



# Annual Report 2022–2023







# 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



# BOARD CHAIRPERSON AND EXECUTIVE DIRECTOR REPORT

We are delighted to share with you The Family Centre's 35th Annual Report.

As we reflect, it's important to acknowledge that for much of the past year, we continued to support many people still recovering from the impact of the devastating floods that inundated our region in February and March 2022.

Our community has rallied behind the communities most affected, and we have witnessed incredible acts of unity and resilience. We worked hard to ensure community donations and grants to our Flood Appeal have directly benefited hundreds of people most in need.

The signs are positive that we're building back steadily together. We continue to listen and work closely with our community to adapt and respond to their longer-term recovery needs.

In a fast-changing environment, we continued to develop and test new ways of doing things, constantly adopting alternate methods to meet the challenges people are facing. This approach, led by our entire team, continues to inspire and continually transform our organisation and the way we collaborate with our community.

## 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 coordination of Reconciliation Action events the implementation of our 2nd Reconciliation Action plan. We continued to build deep partnerships with businesses and community to support people devastated by flood.

Our performance and quality are driven by our organisational culture. We've continued to improve our risk and quality systems with a focus on outcome measurement. We are increasing our investment in digital infrastructure to increasing efficiencies, while at the same time strengthening our cyber security to safeguard participant privacy.

Our professional development program focuses on skill development and leadership, aligning staff learning with our culture and 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 Plan Management and Support Coordination providers and recently expanded our service to deliver a

range of capacity building supports including Psychosocial Recovery Coaching.

## 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 low household incomes and escalating housing insecurity compounded by cost of living pressures. Child safety and development, domestic and family violence, homelessness, mental illness and suicide rates are higher than the NSW averages.

The stress of cost-of-living pressures 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 partners, 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.

## LOOKING AHEAD

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. Learning and leadership remains a key focus to foster a positive culture that ensures the delivery of effective, high-quality services.

We'll continue to expand our range of disability services and increase the participation of people living with a disability in all TFC programs.

## NOTABLE ACHIEVEMENTS

- Provided services to over 4482 people
- 85% of children remained with their families in our Intensive Family Preservation program
- 28 young people were supported into independent rental accommodation through the Rent Choice program
- Over 542 parents and children participated in our supported playgroup programs
- Supported the placement of over 30 volunteers and students
- 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 HR and quality platforms
- Completed National Standards for Disability Services accreditation
- Launched our new Capacity Building Disability Services

In addition, we are excited to be delivering the Resilient Kids Program in primary and secondary schools across the Far North Coast with our partners Healthy North Coast and Social Futures.

## 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.

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  
Chris Paton  
Ben Donnithorne  
Erica Russ  
David McNicoll  
Marcia Browning (retired)

## 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

Seaton Foundation

### CORPORATE SPONSORS

Bunnings, C3 Church Kingscliff, Commonwealth Bank of Australia, Elevations Church, Mayberry Meldrum Anderson, Oz Harvest, Pacific Coast Christian School, Seagulls Club, Seaside Shelter Incorporated, StreetSmart Australia, Surf Dive n Ski, Thread Together, Zephyr Education

### 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

Ballina Coast, Banora Point, Byron Bay, Caldera, Kingscliff, Mullumbimby, Murwillumbah Learning Community, Tweed River

### PRIMARY SCHOOL PARTNERS

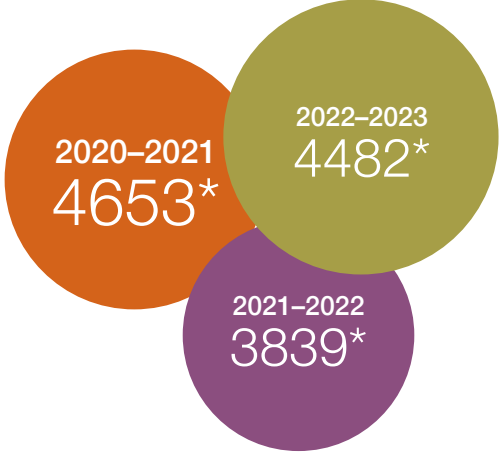
Condong, Cudgen, Crystal Creek, Murwillumbah East, Murwillumbah, Pottsville, Sathya Sai College, Tweed Heads, Tweed Heads South, Tumbulgum, Tyalgum, Uki

### EVENTS WE PARTICIPATED IN

Reconciliation Week, Kinship Festival, NAIDOC, Saltwater Day, Teddy Bears Picnic, Murwillumbah Youth Festival, Momentum Festival

