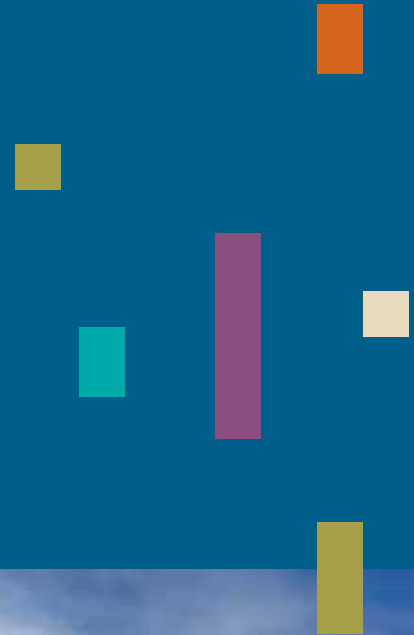




# Annual Report 2021–2022





# 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





Devastating floods inundated our region in February and March 2022. Thousands of people were affected and many remain in temporary accommodation. After 2 years of Coronavirus pandemic restrictions, this has had an unimaginable impact on so many people's lives. It's difficult to come to terms with how deeply this has affected so many children, young people and families in our community. We know our community is strong and resilient, but for those who lost everything, it's just heart breaking. Our community has rallied behind those most affected, and the signs are positive that we're building back steadily together.

Despite the extreme disruptions, our doors remained open and our teams quickly adapted to provide a full range of services in a safe and reliable manner. We were quick to support our clients and team members affected by flood waters and joined with other organisations and community members to assist with the initial recovery. Community donations to our Flood Appeal have directly assisted hundreds of people. We continue to listen and work closely with our community to adapt and respond to their longer-term recovery needs.

During the course of the pandemic and the floods, we continued to develop and test new ways of doing things, constantly adopting alternatives methods to meet the challenges people were facing. 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

Relationships - Performance and Quality - Learning - Innovation  
Our strategic directions guide the work of our organisation.

We've focused strongly on our **relationships including** the launch of our 2nd Reconciliation Action plan, and continued to build deep partnerships with business and community to support people devastated by flood.

## NOTABLE ACHIEVEMENTS

- Provided services to over 3800 people
- 94% of children remained with their families in our Intensive Family Preservation program
- 32 young people were supported into independent rental accommodation through the Connecting Home program
- Over 680 parents and children participated in our Supported Playgroup programs
- Launched our 2nd Reconciliation Action Plan
- 32 volunteers contributed their skills and experience to support our services
- Supervised 6 tertiary students work experience placements
- Launched our new Disability Services program
- Implemented new staff & volunteer Learning and Development program

Our **performance and quality** are driven by our organisational culture. We've continued to improve our evaluation framework, this year introducing pre and post survey methods to measure program/ participant outcomes. Our ongoing investment in new information technology systems ensure service quality and continuous improvement across our entire organisation.

We have implemented a new system of professional development and a leadership program that aligns staff **learning** with our strategic directions.

Embracing **innovation** keeps us focused on opportunities for creative change and social impact in all aspects of our work. We've taken the opportunity to enter the NDIS as a service provider and developed innovative ways to efficiently deliver high quality disability services to our community.

## OUR IMPACT

The Northern Rivers region is a great place to live, but right now, 1 in 6 children live in poverty. In some parts of our region this figure is as high as 1 in 4. Our region experiences high unemployment rates, low household incomes and escalating housing costs. Child safety and development, domestic and family violence, homelessness, mental illness and suicide rates are higher than the NSW averages.

The grinding stress of poverty, and a lack of opportunity adversely affects our community wellbeing. This in turn increases the cost and pressure on organisations responsible for health, housing, education, child wellbeing, justice, and community services.

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

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.

## BUILDING A STRONGER EVIDENCE BASE

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 15 years.

- Established and led new Leadership Program for all senior staff
- Continued our backbone support of the Murwillumbah based 'It Takes a Town' project
- Our joint Flood Appeal distributed goods and service to the value of over \$250,000 to flood affected people
- Completed a significant upgrade of our IT, cyber security, financial and communication systems, including new payroll and quality platforms
- Increased membership of CORIS 2.0 social enterprise project
- Completed Australian Services Excellence Standards accreditation
- Completed National Standards for Disability Services accreditation

Over the past year we've reviewed and significantly re-built our evaluation framework. The new framework includes a broader set of outcome measures that better reflect the life circumstances of the people who participate in our programs. Our new approach continues to focuses us on outcomes, and allows us to more accurately measure and report the performance of our programs and our organisation.

## LOOKING AHEAD

The pandemic restrictions disrupted many of our community connections. Over the next year there'll be an increased focus on re-igniting our relationships with volunteers, community groups, school communities, business and philanthropic partners to increase our impact. We'll also be increasing the diversity of our workforce to better reflect our community. While learning and leadership remains a key focus to foster a positive culture that ensures the delivery of effective high-quality services.

## 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 very much appreciate their dedication, hard work and guidance over the past year.

Important to acknowledge the retirement of long-standing, influential and respected board members, Dr. Liz Reimer and Marcia Browning. Liz is our outgoing Vice Chair and has been the driving force behind our community work and family support practice for over a decade. She has been highly involved in the development, evaluation and academic reporting of the innovative community led 'It Takes a Town' project.

Marcia is a respected community leader and educator. She is the inaugural chair of our Aboriginal Advisory Committee and

has been instrumental in building our cultural understanding, competence and relationships, that are now the foundation of our Reconciliation Action plan. Their leadership and service to TFC and the community is immense and deeply appreciated. We thank you and wish you all the best.

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.

