



Annual Report
Financial Year 2020 - 2021



We acknowledge the traditional owners of the land on which we live, work and provide services, and pay our respects to their elders, past, present, and those yet to come.

We acknowledge Dr Philomene Joshua, and Mrs Pat Coffey OAM, and the countless women who committed to making an impact in the lives of women and children over the past 50 years. We honour this heritage and pay tribute to this work, as well as especially paying tribute to the ongoing and everyday labour of love we witness through the privilege of being a part of the lives of mothers and children.

Clients names have been changed throughout the report to respect their privacy.

Illustration and design by Carter & Co. Creative.

This report has been printed on 100% recycled paper.

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President's Report



And, yes, the Caroline Chisholm Society and the Welfare sector as a whole in Victoria have had to step up and provide for unprecedented demand for our services.

Dear Friends of Caroline Chisholm,

Well, 2021 has again been an eventful year.

The ravages of Covid are still with us. And, yes, the Caroline Chisholm Society and the Welfare sector as a whole in Victoria have had to step up and provide for unprecedented demand for our services. We have managed lockdowns, working from home, social distancing, and as a result, increased staff workload.

I am proud to say that the magnificent staff at CCS has surpassed themselves with their efforts the past year under very difficult circumstances. Our clients, young families, and women in need have been well served during this time. The Board and the Caroline Chisholm Society as a whole, thank our staff indeed for a job well done this past year.

The impact of the work that we do helping to keep vulnerable families together was highlighted by the Governor of Victoria, the Honourable Linda Dessau in her heartfelt speech at our 50th birthday celebration at Government House in May this year.

As a former Judge in the Family Court for 18 years, she praised the Caroline Chisholm Society and reinforced the great importance of this work which we do. High praise indeed.

We thank the Honourable Linda Dessau for her kindness in helping celebrate our Society's 50th birthday. It was a very happy day for the Society.

President's Report

The ongoing Covid situation also has affected our wonderful volunteers. The Government restrictions on opening our centres for volunteers has reduced their ability to help our clients. Street stalls have "stalled" since last year. This situation must be frustrating to them.

But can I encourage our volunteers to take heart. Things will inevitably improve. You are a vital part of Caroline Chisholm Society and the important work we do for the vulnerable.

Penny Badwal, who contributed much to the Society, has stepped

down from the Board. We thank Penny for her work and wish her all the best for the future.

In line with our updated Strategic Plan, and with an improved financial situation, our goals are to keep families together, strengthen our impact and develop and nurture our people.

With the help and support of all of Caroline Chisholm's people, that's what we aim to do this year ahead!

Best wishes to you all

Dr Michael Christie
President



Supporters who run the Bonnet and Shawl Stall in Moonee Valley at Government House, 11 May 2021.

CEO's Report



As the unprecedented times continue to impact our work, I would like to take this opportunity to thank our supporters, partners, staff, and volunteers for their ongoing efforts clearly demonstrating what it means for the Society's history in advocacy and support of mothers, babies, and children.

This year's Annual Report is an effort to break through the typical reporting of statistics and data, which we know is always important to be accountable for our stewardship of the resources entrusted to us in this all-important work. These efforts were recognized when the Society received commendations having exceeded the requirements as set out in the Victorian Human Services Standards and the QIC Health and Community Standards.

The commendations describing the Society's "culture of courage" resonate through this report, sharing the accounts of and tributes to our specialization in pregnancy and early parenting, including the First 1000 Days and the early years for preschool-aged children.

This report is also important to break through some of the statistics to share with you the true impact on the lives of women and children, who are already on the margins of our communities due to the exceptional and complex circumstances they experience.

We only know too well the harsh impact over the past 16 months have had on our families and those close to us including our immediate networks and communities, and the emerging needs of new vulnerable cohorts experiencing economic and social uncertainty. Along with this is the significant toll it has taken on the community and family services sector while finding new ways to deliver services in support of our most at-risk and vulnerable pushed further into disadvantage.

This includes the noticeably sharp increase in women on temporary visas with limited access to support because of their immigration status, compounding financial vulnerability, victims of family violence and further risks of exploitation.

CEO's Report

The growing numbers of women in Victoria who face incomprehensible risks to safeguard their pregnancies at risk of unborn reports to child protection has led to increasing outreach and support to pregnant women in need of housing stability and financial security.

As we share with our community what we have achieved under enormous pressure on our resources and capacity, we are looking to the next 12 to 18 months as an important time as the state government undertakes budget preparations for 2022/23. This is an important budget in the state political cycle as it will also be the final budget before a state election, and presents the Society, our stakeholders, supporters and members now with the opportunity to present our case for improved funding opportunities to support the integrated practices we know have a positive and sustaining impact on the outcomes for mothers and their children.

To support our case we take this opportunity to launch our new Strategic Plan which outlines the Society's focus for the next 3 years.

And as you read over this report - reflecting on the stories, the vision and focus as set down in our new strategic plan - I invite you to consider your role in working with us to keep the momentum going. To engage in local networks and opportunities to further the call to action in our work. That the vision of the Society is consistent with that set out 50 years ago, and to reflect on where we are today, and the need to continue to build the momentum for change **in keeping families together.**

Jennifer Weber
Chief Executive Officer



Our Supporters

Our achievements are enabled by the generosity of our many supporters.

Our Major Donors, Grants and Partnerships:

Our grateful thanks go to:



Funded By



Our Donors and Supporters:

We thank those who have made personal and organisational contributions of funds, donations of goods and in-kind contributions.

We are extremely privileged to have the support of so many locals in our neighborhoods, who generously donate and support us daily.

We are thankful for the continual support of our local community groups including the Country Womens Association (CWA) and Rotary Club, along with local schools including a long-time partnership with Loyola College, and small businesses.

Our thanks to the City of Melton for the use of the former Wirrigirri Preschool (2 Darebin Place) as a hub for community support with outreach to local families. This site is used to host community events, hold parenting and play groups and for social and community service workers to meet with families.

Who We Are

WE ADVOCATE FOR KEEPING FAMILIES TOGETHER.

This year we have supported 579 families across our one-off appointments program or in the longer term for family services or homelessness programs.

In Melbourne we have supported 1,555 individuals, including 937 children.

: We know from our work here in the western suburbs of Melbourne.

: OVER 40 BABIES ARE BORN EVERY DAY; 281 A WEEK AND OVER 14,000 A YEAR.

: We know from our work in Shepparton - OVER 1,000 BABIES ARE BORN PER YEAR.

Our Beginning

Founded by Dr Philomena Joshua our story began in the 1960s, offering material aid and pregnancy counselling services. It was out of Dr Joshua's house in Box Hill, where a group of volunteers, determined to support vulnerable pregnant women and mothers with babies, set up the first Pregnancy Support Phone Service. A few years later, Pat Coffey, who lived in Shepparton, established a volunteer service that was also responding to the needs of pregnant women. Within a decade, the Society responded to the needs of the community and started providing home and family support.