# 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



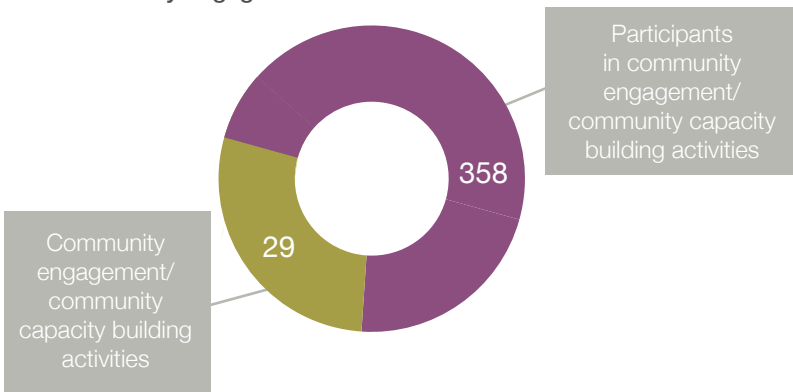
## Course participants



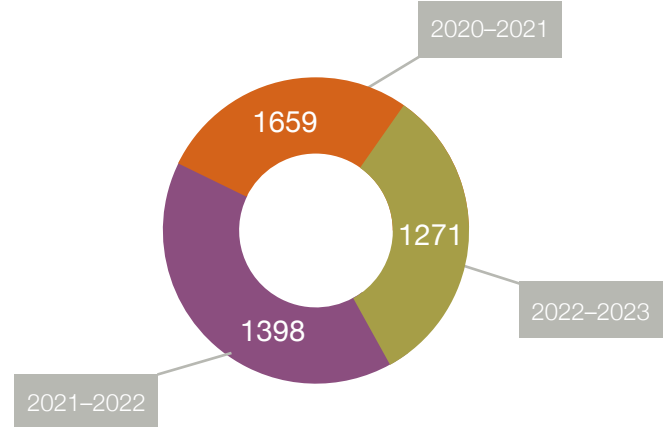
## Number of courses



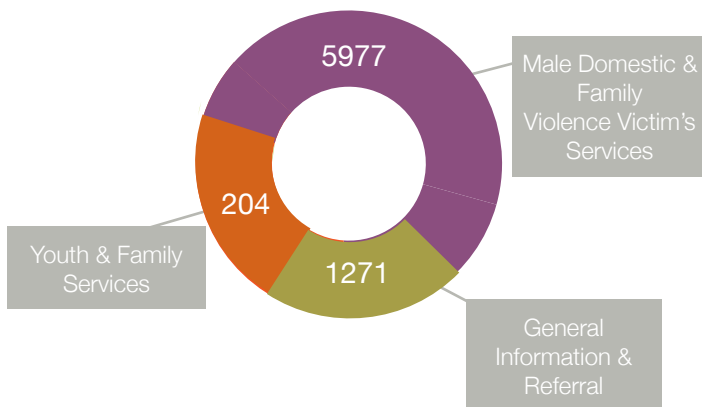
## Community engagement activities



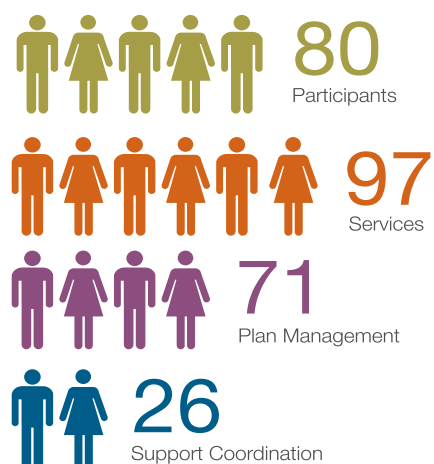
## Number of intake assessments



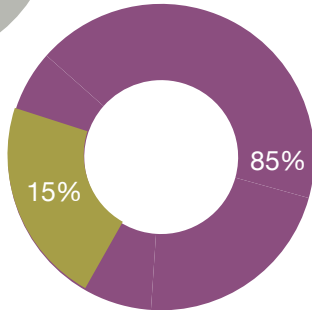
## Number of participants who received information and referral support



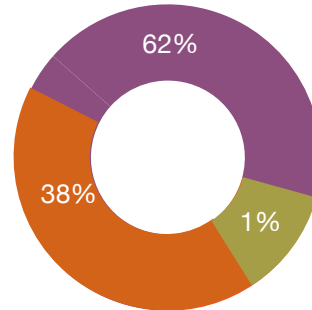
## Disability Services



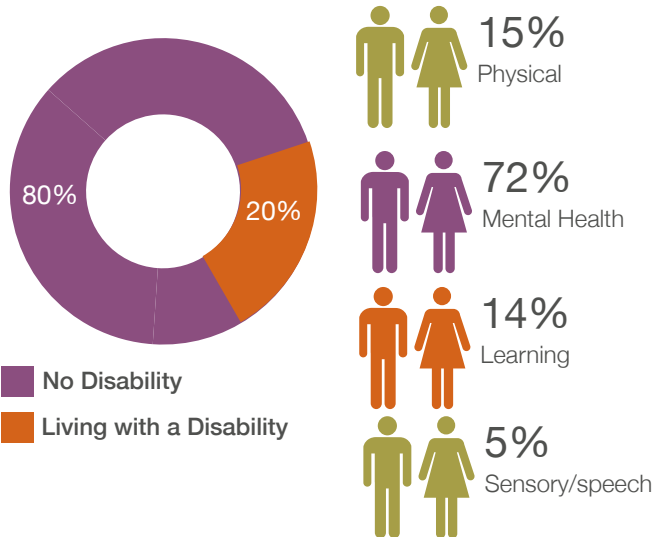
HOW WELL DID WE DO?