David Keay  
On behalf of The Family Centre  
Board

David Boutkan  
Executive Director, The Family Centre

## The Family Centre Board Members

David Keay

Rossi Lyons

Liz Reimer (Retired)

Marcia Browning (Retired)

Chris Paton

Ben Donnithorne

Erica Russ

David McNicoll

## 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

Bunnings.Commonwealth Bank Of Australia, Elevation Church, GIVIT, Mayberry, Meldrum and Anderson, Mount Warning Rotary Club, One Door Mental Health, Pillow Talk, Recycled Mats, Rhythm Livin, Seagulls Club, Seaside Shelter Incorporated, Seaton Foundation, StreetSmart Australia, Surf Dive n Ski, Thread Together  
Tweed Mall Shopping Centre, Tweed Shire Council

### 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

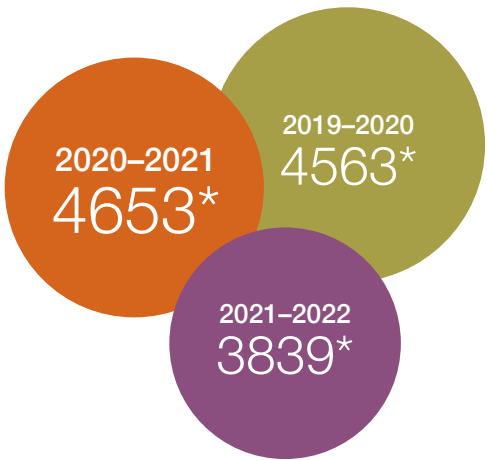
Bilambil, Bogangar, Condong, Cudgen, Crystal Creek, Dungay, Murwillumbah, Ocean Shores, Pottsville, Stokers Siding, Tweed Heads, Tweed Heads South, TumbulgumTyalgum, Uki

### EVENTS WE PARTICIPATED IN

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



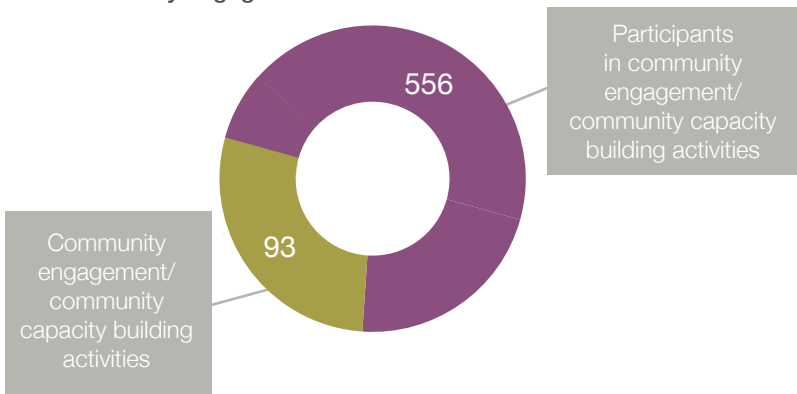
Course participants



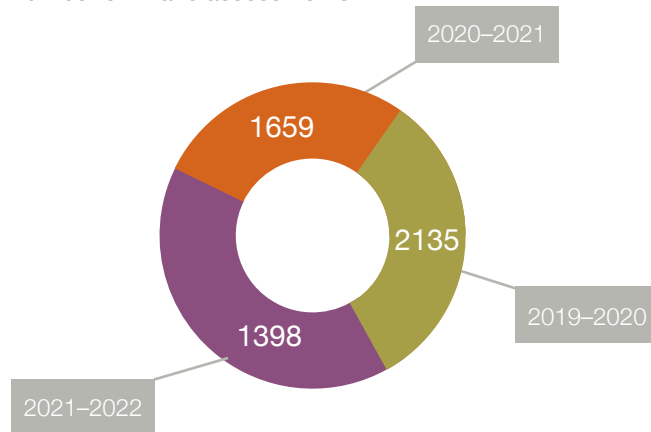
Number of courses



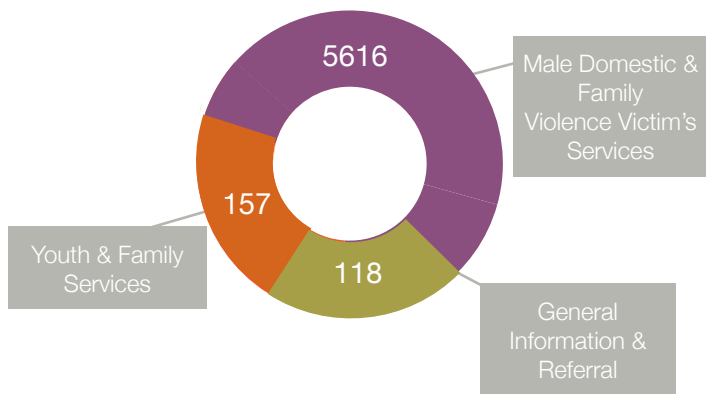
Community engagement activities



Number of intake assessments



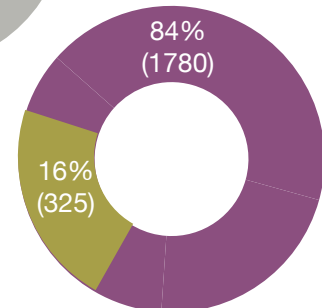
Number of participants who received information and referral support



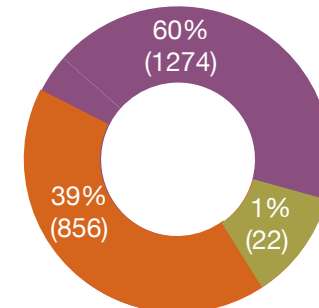
Number of individuals and organisations who supported our organisation and community with donations



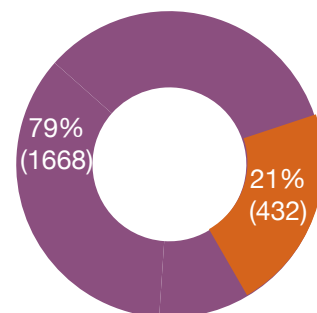
# HOW WELL DID WE DO?



