

Caroline Chisholm Society

Annual Report 2014–2015



**Caroline
Chisholm**
Society

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Patron: Dr Rhonda Galbally

Locations:

1 Darebin Place, Caroline Springs 3023

12 Shuter Street, Moonee Ponds 3039
(Moving to 977 Mount Alexander Road,
Essendon 3040)

15A St Andrews Road, Shepparton 3630

Established: 1969

Life Members

Mrs E Brennan, the Hon Christine
Campbell, Mrs P Coffey, Ms M D'Elia,
Ms L Doolan, Mrs T Fogarty, Mrs L Gibson,
Mr B Guinane, Mrs M Howes,
Mrs W Hunt, Dr P Joshua, Mrs L Joy,
Mrs M McGarvie, Miss M Napolitano,
Mrs B Noonan, Mrs H Pearson,
Ms M Reilley, Mrs A Ronchi,
Mrs E Semmell, Sr M Sexton, Mr F Smit,
Mrs L Tainton, Mrs M Taverner, Mrs P Way

Board of Directors

President: Paul Webster

Vice President: Michael Christie

Secretary: Phil Gatens

Assistant Secretary: Frank Smit

Treasurer: Kate Rowsell

Directors: Lizzie Blandthorn
(to October 15), Lucia Fitzgerald
(to March 15), Tess Fogarty, Phil
Gatens, Wendy Hunt, Stuart Rowland,
Caroline Stiglec, Stephen Mullins
(from May 2015).

Staff

Chief Executive Officer: Helen Cooney,
BA (ANU) BA (Melb) MGov & CommLaw
(ANU)

Manager, Pregnancy and Family Services:
Gabiella Hendricks, BA & BSW (Melb)

Manager, Corporate Services:
Marie Panzera, BB (Business)

Senior Practitioners: Audrey Ciappara,
BSW, BPsych and Vicky Casey, DipCC,
DipWelf

Employed staff including: Jessica Adams,
Daya Adelan, Lisa Autelitano, Kerry Cross,
Aziza Elhila, Pina Frachea, Karan Grieve,
Jess Healey, Faith Heaton, Janet Kappler,
Tania Belen Liwanag, Aneta Moody, Erin
Newman, Margaret Price, Glenda Rumble,
Samantha Sacco, Sue Smith, Simonette
Sotto, Simone Tracey and Valerie Wegel

A dedicated team of volunteers

Our Vision, Mission and Values

Vision

To support pregnancy, children and families.

Mission

To deliver a range of pregnancy and family support services that respond to the needs of families and support them to achieve and maintain a safe and nurturing environment.

Values

We will develop services that are underpinned by the principles of:

- Respect for life
- Compassion and caring
- Social justice
- Empowerment
- Recognition of diversity
- Accountable best practice

Our service will utilise approaches that are characterised by the following:

- Positive pregnancy support
- Child focused and family centred
- Connecting families with communities
- Flexibility and responsiveness
- Promoting safety
- Acknowledging the expertise of families

Objectives

- To operate a Pregnancy Support Service
- To provide a service of counselling and practical support to meet the physical, psychological and social welfare needs of pregnant women, parents and young children and their families.
- To provide a comprehensive service of care and support that will free women from feeling compelled by physical, psychological or social pressures to choose the termination of a pregnancy.
- To help alleviate poverty and distress through the provision of financial support, material aid and shelter.
- To provide programs of health education.
- To develop a greater awareness and understanding of the welfare rights and needs of all people, including the unborn child.
- To assist those who seek and use the services of the Society to function independently.

A Proposed Home in Moonee Valley

An excerpt from our Autumn Newsletter

We're very excited! We've welcomed the news that our hub at 977 Mount Alexander Road, Essendon can start. On 9 April, the Victorian Government confirmed it would provide \$950,000 funding to the City of Moonee Valley for the new centre.

The announcement means that Caroline Chisholm Society can stay in Moonee Valley helping pregnant and new mums, serving our community as we have for over 40 years. Pregnant and new mums will have a warm and welcoming environment to come to for practical and emotional support, near public transport and the support of locals.

Our volunteers will have a safe and accessible location to gather and make a constructive contribution to society. Be they donating when at kinder age, doing community service during high school, offering mentoring to another mum or keeping us on track when in their 90s. The neighbourly goodwill that makes us who we are will go on.

Colleagues and friends in our community will also be able to access the space which has an open reception, consulting rooms, space to run groups, material aid storage and office space.

We're grateful for the advocacy of the new Member for Essendon, Danny Pearson, and several of his current and former colleagues from all sides and cross benches of politics.

In showing a united voice for mothers and their babies, these members have backed up the people, businesses and Council in Moonee Valley who have been asking for this funding since 2013.



A very big thank you to the people, businesses and Council in and around Moonee Valley and across the State and the nation! You, who gave and fundraised when we still had to raise so much more, made it possible to seek the funding from the Victorian Government, so we are very grateful to you for your love, money and – in some cases – tears. I'm looking forward to having you by for the opening.

In the spirit of Caroline Chisholm,
Helen Cooney

From:



To:

We are grateful to those who have given or committed funds towards our new premises in the Moonee Valley. Those donors, sponsors and supporters include:

- The Victorian Government
- Essendon Fields
- The Noel and Carmel O'Brien Foundation
- The Lions Club of Doutta Galla
- Strathmore Community Bank® Branch of Bendigo Bank
- Chisholm House, Loyola College Watsonia
- Lions House Foundation
- Stockland
- Moonee Valley City Council
- Nelson Alexander
- Treasured unnamed supporters running marathons, hosting teas, and offering their skills and expertise
- Caroline Chisholm Society members and volunteers by hosting a Trivia Night, a Variety Night, hosting fundraising meals and asking others to do so too.

Our President's Report



Paul Webster

The year 2014–15 has seen Caroline Chisholm Society further enhance and consolidate the provision of integrated services from three sites: the Mooney Valley region, Caroline Springs, and Shepparton.

Momentous news came for the Society this year with success in advocacy for a major grant from the State Government of Victoria towards the extension and refurbishment of the property at 977 Mt Alexander Road Essendon. This generous grant, together with donations from philanthropic organisations and individuals, will enable the Society to create a modern, functional and welcoming centre for our clients, staff and volunteers in the Moonee Valley region. Planning for this exciting project is well under way. A planning permit has been obtained and we are in the process of assessing tenders from builders, with a view to commencing construction before the end of 2015.

I would like to thank all of the many volunteers and staff who have worked so hard over the last few years to raise funds for this project, those who have put considerable effort into advocating in support of our application for finance, and those who are providing invaluable donations in kind of their building and project management expertise; and of course to the extremely generous benefactors who have supported the project, which will allow the Society to provide services in the Moonee Valley region for many years into the future.

Our Shepparton office has also been reinvigorated due to generous grants from the Helen McPherson Smith Trust and the Ian Potter Foundation funding a volunteer coordinator. These have enabled the Shepparton branch to increase its opening hours, resulting in an increase in client numbers. Crucially, volunteer numbers are also increasing, and we are confident that this trend can be sustained. The Helen McPherson Smith Trust has also agreed to support the employment of a collaboration coordinator. The Society is now confident that it can continue to provide its services in a community where there is great demand for them.

The Caroline Springs office remains a vibrant centre from which the Society's services are provided to the outer western metropolitan region. This year has seen a very successful co-location arrangement, whereunder several other service providers, led by MacKillop Family Services, use the office as a base from which to provide social and community services as part of the Services Connect project.

The Board's efforts over the last few years have been largely focussed on property matters, and as the completion of the Mt Alexander Road project draws nearer it will redirect its attention to service delivery initiatives. We are very fortunate to have excellent staff who, led by Helen Cooney, have maintained the high quality of service traditionally provided by the Society to many members of the Victorian community.

Our CEO's Report



Helen Cooney with her Vox Pop published in VCOSS's magazine Insight.

The 2014–2015 year saw Caroline Chisholm Society highly engaged with continuous quality improvement, through the special project “Services Connect”, a three-yearly quality review and further implementation of outcome measures.

We managed to have best practice at the front of our minds, despite a remarkable year for the families we support, whose lives are always complex. Partly due to the public profile of family violence, the number of our families declaring current domestic violence has doubled. More worrying is just how isolated these families are. Our statistics in this report suggest social isolation has also doubled amongst our clients, and that was on top of an already high base.

As a result, we are advocating that the allowable use of integrated family services funding for group work to accompany our home visiting case management be supported. Over the years, the administrators of this funding have oscillated between thinking group work is a solid evidence based intervention and suggesting it's an inappropriate use of the funds designed for case management. At Caroline Chisholm Society, we believe group work is a critical early intervention that supplements case management and provides a bridge between universal services and the family services sector. This also has the benefit of clients who are not already being visited at home or coming to our office accessing our support in the local neighbourhood. We know the demand is out there; I cite the remarkable demand for our playgroup in Tarneit. The numbers have grown so high that our team has had to recruit volunteers to help them with crowd control.

Along with family services, our family support program includes our homelessness program, mentoring, and home maintenance programs. All are important programs that we use to help families raising their children in our communities. But families are complex and while we do our work to the best of our ability, we need to ensure that we are at the cutting edge of research in practice to operate more effectively. In that context, we are partners in “Brimbank Melton Connect” the project resulting from the then Victorian Government's Services Connect project.

While the quality work largely driven from our Caroline Springs office is exciting, the most important matters to report operationally are the sustainability of the Moonee Valley and Shepparton operations. With the support of Moonee Valley locals, philanthropic entities and the Victorian Government, we are building a Western Metropolitan Service Hub at 977 Mt Alexander Road Essendon. And, with the support of the Goulburn Valley Community, the Ian Potter Foundation, the Helen MacPherson Smith Trust, FRRR and the Community Fund, I believe we are well positioned for a strong future in Shepparton. I am looking forward to a strong future in our three local communities.

In our context of diverse need to redress the impact of social inequality, the volunteers, staff and management of the Caroline Chisholm Society continue to operate with compassion and care to empower families so that pregnancy can continue and families are able to create safe and nurturing environments for their children.

Our Organisation

Tradition

Caroline Chisholm (1808–1871)

Our inspiration to love women and their babies comes from Caroline Chisholm. Mrs Chisholm lived an admirable life responding to the needs of youth with patience and energy. With the support of her husband Archibald and her children, she assisted people in need, irrespective of their country or creed, by social reforms and charitable work. She re-united families, protected vulnerable girls, placed the unemployed in gainful work and achieved improvements for immigrants of little means.

The Society

The Caroline Chisholm Society was established in 1969 to offer material aid and pregnancy counselling services. It exists so that women can be supported to continue their pregnancy. Within a decade, the Society responded to the needs of the community and providing home and family support. Today, the Society is a professional agency of social and community workers, service support staff and volunteers, who offer pregnancy counselling and support, material aid and family support. The Society provides services that respond to the needs of families and supports them to achieve and maintain a safe and nurturing environment. Caroline Chisholm Society is a non-denominational and non-political charity.

Strategy

Inspired by Caroline Chisholm, we support pregnancy, children and families.

Our strategy is to grow into three sustainable locally embedded sites in Moonee Ponds, Caroline Springs and Goulburn Valley by 2025. Our plan is for staff and volunteers to focus on effective services, strong finances and sound governance. Our plan outlines tasks that will ensure we have progressed towards our goal of being 'bigger but not too big' by 2020.

The organisation is clearly focussed on supporting women with their pregnancy and early parenting to create a safe and nurturing environment for children. In doing so, we aim to prevent and alleviate the impacts of poverty, homelessness, family violence and issues with mental health.

Effective Services

By 2020, the families supported by the Caroline Chisholm Society will be more able to keep children safe and healthy. Parents, families and communities will increase in confidence as a result of our support. We will do this by providing quality family and pregnancy support, with authoritative leadership in social and community work locally and by influencing policy nationally. We will also do this by locating our services closer to our clients. We will know we are on track if we are a free of charge, reliable and well-known service provider in Victoria, we are a quality service provider in the Goulburn Valley, and evidence-based evaluation illustrates our success.

Strong Finances and Administration

By 2020, the finances of the Caroline Chisholm Society will include regular funding from diverse sources and its administration will assure seamless client experiences. We will continue to ensure that the Society is in a financial and administrative position able to support its services. We will do this by fostering our relationship with government, corporate sponsors and philanthropists, and by growing our private fundraising income. We will also do this by ensuring our documents and policies are consistent and simple to access. We will know if we are on track if we have secure ongoing financial support from government, members and the community. We will also know if we are on track if our documents are easily navigated and accessible from any internet-connected computer.

Sound Governance

By 2020, the Caroline Chisholm Society will be a model Community Service Organisation. We will do this by regularly updating and implementing policies and procedures that are informed by best practice. We will know we are on track if membership, staffing and volunteering is strong and engaged, our community knows what we do, our regulators are satisfied and our clients are engaged in our decision-making.

Engagement

We seek to be engaged...

