

ANNUAL REPORT 2020/2021

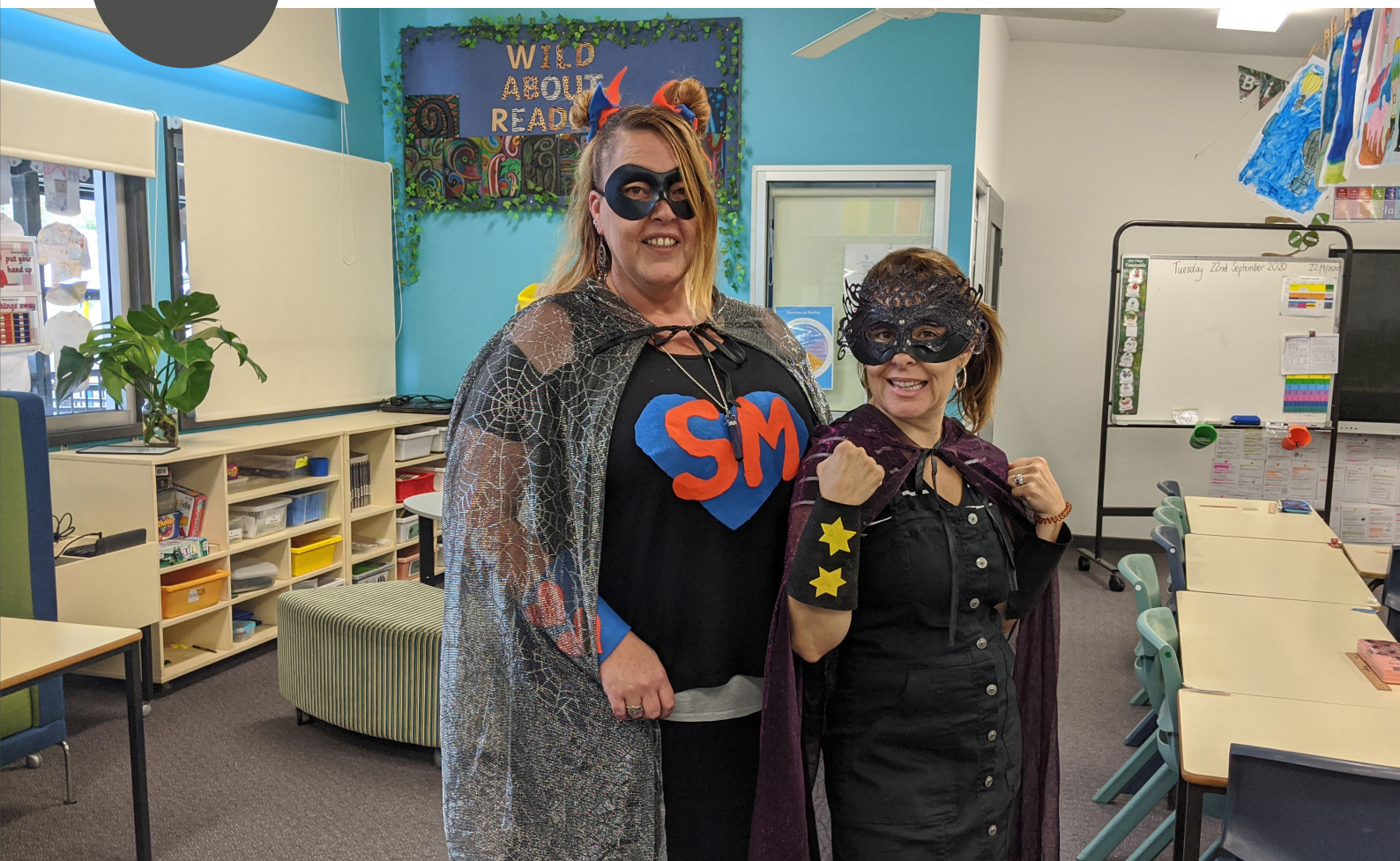



Names and identifying details have been changed to protect the privacy of individuals.

Cover photo: Playgroup children enjoying nature play.

Facing page photo: REALskills Primary Schools Super ME facilitators.

THE FAMILY CENTRE ANNUAL REPORT 2020/2021





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



EXECUTIVE DIRECTOR AND BOARD CHAIRPERSON REPORT

It's been a year like no other. The Coronavirus pandemic has had a profound impact on so many aspects of our lives. It's difficult to come to terms with how deeply this has affected so many children, young people and families in our community. Thankfully, we know our community is strong and resilient, and the signs are already positive that we're building back steadily together.

We're very proud to report, that despite the significant disruption, our doors remained open to the community and our team quickly adapted to provide a full range of services in a safe and reliable manner. During the course of the pandemic we continued to develop and test new ways of doing things, constantly adopting alternative methods of delivering services. This approach, led by our entire team, continues to inspire and continually transform our organisation and the way we collaborate with our community.

NEW STRATEGIC DIRECTIONS

The initial shock of COVID-19 delayed, but didn't stop us from completing and launching our new Strategic Plan 2021-28. The plan reflects the participation in, and contribution of, a broad range of community stakeholders. It positions us as a progressive, innovative and resourceful organisation with clear purpose and optimism for the shared future of our community.

An exciting example of our new directions is the recent launch of our new TFC Disability Services programs. Our Support Coordination and Plan Management programs assist people to get the most out of their NDIS plans.

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 14 years.

BUILDING A STRONGER EVIDENCE BASE

We've reported on a standard set of outcome measures across our programs for the previous 7 years. Over the past year we've reviewed and significantly re-built our evaluation framework. Due to the transition we won't be publishing a full-set of program outcome results until next year. The new framework includes a broader set of outcome measures that better reflect the life circumstances of the people who participate in our programs, link participant goals directly to outcomes, and improve our methodology by introducing pre-and-post measurement processes. Our new approach continues to focus us on outcomes, and allows us to more accurately measure and report the performance of our programs and our organisation.

NOTABLE ACHIEVEMENTS

- Provided services to over 4650 people
- 100% of children remained with their families in our Intensive Family Preservation program
- 32 young people were supported into independent rental accommodation through the Rent Choice program
- Over 687 parents and children participated in our supported playgroup programs
- The Tweed Byron Suicide Prevention Strategy provided suicide prevention training for over 630 community members
- Launched our 2nd Reconciliation Action Plan
- Implemented new staff & volunteer Learning and Development program
- Continued our backbone support of the Murwillumbah based 'It Takes a Town' collective impact project
- Completed a significant upgrade of our IT, cyber security, financial and communication systems, including new payroll and quality platforms
- Achieved National Standards for Disability Services accreditation and launched new Disability Services program
- Launched CORIS 2.0, our new custom designed Client Relationship Management System (CRM).