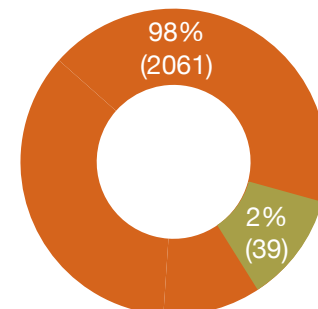
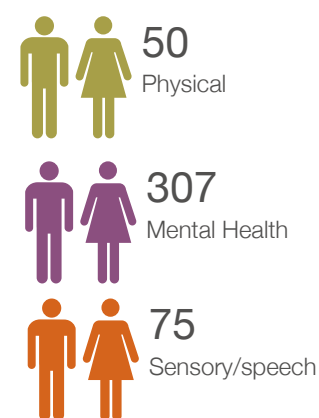
Non-Aboriginal and/or Torres Strait Islander  
Aboriginal and/or Torres Strait Islander



Women  
Men  
Other Gender Identity



No Disability  
Living with a Disability



Not Cald  
CALD



97%

of participants surveyed say they were satisfied with the services received



99%

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

# IS ANYONE BETTER OFF?



98%

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



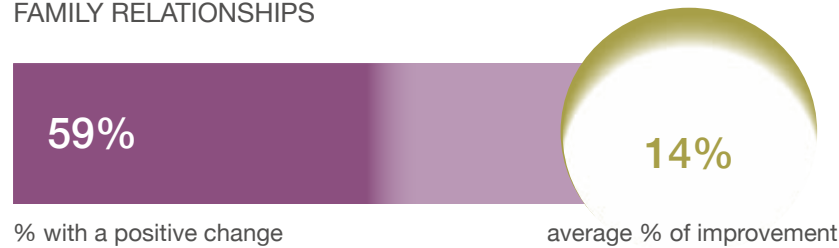
## MAKING CHANGE

All of our programs are designed to work together with participants to make the changes they want in their life circumstances in one or more the following areas:

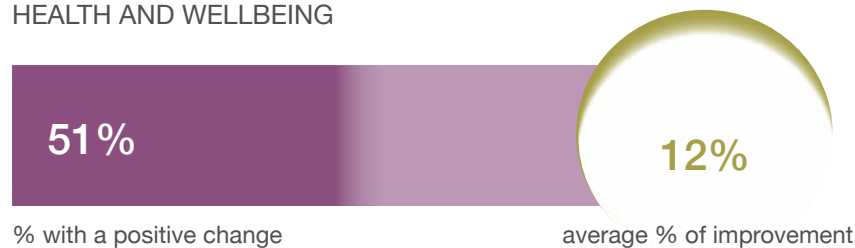
### SAFETY



### FAMILY RELATIONSHIPS



### HEALTH AND WELLBEING



### COMMUNITY CONNECTIONS AND CULTURE



### ECONOMIC WELLBEING



### HOUSING



## 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 the years members have included local Aboriginal representatives from health, education and employment services, the land council, traditional owners and elders.

We are now heading into the second year of our current RAP, and AASC members provide valuable guidance on all elements of the plan.

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

- the development of our cultural capacity and the promotion of positive race relations
- creating employment pathways and pathways for volunteering and student

- 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 last year the AASC had input into our cultural learning strategy, new signage in our hubs, met with of program staff, participated in recruitment, advised on service changes in local Aboriginal programs and organisations and advised on our Reconciliation Week activities, including an activity to develop a deeper understanding of the Uluru Statement and the history which led to it.

Marcia Browning  
AASC Sub-committee Chairperson





# volunteering & student program

"I have volunteered at The Family Centre for nearly two years now and I love it. I feel like The Family Centre is my second family. I love the way that everyone works together as a team and everyone has unbelievable passion for the community and the work we are doing together. After I moved to the area from Sydney and before starting volunteering at The Family Centre I went through quite a challenging time with my mental health which was added to by COVID and floods impacting our community. Volunteering with The Family Centre has helped me immensely. I am loving being front of house in reception, helping the admin team and being the team barista at the Frances St Office!"

Paul Bertie - Volunteer

The Family Centre's Volunteer and Student program has continued to actively serve and make an invaluable contribution in our community and organisation over the past year.

We rely on the generous and dedicated efforts of volunteers every day to support many of our programs areas and strengthen relationships within the community. The impacts of COVID-19 on our community over the past few years reduced opportunities for coming together at community events, fundraising opportunities and other community building initiatives which has contributed to us seeing fewer community members able to volunteer through our organisation. Despite these impacts, we have continued to support a number of volunteers and student placements throughout this time and have now begun to rebuild opportunities with our organisation for volunteers to participate in short-term and regular roles.

Over 30 community members made a volunteer contribution through The Family Centre over the last year, supporting our organisation and community directly in the areas of administration and reception, program support, facilitation of our courses and school programs, transport, playgroups, fundraising and participating in student placement opportunities.

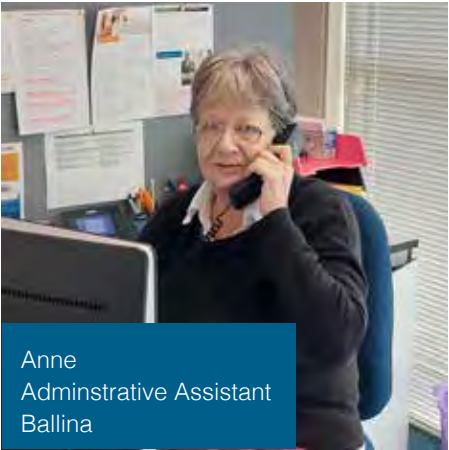
We are grateful to the many community members who express interest and become volunteers with The Family Centre. Our volunteers and students add substantial social and economic value across to our organisation and community. The Family Centre recognises and appreciates the time, skills, and efforts of our wonderful volunteers.



