and gets people talking.

'I was starting to doubt myself as a parent. Having a new born child and a two year old and was finding it difficult with my 2 year old daughter. I have seen a massive improvement in our relationship and I feel so much better with my parenting. Friends and family have even made comment of the change.'

Participant - Circle of Security

EARLY YEARS NETWORK PROJECT 2484

The Early Years Network Project (EYN) is a locally co-designed community development project aimed at improving outcomes for families with children 0–6 years in Murwillumbah and surrounding villages.

Drawing on key proposals from community co-design sessions and consultations with YWCA CfC (Communities for Children) objectives EYN activities have focussed on:

Sector Development – enhancing the capacity of Early Childhood Services to respond to the needs of vulnerable and disadvantaged families. Professional development training opportunities for the Early Childhood sector staff.

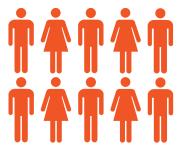
Early Childhood Service Access – Improving access to social support and services for families with young children through development of playgroups and other activities as a way to strengthen connections and develop opportunities.

Playgroups and connecting activities have been supported in village settings to optimise opportunities for strong social and service networks. These have included:

- Tyalgum Parent led Playgroup
- Sphinx Rock Café Grandparent led Playgroup
- Farmer's Markets Families and children activities

Family Connection Activities – Increasing the participation of families in community development activities and providing opportunities for parents/carers to develop leadership roles. These have included:

- The Kinship Festival (Families Week)
- Adventure in the Park (Child Protection Week)



100% Circle of Security Parenting participants report that their relationship has improved with their children



Feedback

'... it's all going really great. We have had 3 get together so far and they have all been really fun. Our largest group has been 6 Mums and 9 children, aged between 10 months and 2 1/2 years old. I am enjoying setting up the activities...'

Participant - EYN 2484 Parent Led Playgroup

'Ashley was fantastic in helping me with tools to secure accommodation for me and my newborn baby. Her support and kindness in at a time when I was most vulnerable is very much appreciated. Thank you for everything.'

Client - Child and Family Services

'A fantastic course for any parent looking to understand their children's behaviour and their parenting practices. A great opportunity to reflect on your family dynamics and patterns.'

Participant - 123 Magic

'My god I love that woman, she is 100% awesome. I tell all my friends about The Family Centre and Deb. Deb had no judgement, was fabulous and made me feel completely comfortable to speak about what I was facing. My knowledge is way better. I re-read the notes that Deb gave me to ensure that I'm on track.'

Client - Early Years Family Services

CHILD & FAMILY SERVICES KELLY'S STORY...

Kelly is a young mother who experienced a traumatic birth and ongoing abuse from the baby's father.

Kelly was anxious and lacking in confidence, making her reluctant to engage with any support services other than the local Child and Family Health Nurse (CFHN). A referral was made to The Family Centre and using Kelly's existing relationship with the CFHN, the Family Worker met with Kelly during joint home visits with the CFHN.

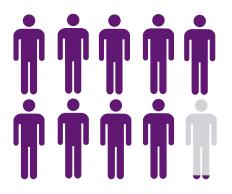
Initially Kelly was quiet and reserved but during the visits mentioned she enjoyed walks on the beach but had found it hard to do since the birth of their child. The Family Worker supported Kelly to get out with her baby for walks on the beach. After several of these walks on the beach with the Family Worker, Kelly agreed to further support from The Family Centre.

Time spent developing a trusting relationship has enabled the Family Worker to assist Kelly to identify goals that will enhance her and her child's wellbeing. Kelly's goals include accessing safe and secure housing, increasing her and her child's sense of safety and increasing her confidence in parenting. Reaching these goals has led to very positive outcomes for her and her family.

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.



91% of participants in Men and Family Relationship individual sessions report they have new skills and knowledge to use in their family relationships

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 Loving Relationship

The Mindful Art of Stress Reduction

CREATING REAL CONNECTIONS TOM'S STORY...

Tom is a father of four children who made contact with The Family Centre to look at ways to rebuild his family relationships. His family situation had broken down with involvement from police and child protection services.

He met with our Men's and Family Worker to look at ways of responding to his needs and the needs of his family. Following the first meeting, Tom established some of the key goals he wanted to work towards. Through the process Tom discovered that his intentions were often misunderstood and he began to recognise how he needed to look at new ways to approach how he was communicating.