...as locals in the communities in which we operate	...as leaders in the Social and Community Services Sector	...as experts in the national policy context for the concerns of our clients
<ol style="list-style-type: none"> 1. Moonee Valley, where we've served as part of the neighbourhood since the early 1970s. 2. Caroline Springs, where we located ourselves in 2010, closer to families and part of a community we've been serving for 20 odd years. 3. Goulburn Valley, where our pregnancy support offers a listening ear and sound advice. 	<ol style="list-style-type: none"> 1. State-wide 2. In the municipalities in which we are locals and can identify the pocket of disadvantage and in our neighbouring areas of greatest growth: <ul style="list-style-type: none"> • Moonee Valley • Melton • Shepparton • Brimbank, and • Wyndham 	<ol style="list-style-type: none"> 1. Pregnancy 2. Early Parenting 3. Early Childhood Education and Care <p>We are also interested in alleviating the key areas of risk for our clients:</p> <ol style="list-style-type: none"> 1. Poverty 2. Homelessness 3. Mental Health 4. Family Violence

Services

The Caroline Chisholm Society supports families from the moment they learn of their pregnancy until their children go to school. To meet our clients' needs, funding and donations of goods are received from government, philanthropic organisations and families. Our Society offers a range of services delivered through three key program areas:

Pregnancy Counselling and Welfare Appointments Program

General counselling and support for families in person or over the telephone, pregnancy counselling referral to maternity services, and referral to other services where needed.

This program offers one-off support and support to access ongoing services. The purpose of this program is to meet immediate needs with counselling or new and pre-loved goods and to empower clients to engage with services that help avoid them needing to return. We measure the success of this program by looking at the number of referrals of clients to support services.

Family Support Program

Assessment, planning and action as part of Child FIRST for families and children at risk of entering or re-entering the child protection system, support services for families including case management and in home support, housing support including advocacy, and social support including volunteer mentoring, volunteer maintenance and staff supported peer groups.

This program offers ongoing support to help address underlying issues related to pregnancy, early parenting, early childhood education and care, poverty, homelessness, mental health and family violence. We measure the success of this program by looking at results of Outcome Stars.

New and Pre-loved Goods Program

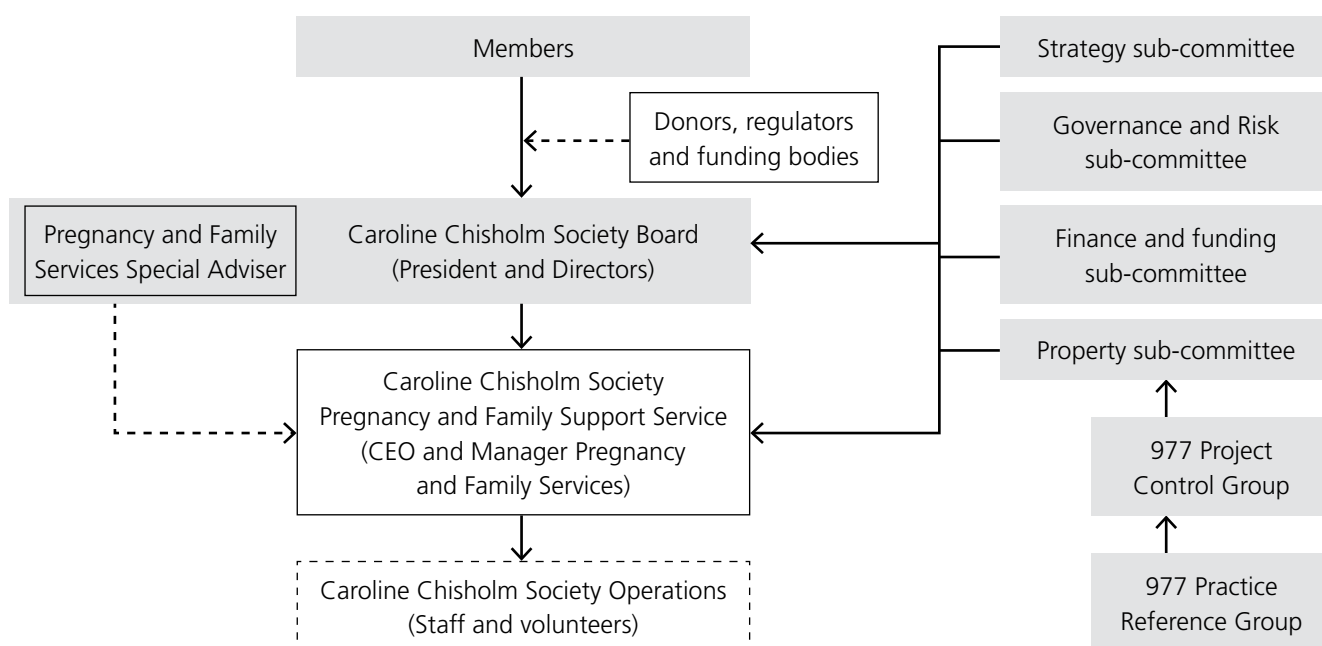
We supply new and pre-loved baby and maternity goods and services, and other emergency relief such as food and vouchers.

This program offers an immediate resolution to issues of access to goods, particularly in situations of stress or poverty. We measure this program by the value of the goods we offer, usually in reference to our expenditure.

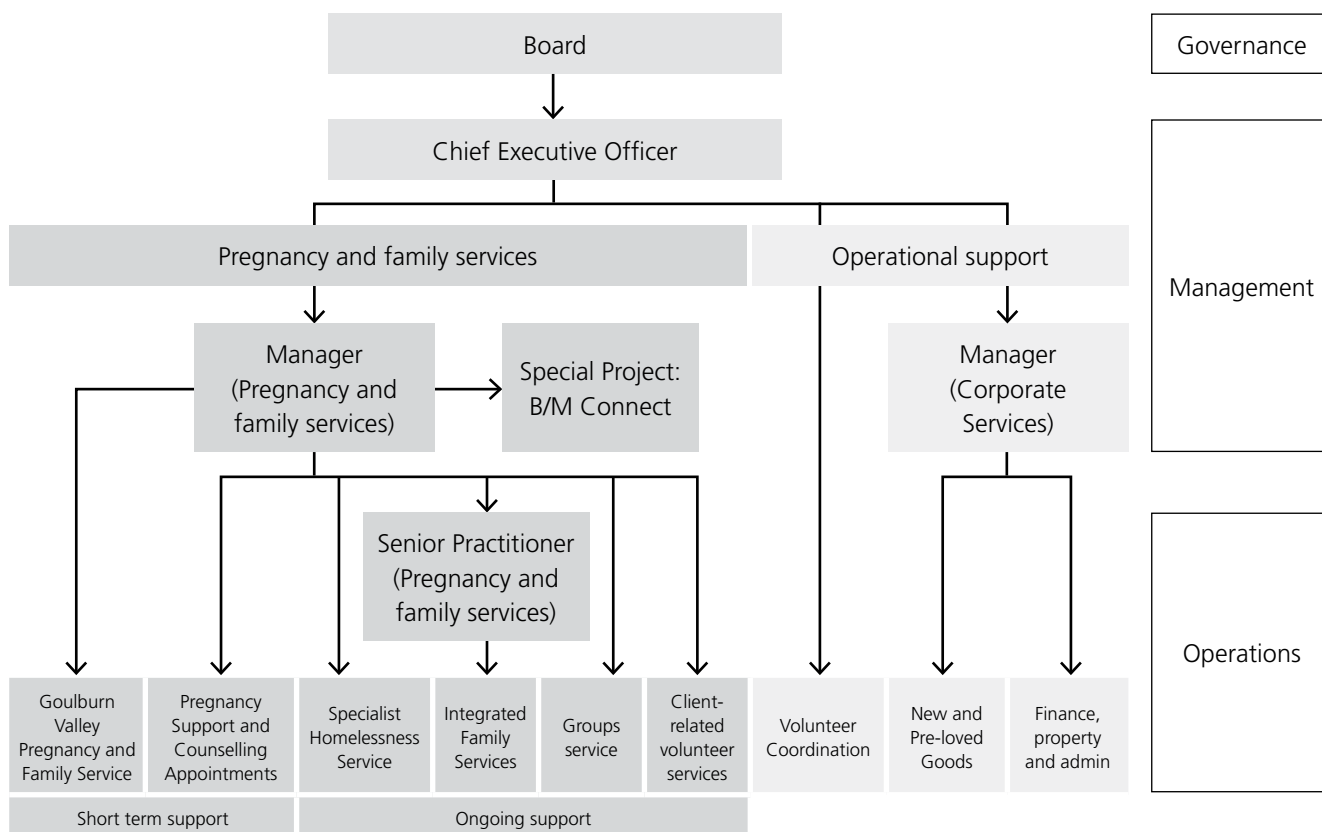
Our Organisation

Structures

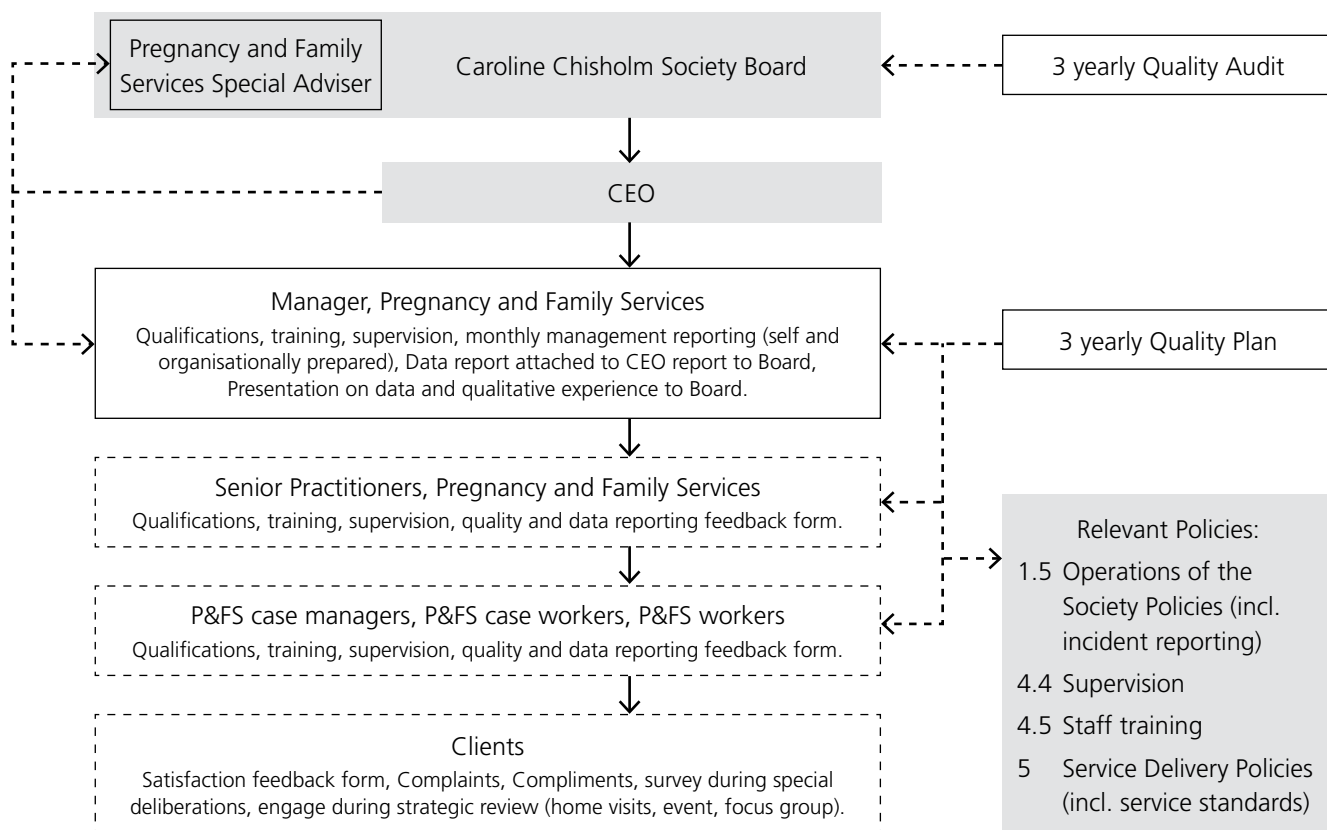
Organisational Governance



Organisational Structure



Clinical Governance: Overseeing Our Work with Families



Case Study: Living Our Work with Families

The complexity our workers manage demonstrates the need for collaboration to achieve outcomes for clients.

Mary and John were referred to our Integrated Family Services through Western ChildFIRST and later were provided with a transitional property managed by our Specialist Homelessness Service.

Mary, John and their three children have lived in a transitional housing for over 12 months. Our homelessness worker and Family Services case manager, worked together to support this family through complex issues including parenting, emotional, mental health, child developmental issues, housing, financial, unemployment, relationship, isolation and childhood trauma. The financial and mental health issues have had great impact on the couples' relationship and on the children.

Collaboratively the team provided support to the family with strategies to support parenting, referrals to appropriate services such as child care, counselling, a financial counsellor, early intervention services and offered practical support such as food vouchers, food parcels, children's clothes, books and toys. The homelessness worker provided assistance in completing a public housing application and this resulting in their tenancy of a two bedroom Office of Housing property. In addition to their stable housing, the family have made progress in other areas, including parenting. The children are now linked into child care and kinder and improvements have been made to childhood development.

Mary is now also attending counselling for past childhood trauma and John will be starting a new job.