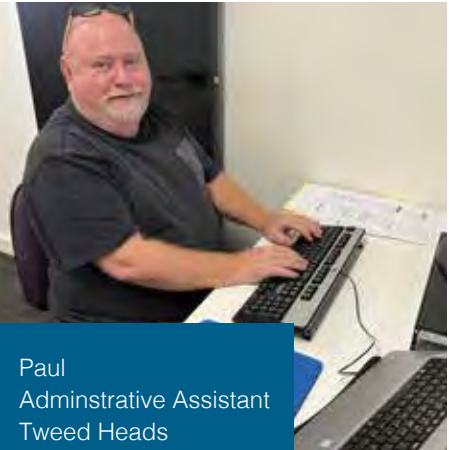
The crew from Boardriders volunteering at Salt Water Day - Fingal Head



Lee  
Adminstrative Assistant  
Tweed Heads



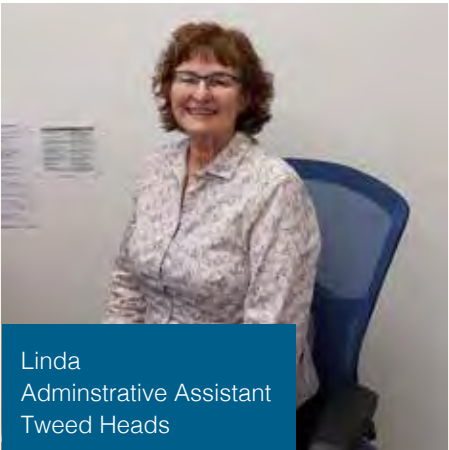
Anne  
Adminstrative Assistant  
Ballina



Paul  
Adminstrative Assistant  
Tweed Heads



Ellen, Grace, Carolyn  
Kinship Festival  
Murwillumbah



Linda  
Adminstrative Assistant  
Tweed Heads



Sue, Alana, Marion  
Food Hamper Project  
Tweed Heads



# our community

## 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 of improving the lives and wellbeing of individuals and our community.

The Seaton Foundation has donated over \$130,000 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.

In 2021 and 2022 the Seaton Foundation approved grants for \$90,000 to fund a part-time Youth and Family Worker in The Family Centre’s Connecting Home Program. The position was created to support an additional 10+ young people each year to secure safe, affordable independent housing through the Connecting Home Program.

The part-time Youth and Family Worker funded by the Seaton Foundation supported 15 young people to find safe and affordable housing, which exceeded our target of 10 young people. The additional funding for 2022–2023 has the team on track to support a further 10 young people in the program.

A big thank you to the Seaton Foundation for making a real difference to youth homelessness in our community.

## Surf Dive n Ski Supporting Our Community

Each year our corporate partners Surf Dive n Ski donate backpacks for participants in Family Centre programs in the last 5 years they have donated over 1400 backpacks valued at over \$70,000. 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.

When the February 2022 floods impacted the Murwillumbah community, Alison Peters and the team at Australian Law Group in Murwillumbah put out a call to make back to school backpacks for children and young people affected by the floods. Surf Dive n Ski donated an additional \$15,000 worth of backpacks and accessories to this community initiative supporting over 300 children and young people in Murwillumbah and surrounds.

Throughout the year Surf Dive n Ski have also donated clothing, shoes and surfboards to flood impacted participants in the Ballina, Byron and Tweed Shires at a total value of over \$25,000. Their staff also fundraised \$20,000 which they donated to the Flood Relief Fund supporting Family Centre participants impacted by the floods. The team at Surf Dive n Ski also give their time volunteering at Family Centre events.

## Flood Relief

The February and March 2022 floods devastated many communities across the Northern Rivers region. Over 50 individuals and families connected to our services were impacted by the floods. As were many of our staff team and their families.

We were overwhelmed with the support of our community. Individuals, businesses and community groups have donated generously to The Family Centre and It Takes a Town Flood Relief Appeals. The Family Centre appeal benefits flood affected people across the Tweed, Ballina and Byron shires, while the It Takes a Town appeal focuses on benefiting flood affected people in the Murwillumbah region and broader Tweed Shire.

The joint appeals received cash and in-kind donations to the value of over \$500,000. Over 140 individuals and families have received goods and services valued at over \$200,000 so far (end of June 2022).

This has been a massive logistical undertaking for TFC and our partner organisation ITAT, who have also been working in collaboration with The Murwillumbah Hub.

We will continue to support those impacted by the floods in our community in the coming weeks and months.

Thank you to the many individual community members, businesses and philanthropic supporters who have donated to the flood appeals.

## GIVIT giving to the Northern Rivers

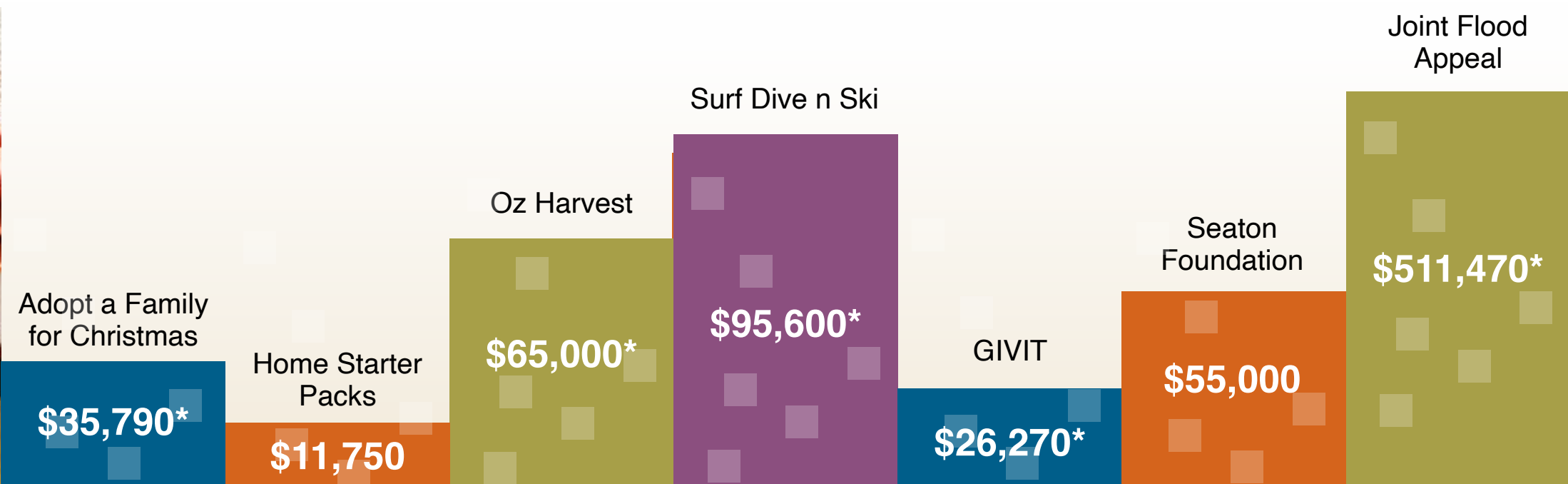
GIVIT is a national non-profit organisation matching generosity with genuine need. GIVIT connects donors and community organisations to make sure vulnerable people and communities get exactly what they need, when they need it.