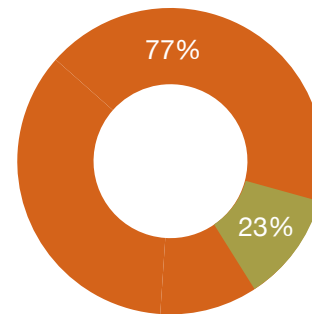
■ Non-Aboriginal and/or Torres Strait Islander  
■ Aboriginal and/or Torres Strait Islander



■ Women  
■ Other Gender Identity  
■ Men



■ No Disability  
■ Living with a Disability



■ Not homeless  
■ Homeless or at risk of homelessness



94%

of participants surveyed say they were satisfied with the services received



96%

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

IS ANYONE BETTER OFF?



93%

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







# reconciliation action plan

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. The committee's composition primarily relied on the leadership of the Chair Marcia Browning. Marcia stepped down from the TFC board and as Chair of the AASC at the end of 2022 due to personal circumstances.

We acknowledge demands for voluntary committee work can be a burden for many Aboriginal community members. Therefore, we have made the difficult decision to discontinue the committee. We deeply appreciate the work of the many committee members who have served on the AASC over the past 10 years. They have made a valuable contribution to TFC and our community.

The legacy of their work and our Reconciliation Action Plan will continue to guide us.

We have continued our RAP work last year:

Implemented our cultural learning strategy including online and in class training with local Aboriginal trainers

Worked with 12 local organisations, including Aboriginal organisations, schools and Tweed Shire Council to run the inaugural Community Walk on Country at Kingscliff for Reconciliation Week

Made a public statement in support of the Uluru statement and the Voice

Ran a staff workshop on racism

Reviewed our recruitment processes and anti-discrimination policies

Our RAP work will continue throughout 2023-24.

# volunteering & student program

The Family Centre's Volunteer and Student program has continued to 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 program areas and strengthen relationships within the community. Over the last year we have been able re-build our volunteer and student numbers again after the difficulties of the pandemic period. With events once again running we have been able to have volunteers support the Kinship Festival and NAIDOC week.

Fifty-seven 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. Volunteers contributed a total of 259 days in 16 different roles at The Family Centre including in our food hamper program, playgroups, REALskills delivery in schools, as well as in a variety of administrative and reception roles.

Six students participated in student placement opportunities across various programs. 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.



# 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 \$185,000 to Family Centre programs and partnerships since 2018. They include the: Domestic Violence Escape Fund, youth housing projects, Creating Opportunities Fund and flood support. These important projects rely on donations from community partners to keep running.

In 2022 and 2023 the Seaton Foundation approved grants for \$45,000 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.

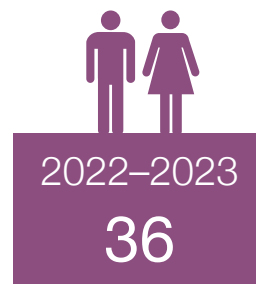
The part-time Youth and Family Worker funded by the Seaton Foundation supported 21 young people to find safe and affordable housing, which exceeded our target of 10 young people.

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

## Making Food Matter

The Family Centre has been partnering with OzHarvest for over 7 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 7 years we have made over 8600 food hampers with an estimated value of \$430,000 worth of food rescued and redistributed. The last few years have been financially tough for families and individuals in our community with 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.

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





## Christmas Giving

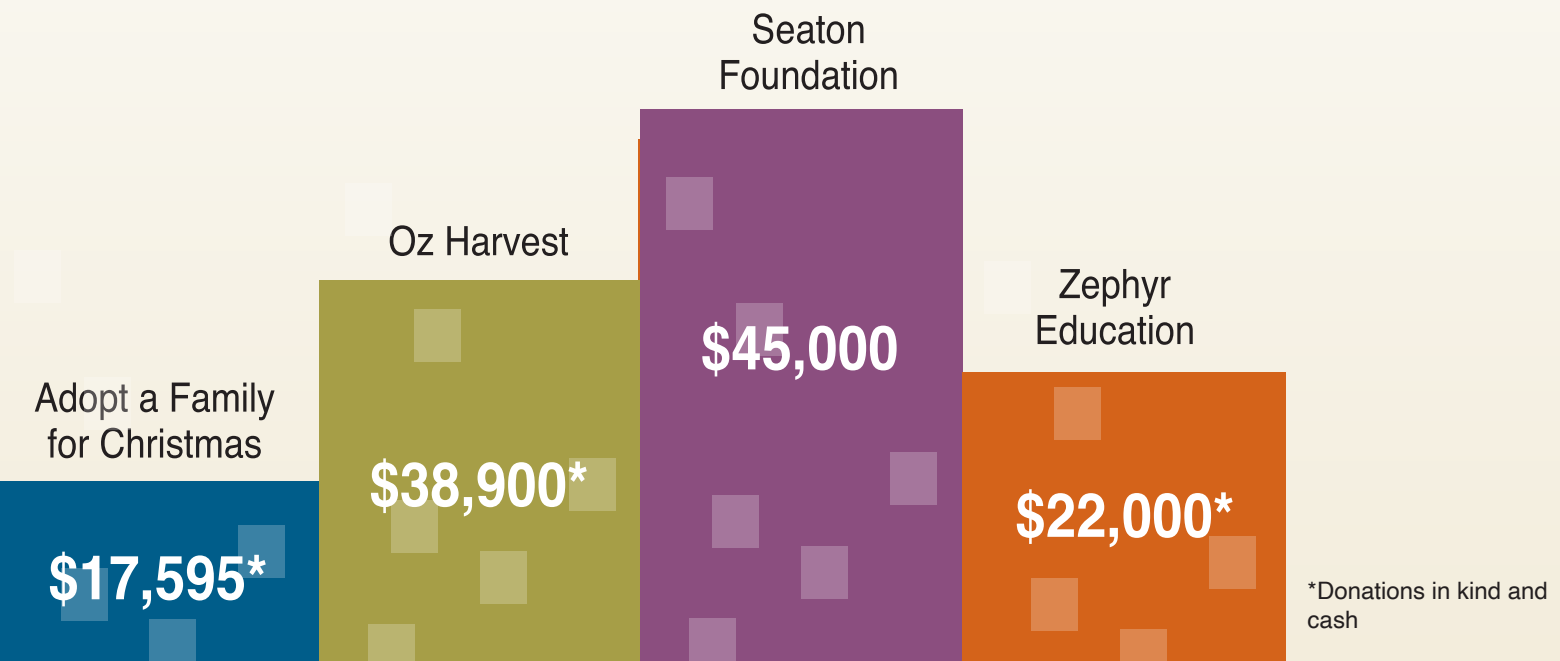
The Christmas Giving Trees and Adopt a Family campaigns received overwhelming support from our community with donations of gifts leading up to Christmas 2021. Over 345 children, young people and families we are supporting in the Ballina, Byron and Tweed Shires enjoyed a special Christmas made possible by the generosity of our community. Over \$17,595 in gift vouchers and donations were received. 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.

