

# ANNUAL REPORT 2018/2019



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


Cover photo: Elders sharing stories, Saltwater Day Fingal Head.

Facing page photo: Families at Playgroup gardening.



# THE FAMILY CENTRE ANNUAL REPORT 2018/2019



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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

This year at The Family Centre, we continue to be involved in delivering programs across the North Coast, from New England to as far south as Taree, west to Tamworth and north to Tweed and Southern Gold Coast.

Our strategic plan continues to provide a solid framework guiding and supporting our work in the communities we serve. Our 4 strategic directions: Relationships, Performance and Quality, Innovation and Sustainability underpin our ongoing commitment to fruitful collaboration with our community, with a focus on outcomes, and strong governance and leadership.

The commissioning environment, at both State and Federal levels, is constantly changing with both governments implementing significant reforms to program delivery and contract funding. Through all of this, we are still building our capacity and capability, broadening our scope and footprint.

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

Our organisation is growing steadily, and each year our operations become increasingly complex. Our Executive Director David Boutkan, is very ably supported by his leadership team and continues to provide progressive and effective leadership across all aspects of our organisation.

On behalf of the board, I extend a big thank you to all our staff and volunteers for the amazing work you do in our community. I'd also like to thank our Board Members; Rossi, Liz, Belinda, John, Marcia, Chris and Dave.



This is my final report as Chairperson on the Board. I have to say that my 10 years on this Board has been both rewarding and challenging. Thank you to everyone who has supported me and my board members over this time.

Pam Mitchell D'Costa  
On behalf of TFC Board

### The Family Centre Board Members

Pam Mitchell D'Costa	John Commens
Rossi Lyons	Belinda Burgess (resigned)
Liz Reimer	Chris Paton
Marcia Browning	David Keay

## THIS YEAR'S NOTABLE ACHIEVEMENTS

- 97% of children remained with their families in our Intensive Family Preservation program
- the Tweed Youth Homelessness Matters campaign has delivered a 100% increase of stable supported accommodation for homeless young people, up from 20 to over 40 beds including Rent Choice Youth
- established new partnership with North Coast Primary Health Network to deliver Suicide Prevention strategy in Tweed/ Byron and Youth & Family Mental Health Support in Ballina/ Byron
- participated in the innovative Their Future Matters, Streamlined Response Project, a Targeted Early Intervention response in partnership with Ballina Community Services Centre
- significantly increased the capacity our Volunteer program to deliver social value for our community
- continued partnership with Surf Dive & Ski to provide work experience and mentoring for young people in our Connecting Home program
- continued our partnership with the 'It Takes a Town' collective impact project
- completed a significant upgrade of our IT, financial and information and communication systems
- CORIS 2.0 integrated data management system is in final stages of development with our tech partner DevApp
- strengthened and improved our governance and financial systems
- established new partnership with Ballina Council to operate out of Kentwell Centre and opened new office in Ballina
- established Fundraising Sub-Committee reporting to the TFC board
- provided consultancy services to assist community organisations to implement the Targeted Early Intervention program

# EXECUTIVE DIRECTOR'S REPORT

This is The Family Centre's 31st annual report and my 15th year as Executive Director.

I'm very proud to report that we continue to imagine, develop and test new ways of doing things, constantly pushing the boundaries of the traditional community organisation model. We move more swiftly each year to do more of what works, based on evidence and deep experience. Similarly, we are quick to reflect, learn and re-direct efforts that no longer adequately contribute to the social value of our community. This approach, led by our entire team, continues to inspire and continually transform our organisation and the way we work with our community.

We are a diverse and inclusive organisation, driven by our values and practice principles, and an unrelenting commitment to a better future for the communities we serve. We've deepened our community engagement, broadened our geographic scope and continued to strengthen our capability and capacity. Together with our community partners, we've seen remarkable outcomes for children, young people, families and communities.

Thirty-one years is a significant milestone for any organisation and we move into 2020 as a progressive, innovative and resourceful organisation with clear purpose and bounding optimism for the future of our community. We are ready to set ambitious new strategic goals for the next 5 years.

## OUR IMPACT

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

We are committed to demonstrating how our programs and activities make a difference and contribute to addressing difficult social issues. We know our programs are having a positive impact for the people we work with. The Family Centre has been using a Results Based Accountability planning and evaluation framework for the past 12 years. This approach focuses us on outcomes, and allows us to accurately measure and report the performance of our programs and our contribution to addressing complex social issues across the region.

## 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.

A special thanks to our past Director of Child Youth and Family Services Nicole Julien, who departed in July after over 7 years of dedicated service. She has been an effective and influential leader, and has made such an amazing contribution to our organization and the communities we serve. Her friendly and irreverent presence around our offices is truly missed.

Another influential leader is also leaving TFC in 2019. Our long-serving Chairperson Pam Mitchell retires from the TFC board after this current term. Pam has made an enormous contribution to our organisation, and without a doubt presided over the most productive and successful period in our 31-year history. The relationship between the Board Chair and the Executive Director of any organisation, in many ways, defines the culture, performance and wellbeing of an organisation. I've benefitted immensely from her support and wise counsel through the countless complex decisions and significant changes that our organisation has grappled with and implemented over the past 10 years. I'll certainly miss Pam and her down to earth, no nonsense, compassionate and generous approach.

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 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

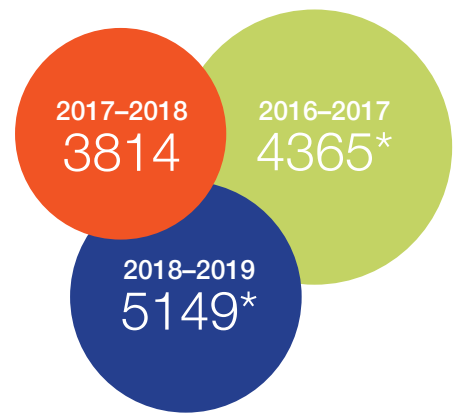
## LOOKING FORWARD

In the coming year we'll:

- launch new strategic plan 2020-2025
- launch CRM software program CORIS 2.0 as a social enterprise
- launch our 2nd Reconciliation Action Plan
- implement our new Capability Framework
- undertake re-accreditation for the Australian Service Excellence Standards
- establish service outlet in Kentwell Centre Ballina
- broaden our service delivery scope in line with NSW DCJ Targeted Early Intervention reforms
- implement our creative new structure that will: increase competency based training to support career pathways, enhance our ability to deliver consistent and integrated practice, improve practice governance, drive innovation and strengthen our foundations for future growth

# HOW MUCH DID WE DO?

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



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

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



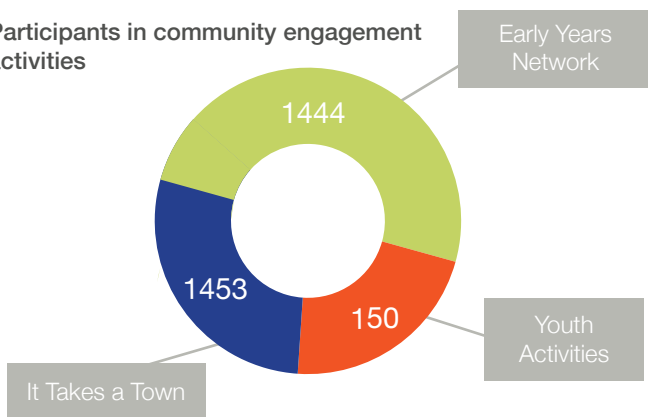
## Course participants



## Number of courses and course sessions



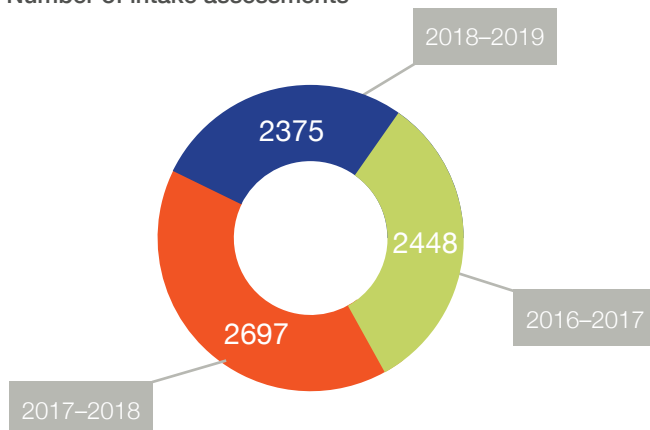
## Participants in community engagement activities