BETTER TOGETHER

We sincerely thank our staff and volunteers for the extraordinary contribution they make to the lives of the children, young people, families and communities they work with. We'd also like to thank our funding partners, corporate and philanthropic sponsors, supporters, local organisations and individuals who make an invaluable contribution to the work of The Family Centre.

Our Board of Directors are an integral part of our achievements and we 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 very challenging circumstances.

We look forward to continuing our important partnerships in the coming year.

The Family Centre Board Members

David Keay

Rossi Lyons

Liz Reimer

Marcia Browning

Chris Paton

Ben Donnithorne



David Keay
On behalf of The Family Centre Board



David Boutkan
Executive Director, The Family Centre

OUR COMMUNITY

FUNDING PARTNERS

AUSTRALIAN GOVERNMENT

Department of Social Services

YWCA Murwillumbah Communities for Children

Healthy North Coast

NEW SOUTH WALES STATE GOVERNMENT

Department of Communities and Justice

PHILANTHROPIC

Vincent Fairfax Family Foundation, Seaton Foundation

CORPORATE SPONSORS

Seagulls and Surf Dive and Ski

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, Tumbulgum, Tyalgum, Uki

CO-LOCATORS

Family Referral Service

Legal Aid NSW

Northern Rivers Community Legal Centre

Wellways

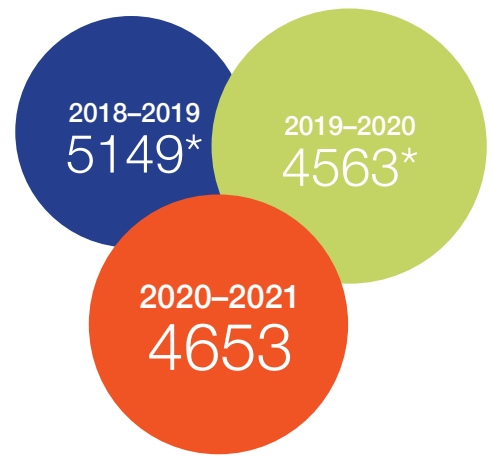
EVENTS WE PARTICIPATED IN

Kinship Festival – May 2021

Due to COVID-19 restrictions community events were postponed or cancelled: Reconciliation Week, Kinship Festival, NAIDOC and Teddy Bears Picnic

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



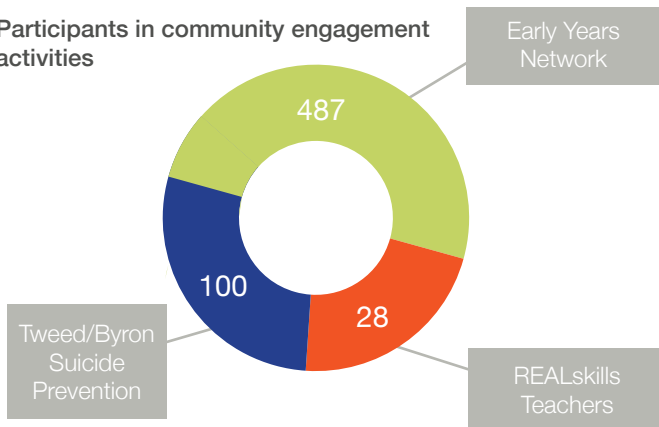
Course participants



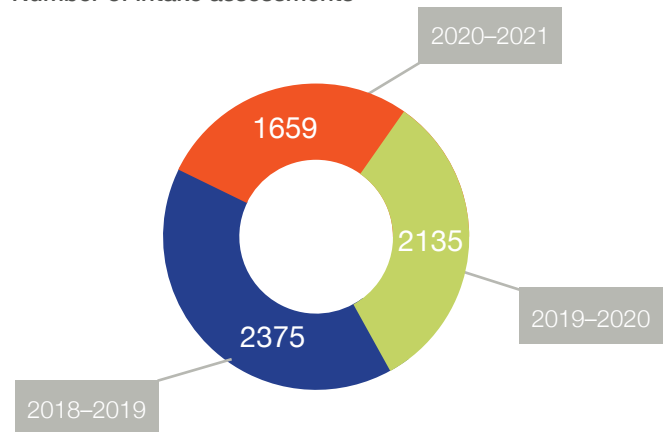
Number of courses



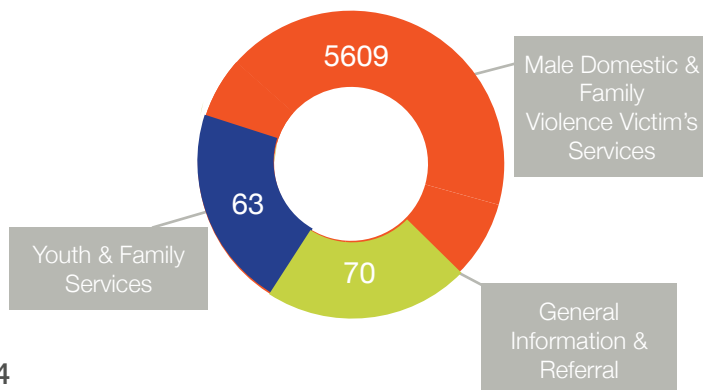
Participants in community engagement activities



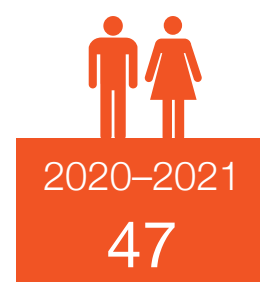
Number of intake assessments



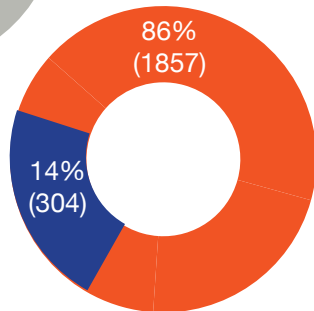
Number of participants who received information and referral support



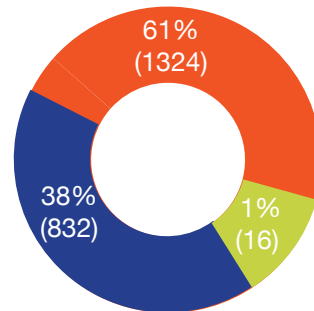
Number of individuals and organisations who supported our organisation and community with donations



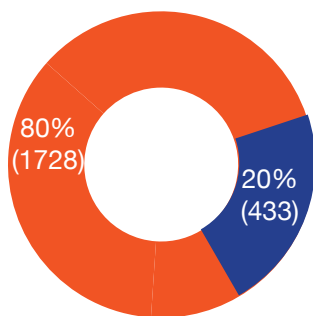
HOW WELL DID WE DO?