This triggered some remorse and shame for Tom, realising that his behavior had been quite abusive and controlling. He gradually became aware of how this behavior was damaging his family and with the support of The Family Centre, he began a journey to look at ways to communicate his needs, without causing harm.

Tom participated in a number of courses at The Family Centre. He also participated in the men's behavioral change program offered by Centacare.

Tom utilised these learning opportunities for real and meaningful reflection, the change was obvious. The outcome of this journey was restoration with his family and noticeable change in the quality of his relationships.

Tom believes that The Family Centre's non-judgmental approach was a real catalyst for change, he felt supported to move toward taking responsibility. Completing the Creating Real Connections relationship education course was where Tom found how important it is to speak from his own experience and how this is crucial in changing the way he related in his family.

SELF ESTEEM FOR WOMEN MARGARETS STORY...

Margaret attended the Self Esteem for Women course, nervous, anxious and not really sure this was going to be right for her. She never dreamed in her life she would be attending a Self Esteem Course especially at her age. A woman in her 60's, who had been running a business all her life. She had no children and her husband had died a year earlier and her business recently failed.

Margaret always felt confident and had high self-esteem, yet, when the recent crisis occurred, she experienced self-doubt, guilt and shame and this impacted on her self-esteem and she wanted to get back to her 'normal self' yet struggled even to leave her house.

As Margaret was the eldest course participant it made it even harder for her as she believed she 'should' be able to 'fix' herself with all her life experiences. Margaret attended each week but didn't say a lot, and the course facilitator began to think maybe this was not the right course for her. On the last day Margaret shared an emotional and heartfelt story about her journey in the course. Margaret said that the last 8 weeks had been life changing; she was now able to leave the house without anxiety, put in place strategies and skills she learnt to be able to get back to her former self. The biggest impact for her was hearing other group member's struggles and achievements and being able to relate these into her own personal experience. Margaret said she would be eternally grateful for The Family Centre being there for her.

MEN AND FAMILY RELATIONSHIPS ANTENATAL SESSIONS

Our Men and Family Relationship program is collaborating with Byron Bay Central Birthing Service at the new Byron Bay Hospital, Tweed Heads Hospital and Murwillumbah Hospital.

In one week of the antenatal course Child and Family Workers, Simon Hall, Stephen Hoskin and Rob Grimes present a session specifically for expectant fathers.

The session is an opportunity for the soon to be dad's to discuss their expectations, hopes, fears and any other feelings or concerns they have for the upcoming birth and the early years of parenting.

The session creates discussion around the father's role, impact on relationships, lifestyle changes as well as giving some general tips.

During the session dads are also introduced to other services and support that The Family Centre provides.

The dads' session is part of the antenatal classes provided by the Community Health Service.

Feedback

Very helpful seminar. Good ideas for getting on with others and getting the courage to say how we feel to get respect and be treated well. Very friendly atmosphere, helpful sharing from others. Core values are important.

Participant - Healthier Relationship Communication

The course content was concise, practical and very helpful in guiding me with the changes I needed to make in my life. Dot is a wonderful facilitator and I was very grateful for her support and wisdom.

Participant - Self Esteem for Women

The whole course was beneficial. I have learnt lots of new ideas and ways of looking at relationships. I have also learnt new things about myself and how to respond in different ways.

Participant - The Loving Relationship

Went in not realising why I react the way I do sometimes. Now I have the knowledge for helpful strategies to cope and handle stress and negative emotions.

Participant - Anger and Emotional Intelligence

Loved the music, meditation, other interaction, art, time out, change, being interested, being in a group session to add self awareness and self confidence - speaking skills.

Participant - The Mindful Art of Stress Reduction



94%

of participants in women's courses report they now have more social support

95%

of particpants in the Men and Family Relationship antenatal sessions report that there will be less conflict in there family

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.

COOLHEADS trained volunteers provide recreational activities and support for young people in public spaces.

YOUTH & FAMILY SERVICES Helen, Paul & Troy's Story...

Helen and Paul contacted The Family Centre for support in parenting their teenagers and 6 year old. One of the teenage boys had been in trouble at school for acting aggressively. Helen and Paul were concerned about his lack of interest in outside activities, and felt this was having an impact on his moods and leading to aggression.