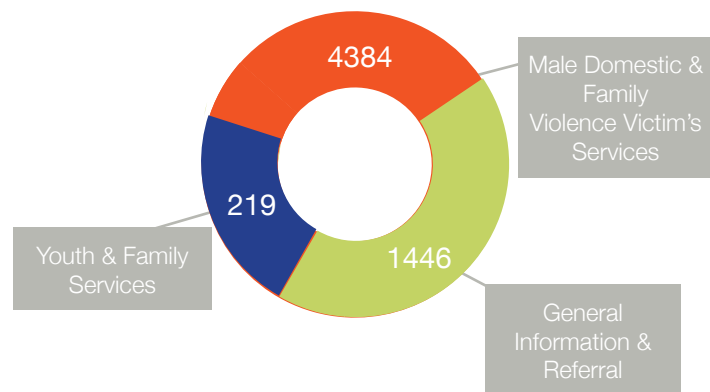
## Number of children cared for while parents participated in courses



## Number of intake assessments

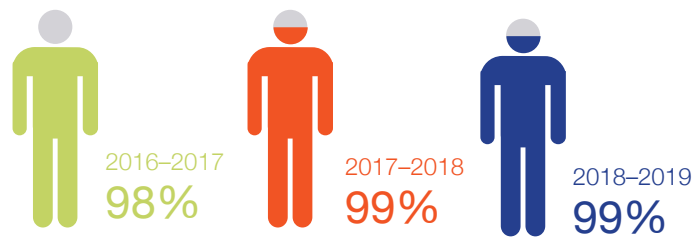


## Number of participants who received information and referral support

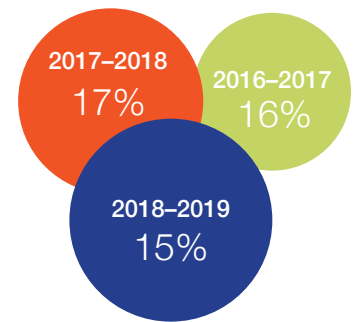




## HOW WELL DID WE DO?

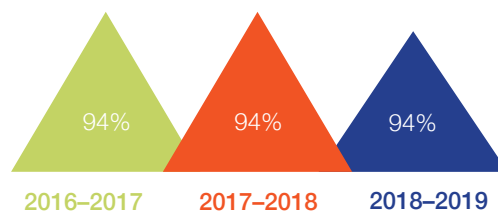


Participants who reported they were 'treated with respect'

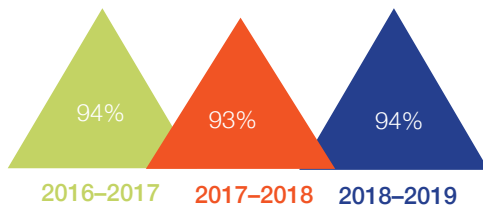


Participants who are Aboriginal or Torres Strait Islander

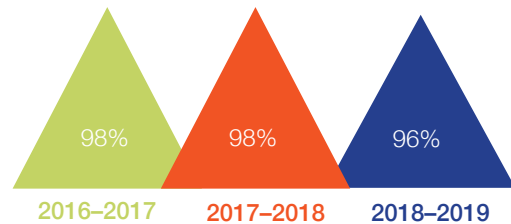
## IS ANYONE BETTER OFF?\*



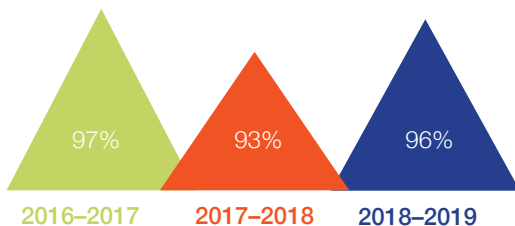
Of those surveyed % of people reported improved relationships



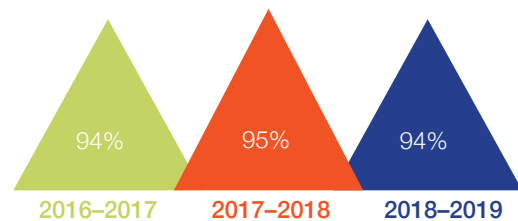
Of those surveyed % of people reported increased safety



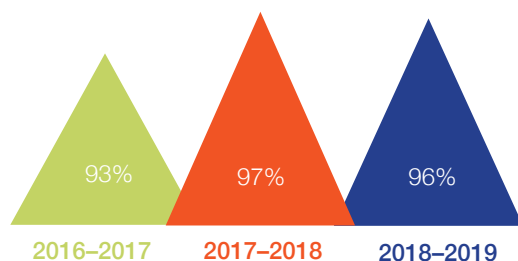
Of those surveyed % of people reported increased parenting skills



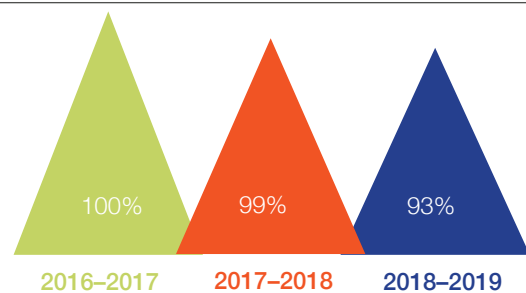
Of those surveyed % of people reported increased wellbeing