After the February 2022 flood disaster GIVIT met with The Family Centre to see how they could support the community in recovery. Through the GIVIT website, items were listed that flood affected participants needed these included: fridges, beds, washing machines, computers, linen and household items as well as building services. The GIVIT community has donated over \$26,000 to 15 families and individuals in our programs helping them to recover and set up their new or existing homes.

Thank you GIVIT for making a difference in our community.



\*Donations in kind and cash





## Making Food Matter

The Family Centre has been partnering with OzHarvest for over 6 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. Over the 6 years we have made over 7800 food hampers with an estimated value of \$390,000 worth of food rescued and redistributed. The last few years have been financially tough for families and individuals in our community with COVID-19 restrictions, natural disasters and the rising cost of living. The Oz Harvest Hamper project has become an essential weekly addition for many of our participants, taking a little pressure off the household budget.

## Home Starter Packs

Each year The Family Centre's Connecting Home program supports over 300 young people between the ages of 16-24 who are homeless or at the risk of becoming homeless. Many of those young people are assisted to secure accommodation either in shared houses, lease agreements or are housed in The Family Centre's transitional accommodation.

The young people often have limited funds for the start-up costs of setting up a home.

The Family Centre Home Starter Packs provide a young person with all the essentials to set up their new home. Each pack costs \$500 and includes: kitchen utensils cookware, appliances, linen, cleaning goods, toiletries.

This year the Commonwealth Bank, Seaside Shelter, Street Smart Australia and Rotary Club of Mount Warning and Murwillumbah and 2 community members donated \$11,750, supporting 23 young people with Home Starter Packs. Home Starter Packs give a young person a hand-up to independence, Thank you.

## 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 2021. 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 \$35,000 in toys, gifts, food, cash and gift vouchers were donated.

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

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



# 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.

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.

## COURSES

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



## No Scaredy Cats

Jane is a sole parent and attended the No Scaredy Cats course online, over 3 sessions during the height of the COVID-19 pandemic in 2021.

No Scaredy Cats aims to support parents/ caregivers to reduce anxiety and build resilience in children. It explores how anxiety develops, how parents and caregivers can take a preventative role in the development of anxiety and assist children develop skills to reduce anxiety and increase resilience.

Jane shared that the COVID-19 pandemic was having a major impact on her family's life, adding to the anxiety levels that already existed in her family. Jane's sons aged 10 and 15 both suffered with anxiety, and she was looking for a course to assist with managing the anxiety better. Jane said that she had a high level of anxiety herself and was very keen to understand how this impacted on her son's mental health and well-being.

## Jane's Story...

"The course was marvellous, eye opening and a god send for my family. I have a deeper understanding of anxiety and in particular identifying where anxiety comes from.

Before the course I thought that anxiety was just something that some people struggled with more than others. But I have learnt that anxiety can be fear based (Amygdala) or thought based (Cortex) and having this knowledge means I can identify where the anxiety is coming from, giving me the tools to help alleviate or reduce the anxiety.

Both of my son's anxiety has reduced over time, and they have been able to try new things and have increased confidence, we are also doing more things as a family together. The course has also been beneficial for my own anxiety because what I have learnt can be applied to any age group. I am feeling less stressed and have been able to restart my career.

The facilitators were welcoming and knowledgeable and I felt as though they were on a journey with me to achieve my family's goals."



Early Intervention

Ivy is the grandmother and carer of 2 primary school aged children. Ivy came to The Family Centre to get support around parenting her grandchildren and support for her 11-year-old granddaughter who had speech and language delays as well as learning difficulties.

Deb supported the family to access a speech therapist and child psychologist. Both services identified that Ivy’s granddaughter had more complex needs and may need extra support accessible through the NDIS.

The reports from specialists to diagnose disabilities are expensive and not always affordable for families. The Family Centre has a fund to support participants to access medical specialists to provide assessments for NDIS applications.

The family attended a private pediatrician appointment who identified that Ivy’s granddaughter had ASD2 plus other complex needs. The pediatrician provided a report for the family to use to support their NDIS application.

The Family Centre’s Disability Services team assisted Ivy with an overview of the NDIS and how to apply for access. We supported the family with their NDIS application and the family requested in their application to include Plan Management and Support Coordination in their plan which will be provided by the Disability Services team.

Ivy’s granddaughter is still seeing the speech pathologist and the family are seeing improvements. Ivy is thankful for the support she received to negotiate the complex NDIS process.

The Family Centre have been really wonderful and very supportive and it has really helped just having the support. Part of my feeling of despair is no one understands what is going on and you have shown great empathy.

Participant – Child and Family Services

Flood Recovery & Family Support

Anne’s Story...

Anne contacted The Family Centre for parenting support. She is a sole parent of 2 young daughters. She also requested assistance to access a psychologist for one of her daughters who was having difficulty with anxiety and emotional regulation. During the initial meeting with Child and Family Worker Kylie, Anne shared that she had lost everything in the February 2022 floods and was now living in a caravan.

Kylie supported Anne to access the Flood Recovery Centre for material items and government funding to assist her and her daughters to rebuild their lives. Anne was supported to find a unit and to access The Family Centre Flood Recovery fund to purchase furniture, kitchen items, linen, and clothing. The girls also received surfboards donated by Surf Dive n Ski.

Anne and her daughters are now settled into their new home they can now see a light at the end of the tunnel.

Jenny’s Story...

Jenny and her 2 children had recently moved to the Ballina Shire and joined the Ballina Playgroup. Jenny and her children attended the playgroup weekly and she enjoyed connecting with other mums and making new friends. Jenny’s rental house and all her belongings were destroyed in the February 2022 floods. Having to be rescued by emergency services was a traumatic experience for the family.