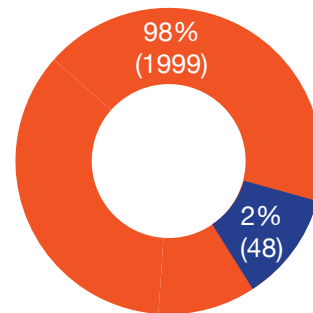
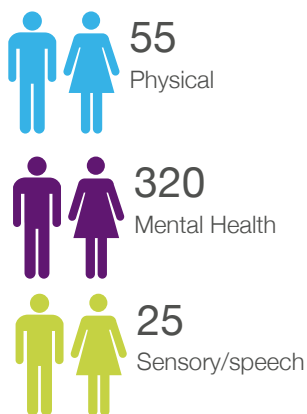
■ Non-Aboriginal and/or Torres Strait Islander
■ Aboriginal and/or Torres Strait Islander



■ Women ■ Other Gender Identity
■ Men



■ No Disability
■ Living with a Disability



■ CALD ■ Not CALD



100%

of participants surveyed they were satisfied with the services received



100%

of participants surveyed The Family Centre listened to them and understood their issues

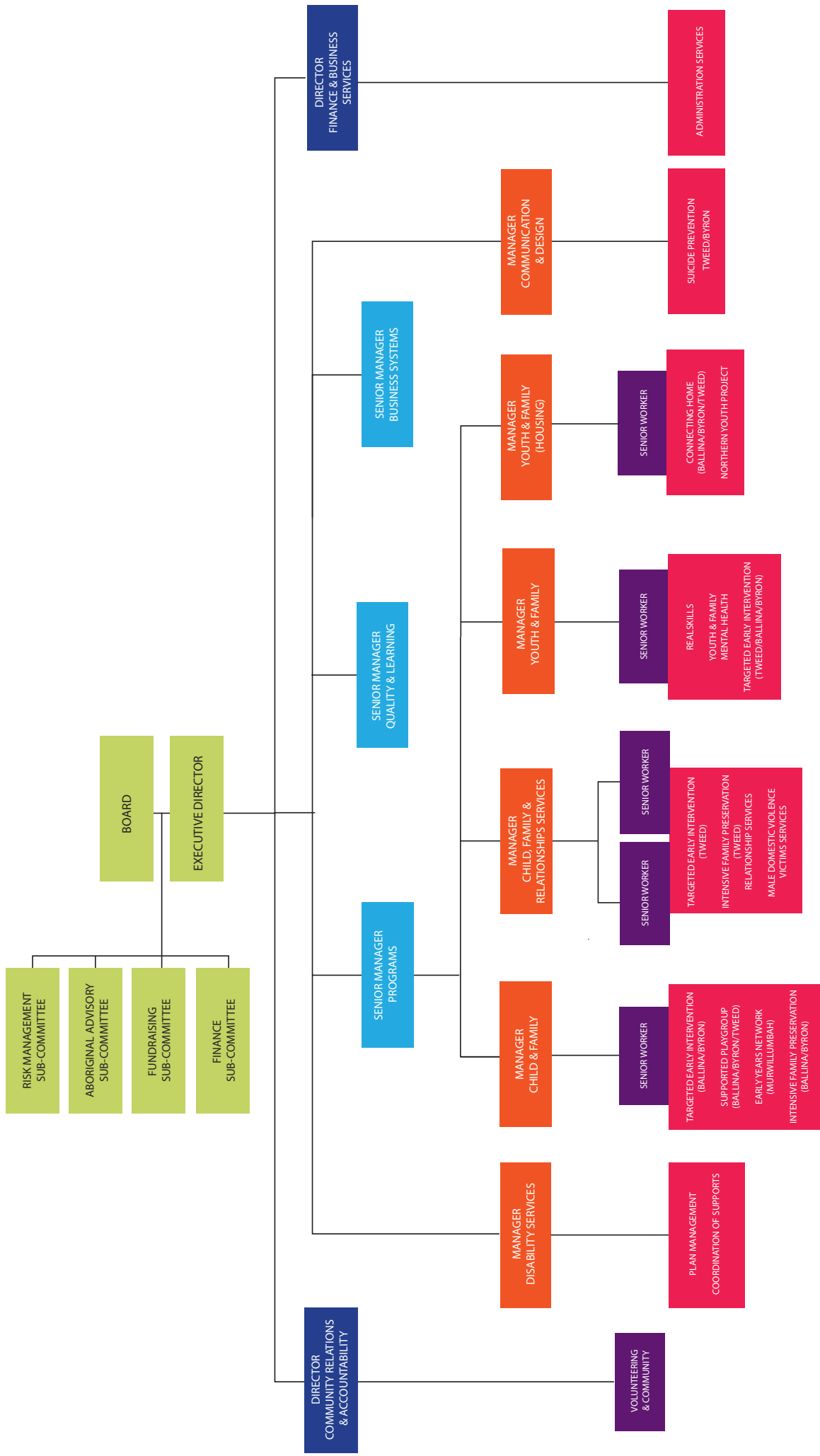
IS ANYONE BETTER OFF?



68%

of participants surveyed reported they are better able to deal with the issues and sought help with

ORGANISATIONAL STRUCTURE



VOLUNTEER AND STUDENT PROGRAM REPORT

The Family Centre's Volunteer and Student program has continued to enthusiastically serve our community and organisation.

Although we have seen less volunteers able to contribute through our organisation, due to COVID restrictions, we have continued to support and place over 70 volunteers in short-term or regular roles with our organisation.

The impact of COVID-19 on our community has reduced opportunities for coming together at community events, fundraising opportunities and other community building initiatives. However, there has been an increase in people wanting to give back to community, get involved and contribute. Perhaps a slowing down and reduction in our social interactions has encouraged people to seek ways to help others and build community connections.

The reduction in opportunities to involve volunteers and students has led us to focus more on building existing relationships. We had the privilege of seeing some great

individual outcomes for children, young people and families supported by our volunteers.

Volunteers and students have continued to support our organisation and community directly in the areas of: administration and reception, program support, facilitation of our courses and school programs, transport, peer support, tutoring and mentoring, playgroups, community events, fundraising and participating in student placement opportunities.

Our volunteers and students add substantial social and economic value across our organisation and community. The Family Centre recognises and sincerely appreciates the time, skills and efforts of our fabulous volunteers. We couldn't do it without you!

Lotte Boer
Volunteers & Students Coordinator

ABORIGINAL ADVISORY SUB-COMMITTEE

The Family Centre Aboriginal Advisory Sub-Committee (AASC) has been providing advice and support to our board, executive team and programs on a range of matters including advising on TFC services, cultural protocols and our Reconciliation Action Plan (RAP) since 2014.

Over this year our RAP planning and approval process continued with guidance from AASC sub-committee members in collaboration with staff and our new RAP received the final publication endorsement (in October 2021).