## Zephyr Education

In September 2022 The Family Centre partnered with Zephyr Education. Zephyr Education is a not for profit that supports children and young people affected by domestic violence to get back to school by supplying uniforms, school essentials and computers. Since the partnership began Zephyr Education have supported over 30 Families in the Tweed, Byron and Ballina Shires with over \$22,000 worth of school uniforms, school shoes, book packs, backpacks and computers. Prior to our relationship with Zephyr Education, we relied on donations from the community and were limited to the number of families we could support with education expenses, this partnership has allowed us to support more families in our community.

A big thank you to the team at Zephyr Education for supporting our 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.

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  
Anxiety Coach



## Early Intervention Annie and Mick's Story...

Annie and Mick have 5 children aged between 4-14 years. Annie is sight impaired and 3 of their children are living with disabilities. The family were living in a small house in a rural location with limited access to health and community services.

Child and Family Worker Kylie, supported the family to secure safe and affordable housing in town close to all the services and supports the family needed. The Family Centre also assisted in furnishing the home and making sure they had what they needed to support their children.

Mick was reluctant to engage with The Family Centre workers as he found it hard to trust people. However, over time he built a trusting relationship with TFC workers who supported him to make positive changes for himself and his family.

## What Mick had to say...

'Now we have a great place for our family, the kids are happy, and Annie can go out easily on the bus, she is so much happier. The Family Centre has helped us with so much from food boxes to Christmas hampers and presents, accessing our appointments supporting us with our children. We have attended their parenting courses and relationship courses.' said Mick

## What Annie had to say...

'Kylie has been so wonderful. Every time I have worked with Kylie, she's just made things better for us. Everyone we've worked with has been absolutely wonderful, that's kylie, Chris, Jules and even Steve at one point, we've had a positive outcome. TFC as a whole has been exceptional and beneficial to our family. When we've gone into Frances St for the food boxes, Karla there she's always lovely. We are really thankful for being able to walk through the door every time we've needed help and we've been helped. The financial support you've provided us with as well, we cannot thank you enough for it.'

## What you had to say...

'Deb has been wonderful. She had really good resources that I've been able to use with my grandchildren. She was non-judgmental of me which really helped as I find socialising sometimes difficult. It was a relief to know that she wasn't judging me, she never made me feel judged. Everything she said to me was validating what I was going through and it keeps on encouraging me' - Participant Child and Family Services

'Karlee she was fantastic very helpful. She always had something helpful and useful to say and do to help me with my relationship with my daughter' - Participant Child and Family Services

'Rose was very helpful. There was a lot to go through. I really liked the way she helped me organise things and get into a routine. She helped me get in touch with legal aid and other stuff I found difficult' - Participant Child and Family Services





## 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.

### Playgroup Celebrating diversity and inclusion

In June, Playgroup celebrated diversity and inclusion in Pride month. The theme was 'be kind and be who you are'. Playgroup workers had positive discussions with families around supporting these values for our children. The children were also offered books about different families and encouraged to explore the idea that every individual and their family are different. The world is full of all the colours of the rainbow. We offered a range of activities and the children loved the rainbow flags!

### What you had to say...

'Thank you for pushing the boundaries and planning activities that spark discussion and allow us to educate our children about topics that are hard or controversial. I believe that things such as NAIDOC Week, Reconciliation week, pride month, etc. should be part of everyday conversations. The way Soph & Ness provide activities to acknowledge and celebrate these significant events is awesome. They are presented and explained in a way children can understand, they also have a good explanation for adults if they are curious. Thank you, we love being part of this group.'

