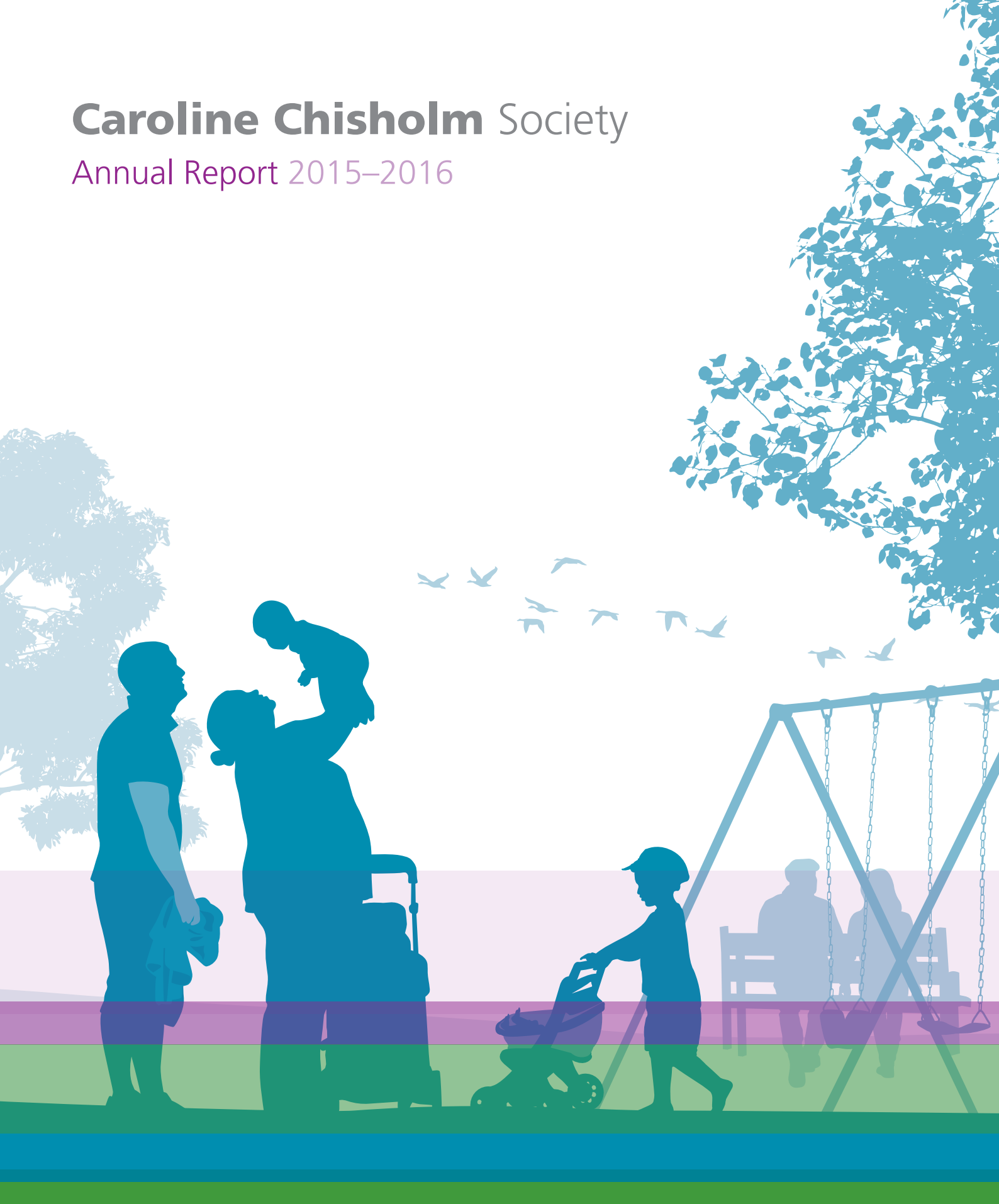


# Caroline Chisholm Society

## Annual Report 2015–2016



**Caroline  
Chisholm**  
Society

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**Patron:** Dr Rhonda Galbally

### Locations:

1 Darebin Place, Caroline Springs 3023

Opening soon at 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 OAM, 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: Tess Fogarty, Phil Gatens, Wendy Hunt, Stuart Rowland, Caroline Stiglec, Stephen Mullins, Gavin Kempin, Sarah Notaro

### Staff

Chief Executive Officer: Helen Cooney, BA, MGov & CommLaw

Manager, Pregnancy and Family Services: Mo Connolly, RN RM MHM

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

Senior Practitioners: Tania Belen Liawang, MSW, BA; Vicky Casey, BSW

Senior Project Practitioners: Audrey Ciappara, BSW, BPsych; Nida Kazmi, GradDipPsych, BB (Financial Planning).

Employed staff including:

Amanda Walles; Aneta Moody;

Belinda Guilmartin; Daya Adelan;

Diane Gulbis; Karan Grieve;

Katrina Holland; Lisa Autelitano;

Narelle Trewin; Natalie Chong;

Pina Frachea; Samantha Sacco;

Simone Tracey; and Sylvana Romagnano

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.

# Pat Coffey OAM

This year, Pat Coffey received national recognition for her service to Seymour and Shepparton, with a particular focus on her work with Caroline Chisholm Society. Now with OAM after her name, Pat founded our pregnancy support group before there were other services available. As the editor of the Shepparton News said, "...she saw a hole in the social care system, and without a thought of financial gain spent her time establishing a support group..." and "[t]he clear need for such a service is evident in its continued existence to this day."



# Tireless mother puts her hand up

Shepparton News, DECLAN MARTIN January 26, 2016

BACK THEN THERE WAS LITTLE SOCIAL SUPPORT FOR PEOPLE AND NO FAMILY CARE — PAT COFFEY

Pat Coffey received an Order of Australia Medal honour today for her many years of selfless volunteering.

The 74-year-old's biggest community commitments have been at Shepparton and Seymour where she has spent 48 years of her life and formed many important organisations.

"Volunteering is something I have done all my life, in every community I've lived in, it's in my genes, my parents brought me up that way and I've done the same with my children," she said.

Mrs Coffey, who lives in Seymour, was instrumental in forming the Citizens Advice Bureau in Shepparton in 1974, later renamed the Goulburn Valley Community Care Centre, and a pregnancy support group for mothers.

"Back then there was little social support for people and no Family Care," she said.

"We were there to listen and help people with all sorts of problems by referring them to services and pointing them in the right direction."

She said her own experience spurred her on to start a pregnancy support group in Shepparton.

"I was having my fourth child at the time and realised there wasn't a lot of support out there for women — and that wasn't right."

She said it was a big commitment and the small team would go out to homes to teach expectant mothers

how to look after their children or provide counselling, it didn't matter what their age was.

"I remember having to tell a 14-year-old girl's father about his daughter's pregnancy, because her mother wasn't living there anymore, that was nerve-wracking," she said.

"Twenty years later the same girl came in with her husband and oldest child and she had done so much with her life.

"That really stands out for me, you always hear about the bad stories, but this really positive one definitely sticks with me."

Mrs Coffey also remembers a 35-year-old woman who came looking for support.

"She was worried because of her age and said everyone expected her to know what to do," she said.

The pregnancy support group was eventually coordinated by the Carolyn Chisholm Family and Pregnancy Support Service.

During her time in Shepparton, Mrs Coffey and husband Michael contributed to Community Aid Abroad, now Oxfam, and were involved in countless sports organisations as scorekeepers and in other roles for tennis, netball and basketball.

Mrs Coffey was also on the Parents and Friends Committee of Notre Dame College for several years as her children grew up.

One triumph she remembered on the committee was transforming the tuck shop into a "green tuck shop" and cutting out most of the junk food offered — despite a lot of resistance.



*Declan Martin Champion: Pat Coffey has received an OAM on Australia Day for her volunteering efforts.*

When the family moved to Seymour in 1996 Mrs Coffey was part of the first committee of the three-year government-funded Seymour's Neighbourhood Renewal project that highlighted issues the community faced and encouraged disadvantaged residents. She was also on the first committee of the Seymour Visitor Information Centre that started 20 years ago and has continued to volunteer for the service.

Mrs Coffey regularly spends 60 hours a week volunteering and is happy to work outside of the 9 am to 5 pm work week — although, she has had to cut back her hours recently.

Her latest project is Seymour's University of the Third Age where she has held the roles of secretary, vice-president and president.

"It's something I've really enjoyed; at first I thought it was just for academics, but it's not, everyone can access it," she said.



# We're Nearly There in Moonee Valley

Late in 2015, works started at the Caroline Chisholm Society building in Essendon. It's a new western pregnancy and early parenting service hub at 977 Mt Alexander Road. The Society's vision for the site is a fit for purpose social and community hub for expectant and new parents. The site is anticipated to open late in 2016.

A two-story building, the site has a reception space suited to a display unit for the Society's Bonnet and Shawl stall, seating for those needing a rest and a varied height reception desk to meet the needs of all who arrive. There are three consulting rooms, one of which is dedicated to presenting new and pre-loved baby and maternity goods free of charge for those in need with retail style presentation. This is designed

to reduce stigma at a time of need. The other rooms will be available for midwives, maternal and child health nurses, psychologists, social workers, family therapists, and others if they wish to use the space.

In the centre of the building is a large multifunction space with storage down one side of the room and tables for meetings, sortings, and other events. A large dividing wall allows the space to be used by playgroups, parenting groups, sorters of goods and others at the same time. This area has access to a kitchenette so that anyone using the space can take a seat and have a cup of tea and still feel 'part of it'. At the rear of the site is a washdown area, including a washer and dryer and goods lift. There are lots of skylights and high

ceilings that keep the space light and airy.

Upstairs there are four offices and 12 open plan desks. A full kitchen and combined lunch/meeting/board room looking over Mt Alexander Road.

The first people to take their places in the rooms will be our volunteer coordinator, our homelessness and family services case manager, our new and pre-loved goods team and our administrative officer along with our CEO and the two staff who look after our governance, risk, finance, funding and property. They're looking forward to being joined by other people who help expectant and new parents.



# Our President's Report



*Paul Webster. Paul has been on the Board of Caroline Chisholm Society for 25 years having joined in September 1991. He became President in 2012.*

During 2015–2016 the Caroline Chisholm Society has continued to prioritise support for pregnant women and to provide early parenting support to enable families to achieve a safe and nurturing environment for their children.

Of particular focus for the Board of the Society during the past year have been two matters identified in the Society's quality review from the previous year, namely risk management and clinical governance. The former has been capably overseen by our Governance and Risk Committee, chaired by Phil Gatens. To oversee the latter, the board has established a new Committee chaired by new board member Gavin Kempin. Both committees are working assiduously.

The appointment of Sylvana Romagnano as a project and compliance officer in the management team comprised of Helen Cooney, Mo Connolly and Marie Panzera has been of great

benefit, and the Finance and Funding Committee, under the leadership of our treasurer Kate Rowswell, has ensured that the Society has continued to achieve good financial outcomes.

This report reflects the Society's adherence to its objective of deepening its roots in the local communities in which its offices are situated, namely Moonee Valley, Caroline Springs and the Goulburn Valley.

For details of the exciting new baby box project which the Society has pioneered in the Goulburn Valley, I refer you to page 8. The Board is grateful for the leadership of long standing director Wendy Hunt with regard to our work in Shepparton, which has been a significant focus for the Board this year.

As chairman of the Property Committee, I am extremely grateful to Gerald Noonan and Mark Anderson, who have so generously availed us of their considerable experience and expertise to ensure that the construction of our new office at 977 Mt Alexander Road Essendon has proceeded without problems and within budget. The Board anticipates the opening of the new building before the end of 2016.

Our Caroline Springs team continues to focus on service quality and ensuring as far as possible that the developmental needs of young children are met. For example, the Society has been a strong advocate for and facilitator of the "Mothers in Mind" program, which is a mother and child program being offered in the northern and western regions of Melbourne specifically designed to

meet the needs of mothers whose parenting skills are underdeveloped as a result of experiences of domestic violence, childhood abuse, neglect or sexual assault.

There is strong evidence that the risk of family violence against women is at its highest when they decide to leave their partner or when they are expecting a child. Pregnant women are also exposed to greater and more serious health risks.