We will continue and expand our RAP work over the next two years with a focus on the following five challenges:

- continuing and deepening the development of our cultural capacity and the promotion of positive race relations using antidiscrimination strategies including policy and education on the effects of racism

- creating employment pathways and pathways for volunteering and student placements for Aboriginal and Torres Strait Islander peoples at The Family Centre
- expanding our engagement strategies for connecting with Aboriginal communities, organisations, and programs at all levels of our organisation
- increasing participation of Aboriginal and Torres Strait Islander peoples in our program co-design and delivery
- Over the year the AASC had input into the new Strategic Plan, met with of program staff, advised on service changes in Aboriginal programs and organisations, and advised on the Suicide Prevention project.

Marcia Browning
Sub-committee Chairperson

OUR VISION FOR RECONCILIATION

We are committed to working together to contribute to the creation of a just, equitable and reconciled Australia.

Our vision for reconciliation is for the recognition and celebration of the diverse cultures, practices and rights of Aboriginal and Torres Strait Islander peoples and the achievement of equality in life circumstances. In the process of reconciling, we acknowledge the costs to Aboriginal and

Torres Strait Islander peoples of sharing this land. We will boldly challenge beliefs and attitudes that perpetuate the effects of the history of European settlement.

Our commitment will be lived in all aspects of our organisation and through the services we provide for children young people and families.



Back to School with Surf Dive n Ski

Surf Dive n Ski was once again donated over 350 quality surf brand backpacks for participants in Family Centre programs valued at over \$17,500.

Many families in our community struggle to make ends meet and the donation of backpacks is a great help. For many young people and children experiencing financial hardship it's the small things that are often taken for granted that make the difference.

Surf Dive n Ski have donated over 1000 backpacks in the last 4 years. Thankyou Surf Dive n Ski for making a difference in our community.

Home Starter Packs

In April 2021 The Family Centre established the Home Starter Pack Fund putting a call out for donations of \$500 to purchase Home Starter packs.

The packs assist young people in our Connecting Home Program who are moving into their first home. The Home Starter packs include items such as: kitchen utensils, cookware, appliances, linen, cleaning goods and toiletries.

Thank you to The MBA Partnership, Rotary Club of Mt Warning AM, Mayberry Meldrum Anderson, Seaside Shelter, Carie-Anne Logue and 3 anonymous community members for donating 20 Home Starter Packs. Thank you for making a house a home for a young person.

Making Food Matter

The Family Centre has been partnering with OzHarvest for over 5 years. Each week OzHarvest delivers rescued food from supermarkets and cafes to The Family Centre. Our staff and volunteers turn them into hampers for participants in our programs. During lockdowns rescued food wasn't as readily available due to businesses not operating and access across the NSW and QLD border, but together we continued to deliver hampers to support families and young people in our programs.

Wrapping Up Christmas

The Family Centre operates the Christmas Gift Wrapping stall at Tweed Mall each year. The stall is run by a group of dedicated Family Centre volunteers. This is not only an important fundraiser for The Family Centre it is also a chance to talk to our community about the work we do. All the funds raised go to the Creating Opportunities Fund. This year the stall raised over \$1,500 and wrapped hundreds of gifts. Thank you to Ciara and the team at Tweed Mall for your continued support.



The Seaton Foundation Making a Difference

The Family Centre has been partnering with the Seaton Foundation since 2018. The Seaton Foundation supports local organisations in the Northern Rivers by making grants to foster innovation and leadership in not for profit organisations – with the aim to improve the lives and wellbeing of individuals and our community.

Seaton Foundation have donated over \$30,400 to Family Centre programs and partnerships since 2018. They include the: Domestic Violence Escape Fund, youth housing projects and Creating Opportunities Fund. These important projects rely on donations from community partners to keep running.

The TFC Creating Opportunities Fund received over 110 applications for support totalling over \$16,000. These applications include support with the purchase of; school uniforms, sporting club fees and activities, equine therapy, swimming lessons, education expenses and excursions, music, art and dance lessons and computers for school.

In 2020 the Seaton Foundation approved a grant for \$45,000 to fund a Youth and Family Worker in The Family Centre's Connecting Home Program. The position was created to support an additional 20+ young people to secure safe, affordable independent housing through the Connecting Home program.

A big thank you to the Seaton Foundation for making a real difference to the lives of families, children, young people in our community.

Christmas Giving

The Christmas Giving Trees and Adopt a Family campaigns received overwhelming support from our community with donations of gifts leading up to Christmas 2020. Over 300 children, young people and families we are supporting in the Ballina, Byron and Tweed Shires enjoyed a special Christmas made possible by the generosity of our community. Over \$24,000 in toys, gifts and food were donated, along with \$3,380 in gift vouchers and \$4200 in cash donations.

We see first-hand the difference these gifts make to the families, children and young people doing it tough in our community.

Thank you to our corporate supporters – Seagulls, Pottsville Beach Sports, Elevations Church, Mayberry, Meldrum & Anderson Accountants, Australian Law Group, BNI Eagle and Sunshine Sugar.

Big thankyou the many wonderful local families, workplaces and community groups who Adopted a Family for Christmas.

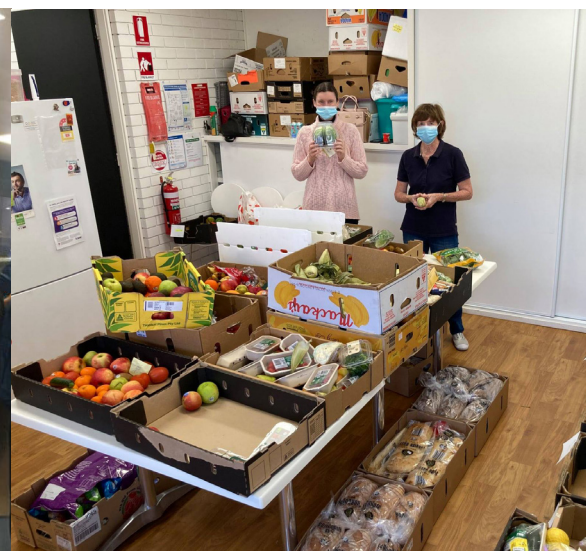


Swimming to Create Opportunities

Byron Bay Triathlon Club members swam almost 85 kilometres at Ballina Pool in December 2020 to raise over \$2300 to support The Family Centre's Creating Opportunities Fund. Part of the donation included 20 x \$50 vouchers to Bryon Direct Sports.

Four members of the team – Andy, Paivi, Eva and Jess swam an amazing 10kms each, with the remainder of the team making up the rest of the 85 kilometres, with many individual personal best efforts. Paivi is passionate about giving children and young people a step-up into sport and this generous donation will be used provide children and young people in our programs with sport registrations, equipment and access to special events.

The Byron Bay Triathlon Club are committed to supporting community health, wellbeing and fun through sporting participation. Thank you for making a difference in your community.









CHILDREN & FAMILY

CHILD AND FAMILY SERVICES provides support, information and education for 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 SERVICES 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.