Our inspiration comes from Caroline Chisholm (1808-77) who is undoubtedly an Australian heroine: an inspirational social reformer dedicated to improving the living conditions of single women and women with children arriving in the new colony. The parallels in the objectives of Caroline Chisholm and our work are many, both working in areas of homelessness, separation of families, supporting migrant families and meeting material needs.

Today, across three sites, we are a professional agency of social and community workers, service support staff and volunteers, offering pregnancy counselling and support, material aid and family support. Our

specialisation is supporting families from conception through to primary school age.

Our Why

The Society is a specialist agency working with at-risk mothers, babies and their children to foster healthy outcomes in early parenting and children's development. We advocate for **keeping families together**. We consider the removal of babies and children from the care of their mothers as the most invasive, least effective and most expensive public policy intervention one can consider.

We know that along with the lack of infrastructure and services to support our growing communities, increasingly at-risk and vulnerable mothers and their children are going without access to vital services and the necessary supports to improve social, emotional, and economic outcomes. In addition, the growing housing shortage and affordability creates a constant source of anxiety – impacting the health and wellbeing of women, families and children.

After parenting and poverty, the top issues raised with us relate to mental health, homelessness, family violence and isolation. Putting mental health and social isolation together, the most pressing

Who We Are

issue for those who come to us is perinatal mental health. The Society advocates for the Housing First principle. That is, address the housing needs as a basic right, ensuring housing is secured to

then be able to focus on working with individuals and families to address the more complex issues impacting their capacity to provide for themselves and their children.

REPORTS TO CHILD PROTECTION HAVE INCREASED BY **81%** since 2011-12



1 IN 3 MOTHERS of children reported to Child Protection prior to birth are aged 22 at the time of birth

When a child is removed from their home and placed in out of home care, the cost to the state for the **CHILD'S CARE IS IN THE RANGE OF \$1M UNTIL THE CHILD TURNS 18.**



Children reported to child protection prior to birth are almost

10 TIMES MORE LIKELY TO GO INTO CARE WITHIN TWO YEARS

Source: DHHS 2019

Our Strategy

Our Strategy is to grow into three sustainable, locally embedded sites in Moonee Valley, Caroline Springs and Goulburn Valley. We will:

- **Keep Families Together** by providing quality family and pregnancy support, with authoritative leadership in social and community work.
- **Strengthen our Impact** by ensuring the Society is in a

financial and administrative position to be able to support its services.

- **Develop and Nurture our People** by being a model community service organisation.

Our 2021-2023 strategic plan can be viewed on the next pages and on our website www.caroline.org.au

Caroline Chisholm Society Strategic Plan: 2021-2023



Our Purpose

To support women in their pregnancy and early parenting in order to create safe and nurturing environments for infants and young children. In doing so, we work with the whole family to support secure attachment, optimise child outcomes through parenting interventions, and seek to prevent and alleviate the impact poverty, homelessness, issues with mental health and family violence have on parent and child wellbeing.

We advocate for keeping families together.



Our Clients

Experience a range of interconnected social and financial barriers that impact on the ability to create a safe and nurturing environment for themselves and their children. They may be:

- Experiencing poverty
- Experiencing homelessness
- Experiencing or at risk of issues with mental health, including perinatal depression or anxiety
- Socially isolated
- New migrants, refugees, or asylum seekers
- Aboriginal and Torres Strait Islanders



Our Values

- Respect for life
- Compassion and care
- Social justice
- Empowerment of women and families
- Recognition of diversity
- Accountability and best practice



Our Locations

We provide services to clients in the growth regions of Brimbank Melton, Western Melbourne and Goulburn Valley.



Our Goals

- Keeping families together
- Strengthen our impact
- Develop and nurture our people

Strategic Plan: 2021-2023

Our Goals, Objectives and Measures



Keeping Families Together



Strengthen our Impact



Develop and Nurture our People

We will:		
Provide quality family and pregnancy support, with authoritative leadership in social and community work.	Ensure the Society is in a financial and administrative position to be able to support its services.	Be a model community service organisation.
Our success will be measured by:		
<ul style="list-style-type: none"> • An increase of confidence in parents, families and communities as a result of our support. • Growth in the ability of families to keep their children safe and healthy. • Prevention of unnecessary child protection involvement. • Services and programs meet the needs of our clients and are evidence-based. • Seamless client experiences. 	<ul style="list-style-type: none"> • Growth in diverse, sustainable and ongoing funding from government, partnerships, members and the community. • Ability to invest in long-term strategic priorities. • Actively engaging with our clients to capture their feedback to inform our services. • Greater awareness of the organisation's specialisation. 	<ul style="list-style-type: none"> • The Society is a great place to work. • Growth in our membership. • Active volunteer program. • Active risk identification, assessment, and management.
We will achieve these goals by:		
<ul style="list-style-type: none"> • Offering pregnancy and family support by counselling and casework through integrated family support, homelessness support and outreach programs. 	<ul style="list-style-type: none"> • Fostering our relationship with government, corporate sponsors and philanthropists. • Implementing a successful fundraising strategy. 	<ul style="list-style-type: none"> • Recruiting and working to retain members. • Investing in volunteer programs that are linked to program and client outcomes.

We will achieve these goals by:

- | | | |
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| <ul style="list-style-type: none"> • Locating our services closer to our clients (growth region of western Melbourne and in regional Victoria) and close to public transport. • Having evidence informed programs and services that reflect our specialisation in working with mothers and children. • Develop partnerships within the family and community services sector to identify, share and embed evidence informed and best practices. | <ul style="list-style-type: none"> • Increasing our financial reserves. • Building and nurturing community engagement. | <ul style="list-style-type: none"> • Training embedded into practice, that is designed to improve client outcomes. • Building and maintaining a team that delivers continuous improvement and strives for personal growth. |
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Our progress will be measured by:

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| <ul style="list-style-type: none"> • Percentage of stable or increasing numbers of clients. • Percentage of clients who share they have grown more confident in their parenting skills. • Percentage of cases where the involvement of child protection services in the lives of women and children was avoided. • Percentage of funding targets met. | <ul style="list-style-type: none"> • Percentage increase of diverse and sustainable funding sources. • Level of implementation of fundraising strategy. • Percentage growth in income from major donors and public fundraising. • Percentage increase in donor retention rates. | <ul style="list-style-type: none"> • Percentage increase of members and volunteers. • Percentage increase of membership, staff, volunteers, stakeholders and supporters who are strongly engaged. • Ongoing evaluation, including quarterly outcome and impact reporting. • Percentage of staff participating in professional development opportunities. • Percentage increase in service awareness and reputation amongst target stakeholders. |
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In The Spotlight - Student Placements

Student placement opportunities across the sector are an important part of building workforce capacity, opens up opportunities for both students and organisations to establish career pathways into the sectors at the same time extends the students professional knowledge by linking theory with real-life experience.