The Victorian Government's response to the Family Violence Royal Commission included its plan entitled "Roadmap to Reform: strong families, safe children". The Roadmap included funding for a new intensive in-home early childhood support service for vulnerable children and for family support services aimed at building the resilience of parents. The Society welcomes these initiatives and will continue to work with the Victorian Government to assist families, particularly those raising children in difficult circumstances.

I would like to thank all those people whose contributions and commitment enable the Society to continue to make a positive difference in the lives of so many parents and children: its highly professional and dedicated staff, its legion of volunteers offering an enormous range of skills, and its financial supporters, funders and benefactors. With such support we have every reason to be confident that the Society can continue to increase and improve its services to the community in the future.

# Our CEO's Report



*Helen Cooney with Danny Pearson, Member for Essendon, and Tess Fogarty, Volunteer and Director on the Board of Caroline Chisholm Society. She appears here at a morning tea in Moonee Valley.*

In supporting families to create safe and nurturing environments for their children, we at Caroline Chisholm Society focus on effective services, strong finances and administration, and sound governance and management. In 2015–2016, our manager of service provision, Gabriella Hendricks decided to finish up with Caroline Chisholm Society and has taken a new role. We are grateful for her contribution over the years of her service. Mo Connolly was appointed to the role, which deputises for the CEO. Mo brings a wealth of experience from across the health and community care sectors. It's particularly exciting to have a midwife and nurse on staff to help with our clinical governance. Together, the managers have overseen our approach which is driven by the desire to offer high quality services characterised by neighbourly goodwill in our communities of Moonee Valley, Goulburn Valley and Caroline Springs.

In late 2015 in Moonee Valley, we began building a warm and welcoming early year's community service hub at 977 Mt Alexander Road, Essendon. We look forward to it opening late in 2016. For a short period from the end of July, we have had to move our Moonee Valley office into Caroline Springs. We continue to run our stalls so that those in and around the area don't lose touch. We held a morning tea for those who aren't able to travel to Caroline Springs where we are temporarily and we are offering appointments at Caroline Springs for clients to help make sure those who need new and pre-loved baby and maternity goods for their families are still able to get help. Despite the fuss and cost of two moves, I'm pleased to say we're

still in the area, our volunteers are still engaged, and our appointments are full. Our focus in Moonee Valley at this time is on ensuring that our facilities at Mt Alexander Road are fit for purpose and that we are able to host tenants that are willing to offer services for expectant and new families.

From our office in Shepparton, we serve the whole of the Goulburn Valley, including families from Greater Shepparton, Moira and Strathbogie. We also get visitors from out of area. A large increase in demand for appointments at which we offer new and pre-loved baby and maternity goods resulted in the need for an operational review and the Board increased the staff hours to support volunteering. Further, Goulburn Valley Pregnancy and Family Support Service is now wholly integrated into Caroline Chisholm Society and we are grateful to Pat Moran, a Shepparton local, for her leadership in that process. Pat was the chair of the operating committee until it was replaced with a co-ordination team.

The community in Shepparton has certainly rallied behind us to support the families seeking our help. When the Helen McPherson Smith Trust decided to invest in Shepparton, we were fortunate to work with partner agencies on a Shepparton Collaboration for expectant and new mothers. In particular, we are pleased to have launched the 'Baby Box' project which offers a safe, simple and supportive tool for engaging with families earlier and measuring the quality of our practice.

Our Shepparton office regularly encounters families that are slipping through the cracks. One family



had been in discussions with Child Protection but were not considered high risk enough for Child Protection to continue to be involved. They were therefore on a waiting list for referral to family services by ChildFIRST. While they waited, we helped with clothes because there is no washer or dryer when you're living by the river.

Another family slipped through the cracks between universal services and secondary services. They were homeless and she was pregnant. Naturally focussed on the need for a roof over their head, the antenatal classes were not a priority. We noticed, because we were helping with goods for the three-year-old. Truthfully, this is the majority of our families.

Our Goulburn Valley service needs sustainable funding and the sooner we are able to achieve that for the overhead of this service, the better. In particular, we need funds for supervision of staff and volunteers, property costs and quality and risk management systems. I do hope that a future annual report tells you of the success of our Baby Box project, but also of a sustainable source of funding for this critical community service that has helped so many over the years.

In Caroline Springs, we have continued to focus on best practice, especially with regard to parenting group work. We partnered with the University of Melbourne and Melton Council to bring Canadian family violence expert Angelique Jenney to Taylors Hill to train more than 20 family support workers from several agencies to deliver the Mothers in Mind program. We're delighted that the Western Integrated Family Violence Partnership agreed

to provide funds so we could offer the group last year and we are offering it again in the second half of 2016. We've called it a 'therapeutic playgroup' and it's specifically designed to meet underdeveloped parenting needs of mothers that result from experiences of family violence, childhood abuse, neglect or sexual assault.

For Caroline Springs, our co-location with Brimbank Melton Connect will come to a close when the project winds up late in 2016. It is finishing up because the Victorian Government's reform agenda for child and family services has focussed on family violence. Another area of reform for Victoria is Education. The 'Education State' as it's known has seen investment in special projects to respond to vulnerability in early years' services like maternal and child health, child care and kindergarten. We're delighted to second staff to a Department of Education funded project being run by Early Childhood Management Services (ECMS). Funded by The Club at Caroline Springs, we also have a project to implement Shepparton's Vulnerability Guide in Melton. This focus has great support from Melton Council and we are grateful for the use of the former 'Wirrigirri' Preschool for these projects and other services.

Across all our sites, our clients' stories tell us that challenges for expectant and new families continue. Their data presented in this report and the increasing demand for our services confirm it as true. Some expectant and new families lack confidence in their parenting. Others have issues of homelessness, family violence and isolation – both physical and social. In a confronting change this year,

there is a big rise in our 'issues' data related to mental health. While their mental health may be suffering, the good news is that we are helping them.

On the Friday before Mother's Day 2016, we went to the Club at Caroline Springs to say 'well done' to families. The families named what we'd done to help, told us that they appreciated our services and when we asked "Who has been good at helping you raise your child/ren?" They didn't say 'social workers' or 'midwives'; they didn't say 'Maternal and Child Health nurse' or 'child care worker'; they said "Me". My optimistic side reads those comments as telling us that we supported families to create the safe place for their children *themselves*. We empowered them. On that day, we focussed on positivity. And their answers showed parenting confidence.

Let us not forget the value of positive responses to pregnancy and parenting.

# Shepparton Collaboration

## for Pregnant and New Mothers

In Shepparton, we have been thinking about ways to support new and expectant mothers and their families in collaboration. We considered options: parenting groups, perinatal groups, therapeutic playgroup, helping with coordination of services, volunteer mentoring, breastfeeding support and other ideas. Our community thinks the best option is to give a baby bassinet box to all mums. It allows baby to have safe place to sleep, mum to access a support appointment when receiving it and is really simple. We also want to help our community advocate for a mother baby unit. Shepparton could really do with a residential service like that offered by Tweddle in western Melbourne, Queen Elizabeth Centre in Noble Park, and Karinya House in Canberra.

Funded by the Helen McPherson Smith Trust, the "Shepparton Collaboration for Expectant and New Mothers" was charged with selecting and implementing one or two achievable co-ordination projects for expectant mothers or who have children under school age.

Goulburn Valley Pregnancy and Family Support Service worked with colleague agencies in Shepparton to identify what its future focus should be for support for mothers and their families, including children and their fathers. This will also inform decision making about sustainability.

To achieve this, we are identifying specific areas of current or potential duplication. We are working with other agencies with whom there are logical skill matches. And we are identifying collaboration projects that have been floated but need more detailed analysis to achieve. We wanted to select one or two specific project(s) to deliver, and identify projects we should not engage in.

In making those decisions, we suggested the criteria for decisions would be:

- Is a good organisational fit, does not duplicate current core business

for GVPFSS, and is within the capability of our team?

- Does it meet the needs of new and expectant mothers in our community?
- Does it not duplicate services creating mixed messages or a piece meal approach to service provision?

To answer these questions required a lot of work from our Collaboration Coordinator, Belinda Guilmartin. Belinda listed the needs of Expectant and New Families in Shepparton and mapped the services provided. We also asked:

- Does it allow for local governance, engagement of local volunteers, and ongoing collaboration?
- Is it suited to future funding options?
- Is able to be measured within the confines of a short pilot to assure effectiveness, and also build the argument for future funding?

We considered options: parenting groups, perinatal groups, therapeutic playgroup, helping with coordination of services, volunteer mentoring, breastfeeding support and other ideas. Some ideas were realistic, some less so.

The "Shepparton Collaboration for Expectant and New Mothers" ultimately agreed that the simple safe and supportive option of supplying a baby bassinet box to every baby born in Shepparton would be suitable for our scope. We also believe that we can support our colleagues in their advocacy for a long overdue Mother-Baby Unit in our town.

Excited by the Baby Box idea, we are in the process of determining the distribution methods, including details of launching, ordering, community engagement, pre-requisites and measurable. We have looked at several models of support, and are anticipating that all those getting a box will be supported to complete a survey and referral or a service will be offered straight away depending on the answers. We are working with families to see how they think it should work.

At the time this Annual Report is prepared, our next steps are that we will confirm our approach including the survey materials and how to set up the distribution of the boxes in such a way that it sets the project up for beyond the pilot. We are looking forward to holding a competition for the design of the boxes after the project. We anticipate a very rich report on outcomes for the Helen McPherson Smith Trust who supported us with this project.



# 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 provided 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. We were established in 1969 so that women can be supported to continue their pregnancies. The organisation has grown into a professional agency of social and community services for expectant and new mothers.

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 and Management

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"> <li>1. <b>Moonee Valley</b>, where we've served as part of the neighbourhood since the early 1970s.</li> <li>2. <b>Caroline Springs</b>, where we opened in 2010, close to growth in families and part of the outer west and local rural community we've been serving since the 1980s.</li> <li>3. <b>Goulburn Valley</b>, where our pregnancy support, listening ears and sound advice has been available since the early 1970s.</li> </ol>	<ol style="list-style-type: none"> <li>1. State-wide</li> <li>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"> <li>• Moonee Valley</li> <li>• Melton</li> <li>• Shepparton</li> <li>• Brimbank, and</li> <li>• Wyndham</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Pregnancy</li> <li>2. Early Parenting</li> <li>3. Early Childhood Education and Care</li> </ol> <p>We are also interested in alleviating the key areas of risk for our clients:</p> <ol style="list-style-type: none"> <li>1. Poverty</li> <li>2. Social Isolation</li> <li>3. Homelessness</li> <li>4. Mental Health</li> <li>5. Family Violence</li> </ol>

## Joan Kirner Western Women's and Children's Hospital

One of our Board members, Sarah Notaro is contributing to the process for building the Joan Kirner Western Women's and Children's Hospital as a consumer advocate. Sarah is a mum with two young children. Helen Cooney, our CEO, is also involved. She joined others in the community on the Community Advisory Committee. We're looking forward to hearing how the project progresses!