LEARNING TO SWIM

Learning to swim should be a priority for every family, it is an important life skill and can prevent drowning. Unfortunately, the cost of lessons and access to attend is often out of reach for some families in our community. Child and Family Worker Deb Delaney is supporting a family with 3-year-old twins Billy and Piper. Through The Family Centre's Creating Opportunities Fund, the twins were able to attend an 11-week swimming program. The twins mum was provided extra support at the lesson from one of our wonderful volunteers Erin, who was able to assist mum with the two toddlers in the pool. Without both the fees assistance and the help of the volunteer the lessons would not have been accessible for the family. The twins have loved attending swimming lessons each week and are more competent in the water and have learnt water safety skills. The twins mum said it was lovely how her children built a special and trusting relationship with Erin and they looked forward to meeting up for the weekly sessions.

Courses

- 123 Magic & Emotion Coaching
- Circle of Security Parenting
- Parenting Seminars
- Bring Up Great Kids
- No Scaredy Cats
- Soon They'll Be Teenagers
- Triple P
- Young Mums to Be

TRIPLE P PARENTING – ONLINE

Triple P Parenting delivered online in the evening, saw a significant increase in fathers registering to participate. The 4-week parenting course provided the dads with skills to build positive relationships with their children and help create a stable, supportive and harmonious family environment. The group of dads were very positive and genuinely shared experiences about parenting with each other and came away with skills to enhance their family and other relationships.

'The skills that I have learnt doing this course have changed the way that I look at relationships and myself. I loved the course and it helped me see things a bit differently about being a father.'

Participant, Triple P Parenting

'Thank you both for a wonderful opportunity to gain more skills in parenting my 4 girls. I really appreciate the way Ashley & Rose delivered the group with amazing teamwork & great cooperation between them both.'

Participant, Triple P Parenting

PLAYGROUPS – ONLINE

Family Centre Playgroups went to online format when COVID-19 restrictions were in place. Our playgroup workers presented craft, cooking, story time and songs to a live audience using Facebook live feeds. Families were able to interact and say hello to friends they hadn't seen for a while. The families also shared photos of the craft and cooking they did at home following the playgroup session of the day. It was a great way to maintain contact and connections through the isolation of COVID-19 restrictions.

'Family Centre Playgroup has been a huge help for me in this last three years having had two children under 2. I have learned incredibly valuable parenting skills.'

Participant – Playgroup Tweed

'Vanessa and Simone are incredibly supportive to me in all areas concerning motherhood and bringing up my children. I couldn't recommend this group more highly. We look forward to attending every week.'

Participant – Playgroup Tweed

'Due to my family situation this group 'saved' me so much and it's been a wonderful end to a difficult 2020 with COVID-19.'

Participant – Playgroup Ballina

'This playgroup has been a fantastic find for my son and myself to enjoy some of our one on one time with a bit of structure. I really appreciate the intent, care and gentleness Kellie and Simone bring to the space. Very real and practical, helpful.'

Participant – Playgroup Ballina

CHILD AND FAMILY SERVICES WENDY'S STORY

Wendy is a mother of 8 children and a survivor of almost 20 years in a violent relationship. When her partner left the home, Wendy was left to provide for herself and her children on a minimum income. Wendy and her family came to The Family Centre for support. Wendy was struggling to pay rent and provide food for her children. Karlee supported the family with regular visits and phone calls providing them with a weekly food hamper from OzHarvest and vouchers to grocery stores. Karlee also supported one of the children to access the NDIS and assisted with getting the child to NDIS support services and appointments.

Wendy was also linked in with The Family Centre's Relationship Services team. She worked with our experienced team member to address the trauma caused by the ongoing domestic violence she had endured. Karlee also supported the family by linking them in with support services to obtain the Start Safely Rent Subsidy available to victims of domestic violence, so the family could relocate to a new affordable home. Wendy and her children are now living in a safe and affordable house and have supports in place to help them now and in the future.

DID YOU KNOW ALL EMOTIONS ARE SAFE?

Katie is 9 years old and her mother started to see changes in her behavior and contacted The Family Centre for support. Katie was having difficulties with situations at home and her overwhelming emotions had caused her to run away and hide.

Katie was anxious when she first met with Lucille. However, Lucille soon eased her anxiety introducing Katie to different and creative ways of learning how to express her emotions. She showed Katie how use colours and animals to explore the characteristics of each emotion and how these emotions work together 'dancing around' inside her body.

Katie has learned new ways to regulate and cope with big emotions. She has learned that all her emotions are safe. She has found new ways to navigate the effects of her emotions so she is better able to cope with challenges in her life and difficulties at home.

Katie's mother noticed that she has become more confident and

'Lucille has helped me so much when I really needed support and she has been so good at listening to me & didn't try and tell me what to do but rather supported me to work towards my goals at my own pace. She helped me make sense of what was going on with my reactions and learn about PTSD and how it was affecting my life but also helped me work out what I could do to overcome it controlling me.'

Participant – Child and Family Services

'I am grateful for Lisa for taking the time to listen and communicate advice on serious family and relationship breakdown. Lisa is a massive asset to The Family Centre and the service it provides.'

Participant – Child and Family Services

'Working with Deb was really great, I always felt very understood, accepted & validated. Deb also told me if I needed anything to contact her again knowing this is very reassuring.'

Participant – Child and Family Services

'Aleera was able to connect with me and I didn't feel any judgment from her in relation to my situation. Aleera was really great, she validated what I was going through and I hope that everything is going great for her.'

Participant – Child and Family Services

'Kylie was amazing, and really went way beyond. In my time of crisis, she was definitely what we needed. We are still using the tools she gave us; without them we probably wouldn't have what we have now. She gave us realistic timeframes to work on everything.'

Participant – Child and Family Services



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 west to New England

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

SAFER PATHWAYS PROGRAM

Safer Pathways supports men who have been identified by police attending a domestic or family violence incident and may need support. The violence could involve family or non-family members. The Family Centre Relationship Services workers support men across the North Coast and New England regions.

Workers provide advice around safety plans to keep the person safer at home and arrange connection with legal, counselling, housing, financial and other specialist support services available in their local area.

In the past year there has been a significant increase in referrals to Safer Pathways with men wanting to talk about their situation. Many men were faced with more complex challenges relating to being in lockdowns, unemployment, housing stress and increased stress and pressure on families.

Many men told us they were relieved to be able to talk about what was happening and get connected to the support they needed.

ANGER AND EMOTIONAL INTELLIGENCE

Lyn sought assistance from The Family Centre due to challenging relationship dynamics and concerns about the impact of these difficulties on her children. She completed the Anger and Emotional Intelligence course as a starting point to help her identify and understand her emotions. The course equipped her with skills and strategies to regulate her emotions, and also passed on some of what she'd learned to her partner and children. Lyn has also completed the Self Esteem for Women course to consolidate her personal growth and improved family relationships.