Student placement opportunities have developed over the years at the Society, including opportunities with the University of Melbourne, RMIT and Victoria University. During 2020, while a number of student placements were dramatically impacted by restrictions, two student placement units with RMIT and the University of Melbourne were successful in working with practitioners in providing outreach and connection to clients using telehealth strategies. The learnings from this have improved the transition in 2021 with expectations and capacity to better understand the changes in practices as a result of 2020, with our two most recent students sharing their experiences of a student placement with the Society.

Isabella

As a student on placement at the Caroline Chisholm Society (CCS) I have relished the opportunity to be a part of the incredible work CCS undertakes with mothers and their young children. It has been a pleasure to observe and work alongside the staff at Caroline Chisholm who develop fantastic relationships with clients based on trust and respect.

Specifically, the work which is undertaken with culturally and linguistically diverse clients is inspiring and has been a highlight

of my placement, as I have learnt to use interpreters and develop relationships with clients who come from diverse backgrounds. In a world of ambiguity and uncertainty for many culturally and linguistically diverse clients, CCS can support and assist these clients to develop a sense of agency when navigating service systems throughout Victoria.

Lukas

I am a Master of Social Work student at the University of Melbourne, completing my final student placement and will be graduating in November 2021. I was excited to have the opportunity to work with the Caroline Chisholm Society (CCS) as I knew this would be a good experience for direct practice.

The Society has a student placement framework that involves students shadowing a senior co-worker, and as your skills are developed, students can manage caseloads with supervision, and be provided constructive feedback to improve their skills. During my time with the CCS, I have developed a variety of graduate attributes from practicing my case work, counselling, and theoretical application abilities. I encourage students who want a practical experience in casework and who want to assist in improving the welfare of women and young families, to undertake a placement with the CCS.

Our Programs



Our practice model is designed to achieve a common approach for professionals working with mothers to identify the most appropriate pathways into their local communities, resources, and services.

The Society grounds its practice and services model in a strength-based approach with a focus on building adult capability. By identifying and building on existing strengths, abilities, and assets, we can work more effectively on active skill-building to achieve more sustainable changes through improved confidence in parenting, increased community connections and greater social and emotional resilience. All of which are aimed to improve the social, emotional, and health wellbeing for mothers and their children.

Our practice model is developing as we need to remain flexible and responsive to the needs of clients and the demands of meeting our requirements through government regulatory frameworks, including accreditation standards.

In 2016, the Victorian government embarked on a plan of reform with a shared vision of *“all children reach their full potential by living and thriving in safe and supportive*

families, where they have strong attachments to parents, kin, carers, and community and can embrace their cultural and spiritual identity.”

Our programs are aligned well to this vision and are designed to provide pathways to the appropriate resources and services for families.

This approach is often referred to as a continuum of supports and services, as families and practitioners are either entering, transitioning through, or being referred to a pathway that best meets their general and specific needs. Hence, the importance for our flexibility and responsiveness to best support our staff and the families as they navigate the systems that are often made challenging due to various pressures or unintended consequences as a result of public policy.

Our Programs

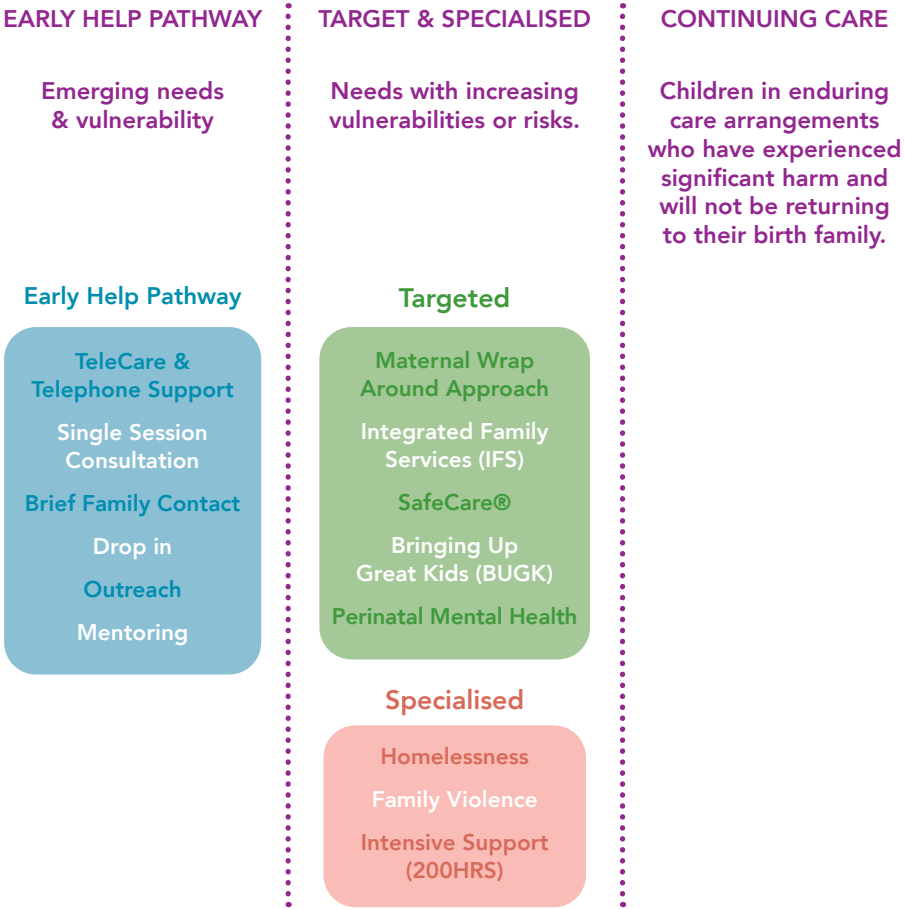
Continuum of Supports and Services – and the need for a common approach.

When we talk about our work, we describe it in terms of building adult capability, the need for active skill building and how we work with a common approach for practitioners to align outcomes and objectives to best meet the needs of clients.

The Society’s continuum of supports and services has evolved over time with key tenets underpinning the foundations over 50 years of never a wrong door for the mother and child. Regardless of where a mother and child live, our services are open and available from prevention through to intensive support, navigating on behalf of families as well as actively advocating in their interests.

Victorian Government Road Map to Reform

Caroline Chisholm Society



Our Programs



Single Session Consultation

A Single Session Consultation aims to get the most out of the first contact with a client - which may end up being the only contact a family has with a service provider. Developed through The Bouverie Centre: Victoria's Family Institute, the Single Session Consultation has helped to further shape the Society's drop-in and outreach supports, structuring a brief consult with a practitioner to then be able to probe for information regarding the specific needs of the client, including setting realistic goals with the family. This in turn enables practitioners to work in a more focused way to assess for need and determine with the client appropriate intervention, including the possibility of further case work through local intake to family services. The practitioner is also able to work closely with the family in system navigating through to other supports including food security, housing and immigration services.