## 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 as part of the Transitional Housing Model 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**

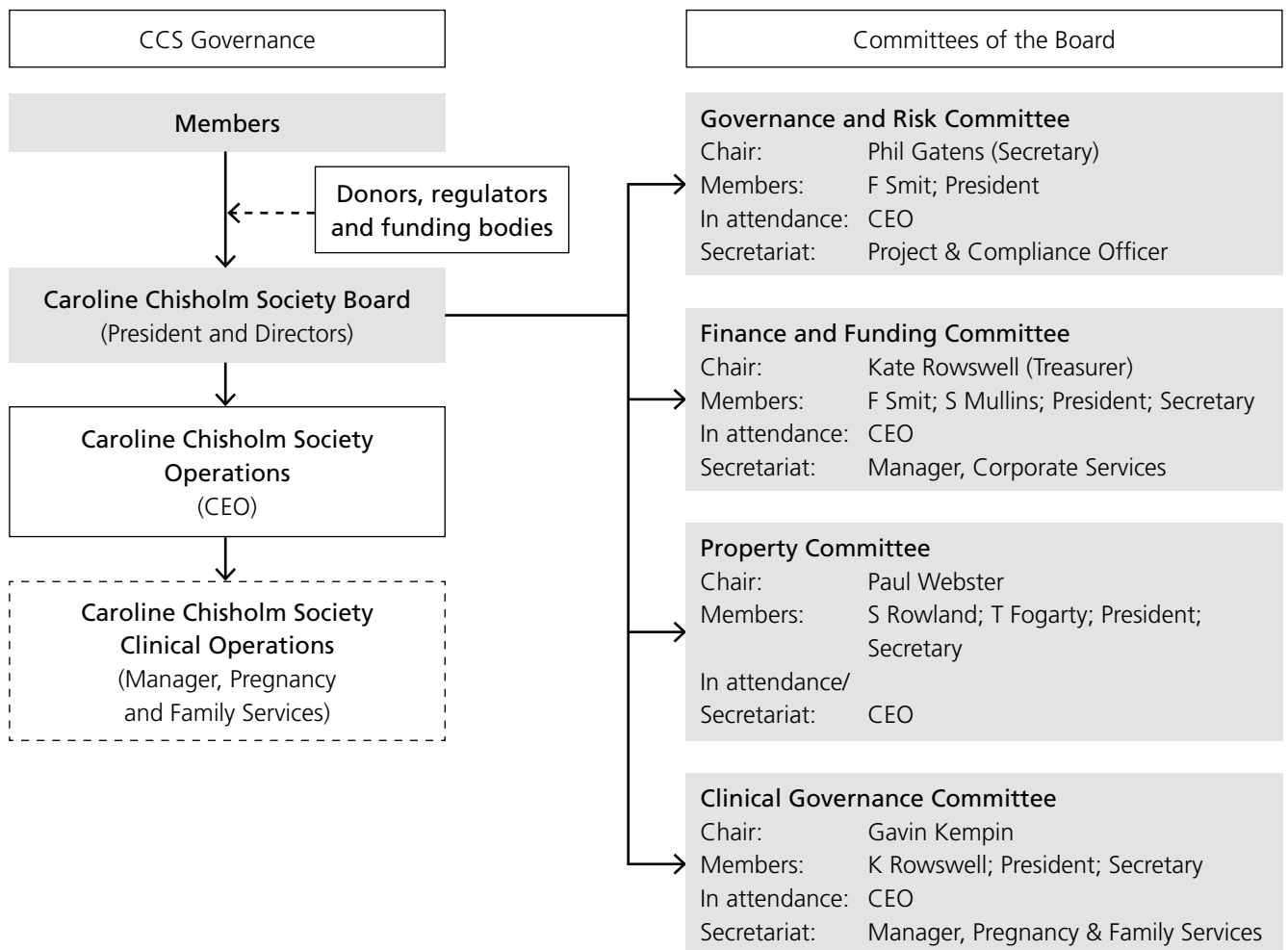
We supply new and pre-loved baby and maternity goods and services, and other emergency relief such as food and vouchers.

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.

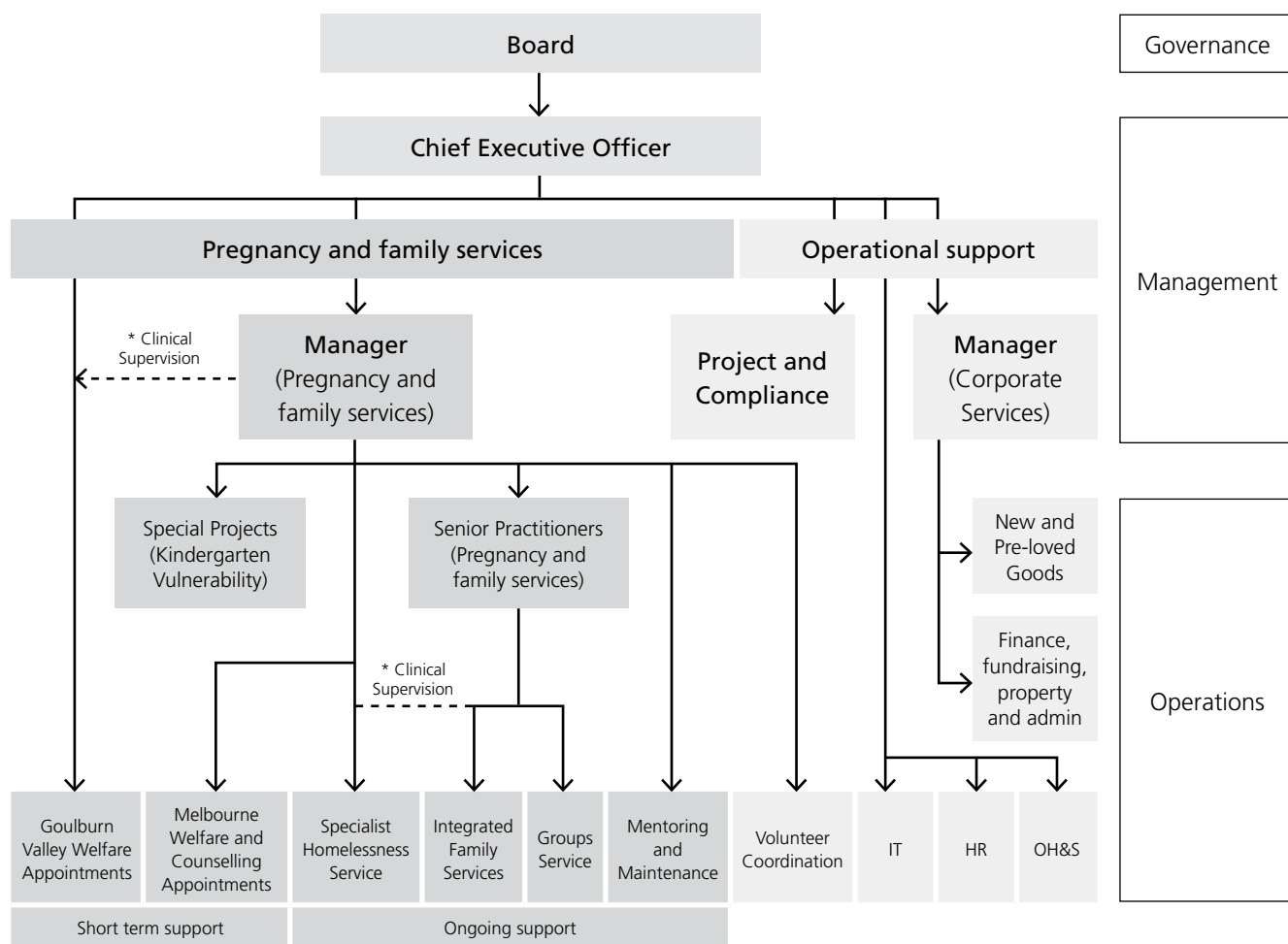


## Structures

### Governance



## Organisational



# Goulburn Valley

## Pregnancy & Family Support Service



*40-year celebration, Sevens Creek, Shepparton*

Since 1976, Goulburn Valley Pregnancy and Family Support Service has served the expectant and new mother and families of Shepparton and surrounds. This year, we can say we've spent 40 years offering services to those living in what is now known as Greater Shepparton, Moira and Strathbogie. And we get some visitors from elsewhere too. This year, some Queenslanders! Celebrating 40 years was a delight with a sun shiny day and a lovely afternoon tea. And a big thank you and Congratulations to Pat Coffey who now has an OAM after her name, which is in part recognition for establishing us.

Following our volunteer co-ordination project in 2015, we had a large increase in families coming to us for help. Last year we helped approximately 250 clients at about 400 appointments. Fortunately, our volunteers have helped us manage the increase in demand. We've had 14 volunteers offer many hours of support last financial year. In addition, the CEO undertook an operational review. A restructure followed, our operating hours increased, our finances were brought into line

with the rest of Caroline Chisholm Society and the clinical governance improved with the appointment of a local as our 'Goulburn Valley Lead Practitioner'.

At that time, Helen McPherson Smith Trust also decided to invest in Shepparton, and we are undertaking a Shepparton Collaboration for expectant and new mothers. That is now the 'Baby Box' project which offers a safe, simple and supportive tool for engaging with families earlier and measuring the quality of our practice. And you can see details of it on page 8.



*Aneta Moody, Our Goulburn Valley Lead Practitioner.*

### **Case study – Meeting the immediate needs of families**

A mother from Warragul was in Shepparton facilitating contact between her baby daughter and the baby's biological father.

There had been some dispute, rendering the mother with limited money and resources to care for her baby. She was referred to our service via an emergency food service provider.

She arrived at our service in quite a distressed state, very concerned about her daughter's basic care needs not having been met.

A volunteer, Emily, prepared a bottle and a cuppa for the mother. While Belinda spent time with the mother, the volunteer settled and fed the baby. A bath was prepared and with a much calmer and relieved mum, the baby was bathed and changed.

We provided a voucher for formula, an emergency supply of nappies and clothes. By the time they left they were both content, relaxed and happy.

Well done to Belinda and Emily for responding to the mother and daughter, great team work and a great outcome.

## A letter from a young expectant mother

This mum's key case support is from Family Care, a critical support agency in Shepparton. She has had Child Protection involvement because while she was pregnant it was thought she needed help.

Dear Aneta and the Staff,  
I would like to give you a big "Thank you" for all of your assistance and offer of ongoing support and encouragement today.....  
I appreciated all of the maternity clothes for my pregnancy and especially all of the baby clothes and toys for my daughter.  
Thanks for making me and my daughter feel very welcomed to your wonderful pregnancy support service.  
From [Mother and Unborn Baby ]



Volunteers Jill and Keren with Belinda (centre) working on new and pre-loved goods.

## Volunteering at Shepparton – Angelo

We have 14 very active volunteers and each one contributes to the success of the service. This year Angelo has been a stand out using his skills and vast networks to enable us to expand and bring our work space into the 21st Century.

Through Angelo's contacts we have had a brand new fridge donated by The Good Guys, a washing machine donated to us by one of his friends, his sister made us custom made curtains for our reception area. Angelo arranged for one of his plumbing brothers to come in and get the 48-year-old hot water system running smoothly and had the same brother install pipes and taps to hook up the donated washing machine. When we increased the space we use in our building, Angelo came to the fore and thankfully was able to set up

shelving and deliver two custom made steel units. These two units provide five levels of shelving, replacing the long benches that only provided two levels of storage. Angelo arranged for the timber base of the shelving to be donated.

A big thanks to Ian Watt, a local Rotarian from the Rotary Club of Shepparton who donated the steel. Angelo also installed smoke detectors, fixed the exit doors so we now comply with OH&S all while he continued to do work on prams to ensure they met the safety standards among other tasks as required. Angelo also worked full time for eight weeks during term two as a much loved teacher at Wanganui Park Secondary College.

Angelo's wife Dawn does just as much work behind the scenes too. She sources all sorts of items and has

groups of friends and family she rallies to help us out. Whether it be a group going on "Op Shop days" to buy boys clothing as we still struggle to keep up with the demand or bringing in hand knitted bunny rugs and blankets for bassinets and cots.

Dawn and Angelo have got very active to support the collaboration work with Marian Community. Sourcing furniture, linen and kitchen items and then delivering these items to women and children who have been relocated to Shepparton due to significant family violence.

# Our Programs

The programs offered by the Caroline Chisholm Society are categorised into three key program areas. Namely, Pregnancy Counselling and Welfare Appointments Program that incorporates services offered at appointments in Moonee Ponds and Shepparton at which new and pre-loved goods are given. In Melbourne, counselling is also offered at these appointments. Family Support Program that incorporates our integrated family service, specialist homelessness service, parenting and play groups service, volunteer mentoring service and maintenance service. And, the 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 all Caroline Chisholm Society offices. Counselling is available from Moonee Valley and Carolines Springs, in person or over the phone on request. The Moonee Valley office offers appointments two days a week, Tuesday and Wednesday during business hours and clients can drop in on five half days per week 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 and
- Pregnancy related health and well being – 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.

Last year, we changed our approach so that the person who offered these appointments was also a worker from within the homelessness program. This meant that the appointments program had the expertise of homelessness and there was someone with that expertise throughout the week. This was successful in many ways so we are further refining our approach to have the role combined with Volunteer Coordination. We hope this will help us set up the new Essendon office with a great suite of services and achieve consistency in Shepparton and Melbourne.