Of those surveyed % of people reported increased personal effectiveness



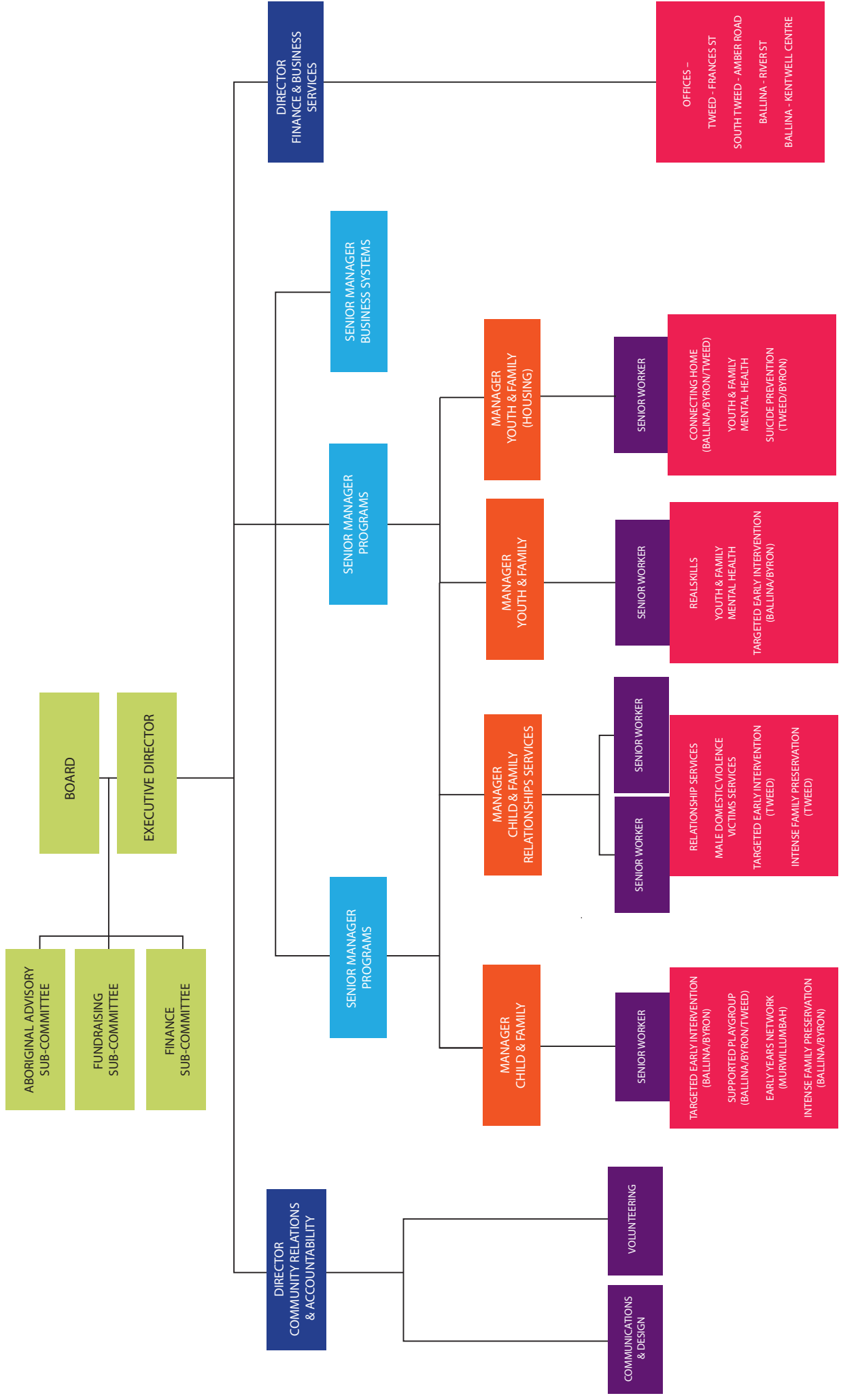
Of those surveyed % of people reported increased connections



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

\*Revised performance measures 2016.

# ORGANISATIONAL STRUCTURE



## VOLUNTEER REPORT

Volunteering is embedded in The Family Centre's organisational culture and the contribution volunteers make to our organisation and our community each year is invaluable.

The Family Centre relies on the generous and dedicated effort of volunteers every day, across each of our program areas, and volunteers have a direct impact on what we do and the relationships we build in our communities.

In the last year 108 people made a volunteer contribution to The Family Centre. These are members of our community getting involved to directly or indirectly support families, children and young people through formal volunteering opportunities. We currently have 38 people actively contributing in an assigned role, on a regular scheduled basis.

Volunteers have contributed to direct program support, business services support, course delivery support, transportation, events, fundraising, promotions, childminding, research and program development. Our board members are also community members that passionately volunteer their time and expertise to lead and guide our organisation. By building strong relationships and connections with our partners in community we have also been able to offer others a chance to participate in volunteering and giving back, our business partners, schools and other community groups.

Volunteer led initiatives such as gifting Buddy Benches to primary schools, the Food Hamper Project and Books for

Early Literacy have continued strongly, run on the dedicated efforts of volunteers.

Volunteers have actively participated in and initiated a number of fundraising initiatives throughout the year such as the annual Gift wrapping fundraiser, donation boxes, raffles, markets and Bunnings BBQs

Volunteers have also supported many community events such as Close the Gap, NAIDOC week activities, the Kinship Festival, farmer's market family activity spaces, Fields of Healing and the Teddy Bears Picnic.

The Family Centre would like to express our sincere gratitude to all the people that contributed, to all our amazing volunteers, you are all making a world of difference!



## ABORIGINAL ADVISORY SUB-COMMITTEE

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

The AASC is currently overseeing the refresh of Our Reconciliation Action Plan (RAP), which expired in 2018 with our RAP working group. Our next RAP to be launched early in 2020 will continue and expand our work in many areas including:

- maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations
- promotion of reconciliation in our sphere of influence, including providing leadership for Reconciliation Week events
- continuation of cultural learning generally within our organisation and focus specifically on key areas of our work with children, young people and families
- review and refine our cultural protocols and acknowledgements
- celebrate and support local cultural events

New areas of focus are:

- promotion of positive race relations via anti-discrimination strategies including policies and procedures and education on the effects of racism
- a commitment to increase the percentage our Aboriginal and Torres Strait Islander workforce

This year during Reconciliation Week, in partnership with other local RAP organisations - Tweed Shire Council, Momentum Collective and Social Futures - we held a comedy and trivia night in South Tweed. The night included comedy from regional stand up comedians, myth busting trivia and prizes, and a Kupmurri dinner. Non-alcoholic craft beer provided by local Aboriginal company Sobah beverages - thanks Clinton for donating the takings to the local NAIDOC committee. The night brought together local community members and Elders with staff and stakeholders from the partner organisations. We will continue to grow this collaboration each year.

**Marcia Browning**  
Chair, Aboriginal Advisory Sub-Committee

# OUR COMMUNITY

## FUNDING PARTNERS

### AUSTRALIAN GOVERNMENT

Department of Social Services

YWCA Murwillumbah Communities for Children

North Coast Primary Health Network

### NEW SOUTH WALES STATE GOVERNMENT

Department of Communities and Justice (formerly

Department of Family & Community Services, Department of Justice - Victims Services)

### PHILANTHROPIC

Vincent Fairfax Family Foundation

### CORPORATE SPONSORS

Cabarita Beach Bowls and Sports Club, Cherry Street Sports Club, Commonwealth Bank, Seagulls, Surf Dive and Ski, Recycled Mats, Bunnings South Tweed Heads

### SERVICE PROVIDER PARTNERS

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

### HIGH SCHOOL PARTNERS

Banora Point, Hare Krishna, Kingscliff, Murwillumbah,

Tweed River, Wollumbin

## PRIMARY SCHOOL PARTNERS

Bilambil, Bogangar, Condong, Cudgen, Crystal Creek, Dungay, Murwillumbah, Ocean Shores, Pottsville, Stokers Siding, Tweed Heads, Tweed Heads South, , TumbulgumTyalgum, Uki

## CO-LOCATORS

Carers NSW

Corrective Services NSW – Probation & Parole

DAISI Service Limited

Family Referral Service

KU Children's Services

Legal Aid NSW

Northern Rivers Community Legal Centre

Social Futures - Connecting Home, Family Referral Service, Interrelate

## EVENTS WE PARTICIPATED IN:

NAIDOC - Sports Day & Health Expo, Salt Water Day (Tweed)

NAIDOC - Family Cultural Day & Jarjum Naidoc Sports Day (Ballina), Family Cultural Day (Byron)

National Aboriginal and Torres Strait Islander Children's Day (Ballina), Child Protection Week (Ballina), Child Protection week (Byron), Children's Week (Ballina), Children's Week (Byron), Fields of Healing (Byron), National Close the Gap Day (Tweed), Youth Week (Ballina & Tweed), Youth Homelessness Matters Day Families Week - The Kinship Festival (Murwillumbah), Celebrating Family (Ballina), Celebrating Family (Byron), Reconciliation Week Event (Tweed)

## Donation Boxes

The Family Centre donation boxes are an initiative of The Family Centre's Volunteer Leadership Group. Lead by longtime volunteer Kathleen, they are placed at the point of sale in local business throughout the Tweed Shire. The donation boxes raise funds for our Creating Opportunities Fund and to date the boxes have raised over \$2500.