Abia, a refugee from Iraq contacted Caroline Chisholm Society at 36 weeks pregnant requesting support to access material aid items for her baby. Abia spoke limited English and the practitioner utilised an Arabic interpreter, arranging an onsite single session consultation at the Caroline Springs office. Abia presented to her appointment with her four-year-old and eight-year-old daughters and her husband. Abia reported that she was not currently working, and her husband was studying. Abia disclosed that her family relies on Centrelink payments, and they were experiencing financial hardship. Abia requested material aid support to prepare for the arrival of her unborn child.

During the single session consultation, the family was provided clothing, nappies, and cot linen through the Caroline Chisholm Society material aid supplies. An order request was made for a pram, car seat, cot mattress and toys through the Helping Hands Mission. The practitioner liaised with Helping Hands Mission and items were delivered directly to the family.

Using this single session consult model allowed for the practitioner to focus on goal directed service delivery guided by the family's needs.

Our Programs



This year, we supported over 163 children and worked with 88 families in our Outreach Program. We supported a further 41 families in a Single Session Consultation.

We supported 408 families with Material Aid and gave out 1,838 items worth a total of \$174,477.

Outreach Program at Wyndham, Essendon, and Ascot Vale

In 2019, the Preloved Clothing Pop-Ups began when the Society built on its partnerships with local governments including Wyndham and Moonee Valley by offering place-based services. This innovation in our services involves the Society's practitioners and students being able to provide pop-up clothing swaps in vulnerable communities in order to connect sooner with parents, including the provision of material aid and supports.

This place-based approach is designed around cross-sector collaboration to better align service delivery within local communities targeting interventions specific to the needs of the local community.

Feedback from families and service partners highlights the barriers of access to services including transportation and social isolation, and often the stigma attached to seeking out supports.

Through this sharing of resources, families had the opportunity to drop in on a pop-up clothing swap, have immediate access to material aid and discuss any concerns with

practitioners. Practitioners and students are also able to provide onsite referrals and assist with navigating systems and services with other onsite professionals designed to prevent or mitigate the risks of further barriers impacting the health and wellbeing of young children and their families.

Highlights

The Salvation Army in Essendon generously shared their space with us alongside their welfare program, Doorways. Whilst they provide food and some financial assistance, we provided material aid such as clothing, shoes, prams, and other essentials for new families.

The partnership went from strength to strength with both organisations being able to cross refer when a need was identified. It meant a wider community reach and a fantastic way to complement each other's service.

In Werribee, there is a busy hub at Wyndham Park Community Centre with a food bank, toy library, maternal child health services, childcare, a café, and a range of other programs. Each month they provided Caroline Chisholm Society with a consulting room where we were able to see mums, give them clothing for their

Our Programs



new babies and children and offer more support where it was needed. It proved to be effective with helping us to build stronger networks with all the programs operating in the west and help those families who often would have not been able to access our office in Essendon due to transport barriers.



Ascot Vale is the location where we had initiated our pop-up program, pre-covid. Post-covid we were eager to get back and post the site operating as a COVID 19 testing facility, we worked alongside the food bank staff and volunteers.

Jenny found out about Caroline Chisholm Society and the work we do through her sister who lives in New Zealand. Her sister had been supported many years prior. Jenny came along to our Wyndham Vale pop-up heavily pregnant. Jenny has an older child at high school, and she thought her life was taking on some more independence. Finding out the news of being about to have a baby meant that she had to face some complex issues such as being completely emotionally and physically unprepared, not financially equipped, and she felt she had forgotten what it took to raise a baby.

Jenny was able to talk to the practitioner in that initial consult about her concerns and was later followed up with some extra support. The practitioner organised some essential items for the newborn such as clothing and nappies, as well as larger items such as a pram and cot. This helped to relieve some of the pressure that Jenny was experiencing and gave her some extra space to focus on her and her surprise baby's needs.

Food Relief During the Pandemic

The Global Impacts of the COVID 19 pandemic are far-reaching and we at Caroline Chisholm Society often see the local impact. In the early stages of the Pandemic, to support families, many with no income or below the poverty line, we partnered with our local Salvation Army Church and we distributed food boxes to many of the families throughout lockdown.

Another tremendous effort came from our local IGA and Rotary Club members. A huge supply of food and essentials, such as baby food and formula was delivered directly to our office and we gave this to many families in need. This takes the pressure off families, and we could not do this without the support of our community and local charities.



Our Programs

The Society works with a family to assess the need, focusing on early parenting and the First 1000 days, building resilience and adult capacity to improve the health and wellbeing of children and their families.

Maternal Wrap Around Approach

The traditional wrap-around approach is a strengths-based intervention guided by 10 principles including a multi-disciplinary team and drawing on the immediate and natural supports of family and community networks. Our research to date is developing an 11th principle - trauma-informed practice - recognising the prevalence of trauma and its impact on the emotional, psychological, and social wellbeing of individuals and communities.

Over 30% of the women seeking support from the Society identify past trauma of sexual exploitation, assault, and family violence, as well as recounting their own experiences of child protection involvement as children, including out-of-home care.

Having a qualified midwife in the role as pregnancy and early parenting specialist is an important aspect to our multi-disciplinary team. She provides a rich and more targeted intervention and support for mums during pregnancy and post-birth. We work with mums early in their pregnancy to improve readiness and connection to their baby and building adult capability. We have a strong referral path, including from local hospitals which we describe as the 'sliding door moment' – by calling the Caroline Chisholm Society we can work with mum early, demonstrating a reduction of Child Protection involvement at the time of and post-birth.

Bridget, a young Nepalese woman, was referred to the Society, identified as pregnant and isolated, without any family or friends in a new country. At intake it was soon disclosed that Bridget was sleeping on a mattress on the floor, with no personal space in a crowded one bedroom flat with students.

Our Programs



"This program has inspired and helped me with so much. It helped me to become the mum I am today. Staff have continued to go above and beyond with their support, and I really appreciate her recommending this program. I feel lots of other parents will be able to benefit."
- Feedback from a SafeCare® Family

The care team worked together to ensure immediate needs were met, including basic needs such as food and clothing. By providing a safe space, she identified with her own insight that her lack of connection to the pregnancy was something she desired to change. By providing antenatal education and resources, the attachment Bridget was making with her unborn baby became strong. Continuing to work on these strengths, Bridget was able to articulate her goals both pre- and post-birth including wanting a stable and secure home to provide for her baby.

Bridget is now linked in with her local hospital, doula, mental health supports and the asylum seeker service and working with the care team to meet goals and become the best mother she desires to be for herself and her unborn.

At Caroline Chisholm Society we ensure the voice of the mother is heard and her questions answered.

Integrated Family Services (IFS)

IFS involves a strength-based approach, including assessing for risk and needs. Through the Society's home visitation program, outreach work, and single session contact, interventions can be designed based on the risk and need assessments undertaken at the time.

This approach targets vulnerability in families impacted by the experiences of family violence, alcohol and drugs, homelessness, and in more recent times, increasing risks of women and children being exposed to sexual exploitation.

Our local intake work, either through referrals from Child FIRST, community and education agencies, and self-referrals provides a key opportunity to connect with a family as an early intervention approach to mitigate the risks of the need for child protection involvement.