In 2015–2016, Caroline Chisholm Society had 1070 short contacts at



*Mo Connolly with Aneta Moody at our Shepparton office. Our programs are overseen by the Manager, Pregnancy and Family Services. Mo joined us this year after our former Manager, Gabriella, moved on to a new role.*



## Real life quotes from our appointments diary

"Jane" 12 week girl. Clothes, nappies, wipes, food parcel. Truganina.

"Jane" 2 YO boy. Food, nappies, clothes. Living in a car.

"Jane" 2 and half y.o. son needs everything and food. Melton.

"Jane" 20 mth girl. Needs pram/food/winter clothing. Meadow heights.

"Jane" 4 yo boy and 2 yo girl. Advice on housing, any help.  
With parents and experiencing domestic violence. Carlton.

"Jane" 35 weeks pregnant. Needs counselling.  
First time and has no support. Flemington.



the Melbourne and Goulburn Valley offices. For Goulburn Valley, some 250 clients visited over 450 times and we welcome them whole heartily, but we do have a great demand on our services. We know the families are in need, so we do our best to meet their needs.

Pregnancy and parenting 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 poverty, 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 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 25–30.

### Family Support

During 2015–2016, 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.

### 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

*Continued page 19*

# A New Life for Former Kinder



Genuinely child friendly space in Caroline Springs, now dedicated to social and emotional wellbeing.

We are utterly delighted that Melton Council has agreed to lease the former Wirrigirri Preschool site on Darebin Place, where we can run parenting groups and support a new early education project.

Caroline Chisholm Society is also proudly supported by The Club at Caroline Springs to help vulnerable children in kindergartens, so we'll be using the space for that work.

The project means we are available to help all kindergarten teachers in Melton use a vulnerability guide so that services like us that help families who are vulnerable, hear about families concerns earlier and can prevent issues later in life. Nida Kazmi has taken the reigns for this project.

The vulnerability guide is a two-sided reference sheet setting out the intent and use of the guide on side 1 and vulnerability descriptors on side 2. It was developed 'by practitioners, with practitioners, for practitioners' in Shepparton to facilitate a shared understanding of child and family vulnerability by Maternal and Child Health Nurses and Kindergarten teachers. It is now, five years on,

not only helping identify families but also helping us plan services such as playgroups.

Together with the Melton City Council and others, Caroline Chisholm Society identified the tool as suited to our community. We envisage a focus on Melton's 20 Kindergartens, while Council will work with MCH nurses. We hope our colleagues in child care centres are interested too.

We are also proud that our team is working for ECMS, TRY and BPA on a Department of Education and Training project to help families access pre-purchased kindergarten places. We think that will help us avoid duplication and keep local projects local.



# Our Programs

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.

In 2015–2016 the Integrated Family Service program provided over 11,000 hours of casework support to over 200 clients across our catchments. Of these, 50% were born in a country other than Australia, 24% of whom were born in Asia, 11% from Africa and 4% the Middle East. Our data for 2015–2016 indicates that the Family Support program supports families experiencing a broad range of issues with particular needs for support with pregnancy and parenting, mental health, social and physical isolation, poverty, family violence and household and housing issues. All of these influence the capacity of parents to provide for the needs of their children. The client data is presented on pages 25–30.

## Services Connect

Due for completion in October 2016, Services Connect was designed to avoid duplication of assessments and plans and foster staff case-management leadership. Caroline Chisholm Society has been 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. CCS is a key partner in the Brimbank Melton Connect partnership as it 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 has prepared several 'snapshot' reports. They show that the project (as at June 2016) has helped 352 clients, with the top presenting issues being Education, Housing, Mental Health, Disability and Advocacy, and Parenting and Finance.

## 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 continues to support the family until they are transitioned into an ongoing residence.

*Continued page 21*



# Innovative, Flexible and Integrated Support

At Caroline Chisholm Society, we pride ourselves on being innovative, flexible and integrated in our approach to case management. We also aim to use easy and robust tools to help assure the quality of services. One such tool is the outcome star that helps guide our case management practice. The star presents a “Journey of Change” that is recorded in an action plan visually across 10 domains where a client has scored herself/himself between 1 and 10. This year, the Victorian Government released flexible support packages, which have helped our clients to alleviate significant health and safety concerns for their families.

## Case study – A teen mum’s journey of change

Sharon, not her real name, is in her late teens with a 3-year old son. She was referred to Caroline Chisholm Society for support about 9 months ago by ChildFIRST after fleeing overseas from a violent ex-partner, the father of her child. When Sharon first came back to Australia, she didn’t have many friends and her health was not optimal. Sharon was unemployed with a 3-year old son, living with the child’s grandfather who had been providing her with accommodation and helped her care her son from time to time.

Sharon’s health has improved and she is feeling better about herself. Her son is now enrolled to start four-year-old kindergarten in the new year. Sharon only finished Year 10 prior to having her child but is now gainfully

employed and planning to study next year when her son commences kinder. Sharon has also started to make friends now that she is out working and gaining more confidence in meeting other mother’s her age.

Her ‘Outcome Star’, shown below, illustrates her situation when she met us, and 8–9 months later. As part of the star process, the client is helped to notice what they want and need and prepare an action plan, with details of such things as enrolment of her son in kindergarten. Seeing the two ‘reads’ of her situation, Sharon was able to see a visual that she’s changed and no requires our support.

Sharon has aspirations – “I want to provide my son with a good future”. Her son is now developing well at a slow but steady pace. We wish her and him well.

## Case study – Flexible Support Package

Working with families who have social, emotional and psychological health issues is both a challenge and a privilege. This year we had the opportunity to work with a family that consists of both parents and four children aged 3 yrs and under including a set of twins.

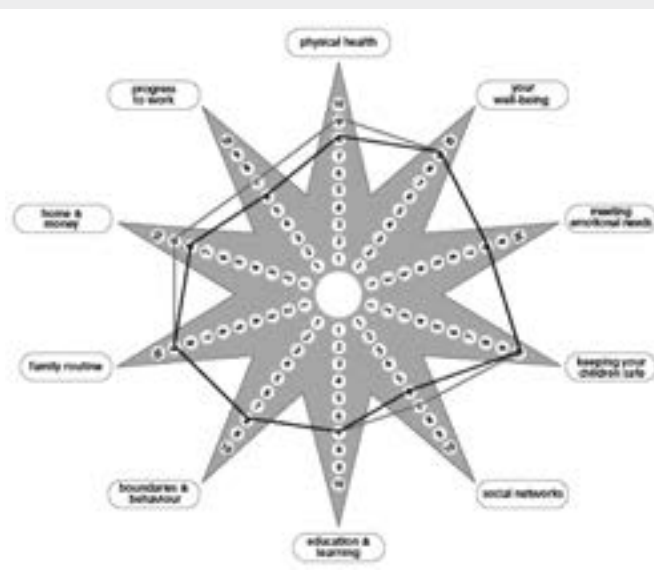
The family is from a culturally diverse background which presents its own set of challenges in navigating the community and health sector.

The whole family slept together in the one bedroom with both parents and two of the children sleeping together in the parents bed. The bed was old with a broken base therefore the mattress was placed on the floor for sleeping.

The mattress had become old and mouldy which raises environmental issues as well as health and safety concerns. Two of the children developed breathing issues which resulted in the oldest child being admitted to hospital with severe asthma on two occasions, one occasion he was admitted to the ICU. The cleanliness of the mattress was one of the factors for his asthma attacks.

The family is struggling financially and are living with their extended family until they can afford their own accommodation.

The Caroline Chisholm Society was able to provide funding to purchase a new slatted bed and new mattress for the family along with a mattress protector, the parents and children are now able to sleep in a clean environment free from mould and with good air circulation. The family could not have replaced the bed without this assistance.





# Our Programs

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.

Last year, we combine the role that undertakes this program with our Melbourne-based appointments program. This meant that the appointments program had the expertise of homelessness, given the large proportion of the clients without stable housing, and there was someone with homelessness expertise on site throughout the week. This was successful in many ways so we are further refining our approach to allow the case manager to be working with ongoing clients across the week which gives the homelessness worker more flexibility to deal with the unexpected needs of this particularly vulnerable cohort.

During 2015–2016 the specialist homelessness service provided 16 episodes of support for families. These families are usually also engaged with Caroline Chisholm Society through other programs to help them with their parenting needs. After homelessness, the top issues these clients presented with were, 1) poverty and financial difficulties, 2) housing affordability, crisis or inadequate and 3) Family Violence. The client data is presented on pages 25–30.

## Groups Service

Caroline Chisholm Society focusses on group work as it helps to reduce social isolation for families after the significant transition to parenting. Sadly, there was policy change by the Victorian Government that resulted in our untimely need to cease offering the Happy Day's Playgroup just as the population in Tarneit grows. The group had been very popular in 2014–15.

However, Caroline Chisholm Society is proud to have piloted the Mothers in Mind® (MIM) program with the support provided by the City of Melton, The University of Melbourne and the Western Integrated Family Violence Partnership (WIFVP).

The University of Melbourne hosted Dr Angelique Jenney for its annual 2015 Len Tierney Lecture in August, where she spoke about "Understanding and responding to the impact of violence in families". Dr. Jenney discussed some of the challenges of designing and delivering social services for women experiencing intimate partner violence, specifically focusing on Mothers in Mind® (MIM), a mother and child program specifically designed to meet the parenting needs of mothers who have experienced family violence, childhood abuse, neglect or sexual assault, and have children under the age of four.

Melton Council provided Caroline Chisholm Society a responsive grant allowing Dr Jenney to come to Melbourne's outer west to train staff from several agencies including Tweddle, VACCA, SASHS, Good Shepherd, Caroline Chisholm Society and McAuley Community Services for Women.

Mothers in Mind® is targeted as a mother and child program specifically designed to meet the parenting needs of mothers who have experienced family violence and have children aged 0–4 years. The result? A better





# Our Programs

engagement with her child and thus their developmental needs being more likely to be met.

The program is academically robust and requires testing. It also requires assertive outreach to the community. The first run of the group did not include the Tool to measure Parenting Self-Efficacy (TOPSE) survey. This will occur for the second group. We also believe we need to work on more referrals direct from Child Protection, as opposed to family services. As a result, we will be running our second group in the 2016–17 financial year (Term 4, 2016). This gives us time to engage with services for the right referrals and gives the survivors of Family Violence time to engage in the extensive intake process.

With thanks to the Melton City Council, we now have access to child friendly group work space at the former Wirrigirri kinder site in Caroline Springs. With the support of our donors, we hope to have it furnished and ready in coming weeks. We believe using this or another more intimate setting will help increase the attendance. We will arrange for term 4 to be in a smaller cost effective venue with storage for toys, carpet and a kitchen. The venue greatly impacts the capacity of families to participate in the group.

We are pleased to be able to report that CPS (Children's Protection Society, a reputable child and family services provider in Melbourne's north) is now also providing the program and we look forward to working with them as they now have a qualified trainer who is based in Melbourne.

## Mentoring Service

Our 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.

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 in recent years includes 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. Some examples of the work in recent years includes 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.

## 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 including homelessness. In addition, with thanks to the Moonee Valley City Council, we also offer this program to partner agencies.



We receive donations of nursery equipment and recycle prams, bassinets, clothes and other baby essentials, and make sure they meet safety requirements. We sometimes get the goods from colleagues who also help mums, like The Nappy Collective and St Kilda Mums. 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 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 over \$380,000 worth of goods last year and over 3,800 items. This is the second year we've measured the value under our new system, and we think we can give even better data if we start using Canvas, the system used by St Kilda Mums. We know that Olivia's Place in Waragul has found this program very effective. We are looking forward to getting better at describing this value each year. Every week 10 to 15 donations of preloved 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.



A new program that helps traumatised mums and children bond.

## Case Study

### Initial Presentation

The mother (Jessica for privacy reasons) attended her first two Mothers In Mind® (MIM) sessions with her family support worker as she was apprehensive about coming on her own.

Upon attending the group, Jessica engaged well with one of the other mothers and participated in discussions. Jessica was open with sharing issues she was having with parenting and able to identify areas of support needed. Jessica presented with very low self confidence in regards to her parenting and struggled to identify strengths. Jessica stated she receives very little support and encouragement from her family and that family members have encouraged her to give up care of her daughter to her partner's parents.

