



2018 Annual Report

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thank you

mission, values and child safety commitment

Mission

Strengthening families to build vibrant communities.

Values

Participation

By demonstrating a willingness to work co-operatively with others and contribute to Agency discussion and processes.

Respect

By demonstrating professional conduct towards others.

Excellence

By demonstrating a commitment to the highest standards in all practice and relationships.

Justice

By demonstrating a commitment to fairness in decision making and conduct.

Honesty

By using words and deeds that are clear, polite and truthful.

Commitment to Child Safety

All children and young people who access UMFC Services have a right to feel and be safe and to be treated with respect. We are committed to providing a welcoming and safe environment and working towards the best interests of children and young people at all times.



president/ceo report

UMFC prides itself on the services it delivers and the staff and volunteers who are committed to making a real difference in people's lives every day. It is both inspiring and humbling to hear examples of people finding their way out of significant debt, of families reconnecting and becoming more cohesive, of children being encouraged to have a voice and of people being able to navigate an unfamiliar legal system.

The agency is more than just the sum of its individual services however. It is very much part of a symbol of community concern for those who are at a vulnerable stage of their lives and a place where locals can congregate and/or work alongside us to donate, volunteer and contribute to strengthening families to build vibrant communities.

When our Wodonga head office opened in November 2016, the vision was to create a space welcoming to all. It has been pleasing therefore to see the meeting room being used by the Albury Wodonga Congolese Community Group for their gatherings and singing. Up to 40 adults and children meet monthly for mutual support and connection. This has also provided the opportunity for staff to introduce themselves and our services to families we would possibly not otherwise see.

The role of UMFC as an enabler for community engagement is also demonstrated in other ways. Our Trust In Kids (TIK) fund supported 97 children in 2017/18 with \$25,080 for educational, social, or recreational opportunities they would otherwise have missed out on. In the four years TIK has been operating, just over \$94,000 has been raised by staff and community donations, with around \$80,000 allocated to over 300 children.

In March 2018 the agency held its second gala ball at the SS&A Club in Albury. Around 200 people enjoyed a most entertaining evening whilst raising funds for UMFC. The successful event was due to the great support of businesses associated with UMFC, as well as staff and board who attended. The highlight was the presentation of a cheque for \$90,000 by the SS&A to support specific



activities in our Interchange, Out Of Home Care and Child and Family Services over the next 3 years.

These types of donations enable us to go over and beyond the services we can offer through our regular funding and allow us to provide individualised and tailored services that would not otherwise be possible. We also had another significant donation from a local person who, with their own family history really understood the impact of family violence on children. Our Child and Family Services team were able to use this gift to provide ongoing support to two families where violence was a major concern.

Our Board is very much part of the UMFC family and its members volunteer not only their time but also their knowledge and expertise gained through lived experience. Liz Heta, a proud Wiradjuri woman and Board member, gave a powerful presentation to the rest of the Board and our Managers on providing culturally safe services for aboriginal families in our community. We are fortunate to be able to share in this kind of learning and use it to shape our culture and our service delivery.

So thank you to our staff, our volunteers and our community supporters who continue to help us focus on what is important so that we can keep on making a difference. We could not do it without you.

Greg Pearl President
Luke Rumbold CEO

umfc by numbers

Child & Family Services



922

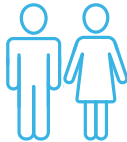
the number of families supported



2,091

the number of children supported

Community Legal Services



1,950

the number of clients supported



2,134

the number of legal advice

Foster Care & Kinship Care Services



263

the number of children in placement



142

the number of placement households

Aged & Disability Services



15,853.5

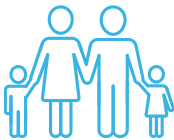
the number of respite hours provided to people with disabilities and their families



13,164

the number of respite hours funded for people who are aged and/or have dementia

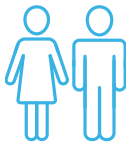
Family Relationship Services



641

the number of families supported

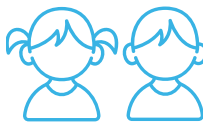
Financial Counselling Services



635

the number of clients supported

Trust in Kids Children's Fund



97

the number of children who received TIK assistance



\$25,080

the total value of assistance

good news stories

Aged and Disability Support Services

Carers Support

Carers supporting their partners living with the separate reality of dementia had a glimpse into that world when EDIE came to town recently in Wangaratta and Wodonga. Dementia Australia's EDIE uses state of the art Virtual Reality technology to enable people to experience life through the lens of dementia, as lived and described by people with this terminal brain disease.