Jenny was not accustomed to reaching out to services and supports as she had never needed to do it before. With no family in the area Jenny was grateful for Child and Family worker Kellie’s support as she had no idea where to start. Kellie has continued to support the family to help secure permanent rental accommodation and additional family support.



Family Centre Playgroups

The Family Centre run 6 playgroups across the Tweed, Byron and Ballina shires each NSW school term. Our playgroups are meeting places where parents & their children can play, share experiences and enjoy the support of other families and our playgroup facilitators.

Jess’s Story...

“I remember the first time I walked into the playgroup with my daughter. I was nervous and so was she. There was this wonderful play set up with dolls, baths, soap, and prams. There were so many activities set up as an invitation to stay and play! Both our eyes lit up and I was as excited as my little one!

After a year of feeling quite isolated with a new baby and not feeling like I had found ‘my mum’s group’ like everyone had said I would, I was so relieved to find this great playgroup. A woman in my street told me about it and a friend said, ‘oh gosh I used to take my son there years ago, it was great.’ So, I went and Boy, am I glad I did!

Simone and Vanessa welcomed us with open arms and for a non-binary parent in a queer marriage with no parents and very few friends with kids I had found my place. It was like-minded people from all walks of life nurtured in a group by these two wonderful, experienced children’s educators. I

always knew I wanted my kids raised with an abundance of play and nature which is exactly what this playgroup is.

My kids and I have benefited so much. We have found a community of friends. We have a messenger group that we, through one of our fantastic mums, used to set up a laundry service during the February 2022 floods for families. Simone and Vanessa are always there for us all and supportive with any questions or concerns. I think most people would say they are lifesavers for people trying to parent.

Playgroup has been there for us from choosing a preschool to when to toilet train or just for getting out of the house and talking to other adults for a couple of hours!

Simone and Vanessa also role model such great behavioural guidance strategies and they taught us ninety percent of our song catalogue too which saves me daily!”



# 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 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.



## COURSES

Soon They'll Be Teenagers	Aboriginal Boys & Girls Group
Understanding Teenagers	Take a Stand, Getting
Tuning into Teens	Connected, Switched On
Super Me,	Transitions for Boys
Prime to High	Transitions for Boys & Girls
Wrapped in Angels	

## REALskills High Schools

Take a stand returned to schools in Term 2 2022 for the first time since the COVID-19 pandemic began.

Take a Stand, is a whole of year program that takes students on a full-day journey exploring topics about friendships, relationships, and staying safe around alcohol and other drugs. Take a Stand is supported by a group of Year 10 students from the school, trained as Peer Leaders. These students are selected for their leadership qualities and potential. What we know about young people, is that speaking with peers can be easier and more comfortable, and we see this play out in every Take a Stand program we deliver.

### what you said...

“I thought support work was just telling people what to do but after I finished as a Peer Leader, I realised it is about listening to stories and supporting people to find their own way. I now know how to use this to help someone else.”

**Peer Leader – Take a Stand**

The Peer Leaders invite younger students to participate in a more meaningful way – the younger students are inspired, given courage, feel more comfortable and form connections they might not otherwise formed with older students.

The Peer Leaders told us that the experience provides them with insights into the lives of the younger students they did not have before, and they recognise an increase in skills and confidence in their own capacity to support others.

They shared feedback about what the experience had changed for them. They talked about the idea of doing this kind of work in the future, asking questions about what study pathways would lead them in that direction. Before the Peer Leader program, these students had never considered themselves in this way.

“After the program ended I was walking past younger student and smiled and they smiled back. It was a positive experience that made me feel like we had created a belonging within our school. The program was only one day but it has had a lasting impact.”

**Peer Leader – Take a Stand**

## Youth & Family Mental Health Program

Our Youth and Family Mental Health program delivers services in the Ballina and Byron shires. We support young people and their families in the community including regular visits to local primary and high Schools.

The devastating impact of February/March 2022 floods across the Ballina, Byron and Tweed shires saw many people flood impacted including students.

Our Youth and Family Mental Health worker Shana was able to respond to the immediate need for mental health support at Ballina Coast High School, working closely with the school's wellbeing team.

Through the generosity of public and corporate donations, young people were able to access linen, clothes, and vouchers for essential items. They also received wellbeing support and, in some cases, ongoing individual and family support. Families were also provided with information and support to access disaster relief funds and other appropriate services.

Flood recovery is ongoing and Family Centre staff have adopted the Stormbirds training program. The program provides an opportunity for children and young people who have experienced a natural disaster to share their experiences of change and loss in safe and creative ways. It allows them to understand and attend to their feelings and learn skills for adapting and recovering. We are looking forward to working with schools across the Tweed, Byron & Ballina Shires to deliver the Stormbirds program.

## Tuning into Teens

Tuning into Teens gives parents the opportunity to learn new skills and knowledge to support their teenage children to control, understand and express their emotions, in healthy and positive ways.

The course provides parents with a safe space to talk about their frustrations without judgement with other parents in similar situations.

Tuning into Teens helps parents recognise, understand and respond to their teenager's emotions, this helps improve relationships and better manage difficult situations.



### what you said...

“Shana has been supporting both my daughters. She has reconnected my children and myself together and has been able to understand their needs and expectations which many do not. I am beyond grateful for this program and all the support. In the last three months our family was hit hard with the Northern Rivers floods and once again Shana has helped us and supported all our needs. It is truly breath-taking, and I cannot stress enough about how much gratitude my family holds in our hearts for her and all the support from The Family Centre.”

**Participant – Youth & Family Mental Health Program**

“Having a safe space, I could come to talk about anything I wanted or needed to and learning how to deal with my issues was extremely helpful.”

**Participant – Youth & Family Mental Health Program**

“I am thankful for all the support Shana has done over my school year as she listens and understands me.”

**Participant – Youth & Family Mental Health Program**

“Thank you, Tammie and Tabitha, for presenting the course in such an open, non-judgemental manner. Both have a lot of in-depth knowledge as well as experience and were able to relay the information easily. I feel such gratitude for your positive, caring attitude to everything.”