## Recycled Mats Giving Back

In early 2018, founder and owner of Recycled Mats, JJ Stranan approached The Family Centre wanting to give back to her local community. Collaborating with Christine Slabb local Aboriginal artist a mat was designed for The Family Centre. 100% of the net profits of the mats are donated to The Family Centre's Creating Opportunities Fund. Sales of the mat have raised over \$3600 in the last financial year. Thank you to JJ and her team for making a difference in our community.

## Seaside Shelters

Over 30 years ago a group of concerned community members got together to form the Seaside Shelter, with the aim of helping local homeless young people. They relocated a house from Kirra Hill on to a block of land provided by Tweed Shire Council.

They now provide the house and ongoing maintenance at reasonable rent to house homeless young people through our Connecting Home program. Seaside Shelter also donate funds towards other TFC programs. The Seaside Shelter and TFC partnership has provided safe, stable and affordable housing and a transition to independence for hundreds of young people over the past 10 years.

## Quota Alstonville/Wollongbar

Quota Club of Alstonville Wollongbar have been fundraising and supporting the local community for over 25 years. One of their key focusses is disadvantaged women and children. Over many years Quota has assisted The Family Centre to provide opportunities for vulnerable young people and their families in our community. Their fundraising has supported young mothers to escape domestic and family violence and children from disadvantaged families to participate in representative sporting activities. The Family Centre rely heavily on donations to create these opportunities for families and the support of Quota Alstonville Wollongbar makes it happen.







## Surfs Up

The Family Centre and Surf Dive n Ski (Boardriders) have developed close partnership over the past 2 years that's making a real difference in our community. They have generously donated to fundraising and community events, facilitated skate and learn to surf days and participated in corporate volunteering. The Ready for Work Program is also a part of Surf Dive n Ski Youth Projects initiative and offers young people participating in programs at The Family Centre the opportunity to work alongside experienced leaders in the Surf Dive n Ski team. The 3-week program allows young people learn new skills, develop an understanding of how the business works and network with a variety of mentors.

To recognise Youth Week this year Surf Dive n Ski along with Surfing Australia and Tweed Coast Surf School held a morning surf lesson for 10 young people. It was a great day for all learning new skills, with Junior World Champion Surfer Isabella Nichols coming along to share some surfing tips.

Surf Dive n Ski also arranged for 15 young people to take a VIP tour around the Quiksilver Pro event site with a personal tour from former World Champion Surfer and co-founder of Quiksilver brand, Jeff Hakman. The young people were able to ask questions and see what goes on behind the scenes on the pro surfing circuit and gain an insight into the life of a pro surfing athlete. The young people formed new friendships during the tour and found some new surfing buddies. The tour wrapped up nicely with a meet and greet with the Quiksilver team including local legend Stephanie Gilmore.

## Community Generosity At Christmas

Seagulls Club Tweed and Elevations Church helped spread the Christmas joy for vulnerable families in our community with Christmas Giving Trees and generous donations from their members. The Family Centre staff and volunteers were overwhelmed with the generosity of our community with over 250 children, young people and their families receiving over 500 donated gifts. Many of these families would not be able to afford gifts so it was a relief that they were able to have a pre-christmas visit from Santa.

Seagulls also supported our annual combined Tweed Shire Playgroups Christmas Party, with more than 100 parents/carers and children attending. It was a day filled with lots of fun, dancing, crafts and a special visit from Santa.

## Making Food Matter

For the past 4 years, each week a team of The Family Centre volunteers take delivery of OZ Harvest food donations from local cafes and stores. They pack them lovingly into food hampers for families and young people in our community. The Family Centre have distributed 1579 food hampers in the last year. This project is only made possible because of the contribution of The Family Centre volunteers, and our ongoing partnership with OZ Harvest's and their fight against food waste.

## Youth Homelessness Matters Drop Shop

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

Almost 3 years ago The Family Centre in partnership with Tweed Mall launched the Youth Homelessness Matters drop shop. The drop shop was set up at Tweed Mall to collect items that homeless young people don't normally have the means to purchase. These included toiletries and educational supplies. Our community showed their generosity donating 1964 items this financial year. This highly successful initiative has been put on hold due to site arrangements at Tweed Mall, but we hope to have a new location in the near future. Thanks to the management of Tweed Mall for generously donating the shop space and their ongoing support of The Family Centre.

## Bunnings BBQ – The Best Sausages In Town

A crew of dedicated volunteers sizzled 60kg of sausages raising over \$2500 for The Family Centre's Creating Opportunities Fund. A big thank you to our BBQ team and Bunnings at South Tweed Heads for supporting The Family Centre.

## Giving Back With Jack

The Family Centre has teamed up with Surf Dive n Ski for the second year in a row to help more than 200 disadvantaged children and young people in the Northern Rivers.

Surf Dive n Ski has donated more than 200 'Back to School Backpacks' to the Family Centre as part of the Youth Projects campaign. For many families experiencing financial difficulties, it's the small things that can make a huge difference. Being able to provide backpacks and other items for school can alleviate the stress of not having the right gear for a young person.

On top of the 200 backpacks Surf Dive n Ski kindly donated an extra 100 backpacks to a project being run in Murwillumbah by It Takes a Town. Since 2018 over 500 backpacks have been distributed in the Tweed, Ballina and Byron Shire.













# CHILDREN & FAMILY

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

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

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

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

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

## KIDDIES PATCH AT MURWILLUMBAH MARKETS

Kiddies Patch is a community space for families at the Murwillumbah Farmers Market and has been running for 3 years. It's a collaboration between the markets, families and The Family Centre founded on the idea that we all can positively influence children's lives.

It provides a dedicated space for families to connect with each other and their children, find out information about health and community services and discuss parenting topics. The Family Centre's Early Years Network (EYN) supports the space and our volunteers provide weekly play-based learning activities including simple playdough fun, painting and various craft activities. Our volunteers are increasingly engaging older children and igniting their imagination through nature-based activities.

Kiddies Patch also collaborates with Murwillumbah Library and Murwillumbah Art Gallery to deliver new and interesting activities.



**100% of participants in the Early Years Network activities report improved engagement with their local community\***

## Courses

123 Magic & Emotion Coaching

Circle of Security Parenting

Circle of Security Parenting Seminars

Bring Up Great Kids

Soon They'll Be Teenagers

Triple P

Triple P Seminars

Young Mums to Be

Super Me (RealSkills Primary Schools)

Prime to High (RealSkills Primary Schools)

## CHILD & FAMILY SERVICES LUCY'S STORY...

Asking for help was a big step for Lucy, after 20 years of marriage. Her husband had become increasingly abusive towards her and their 14-year-old son. After numerous police and child protection interventions Lucy was at the point where she knew she would have to leave the family home to keep her son and other three children safe and away from the violence. Lucy never thought her relationship with her husband would get to the point where she had to leave the family home to protect herself and her children.