Our Programs



"We are thrilled and so grateful to have had the SafeCare team be a part of our journey as first-time parents. They have been caring, kind, compassionate and extremely reliable. Thank you for helping us and educating us to be the best parents we can be for our son."

SafeCare®

Established in 1979, SafeCare® is an evidence-based, behavioural parent-training program for families at-risk or reported for physical abuse or child neglect. The National SafeCare Training and Research Centre (NSTRC) at Georgia State University, provides training and support for SafeCare®.

Caroline Chisholm Society has trained SafeCare® practitioners who **provide in-home**, module-based skills training that targets **parent-child/infant interaction, child health, and home safety**, to parents of children ages 0-5 years. SafeCare® is generally provided in weekly home visits that last 60-90 minutes. The duration of the program is about 18 weeks, and the content for home visiting sessions is delivered across three modules – parent-child interaction, safety in the home and child health.

We started seeing the Jonas family in December of 2020, while mum was in the late stages of her pregnancy. The family was excited about the arrival of their first child and eager to participate in the SafeCare® program. They understood it was a way to add some necessary skills to their tool kit and provide the new baby with the best start they could.

The Jonas family worked collaboratively with the SafeCare® practitioner to improve the safety of the home environment, identify hazards in the home and make any necessary adjustments before the arrival of bubs. After the baby's birth, discussions around their baby's health and parent-child interaction were covered, with the family completing the program in June. The practitioner reported that it was rewarding to be able to facilitate a safe start for the baby, watch the mum and baby bond and see the health and attachment continue along a positive trajectory at this most important time. Our mission at Caroline Chisholm Society is to always to nurture this attachment and give the relationship the best chance possible.

Our Programs



"I've gained a deeper understanding of my child's development; my own ability to manage emotions and to better understand my child's responses from their perspective. I now know how my own experiences have had an influence on how I parent, and I want to better understand this to make the changes I need to for the sake of my child, and our relationship."

Bringing Up Great Kids (BUGK)

Bringing Up Great Kids in the Early Years' Parenting Program is a group program developed by the Australian Childhood Foundation for a range of parents and children 0-6years, including those who might be considered vulnerable or at risk. The program uses ideas of mindfulness and reflection to support parents to review and enhance their patterns of communication with their children, to promote more respectful interactions, and encourage the development of children's positive self-identity.

CCS staff undertook training in the suite of BUGKs programs including the First 1000 Days and Parenting after Family Violence. With the support of the training team at the Australian Childhood Foundation, we can now deliver this evidence-informed program supporting mindful and positive relationships between parents and children.

During Victoria's first COVID 19 lockdown in 2020, the CCS early parenting practitioner introduced the BUGK Program to Audrey, a single mother with an 18-month-old child. It was a timely intervention that was tailored to meet the mother's needs both regarding parenting support and also to break the social isolation and loneliness she had been feeling as a result of State Restrictions during COVID19.

Discussions included education around child brain development and what to expect of an 18-month old's capacity to emotionally regulate. Together we practiced active listening exercises and mindfulness as a strategy to be present with the child. We continued the program by working through whole body listening and children's BIG feelings; including how we can better get in tune with children to understand their needs, especially when they are unable to verbally express themselves. We also spent time reflecting on Audrey's own experience of being parented and her parenting style with her own child. The mother was able to make some connections between the past and present and decide what to 'recycle, reframe or reject' in her parenting values.



Our Programs

The Society has over 100 clients experiencing inadequate or inappropriate housing arrangements.

The Society has worked with over 25 clients experiencing homelessness in the 2020-2021 year.

Homelessness and Family Violence

Of increasing concern are women experiencing family violence, who are reluctant to leave a home where the perpetrator continues to reside. In these instances, it is often the case that a mum considers if she leaves the family home that this will leave her and her children at risk of homelessness, citing limited income and isolation as impacting her capacity to keep safe for herself and her children.

For women to leave family violence requires access to housing that is secure, affordable, and immediately available. This is a critical factor in securing a way forward for a mother and her children.

Specialist Housing Case Management provides practical support to address barriers to safe, affordable, and secure housing.

Catherine was referred to the Society for housing supports by her Enhanced Maternal Child Health Nurse. Catherine is a young mother with two young children. Catherine was living in a house that was owned by a perpetrator of family violence. Catherine wanted to live in her own home with her children. Catherine had regular parenting payments, but no savings or assets.

After meeting with Catherine, her Specialist Housing Case Manager applied for brokerage so that Catherine could offer a month's rent in advance. After applying for private rental, Catherine was offered a suitable, safe, and affordable home in an area she felt safe and comfortable. Using money from Queens Fund and left-over brokerage, we paid for removalists, white goods and we sourced furniture from Western Emergency Relief Network.

Catherine is now settled in her new home with her children. She recently reached out to her Case Manager:

"Thank you so so much. I can't tell you how grateful I am!"

Our Programs



Experience of a Social Work Graduate

I had a mum with a three-year-old who had experienced years of family violence. The perpetrator was recently removed, and mum was wanting to support her child who had witnessed many things. Throughout the first few meetings, it became apparent to me that mum too, needed support - she needed help to heal, to grow her confidence and to be empowered in all aspects including parenting, trauma, independence, and self-identity."

Representing the Society and its values, we were able to support mum in identifying her needs, her fears and what she and her child needed to feel safe and secure.

We were able to wrap mum and child with a support team, connecting them with services such as family violence case management, parenting support, counselling for both mum and child, kinder and playgroups, police and court support, and legal teams to assist with decisions around visa's and obtaining a divorce. Through non-judgemental and caring discussions, mum reported that she felt empowered, she came to realise that her experiences were not a result of failure on her part. The biggest needs identified were safety and security, which she felt was assisted by our support in linking her to all these key services. Without our input, she would have been unaware of the available resources or how to engage with them.

Our Programs

The unfolding crises in social housing compounded by the economic, social and health impacts of COVID19 further highlight the critical link between safe, secure and affordable housing, and good health and wellbeing.



45% OF VICTORIANS REQUIRING HOMELESSNESS support services were experiencing FAMILY AND DOMESTIC VIOLENCE

60%

of clients are seeking specialist homelessness support

33%

seeking housing support comprise one parent with more than one child

ON AVERAGE, 108 REQUESTS for assistance went unmet each day.

Source: Australian Institute of Health and Welfare (AIHW) 2019-2020

Our Clients in Goulburn Valley



Known best for our community engagement, outreach support and new and pre-loved goods, our service in Goulburn Valley is an innovative service working with a diverse range of people.

We are very fortunate with the support of a team of volunteers with extensive life and work experiences who make it possible to deliver welfare appointments, outreach support and material aid and goods. Overseen by our Program Coordinator, along with the Lead Practitioner, our service in Goulburn Valley meets both the Human Services Standards and the QIC Health and Community Service Standards.