The family has expressed their appreciation of the support and services they have been offered by the CCS. Their worker has said, *'The importance of the work that CCS IFS and SHS do cannot be underestimated. For me, all I can say is that despite cases getting more and more complex and challenging, I also find it equally humbling and rewarding being able to help and support clients in their most vulnerable time or time of need. I hope with financial support from funding bodies, CCS can continue to provide these vital and invaluable services in the years to come.'*

Outcome Star – A Year On

The Caroline Chisholm Society has been using the Outcome STAR family Star since April 2014. An organisational data report generated by the Star Online system allows the organisation to review change made for service users during a specific year. As the process is still new, the data we offer here represents a snapshot from April 2014 to March 2015. To assure suitability of the data, only service users with at least two completed and submitted Stars are included in order that their progress can be calculated. Therefore, the sample size is 61 of a possible 257.

1. Average increase and decrease in scores for each scale

This table shows the average first and last scores for clients included in this report. The difference between these two is the 'change', or outcome, shown in the column on the right.

The scale highlights that families have made overall gains in all domains with an average increase of 0.4.

This data reminds us that the families we work with are vulnerable families with complex needs and that gains made need to be viewed within this framework.

Scale	Initial	Final	Change
Physical health	7.2	8.2	1.0
Your well-being	5.9	6.6	0.7
Meeting emotional needs	7.3	7.7	0.4
Keeping your children safe	8.0	8.3	0.3
Social networks	6.5	7.0	0.5
Education and learning	7.4	7.5	0.1
Boundaries and behaviour	7.2	7.3	0.1
Family routine	7.0	7.4	0.4
Home and money	6.5	6.8	0.3
Progress to work	8.7	9.0	0.3
Average	7.2	7.6	0.4

2. Percentage increase and decrease for each scale

This table shows the average proportion of the clients included in the report whose score for a scale has increased, decreased or stayed the same. The table demonstrates that the percentage across the scales shows an overall gain across all domains.

Scale	Decrease	Same	Increase
Physical health	9%	37%	54%
Your well-being	25%	23%	52%
Meeting emotional needs	18%	45%	37%
Keeping your children safe	16%	47%	37%
Social networks	22%	32%	46%
Education and learning	19%	39%	42%
Boundaries and behaviour	28%	38%	34%
Family routine	25%	35%	40%
Home and money	27%	34%	39%
Progress to work	13%	71%	16%

3. Percentage change across all scale

This table shows the proportion of the clients included in this report who are making progress, staying the same or slipping back based on their overall Star score, i.e. an average of their scores for each scale. A 'big' increase or decrease is defined as more than one point up or down across all scales. 'No change' means an average change per scale of between -0.25 and + 0.25

The data demonstrates that more than 50% of families have had either a small or big increase in their overall STAR score. This would suggest that the Outcome Family STAR plus provides data that suggests that the outcomes for families would suggest that, overall, families are moving towards being able to provide a more secure, nurturing environment for their children.

Big Decrease	9%
Small Decrease	15%
Same	18%
Small Increase	30%
Big Increase	28%

4. Family Star Plus: STAR in practice

Jane is a 27 year old mum with two children, a boy aged 3 and a girl aged 2. The family was referred in December 2014 for family support in relation to addressing issues of social isolation, parenting, household management and mental health. The initial or first star was completed after 6 weeks and highlighted the areas that Jane identified that she needed support with. The areas that she wanted to focus on were:

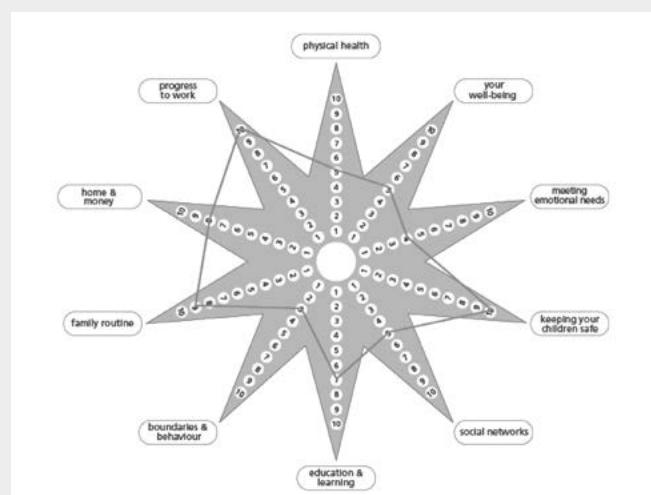
- Physical Health- Linking with a CCS volunteer mentor to support Jane with budgeting, planning and preparation of nutritious meals.
- Meeting emotional needs. Linkages to supported playgroup, referral to parent education programs
- Social Networks. Children to be linked into supported playgroup.
- Education and learning. Extended Child care hours to facilitate children's education and learning opportunities.

- Boundaries and behaviours. Referral to Parenting education program to assist Jane in implementing boundaries for the children.
- Behavioural charts provided for Jane and discussion conducted around strategies for behaviour management.

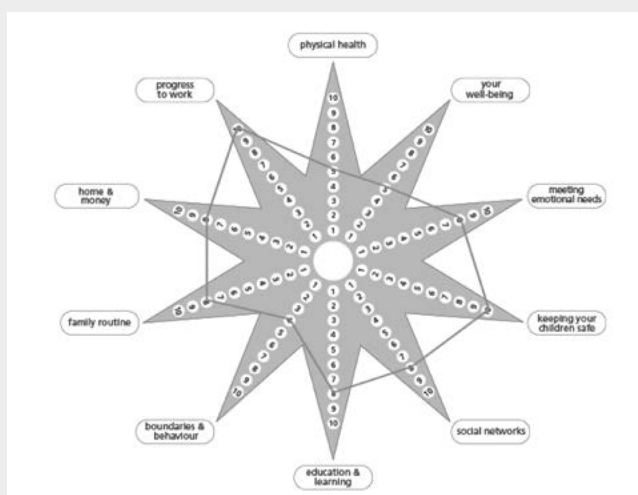
An action plan was developed with the mother in relation to the above domains which identified specific, measurable, achievable, relevant and time framed goals. Tasks were assigned to help support Jane to achieve her goals.

A review STAR was conducted 12 weeks later and identified positive changes that Jane had made and in most of the domains the score had improved. Thus, she was able to have a visual representation of the gains she has made in the 18 weeks that she has been linked into family services.

Jane's star at 6 weeks



Jane's star at 18 weeks



Our Programs

The programs offered by the Caroline Chisholm Society are categorised into three key program areas.

- Pregnancy Counselling and Welfare Appointments Program that incorporates services offered at appointments in Moonee Ponds and Shepparton at which counselling is offered and new and pre-loved goods are given.
- Family Support Program that incorporates our integrated family service, specialist homelessness service, parenting and play groups service, volunteer mentoring service and maintenance service.
- New and Pre-loved Goods Program, which incorporates new and pre-loved baby and maternity goods and services, and other emergency relief such as food and vouchers. Our programs continue to operate in Moonee Ponds, Caroline Springs and Shepparton, resulting in a focus on Western Melbourne and the Goulburn Valley. We continue to offer a free call telephone service from around the state.

Pregnancy Counselling and Welfare Appointments

The Caroline Chisholm Society Pregnancy Counselling and Welfare appointments program operates from both the Moonee Valley office and the Goulburn Valley office. Counselling is available from Moonee Valley, in person or over the phone at a time arranged between the counselling worker and the client. The Moonee Valley office offers appointments two days a week, Tuesday and Wednesday during business hours and clients can drop in when we are open at Goulburn Valley.

Appointments are made for families to see a caseworker who provides new and pre loved goods, food vouchers, and food. The program also provides supportive counselling and provides referrals to appropriate services as required.

The Pregnancy and Counselling support program conducts a range of activities and outputs to measure outcomes for families

such as assessments and reviews, this includes:

- supportive counselling sessions in person or over the phone
- referrals to other services such as psychological services, maternity services
- counselling sessions offered each fortnight of between one to two sessions

We believe we have supported families well if their lives have improved in two main areas:

- Social – mothers have a better level of social contact
- Pregnancy related health and wellbeing – mothers are better informed and empowered to act, mothers are better able to manage their emotional and mental health throughout the term of their pregnancy, mothers engage in psychological treatment that they would not have accessed otherwise

In 2014–2015, Caroline Chisholm Society had 646 contacts at the Melbourne offices and 323 Goulburn Valley clients sought support via the pregnancy and counselling support program. A total of 1,226 contacts were made across metropolitan Melbourne and Goulburn Valley.

Pregnancy is the most relevant issue for our clients in this program. Once their children are born, they are supported through home visiting programs as opposed to this appointment-based program. By far the greatest issue faced by clients presenting to our offices was financial, followed by issues related to migration and/or being a refugee. These were closely followed by housing stability and family violence. There are several factors we believe are causing this. First, the nature of our service being emergency relief



A new vehicle to support our most practical of work.

and provision of goods, but we believe the greater proportion of financial issues we have seen this year is due to the number of migrants or refugees living in the community without support payments. This varies from our ongoing clients whose primary issues after parenting are mental health, housing and family violence. The client data is presented on pages 21–24.

Family Support

During 2014–2015, Caroline Chisholm Society continued to provide support to vulnerable families and children residing in Western Melbourne encompassing the LGA's of Moonee Valley, Wyndham, Hobson's Bay, Maribyrnong, Melbourne, Brimbank and Melton.

The Caroline Chisholm Society provides support for families with young children six years and under. We seek to empower women and families and our philosophy is one that assumes that parents have an existing set of skills and it is within this context that we seek to assist them to further develop their parenting capacity in order to provide a safe and nurturing environment for their children and ultimately be better equipped to meet the developmental needs of their children.

The Integrated Family Services and Specialist Homelessness Service programs conduct a range of activities and outputs which we use to measure outcomes for families. Our activities include, home visits, assessment, planning, and review of goals and action plans, referrals to appropriate services, client advocacy, supportive counselling, parent education groups and volunteer support via the mentoring and maintenance programs.

An example of pregnancy counselling

Louise came to the appointments program with her daughter (a one-year-old baby) and was four months pregnant. She was seeking clothing and nappies for the one-year-old baby. She identified that she is experiencing relationship issues with her husband of two years with whom she had recently separated but had remained living under the one roof due to limited housing alternatives and financial constraints. This situation was stressful and was impacting on her mental health and her feelings about her current pregnancy. She was provided with information in relation to housing services and was offered support in relation to options to consider in relation to managing her mental health issues. Further discussion with Louise suggested that she could benefit from some ongoing support from the agency and, given her distressed state, she was supported to navigate the ChildFIRST system by a process known as local intake. This allows a service to take on a client without bouncing around the service system because we are an agency whose assessment identified additional needs of social and physical isolation. Louise's physical disability can lead to her needing to use a wheelchair and Louise's possible lack of attachment and connection to the unborn child might have been realised, and this had the potential to lead onto Post Natal Depression. Louise is now being supported by an Integrated Family Services funded staff member who will continue to support her to work with her in the hope she can achieve some of her goals.

Integrated family service

Casework is usually undertaken in the home and is focused in assisting parents to develop their parenting skills. Using the Outcome Star tool, we aim to strengthen the capacity of families to effectively parent their children. By reviewing progress along the Outcome Star domains and assessing their journey towards change, the client can receive immediate feedback on how they and the worker think they are travelling. Caroline Chisholm Society staff members work collaboratively with parents using the Family Star Plus to measure progress towards change along the following domains: physical health, parent well being, meeting the children's emotional needs, keeping children safe, social networks, education and learning, boundaries and behaviour, family routines, home and money and progress to work.

We have supported families well if their lives have improved in three main areas,

- 1) Housing and home life – Parents are better able to secure a safe environment for themselves and their children, parents are better able to maintain a positive family routine and better able to set appropriate boundaries for their children.
- 2) Social – Parents have a better level of social contact for themselves and their children.
- 3) Health and Well being – Parents are better informed and empowered to act, parents are better able to manage their own emotional and mental health, parents are better able to respond to their children's emotional needs, parents are better able to provide a healthy lifestyle for their children.

The Goulburn Valley

Sustaining Our Service

Thanks to the Ian Potter Foundation and the Helen McPherson Smith Trust Fund for granting \$20,000 each to employ a part-time, fixed term Volunteer Coordinator. Recruitment for the position was completed in December 2014 with the successful incumbent, Aneta Moody commencing with the service in January 2015. The three key areas being performance measured and reported on include an increase in volunteer numbers, an increase in the number of clients accessing the service and the extension of opening hours from 12 hours to 27.5 hours per week.

In June 2015, a mid-year review was undertaken and the data demonstrated performance targets were on track. This achievement validated the Board's hypothesis that having a dedicated worker promoting the service through media, community presentations and building on existing interagency relationships, would close a significant gap in the Goulburn Valley and that there are clients in need of our service.

The community generosity has been the most surprising outcome with

the service overflowing with an abundance of good quality clothing, knitted and nursery items being donated.

An example of our work

Shepparton has a large multi-cultural population; about half of our clients are within this community. Ann a current client is one such individual who was referred to us by a friend from her church.