Troy was struggling with ways to get rid of excess energy, "to shake the frustrations of being a teenager". The family was worried if Troy didn't start engaging in something he could become isolated and was at risk of becoming depressed.

Shim Jang (a form of martial arts) was offering classes once a week. The classes were within walking distance from the family home, and it was a great opportunity for Troy to learn self-control, discipline, and respect. Also it was a great way to exercise and meet friends.

Paul took Troy to trial lessons and Troy really liked it. However the family's financial position made Shim Jang seem out of reach.

Troy's enthusiasm, willingness, and continual commitment to the classes encouraged the family's worker to support an application for financial assistance through The Family Centre's 'Creating Opportunities Fund'.

Helen and Paul have both noticed a positive change in Troy, and feel their family relationships have improved and will continue to improve.

'Troy is walking taller and his self-confidence is growing each week.'

'I have also noticed a change in his relationship with his siblings and in particular his younger sister. Troy hasn't had any further problems at school,' said Helen.

Courses

Aboriginal Boys & Girls Group

Take a Stand

Getting Connected

Switched On

Transitions for Boys

Transistions for Boys & Girls

Understanding Teenagers

Wrapped in Angels (in partnership with TVSACS)

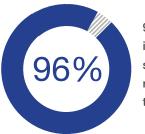
LOVE BITES

Love Bites is a school-based domestic and family violence and sexual assault prevention program. The Family Centre delivered Love Bites at Alstonville High, Southern Cross K–12, Xavier Catholic College to over 330 Year 9 and 10 students.

The program delivers two interactive education workshops on domestic and family violence then followed by creative workshops that consolidates the information students learnt from the program.

The team of facilitators included workers from the Richmond Sexual Assault Service and The Family Centre's Youth and Family team.

In the afternoon, art workshops produced a number of powerful artworks. The local Liquor Accord has provided funds for some of the art works to be printed on coasters and distributed in the community through hotels and bottle shops. The distribution of these coasters will coincide with the 16 days of activism against gender violence campaign which commences in late November 2016.



96% of parents participating in Youth and Family Services support report that their relationship has improved with their children

CONNECTING HOME ADAM'S STORY...

Adam is 16 years old and was at risk of becoming homeless. He was unable to continue living with his mum, his dad lived interstate and his extended family were only able to give him temporary accommodation. Adam contacted The Family Centre and we were able to provide supported accommodation for him.

Adam was very quiet and reserved and smoked too much marijuana. He wasn't attending school and struggled with literacy, numeracy and living skills. We assisted Adam to enroll in distance education at the Byron Bay Youth Service to complete year 11 and 12.

A doctors' appointment confirmed Adams health was suffering due to his poor eating habits. We held regular meetings at the supported accommodation, teaching residents living skills such as menu planning, cooking and household jobs. Adam was part of these meetings and over time his living skills and health improved. Our worker linked Adam in with the Youth Drug & Alcohol worker who assisted Adam with minimising the harm of marijuana use.

Adam successfully completed Year 12 and then completed Events Management & Hospitality Cert II. He got his bike licence, and his grandparents matched his savings and bought him a motorbike.

Adam found work in Lismore and following a couple of months of early cold morning shifts riding between Lismore & Byron Bay, Adam asked for support to find other accommodation closer to Lismore. We supported Adam with property applications and it wasn't long before he was successful in finding private, independent and sustainable accommodation closer to Lismore.

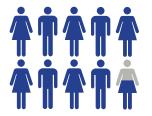
Adam is now 18 years old and was with the Connecting Home program for 2 years. He was able to achieve his ambitions, and with that came confidence, motivation and independence.



80% of young people participating in Connecting Home report that relationships have improved with family members.

93% of participants in the Connecting Home program report that they feel they are better able to manage and continue at education, training and or work.





95% of participants in Being Real groups report that they are better able to cope with manage challenging situations

REALskills High Schools BEING REAL GIRLS GROUP

REALskills High Schools delivers a suite of programs for students, teachers & parents/carers in schools. Being REAL is one of these programs and is run for young people in Years 8/9. The groups are run separately for boys & girls over one school term. The style of the program is fun and experiential and the group explores their own ideas about life and relationships. Areas covered include healthy relationships, dealing with emotions and negotiating stressful situations. Local service providers are invited to sessions to explore various life experiences and issues with the group.