**Participant – Tuning into Teens**

“Before starting this course, I was worried about my teens all the time. I didn't know what to say without upsetting or embarrassing them or causing a meltdown. Doing Tuning into Teens has given the tools to be able to communicate with my kids in such a way they feel heard. I enjoyed learning about how the teenage brain works, especially the ‘flip your lid’, as well as how to pick up on subtle cues and tap into their emotions. The material was easy to understand and put into practice. I am feeling calmer and more confident.”

**Participant – Tuning into Teens**





## Prime to High

Prime to High is a program for Year 6 students, that focusses on developing resilience and self-confidence in students as they transition into High School. Prime to High was co-designed with Year 6 students in the Tweed Shire and prioritises topics they determined as most relevant for them.

Prime to High was delivered to 130 students across six primary schools in the Tweed Shire. Through stories, activities and discussions students were heartened to learn that others felt the same way about high school as they did and took the opportunity to talk through any worries and concerns they had. They also learned ways to deal with tricky situations and how to access support when needed.

### Feedback from Year 6 students about Prime to High

"It has taught me how to deal with things that might happen in high school."

"I liked discussing scenarios to get out of a situation you are uncomfortable with."

"I learned what to do if you get peer pressured and bullied or if you have a big workload."

"If I am ever in a tough situation, I need to find someone to tell or that has my back."

## Connecting Home - Rent Choice Youth

The Family Centre's Connecting Home Program secured safe and affordable housing for 33 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. Having secure housing provides the stability a young person needs to focus on their education and employment to ensure their future independence.

### Megans Story...

Megan is a mother of 2 and contacted The Family Centre after a relationship breakdown where she needed to leave the family home. Megan was working 2 part-time jobs but was finding it hard to secure a rental property for her family due to the lack of affordable housing.

Megan was supported by our Connecting Home team to apply for the Rent Choice Youth program. As Megan was working, she qualified for the Rent Choice Youth program that supports young people for up to 3 years with a rent subsidy and Youth and Family Worker support. Megan and her children were successful in securing a tenancy in Lismore.

Six months after she moved in, her house and contents were destroyed by the February 2022 floods. Megan initially stayed with friends until the Connecting Home team secured her temporary caravan accommodation provided by our partner company Little Beach Shacks. Megan had been living in the caravan for 2 weeks and during this time she secured fulltime employment, but the floods impacted Lismore again and the Caravan had to be relocated to South Byron. The family remained in the caravan for a further month before she was able to secure a rental property with the Rent Choice Youth program in Goonellabah.

Megan and her children are now settled in their new home and community, with new furniture donated by The Family Centre Flood Appeal and GIVIT.

### what you said...

"You brought me to tears with all the items in the Home Starter Pack I received when my Rent Choice Youth application was approved. You have no idea how helpful it was. Thank you so much."

**Participant – Rent Choice Youth**

"Kym I just want to thank you for everything over the years. I never thought I would have my own place but I have. I really mean it thanks so much."

**Participant – Rent Choice Youth**

# 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.

## COURSES

Anger and Emotional Intelligence

Self Esteem for Women

Say What You Mean, Mean What You Say

Pathways to Change for Men

Conversations for Change

Creating Real Connections

Couch Chat – Step Parenting



## Anger & Emotional Intelligence

Due to COVID restrictions the Anger and Emotional Intelligence course was modified from a full day face to face course to an online course delivered in 3 sessions. For some people, learning in an online environment was a brand-new experience. The three sessions online course was a huge success with 10 people participating and completing the course. The following feedback was obtained from two of the participants:

### what you said....

"I really enjoyed the course. Both the facilitators were fabulous, and I thought that they dealt well with the complex issues and topics of the group. They were considerate to all the participants."

**Participant – Anger & Emotional Intelligence**

"Was very happy with the course. Wish I knew about this a few years ago, because it definitely would of helped me and my relationship. My psychologist told me about the course."

**Participant – Anger & Emotional Intelligence**

## Safer Pathways

The Family Centre's Safer Pathways program is a telephone service that supports male victims of domestic and family violence to get the community and health support they need to address safety and wellbeing concerns

### Peter's Story...

When Relationships Services worker Chris contacted Peter, he was struggling with poor mental health and thoughts of self-harm. Chris conducted an assessment and established Peter did not need urgent medical assistance, but support was critical. Chris assisted Peter to access a 24-hour mental health support line and a homelessness service, as he was left homeless after the Domestic Violence Incident and required temporary emergency accommodation. Chris also supported Peter to make an appointment with his GP to arrange a mental health plan. Chris kept in regular contact with Peter to and support services he engaged with to ensure safety plans were in place. With the right support in place, Peter is well on the way to recovery.

# DISABILITY SERVICES

**PLAN MANAGEMENT** supports you to effectively manage your NDIS plan. It assists by liaising with providers, managing budgets and paying invoices on your behalf. Plan managers work to determine the best approach to maximising the benefits of your NDIS plan.

**SUPPORT COORDINATION** assists you to build the skills you need to understand, implement and use your plan. A support coordinator will work with you to ensure a mix of supports are used to increase your capacity to maintain relationships, manage service delivery tasks, live more independently and be included in your community.

The Family Centre's Disability Services programs were established in October 2021. The service offers Plan Management and Support Coordination to NDIS participants.

The Plan Management team supports participants to effectively manage NDIS plans by liaising with service providers, managing budgets and paying invoices on the participants' behalf. Our Plan Managers work with our participants to determine the best approach to maximise the benefits of their NDIS plan.

Our Support Coordination team supports participants to build the skills they need to understand, implement, and utilise their plans. Our Support Coordinators work with participants to ensure a mix of supports are used to increase capacity to maintain relationships, manage service delivery tasks, live more independently, and increase participation in the community.

The Disability Services team works in collaboration with other Family Centre programs providing workers with a better understanding of services available in the community and the needs of people living with disabilities.

*Thank you Danielle your the best I know I don't say it alot but thank you for all the stuff you do I really appreciate you.*

Melissa – Participant Disability Services



## Melissa's Story...

Melissa has Autism and is a single parent to 3 children with disabilities. Melissa chose The Family Centre Plan Management and Support Coordination services to assist her to implement her NDIS plan.