Ann presented to our agency at 35 weeks pregnant with twin girls. Ann a loving mother of two boys under ten years and a supportive husband, was pregnant for the 8th time. Previous pregnancies had miscarried, so this pregnancy was seen as high risk. Up until six months this pregnancy was fine, and then Ann developed health issues that impacted the pregnancy and her health. Her doctor suggested she give up work and bed rest for her and unborn babies. Ann resigned from her full time work but her health issues continued and she was becoming very tired. Ann's partner

only had some casual work and with a family already and twins on the way this was going to be a difficult time.

When Ann visited our office she spoke about her concerns for this pregnancy and her doctor had suggested a C-Section would most likely be the outcome. This upset Ann as she preferred a natural delivery but understood this may be necessary.



Our Shepparton team appearing in their local paper.



Staff and volunteers take a morning tea break.



Angelo Tricarico, Aileen Youie and Emily Cason – Volunteers.



Performance measure	January 2015	June 2015	Comment
Open: days / hours*	4 days 12 hours	5 days 15 hours	September Opening Hours 5 days – 27.5 hours
Client contacts	28	32	Historically from June and throughout winter months records a reduction in client contacts. (CC: April – 56 and May – 58)
Volunteers	10	15	9 new volunteers recruited between Feb and Jun 4 withdrew between Jan and Jun

* The Project's primary measure of success was regular opening hours. This has been achieved.

She also spoke financially about being ready for these babies. We looked at how our agency could lighten the load. She was under good medical care; our role was to provide much needed baby items, clothing and a listening ear.

At 38 weeks, Ann was booked in for a C-Section due to her health and the babies' health as one baby was in a breech position. Unfortunately, Ann's health deteriorated and she had to have an emergency C-Section at 38 weeks. Ann delivered two beautiful healthy girls after a difficult pregnancy and labour. Ann had to

be readmitted to hospital for another week due to her ongoing health issues. With bed rest and medication Anne and the babies returned home. Her mother arrived from overseas a short time later for three months to assist Ann with the babies and two boys. Ann's partner also returned to work.

Our volunteers would catch up with Ann and the babies every two weeks to see how they were progressing and if they needed our assistance. We received a beautiful thank you card from Ann and family with the following words:



Angelo Tricarico, Volunteer since February 2015 delivering the purpose built sorting table to process donated clothes and items he made for us. We loved it that much he made us a second one!! Thank you Angelo.

"To G.V Pregnancy Support...

Our closet was empty, our belongings were few, but that all changed thanks to you.

Your support, love and kindness is deeply appreciated and will always be remembered."

Today we still keep in touch with Ann and family. Life is going very well and twins are thriving. Ann's health has improved. She said she is not ready to return to work as time with her precious twins is so important.



Local Shepparton MP, Suzanna Sheed, presenting an award to Wendy Hunt with Aneta at the podium.



Helen Cooney with Superintendent Michael Sayer, State MP Suzanna Sheed.

Our Programs

In 2014–2015 the Integrated Family Service program provided about 12,229 hours of casework support to 244 clients across these catchments. Of these, 42% were born in a country other than Australia, 16% of whom were born in Asia, 11% from the Middle East and 8% from Africa. Our data for 2014–2015 indicates that the Family Support program supports families experiencing a broad range of issues including social isolation, family violence, mental health, intellectual disability, alcohol and drug addiction, relationship issues, poverty, homelessness or at risk of homelessness, health issues, child behavioural issues, migrant and settlement issues, parenting issues, issues in relation to separation, loss and grief. All of these influence the capacity of parents to provide for the needs of their children. The client data is presented on pages 21–24.

Specialist Homelessness Service

The Society's Specialist Homelessness Service provides short to medium term housing for vulnerable pregnant women, and families with young children. The Society operates four transitional properties in the Moonee Valley area. Intensive support is offered to families in these residences for an initial period of 12 weeks. If the family requires ongoing support in relation to issues other than housing, the homelessness worker is encouraged to refer the family to Integrated family services for parenting support and linkages to other services as necessary. The homelessness worker will continue to support the family until they are transitioned into a permanent residence.

Increasingly families come into the program with a range of complex needs and difficult personal situations. This causes a delay in being able to address the housing needs as the worker endeavours to address more urgent issues and problems that the family is facing, such as financial difficulties, violence, legal and medical issues and substance abuse. These issues associated with long-term homelessness further complicate a family's ability to find stable long-term accommodation.

To create the best possible environment in which families can work on the issues that led to their homelessness, workers adopt a holistic approach, building on the individual strengths of the family members. At Caroline Chisholm Society, we believe it is essential that families who have faced multiple challenges and have been homeless receive a timely response, with a high level of support to increase their chances of succeeding and breaking the cycle of homelessness.

During 2014–2015 the specialist homelessness service provided 15 episodes of support for families in transitional housing. These families are now engaged with Caroline Chisholm Society through other programs. 47% of adult clients were aged 25 years and under, in single households with main source of income being parenting payment. These clients presented with financial difficulties, housing affordability issues, housing crisis issues, family breakdown, family violence and mental health issues. The clients data is presented on pages 21–24.

Groups Service

Groups were reintroduced to our offerings in 2012, and we have continued to focus on delivering this critical service to reduce social isolation for families after the significant transition to parenting.

In 2014–2015, the "Chisholm's Pals Playgroup" continued and has been supporting young mums since its establishment in 2013. In 2014–2015 Chisholm's Pals has been offered across four terms. This playgroup has maintained its links in Melton, however, due to the difficulty in continuing to engage young mums, the group has had a decrease in participants during the last 12 months.

CCS introduced a new supported playgroup in Wyndham, it is called "Happy Days Playgroup". Our aim was to support diversity and social inclusion by assisting vulnerable and isolated families to understand the benefits of play and educational experiences for young children and thus assisting them to move towards a better future for them as they grow and develop into adolescents and young adults.

Happy Days commenced in Term 4, 2014 after a successful grant application from City of Wyndham and was funded for 12 months at no cost to the participants. In doing so, we support families and children where the parent has a mental health issue, however, the group is broader as we do not exclude people facing disadvantage. We started this group because we had identified that mental health represents a key issue in the West as evidenced by our data which



RACV Foundation supported us to get this highly efficient car for our case workers to use for groups.

confirms that from July 1, 2014 to June 30, 2015 the IFS team worked with 81 Western clients, of whom, 43 had identified mental health issues. This represents 54% of our Western client group. Because our annual data suggested that 42% of CCS clients were from a CALD background and Playgroups Victoria had indicated that there is currently no playgroup in Wyndham which focused on supporting parents with a mental illness.

It's been an enormous success. The group has been offered over 4 terms and has had up to 62 participants, far exceeding the estimated goal of 10 families per session with up to 20 children. The data from the group indicates that the majority of the parents attending are from a CALD background, primarily from India.

Mentoring Service

A volunteer mentoring service helps women and their children through friendship, support and skills. Engagement of a volunteer mentor is identified and targeted as part of the clients case plan. We then have them matched with a suitable mentor.

We usually have 5 to 10 mentors working with our families at any one time. Some take on more than one client to mentor, so we often have 8 to 12 clients engaged with a mentor. 23 mentors are registered. Last year, 8 were trained, 17 have been available to be matched with clients and 13 have been engaged. They undertook 12 programs with clients.

We find many of our clients are located in the growth areas, whereas most of our volunteers are from the inner and central western suburbs. In that context we plan to focus our recruitment in the growth areas in the next year.

Some examples of the work last year included preparing healthy meals and snacks, meal planning and shopping, assisting a mother who has a newborn and a toddler to do the shopping, introducing new foods to a baby who is being weaned, unpacking a house following a move, modelling play, assisting a mother to find child activity centres and supporting a lady to improve her literacy skills. Learning to read is wonderful. This allowed a client can get their learner driver permit. We also did some helping prepare healthy meals with unfamiliar vegetables and, like the example below, helping a client get by while living with post-natal depression.

Maintenance Service

Known as 'Handy Home Helpers' our volunteer maintenance program helps to maintain the homes of pregnant women and their children, increase self-esteem and house pride in parents, and increase healthy male volunteer engagement with families in order to benefit at-risk women and their children.

Last year, 56% of the tasks were responsive to the expectations of landlords reducing the risk of eviction, 76% of the tasks were related to safety in the home, and increased the number male volunteers in the traditionally female orientated service.

Some examples of the work last year included mowing lawns, brushcutting yards, repairing damage to plaster walls, assembling bunk beds, replacing and repairing doors, assembling a flat pack wardrobe, fitting safety gates, installing smoke detectors and repairing furniture.

Our Programs

New and Pre-loved Goods

Our New and Pre-loved Goods program offers a particular focus on goods that are helpful for families during and after pregnancy. We offer many baby and maternity goods to our clients to help alleviate the immediate impacts of poverty. We do so with a view that clients accessing the goods should be empowered to access other services that can help them to prevent the need to return for more goods. The program is also a critical support to our other two programs: pregnancy counselling

and welfare appointments and family support. In addition, with thanks to the Moonee Valley City Council, we now offer this program to partner agencies. In short, we receive donations of nursery equipment and recycle prams, bassinettes, clothes and other baby essentials, and make sure they meet safety requirements. We then re-home these items to families in need.

In that context, our objectives in the program are diverse. With regard to our social objective, we aim that clients have a better level of social contact. For example, access to a pram allows a mother to leave her



Loyola Students collecting and sorting donations.

home with her baby. The health and wellbeing objective is that parents are better able to sustain a secure living environment, including providing for their children's food and material needs. We do that by ensuring that the goods are provided through a social and community sector worker. There are also environmental benefits from our work. Environmental wastage from new and used goods is reduced. The program is only able to run due to the generosity of our volunteers who administer the program and our donors who provide the goods we pass on.

During the financial year, we estimate we gave out \$260,000 worth of goods. This is the first year we've measured the value under our new system, so we are looking forward to reporting each year the value we think this program has offered. Every week 10 to 15 donations of pre-loved goods are received, sorted and prepared for clients. Each package is between 5 and 10 kilograms of goods that would otherwise be waste. We also benefit from about 5 donations each week of new goods. These are particularly precious and are usually given to clients within a week of us receiving the goods.



Family of donors.

Women for Women

New and Pre-loved Baby and Maternity Goods

Through the generosity of the Flora & Frank Leith Charitable Trust, it is possible for Caroline Chisholm Society to operate our new and pre-loved goods caseworker program. The Leith Trust has a focus on supporting projects and programs located in Victoria, particularly those helping vulnerable children, youth and families.



A caseworker (The Youth Junction) accessing baby goods.

This funding enables a Caroline Chisholm Society worker to be engaged on a Friday at our Moonee Ponds site to accept generous donations from the community such as nursery equipment, toddler clothing and nappies. The donations received on a Friday are processed by our team of committed volunteers who check and clean toys and nursery equipment, lovingly prepare baby bundles, baby linen packs and sort quality and sizing in order that items be successfully re-homed to those in need.

We invite caseworkers from partner agencies to contact us outlining what

they require for their own clients, which they can collect from us on a Friday. Ultimately, we disperse material aid that we collect on a Friday to as many vulnerable children as possible through caseworkers from partner agencies. This combined effort of donors, Caroline Chisholm Society administrative staff, volunteers and partnering caseworkers is a highly sustainable and effective activity.

We now have over 150 caseworkers from various organisations engaged with the program including Salvation Army, Anglicare, Merri Outreach and Moonee Valley City Council and over 200 children have been directly assisted this year to date. We think that Frank and Flora Leith, who had no children of their own, would be happy to know how many vulnerable children's lives they have touched this year by supporting our program.



The Shoebox appeal from the Rotary Club of Essendon.



Bernard tests and tags electrical items.



Sam, a volunteer, preparing prams for families.

Integrated Support Pre- and Post- Pregnancy

2013–14 saw much talk of Sector Reform, including the Shergold Review. The then Victorian Government engaged the sector in a process known as “Services Connect”, which is a project designed to avoid duplication of assessments and plans and foster staff case-management leadership. Caroline Chisholm Society is a partner in the Brimbank Melton Connect project, led by MacKillop Family Services. The team is located both at our Caroline Springs office and with their home agencies.

In 2015, the Brimbank Melton Connect team commenced its co-location with CCS at Caroline Springs until the completion of the project in October 2016. CCS is a key partner in the Brimbank Melton Connect partnership and is one of several agencies to have re aligned a position to the project. Brimbank Melton Connect is an integrated, person centred service that supports individuals and families build their independence and increase their capacity for self-management. By working together with sector partners, the Brimbank Melton Connect project supports people making positive and long-term changes in their lives via

- One key worker, who is the main support and service co coordinator
- Identifying and building strengths
- One service plan

Brimbank Melton Connect is suitable for clients who reside in the Brimbank Melton catchment, client(s) with multiple primary needs, a client who would benefit from a co-ordinated approach to service provision, a client who willing to work with the service in a voluntary capacity.

Integration of a collaborative approach to service provision between CCS IFS and Brimbank Melton Connect

CCS received a referral in March 2013 for Kate and her two young children aged two and half and one from Western ChildFirst. Kate had a range of complex issues, including a significant history of child protection involvement, including out of home care, a history of sexual assault as a young person, intellectual disability and depression. Child Protection was involved in relation to reports on the two children relating to parenting capacity, environmental neglect and allegations of sexual assault of one of the two children by a member of the extended family. Kate was homeless due to breakdown of relationship with partner and father of the children and was residing in transitional accommodation.