### During MIM Sessions

Jessica disclosed issues she has with stress and stress management as well as difficulties with depression and anxiety. Jessica stated that she struggles with managing her daughter's behaviour, use of negative language at home and conflicting feelings towards her daughter such as 'I love her but I don't like her'.

Many positive interactions were observed between mother and daughter during group sessions and these were pointed out and highlighted to mother. The mother and daughter were observed to have a good attachment and Jessica was attentive towards her daughter during

group sessions. Jessica was engaging and often asked for explanations for her daughter's behaviour and what strategies she could use to improve her parenting skills.

Jessica was encouraged to discuss her feelings with her psychologist and family support worker and have a review of her medication. The Caroline Chisholm Society MIM facilitators followed-up with discussions with the Family Support Worker that was also supporting the mother.

### Actions and Outcomes

Jessica was provided with various parenting information from the Raising Children Network around the topics such as discipline, anger management, stress management and getting children to listen.

Jessica identified that she would like to be able to do activities with her daughter. She also associated self-care with occasions when her daughter is happy.

Jessica made a good friendship with one of the other mothers who attended the group and her daughter got along well with her children. The two mothers have decided to remain in contact and continue to support one another outside of the group.

Overall, Jessica has provided positive feedback about the group which conveyed changes. For instance, she indicated in the feedback form the following statements:

*'I am becoming more patient with her (daughter)'*

*'It has made me think about my frustration and why (daughter) is naughty'*

*'I now stop and think about why (daughter) is naughty before getting angry and talk to her nicely'*

Brimbank Leader, 25 August 2015



# Our Clients

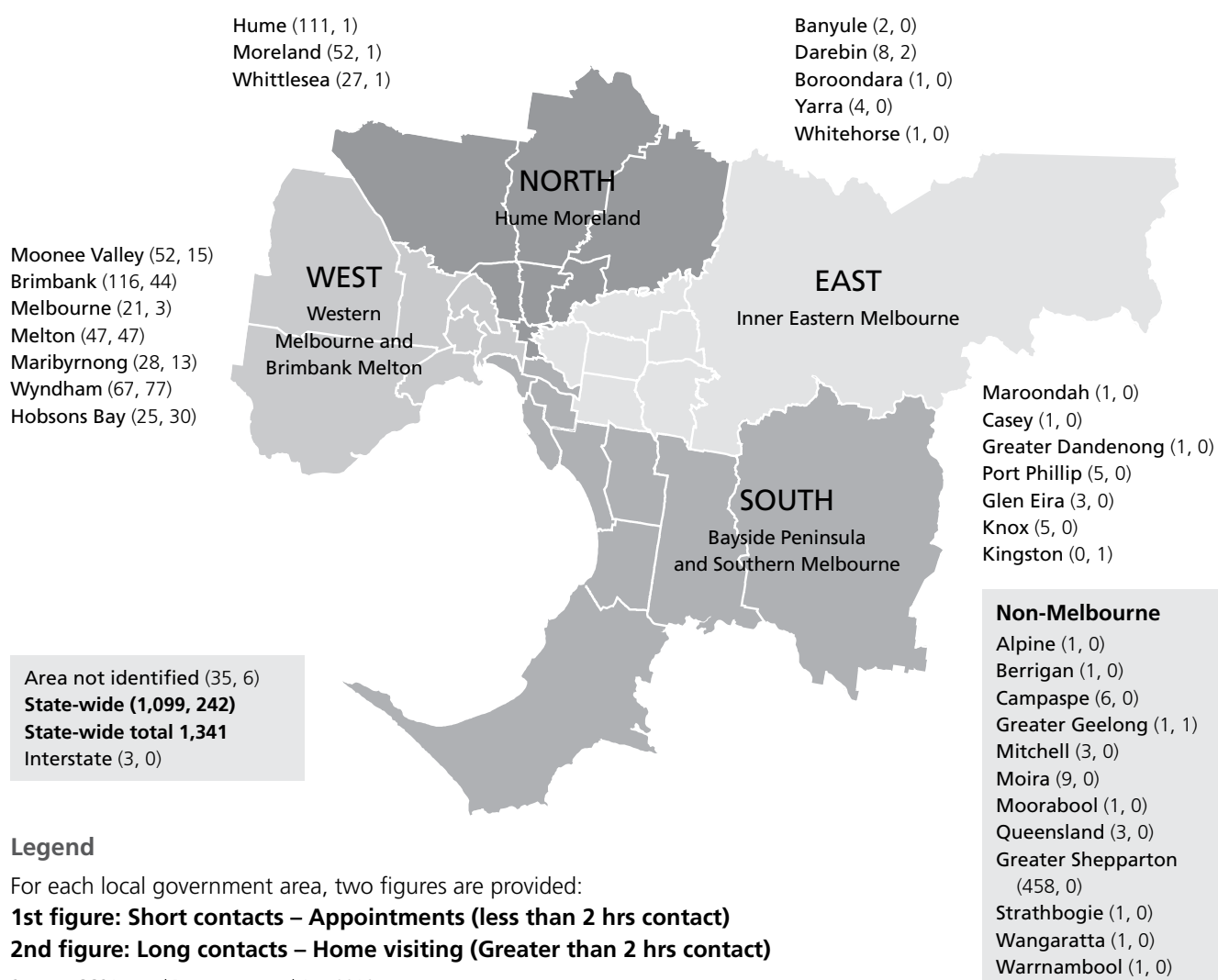
In a normal year, depending on funding available, Caroline Chisholm Society helps about 1,000 to 2,000 clients. Between 1 July 2015 and 30 June 2016, Caroline Chisholm Society helped over 1,300 clients. The majority of the clients (over 600) were seen at our Moonee Ponds office. Nearly 500, some 200 more than last year, were 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.

Approximately 220 clients were supported for the longer term. These are clients in our family services or homelessness programs. In addition, we supported clients in with a staff member who was working in the Brimbank Melton Services Connect site. We work with these families 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 2015 to 30 June 2016) 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 2015 to 30 June 2016





# Our Clients

Figure 2: Indicators related to during and after pregnancy

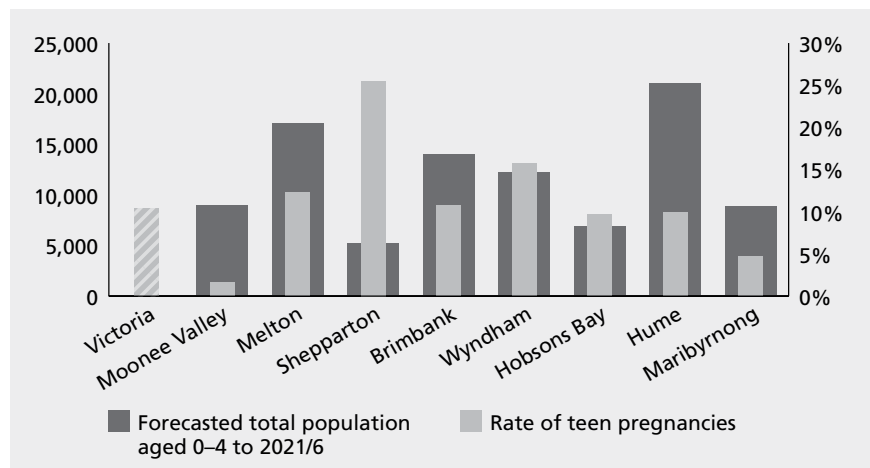


Figure 3: Indicators related to early parenting

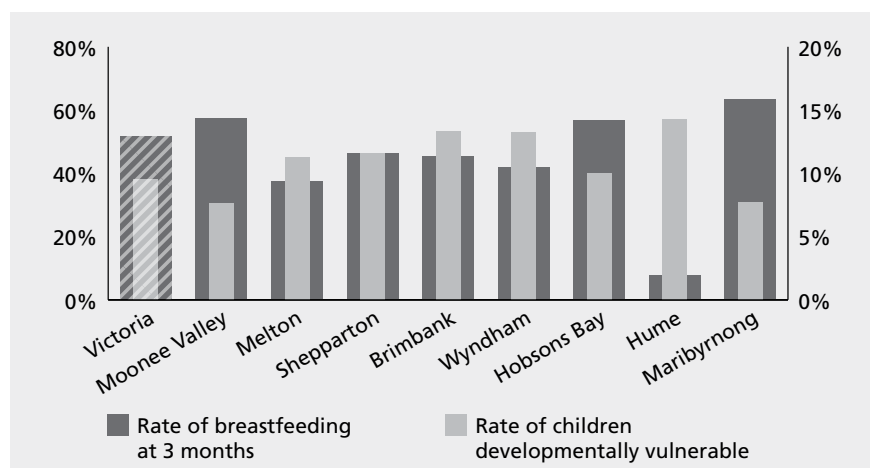
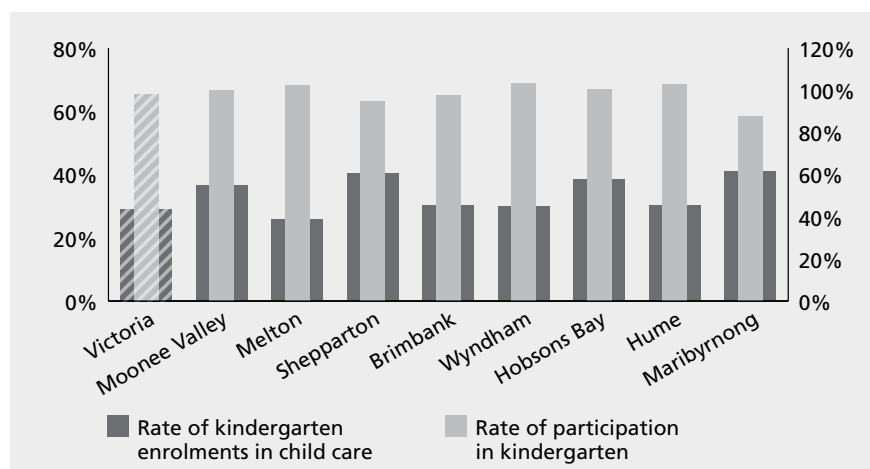


Figure 4: Indicators relating to early childhood education and care



Sources: VCAMS Indicators and Population Growth Data as accessed Aug 2016

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 and Hobsons Bay. We include Hume here, given the large number of clients who access our Moonee Valley service from that municipality. We also have a few clients in the City of Melbourne.

From experience, we know a lot about the issues faced by women during and after pregnancy, and indeed the needs of their children. 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 August 2016. 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 2: In relation to our focus on pregnancy, Melton, Brimbank, Wyndham and Hume have large populations 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 developmentally vulnerable rates of approximately 7%, all our communities (Hume,



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 total population aged 0–4 to 2021/6	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
<b>Victoria</b>			<b>10.4%</b>	<b>51.8%</b>	<b>9.5%</b>	<b>28.9%</b>	<b>97.9%</b>
Moonee Valley	6.5%	8,947	1.6%	57.4%	7.6%	36.5%	99.8%
Melton	8.1%	17,105	12.3%	37.6%	11.3%	25.9%	102.4%
Shepparton	7.3%	5,179	25.5%	46.4%	11.6%	40.2%	94.6%
Brimbank	6.6%	14,007	10.7%	45.3%	13.3%	30.2%	97.6%
Wyndham	9.0%	12,210	15.7%	42.0%	13.2%	29.8%	103.0%
Hobsons Bay	6.8%	6,899	9.7%	56.6%	10.0%	38.4%	100.1%
Hume	8.2%	20,967	9.9%	7.7%	14.3%	30.3%	102.6%
Maribyrnong	7.5%	8,891	4.7%	63.3%	7.7%	40.9%	87.5%

Sources: VCAMS Indicators and Population Growth Data as accessed Aug 2016

Brimbank, Wyndham, Melton, Shepparton 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 early childhood settings, especially in Shepparton and Maribyrnong.
- Figure 5: This table provides the data points used in the graphs.