Lucy came to The Family Centre for support to leave the family home and to keep her children with her. She was supported to secure a long-term rental property and was assisted with the cost of moving, storage shed rental and received \$5000 from the Victims Services Immediate Needs Funding to furnish her new house. Lucy said this was one of the toughest things she had ever faced, but she was determined and willing to make the difficult decisions and changes to keep her children safe.

Two months after moving into her new house Lucy is happily surrounded by her children and community. The road ahead will present many challenges, but Lucy feels strong and knows she can rely on The Family Centre for support for her now and into the future.

**97%**

of participants report that their sense of wellbeing has increased\*

**I am now on track, my financial status has progressed significantly – I've passed the first and second stages to getting on the disability pension due to my mental health and not being able to work. I have now got a routine set with appointments with seeing the same regular people**

**which also helps my mental health. The relationship with my mum has turned around for the better and we are on track and moving forward working with one another making choices for my son and planning days out for me to spend the time with my son.**

**– Participant Child & Family Services**



# CREATIVE COMMUNITY SKILL SHARE WORKSHOPS

Creative Community Skill Share Workshops are a free informal and relaxed gathering of community members who would like to learn a particular skill that someone in the community has volunteered to teach. Each term the workshops change depending on the skills community members would like to share.

Creative Community Skill Share is a feel-good project for everyone involved. The presenters find it rewarding to be enriching the lives of others, while sharing useful skills. The participants enjoy coming together, connecting and learning from some of our many inspirational and generous locals. The workshops are a collaboration between It Takes a Town, The Family Centre and the Murwillumbah Community Centre.

**Early Years Network is the best thing to happen to Murwillumbah – I used to try and get support and there was nothing, now I feel so included and there is so much here for me and my child to be a part of. – Participant, Creative Community Skill Share Workshop**

## BRINGING UP GREAT KIDS

The Family Centre began delivering the Bringing up Great Kids course in Murwillumbah this year. It's a 6 week course for parents and carers with children 0–12 years. Participants have the opportunity to identify the important messages they want to convey to their children, and more clearly understand the messages that their children communicate to them. They discover how to overcome some of the obstacles that are getting in the way of being the kind of parent they would like to be, by developing awareness of the cues that trigger unhelpful or ineffective responses. During the course they learn about child brain development and practice skills to meet their children's growing needs.

I felt really comfortable with course facilitators during this course, it was very relaxed and comfortable. The group sessions are very good, with the group bouncing ideas and thoughts off each other. I also like the books & handouts that we have received for future reference to go back to read and all the information included. Another good welcoming and warming experience was our little game we played at the beginning of pass the parcel & each of us received a child's book to take home for our children & the box of sultanas. What a great service The Family Centre is to our community. – Participant, Bringing up Great Kids

100%

of Playgroup participants report that they now have more social support\*

100% of Circle of Security Parenting participants report that their relationships have improved with their children\*



\*Of those surveyed

## Feedback

I've learnt lots of new things, my relationship with my daughter has grown and we are in such a great place with each other. The support, advice, referrals and meetings have been achieved and much appreciated. Thank you so much, we really needed the support it's helped a lot. – Participant Child & Family Services

I really appreciated having time to talk and listen to the other Mums! Jess and Paula were amazing. We were treated with respect and were gently led through each topic. It was amazing, and I was privileged to be here! I loved the book & the handouts. I have lots to work on now and improve as a Mother & Grandmother. Thank you so much! – Participant Bringing up Great Kids

Love my timeout it helps me cope with the rest of the week. – Participant, Creative Community Skill Share Workshop

## TWEED HEADS WEST PLAYGROUP

The Family Centre established a Playgroup at Tweed Heads West with the generous donation of a room and facilities from Elevations Church. Our Playgroups are a meeting place where parents and their children can play, share experiences and enjoy the support of other families and our Playgroup facilitators Simone and Vanessa. Michelle joined Playgroup after a break-up with her ex-partner – she was feeling very vulnerable. Simone and Vanessa offered Michelle support and advice and she felt safe to share her story with them. Through Playgroup she has learnt a lot about parenting and has completed the Circle of Security Parenting Course. Michelle's daughters love Playgroup days. Michelle has made new friends and she gets to spend a lovely morning with her children. Playgroup has been great for her family's wellbeing.

**I just want to thank Simone and Vanessa for all the love and support towards all mums and babies. Both my kids love to come to playgroup and they feel so comfortable around everyone. As a mum with no family around me, this playgroup has been a life saver.**

– Participant, Playgroup

## CIRCLE OF SECURITY PARENTING COURSE

The Family Centre deliver 'Circle of Security' parenting courses each school term. The courses are well attended with the majority of attendees usually being mothers. Fathers are encouraged to attend but are often reluctant or unable to attend. A course delivered this year had equal number of male and female participants. It was great to see dads participate in the course and bring insight and personal experience on parenting from a father's perspective. Facilitators noticed the positive interaction and change in dynamics created by sharing experiences from a male and female perspective of parenting. There was a real bond created between participants, sharing personal stories and experiences with each other.

**The course was great, allowed me to learn a lot, being there for my daughter and being the father I want to be. – Participant, Circle of Security Parenting**

Change is not possible without support. The gift of this course is the experience of support to learn and practice new ways of being with our children, and with each other and the resources are very helpful. – Participant, Circle of Security Parenting

# RELATIONSHIP SERVICES

**RELATIONSHIP CONSULTATIONS** work alongside individuals to assist in managing relationship issues with partners, ex-partners and children. Consultations support participants to enhance their relationships through learning more about themselves and the needs of their partners and families.

**RELATIONSHIP SKILLS COURSES** assist men and women to better understand relationship challenges and develop skills that promote positive relationships and general wellbeing.

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

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

## Courses

Anger and Emotional Intelligence

Creating Real Connections

Conversations for Change

Pathways to Change for Men

Pathways to Change for Women

Say What You Mean, Mean What You Say

Self Esteem for Women

## NEW RELATIONSHIP SERVICES PROGRAM

The Men and Family Relationship Services have provided relationship consultations to men living in the Tweed Shire and Southern Gold Coast region for over 10 years. A review of the program in late 2018 identified an opportunity to extend relationship consultation support to women. As a result of this exciting initiative, Men and Family Relationship Services was renamed Relationship Services.

Relationship consultations assist participants to identify relationship challenges and work toward goals and strategies that build positive relationship skills that promote healthy family and relationship outcomes. Male and female relationship services workers support participants with goal planning and pathways to relationship skills courses, increased community connection, and referral to specialist services where required.

# 97%

of participants in 1 day relationship skill courses report that their most important goal was achieved\*



100% of fathers in our ante-natal "Relationship and Parenting Sessions" report they will be able to use new knowledge and skills in their relationships



# 100%

100% of participants in relationship consultations report better communications in their family\*

## Feedback

The Family Centre has done great for me when I have just rocked up randomly. I have been a sole father for 8 years and I don't have many people to talk to. It's important that there are services. It has helped me a lot. – *Participant, Men's Consultations*

Loved this course, really helped me to blossom even further into a better version of the person I once was. It is bittersweet to have courses come to an end, though I look forward to improving on the growth of the next chapter of my journey. Thank you so much - invaluable help/resources as always. – *Participant, Pathways to Change for Women*

The session with Simon was very helpful and I felt his comments and suggestions were concise and profound. We were both on the same page but he reinforced the importance of some critical approaches to my daughter and I have noticed a positive change in my relationship with her. Thanks for all your help. – *Participant, Men's Consultations*

## CREATING REAL CONNECTIONS COURSE

Creating Real Connections is a one-day course that explores the dynamics and challenges that impact on adults in intimate relationships. By understanding our adult attachment styles, family of origin influences, and communication styles, participants become more aware of the influences on their motivations and behaviours in managing relationship transition and tension points.