The CCS case manager supported Kate to engage with mental health services, advocated for the provision of the Special Child Care benefit, referrals to Gatehouse and West Casa, links to kinder and school, a plan devised to support Kate with establishing routines for the

children and routines in relation to environmental neglect issues. Kate was supported to attend the Bringing up Great Kids group. Significant emotional and practical support was offered to Kate in relation to her homelessness issues for which she was supported into Transitional Housing.

Kate was later referred to Brimbank Melton Connect as she had moved and the key worker realigned from CCS has been able to further progress the work commenced by CCS. Working in collaboration between CCS and Brimbank Melton Connect has seen the introduction of volunteer mentoring scheme and the volunteer home handy helper to support with parenting and maintenance in the house.

The combined efforts of all involved has assisted in identifying and working on the things that have changed her whole life. Kate now has pride in her home environment as she is able to maintain her home in a clean state which has resulted in her tenancy no longer being at risk thus mitigating the risk of homelessness.

Our Clients

In a normal year, depending on funding available, Caroline Chisholm Society helps about 1000 to 2000 clients. Between 1 July 2014 to 30 June 2015, Caroline Chisholm Society helped over 1200 clients.

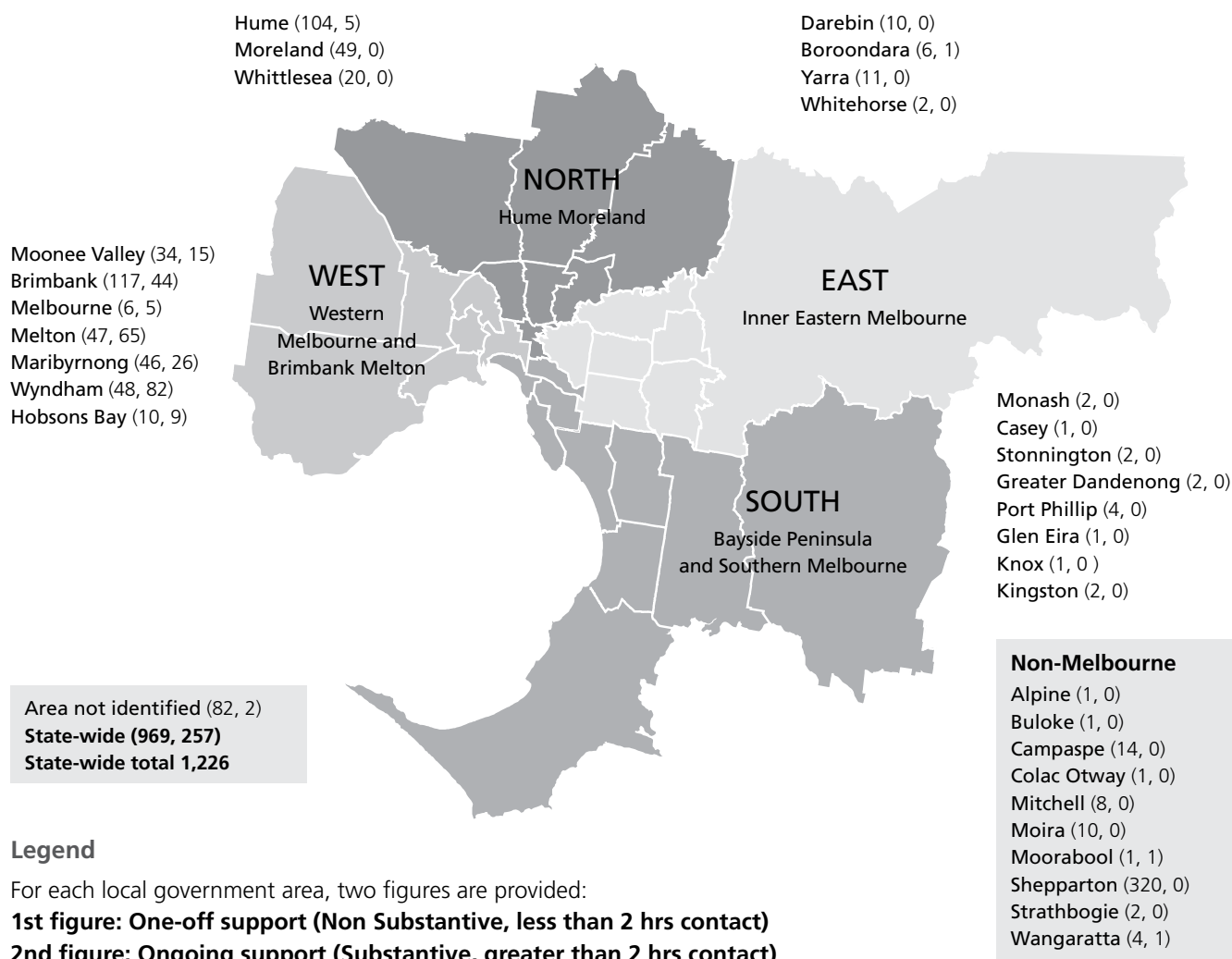
The majority of the clients (over 600) are seen at our Moonee Ponds office. Over 300 are contacts made in our Goulburn Valley operations. These clients access our one off

appointments for pregnancy counselling and support or for new and pre-loved goods.

Over 250 clients were supported for the longer term. These are clients in our family services or homelessness programs. We work with them for 6 months to two years to help them set goals for themselves and achieve those goals.

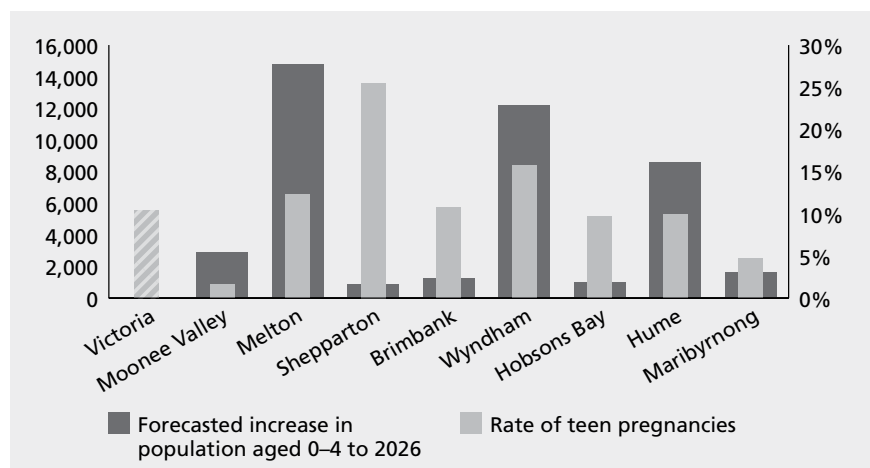
Figure 1 (State-wide Location Data 1 July 2014 to 30 June 2015) shows that the Caroline Chisholm Society is focussed on the Western Suburbs of Melbourne, with a high client load from the Cities of Brimbank, Shepparton, Wyndham and Melton. We also have large numbers of clients in Moonee Valley, Hume, Moreland and Hobsons Bay.

Figure 1: State-wide location data 1 July 2014 to 30 June 2015



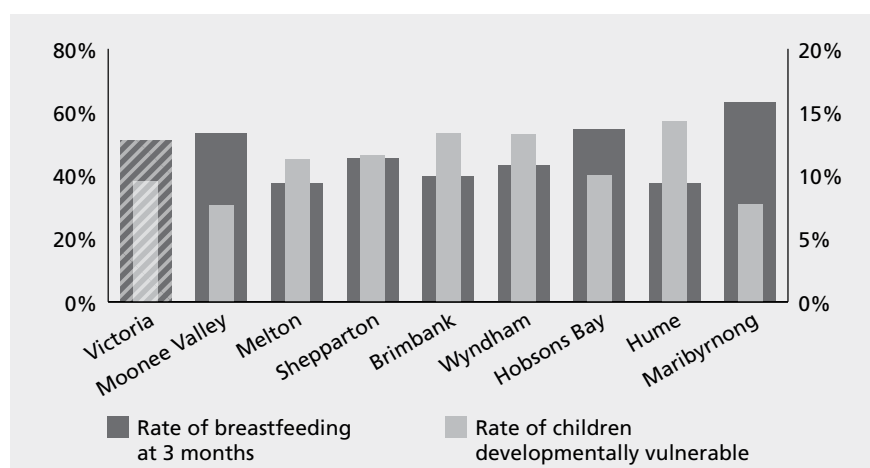
Our Clients

Figure 2: Indicators related to during and after pregnancy



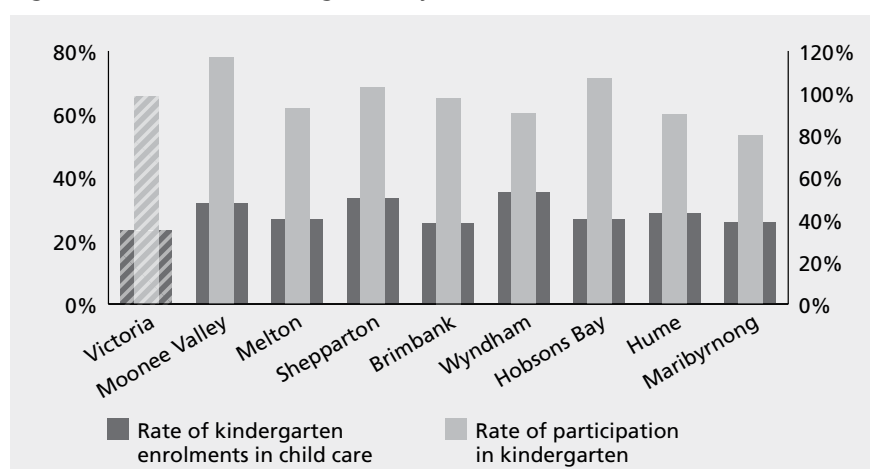
Our clients respond well to the fact that Caroline Chisholm Society operates as locals in our communities – those in which we are located, Moonee Valley, Melton and Greater Shepparton, and those in which we offer services, Brimbank, Wyndham, Maribyrnong, Hobsons Bay and Melbourne. We include Hume here, given the large number of clients who access our Moonee Valley service from that municipality. From experience, we know a lot about the issues faced by women during and after pregnancy, and indeed the needs of their children.

Figure 3: Indicators related to early parenting



To demonstrate some of their concerns, we offer here some of the indicators from the Victorian Child and Adolescent Monitoring System (VCAMS) as considered current in July 2015. We have also used in these charts data from the Australian Bureau of Statistics, Census of Population and Housing 2006 and 2011. Compiled and presented in profile.id by .id. This data set shows you that our neighbourhoods face the following issues:

Figure 4: Indicators relating to early childhood education and care



- Figure 2: In relation to our focus on pregnancy, Melton, Wyndham and Hume have large increases of young children anticipated. Shepparton has a very high teen pregnancy rate, while Melton, Wyndham and Brimbank also have many young mums (as well as Hobsons Bay and Hume).
- Figure 3: In relation to our focus on early parenting, with the exception of Moonee Valley and Maribyrnong who have vulnerability rates of approximately 7%, all our communities (Hume, Brimbank, Wyndham, Shepparton,

Sources: VCAMS Indicators and Population Growth Data as accessed July 2015

Figure 5: Source data for indicators that offer some policy context for the concerns of our clients

	During and after pregnancy			Early Parenting		Early Childhood Education and Care	
	Forecasted % of population aged 0–4 to 2026	Forecasted increase in population aged 0–4 to 2026	Rate of teen pregnancies	Rate of breastfeeding at 3 months	Rate of children developmentally vulnerable	Rate of kindergarten enrolments in child care	Rate of participation in kindergarten
Victoria			10.4%	51.0%	9.5%	23.2%	98.2%
Moonee Valley	6.5%	2,877	1.6%	53.4%	7.6%	31.9%	117.0%
Melton	8.1%	14,791	12.3%	37.6%	11.3%	26.7%	92.9%
Shepparton	7.0%	884	25.5%	45.3%	11.6%	33.5%	102.8%
Brimbank	6.5%	1,249	10.7%	39.6%	13.3%	25.6%	97.7%
Wyndham	9.0%	12,210	15.7%	43.3%	13.2%	35.3%	90.4%
Hobsons Bay	6.8%	1,007	9.7%	54.6%	10.0%	26.6%	107.1%
Hume	8.2%	8,565	9.9%	37.6%	14.3%	28.5%	89.7%
Maribyrnong	6.6%	1,611	4.7%	63.1%	7.7%	25.8%	80.0%