– Participant Playgroup

## Circle of Security® Parenting

Circle of Security® Parenting™ program is a relationship based early intervention program designed to enhance attachment security between parents and children aged 0-12 years old. Having a secure relationship with your children is about learning from mistakes rather than striving to get it right. Circle of Security Parenting gives parents and caregivers the roadmap to creating a relationship that will benefit their child for their whole life.

The Family Centre facilitate Circle of Security Parenting each term in either the Tweed Shire or Ballina/Byron Shires. Participants attending the course in Ballina this year said they appreciated learning about attachment theory and the importance of allowing children to explore their environment. The participants said they also felt safe in sharing their challenges in the group and benefited from the experiences of others.

### What you had to say...

'Really good group environment'  
– Participant Circle of Security Parenting

'I've wanted to do this course for a while, so was delighted to find it in Ballina'  
– Participant Circle of Security Parenting

'The course provided me with insightful and practical tips to apply to parenting everyday whilst encouraging me to explore the why of my actions'  
– Participant Circle of Security Parenting



# 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  
Understanding Teenagers  
Tuning into Teens  
Super Me,  
Prime to High  
Wrapped in Angels

Aboriginal Boys & Girls Group  
Take a Stand  
Getting Connected  
Switched On  
Transitions for Boys  
Transitions for Boys & Girls

## Keeping it REAL – Caldera High School

The Family Centre has delivered REALskills programs to High Schools in the Tweed Shire for over 20 years. The objective of the programs is to support young people to be capable and resilient and to make informed decisions as they transition to independence. Courses cover important topics such as: consent, relationship violence, difficult friendship dynamics and staying safe around alcohol and other drugs.

This year The Family Centre partnered with Caldera School to deliver our Take A Stand program. Take A Stand is usually a one-day program for the whole of year 8 cohort. Caldera is an alternative Department of Education school for students not able to attend regular school settings.

Working together with the Student Support Officers (SSO), The Family Centre adapted the content and logistics to run Take A Stand over 8 weeks, co-facilitated with the SSO's who have positive relationships established with the students.

The REALskills programs uses creative strategies to keep young people engaged and focused, and to keep it interesting and fun. The last session was a celebration where everyone went kayaking on Cudgen creek and students were recognised for their participation in the program.

We appreciate this opportunity to enable Caldera students to participate in activities that increase skills, knowledge and capacity to Take A Stand for themselves and others.

*Lotte was consistent and our young people felt supported. I couldn't say a bad word about her. Lotte found ways to help us that we didn't know were available. She went beyond for us. we just adore her.*

– Participant Youth and Family

## Youth & Family Services

### Janine and Emily's Story...

Janine contacted The Family Centre for support for herself and her teenage daughter Emily. Emily had recently been diagnosed with ASD and was presenting with mental health concerns and not attending school. Janine was also concerned that her relationship with her daughter was deteriorating due to increasing conflict.

Janine was also exploring alternative education, employment and training for Emily.

Youth and Family Worker MJ worked with both Janine and Emily to ensure all the supports Emily required were in place. This included a plan to gradually return to TAFE to complete her year 10 certificate and to create a resume to apply for part-time work.

Emily is more confident now with her choices and decisions around attending TAFE and finishing her education. Gaining part-time employment has assisted her with her social anxiety and increased her sense of achievement and autonomy.

Janine has seen improvements in Emily's behaviour and is proud of her achievements. Her relationship with her daughter has strengthened.

## Super Me

During a Super ME! session that focusses on 'Things We Cannot Change', primary students participated in an activity designed to increase skills and capacity to manage emotional reactions to things in their world that they have no control over and cannot change.

During the activity students shared things they have experienced in their lives, that they had no control over, but had an impact on them.

Libby shared her experience of what she had lost during the floods, and was visibly emotional. Her vulnerability allowed the rest of the students to share stories about lost homes, personal possessions, pets and a very sad story about the death of a parent.

Once everyone had shared their stories, the teaching staff and the facilitators supported the students to explore what they could do now, and what they did have control over.

The students were supported to understand the importance of naming their feelings. Recognising that their feelings pass and change and that they did have some control over them and other things. They had control over recognising a feeling and taking steps to acknowledge it and then do things to shift and change it. The students were supported to identify who they could go to in their school, their family and their community for support and extra help if they needed it.

## what you said...

Shana has helped me so much with my feelings and emotions when struggling - after talking to her about Mums financial situation she was able to get funding for me to do trampoline at school- she has helped me pursue my passion and grow relationships with my friends. Thank you Shana'  
– Participant Youth and Family Services

'I am so grateful to Tammie & The Family Centre for the support to me & my family'  
– Participant Youth and Family Services

'I would like to add that it was a pleasure working with Zach and the Family Centre. He was very thoughtful, understanding and respectful of what was happening in my family situation and always listened and gave the best possible advice to myself and my children as we went through a very tough year in 2022. Without his and the family centres support I honestly don't know what I would of done. When the options Zach offered weren't working to get the result we wanted, he found ways to ease the burden on myself to try to elevate and help with other areas of my life along with my children. I will be forever grateful for the family centre and especially for Zach who went above and beyond to help me. No words can ever describe how appreciative I am of Zach and the Family centre.'  
– Participant Youth and Family Services

During the remaining weeks of the program, Libby talked to Super Me facilitator Kat about her families housing situation, and that she and her mum were now seeing a counsellor to talk more about her feelings.