Creating Real Connections presents participants with information to better understand the physiological, cultural, and social need for love and intimacy, and how these may impact on our ability to love and be loved.

**I learned a lot and feel my communication skills have grown. I look forward to continuing to develop these skills through practicing them in my personal life. – *Participant, Creating Real Connections***

**Activity based participation is key and good to get people in the group giving personal experiences. Love languages was a good segment! – *Participant Creating Real Connections***

**Good course most couples could use! Truly grateful. – *Participant, Creating Real Connections***

## WOMEN'S CONSULTATIONS JULIE'S STORY...

Julie first came in to contact with The Family Centre in 2007. Over 12 years Julie has engaged in various programs including child and family support and courses in parenting, communication and relationships to address complex family issues.

Julie attended the Circle of Security Parenting course and was introduced to a Relationship Services worker promoting women's consultations as a new service area for The Family Centre.

Julie requested a women's relationship consultation following the course to explore her relationships and obtain support around improving communication. Julie deepened her awareness of her individual needs and strengths and developed strategies to meet her goals. Julie benefited working independently on issues she had previously explored in a group environment, as she could unpack her personal experience individually. Julie also benefited from the new tools and strategies that were presented to her in the individual consultations.

## MEN'S CONSULTATION MICHAEL'S STORY...

Following a referral through the Safer Pathways program for male victims of domestic and family violence, Michael was referred for a men's relationship consultation. Michael had significant anxiety and trauma as a result of his relationship breakdown, and had recently become unemployed. Michael worked on his communication skill with regards to his ex-partner and mother of his child. The support assisted Michael in communication and boundaries around co-parenting their child with his ex-partner. He was provided referral information to access mental health support and legal advice. "I really appreciated that the workers at The Family Centre listened and understood what was happening. Many people had not taken me seriously being a male experiencing domestic violence", Michael said.

Michael encouraged his new partner Mandy to attend The Family Centre after his positive experience. Mandy participated in a women's consultation to work on her goals of becoming more connected to the community and make new friends. The family was also referred to child and family support with The Family Centre to work on goals around supporting Michael's son around the family situation and his general wellbeing and development. Mandy has since joined The Family Centre's Volunteer program to support her goals around community connectedness

# 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.

**YOUTH & FAMILY – MENTAL HEALTH SUPPORT** focuses on young people with mental health concerns. We support and assist young people and their families to identify and address emerging and existing mental health concerns. This can include facilitating access to a range of health and community services to improve mental health outcomes.

**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.

## Courses

Aboriginal Boys & Girls Group

Take a Stand

Getting Connected

Switched On

Transitions for Boys

Transitions for Boys & Girls

Understanding Teenagers

Wrapped in Angels

(in partnership with TVSACS)

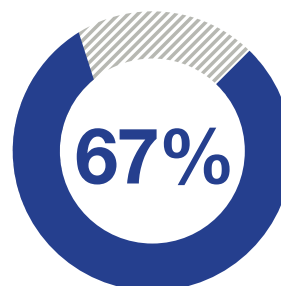
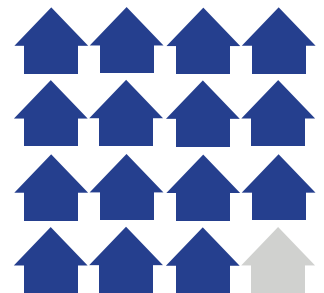
## RENT CHOICE YOUTH PROGRAM

The Rent Choice Youth program allows young people 16-24 a step up, providing supported housing and the stability they need for them to focus on their education and employment.

For the first 12 months, the young person pays 25% of their weekly income plus 100% of any Commonwealth Rent Assistance they are entitled to. Once they have paid their part of the rent, the program will pay the rest directly to the landlord or real estate agent. The amount the young person pays will go up gradually after 12 months. During the tenancy the young person is also supported by a youth and family worker from the Connecting Home team.

Young couple Tom and Sara were living in short term housing when they contacted The Family Centre's Connecting Home team. With the assistance of a Youth and Family Worker they moved into one of The Family Centres transitional properties. During this time Tom and Sara attended our Living Skills workshops and registered for the Rent Choice Youth program. Tom gained employment, while Sara attended the Youth Mentoring Program with Surf Dive and Ski to gain work experience. After 12 months in the transitional housing it was time for Tom and Sara to look for permanent housing. Things did not go to plan as they chose not to look for accommodation and after 2 months they returned to temporary accommodation. Tom and Sara re-evaluated their commitment to finding permanent housing and after 1 month of applying for many properties with the assistance of their Youth and Family Worker, they were finally successful in gaining a property. Sara and Tom are now both working and have a safe affordable home in the Rent Choice Youth program.

97% of Connecting Home participants report they are better able to deal with their situation\*



In Youth and Family Services both young people and their parents participated in 67% of support periods\*

and 100% of parents report their relationships has improved with their children\*





## LIFE SKILLS WORKSHOPS

The Family Centre's Connecting Home team run a 7-week series of workshops each term for young people in the program focusing on life skills, getting prepared for life's challenges and getting the best out of life.

One of the workshops focuses on real estate and renting. Anthony Davies from Tweed Coolangatta Realty volunteers his time to run this interactive workshop. Anthony shares his knowledge on how to approach and present yourself to agents when applying for and inspecting properties, what agents look for when they are inspecting properties, rental paperwork and the process. The workshop also includes the young people participating in role play – playing out possible scenarios they may be faced with when dealing with agents.

## RENT IT KEEP IT

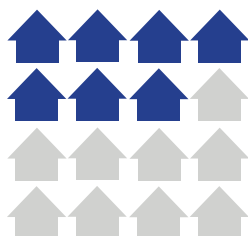
The Family Centre have been delivering 'Rent It Keep It' training to participants in our Connecting Home program.

The purpose of 'Rent it to Keep It' is to equip participants to obtain and sustain a private rental property. It is designed in particular for participants who have had little experience in the private rental market.

Topics include: Finding places to inspect, how to apply, starting a tenancy, repairs and cleaning, managing expenses, neighbours and visitors, rights and responsibility, sharing accommodation and finishing a tenancy.

Since November 2018, 22 young people in our Connecting Home program have participated in the training with The Family Centre.

In the Tweed Shire 10% of Connecting Home participants were able to establish their own tenancy, 15% move into shared accommodation\*



## Feedback

**My worker was really helpful getting me accommodation and providing vouchers which was really helpful in the time of stress.**

**– Participant, Connecting Home**

**Just to have someone to talk to was great.** – Participant, Connecting Home

**I always felt respected and cared for. My worker saw the best in me, even when I didn't see it.** – Participant, Connecting Home

**The Family Centre helped me to get a home.** – Participant, Connecting Home

**I felt the Understanding Teens Course was very helpful. It is good for the kids to come in and talk to someone like Alan.** – Participant, Youth & Family Services

**It was fun and helped me talk more in class and make me have better relationship with my brother.** – Participant, Transitions for Boys & Girls

## REALSKILLS TAKE A STAND CODESIGN

Peer Leadership is an important component of the Year 8 Take a Stand Program. Selected year 10 students work with The Family Centre facilitators to develop and refine their peer leadership skills and co-deliver the program.

In a post program review with Peer Leaders at Murwillumbah High School, the students identified a need for specific mental health messages to be included in the Take a Stand program. The Family Centre facilitated a codesign workshop, where Peer Leaders explored what it would mean to integrate a stronger focus on mental health in the program.