EDIE (Educational Dementia Immersive Experience) hosted by Support Options, is a 3 hour workshop facilitated by DA. 6 carers participate in a discussion around dementia – causes, effects, management strategies – and then enter a changed reality. Via VR goggles, each person experiences a few minutes trying to find one's way around the house, identifying doorways, looking for light switches, interpreting noises – trying to do ordinary things in an ordinary house, but with a brain no longer able to interpret correctly the incoming sensory information.

Supported throughout the experience by Dementia Australia and Support Options staff, the reactions of the carers varied from "Why should I go along with his reality when it is not true?" to "Now I love him even more because I know what he has to live with now" and "I feel really mean now because I go crook at him for stopping walking for no reason, but now I know why he stops" and "I love her even more now that I know what it's like for her".

Dementia is a silent epidemic affecting more and more people – not just those who develop dementia, but their families and their communities. Support Options host workshops, carer support groups and information sessions, provides one to one support, and organises and funds a range of respite options for carers. Through all these avenues and working in partnerships with other agencies, the stigmatisation, fear and isolation of dementia currently experienced may be reduced.

Interchange

Interchange has been working with the Smith family for the last 12 months. A family of 4 children, 3 of whom have a diagnosis of Autism and range in ages from 6 months to 12 years of age. Their mum Sally is a single mum with no family and limited social connections in the area.

Interchange has worked alongside Sally to identify goals for the children and assist them to access programs that increase their social opportunities. Each of the 3 children registered with Interchange access programs on a weekly basis, including afterschool activities and big buddy mentoring support.

For the eldest sibling entering high school next year was going to be daunting, staff worked with him to establish his own set of goals and matched him with a Big Buddy who had similar interests. At the start of the match goals were discussed with an opportunity for both the young person and Buddy to map out how best they might be achieved.

Feedback received has been that the young person is feeling much more confident and proud that he is now able to access similar activities and opportunities to his peers.

The younger 2 children love attending the afterschool care program, each week they look forward to catching up with friends and spending time with staff and volunteers. They enjoy the range of activities offered and love trying new things.

The children have all reached some goals and are well on their way to reaching more. For mum Sally, she gets some time to get some extra jobs done around the house, attend appointments or just to take time out.

Out of Home Care:

The Importance of Reunification and Ongoing Non-judgemental Support

Three siblings, who had been removed from the care of their parents for a period of time, had been placed in two foster care households, one child with one family and two with another. The goal for the children was for reunification with their parents. This meant that it was important that the carers and the parents worked together to make this possible.

Over time a strong working relationship was formed through regular contacts with the parents and their children. The carers helped the children and the parents transition successfully by doing things like helping the parents prepare meals that the children liked in the parent's home and talking to the parents about helpful strategies to manage the children. The carers also assisted the parents with transport for appointments etc as the parent's didn't have a licence.

All three children now reside back with their parents who are keen for their children to maintain a connection with their carers. They invite the carers to their children's' birthdays, keep in regular contact and request voluntary respite overnight stays for the children when they all need a break.

The parents speak highly of the carers and have spoken to UMFC staff about how they have been "saviours" for them in looking after their children. They have described them as amazing and that they wouldn't have been able to get their children back if it wasn't for their support.

Child and Family Services

The story of the boy who thought he had a bad brain

Michael is a 10 year old Aboriginal boy who, from an early age, was subjected to horrors no child should have had to experience. He was physically beaten by his mother, he was starved, he was drugged and he had been made to feel that no one cared about him. He had been abandoned many, many times and left to fend for himself. He learned early on that adults are scary people who cannot be trusted. As a result, his spirit became lost and he became very angry and scared of the world he lived in. He had to leave his Mum because he was hurt so badly in her care and he never really knew his Dad. The worst thing of all though, was that Michael had believed all of these terrible lies he had been told about himself and believed that he could not love and that he was not worth loving.

After a number of failed placements, which broke down because Michael was at war with the world, he was placed with his grandparents; his Grandfather is Aboriginal, his Grandmother is not.

When our journey with Michael and his Grandparents began, they could not stop crying because Michael was punching them and hitting them, kicking holes in the walls, breaking windows, swearing and would not go to school. The school could not control him anyway, so he was missing out on his learning and on making friends and doing the normal things that 10 year olds do. It was a scary time for Michael and his Grandparents, and his Grandparents, who were guilt ridden, were nearing a point where they were going to give up because it was just too hard.

As we got to know Michael, we learned that this little boy believed that his brain was bad and that he was bad. He believed that he had been born with this bad brain and was stuck with it, even though sometimes he felt really sad at the thoughts of having a bad brain forever.