Figure 6: Types of issues reported by clients, by issue, 1 July 2015 to 30 June 2016

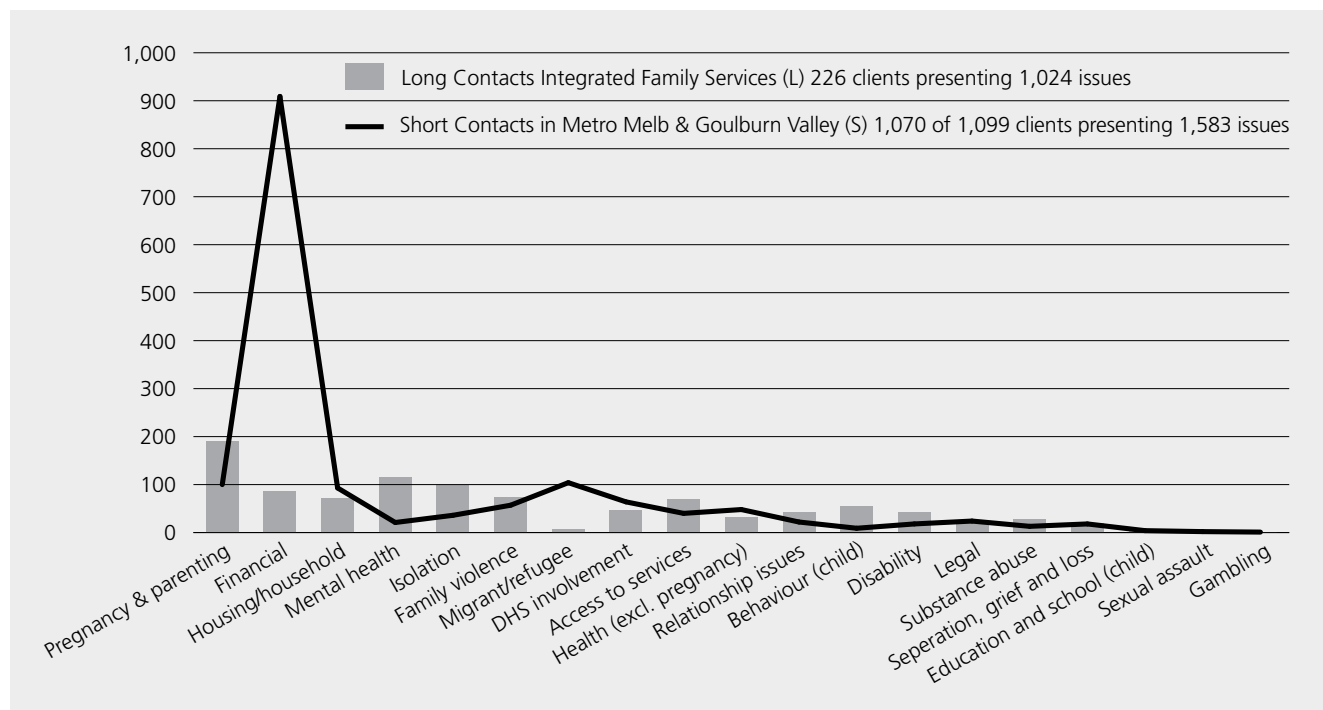
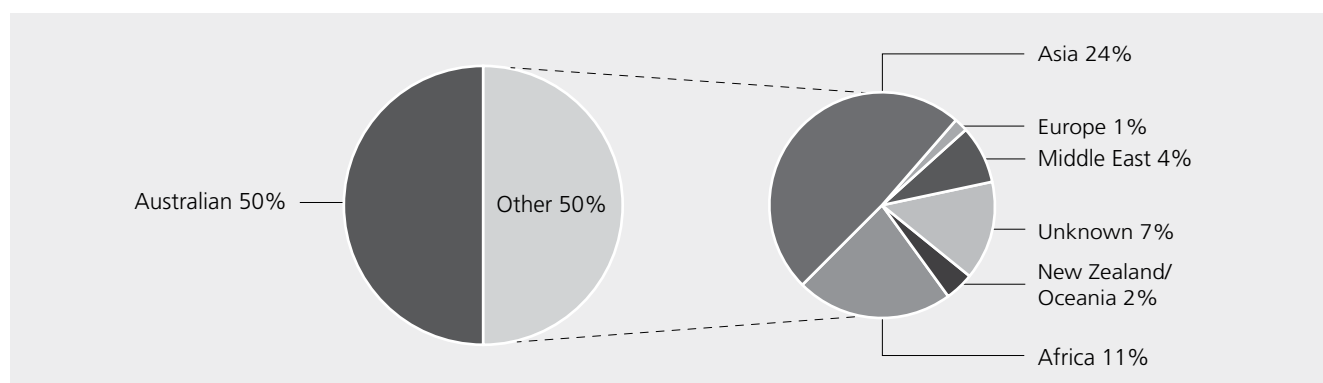


Figure 7: Country of Birth – Family Services Clients



- Figure 6 (Types of issues reported by clients, by issue, 1 July 2015 to 30 June 2016) shows, consistent with 2014–15, that our clients' most prevalent issues (after pregnancy and parenting) are associated with poverty or financial crisis. 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 homelessness, mental health, isolation, and family violence.

- Figure 7 (Country of Birth – Family Services Clients, 1 July 2015 to 30 June 2016) shows that 50% of those clients we support through the Victorian Government funded

family services stream were not born in Australia. Of them, 24% were from Asia, 11% from Africa, and from 4% the Middle East.

- Figure 8: This section shows our outcomes with a small sample size of clients. It shows that nearly 50% of our clients felt they had a 'big increase' in their capacity to parent during the time we worked with them.

## Outcome Star Results – March 2015 to April 2016

It being two years since implementation, Caroline Chisholm Society can now review change made for service users that were supported with case managers using the “Outcome Star” by providing an annual outcomes report. We do this by comparing the most recent Star within the selected year for each service user and comparing it with an earlier Star which may not be within the selected year. By default, the first Star used in this report is the first ever for each service user. Only service users with at least two completed and submitted Stars are included in order that their progress can be calculated.

Figure 8 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.

Figure 9 illustrates a report on Family Star Plus data for the Integrated Family Services service showing the average progress for each scale made by service users up to the time period 2015–2016 (Apr–Mar). This report contains the service users and Star readings included in the Basic annual service report run at 07:39 am on 14/08/16 with the following filter settings:

Star: Any

Worker: All

Service to include: Integrated Family Services

Service type: All

Time period: 2015–2016 (Apr–Mar)

Include or exclude clients who have left?: All (including left)

Age range: All

Support needs: All

Figure 8: Average increase and decrease in scores for each scale (Table)

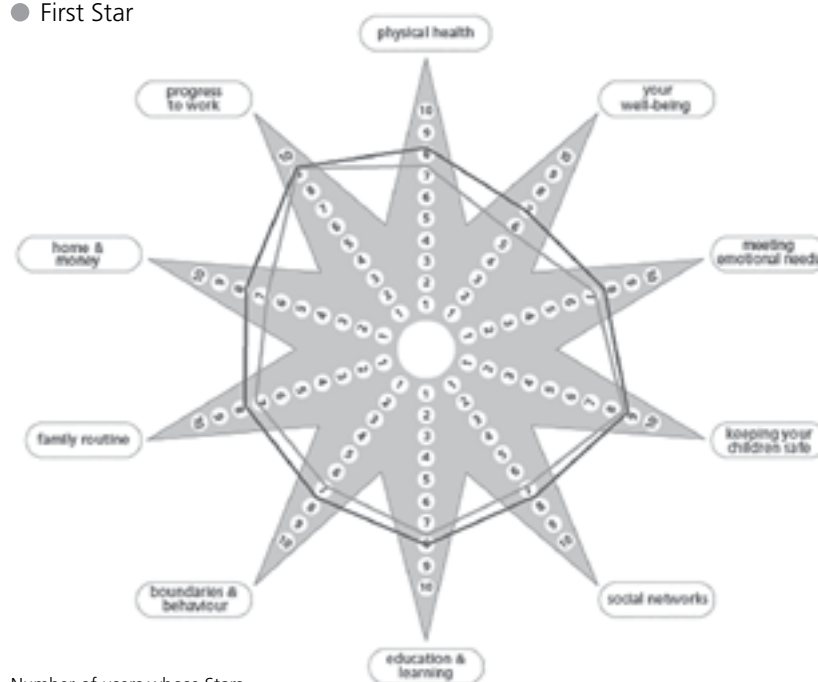
Scale	Initial	Final	Change
Physical health	7.2	8.1	0.9
Your well-being	5.5	6.7	1.3
Meeting emotional needs	7.0	7.6	0.7
Keeping your children safe	8.3	8.7	0.3
Social networks	6.5	7.5	1.0
Education and learning	7.5	8.1	0.6
Boundaries and behaviour	6.7	7.6	0.9
Family routine	7.0	7.8	0.8
Home and money	6.6	7.7	1.2
Progress to work	9.0	9.2	0.2
Average	7.1	7.9	0.8

Number of users whose Stars are included in this report: 63  
Produced on 14/08/2016

Figure 9: Average increase and decrease in scores for each scale (Star)

Report shown: Average values displayed

- Second Star
- First Star



Number of users whose Stars are included in this report: 63  
Produced on 14/08/2016

Ethnicity: All
Gender: All
First reading: Lowest of first or second ever
Second reading: Most recent in range
Include Stars completed retrospectively: Yes
Stars used to produce the report were completed jointly or by worker.
Retrospective stars were included.
The initial reading used is the lower of first or second ever. The final reading used is the most recent in the time period 2015-2016 (Apr-Mar).
Report shown: Average values displayed

Figure 10 shows the average proportion of the clients included in the report whose score for a scale has increased, decreased or stayed the same.

Figure 11 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

**Figure 10: Percentage increase and decrease for each scale**

Scale	Decrease	No change	Increase
Physical health	17%	27%	56%
Your well-being	17%	20%	63%
Meeting emotional needs	17%	34%	49%
Keeping your children safe	21%	42%	37%
Social networks	14%	30%	56%
Education and learning	17%	45%	38%
Boundaries and behaviour	21%	17%	62%
Family routine	19%	29%	52%
Home and money	13%	24%	63%
Progress to work	13%	70%	17%

Number of users whose Stars are included in this report: 63  
Produced on 14/08/2016

**Figure 11: Percentage increase and decrease for each scale**

Big Decrease	Small Decrease	No change	Small Increase	Big Increase
8%	6%	20%	17%	49%

Number of users whose Stars are included in this report: 63  
Produced on 14/08/2016



# Mother's Day 2016

This year, we invited all our clients to lunch on the Friday before Mother's Day. We had great fun and got to hear their stories about parenting and our service.

New, and at times vulnerable, mothers are rarely heard in decision making by federal, state and local governments. Sadly, they are also rarely heard in decision making in agencies designed for them. We regularly hear the voices of homelessness clients, those with mental health issues and young people in residential care because there are programs for them to become consumer advocates. There is no such program for new and vulnerable mothers and their babies and toddlers. In that context, we applied for funding to help us host focus groups, a Mother's Day luncheon and a Children's Week Babies Party in Caroline Springs. The first event would be the a mothers day luncheon at which pregnant mothers and mothers of babies would offer ideas and feedback for the future of service provision for new and expectant mothers in Caroline Springs and surrounding suburbs in Melton, Brimbank and Wyndham. That has now occurred.

**Question:** What does Caroline Chisholm Society help you with now and in the past?

**Answers:** Looking after my children; It helps me spiritedly and materially: clothes for my children, filling the forms for me; Child Care Forms Benefits/Letters of Support; Material aid, Education, Emotional support; References, Family, Marriage Counselling; Counselling support; Clothes, Books.

**Question:** What do you like about Caroline Chisholm Society?

**Answers:** Feeling connected/supported; Lovely workers; It's my 2nd family – understandable, good and honest people; Their empathy, understanding, loyalty, also their workers; Nurturing service that strongly emphasises sisterhood; Lots of support; I am very happy to be here! I love the food and the decorations; the lovely workers who go above and beyond xx; Support/listening.