In 2021 we welcomed to the Goulburn Valley Team, Rachel and Paula. Rachel as our Lead Practitioner, and Paula, our new Program Coordinator, bring to our work a wealth of community and business experience, including Rachel's experience on student placement with the Society prior to the impact of COVID and lockdowns in 2020.

As a new graduate in community services, Paula brings to the role extensive experience in the community services sector including working with volunteers, financial planning, and a commitment to developing local partnerships.

Across the Goulburn Valley we have seen an increase in service users accessing material aid, as

well as the need for referrals to services, especially since the Government COVID Supplement for low-income earners ceased in March. The housing crisis in the Greater Shepparton region is growing. House prices have risen and there is a systemic shortfall of rental properties leading to rental increases, the cost of living is going up and unemployment is high, along with an increase in social isolation due to the pandemic. Transitional housing is often in locations out of town such Congupna, Murchison or Mooroopna, which isolates vulnerable families further, and makes it difficult to access vital services. We have seen a significant increase in telephone support calls over the last 12 months.

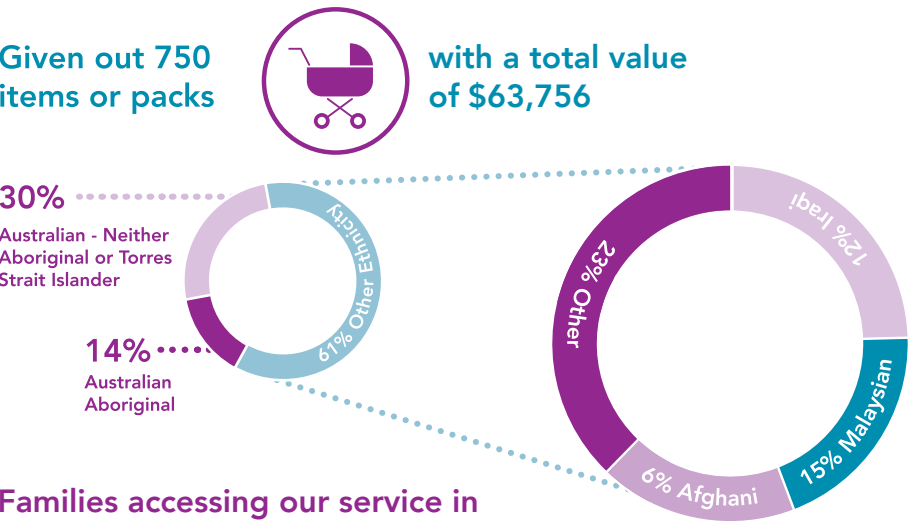
The Society is pleased to have been the recipient of a Helen Macpherson Smith Trust grant for our project "Keeping Families Together". Commencing in July 2021 through to June 2022 this will allow the Society to pilot a community cultural brokerage approach, designed to improve the capacity within the CALD community to improve the system and cultural navigation of supports and services, to alleviate the economic and social risks for women and their children.

Our Clients in Goulburn Valley

Clients most prevalent issues are associated with financial crisis, challenges associated with being a migrant or refugee and isolation.

In Shepparton for approximately **1,358 hours**, volunteers contributed **\$55,660** worth of their time.*

102 welfare appointments held and over 500 telephone support calls



Families accessing our service in Goulburn Valley are from a diverse range of cultural backgrounds.

*Volunteering hours and physical appointment numbers impacted in 2020/21 by COVID State Restrictions.

Our Clients in Goulburn Valley

"The support that the Caroline Chisholm Society provides to women and families in the Goulburn Valley region is often unseen but their compassion, ongoing hard work and dedication to assisting local families and mothers is immeasurable."

Working alongside our Community Partners is integral to working with families in the Goulburn Valley

"The relationship that the GV Health, Healthy Mothers Healthy Babies program has developed with the Caroline Chisholm Society is best described as invaluable. The Caroline Chisholm Society is a passionate team of workers and volunteers who support vulnerable mothers, and their families, without judgement and with endless compassion."

Over many years of collaboratively working together our services have assisted many expectant mothers, and families, with financial, material, and practical support."

The Caroline Chisholm Society has always gone above and beyond to support some of the most vulnerable families in our region, from arranging baby items to be delivered as far away as Seymour, supplying newborn baby packs to the maternity ward, kind words of encouragement, and practical advice and support. The support that the Caroline Chisholm Society provides to women and families in the Goulburn Valley region is often unseen but their compassion, ongoing hard work and dedication to assisting local families and mothers is immeasurable. The GV Health, Healthy Mothers Healthy Babies program, and its participants, look forward to continuing its valued relationship with this very much needed service."

Debhrina Fuller, Healthy Mothers Healthy Babies Program Outreach Worker, GV Health

*Volunteering hours and physical appointment numbers impacted in 2020/21 by COVID State Restrictions.

Our Clients in Goulburn Valley

It's situations like Jo's that need to be front of mind in our work as to how fractured our system is, in the care and wellbeing of mothers and babies. It is also a very stark reminder that while our very best efforts are what we draw on to mitigate these risks, we are still a very long way from a system response to effectively work with mothers like Jo who only want the best for their children, and for a myriad of reasons face complex issues and challenges in achieving this.

Outreach with impact

In our accounts of the plight of women and children, it can be quite confronting to learn more about what happens in cases involving unborn reports. The Society has been reporting on this now for over 2 years. In response to the Department of Families, Fairness and Housing's (DFFH) identifying unborn reports as a priority cohort, the Society continues to advocate to address the gap in evidence-based programs in this much needed field of specialisation.

As an unfunded service in the Goulburn Valley, the staff and volunteers in the Shepparton office will often find themselves connected to cases such as this through the delivery of material aid drop-in appointments and answering the calls for assistance from social workers and funded agencies seeking additional supports for their clients.

One such case occurred recently that demonstrates the urgency in need for evidence-informed practices to mitigate the risks of babies being removed from the care of their mothers. Jo was an older mum who had relocated to the Goulburn Valley having had a history of child protection involvement and seeking to be connected into local family and community networks.

When a case manager from a local family service contacts our office, they are often looking for the additional material aid to support a client. Our staff and volunteers respond with the same cheerful generosity that the Society has come to be known for in its efforts with supporting vulnerable and at-risk mothers and families across the Goulburn Valley community.

Our Clients in Goulburn Valley

During the course, staff supported Jo to compile the list of items we knew would ensure she had the right set up in her caravan. This was the only accessible accommodation for her. Staff knew this was critical to ensure the material aid we provided included a safe sleep space including a bassinet, as well as a car seat and pram.

It was only shortly after learning of Jo giving birth, that news soon arrived that despite all the good intentions and supports in place, decisions were made for a temporary order to remove Jo's newborn from her care.

While questions remain as to how this course of action took place, the case on presentation in the court system meant a reversal in the decision and mother and baby shortly reunited. While the reunification of mother and baby is vital, we will never fully appreciate or know the long term impacts on attachment and Jo's ability to be resilient given her traumatic experience of repeated system failures in addressing the critical issues.