Libby said that if it wasn't for Super ME she probably would never have told her mum how sad she really was and that she now knew that her mum was really sad too and they were getting support together.

*I would never have told her mum how sad she really was and that she now knew that her mum was really sad too and they were getting support together*

– Participant Super Me



## Youth and Family Services

### Zach's Story...

Zach is 20 years old and was living between the houses of his mother and older brother. He was experiencing domestic violence and substance use at his mother's house. Zach is living with autism and his older brother has been his main carer for more than 10 years. His brother was struggling caring for him, and didn't have enough room in the house for him.

They reached out to The Family Centre for help. They met with Sarah who assessed his needs and worked with them to develop a plan. Safe affordable accommodation was the most important need, and The Family Centre's Connecting Home team was able to help him with short-term shared housing. It became clear that Zach required increased support for his disability and Sarah supported him with an NDIS application and linked him with Job Services Provider.

Zach now has a part-time job and the support he needs to live more independently, and maintains regular contact with his brother.

### Rent Choice Youth Tara's story...

Tara connected with The Family Centre after being referred by Byron Community Mental Health for housing support. She was struggling with debilitating anxiety and depression.

After leaving the health care setting, Tara was supported by the Connecting Home team to move into The Family Centre's living and life skills housing program. This is an intensive 12 month transitional housing program, designed to equip homeless young people with the knowledge and skills they need to live independently. During this time Tara:

- Maintained mental health support
- Commenced university studies
- Secured employment
- Obtained a motorbike license and saved for the purchase of motorbike
- Completed TFCs Living and Life skills program and was approved for the Rent Choice program

Tara's mental health significantly improved. She focused on healthy lifestyle choices, built positive relationships and her confidence grew. Tara secured a rental property with Rent Choice Youth Program and has secure part-time employment. She is also volunteering for a national not for profit organisation, and plays an important advocacy role.

Tara is making a positive contribution to her community and her future looks bright.

### what you said...

'I think that rent choice helped me move forward with finding a stable home and with having a stable home it has allowed me to secure a permanent job to provide for my young family, I would highly recommend to anybody that is in a similar sit that I was in myself, the only aspect I would change to change would be expanding the age bracket to allow more people who are struggle to receive the same help as me'

– 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
- Assertive Communication for Women
- Being a Better Man
- Confidence in Challenging Conversations
- Creating Better Relationships
- New Steps for Stepfamilies



relationship services

## Safer Pathways

Paul was referred by the police to the Safer Pathways program. He had attempted suicide due to his despair around an abusive relationship.

Paul was finding it hard to leave his partner, and the area where they lived. The Safer Pathways team supported Paul with an application for a victim of crime compensation payment. Paul used the payment to relocate himself to a new area, renting and furnishing a new home. Paul is now settled in his new home and feels safe. He is receiving ongoing support through the Safer Pathways program.

*Morgan was really good helped me figure out a plan that's been working for me. She was really helpful in my situation*

– Participant Relationship Services

## Relationship Consultations Michelle's Story...

Michelle is a mother of two children, and came to TFC seeking support regarding problems in her relationship with her partner. During the consultations with Child Family and Relationship Services Worker Karlee, she identified that Michelle was experiencing domestic violence in the form of coercive control and emotional abuse. Over time, and with ongoing support from Karlee, Michelle was able to remove herself and the children from the unsafe home environment. Michelle and the children initially stayed in temporary accommodation before finding new rental accommodation. Michelle and her children now have a safe place to live and the future is looking brighter.

## what you said...

'Simon was great, easy to talk to and very helpful. His follow up was great, he would check in around extra support that I may need. He actually followed up a few times, which was great. He was awesome, really good'

– Participant Relationship Services

## Relationship Consultations

### Tammy and Brett's Story...

Tammy contacted The Family Centre for support with her teenage daughter Lily who was experimenting with recreational drugs, displaying anti-social behaviour and was refusing to attend school. Tammy felt responsible for Lily's behaviour and was seeking support from her partner Brett – Lily's stepfather. Brett was also struggling as a stepparent, this was impacting on his relationships.

Tammy was assisted by Child, Youth and Family Worker Holly to develop strategies to support Lily. Brett worked with Relationship Services worker Simon to develop the knowledge and skills to improve his relationship with Tammy and Lily.

Using an integrated and collaborative approach, the TFC workers brought the parents together, supporting their parenting and strengthening their relationship.

Lily's behaviour has improved, she is more settled and has a job. Tammy and Brett both found working individually on issues supported them to shift focus back to being a team as parents.



## Men's Antenatal Groups Byron Hospital

The Family Centre and NSW Health Men's Antenatal group at Byron Bay Hospital work with new fathers. The fathers share their hopes and concerns around fatherhood and the upcoming birth of their child. Topics in the group include: the important role fathers play in their child's life, partner relationships, lifestyle and supports available in the community after the birth of the baby.