Caterissa is 14 year old from a local Tweed High School. She participated in the Being REAL Girls Group in early 2016, after having recently arrived at the school.

When Catarissa was invited to participate in the girls group, she was not really sure what it was going to be like. "Once I went to the first session, I thought it was cool. There was food, just like another group I had been in, the Wrapped in Angels group," Catarissa explained.

Catarissa talked about how different being in the group was to the rest of her time at school. Not everyone in the group were close friends, but she noticed that when they came together every week, it was safe and OK to share. "I spoke/unleashed a lot of truth in the group and everyone kept each other's stories in the group... our secrets stayed in the group. That's really different to what usually happens at school. '

When reflecting on what she got out of going to the Being REAL Girls Group, Catarissa highlighted the support she received and the learning she gained. She said, "Listening to everyone's ideas was so helpful. It really helped me see things differently. I also learned a lot of stuff. When Helen, the Women's Health Nurse came, we talked to her about lots of things and got to ask questions. Our group spent lots of time talking about relationships and I learnt lots about healthy relationships".

"It was sad that it had to end but I feel going to Girls Group has changed my perspective about people, it changed how I saw things. It definitely was a good decision to go."

When asked what advice she might give to other young people about attending Being REAL, Catarissa replied, "Go for it – do it – it's so much fun, you get food, you'll get to know everyone."

Feedback

'Communication has improved within our family. Our home environment feels less stressed. More respect by all. School issues are improving. Uncle Jimmy supports us all by attending school, home visits & weekly phone calls, and supports us with positive feedback. I am feeling a lot more confident as a parent & things at home are definately improving.'

Client - Youth and Family Services

'I just love being able to spend time being happy with Tammie and my peers and relatinships have been better!'

Participant - Girls Group

BUSINESS SERVICES

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

The team is responsible for maintaining and developing supplier relationships, human resources, financial, information and communications technology, insurance and risk, fleet and property management systems and managing the relationships with the various co-locators who utilise our Amber Road office space. They also manage our child minding facility, which supports parents attending our courses. Our team consistently gets high very ratings from client surveys.

Scott Lingard Manager Business Services

FINANCIAL OVERVIEW

The Family Centre general purpose financial statements for 2015-16 disclose a consolidated surplus of \$43,045 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 accounting standards. The Family Centre's equity at 30 June 2014 was \$515,815 with a current ratio (current assets to current liabilities) of 1.52:1 and working capital (current assets less current liabilities) of \$231,513.

Ian Baxter Manager Finance



THE FAMILY CENTRE INCORPORATED ABN: 31 377 578 926

COMMITTEE'S REPORT

Your committee members submit the financial report of the The Family Centre Incorporated for the financial year ended 30 June 2016.

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 Liz Reimer Toni Cork - resigned 30/06/2016 Marcia Browning Hazel Manson Neroli Jager

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

During the 2015/2016 year, The Family Centre Inc merged with the Ballina-Byron Family Centre Inc. Part of this merger was a transfer of staff from the Ballina-Byron Family Centre Inc to The Family Centre Inc, and a transfer of government funding arrangements to the Family Centre Inc. Included in 'trade and other receivables' this year on the Statement of Financial Position is a debtor for \$95,740 relating to the Ballina-Byron Family Centre Inc merger. The Ballina-Byron Family Centre Inc is currently in the process of being closed as part of the merger at which time the \$95,740 debtor will be paid from funds currently held in term deposit. The debtor is the only certain asset to come from the merger.

On 08/07/2016, the organisation's legal status will change from an Incorporated Association to a Company Limited by Guarantee.

Operating Result

The profit of the association after providing for income tax amounted to \$43,045.00.

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

Committee Member:

PamMitchell

Committee Member:

Marcia Browning

Marcia Browning

Dated this 18th day of October 2016

Page 1

THE FAMILY CENTRE INCORPORATED ABN: 31 377 578 926

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016	2015 \$
		\$	
Revenue	1	1,838,073	1,315,640
Advertising expenses		(18,170)	(6,734)
Auditor's remuneration	2	(9,950)	(4,500)
Depreciation and amortisation expenses		(24,791)	(39,383)
Employee benefits expenses		(2,385,683)	(1,681,777)
Other expenses		(1,125,571)	(859,665)
State Government Grants		1,769,137	1,295,015
Profit for the year	3	43,045	18,596
Total comprehensive income for the year		43,045	18,596
Total comprehensive income attributable to members of the entity		43.045	18,596

These accounts are audited

The accompanying notes form part of these financial statements.