Some of the options that were explored included a stand-alone mental health workshop and the integration of mental health messages and activities into the three workshops. It was determined that we would integrate mental health into the existing workshops, including the addition of a reflection activity in the final session of the day. This allowed mental health to be part of the Circles of Support activity where students linked overarching messages from the program with the option of support being personal, school or community.

The Students feedback and active contribution to the design of the programs ensures that we are co-delivering relevant fresh and contemporary content and empowering young people to make a real difference.

**Being able to gain experience of how to be an overall better person and being able to support people more.** – Participant, Peer Leaders Program

**Learning how to become more of a leader and how to deal with people struggling in certain situations.** – Participant, Peer Leaders Program

## TUNING INTO TEENS

Parenting teenagers is a tricky business at the best of times. We're always looking for new ways to assist parents to gain the knowledge and skills need to help their teenagers make a successful transition to adulthood. The Family Centre recently partnered with Headspace to find the most effective evidenced-based parenting program currently available.

'Tuning in to Teens' was identified as the most effective program. Members of Headspace and The Family Centre teams participated in the program training and gained accreditation to deliver the program.

The first six-session program was delivered earlier this year with excellent feedback from participants. Parents increased their understanding of teenage development and explored their parenting styles. They also built on their parenting skills using an approach called 'emotion coaching', a strategy to support teenagers to manage their emotions and increase their capacity to manage life situations.

**The content was excellent and delivered in an understandable, approachable fashion.** – Participant, Tuning into Teens

**Being able to stop and wait, create a space for teens to allow them to see and feel their emotions and also be felt and received well by us as parents.** – Participant, Tuning into Teens

## BUSINESS SERVICES

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

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

## FINANCIAL OVERVIEW

The Family Centre's general-purpose financial statements for 2018-19 disclose a consolidated surplus of \$131,017 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 the relevant accounting standards. The Family Centre's equity at 30 June 2019 was \$582,992, with a current ratio (current assets to current liabilities) of 1.42 and working capital (current assets less current liabilities) of \$353,866.

Margie Lemmon  
Director of Finance and Business Services



# FINANCIAL STATEMENTS

# Directors' Report

Family Centre Australia Limited  
For the year ended 30 June 2019

Your directors submit the financial report of Family Centre Australia Limited for the financial year ended 30 June 2019.

## Directors

The names of directors in office throughout the year and at the date of this report are:

- Pam Mitchell D'Costa
- Rosslyn Lyons
- John Commens
- Marcia Browning
- Elizabeth Reimer
- Belinda Burgess - Resigned February 2019
- Christopher Paton
- David Keay

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

## Operating Result

The operating surplus/(deficiency) of the company for the financial year amounted to, as per below:

Year Ended 30 June 2019	Year Ended 30 June 2018
\$ 131,017	\$ (3,892)

## Principal Activities

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

## Significant Changes in State of Affairs

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

## After Balance Date Events

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

## Future Developments

The company expects to maintain the present status and level of operations and hence there are no likely developments in the operations in future financial years.

## Environmental Issues

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

## Dividends paid or Recommended

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

## Company Secretary

The following person held the position of company secretary at the end of the financial year: Mr David Anthony Boutkan. Mr Boutkan was appointed company secretary on 8 July 2016.

## Information on Directors

<b>Pam Mitchell D'Costa</b>	Director
Qualifications	B.Bus (Bus Management), Grad Cert Adult Education; Advanced Diploma in Community Sector Management; CIV in TAE; CIV in TESOL
Experience	Over 25 years' experience in community services. Previous senior manager roles in disability and aged care sectors. Qualified trainer in community services and adult education. Currently Secretary for Kids in Need Association.
Special Responsibilities	Chairperson
<b>Rosslyn Lyons</b>	Director
Qualifications	M Sc (Applied Psychology) ; MAPS
Experience	Extensive experience in clinical psychology with children, families, disabilities, mental health and drug and alcohol; Service development and evaluation; Inter-agency coordination; health service management; strategic planning.
Special Responsibilities	Treasurer
<b>John Commens</b>	Director
Qualifications	Hawkesbury Agricultural College
Experience	Extensive business development and management experience. Member of Rotary International since 1974. 12 Paul Harris Fellow Awards. Served on a number of community boards including Tweed, Byron and Ballina Community Transport .
Special Responsibilities	Board Member



<b>Marcia Browning</b>	Director
Qualifications	Qualified Teacher
Experience	45 years of teaching experience with NSW Education Department. She is a proud Bundjalung woman with involvement in Tweed Wollumbin Aboriginal Education Consultative Group. Board member Canowindra Aged and Disabled Association.
Special Responsibilities	Board Member
<b>Elizabeth Reimer</b>	Director
Qualifications	BCommWetf (Hons - 1 st class), DipTeach, PhD
Experience	Extensive research and policy experience into family work, relationship-based practice, and child maltreatment; special appointment to research positions into Institutional Responses to Child Sexual Abuse and Inquiry into Child Protection System in N.T.
Special Responsibilities	Board Member
<b>Belinda Burgess</b>	Director
Qualifications	BSAB AccSpec(Fam)
Experience	A practising solicitor for 23 years and a NSW Accredited Specialist in Family Law since 2001. She operates Burgess Family Law and has a depth of Experience experience in complex issues facing families, children and youth.
Special Responsibilities	Board Member
<b>Christopher Paton</b>	Director
Qualifications	Bachelor of Arts Degree in Accounting
Experience	As a CPA in public practice for 30 years, Chris has extensive experience in the areas of taxation, audit, financial and business consulting. He has lectured at Griffith University and acted in an advisory role for other boards and government committees.
Special Responsibilities	Board Member, Chair - Finance Sub Committee
<b>David Keay</b>	Director
Qualifications	Bachelor of Arts
Experience	A retail executive with over 20 years of experience in both vertical and branded apparel, accessories and hard goods. Responsible for leading broad and diverse teams including buying, planning, product development, marketing, creative design, finance, retail sales and operations, visual merchandising and Ecommerce.
Special Responsibilities	Board Member, Fundraising Committee

## Directors Benefits

No director has received or has become entitled to receive, during or since the financial year, a benefit because of a contract made by the company or related body corporate with a director, a firm which a director is a member or an entity in which a director has a substantial financial interest.

## Meetings of Directors

During the financial year, 6 meetings of directors were held. Attendances by each director were as follows:

	No Eligible to Attend	Number Attended
Pam Mitchell D'Costa	6	5
Rosslyn Lyons	6	6
John Commens	6	6
Marcia Browning	6	3
Elizabeth Reimer	6	6
Belinda Burgess	4	3
Christopher Paton	6	5
David Keay	6	5

## Indemnifying Officer or Auditor

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

## Proceedings on Behalf of Company

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

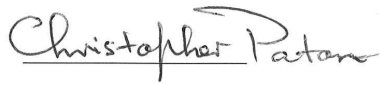
## Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2019 has been received and can be found on the following page.