**Question:** What programs could Caroline Chisholm Society offer that would be helpful?

**Answers:** Carer get togethers; Circle of Security Course (Parenting Course); Mothers Group; Employment Services; Work; Morning Tea mornings once a month; Finding Family-friendly courses/employment; Mothers Support Group

**Question:** Who has been good at helping you raise your child/ren?

**Answers:** ME!; Me/Me/Me; Partner/Family; Me/Family; Myself/family/ lazy husband; Family/partner; Me/Family; Me and my husband; Partner/Me

**Question:** What programs are difficult to access?

**Answers:** Respite for Carers

The feedback at the event will inform a focus group we plan to run. The written material provided out of the focus group would be provided to our Board, management, staff and volunteers to inform their decision making about future services to be offered by Caroline Chisholm Society. We are aiming to report back to the clients about the feedback at a Children's Week party for babies.

*Proudly supported by The Club at Caroline Springs.*





# 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 organization. We are a non-religious and non-political organization. Our approximately 100 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 in Moonee Valley, Caroline Springs and the Goulburn Valley. We currently have over 120 active volunteers. Our life members, Board, CEO and staff are listed at the front of this report. Our team of over 20 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 on the board with Brimbank local government area. Our Moonee Ponds team is the most diverse, made up a team with skills in family support, counselling, homelessness, volunteer coordination and administration. Our Shepparton team is largely voluntary, with a staff member to lead practice in the Goulburn Valley and a collaboration coordinator. 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, as a way of consolidating our former offices in Laverton, Melton, Sunbury and Bacchus Marsh.

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 Valley 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 used for a pamper day for clients organised

by St Columba's school. Caroline Chisholm Catholic College and Christ the Priest Primary have provided much support in helping us to help our growing neighbourhood. We wish our friends from Wirrigirri kindergarten, who used to be at number 2 Darebin Place, the best at their new location in Burnside. The City of Melton helps us to help meet the needs of the growing community in Melton, but also in Brimbank and Wyndham. We also serve Maribyrnong and Hobsons Bay from this office.

Our Shepparton office is co-located with RadCom and operates from an annex of their building. In the Goulburn Valley, we work with Community Care (especially for emergency relief), 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) to achieve a stronger support network around our clients. With regard to volunteering, our partners in Shepparton include local schools such as Notre Dame, the local Special School who recondition prams, CentreLink and employment agencies, and clubs and societies (e.g. Love to Sew, Rotary, Lions and the Soroptimists).

## Our Finances

In financial terms, it has been a positive year for Caroline Chisholm Society. The Society worked towards its objective to grow in three strong locally embedded sites. In Moonee Valley, this is through a new community centre at 977 Mount Alexander Road due to open late in 2016. In Melbourne's western growth corridor, we operate in owned and leased space in Darebin

Place, Caroline Springs focussing on excellence in the prevention of engagement with child protection. At a leased office in Shepparton, the Society undertakes a volunteer oriented emergency relief service within our disadvantaged community. For detailed analysis of our financial position, see our financial statements for the year ending 30 June 2016 included in this report.

## Our Funders, donors and supporters

### Our funders

#### Victoria:

- The Victorian Government through the Department of Health and Human Services supports our integrated family services and specialist homelessness services, through the Western Integrated Family Violence Partnership facilitated by Women's Health West supports the Mothers in Mind® Therapeutic Playgroup, and through the Department of Environment, Land, Water and Planning, supports our vision for an early years' service hub in Essendon.
- The Shop Distributive and Allied Employees Association supported us to offer a state-wide telephone line for pregnant and new parents, which assists their members to have a source of support for their parenting needs while the SDA supports their employment relations.
- The Lord Mayor's Charitable Foundation (Youth in Philanthropy), the Association of Civilian Widows, Women of the University Fund and Loyola College Chisholm House supported us with baby and maternity goods.

#### Goulburn Valley Community:

- The Helen Macpherson Smith Trust supported our Shepparton collaboration project resulting in the Baby Box project. The Community Fund Goulburn Valley supported our volunteers to meet the needs of clients. The Rotary Club of Shepparton, the Soroptimists and others assisted us financially to meet the increased demand for our service.

#### Moonee Valley Community:

- Essendon Fields, Lions Club of Doutta Galla, Noel and Carmel O'Brien Foundation, Loyola College Chisholm House, Strathmore Community Bank Branch of Bendigo Bank, Nelson Alexander Foundation, CWA – Essendon and many others are supporting our campaign to remain in the Moonee Valley at a new fit for purpose site at 977 Mt Alexander Road, Essendon
- Our new and pre-loved baby and maternity goods are helped by financial support from Rotary Club of Essendon, Specsavers Moonee Ponds, Christ Church Essendon Opportunity Shop and the Lionsville Residents Social Club. The Moonee Valley City Council supported us to improve our partnerships and receive and provide pre-loved goods to case workers on a Friday.

#### Melton and Brimbank Community:

- The Club at Caroline Springs supported us to hear the voices of expectant and new mothers with a Mothers Day's event, focus groups and children's week party, and to support kindergartens to meet the early education needs of vulnerable families with the Vulnerability Guide Tool Kit. The Melton City

Council supported our Mothers in Mind Therapeutic Playgroup and the use of the former "Wirrigirri Preschool". And the Rotary Club of Brimbank Central supported our new and pre-loved goods program.

### Donors and supports

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 be that with professional services or volunteer activities. There are also too many of you 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.

# CAROLINE CHISHOLM

1808-1877

DEDICATED TO ALWAYS HELPING THOSE IN NEED, CHISHOLM MADE A DIFFERENCE TO AUSTRALIA'S EARLY MIGRANTS



## WHO WAS CAROLINE CHISHOLM?

Caroline Chisholm was born Caroline Jones near the country town of Northampton in England to a well-to-do farmer by the name of William Jones.

The young Caroline was raised by her parents under the principles of the Church of England and she felt a calling from a young age to dedicate her life to help people in need.

At the age of 22, she married Captain Archibald Chisholm, a soldier in the East India Company and converted to Roman Catholicism. Caroline made Archibald promise that she could pursue her philanthropic work throughout their marriage.

Two years after they were married the couple moved to Madras in India, where Archibald was posted by the company. While in India Caroline noticed that soldiers' daughters were not receiving

an education, so she established the Female School of Industry for the Daughters of European Soldiers.

The school was a great success but while in Madras Archibald became unwell. The Chisholms decided that Australia's climate would be better for Archibald's health and they arrived in Sydney in September 1838.

## COLONIAL AUSTRALIA

When the Chisholms arrived in Sydney, they were entering a time of change for the colony. The convict era was coming to an end in 1840 and after a period of prosperity the colony was on the brink of depression.

There was an influx of immigrants all hoping to prosper in the 'new' land but the reality was far different. Making it in the new land was a struggle.

The numbers of men in the colony far outweighed women, from upwards of four men to every woman.

Single men did better, while men with families to feed were at a disadvantage. But the most unfortunate were single women.

The government encouraged single women to migrate but the reality of life in colonial Australia was one of hard work. Women often found themselves in the harsh and brutal surroundings of the outback where they struggled to build lives for themselves and their families.

## HELPING THOSE IN NEED

Chisholm could see that no one was looking out for these women and set about doing something about it.

She convinced the Governor to allow

her to use a rat-infested old barracks as a temporary home for the women, while she arranged work and more permanent accommodation. Much of the work was in country areas and Chisholm travelled with the women, usually by ship pulled by bullocks, to ensure their safety.

Between 1840 and 1844 Chisholm helped a staggering 14,000 people. She extended her helping hand to newly arrived families, helping the breadwinner find work so they could land on their feet in the new land.

Family was at the heart of all Chisholm's work. During a period when she returned to England, she obtained passages to Australia for the families of ex-convicts who were separated during transportation. These families could finally be reunited.

To help families desperate to leave famine in Ireland and the hardship of England and migrate to Australia she set up the Family Colonization Society, which helped families with the cost of migrating.

## CHISHOLM'S LEGACY

There are many ways Chisholm is honoured. Her portrait appeared on a previous design of the \$5 note. A federal electorate and a Canberra suburb bear her name. Schools and colleges are named in her honour, including La Trobe University's Chisholm College and Braybrook's Caroline Chisholm Catholic College.

There is a memorial seat in Kyneton, a memorial stone in Essendon, a rock monument in Woodend and a plaque in Melbourne that commemorates the centenary of her death.

There is also the Caroline Chisholm Education Foundation, which helps students in financial hardship, and the Caroline Chisholm Society, a charity helping pregnant women and young families in need.

## FAMILY COLONIZATION SOCIETY

Emigrants under this scheme had to save most of the cost of their fare and small loans were granted to complete the cost. The loans had to be repaid within two years of arrival in Australia.

Experienced with ship life, Chisholm handled all aspects of the voyage, chartering ships that had adequate hygiene, ventilation, food and water, medical supplies and even schooling.

Her innovations helped overcome much of the disease and discomfort associated with travel to Australia.

Source: caroline.org.au

Sources and useful links: [australia.edu.au](http://australia.edu.au) [caroline.org.au](http://caroline.org.au) [australia.gov.au](http://australia.gov.au) [chisholm.edu.au](http://chisholm.edu.au)

Poster 2 in a series of 10 to complement the AUSTRALIA'S EARLY PIONEERS education kit. Compiled by Karina Gribb.



TOMORROW  
DON'T MISS  
HENRY PARKES



nie newspapers  
meditation

Herald Sun

# Our Year and Our Future

The 2015–2016 year saw a continued focus on organisational sustainability and clinical governance. We created a clinical governance committee, we appointed a project and compliance officer and overhauled our approach to risk management. We began building at Mt Alexander Road, set ourselves up for child friendly space in Darebin Place, and allowed ourselves room to move in the whole of an annex at St Andrews Road. 2016–2017 is focussed on implementing our clinical governance, achieving sustainable funding for Goulburn Valley and working towards a new service record system. These are a necessary platform for the Society to be able to continue to support families in our community, given the increasing pressures placed on them. As we support families through the complexities of life, we know we need to grow if we're to deliver on our promise to be there for them with a listening ear as they seek our pregnancy counselling and support appointments, ongoing family support services and new and pre-loved baby and maternity goods.



# Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919  
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

## Contents

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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 2016 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
Kate Rowsell	18 May 2010 – present
Stuart Rowland	20 November 2012 – present
Philip (Phil) Gatens	21 May 2013 – present
Caroline Stiglec	22 July 2014 – 26 April 2016
Stephen Mullins	12 May 2015 – present
Gavin Kempin	25 August 2015 – present
Sarah Notaro	26 April 2016 – 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:

- Philip Gatens

### Operating and Financial Review

The net surplus of the Society for the financial year ended 30 June 2016 was \$11,034 (2015: \$11,897).

# Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919  
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

## Directors' Report

### Review of Operations

In the directors' opinion, it has been a positive year for the Society. During the financial year, the Society worked towards its objective to grow in three strong locally embedded sites. In Moonee Valley, this is through a new community centre at 977 Mount Alexander Road due to open late in 2016. In Melbourne's western growth corridor, we operate in owned and leased space in Darebin Place, Caroline Springs focussing on excellence in the prevention of engagement with child protection. At a leased office in Shepparton, the Society undertakes a volunteer oriented emergency relief service within our disadvantaged community. Total revenue for the period was \$1,586,271 which is consistent with the prior period revenue of \$1,404,770.