Over the years I have been medicated for depression and seen many psychologists and psychiatrists, none of those therapies have resulted in much change. I came to see to The Family Centre feeling very low and helpless, after finishing the course I feel empowered to make change and live well. For me, learning about underlying emotions, behavioural triggers and strategies for managing behaviour was a new experience in my mental health journey. The course has helped me to develop a new set of tools and knowledge that I can use in a practical way to positively affect my well-being.

Reflecting on yourself and your life is not an easy task and can be very emotional and confronting, I want to thank my Family Centre worker for being a wonderful support. You delivered the course with empathy, thoughtfulness and kindness."

INTEGRATED DOMESTIC AND FAMILY VIOLENCE RESPONSE PROJECT

The Integrated Domestic and Family Violence Response Project has supported participants and TFC staff across all programs to address the higher demand and increased complexity of domestic and family violence during the COVID-19 pandemic.

The project has provided extra support to participants through consultations specifically focusing on D&FV situation. The Family Centre provided extra training to all staff regarding safety assessment and planning, and effective pathways to support for families experiencing domestic and family violence. The project also updated resources for staff and participants to reflect the latest research and evidence base.

RELATIONSHIP SERVICES

MAREE'S STORY

Maree contacted the Family Centre for some support to address relationship issues. Brenda had previously been in domestically violent relationships and was trying to set boundaries in a new relationship.

Maree obtained support through The Family Centre Relationship Consultations where she explored the characteristics of healthy relationships and identified that she wanted to work on her self-esteem and setting boundaries in relationships.

Maree was able to increase her knowledge about these topics and explore her role in relationships before moving on to attending courses where she could further develop her confidence and self-esteem in a group setting. Maree completed Self Esteem for Women and Say What You Mean, Mean What You Say to further enhance her communication skills.

'Simon is a real asset to The Family Centre. He is very knowledgeable, neutral and understanding. He is great at what he does. I thank him from the bottom of my heart as without him, my life would have been very different.

Participant – Relationship Consultations

'Shell was really good and supportive. The programs at The Family Centre are run really well. I appreciated being able to use the telephone and that Shell checked in on me to see how things were going.'

Participant – Relationship Consultations

COUCH CHAT FOR STEPFAMILIES

Stepfamilies are one of the fastest growing family types. Re-partnering, settling into new routines and bringing up kids between a number of households can get pretty chaotic. But stepfamilies can form strong healthy bonds and raise healthy, happy children.

The Family Centre partnered with Stepfamilies Australia to increase our capacity to deliver evidence based, services to those living in step or blended families.

Stepfamilies Australia provided training for 13 staff members to be able to deliver Couch Chat step-parenting course.

Staff members completing the training found it added value to the information and support they can provide during Relationship Consultations with participants. The Family Centre have been acknowledged by Stepfamilies Australia as a referral point for any participants seeking support and advice around step parenting.



YOUNG PEOPLE

Courses

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

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.

- Super Me (RealSkills Primary Schools)
- Prime to High (RealSkills Primary Schools)
- 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)

REALskills HIGH SCHOOLS

Despite the disruption of COVID-19 restrictions, The REALskills High Schools team found flexible and creative ways to support young people by providing individualised and small group support for students across the 5 high schools in the Tweed Shire. Teachers and students were grateful for the connection and support provided by the team.

Feedback from REALskills High Schools participants

- 'Learning life skills with a great bunch of guys.'
- 'The most useful thing was talking about sexual assault and being open and comfortable in the group.'
- 'Getting to talk about stuff that you usually wouldn't tell anyone.'
- 'I learned I was not the only one.'
- 'I learnt a lot and the activities were fun and educational.'

CONNECTING HOME

MAX'S STORY

Max was homeless at 13, he couch surfed and slept rough for 3 years. At 16, Max came to The Family Centre for help. Max was using drugs and alcohol and his mental health was clearly affected. Max regularly engaged then disengaged with support workers. The ongoing instability made it increasingly difficult to address his housing needs.

Max returned to TFC 12 months ago saying he wanted help to work on his mental health problems. We helped Max to connect with the right services and he committed to a mental health treatment plan. As his mental health improved Max was able to move into Connecting Home supported accommodation.

Max has turned his life around. He's catching up on many years of missed schooling by increasing his numeracy and literacy skills at TAFE. He recently passed his motorbike license test and is looking for full-time work. He's now eligible for the Rent Choice Youth Program and is on the cusp of an amazing transformation. In just 12 months, Max now has a real chance for a positive future.

RENT CHOICE YOUTH

The Family Centre's Connecting Home Program secured safe and affordable housing for 34 young people through the Rent Choice Youth Initiative during the past year. The program provides young people 16-24 with a step-up, through a rental subsidy and youth worker support. This provides the stability they need to focus on their education and employment to ensure their future independence.

ADAM & BEN'S STORY

Brothers Adam and Ben were at risk of homelessness due to family violence and overcrowding in their home. They moved to out of a dangerous situation to live with another family member, but due to lease restrictions that fell through.

The brothers ended up in a motel room that they could initially afford, but due to COVID-19 they lost work and government payments were reduced so they could no longer afford to stay at the motel.

Adam and Ben contacted The Family Centre and they were provided with supported accommodation for 6 months. During this time worked picked up and they found ongoing employment making them eligible for Rent Choice Youth Program. They were able to secure a rental property through a private owner who has leased to Family Centre participants in the past. The brothers are now well on the way to building a new productive and independent future.

'The process was all taken care of by The Family Centre in relation to getting a bond cleaner, sorting out the bond and all the Rent Choice Youth paperwork – they made the process super easy. I also like to support young people get a head start in life. It's a great all-round program.'

Landlord – Rent Choice Youth

YOUTH & FAMILY ERIN'S STORY

Erin approached The Family Centre to access support for herself and her three children. Erin had lost her partner and father of her three children last year and the whole family was suffering ongoing grief and loss.

Erin was having difficulty managing due to ongoing mental health and financial issues. Kane provided ongoing emotional and practical support to Erin and her children through regular home visits and follow-up phone calls. Erin was assisted to access: transport for medical appointments, NDIS funded services for her daughter, distance education and carers support payments. Kane also assisted Erin to co-ordinate the support of specialist doctors, psychologists.

With the right support in place now Erin and her family are heading in a positive direction.

I want to express my gratitude for all of the support Kane has given myself and my family this year.

I was so overwhelmed when we first met and from that first appointment, I felt a sense of calm, so much support and empathy from you. Kane always goes above and beyond, he is easy to talk to, never judgemental and gives great, informative advice. I am in awe of he engages with my children and how responsive they are to him despite their severe anxiety, he is a true Angel.

Thank you, Kane, for advocating for us and navigating me through NDIS, Centrelink and connecting my family with groups, the community and sourcing us information.

Our journey is ongoing however I am so grateful and thankful to have Kane supporting my family.

Erin – Participant Youth and Family

SUPER ME!