Our People

Our Board

We are privileged to have a professional and dedicated voluntary Board who are committed to achieving our vision and mission.



Michael Christie
President & Director



Stuart Rowland
Vice President
& Director



Stephen Mullins
Treasurer & Director



Phil Gatens
Company Secretary
& Director



Wendy Hunt
Director



Paul Webster
Director



Rachel Carling
Director



Mark Dohrmann
Director



Katharine Solly
Director



Jennifer Weber
Chief Executive Officer



Amanda Moore
Director, Corporate
Services

Our Team

Led by Jennifer and Amanda, we are incredibly fortunate to have a team of hard-working staff who make our work possible. We cannot thank our staff enough for the commitment and passion they bring each day.

The last 12 months have been extra challenging in already complex work, as our staff have navigated the personal impacts of the pandemic and state restrictions while finding new innovative ways to deliver services to vulnerable families facing more pressures than ever. The CEO commented in her speech at the 50th acknowledgement of the Society's work at Government House that the day was dedicated to the

work our staff do every day – who demonstrate remarkable resilience, agility and courage – the same courage and persistence that a generation of women and men have demonstrated in the pursuit of better outcomes for mothers, babies and children.

We owe enormous gratitude to our volunteers and members who make our work possible. Their kindness, generosity, dedication and unwavering support over many years never ceases to amaze us.

To our volunteers in Shepparton, you are the foundation of our service in the Goulburn Valley and your passion and kindness in supporting the local community has no limits.

Our People



We asked our staff why they are passionate about working with families to improve outcomes for children and their responses speak to the outstanding and passionate team we have at the Caroline Chisholm Society.

"I strongly believe all children have the right to feel safe and be safe, to be loved and given as many opportunities to succeed as possible. Our team contributes to that every day!"

"I am eager to engage with parents to understand their perspectives on parenthood and identify with them the challenges they may be facing to better understand how I can support and assist them to increase their skills and capacity as parents to be better able to care for and respond to their children and in turn increase their competence and confidence as parents. When parents are more in-tune with their children and their children's needs, they are better able to meet the children's needs and respond appropriately. When this is happening in a family it is wonderful to see the harmony and happiness it brings to both the parent and child."

"I am passionate about working with families to improve outcomes for children, as they are the future generation. Establishing a strong foundation around them that strengthens their emotional, spiritual, mental health and wellbeing can be assisted through the work we do with their family."

"I believe in motivating, encouraging, and giving hope to future generations to attempt to stop inter-generational poverty. Sometimes it only takes one person to show generosity and be non-judgemental, to help guide a family to live their best life. It doesn't matter if they stumble or fall, as long as they get back up and keep going."

"Research shows the importance of attachment in early developmental stages and working with vulnerable families improves these outcomes by providing education, access to suitable services, and basic material aid. This can provide a sense of security for families that allows them to better exercise their autonomy in making choices that help improve their situations. By working with vulnerable families to provide access to resources to increase attachment, we can better impact our community as a whole by giving our most vulnerable populations the support needed to live fulfilling, autonomous, and connected lives."

Our People



**Sylvia -
Outstanding
Contribution at
Essendon**

Sylvia joined the team as a volunteer in 2018 after seeing the Essendon office whilst travelling home on the tram. The site caught her eye, and the name Caroline Chisholm rang some bells. Sylvia got in touch and offered to be onboard in a voluntary capacity.

Sylvia supports the team with predominantly administration and reception duties but is also famous for her creative front window displays and willingness to visit vulnerable mothers with material aid when transport is a challenge for them. For Sylvia, it seems that no job is too big or too small. She is an asset to the Society and makes an immense contribution. Each week Sylvia arrives, she is warm, and welcoming and has a great sense of humour. At times when there have been staff shortages, Sylvia has filled the gaps with large blocks in a full-time voluntary capacity working at reception.

Sylvia is not only is adept at managing the day-to-day activities, but she has also made significant contributions throughout her time

by co-ordinating the history book and volunteer induction manual. Her patience is unwavering as she completes everything with great skill and care. Sylvia has also supported the Society by successfully applying for grants and helping with network community connections.

Sylvia is a Sister of Mercy and has an impressive working history as a school principal in St Albans, Seymour, Bendigo and Mildura for a total of 40 plus years in Catholic Schools. She also lived abroad for six years in Ireland.

To date, Sylvia has logged an extraordinary total of 766 hours, which does not include all the extra support she provides to Caroline Chisholm within the community.

Sylvia has a selfless character that leaves a lasting impact on all those whom she encounters. On behalf of the Society, all the mums and children, and all the team at Caroline Chisholm, we would like to express enormous gratitude to Sylvia for her ongoing dedication and contribution to our work.

Our People



**Bronwyn -
Outstanding
Contribution at
Goulburn Valley**

Bronwyn started volunteering at the Goulburn Valley branch in 2018. Previously she would sew pj's and clothing for children and donate them. One day she asked if she could become a volunteer. She brought a friend along with her, Carol who became a volunteer the following year.

Some of the strengths she has displayed whilst at Caroline Chisholm is her leadership, her organisational skills, her attention to detail and commitment to the role of lead volunteer.

During the covid pandemic lockdown, Bronwyn and Carol continued incredible efforts and

volunteered two days per week managing donations.

Bronwyn is committed to finding ways to make the service run more efficiently with continuous improvement. Alongside our practitioners, she has provided direct support to families and made an extensive contribution to the team.

We would like to thank you for your loyalty and dedication and everything you have given to the Society through the generosity of your heart.

Bronwyn pictured in the centre of two other volunteers; Marg (left) and Cathy (right)

Volunteers Connecting - Melbourne visit to Goulburn Valley

In April 2021, the Goulburn Valley volunteers hosted a morning tea and lunch at the Shepparton office. It was an opportunity for Melbourne volunteers to meet the Shepparton team and see how they operate. Although the sites have things in common, they have found their unique ways to practice, and this visit became a valuable exercise to share ideas and resources.



Top from left: Di, Jan, Jane, Sylvia, Marg, Marisa, Bronwyn, Rita
Bottom from left: Terri, Wendy, Cathy, Gaye

Treasurer's Report



The Society's income primarily comprises government grants from the Department of Families, Fairness and Housing (DFFH), supporter grants and donations. During the financial year, the Society also received a total of \$274,500 in federal and state government payments designed to provide economic support for organisations to weather the effects of the COVID-19 pandemic and to support the community through these unprecedented times.

Government grants from DFFH represent the major portion of our income. As part of our work, the Society delivers services in our area of specialisation in working with mothers and families to fulfil our contracted obligations with DFFH in Brimbank Melton and Western Melbourne.

Funding from local government, corporate partners, philanthropic organisations, individual donors and volunteers enable us to provide additional services such as material aid and programs to further support women in their pregnancy and early parenting where poverty, homelessness, mental health and social isolation are common issues.

The key geographic locations that this funding supports are Brimbank Melton, Western Melbourne and the Goulburn Valley area but we do support women and families with young children who come to us for support from any location wherever we can. Our aim is to keep families together.