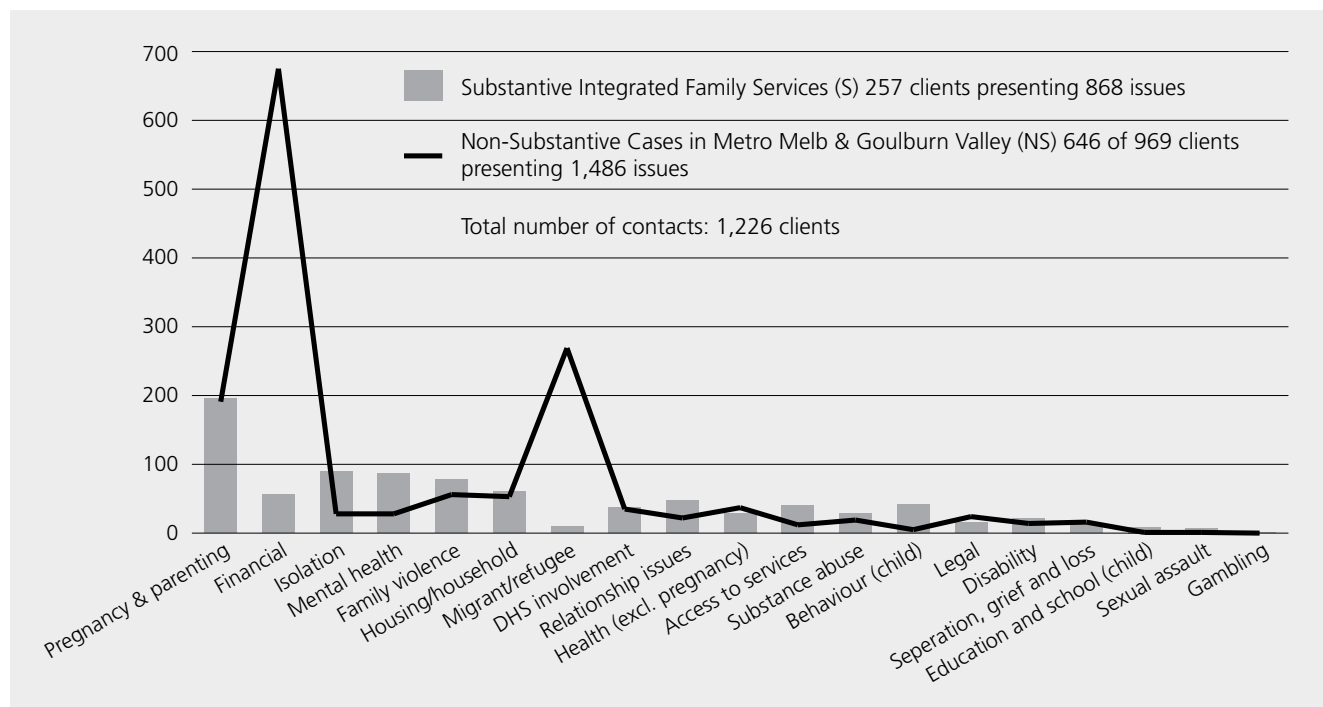
Sources: VCAMS Indicators and Population Growth Data as accessed July 2015

Melbourne, Melton and Hobsons Bay) have rates above the state average with identified rates of vulnerability due to developmental issues.

- Figure 4: In relation to our focus on early childhood education and care, the chart demonstrates the need for investment in kindergarten participation in all settings in Melton and Maribyrnong.
- Figure 5: This table provides the data points used in the graphs.

Our Clients

Figure 6: Types of issues reported by clients, by issue, 1 July 2014 to 30 June 2015



Excl. SHS, after homelessness and financial issues the top concerns were, 1) Social isolation, 2) Relationship breakdown, and 3) Family violence

Figure 7: Self identified ethnicity and/or place of birth of clients (78% sample)

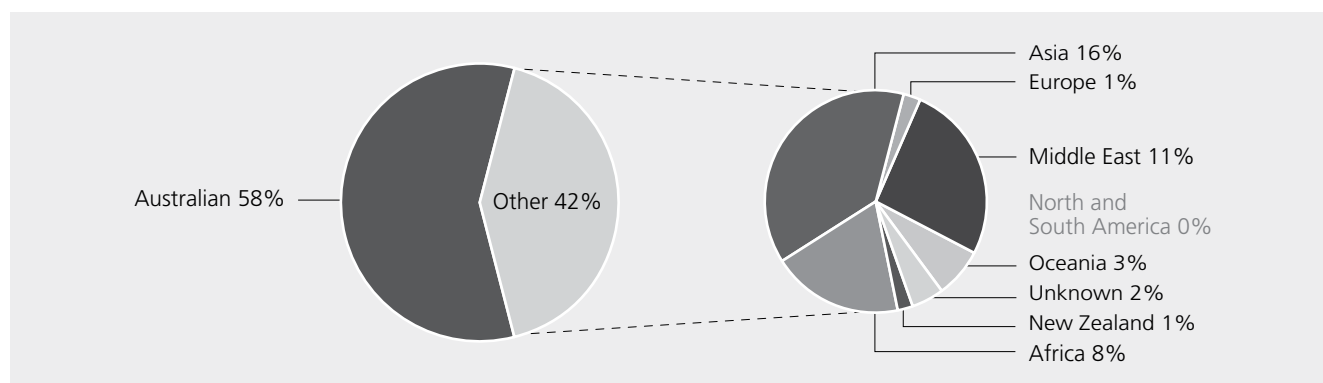


Figure 6 (Types of issues reported by clients, by issue, 1 July 2014 to 30 June 2015) shows, consistent with 2012–13, that our clients' most prevalent issues (after pregnancy and parenting) are financial issues. Financial issues are particularly prevalent for those clients presenting at our appointments program, many of whom face challenges associated with being a migrant or refugee.

The critical issues that clients we home visit face, are related to social isolation, mental health, family violence and homelessness.

Figure 7 (Self-identified ethnicity and/or place of birth of clients, 1 July 2014 to 30 June 2015) shows that 42% of our clients were not born in Australia. Of them, 16% were from Asia, 11% from the Middle East, and 8% from Africa.

Our People, Neighbourhoods and Finances

Our People: Our Members, Board, Staff and Volunteers

Established in 1969, the Caroline Chisholm Society is a member-based organisation. Our members engage our Board and staff to run a charitable family support organisation. We are a non-religious and non-political organisation. Our members elect a Board of 12, who appoint a CEO, who in turn appoints our staff. Many of our members are current or former volunteers who support our work with clients directly or in support functions. We currently have over 115 active volunteers. Our life members, Board, CEO and staff are listed at the front of this report. Our team of 22 staff are dispersed across our sites, with the majority being home visiting social workers based in Melbourne's western growth zone at Caroline Springs in the City of Melton. Our Moonee Ponds team is the most diverse, made up of a team with skills in family support, counselling, homelessness, volunteer coordination and administration. Our Shepparton

team is largely voluntary, with a staff member to coordinate service provision in the Goulburn Valley. Our new and pre-loved goods team is spread across the three sites.

Our Neighbourhoods: Moonee Ponds, Caroline Springs, Shepparton

Our neighbourhoods are special to us. While we started in 1969, by 1972, we had opened in Moonee Ponds. By 1978, Shepparton. We opened in Caroline Springs in 2010.

In Moonee Valley, we have longstanding relationships with many locals and organisations, and this is the community from which we receive the greatest number of volunteers. The children of our neighbourhood bring their pre-loved goods to us so that we can re-home them. Our bonnet and shawl stall is held fortnightly on Puckle Street and in Niddrie. We are very grateful for the strong support we have from the retirement villages, local schools,

service clubs and businesses. While most of our clients coming to the office in Moonee Ponds arrive from other parts of Melbourne that are on the transport lines, such as the City of Hume, we continue to serve many people from Flemington, Kensington, Ascot Vale and Avondale Heights. The Moonee Valley City Council helps us to help those who live, work and recreate in the area. We also serve a large number of clients from the City of Hume from this office.

In Caroline Springs, we locate most of our staff so they can be close to the growth corridors of Melton and Wyndham. We have fine facilities that are increasingly being used by locals to help our clients. For example, our Caroline Springs office is now the site for the Brimbank Melton Connect team. Caroline Chisholm Catholic College, Christ the Priest Primary and Wirrigirri kindergarten have provided much support in helping us to help our growing neighbourhood. The City of Melton helps us to help meet the needs of the growing community in Melton, but also in Brimbank and Wyndham.

Our Shepparton office is co-located with RadCom. In the Goulburn Valley, we work to achieve a strong support network for our clients Goulburn Valley Health, the Bridge (a community service for women under 26 years of age), Primary Health Care Connect (who offer counselling), and Family Care (a family service provider that includes a ChildFIRST intake office. With regard to volunteering, our special project has allowed us to reinvigorate our service and we look forward to working with the local community to ensure we remain sustainable.

A Variety Night!

This year, Caroline Chisholm Society held a variety night on the 19th July at Keilor East R.S.L. The team who organised the event were Marie Mazzerella, Sally and Peter O'Neil, Sally and Steve Mullins, Tess Fogarty, Lena Ricardo and Marg and Mike Christie. The performers for the night were Tess Fogarty's granddaughter on cello, The Christine Ayres school of Irish Dancing, Daniel O'Keefe Band, Brian Cusack reciting poetry. We had Nicholas J. Johnson a Melbourne magician, author and 'honest' conman as our MC. We had auctions, a raffle and a baby goods stall. We raised over \$5,000.

Thanksgiving Open House Fundraiser

Ellen Barber hosts a fundraiser each year and this year Ellen selected Caroline Chisholm! The event was held on Thursday November 20, 2014 at Ellen and Shaun Kimpton's home in Ascot Vale. Funds were raised from silent auctions and a raffle as well as wine and pumpkin pie sales. We're grateful to Ellen, she raised a significant contribution to our work.

Our People, Neighbourhoods and Finances

Our Finances, Funders and Supporters

In financial terms, it has been another positive year for Caroline Chisholm Society. This has prepared us well for a substantial project in Moonee Valley. The Society has three key objectives being 1) effective services, 2) strong finances and administration and 3) sound governance. Our strategic objective to have three strong sites, includes operating in the Moonee Valley at 977 Mount Alexander Road. A capital campaign for works is underway and resulting donation income drove a surplus. For detailed analysis of our financial position, see our financial statements for the year ending 30 June 2015 included in this report.

Our funders

- The Victorian Government through the Department of Health and Human Services supports our integrated family services and specialist homelessness services

- The Australian Government through the Department of Social Services supported our emergency relief services
- Essendon Airport supported our campaign to remain in the Moonee Valley at a new fit for purpose site at 977 Mt Alexander Road, Essendon
- The Ian Potter Foundation and the Helen Macpherson Smith Trust supported our Shepparton volunteering project
- The RACV Foundation supported us with a new vehicle to support social inclusion
- The Frank and Flora Leith Foundation supported us to receive and provide pre-loved goods to case workers on a Friday.
- The Lord Mayor's Charitable Foundation supported us with baby and maternity goods
- The Victorian Government through the Department of Education and Training and the Wyndham City Council supported us to offer playgroups



Helen Cooney at a meeting of the Rotary Club of Brimbank Central, receiving the 1500th teddy for the children of our families knitted by Barbara Rafter.

We also thank those who have made significant organisational and personal contributions of funds to allow us to operate. We are not able to name you all, but we are grateful for your support.

We particularly thank those treasured individuals who make the gift of their time. There are also too many of them to name. The organisations that made in-kind contributions to our operations are also thanked warmly. Locals in our neighbourhoods of Moonee Ponds, Essendon, Caroline Springs and Shepparton help us daily and the generous donations we receive from locals is deeply encouraging to our team.

We also thank our local council representatives and officials in the City of Moonee Valley, the City of Melton, the City of Greater Shepparton and the City of Brimbank for their support.

We acknowledge the traditional owners of the lands on which we live, work and recreate as individuals, an organisation and as a community.



Our stall at Ellen's Thanksgiving fundraiser.

Our Year and Our Future

The 2014–2015 year saw a significant shift from a focus on organisational sustainability to clinical governance. Having focussed in 2012–2013 on revising our strategic statement and in 2013–2014 on operational reform, we were well placed for our quality audit in January of 2015. We are now reporting on the outcomes of our support for women and their families during and after pregnancy. We look forward to using that data to improve our pregnancy counselling and support appointments, ongoing family support services and new and pre-loved goods.



Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

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Directors' Report

The directors present their annual report together with the financial report of the Caroline Chisholm Society ("the Society") for the financial year ended 30 June 2015 and the auditor's report thereon.

Directors

The directors of the Society at any time during or since the end of the year are:

Names	Appointed/Resigned
Teresa (Tess) Fogarty	10 September 1989 – present
Paul Webster	17 September 1991 – present
Franciscus (Frank) Smit	20 September 2005 – present
Wendy Hunt	21 February 2006 – present
Michael Christie	23 October 2009 – present
Lucia Fitzgerald	18 May 2010 – 24 March 2015
Kate Rowsell	18 May 2010 – present
Elizabeth (Lizzie) Blandthorn	22 October 2010 – 14 October 2014
Stuart Rowland	20 November 2012 – present
Philip (Phil) Gatens	21 May 2013 – present
Caroline Stiglec	22 July 2014 – present
Stephen Mullins	12 May 2015 – present

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

Principal Activities

The principal activities of the Society during the financial year was the provision of support for pregnant women and families with young children. The objectives of the Society remain the provision of quality pregnancy and family support services, achieved via ongoing collaboration with our service partners, staff and community.

There was no significant change in the nature of the activities of the Society during the year.