We offered Michael an alternative story about his brain and told him there was a way for him to prove whether our story was true or not. We offered that children can't have bad brains, but their brains can get really badly injured, just like legs and arms can. We explored together how his brain got injured (being punched, hit and humiliated all of his young life) and that this was the reason his brain felt bad all the time. We taught him and his grandparents that for his brain not to feel bad, he had to learn to love it and trust that it was not bad.... And the way to do that was through his heart. We told him that his heart knew how to heal his brain and that

he just had to test his heart out so that it could prove to him that this was true. The more he believed his heart to be good, the more his brain would believe his heart and lo and behold, his behaviour would change because he would not need to hit anymore. We offered to teach him how to trust his heart and how to get it to help his brain. He was fairly cynical but generously agreed to try.

The Grandparents and Michael worked very closely with the team, every morning and every evening. Michael became very focused on trusting his heart. He began to talk more about his life and his story. He began to talk about his feelings. He learned from his Grandparents and the team that his thoughts and feelings were valuable. He also learned that when his heart and brain worked together, his brain didn't tell him to hit and be scary and so, he began to think that we may have a point and maybe our story was true. We had provided Michael with a "safe tent" that was placed in the lounge room, a place for him to go when it all got too much. The tent was an adult free zone that nobody was allowed to enter without his permission. He used this space a lot in the beginning.

Over time and with lots of practice, Michael began to lead meetings at his school about himself and was very keen to tell everyone that he believed his brain was beginning to get better. He told everyone that in fact children cannot have bad brains, they only have hurt ones. He felt very proud to say one day that when another child upset him in school, he did not hurt them back, he told the teacher he was sad instead because that was what his heart told him.

When we first met Michael, he could not be apart from his Grandparents for any length of time and could not even tolerate being separated from them to have a shower on his own. He would become so terribly scared and vulnerable and as a result would lash out.

Through ongoing therapeutic work with CaFS, Michaels heart began to grow and as it did, so too did his courage. Firstly he started equine therapy and then he took a huge step..... he went away to camp. Some adults were worried about this but we were not. We shared our belief in Michael to him and asked him to trust that his heart and brain would know what to do. They did, and Michael successfully completed one week away with horses, having fun and making friends. He was also described by the camp leaders as the kindest and most generous child they had met. Around this time Michael summoned his team and told them that he didn't need his tent anymore because he no longer felt scared.

good news stories

Child and Family Services

Continued..

Unexpectedly, Michael's father turned up one day. He is an Aboriginal man who has experienced terrible hurt in his own life. With Michael's agreement, we decided that maybe they could help each other to use their hearts to mend their hurt brains and so his Dad became part of the work. Their Aboriginal histories became a big part of this. Stories of triumph, of rituals and of rites of passage began to be explored. Both of them are currently doing their life story with CaFS. So too are the Grandparents. They are all learning together that the human heart can rise above adversity and triumph once the brain believes this to be true.

All of our work is occurring through a cultural lens. History is being passed down via smoking ceremonies, Michael has made Aboriginal art with his father and has gone on Country with him to forage for traditional bush tucker and learn more about his culture. We are not forgetting about Michael's non aboriginal culture and for this his Grandmother, who is the key holder of this family history and stories, will be his guide.

We are currently planning a huge return to Country for Michael and his family to Tasmania (where his Grandfather grew up). He will meet the Elders there who are planning a special Welcome to Country for him. He will participate in many activities that will celebrate his culture, his identity and his healing brain with his people there to guide him. The CaFS team have been invited to bear witness to this Return to Country which we will do. We will record their story there, as it unfolds and becomes part of their lives to add to their life story books. It is our intention to support Michael to honour the many aspects of himself and his identity on this part of his journey and to reassure him that in fact, the truth is whatever he decides it to be. Importantly, we will continue to encourage him to keep walking towards his healing self with the belief that his brain is on the mend and we can prove it because his heart now feels joy.

He agrees so far.... and no longer believes his brain is bad. He believes he has a good heart and a good brain that talk to each other and that makes him very happy. And so the story continues ...

HRCLS

Son and Dad unite for better times ahead

So, what does a bloke do when he thinks he is the father of a child, but can't really be sure?

He doesn't know the mother very well, and doesn't really know which way to go. Some mates say "Walk away", others say "Mate, you've got to know". Thankfully one of them says, "Why don't you see a lawyer?" The more he thinks about it, he's got to know. His son deserves a dad. It's more than he ever had. So he sees his lawyer and gets funding for DNA testing. Yes, he is Dad! Now he has to go through the process of getting to know his son.

But Mum is not sure. She doesn't trust Dad. He's caused her grief in the past. She even had an intervention order against him. Can he handle the job? Will he do the right thing by their son? So

Dad decides to try harder. He does everything he can do to get himself in the best place to be a good father. He goes to drug and alcohol counselling, even though he hasn't used since well before his son was born. He agrees to attend parenting courses and even starts a men's behaviour change course. The course is long and he has to score a lift each week because he doesn't have a car.