Signed in accordance with a resolution of the Board of Directors:

  
Rosslyn Lyons - Director

Date 30/10/2019



Christopher Paton - Director

Date 30/10/2019

## Statement of Profit or Loss and Other Comprehensive Income

Family Centre Australia Limited  
For the year ended 30 June 2019

	NOTES	2019	2018
<b>Income</b>			
Revenue	2	5,855,011	5,338,155
<b>Total Income</b>		<b>5,855,011</b>	<b>5,338,155</b>
<b>Gross Surplus</b>		<b>5,855,011</b>	<b>5,338,155</b>
<b>Expenditure</b>			
Advertising		5,690	5,393
Auditors Remuneration - Fees	3	15,750	16,500
Depreciation		87,035	95,524
Motor Vehicles		188,044	189,082
Travel and Accommodation		9,025	5,125
Employee Benefits Expenses		3,249,416	2,904,263
Other Expenses		2,278,519	2,126,160
<b>Total Expenditure</b>		<b>5,833,480</b>	<b>5,342,047</b>
<b>Total Operating income for the year</b>		<b>21,531</b>	<b>(3,892)</b>
<b>Other Income</b>			
Extraordinary Income - Funds Closure of BBFC	5	109,486	-
<b>Total Other Income</b>		<b>109,486</b>	<b>-</b>
<b>Total Operating and Extraordinary Income for the Year</b>		<b>131,017</b>	<b>(3,892)</b>

# Statement of Financial Position

Family Centre Australia Limited

For the year ended 30 June 2019

	NOTES	2019	2018
<b>Assets</b>			
<b>Current Assets</b>			
Cash Assets	6	877,400	832,484
Trade and other Receivables	7	228,578	28,774
Other current assets	8	88,554	54,623
<b>Total Current Assets</b>		<b>1,194,532</b>	<b>915,882</b>
<b>Non-Current Assets</b>			
Property Plant & Equipment	9	490,529	518,083
<b>Total Non-Current Assets</b>		<b>490,529</b>	<b>518,083</b>
<b>Total Assets</b>		<b>1,685,061</b>	<b>1,433,964</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and Other Payables	10	390,555	452,393
Borrowings	11	37,462	49,611
Provisions	12	394,774	314,154
GST Payable		17,876	-
<b>Total Current Liabilities</b>		<b>840,666</b>	<b>816,159</b>
<b>Non-Current Liabilities</b>			
Borrowings	11	123,451	99,224
Provisions	12	137,953	66,607
<b>Total Non-Current Liabilities</b>		<b>261,403</b>	<b>165,831</b>
<b>Total Liabilities</b>		<b>1,102,070</b>	<b>981,990</b>
<b>Net Assets</b>		<b>582,992</b>	<b>451,974</b>
<b>Member's Funds</b>			
<b>Reserves</b>			
Conversion Equity	13	515,815	515,815
Accumulated Surplus/(deficit)	14	67,177	(63,840)
<b>Total Member's Funds</b>		<b>582,992</b>	<b>451,974</b>



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# Independent Auditor's Report

Family Centre Australia Limited  
For the year ended 30 June 2019

## Report on the Audit of the Financial Report

I have audited the accompanying financial report, being a special purpose financial report, of Family Centre Australia Limited (the company), which comprises the Detailed Statement of Financial Position as at 30 June 2019, the Statement of Profit or Loss, Statement of Changes in Equity, Statement of Cash Flows for the year 30 June 2019, notes comprising a summary of significant accounting policies and other explanatory notes, and the Directors Declaration.

## Opinion

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

1. giving a true and fair view of the company's financial position as at 30 June 2019 and of its performance for the year ended on that date; and
2. complying with Australian Accounting Standards to the extent described in Note 1 and the *Corporations Regulations 2001*.

## Basis for Opinion

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

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion

## Information Other than the Financial Report and Auditors Report Thereon

The directors are responsible for the other information. The other information comprises the information included in the registered entity's annual report for the year ended 30 June 2019 but does not include the financial report and my auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## Directors' Responsibility for the Financial Report

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

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

### Auditor's Responsibility for the Audit of the Financial Report

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

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

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

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

Signed on: 24 October 2019

Auditor's signature:



Annette E. Bedford FCA  
Registered Company Auditor  
#167590 PO Box 3488 Nerang DC  
Qld 4211

Liability Limited by a Scheme approved under Professional Standards Legislation

## Compilation Report

Family Centre Australia Limited  
For the year ended 30 June 2019

Compilation report to Family Centre Australia Limited

The Directors have compiled the accompanying special purpose financial statements of Family Centre Australia Limited, which comprise the Statement of Financial Position as at 30 June 2019, the Profit or Loss and Other Comprehensive Income Statement, the Statement of Cash Flows, Statement of Changes in Equity a summary of significant accounting policies and other explanatory notes.

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



## Detailed Profit & Loss Statement

Family Centre Australia Limited  
For the year ended 30 June 2019

	NOTES	2019	2018
<b>Revenue</b>			
Fee for Service Income		214,179	-
Grants - Federal Government		488,819	477,340
Grants - Other		1,228,873	1,006,372
Grants - State government		2,606,729	2,460,463
Interest Received		11,252	6,202
Profit on Sale of Fixed Assets		-	21,000
Rental Income		124,195	-
Recharges - Administration Income		808,762	763,275
Recharges - Motor Vehicle Use		85,221	76,147
Recharges - Rental Income		252,842	231,724
Special Projects Income		1,000	14,172
Total Other Income		33,139	281,460
Total Revenue		5,855,011	5,338,155
<b>Total Income</b>		<b>5,855,011</b>	<b>5,338,155</b>
<b>Expenses</b>			
<b>Administration Expenses</b>			
Advertising		5,690	5,393
Auditors Remuneration - Fees		15,750	16,500
Bank Fees		2,286	3,269
Board Expenses		(1,683)	9,356
Cleaning		34,126	24,125
Computer/IT Expenses		94,672	88,499
Consultants Fees		50,051	104,873
Depreciation		64,561	67,089
Fundraising Expenses		1,006	(53)
General Expenses		7,872	51,671
Hire Charges		2,466	2,862
Insurance		65,246	53,540
Legal expenses		10,030	947
Management & Administration		137,529	-
Postage		1,392	1,187
Printing & Stationery		16,453	15,313
Recharged - Management Fees		808,762	762,673
Replacements		27,782	47,749
Service Delivery Expenses		47,532	77,467
Subscriptions & Memberships		12,642	8,615
Travel - National		9,025	5,125
<b>Total Administration Expenses</b>		<b>1,413,188</b>	<b>1,346,200</b>

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.

<b>Employee Costs</b>		
Wages & Salaries Oncosts	290,877	261,586
Wages and Salaries	3,212,853	2,870,663
Staff Amenities	13,821	10,133
Staff Training	22,742	23,467
<b>Total Employee Costs</b>	<b>3,540,293</b>	<b>3,165,849</b>
<b>Motor Vehicle</b>		
Motor Vehicle Expenses	102,823	112,935
M/V Depreciation	22,474	28,435
Recharged - Motor Vehicle Lease	85,221	76,147
<b>Total Motor Vehicle</b>	<b>210,518</b>	<b>217,517</b>
<b>Occupancy</b>		
Electricity & Gas	59,960	54,206
Rates & Outgoings	11,571	10,988
Recharged - Rent	252,842	231,724
Rent	226,934	202,131
Repairs and Maintenance	30,791	26,232
Security	12,550	369
Telephone & Internet	74,833	86,831
<b>Total Occupancy</b>	<b>669,480</b>	<b>612,481</b>
<b>Total Expenses</b>	<b>5,833,480</b>	<b>5,342,047</b>
<b>Profit/(Loss) from ordinary activities</b>	<b>21,532</b>	<b>(3,892)</b>
<b>Extra Ordinary Income</b>		
Extraordinary Income - Funds Closure of BBFC	109,486	-
<b>Total Extra Ordinary Income</b>	<b>109,486</b>	<b>-</b>
<b>Net Profit (loss) attributable to the organisation</b>	<b>131,017</b>	<b>(3,892)</b>





the family centre

TWEED HEADS • SOUTH TWEED HEADS • MURWILLUMBAH • BALLINA

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