### 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

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:

	Number eligible to attend	Number attended
Teresa (Tess) Fogarty	7	5
Paul Webster	7	7
Franciscus (Frank) Smit	7	7
Wendy Hunt	7	5
Michael Christie	7	7
Kate Rowsell	7	4
Stuart Rowland	7	3
Philip (Phil) Gatens	7	6
Caroline Stiglec	6	2
Stephen Mullins	7	7
Gavin Kempin	5	4
Sarah Notaro	1	1

### Information on Directors

#### Teresa (Tess) Fogarty

#### Director

Qualifications	–
Experience	Director since 1989
Special Responsibilities	Moonee Valley Representative Member Property Committee

#### Paul Webster

#### President

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

#### Franciscus (Frank) Smit

#### Director

Qualifications	–
Experience	40 years' experience as Managing Director of Small Business
Special Responsibilities	Member, Finance and Funding Committee Member, Governance and Risk Committee

# Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919  
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

## Directors' Report

<b>Wendy Hunt</b>	<b>Director</b>
Qualifications	Dip Teaching
Experience	35 years' education field; other 20 years in pregnancy support
Special Responsibilities	Goulburn Valley Representative
<b>Michael Christie</b>	<b>Vice-President</b>
Qualifications	MB, BS, FRACGP
Experience	General Practitioner, West Brunswick Clinic
Special Responsibilities	Vice-President
<b>Kate Rowswell</b>	<b>Treasurer</b>
Qualifications	BBus (Acc) CA
Experience	Financial Accounting and Reporting
Special Responsibilities	Chair, Finance and Funding Committee Member, Clinical Governance Committee
<b>Stuart Rowland</b>	<b>Director</b>
Qualifications	Law; B.Th. (SCD); B.Litt. (Melb)
Experience	Lawyer
Special Responsibilities	Member, Property Committee
<b>Philip (Phil) Gatens</b>	<b>Secretary</b>
Qualifications	BBus, Grad Dip (BIS), FCPA
Experience	Internal Audit Manager in Financial Services Sector
Special Responsibilities	Chair, Governance and Risk Subcommittee Ex Officio Member of all Committees
<b>Stephen Mullins</b>	<b>Director</b>
Qualifications	Dip Financial Planning, Dip Financial Markets, Cert Business Studies (Accounting), Cert Superannuation Management
Experience	Financial Services and small business management and operations
Special Responsibilities	Member, Finance and Funding Committee
<b>Gavin Kempin</b>	<b>Director</b>
Qualifications	Dip YW, Grad Dip AE&T, M Ed.
Experience	Practitioner and Senior Manager in Community services sector, consultant and Project Management
Special Responsibilities	Chair, Clinical Governance Committee
<b>Sarah Notaro</b>	<b>Director</b>
Qualifications	B Ed (Primary)
Experience	Primary teaching
Special Responsibilities	New Parent Representative

## Directors' Report

### **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 2016

## Directors' Report

### **Auditor's Independence Declaration**

The auditor's independence declaration for the year ended 30 June 2016 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 5th day of September 2016

SUITE 101,  
486 WHITEHORSE ROAD,  
SURREY HILLS, VIC. 3127



TELEPHONE: (03) 9836 1188  
FAX: (03) 9836 7332  
EMAIL: info@badawy.com.au

## Auditor's Independence Declaration under subdivision 60-C section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 to the Directors of Caroline Chisholm Society

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2016 there have been:

1. 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
2. no contraventions of any applicable code of professional conduct in relation to the audit.

Name of Firm: Badawy & Associates  
Registered Auditor 7918

Principal:

A handwritten signature in black ink, which appears to read 'J. Badawy', is written over a horizontal dotted line. Below the signature, the name 'Joseph Badawy' is printed in a standard font.

Address: Suite 101A/486 Whitehorse Road, SURREY HILLS 3127

Dated this 31st day of August 2016

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CERTIFIED PRACTISING ACCOUNTANTS, REGISTERED COMPANY AUDITOR

J. Badawy FCPA

# Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919  
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

SUITE 101,  
486 WHITEHORSE ROAD,  
SURREY HILLS, VIC. 3127



TELEPHONE: (03) 9836 1188  
FAX: (03) 9836 7332  
EMAIL: [info@badawy.com.au](mailto:info@badawy.com.au)

## Independent Auditor's Report to the Members of the Caroline Chisholm Society

ABN 42 005 066 919

I have audited the accompanying financial report of Caroline Chisholm Society which comprises the statement of financial position as at 30 June 2016, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, 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

My responsibility is to express an opinion on the financial report based on our audit. I conducted my audit in accordance with Australian Auditing Standards. These 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 of the financial report that gives a true and fair view 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.

I 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, I 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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CERTIFIED PRACTISING ACCOUNTANTS, REGISTERED COMPANY AUDITOR

J. Badawy FCPA



SUITE 101,  
486 WHITEHORSE ROAD,  
SURREY HILLS, VIC. 3127

TELEPHONE: (03) 9836 1188  
FAX: (03) 9836 7332  
EMAIL: info@badawy.com.au

## Independent Auditor's 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.

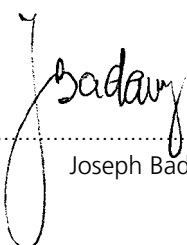
### Auditor's Opinion

In my 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:

1. giving a true and fair view of the Society's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
2. complying with Australian Accounting Standards and the Corporations Regulations 2001.

Name of Firm: Badawy & Associates  
Registered Auditor 7918

Principal:

  
.....  
Joseph Badawy

Address: Suite 101A/486 Whitehorse Road, SURREY HILLS 3127

Dated this 7th day of September 2016

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CERTIFIED PRACTISING ACCOUNTANTS, REGISTERED COMPANY AUDITOR

J. Badawy FCPA

# Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919  
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

## Statement of Profit or Loss and Other Comprehensive Income

for the year ended 30 June 2016

	Note	2016 \$	2015 \$
Revenue from funding bodies		1,443,425	1,274,682
Other income	5	118,215	116,364
Employee expenses		(1,240,641)	(1,121,709)
Program expenses		(55,726)	(37,824)
Depreciation		(39,060)	(29,446)
Occupancy expenses		(65,002)	(61,487)
Communications and IT		(63,354)	(50,111)
Travel expenses		(26,758)	(28,151)
Motor vehicle financing costs		(1,513)	(2,434)
Other expenses		(83,183)	(61,711)
<b>Results from operating activities</b>		<b>(13,597)</b>	<b>(1,827)</b>
Finance income		24,631	13,724
<b>Net surplus for the period</b>		<b>11,034</b>	<b>11,897</b>
<b>Other comprehensive income</b>			
Total other comprehensive income		–	–
<b>Total comprehensive income for the year</b>		<b>11,034</b>	<b>11,897</b>

*The accompanying notes form part of these financial statements.*



## Statement of Financial Position

as at 30 June 2016

	Note	2016 \$	2015 \$
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	6	1,123,521	525,207
Other assets	7	4,926	46,976
<b>Total current assets</b>		<b>1,128,447</b>	<b>572,183</b>
<b>Non-current assets</b>			
Property, plant and equipment	8	2,051,062	1,685,259
<b>Total non-current assets</b>		<b>2,051,062</b>	<b>1,685,259</b>
<b>TOTAL ASSETS</b>		<b>3,179,509</b>	<b>2,257,442</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Trade and other payables		46,707	61,843
Deferred income		1,133,132	179,640
Hire purchase liability		19,751	8,207
Employee benefits	9	100,110	119,226
<b>Total current liabilities</b>		<b>1,299,700</b>	<b>368,916</b>
<b>Non-current liabilities</b>			
Hire purchase liability		–	19,751
<b>Total non-current liabilities</b>		<b>–</b>	<b>19,751</b>
<b>TOTAL LIABILITIES</b>		<b>1,299,700</b>	<b>388,667</b>
<b>NET ASSETS</b>		<b>1,879,809</b>	<b>1,868,775</b>
<b>EQUITY</b>			
Reserves		–	–
Retained earnings		1,879,809	1,868,775
<b>TOTAL EQUITY</b>		<b>1,879,809</b>	<b>1,868,775</b>

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 2016

## Statement of Changes in Equity

for the year ended 30 June 2016

	Revaluation Reserve (\$)	Retained Earnings (\$)	Total Equity (\$)
<b>Balance at 1 July 2014</b>	–	<b>1,856,878</b>	<b>1,856,878</b>
Surplus for the year		11,897	11,897
<i>Other comprehensive income</i>			
Total comprehensive income for the year	–		
<b>Balance at 30 June 2015</b>	–	<b>1,868,775</b>	<b>1,868,775</b>
<b>Balance at 1 July 2015</b>	–	<b>1,868,775</b>	<b>1,868,775</b>
Surplus for the year		11,034	11,034
<i>Other comprehensive income</i>			
Total comprehensive income for the year	–		
<b>Balance at 30 June 2016</b>	–	<b>1,879,809</b>	<b>1,879,809</b>

*The accompanying notes form part of these financial statements.*

## Statement of Cash Flows

for the year ended 30 June 2016

	Note	2016 \$	2015 \$
<b>Cash from operating activities:</b>			
Receipts from grants		1,448,340	1,359,232
Receipts from fundraising		11,937	20,954
Receipts from donations		975,022	79,057
Receipts from other operating activities		79,833	36,352
Interest received		24,631	13,724
Payments to suppliers and employees		(1,533,214)	(1,412,368)
<b>Net cash from operating activities</b>		<b>1,006,549</b>	<b>96,951</b>
<b>Cash flows from investing activities:</b>			
Proceeds from the sale of assets		6,750	6,000
Purchase of property, plant and equipment		(405,032)	(23,496)
<b>Net cash (used in) investing activities</b>		<b>(398,282)</b>	<b>(17,496)</b>
<b>Cash flows used in financing activities:</b>			
Hire purchase funding		(9,953)	(7,639)
<b>Net cash (used in) financing activities</b>		<b>(9,953)</b>	<b>(7,639)</b>
<b>Net increase / (decreases) in cash held:</b>		<b>598,314</b>	<b>87,094</b>
Cash and cash equivalents at beginning of financial year		525,207	438,113
<b>Cash and cash equivalents at end of financial year</b>	6	<b>1,123,521</b>	<b>525,207</b>

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 2016

## 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 31 August 2016.

#### 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 judgement

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:

1. Buildings – 2.5%
2. 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 2016

## 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 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 is 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. That benefit is discounted to determine its present value and the fair value of any related assets is deducted. The discount rate is the yield at the reporting date on Commonwealth Corporate bonds that have maturity dates approximating the terms of the Society's obligations.

#### ii. Short-term benefits

Liabilities for benefits accruing to employees in respect of wages and salaries, and annual leave represent present obligations resulting from employee's 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 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 2016

## Notes to the Financial Statements

### 5. Other income

	2016 \$	2015 \$
Fundraising	11,937	20,954
Donations	26,445	59,057
Membership fees	1,280	1,220
Sundry income	5,022	2,403
Rent	73,531	32,730
	<b>118,215</b>	<b>116,364</b>

### 6. Cash and cash equivalents

Cash on hand	453	282
Undeposited funds	–	670
Cash at bank	313,919	54,764
Short term bank deposits	809,149	469,491
	<b>1,123,521</b>	<b>525,207</b>

### 7. Other assets

Prepayments		43,826
Deposit paid	3,150	3,150
Sundry Debtor	1,776	–
	<b>4,926</b>	<b>46,976</b>

## Notes to the Financial Statements

### 8. Property, plant and equipment

	2016 \$	2015 \$
Freehold land and buildings at fair value	1,619,636	1,619,636
Accumulated depreciation	(23,982)	(18,025)
	1,595,654	1,601,611
Fixtures and fittings at cost	61,801	57,686
Accumulated depreciation	(31,338)	(27,443)
	30,463	30,243
Motor vehicles at cost	118,898	115,813
Accumulated depreciation	(71,390)	(82,381)
	47,508	33,432
Computer equipment at cost	106,382	72,803
Accumulated depreciation	(61,214)	(52,830)
	45,168	19,973
Work in progress	332,269	–
	332,269	–
<b>Total property, plant and equipment net book value</b>	<b>2,051,062</b>	<b>1,685,259</b>

### 9. Employee benefits

Current		
Annual leave	65,858	65,346
Long service leave	34,252	53,880
	<b>100,110</b>	<b>119,226</b>

# Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919  
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

## Notes to the Financial Statements

### 10. Capital and leasing commitments

Capital commitments related to construction of a new building in Moonee Valley started in 2016 and to be completed in 2017:

	2016 \$	2015 \$
<i>Payable – minimum lease payments and capital commitments</i>		
Not later than 12 months	689,024	39,249
One year or later and no later than five years	–	–
	<b>689,024</b>	<b>39,249</b>

### 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.

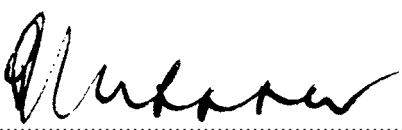


## Directors' Declaration

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 23 are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including;
  - a. complying with Australian Accounting Standards – Reduced Disclosure Requirements and the Corporations Regulations 2001; and
  - b. giving a true and fair view of the Society's financial position as at 30 June 2016 and performance of the Society for the financial year ended on that date.

Signed in accordance with a resolution of the Directors:

Director ..... 

Paul Webster

Dated this 5th day of September 2016