### What you said...

'It was great to be able to chat with others going through similar experiences as new fathers. The course helped me not to feel isolated and I felt supported to be ok with fears of becoming a dad' – Participant Men's Antenatal Group



## Anger and Emotional Intelligence

Anger and Emotional Intelligence is run both as a face to face course, and as a series of online sessions for those who can't come in person.

Participants learn to recognize when anger is becoming harmful to themselves or others and use new techniques to moderate their anger before it gets out of control.

Anger works for you if it leads you to make changes, and the way you make those changes works for you and others close to you. It works against you if it leads to angry resentful feelings with no resolution.

This interactive course explores a range of effective strategies to manage anger and equips you with the knowledge and skills you need to improve your emotional intelligence.

### What you said...

'The tools to be more emotionally intelligent were helpful to take home'

– Participant Anger and Emotional Intelligence

'Very informative, was able to open up and communicate within the group'

– Participant Anger and Emotional Intelligence



# 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.

**CAPACITY BUILDING SUPPORTS** are all about helping you become more confident, capable and in control of your life. Our services help you grow, become more independent, and connect with the people and community activities that are important to you.



## Chloe's Story

Chloe is 10 years old and lives with her grandparents. She lives with disability and requires extensive support. The Family Centre provide Plan Management and Support Coordination services to assist her grandparents to implement her NDIS plan.

Chloe's Support Coordinator Hollie has supported the family to access a wide range of disability devices. These include a customised wheelchair, walker and a wonderful new trike that Chloe can use when out and about.

Hollie has also assisted Chloe to find supports including occupational therapy, hydrotherapy, physiotherapy and a support worker Chloe has a great connection with. Chloe and the support worker enjoy cooking together, recently making a batch of yummy brownies.

Chloe loves animals and her grandmother made it her mission to purchase a puppy for Chloe. Her grandmother made scrunchies to help raise money to purchase the puppy.

With the money raised from the sale of the scrunchies, plus some extra donations, the family have been able to make Chloe's dream come true buying her a brand-new puppy, which Chloe has named Splat.

Hollie is currently working with Chloe and an occupational therapist to complete vehicle modification, to allow safe storage and transfer of Chloe's wheelchair and walker.

Chloe is living her best life, and her family are very thankful for The Family Centre's support.

## What you had to say...

'My son's confidence to engage with others unfamiliar to him has grown, he has been supported to attend different activities such as rock climbing and trapeze and enjoys the company of his mentors. I'm thrilled when he comes home and tells me he's made a new friend. Thanks to the Family Centre Disability support services for organising and managing his NDIS' – [Participant Disability Services](#)

'Steve & Danielle are amazing. I came to TFC feeling like there were no support services that were going to have compassion & understanding for our individual needs. From the first meeting with Steve, to almost 12 months later with Danielle, I have only ever had consistent five-star support from the team at TFC. They make understanding NDIS clear, and simple & they lighten the load immensely freeing up not only measurable time, but time free of internal stress that I've been able to invest through better quality time & presence with my son. I'm eternally grateful for having them on our team and truly feel like I've found the jackpot in terms of Plan Managers & Support Coordinators. Thank you for your continued valuable professionalism and support. You've made our lives so much easier and our smiles so much larger' – [Participant Disability Services](#)

*'Thank you for all your support this year. you guys have made the difference getting things done efficiently and effectively'*

– [Participant Disability Services](#)



# people & quality

The People & Quality team supports The Family Centre with all employment, HR and workplace relations. They also manage quality including external standards accreditation and organisational risk.

This support ensures we maintain a positive working culture with the right people engaged in the right jobs providing a quality service for our community. The People & Quality team constantly assesses the sector environment to make sure we stay ahead of our legal and governance obligations, and develop initiatives that ensure our organisation continues to be a great place to work.

This year the team worked on a number of initiatives including the external re-certification of the NDIS Practice Standards. This has been an extensive body of work resulting in significant improvements to our internal audit and quality improvement processes.

Significant process improvements have also occurred within our quality management platform, including the way we conduct risk assessments. A number of manual processes have been automated to improve efficiency and reporting. These include our material aid fund register, program action plan reviews, and our housing maintenance register to assist the Connecting Homes team in managing maintenance related requests.

We have improved our recruitment branding to prospective employees, and launched a new HR platform moving recruitment and onboarding processes online leading to a significant reduction in manual and paper-based processes and a better employee experience.

# business services

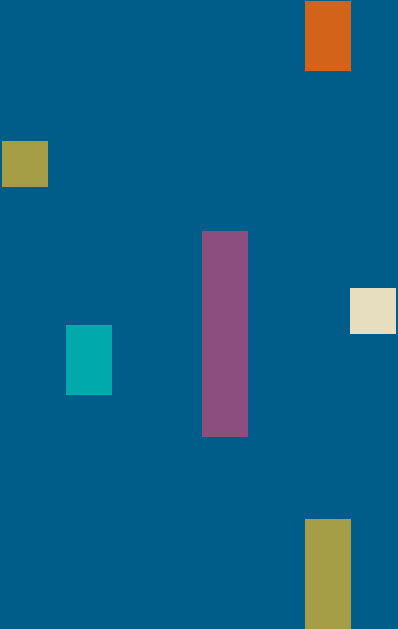
The Finance and Business Services team provides comprehensive business support to ensure The Family Centre is able to continue making a difference in our community. The team are often the first point of contact with our community and always provide friendly support, to connect people with the services they need.