Page 2

THE FAMILY CENTRE INCORPORATED ABN: 31 377 578 926

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2016

	Note	2016 \$	2015 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	542,606	712,414
Trade and other receivables	5	114,061	22,165
Other current assets	6	18,333	18,333
TOTAL CURRENT ASSETS		675,000	752,912
NON-CURRENT ASSETS			
Property, plant and equipment	7	326,371	103,119
TOTAL NON-CURRENT ASSETS		326,371	103,119
TOTAL ASSETS		1,001,371	856,031
LIABILITIES			
CURRENT LIABILITIES			
Trade and Other Payables	8	175,644	153,325
Provisions	9	267,843	210,957
TOTAL CURRENT LIABILITIES		443,487	364,282
NON-CURRENT LIABILITIES			
Provisions	9	42,069	18,979
TOTAL NON-CURRENT LIABILITIES		42,069	18,979
TOTAL LIABILITIES		485,556	383,261
NET ASSETS		515,815	472,770
EQUITY			
Retained earnings	10	515,815	472,770
TOTAL EQUITY		515,815	472,770

 $\label{eq:These accounts are audited}$ The accompanying notes form part of these financial statements. Page 3



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

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 2016, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including 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 and fair presentation 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 about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, 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



Page 27



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

Auditor's Opinion

In my opinion:

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

 giving a true and fair view of the Association's financial position as at 30 June 2016 and of its performance for the year ended on that date; and

(ii) complying with the Australian Accounting Standards.

Name of Firm:

Byrne & Miller MGA Audit Pty Ltd

Certified Practising Accountants

Name of Principal:

Mr Alan John Miller

Address:

Shop 2, 8th Avenue Palm Beach QLD 4221

Dated this 18th day of October 2016











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COMPILATION REPORT TO THE FAMILY CENTRE INCORPORATED ABN: 31 377 578 926

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 2016.

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 Audit Pty Ltd Certified Practising Accountants

Name of Principal:

Mr Alan John Miller

Address:

Shop 2, 8th Avenue Palm Beach QLD 4221

Dated this 18th day of October 2016







THE FAMILY CENTRE INCORPORATED ABN: 31 377 578 926

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
REVENUE		
Donations	22,135	33,996
Interest Received	13,901	13,089
Other Income	231,671	117,146
	267,707	164,231
OTHER REVENUE		
State Government Grants	1,769,137	1,295,015
Federal Government Grants	430,427	351,576
Grants - Other	1,131,106	786,139
Special Projects Income	8,833	13,694
	3,339,503	2,446,424
	3,607,210	2,610,655
		_,,

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 Audit Pty Ltd.

Page 31

THE FAMILY CENTRE INCORPORATED ABN: 31 377 578 926

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
EXPENDITURE		
Advertising & Promotion	18.170	6.734
Auditors Remuneration - Fees	9,950	4,500
Bank Charges	1,940	1,496
Board Expenses	9,747	3,856
Cleaning	17,189	7,807
Computer/IT Expenses	62,531	64,612
Depreciation	24,791	39,383
Electricity & Gas	36,314	18,601
Replacements	34,986	26,031
Fundraising Expenses	2,201	811
Insurance	44,322	44,238
Loss on disposal of assets	3,843	-
Motor Vehicle Expenses	89,248	51,191
Postage	1,360	1,013
Printing & Stationery	11,457	8,779
Rent	295,631	225,407
Repairs & Maintenance	25,375	10,976
Service Delivery Expenses	188,547	188,778
Staff Amenities	11,283	6,217
Staff Training	40,233	29,554
Subscriptions & Memberships	16,583	11,164
Telephone	75,116	46,329
Wages	2,334,167	1,646,006
Wages & Salaries Oncosts	209,181	148,576
	3,564,165	2,592,059
Profit before income tax	43.045	18,596
Profit for the year	43,045	18,596
Retained earnings at the beginning of the		.0,000
financial year	472,770	454,174
Retained earnings at the end of the financial year	515,815	472,770

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 Audit Pty Ltd.

Page 32