Super ME! is a 15-week school-based program for children 9–12. The program aims to increase levels of resilience and safety for children, and to increase the capacity of teachers to identify and respond to the emotional needs of their students.

Kat delivered a Super ME! session called 'Things We Cannot Change' at a local primary school. Students take part in an activity to increase skills and capacity to manage emotional reactions to things in their world that they have little control over and cannot change. During the activity the student's shared things that they had no control over but had an impact on them. During the activity James became visibly upset and chose to take a break. James returned to the group a short time later and continued to participate.

At the end of the session James remained behind and shared with The Family Centre workers a situation that had occurred in his family and how he was struggling with feeling helpless. Making

sure that James was safe Kat supported James to determine things he could control. He agreed that talking to his family about how he was feeling was something he could do.

James met up with Kat the following day and shared that he had spoken to his family about his feelings and his family had reassured him that what had occurred was not his fault and they understood how he was feeling. They were happy he was able to come to them and talk.

James said that Super Me helped him to understand that it is normal to feel powerless at times, and that focusing on what you can control was very helpful to him.

Feedback from Super ME! participants

'I feel a lot more confident and they taught me to love myself.'

'That I have every right to make my choice.'

'Super ME! Showed me how to use my power and about how to help others.'



TWEED/BYRON SUICIDE PREVENTION PROGRAM

The Tweed Byron Suicide Prevention Program is a Healthy North Coast funded initiative that aims to reduce the incidence of suicide in our communities.

Following community consultation, the key areas of action in Tweed and Byron have been:

- Training a broad section of the community to recognise and respond to suicide by providing a range of free and subsidised training opportunities
- Supporting the Tweed Aboriginal community with cultural activities that facilitate identity-building, connection to country and healing, along with capacity-building through gatekeeper training opportunities
- Providing training opportunities for professionals to upskill in suicide prevention
- Supporting community activities that help to build suicide-safer communities
- Developing and promoting a local directory listing services and supports

safeTALK TRAINING

The team from Adventure Therapy participated in SafeTALK training as part of the Tweed Byron Suicide Prevention Strategy. The team learnt how to recognise others who have thoughts of suicide and how to apply TALK steps (Tell, Ask, Listen and Keepsafe).

Over 300 people attended safeTALK training in the Tweed Byron region sponsored by The Tweed Byron Suicide Prevention Strategy.

‘The information was fantastic, realistic and informative creating normal conversations around suicide I believe it will help me in my career and connectivity with students & communities’

Participant - safeTALK

GIVE YOUTH A STORY

The Tweed Byron Suicide Prevention Strategy funded a 12-week project for local Aboriginal young people. “Giving Youth a Story” was delivered in collaboration with Tweed Escapes, Tribal Warrior, Banaam and Altum Training. It included mentoring, cultural training, yarning circles and safe spaces to develop a connection to country. The young people also had the unique opportunity

to attain a ‘General-Purpose Hand’ ticket to work on a commercial vessel. They were able to interact with nature and connect to country whilst cruising the beautiful Tweed River and learning new skills as a team.

‘Knowing who your mob is builds a solid platform to face life’s challenges, connecting people to their place.’

Mentor – Give Youth a story

Courses

Question Persuade Refer Online Training

ASIST

SafeTALK

ASIST TRAINING

The Tweed Byron Suicide Prevention program sponsored 10 ASIST workshops with 150 attending. ASIST is a resource for the whole community. It helps people apply suicide first-aid in a range of settings: with family, friends, co-workers, and teammates, as well as formal professional situations.

ASIST helps participants become more willing, ready, and able to intervene with someone at risk of suicide.

‘The course gave me the confidence to tackle the issue of suicide in my home environment and in the wider community’

Participant – ASIST Training

‘I have been given the tools to be able to confidently do a suicide intervention with someone at risk of suicide. Our trainers were amazing.’

Participant – ASIST Training

‘This is so valuable to everyone in gaining understanding, knowledge & confidence in applying suicide first aid.’

Participant – ASIST Training



IT TAKES A TOWN

The Family Centre has auspiced and worked in close partnership with the Murwillumbah It Takes a Town initiative since 2016. It Takes a Town focuses on creating opportunities for families to thrive, by growing a culture of trust, generosity and responsiveness.

By working in collaboration with the community the project has achieved;

- Over 19,000 hours of contributions by residents, businesses and students have been activated towards the 'common good'. These contributions have come in the form of individuals supporting vulnerable families and older people, sharing skills through workshops, transportation, home maintenance and the planting of a trail of shared fruit trees
- Over 600 families and 470 individuals have been supported as a result of locals sharing their skills, time and knowledge
- 31 new initiatives, projects and businesses have been launched.
- \$741,000 in funding and donations, with 100% of donations going directly to residents. Donations have supported 17 vulnerable children to attend pre-school, and 280 children have benefitted from contributions towards the cost of schooling and activities.

We've helped to strengthen trust in the 2484 postcode area. We know this, because levels of trust in 2020 were 36% higher than the national average. In a 2020 survey, 98% of locals said that they were 'very likely or likely' to help an unknown neighbour in a crisis.

It Takes a Town has helped to nurture trust and responsiveness by talking-up stories of contribution and backing creative ways to nurture the kind of community we aspire to live in.

Find out more here: www.ittakesatown.org.au



SOCIAL ENTERPRISE PROJECTS

The Family Centre has a strong and long-standing commitment to measuring our program performance and social impact. We've invested in building and using our own software (CORIS) to achieve these goals over the past 15 years.

In July 2020 we launched CORIS 2.0, our new custom designed Client Relationship Management System (CRM). CORIS is a Family Centre social enterprise project that aims to build data management capability in our organisation and across the community sector.

CORIS is specifically focused on the community sector work we do with participants, partners, volunteers and community members. User friendly tools for all interactions from: first contact to case work, courses, events, training and community activities. Tools that bring together a range of live data in customisable dashboards.

Timely and efficient reporting to funders, particularly those that use the Australian Government Data Exchange (DEX).

Tools that enable web-based stakeholder engagement and communication across various channels.

Big thanks to our tech partner Adam Kwiatkowski at Devapp and CORIS member organisations:

- Central Coast Family Support
- Lismore Family Support Network
- The Northern Centre
- Mens Outreach Service
- Gateway Family Services



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 community supporters and the various organisations who co-locate with us in our office spaces.

FINANCIAL OVERVIEW

The Family Centre's general-purpose financial statements for 2020-21 disclose a consolidated surplus of \$5,140 for the financial 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 2021 was \$597,523, with a current ratio (current assets to current liabilities) of 1.23 and working capital (current assets less current liabilities) of \$355,644.