Melissa's Support Coordinator Danielle, has assisted her to identify the supports she and her family require.

Danielle has assisted Melissa to find supports including occupational therapy to help with memory recall, a weekly art therapy course that gives Melissa some space for herself to be creative and better able to cope with day to day living.

Melissa has expressed a need to have some assistance with community engagement and Danielle is now working with her to find a suitable support worker.

Melissa calls Danielle and her other support workers 'Team Avengers' because having choice and control around her supports has helped Melissa to feel empowered and independent.

# business services

The Finance and Business Services team provides comprehensive business support to ensure The Family Centre is able to continue making a difference in our community. The team are often the first point of contact with our community and always provide friendly support, 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 organisations who co-locate with us in our office spaces.

## FINANCIAL OVERVIEW

The Family Centre's general-purpose financial statements for 2021-22 disclose a consolidated surplus of \$114,012 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 Family Centre and comply with the relevant accounting standards. The Family Centre's equity at 30 June 2022 was \$711,535, with a current ratio (current assets to current liabilities) of 1.21 and working capital (current assets less current liabilities) of \$329,680.





## FINANCIAL STATEMENTS

## Statement of Profit or Loss and Other Comprehensive Income

Family Centre Australia Limited  
For the year ended 30 June 2022

	NOTES	2022	2021
<b>Income</b>			
Revenue	2	6,777,174	6,425,639
<b>Total Income</b>		<b>6,777,174</b>	<b>6,425,639</b>
<b>Gross Surplus</b>		<b>6,777,174</b>	<b>6,425,639</b>
<b>Expenditure</b>			
Advertising		3,654	379
Auditors Remuneration - Fees	10	8,800	8,000
Depreciation	8	115,946	104,607
Motor Vehicles		168,356	186,793
Travel and Accommodation		366	58
Employee Benefits Expenses	3	4,118,346	3,942,507
Other Expenses		2,247,694	2,140,655
Cashflow Provision		-	37,500
<b>Total Expenditure</b>		<b>6,663,162</b>	<b>6,420,498</b>
<b>Total Operating income for the year</b>		<b>114,012</b>	<b>5,140</b>
<b>Total Operating and Extraordinary Income for the Year</b>		<b>114,012</b>	<b>5,140</b>

## Statement of Financial Position

Family Centre Australia Limited  
As at 30 June 2022

	NOTES	30 JUN 2022	30 JUN 2021
<b>Assets</b>			
<b>Current Assets</b>			
Cash Assets	4	1,357,665	950,648
<b>Trade and other Receivables</b>			
<b>Trade and Other Receivables</b>			
Trade and other receivables	5	292,128	391,005
<b>Total Trade and other Receivables</b>		<b>292,128</b>	<b>391,005</b>
Other current assets	12	273,197	510,448
<b>Total Current Assets</b>		<b>1,922,990</b>	<b>1,852,102</b>
<b>Non-Current Assets</b>			
Property Plant & Equipment	8	636,461	481,432
Right of use assets	9	806,020	806,020
<b>Total Non-Current Assets</b>		<b>1,442,481</b>	<b>1,287,452</b>
<b>Total Assets</b>		<b>3,365,471</b>	<b>3,139,554</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
<b>Trade and Other Payables</b>			
Trade Creditors	6	80,866	112,525
Donations Balance	6	120,161	48,289
Project Balances	6	637,365	411,755
Creating Opportunities Fund Payable	6	14,217	17,848
Suicide Prevention Project	6	4,644	994
Accrued Expenses	6	920	25,609
<b>Total Trade and Other Payables</b>		<b>858,173</b>	<b>617,022</b>
Borrowings	13	(16,436)	58,886
<b>Provisions</b>			
<b>Provisions</b>			
Employee Entitlements	3	541,607	492,656
Provision Cashflow Boost		-	100,000
Provision CORIS members dvp		8,150	12,400
<b>Total Provisions</b>		<b>549,757</b>	<b>605,056</b>
<b>Total Provisions</b>		<b>549,757</b>	<b>605,056</b>
GST Payable		19,276	30,548
<b>Payables</b>			
FBT Liability		-	2,406
Lease Liabilities - CL		182,540	182,540
<b>Total Payables</b>		<b>182,540</b>	<b>184,946</b>
<b>Total Current Liabilities</b>		<b>1,593,310</b>	<b>1,496,458</b>



	NOTES	30 JUN 2022	30 JUN 2021
<b>Non-Current Liabilities</b>			
Borrowings	13	211,354	211,354
<b>Provisions</b>			
Employee Provisions	3	107,792	92,740
Provision for Refurbishment		118,000	118,000
Lease liabilities NCL		623,480	623,480
<b>Total Provisions</b>		<b>849,272</b>	<b>834,220</b>
<b>Total Non-Current Liabilities</b>		<b>1,060,626</b>	<b>1,045,573</b>
<b>Total Liabilities</b>		<b>2,653,936</b>	<b>2,542,031</b>
<b>Net Assets</b>		<b>711,535</b>	<b>597,523</b>
<b>Member's Funds</b>			
<b>Reserves</b>			
Conversion Equity	14	515,815	515,815
Accumulated Surplus	15	195,721	81,709
<b>Total Member's Funds</b>		<b>711,535</b>	<b>597,523</b>

# Independent Auditor's Report

## Family Centre Australia Limited For the year ended 30 June 2022

### 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 2022, 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:

- giving a true and fair view of the company's financial position as at 30 June 2022 and of its performance and cash flows for the year ended on that date; and
- 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 2022, 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: 19th October 2022

Auditor's signature:



Annette E. Bedford FCA  
Registered Company Auditor #167590

Unit 112 34 Glenferrie Drive Robina QLD 4226

Liability Limited by a Scheme approved under Professional Standards Legislation





the family centre

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

Unit 1/14 Amber Road, Tweed Heads South NSW 2486 (PO Box 6301) • Phone: (07) 5524 8711 • Email: [info@thefamilycentre.org.au](mailto:info@thefamilycentre.org.au)

[www.thefamilycentre.org.au](http://www.thefamilycentre.org.au)