Regarding the Society's financial performance for the year ending 30 June 2021, I am very pleased to report that the Society generated a net surplus of \$514,484.

The Society's net assets grew to approximately \$4.2 million. We own outright our two strategically located Melbourne properties at 977 Mt Alexander Road, Essendon and 1 Darebin Place, Caroline Springs.

The Board has approved a substantial operating budget deficit of \$264,877 for next financial year to support our work in meeting our strategic objectives of keeping families together, strengthening our impact and developing and nurturing our people. We recognise the importance of supporting families through the services we provide at this time.

Treasurer's Report

Thank you to the supporters of our work. Your financial assistance and volunteering give hope to individuals and families.

On behalf of the Board of Directors, I wish to present the audited financial statements for the year ended 30 June 2021. The full set of audited financial statements can be found on our website at www.caroline.org.au. Our Statement of Income and Position is contained on the next pages.

Thank you to the Finance Committee and the Society's Leadership Team for your support and service during the year.

Stephen Mullins
Treasurer



Our Financials

Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2021

	2021 \$	2020 \$
Income from Operating Activities		
Revenue From Funding Bodies	2,138,895	1,991,758
Other Income	89,471	130,147
Total Operating Revenue	2,228,366	2,121,905
Expenditure from Operating Activities		
Employee Expenses	1,513,894	1,583,946
Program Expenses	151,654	91,536
Depreciation	106,908	107,803
Occupancy Expenses	68,543	49,220
Communications and IT	81,110	85,405
Travel Expenses	29,289	36,041
Other Expenses	61,926	73,645
Total Operating Expenses	2,013,324	2,027,595
Net Surplus/(Deficit) for the Year from Operating Activities	215,042	94,309
Finance Income	3,578	6,631
Government Subsidies	274,500	101,000
Other Comprehensive Income	21,364	-
Total Comprehensive Income/(Loss) for the Year	514,484	201,940

A complete copy of Caroline Chisholm Society audited financial statements are distributed at our AGM. The full set of audited financial statements can be found on our website at www.caroline.org.au

Our Financials

Statement of Financial Position as at 30 June 2021

	2021 \$	2020 \$
Current Assets		
Cash and Cash Equivalents	1,543,203	943,033
Other Assets	24,462	27,044
Total Current Assets	1,567,665	970,077
Non-Current Assets		
Property, Plant and Equipment	3,005,207	3,024,193
Total Non-Current Assets	3,005,207	3,024,193
Total Assets	4,572,872	3,994,270
Current Liabilities		
Trade and Other Payables	55,471	54,745
Deferred Income	241,029	178,949
Employee Benefits	94,023	87,341
Total Current Liabilities	390,523	321,035
Non-Current Liabilities		
Employee Benefits	-	5,369
Total Non-Current Liabilities	-	5,369
Total Liabilities	390,523	326,404
Net Assets	4,182,349	3,667,865
Equity		
Reserves	281,277	281,277
Retained Earnings	3,901,072	3,386,588
Total Equity	4,182,349	3,667,865

Supporting Us

Keeping Families Together

There are many ways you can help us make a difference.

With your generous support we can continue to deliver on our promise to be there for vulnerable mums, bubs, children and their families as they seek our pregnancy counselling, outreach and support appointments, ongoing family support services and new and pre-loved baby and maternity goods.

Make a Donation

No matter how small or large your generous donation will make a difference to the lives of vulnerable mums, children and their families as we support them through homelessness, family violence and mental health crises. Donate online at caroline.org.au/donate-now Donations greater than \$2 are tax deductible.

Become a Monthly Donor

Sign up as a regular donor and make an ongoing difference throughout the year. It is simple and straightforward online at caroline.org.au/donate-now

Join us as a Corporate Partner

Our Corporate Partners are critical to our service. There are many ways to get involved such as corporate volunteering, sponsorship of specific support programs and in-kind donations.

Leave a Bequest

Leaving a bequest is a special and generous way of supporting the Caroline Chisholm Society and makes a lasting impact in our work. Bequests will go directly to delivering our longer-term vision of creating respite care for mums and bubs in the West.

Donate New and Pre-loved Baby Goods

We rely on the very generous donations from individuals and organisations of new and pre-loved baby goods. Our website contains details of donation drop off points and times, along with the pre-loved goods we can accept. If you are an organisation please give us a call to discuss beforehand.

Supporting Us



Invite us to Speak

We love nothing more than being asked to speak at local schools, events and community gatherings about the need in our community and the ways we can all help.

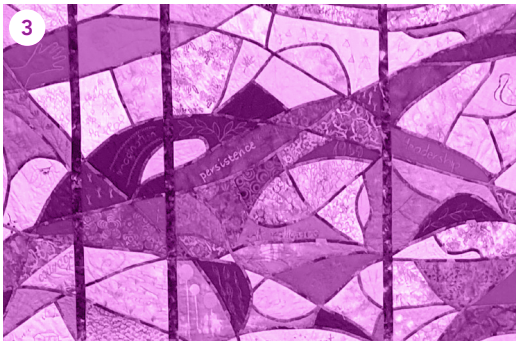
Fundraise on our Behalf

Please consider fundraising on behalf of the Society. Get involved, get creative and have fun. Celebrate a special event by donating instead of accepting gifts. We greatly appreciate local community groups and schools creating gift packs and donating new baby goods. If we can help, get in touch.

Give the Gift of Your Time

The gift of your time is invaluable to us. Caroline Chisholm Society materialised from the generous offering of one person's commitment and compassion to walk along-side and support pregnant women and young families. Get in touch online at caroline.org.au/volunteer or give us a call.

Photos above: Essendon volunteers - Gaye (left) and Jane (right)



1. Society Members at Government House, 11 May 2021
2. A client visits the Shepparton service
3. The Caroline Chisholm Society 50th Celebratory Quilt presented by the Lions Club of Victoria at Government House, 11 May 2021

4. Material Aid donations at Shepparton
5. Government House, 11 May 2021. Top from left: Mrs Pat Coffey OAM, Mr James Chisholm, Dr Jennifer Weber. Front: Dr Philomene Joshua

Contact Us

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HELPLINE

Statewide – 1800 134 863

SUPPORTS

(including pregnancy support, brief family contact sessions, outreach programs and new and pre-loved baby and maternity goods)

Shepparton – 03 5821 0826

Essendon – 03 9361 7000

Caroline Springs – 03 9361 7000

SPECIALIST HOMELESSNESS SERVICE

03 9361 7000

Western Melbourne

INTEGRATED FAMILY SERVICES

03 9361 7000

Western Melbourne

Brimbank / Melton

Engaging Wyndham Families – Early Intervention Program

Intensive Family Services

Thank you for supporting Caroline Chisholm Society.



1800 134 863
secretary@caroline.org.au
www.caroline.org.au

The pattern of this cover is inspired by the concept design for a quilt celebrating 50 years of Caroline Chisholm Society from the Lions Club of Quilters Victoria.