Margie Lemmon
Director of Finance and Business Services



FINANCIAL STATEMENTS

Statement of Profit or Loss and Other Comprehensive Income

Family Centre Australia Limited
For the year ended 30 June 2021

	NOTES	2021	2020
Income			
Revenue	2	6,425,639	6,125,030
Total Income		6,425,639	6,125,030
Gross Surplus		6,425,639	6,125,030
Expenditure			
Advertising		379	1,860
Auditors Remuneration - Fees	10	8,000	7,500
Depreciation	8	104,607	94,282
Motor Vehicles		186,793	188,311
Travel and Accommodation		58	2,508
Employee Benefits Expenses	3	3,942,507	3,628,705
Other Expenses		2,140,655	2,129,973
Cashflow Provision		37,500	62,500
Total Expenditure		6,420,498	6,115,639
Total Operating income for the year		5,140	9,391
Total Operating and Extraordinary Income for the Year		5,140	9,391

Statement of Financial Position

Family Centre Australia Limited

As at 30 June 2021

	NOTES	30 JUN 2021	30 JUN 2020
Assets			
Current Assets			
Cash Assets	4	950,648	1,095,127
Trade and other Receivables			
Trade and Other Receivables			
Trade and other receivables	5	391,005	211,413
Total Trade and other Receivables		391,005	211,413
Other current assets	12	510,448	406,035
Total Current Assets		1,852,102	1,712,576
Non-Current Assets			
Property Plant & Equipment	8	481,432	396,247
Right of use assets	9	806,020	757,757
Total Non-Current Assets		1,287,452	1,154,004
Total Assets		3,139,554	2,866,580
Liabilities			
Current Liabilities			
Trade and Other Payables			
Trade Creditors	6	112,525	92,895
Donations Balance	6	48,289	36,318
Project Balances	6	411,755	344,548
Creating Opportunities Fund Payable	6	17,848	5,214
Suicide Prevention Project	6	994	180,365
Payables - Other	6	-	396
Accrued Expenses	6	25,609	28,976
Total Trade and Other Payables		617,022	688,712
Borrowings	13	58,886	104,655
Provisions			
Provisions			
Employee Entitlements	3	492,656	422,853
Provision Cashflow Boost		100,000	62,500
Provision CORIS members dvp		12,400	-
Total Provisions		605,056	485,353
Total Provisions		605,056	485,353
GST Payable		30,548	15,726
Payables			
FBT Liability		2,406	-

	NOTES	30 JUN 2021	30 JUN 2020
Lease Liabilities - CL		182,540	158,665
Total Payables		184,946	158,665
Total Current Liabilities		1,496,458	1,453,111
Non-Current Liabilities			
Borrowings	13	211,354	19,013
Provisions			
Employee Provisions	3	92,740	94,981
Provision for Refurbishment		118,000	108,000
Lease liabilities NCL		623,480	599,092
Total Provisions		834,220	802,073
Total Non-Current Liabilities		1,045,573	821,086
Total Liabilities		2,542,031	2,274,197
Net Assets		597,523	592,383
Member's Funds			
Reserves			
Conversion Equity	14	515,815	515,815
Accumulated Surplus	15	81,709	76,568
Total Member's Funds		597,523	592,383

Independent Auditor's Report

Family Centre Australia Limited For the year ended 30 June 2021

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 2021, the Statement of Profit or Loss and other comprehensive income, Statement of Changes in Equity, Funds Statement of Cash Flows for the year ended, notes comprising a summary of significant accounting policies and other explanatory notes, and the Responsible Persons' Declaration.

Opinion

In my opinion, the accompanying financial report of Family Centre Australia Limited has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act), including:

1. giving a true and fair view of the company's financial position as at 30 June 2021 and of its performance and cash flows for the year ended on that date; and
2. complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

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 (*including Independence Standards*) (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 2021, 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 Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the ACNC Act, 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 on the basis of the financial report.

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

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control;
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors;
- Conclude on the appropriateness of Directors 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; and
- 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: 10th November 2021

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 2021

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 2021, 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 2021

	NOTES	2021	2020
Revenue			
Fee for Service Income		158,058	63,201
Grants			
Grants - Federal Government		511,533	500,566
Grants - Other		1,426,693	1,419,338
Grants - State government		2,800,844	2,653,620
Total Grants		4,739,070	4,573,524
Social Enterprise CORIS		25,325	33,300
Profit on Sale of Fixed Assets		15,089	-
Rental Income		99,338	108,888
Special Projects Income		-	4,050
Total Other Income		52,104	29,406
Recharges - Internal			
Recharges - Administration Income		869,748	846,593
Recharges - Motor Vehicle Use		94,741	91,432
Recharges - Rental Income		331,594	304,013
Total Recharges - Internal		1,296,083	1,242,038
Total Revenue		6,385,067	6,054,407
Other Income			
Interest Received		3,072	8,123
Cashboost Stimulus (ATO)		37,500	62,500
Total Other Income		40,572	70,623
Total Income		6,425,639	6,125,030
Expenses			
Administration Expenses			
Advertising		379	1,860
Auditors Remuneration - Fees		8,000	7,500
Bank Fees		2,392	2,061
Board Expenses		4,569	7,547
Cleaning		33,040	36,932
Computer/IT Expenses		105,161	106,277
Consultants Fees		58,090	84,752
Depreciation		70,421	65,994

	NOTES	2021	2020
Postage		1,548	1,208
Printing & Stationery		17,007	14,383
Recharged - Management Fees		869,748	846,593
Replacements		37,958	73,096
Service Delivery Expenses		24,872	22,685
Subscriptions & Memberships		17,337	14,915
Travel - National		58	2,508
Total Administration Expenses		1,472,620	1,508,512
Employee Costs			
Wages & Salaries Oncosts		329,135	302,717
Wages and Salaries		3,579,587	3,302,551
Staff Amenities		12,390	13,997
Staff Training		21,395	9,440
Total Employee Costs		3,942,507	3,628,705
Motor Vehicle			
Motor Vehicle Expenses		92,052	96,878
M/V Depreciation		34,186	28,288
Recharged - Motor Vehicle Lease		94,741	91,432
Total Motor Vehicle		220,979	216,599
Occupancy			
Electricity & Gas		46,567	45,379
Rates & Outgoings		11,280	8,623
Recharged - Rent		331,594	304,013
Rent		269,270	245,381
Repairs and Maintenance		32,346	29,415
Security		2,959	4,101
Telephone & Internet		52,876	62,411
Total Occupancy		746,893	699,322
Cashflow Provision		37,500	62,500
Total Expenses		6,420,498	6,115,639
Profit from ordinary activities		5,140	9,391
Net Profit attributable to the organisation		5,140	9,391
	NOTES	2021	2020
Closing Retained profits			
Opening retained profits		(430,756)	(440,148)
Net profit attributable to the organisation		5,140	9,391
Total Closing Retained profits		(425,616)	(430,756)



the family centre

TWEED HEADS • SOUTH TWEED HEADS • OCEAN SHORES • MURWILLUMBAH • BALLINA

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