Company Secretary

The following person held the position of Company Secretary at the end of the financial year:

- Philip Gatens

Operating and Financial Review

The net surplus of the Society for the financial year ended 30 June 2015 was \$11,897 (2014: \$49,974).

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Directors' Report

Review of Operations

In the directors' opinion, it has been a positive year for the Society. During the financial year, the Society undertook the implementation of a revised logic to its programs and a new way of collecting and communicating data, including implementing an outcome star to measure its engagement with clients. The project also necessitated an update to the strategic plan and implementation of operational plans. The Society's primary strategic objective remains to have grown into three strong locally embedded sites, including in the Moonee Valley at a new office at 977 Mount Alexander Road. A capital campaign for works on that site is underway and resulting donation income is driving a surplus. Total revenue for the period was \$1,404,770 which is consistent with the prior period revenue of \$1,379,849.

State of Affairs

In the opinion of the directors, there were no significant changes in the Society's state of affairs during the financial year, not otherwise disclosed in these financial statements.

Events Subsequent to Reporting Date

Since the reporting date, the Society has entered into an agreement with the Department of Environment, Land, Water and Planning to establish the Western Metropolitan Service Hub at 977 Mt Alexander Road. This will result in a \$950,000 grant during the next reporting year which will increase the asset base of the Society. There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the directors of the Society, to affect significantly the operations of the Society, the results of those operations, or the state of affairs of the Society in future financial years.

Future Developments, Prospects and Business Strategies

Effective services, strong finances and sound governance are the stated strategic objectives of the Society. Financial management continues to be a major focus of the Society's directors. Facilitated strategic planning in collaboration with operational staff and relevant key stakeholders has provided clarity in decision making about the most appropriate use of our scarce resources. The Society is actively exploring opportunities for growth in areas aligned with existing services.

Environmental Issues

The Society's operations are not regulated by any significant environmental regulation under either Commonwealth or State legislation.

Directors' Report

Meeting of Directors

The number of directors' meetings and number of meetings attended by each of the directors of the Society during the financial year are:

	Directors' Meeting	
	Number eligible to attend	Number attended
Teresa (Tess) Fogarty	6	6
Paul Webster	6	6
Franciscus (Frank) Smit	6	6
Wendy Hunt	6	6
Michael Christie	6	5
Lucia Fitzgerald	5	5
Kate Rowsell	6	6
Elizabeth (Lizzie) Blandthorn	3	3
Stuart Rowland	6	5
Philip (Phil) Gatens	6	6
Caroline Stiglec	6	4
Stephen Mullins	0	0

Information on Directors

Teresa (Tess) Fogarty

Director

Qualifications	–
Experience	Director since 1989
Special Responsibilities	Moonee Valley Representative

Paul Webster

President

Qualifications	MA, LLB
Experience	Lawyer
Special Responsibilities	Ex Officio Member of all sub Committees State and National Engagement

Franciscus (Frank) Smit

Director

Qualifications	–
Experience	30 years' experience as Managing Director of Small Business
Special Responsibilities	Member Finance and Funding Committee

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Directors' Report

Information on Directors (continued)

Wendy Hunt	Director
Qualifications	Dip Teaching
Experience	35 years' education field; other 20 years in pregnancy support
Special Responsibilities	Goulburn Valley Representative
Michael Christie	Vice-President
Qualifications	MB, BS, FRACGP
Experience	General Practitioner, West Brunswick Clinic
Special Responsibilities	Vice-President
Lucia Fitzgerald	Director (To March 2015)
Qualifications	BBus (Property), Masters of Project Management, Masters of Property and Construction
Experience	Development Manager – 15 years experience
Special Responsibilities	Property sub-Committee
Kate Rowswell	Treasurer
Qualifications	BBus (Acc) CA
Experience	Financial Accounting and Reporting
Special Responsibilities	Chair, Finance and Funding sub-Committee
Elizabeth (Lizzie) Blandthorn	Director (To October 2014)
Qualifications	BA (Melbourne)
Experience	Policy and strategy, management and representative roles across the labour movement and within state and federal jurisdictions of government.
Special Responsibilities	State and National Engagement
Stuart Rowland	Director
Qualifications	Law; B.Th. (SCD); B.Litt. (Melb)
Experience	Lawyer
Special Responsibilities	
Philip (Phil) Gatens	Secretary
Qualifications	BBus, Grad Dip (BIS), FCPA
Experience	Internal Audit Manager in Financial Services Sector
Special Responsibilities	Member, Governance and Risk Subcommittee Ex-Officio Member of all sub-Committees

Directors' Report

Information on Directors (continued)

Caroline Stiglec	Director
Qualifications	BA(Mon) MPracAcc (Mon)
Experience	Business operations and parenting
Special Responsibilities	Member, Governance and Risk sub-Committee
Stephen Mullins	Director
Qualifications	Dip Financial Planning, Cert Business Studies (Accounting), Cert Superannuation Management, Dip Financial Markets.
Experience	Financial services and small business management and operations
Special Responsibilities	

Indemnifying and Insuring Officers or Auditors

The Society has insurance for each of the directors against liabilities for costs and expenses incurred by them in defending any legal proceedings arising out of their conduct while acting in the capacity of director of the Society, other than conduct involving a wilful breach of duty in relation to the Society.

Dividends

The Society's constitution precludes the payment of dividends.

Significant changes in the state of affairs

In the opinion of the directors there were no significant changes in the state of affairs of the Society that occurred during the financial year.

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Directors' Report

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2015 has been received and can be found on page 7 of the financial report.

Signed in accordance with a resolution of the Directors:

Director:
Paul Webster

Dated this 30th day of September 2015

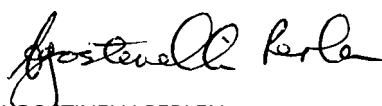
AGOSTINELLI PERLEN

CHARTERED ACCOUNTANTS

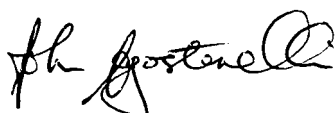
Auditors Independence Declaration under subdivision 60-C section 60–40 of the Australian Charities and Not-for-profits Commission Act 2012

As audit partner for the audit of the financial statements of Caroline Chisholm Society I declare that, to the best of my knowledge and belief, during the year ended 30 June 2015 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.



AGOSTINELLI PERLEN
CHARTERED ACCOUNTANTS



JOHN AGOSTINELLI
PARTNER

Dated at Carlton, Victoria

This.....^{25TH}.....day of.....SEPTEMBER.....2015

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

AGOSTINELLI PERLEN

CHARTERED ACCOUNTANTS

Independent Audit Report to the Members of the Caroline Chisholm Society

We have audited the accompanying financial report of Caroline Chisholm Society, which comprises the statement of financial position as at 30 June 2015, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, a summary of significant accounting policies, other explanatory notes and the directors' declaration.

The Responsibility of the Directors for the Financial Report

The directors of the Society are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Australian Charities and Not-for-profits Commission Act 2012 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.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Society's preparation that gives a true and fair view of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

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

Independence

In conducting our audit, we have complied with the independence requirements of the Australian Charities and Not-for-profits Commission Act 2012. We confirm that the independence declaration required by the Australian Charities and Not-for-profits Commission Act 2012, which has been given to the directors of Caroline Chisholm Society, would be in the same terms if given to the directors as at the time of this auditor's report.

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AGOSTINELLI PERLEN

CHARTERED ACCOUNTANTS

Independent Audit Report to the Members of the Caroline Chisholm Society

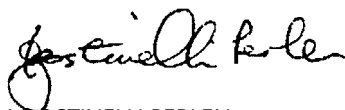
Basis for Qualified Opinion

Donations and other fundraising activities are significant sources of revenue for the Caroline Chisholm Society. The Society has determined that it is impracticable to establish control over the collection of donations and funds from other fundraising activities prior to entry into its financial records. Accordingly, as the evidence available to us regarding revenue from these sources was limited, our audit procedures with respect to donations and other fundraising activities had to be restricted to the amounts recorded in the financial records. We therefore are unable to express an opinion, as to whether donations and other fundraising revenue the Caroline Chisholm Society recorded are complete.

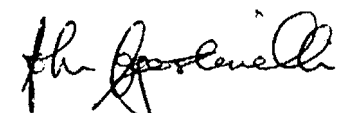
Auditor's Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial report of Caroline Chisholm Society is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- (a) giving a true and fair view of the Society's financial position as at 30 June 2015 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards and the Corporations Regulations 2001.



AGOSTINELLI PERLEN
CHARTERED ACCOUNTANTS



JOHN AGOSTINELLI
PARTNER

Dated at Carlton, Victoria

This 30TH day of SEPTEMBER 2015

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Statement of Profit or Loss and Other Comprehensive Income

for the year ended 30 June 2015

	Note	2015 \$	2014 \$
Revenue from funding bodies		1,274,682	1,249,606
Other income	5	116,364	119,507
Employee expenses		(1,121,709)	(1,022,341)
Program expenses		(37,824)	(41,032)
Depreciation		(29,446)	(27,264)
Occupancy expenses		(61,487)	(59,048)
Communications and IT		(50,111)	(56,441)
Travel expenses		(28,151)	(22,812)
Motor vehicle financing costs		(2,434)	(3,434)
Other expenses		(61,711)	(97,503)
Results from operating activities		(1,827)	39,238
Finance income		13,724	10,736
Net surplus for the period		11,897	49,974
Other comprehensive income			
Total other comprehensive income		–	–
Total comprehensive income for the year		11,897	49,974

The accompanying notes form part of these financial statements.

Statement of Financial Position

as at 30 June 2015

	Note	2015 \$	2014 \$
ASSETS			
Current assets			
Cash and cash equivalents	6	525,207	438,113
Other assets	7	46,976	17,418
Total current assets		572,183	455,531
Non-current assets			
Property, plant and equipment	8	1,685,259	1,684,442
Total non-current assets		1,685,259	1,684,442
TOTAL ASSETS		2,257,442	2,139,973
LIABILITIES			
Current liabilities			
Trade and other payables		61,843	48,305
Deferred income		179,640	97,569
Hire purchase liability		8,207	7,639
Employee benefits	9	119,226	101,624
Total current liabilities		368,916	255,137
Non-current liabilities			
Hire purchase liability		19,751	27,958
Total non-current liabilities		19,751	27,958
TOTAL LIABILITIES		388,667	283,095
NET ASSETS		1,868,775	1,856,878
EQUITY			
Reserves		–	–
Retained earnings		1,868,775	1,856,878
TOTAL EQUITY		1,868,775	1,856,878

The accompanying notes form part of these financial statements.

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Statement of Changes in Equity

for the year ended 30 June 2015

	Revaluation Reserve (\$)	Retained Earnings (\$)	Total Equity (\$)
Balance at 1 July 2013	–	1,806,904	1,806,904
Surplus for the year		49,974	49,974
<i>Other comprehensive income</i>			
Total comprehensive income for the year	–	49,974	49,974
Balance at 30 June 2014	–	1,856,878	1,856,878
Balance at 1 July 2014	–	1,856,878	1,856,878
Surplus for the year		11,897	11,897
<i>Other comprehensive income</i>			
Total comprehensive income for the year	–	11,897	11,897
Balance at 30 June 2015	–	1,868,775	1,868,775

The accompanying notes form part of these financial statements.

Statement of Cash Flows

for the year ended 30 June 2015

	Note	2015 \$	2014 \$
Cash from operating activities:			
Receipts from grants		1,359,232	1,382,732
Receipts from fundraising		20,954	19,425
Receipts from donations		79,057	140,647
Receipts from other operating activities		36,352	4,592
Interest received		13,724	10,736
Payments to suppliers and employees		(1,412,368)	(1,387,683)
Net cash from operating activities		96,951	170,449
Cash flows from investing activities:			
Proceeds from the sale of assets held for re-sale		6,000	7,000
Purchase of property, plant and equipment		(23,496)	(52,651)
Net cash (used in) investing activities		(17,496)	(45,651)
Cash flows from financing activities:			
Drawdown of borrowings		–	–
Repayment of borrowings		–	–
Hire purchase funding		7,639	(35,597)
Net cash (used in) / from financing activities		–	–
Net increase / (decreases) in cash held:		87,094	160,395
Cash and cash equivalents at beginning of financial year		438,113	277,718
Cash and cash equivalents at end of financial year	6	525,207	438,113

The accompanying notes form part of these financial statements.

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Notes to the Financial Statements

1. Reporting entity

Caroline Chisholm Society ("the Society") is a public company limited by guarantee. The Company, referred to as "the Society", is a not-for-profit entity and primarily is involved in the provision of support for pregnant women and families with young children.

2. Basis of preparation

a) Statement of compliance

The Society early adopted AASB 1053 *Application of Tiers of Australian Accounting Standards* for the financial year beginning on 1 July 2010 to prepare Tier 2 general purpose financial statements.

The financial report of the Society is a Tier 2 general purpose financial report which has been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements (AASB – RDR's) (including Australian Interpretations) adopted by the Australian Accounting Standards Board (AASB) and the Australian Charities and Not-for-profits Commission Act 2012. The financial statements were authorised for issue by the Board of Directors on 29 September 2015.

b) Basis of measurement

The financial statements have been prepared on the historical cost basis except for land and buildings which is carried at fair value.

c) Functional and presentation currency

These financial statements are presented in Australian dollars, which is the Society's functional currency.

d) Use of estimates and judgements

The preparation of financial statements in conformity with AASBs requires management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis.