The team is responsible for developing and maintaining supplier relationships, Payroll, WHS, financial & ICT systems, insurance, 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 2022-23 disclose a consolidated deficit of \$9,549.63 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.





# FINANCIAL STATEMENTS



# Auditor's Independence Declaration

**Family Centre Australia Limited**  
**For the year ended 30 June 2023**

## **UNDER SECTION 307C OF THE CORPORATIONS ACT 2001**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023 there have been no contraventions:  
(i) of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the Audit; and  
(ii) of any applicable code of professional conduct in relation to the audit

Name of Auditor: Annette E. Bedford

Fellow of the Institute of Chartered Accountants

Registered Company Auditor #167590

Address: Unit 112, 35 Glenferrie Drive, Robina QLD 4226

**Dated 29th September 2023**



Liability Limited by a Scheme approved under Professional Standards Legislation

# Statement of Profit or Loss and Other Comprehensive Income

Family Centre Australia Limited  
For the year ended 30 June 2023

	NOTES	2023	2022
<b>Income</b>			
Revenue	2	7,376,428	6,777,174
<b>Total Income</b>		<b>7,376,428</b>	<b>6,777,174</b>
<b>Gross Surplus</b>			
		<b>7,376,428</b>	<b>6,777,174</b>
<b>Expenditure</b>			
Advertising		1,995	3,654
Auditors Remuneration - Fees	10	9,680	8,800
Auditors Renumeration - NDIS Audt Fees		7,913	-
Depreciation	8	126,423	115,946
Motor Vehicles		194,536	168,356
Travel and Accommodation		1,173	366
Employee Benefits Expenses	3	4,558,782	4,118,346
Other Expenses		2,485,476	2,247,694
<b>Total Expenditure</b>		<b>7,385,977</b>	<b>6,663,162</b>
<b>Total Operating income for the year</b>		<b>(9,550)</b>	<b>114,012</b>
<b>Total Operating and Extraordinary Income for the Year</b>		<b>(9,550)</b>	<b>114,012</b>

These accounts are audited.

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

# Statement of Financial Position

## Family Centre Australia Limited

As at 30 June 2023

	NOTES	30 JUN 2023	30 JUN 2022
<b>Assets</b>			
<b>Current Assets</b>			
Cash Assets	4	1,405,160	1,357,665
<b>Trade and other Receivables</b>			
<b>Trade and Other Receivables</b>			
Trade and other receivables	5	271,155	292,128
<b>Total Trade and other Receivables</b>		<b>271,155</b>	<b>292,128</b>
Other current assets	12	90,432	273,197
Asset Deposit Paid		36,364	-
<b>Total Current Assets</b>		<b>1,803,111</b>	<b>1,922,990</b>
<b>Non-Current Assets</b>			
Property Plant & Equipment	8	566,812	636,461
Right of use assets	9	423,972	806,020
<b>Total Non-Current Assets</b>		<b>990,784</b>	<b>1,442,481</b>
<b>Total Assets</b>		<b>2,793,896</b>	<b>3,365,471</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
<b>Trade and Other Payables</b>			
Trade Creditors	6	44,897	80,866
Donations Balance	6	95,478	120,161
Project Balances	6	326,045	637,365
Creating Opportunities Fund Payable	6	5,040	14,217
Suicide Prevention Project	6	4,644	4,644
Accrued Expenses	6	54,456	920
<b>Total Trade and Other Payables</b>		<b>530,560</b>	<b>858,173</b>
Borrowings	13	(17,673)	(16,436)
<b>Provisions</b>			
<b>Provisions</b>			
Employee Entitlements	3	672,350	541,607
Provision CORIS members dvp		-	8,150
<b>Total Provisions</b>		<b>672,350</b>	<b>549,757</b>
<b>Total Provisions</b>		<b>672,350</b>	<b>549,757</b>



Statement of Financial Position

	NOTES	30 JUN 2023	30 JUN 2022
Borrowings	13	211,354	211,354
<b>Provisions</b>			
Employee Provisions	3	114,961	107,792
Provision for Refurbishment		118,000	118,000
Lease liabilities NCL	9	215,092	623,480
<b>Total Provisions</b>		<b>448,053</b>	<b>849,272</b>
<b>Total Non-Current Liabilities</b>		<b>659,407</b>	<b>1,060,626</b>
<b>Total Liabilities</b>		<b>2,091,910</b>	<b>2,653,936</b>
<b>Net Assets</b>		<b>701,986</b>	<b>711,535</b>
<b>Member's Funds</b>			
<b>Reserves</b>			
Conversion Equity	14	515,815	515,815
Accumulated Surplus	15	186,171	195,721
<b>Total Member's Funds</b>		<b>701,986</b>	<b>711,535</b>



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: 1800 211 154 • Email: [info@thefamilycentre.org.au](mailto:info@thefamilycentre.org.au)

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