Revisions to accounting estimates are recognised in the period in which the estimates are revised and in any future period affected.

3. Significant accounting policies

The accounting policies set out below have been applied consistently to all periods presented in these financial statements.

a) Financial instruments

i) Non-derivative financial assets

The Society initially recognises loans and receivables and deposits on the date that they are originated. All other financial assets are recognised initially at the trade date at which the Society becomes a party to the contractual provisions of the instrument.

The Society derecognises a financial asset when the contractual rights to the cash flows from the asset expire, or it transfers the rights to receive the contractual cash flows of the financial asset in a transaction which substantially all the risks and rewards of ownership of the financial asset are transferred. Any interest in transferred financial assets that is created or retained by the Society is recognised as a separate asset or liability.

Financial assets and liabilities are offset and the net amount presented in the statement of financial position when, and only when, the Society has a legal right to offset the amounts and intends either to settle on a net basis or to realise the asset and settle the liability simultaneously.

The Society has the following non-derivative financial assets: trade and other receivables, deposits and cash and cash equivalents.

Loans and receivables are financial assets with fixed or determinable payments that are not quoted in an active market. Such assets are recognised initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition loans and receivables are measured at amortised cost using the effective interest method, less any impairment losses. Loans and receivables comprise trade and other receivables.

Cash and cash equivalents comprise cash balances and deposits.

Accounting for finance income is discussed in note 3(g).

ii) Non-derivative financial liabilities

The Society initially recognises debt securities issued and subordinated liabilities on the date that they are originated. All other financial liabilities are recognised initially on the trade date at which the Society becomes a party to the contractual provisions of the instrument. The Society derecognises a financial liability when its contractual obligations are discharged or cancelled or expire. Financial assets and liabilities are offset and the net amount presented in the statement of financial position

Notes to the Financial Statements

when, and only when, the Society has a legal right to offset the amounts and intends either to settle on a net basis or to realise the asset and settle the liability simultaneously.

The Society has the following non-derivative financial liabilities: trade and other payables and deferred income.

Such financial liabilities are recognised initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition these financial liabilities are measured at amortised cost using the effective interest rate method.

b) Property plant and equipment

i) Recognition and measurement

Items of property, plant and equipment are measured at cost less accumulated depreciation and impairment losses except for land and buildings which are carried at fair value.

Cost includes expenditure that is directly attributable to the acquisition of the asset. The cost of self-constructed assets includes the cost of materials and direct labour, any other costs directly attributable to bringing the asset to a working condition for its intended use, and the costs of dismantling and removing the items and restoring the site on which they are located. Purchased software that is integral to the functionality of the related equipment is capitalised as part of that equipment.

Land and buildings held for use in the supply of services and for administrative purposes are stated at their revalued amounts being the fair value at the date of revaluation, less any subsequent accumulated

depreciation and subsequent accumulated losses. Revaluations are performed with sufficient regularity such that the carrying amounts do not differ materially from those that would be determined using fair values at the end of each reporting period.

When parts of an item of property, plant and equipment have different useful lives, they are accounted for as separate items (major components) of property, plant and equipment.

Gains and losses on disposal of an item of property, plant and equipment are determined by comparing the proceeds from disposal with the carrying amount of the property, plant and equipment and are recognised net within other income in profit or loss. When revalued assets are sold, the amounts included in the revaluation reserve are transferred to retained earnings.

ii) Subsequent costs

The cost of replacing part of an item of property, plant and equipment is recognised in the carrying amount of the item if it is probable that the future economic benefits embodied within the part will flow to the Society and its cost can be measured reliably. The carrying amount of the replaced part is derecognised. The costs of the day-to-day servicing of property, plant and equipment are recognised in profit or loss as incurred.

iii) Depreciation

Depreciation is calculated over the depreciable amount, which is the cost of an asset, or other amount substituted for cost, less its residual value. Depreciation is recognised in profit or loss on a diminishing value basis over the estimated useful lives of

each part of an item of property, plant and equipment, since this most closely reflects the expected pattern of consumption of the future economic benefits embodied in the asset. Land is not depreciated. Capital works in progress is depreciated when it is available for use.

The estimated useful lives for the current and comparative periods are as follows:

- Buildings – 2.5%
- Plant and equipment – 12.5 to 30%

Depreciation methods, useful lives and residual values are reviewed at each reporting date.

From 1 July 2009, the Society recognises its land and buildings at fair value. This was adopted to more appropriately reflect the underlying value of the assets.

c) Impairment

i) Financial assets

A financial asset is assessed at each reporting date to determine whether there is objective evidence that it is impaired. A financial asset is impaired if objective evidence indicates that a loss event has occurred after the initial recognition of the asset, and that the loss event had a negative effect on the estimated future cash flows of that asset that can be estimated reliably.

Objective evidence that financial assets are impaired can include default or delinquency by a debtor, restructuring of an amount due to the Society on terms that the Society would not consider otherwise, indications that a debtor or issuer will enter bankruptcy, the disappearance of an active market for a security.

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Notes to the Financial Statements

The Society considers evidence of impairment for receivables at both a specific asset and collective level. All individually significant receivables are assessed for specific impairment. All individually significant receivables found not to be specifically impaired are then collectively assessed for any impairment that has been incurred but not yet identified. Receivables that are not individually significant are collectively assessed for impairment by grouping together receivables with similar risk characteristics.

In assessing collective impairment the Society uses historical trends of the probability of default, timing of recoveries and the amount of loss incurred, adjusted for management's judgement as to whether current economic and credit conditions are such that the actual losses are likely to be greater or less than suggested by historical trends.

An impairment loss in respect of a financial asset measured at amortised cost is calculated as the difference between its carrying amount and the present value of the estimated future cash flows discounted at the asset's original effective interest rate. Losses are recognised in profit or loss and reflected in an allowance account against receivables. Interest on the impaired asset continues to be recognised through the unwinding of the discount. When a subsequent event causes the amount of impairment loss to decrease, the decrease in impairment loss is reversed through profit or loss.

ii) Non financial asset

The carrying amount of the Society's non-financial assets, other than inventories are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, then the asset's recoverable amount is estimated.

The recoverable amount of an asset or cash-generating unit is the greater of its value in use and its fair value less costs to sell. In assessing value in use, management consider the depreciated replacement cost of an asset, when the future economic benefit of the asset are not primarily dependent on the asset's ability to generate net cash inflows and where the entity would, if deprived of the asset, replace its remaining future economic benefits. For the purpose of impairment testing, assets that cannot be tested individually are grouped together into the smallest group of assets that generates cash inflows from continuing use that are largely independent of the cash inflows of other assets or groups of assets (the "cash-generating unit").

An impairment loss is recognised if the carrying amount of an asset or its CGU exceeds its estimated recoverable amount. Impairment losses are recognised in profit or loss. Impairment losses recognised in respect of CGUs are allocated first to reduce the carrying amount of any goodwill allocated to the units, and then to reduce the carrying amounts of the other assets in the unit (group of units) on a pro rata basis.

Impairment losses recognised in prior periods are assessed at each reporting date for any indications that the loss has decreased or no longer exists. An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

d) Employee benefits

i) Other long-term employee benefits

The Society's net obligation in respect of long-term employee benefits is the amount of future benefit that employees have earned in return for their service in the current and prior periods plus related on costs. Long service leave has been accrued for all employees having served greater than seven years of service. The value of long service leave for employees with less than seven years of service is not considered material to these financial statements.

ii) Short-term benefits

Liabilities for benefits accruing to employees in respect of wages and salaries, and annual leave represent present obligations resulting from employees services provided to reporting date. Short-term employee benefit expected to be settled within 12 months, are measured at their nominal values using the remuneration rate expected to be paid as at reporting date, including any related on-costs.

Notes to the Financial Statements

e) Revenue

i) Government funding

Revenue from funding bodies is recognised when the right to receive that revenue has been established.

ii) Other income

Revenue from membership comprises annual membership fees and is recognised in revenue on a straight-line basis over the membership period.

Revenue from donations and fundraising is recognised in revenue when conditions of the donation have been met. Where the donation is not linked to specific conditions, donations are recognised upon receipt.

f) Lease payments

Payments made under operating leases are recognised in profit or loss on a straight-line basis over the term of the lease. Lease incentives received are recognised as an integral part of the total lease expense, over the term of the lease.

Determining whether an arrangement contains a lease

At inception of an agreement, the Society determines whether such agreement is or contains a lease. A specific asset is the subject of a lease if fulfilment of the arrangement is dependent on the use of that specified asset. An arrangement conveys the right to use the asset if the arrangement conveys to the Society the right to control the use of the underlying asset. At inception or upon reassessment of the arrangement, the Society separates payments and other consideration required by such an arrangement into those for the lease and those for other

elements on the basis of their relative fair values. If the Society concludes for a finance lease that it is impracticable to separate the payments reliably, an asset and a liability are recognised at an amount equal to the fair value of the underlying asset. Subsequently the liability is reduced as payments are made and an imputed finance charge on the liability.

g) Financial income

Finance income comprises interest income on term deposits and bank accounts. Interest income is recognised as it accrues, using the effective interest method.

h) Goods and services tax

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the taxation authority. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of the expense. Cash flows are included in the cash flow statement on a gross basis.

Receivables and payables are stated with the amount of GST included. The net amount of GST recoverable from, or payable to, the ATO is included as a current asset or liability in the balance sheet. Cash flows are included in the statement of cash flows on a gross basis. The GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the ATO are classified as operating cash flows.

i) Income tax

The Society is exempt from income tax under the income tax legislation.

j) Presentation of financial statements and reduced disclosure

The Society early adopted AASB 1053 *Application of Tiers of Australian Accounting Standards*, AASB 2010–02 *Amendments to Australian Standards arising from Reduced Disclosure Requirements* and AASB 2011–2 *Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project – Reduced Disclosure Requirements*.

This has resulted in a reduction of disclosures for item such as financial instruments, share-based payments, defined benefit superannuation plans, equity accounted investments and business combinations. Comparative information has been re-presented or removed so that it also conforms to the new disclosure requirements.

4. Determination of fair values

The carrying value of financial and non-financial assets and liabilities approximates fair value.

The fair value of land and buildings is based on an external valuation and the directors' assessment of fair value based on recent selling prices in this location.

Refer to Note 3 for accounting policies.

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Notes to the Financial Statements

5. Other income

	2015 \$	2014 \$
Fundraising	20,954	19,425
Donations	59,057	95,490
Membership fees	1,220	990
Sundry income	2,403	952
Rent	32,730	2,650
	116,364	119,507

6. Cash and cash equivalents

Cash on hand	282	352
Undeposited funds	670	–
Cash at bank	54,764	109,231
Short term bank deposits	469,491	328,530
	525,207	438,113

7. Other assets

Prepayments	43,826	14,368
Deposit paid	3,150	3,050
	46,976	17,418

Notes to the Financial Statements

8. Property, plant and equipment

	2015 \$	2014 \$
Freehold land and buildings at fair value	1,619,636	1,610,986
Accumulated depreciation	(18,025)	(12,069)
	1,601,611	1,598,917
Fixtures and fittings at cost	57,686	56,739
Accumulated depreciation	(27,443)	(23,256)
	30,243	33,483
Motor vehicles at cost	115,813	119,610
Accumulated depreciation	(82,381)	(86,820)
	33,432	32,790
Computer equipment at cost	72,803	67,217
Accumulated depreciation	(52,830)	(47,965)
	19,973	19,252
Total property, plant and equipment net book value	1,685,259	1,684,442

9. Employee benefits

Current		
Annual leave	65,346	53,857
Long service leave	53,880	47,767
	119,226	101,624

Our Financial Report

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

Notes to the Financial Statements

10. Capital and leasing commitments

Operating leases contracted for but not capitalised in the financial statements:

	2015 \$	2014 \$
<i>Payable – minimum lease payments</i>		
Not later than 12 months	39,249	18,025
One year or later and no later than five years	–	–
	39,249	18,025

The operating leases comprise rental premises and office equipment such as photocopiers.

11. Contingent assets and contingent liabilities

There were no contingent liabilities, or any contingent assets as at the balance sheet date.

12. Related party transactions

There were no related party transactions during the year. No directors received any remuneration or compensation for their services.

13. Subsequent events

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material or unusual nature likely, in the opinion of the directors of the Society, to affect significantly the operations of the Society, the results of those operations, or the state of affairs of the Society, in future financial years.

Directors' Declaration

In the opinion of the directors of Caroline Chisholm Society:

1. there are reasonable grounds to believe that the Society will be able to pay its debts as and when they become due and payable, and;
2. the financial statements and notes, as set out on pages 10 to 20 are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including;
 - (i) complying with Australian Accounting Standards – Reduced Disclosure Requirements and the Corporations Regulations 2001; and
 - (ii) giving a true and fair view of the Society's financial position as at 30 June 2015 and performance of the Society for the financial year ended on that date.

Signed in accordance with a resolution of the directors:

On behalf of the directors

Director
Paul Webster

Dated this 30th day of September 2015