His lawyer helps him to make the calls to the program managers and chases him up when he goes a bit quiet and is feeling a bit overwhelmed. The lawyer also helps him put a proposal together to start the mediation process. The first mediation goes well and Dad is ready to meet his son. He's got a parenting plan which sets out when this happens, for how long, and what is expected of him.

Mum has also received legal advice from her lawyer, and she understands she is doing the right thing in allowing her son the chance to form a relationship with his dad. She's OK. It wasn't as scary as she first thought. Everyone knows where they stand. The boy now has a mum and dad.

Family Relationship Services

Financial Counselling (FC)

FC received a referral from a family violence service for a 36yo woman, Mary, with two children, who had recently separated from her partner.

Mary was struggling to manage on \$400 a fortnight after paying debts. She had an outstanding phone bill, car repayments to be made, a water bill due in three weeks, an overdue power bill, traffic fines in her name (although her former partner was driving the car at the time) and was concerned about settling property with her ex-partner.

Mary needed to keep the phone service and car to support her children, but also to assist her with a house-cleaning business she was hoping to establish.

The FC service:

- negotiated a moratorium on the car loan;
- contacted the water authority and discovered that Mary wasn't receiving concessions, so arranged for these to apply to her account; and
- assisted Mary to discover she was eligible for a Centrelink advance. Mary accessed a \$500 advance to pay the overdue power bill and the bulk of the phone bill, with a payment plan being arranged for the balance.

The FC service made a warm referral to the Community Legal Service, who assisted Mary with the revocation of the traffic fines citing family violence, and with advice about property settlement.

Mary had been planning to apply for release of superannuation on hardship grounds in order to make a settlement offer on the car loan and other debts. However, she found three cleaning jobs that provided sufficient income, without impacting her Centrelink income, to meet her expenses and resume car loan payments on an interest-free basis.

Parenting Orders Program (POP)

POP Case 1

- Parents - Sally & Tom commence court about their daughter Cassie aged 6, but are redirected to POP.
- Over 12 months, they attend individual and joint counselling, and (separately) Building Better Bridges group work with other separated parents. They discuss helping Cassie adjust to the separation, reducing conflict, improving communication and looking after their mental health.

- When they return to court they hand up their own agreement about Cassie's arrangements as negotiated in POP.

3 years later

- Cassie is now 10. Sally alleges Tom has physically abused Cassie, and refuses him contact.
- Cassie is seen by various child counsellors. Child Protection investigates over six months and then close the case.
- Sally refuses to recommence Tom's contact. Tom starts court action.
- The court hears the evidence, and makes new orders granting each parent 50/50 time and orders them back to POP to work on repair of their fractured parenting relationship and implementing the shared parenting arrangement. Cassie is required to attend the POP Jigsaw group for children.

POP Case 2

- Cassie is now 11. She attends Jigsaw every Wednesday afternoon for six weeks, with five other children whose parents are also separated. During group work Cassie talks about feeling sad when she wasn't seeing her dad, her parents being angry and sad all the time and feeling stuck in the middle. She worries a lot.
- Tom completes group work for a second time. Sally refuses to complete group work or engage with the POP counsellor but is seeing another counsellor.
- Tom reports some improvement in communication between him and Sally and they continue implementing 50/50 time arrangements for the next 2 years.

POP Case 3

- Tom recontacts POP, saying Cassie, now 13, wants to speak with the POP counsellor. POP contacts Sally, who consents to this. Both agree to participate in a feedback session after the counsellor speaks with Cassie.
- Cassie tells the counsellor that her parents continue to be in conflict, that she feels stuck in the middle, that she loves them both and that they are not listening to her.
- With Cassie's consent, the counsellor feeds this back to her parents; then, over several sessions, the parents work with the POP counsellor.
- Three months later, Cassie rings the POP counsellor to tell her things are a bit better for her in her family.

board of directors



President

Greg Pearl Dip Ed, B Health Admin

Appointed to the Board on 8 June 2007. Greg was elected President on 25 October 2011. Greg was the Director of Infrastructure at Albury Wodonga Health until his resignation in July 2016.



Vice President

Robyn Gillis BSc, AssDip OHS, Mas HSM, GAICD

Appointed to the Board on 25 October 2011, Robyn is the Operations Director of Albury Wodonga Regional Cancer Centre and Business Development. Robyn was formerly CEO for Tallangatta Health Service and also has a history of employment in Health and Safety & Environment.



Treasurer

Dean Bocquet CPA

Appointed to the Board on 25th October 2012, Dean was appointed Treasurer in 2013. Dean has previously assisted UMFC in a strategic planning role before appointment to the Board. Dean has a strong background and connection to the region/community and acts as a business and taxation advisor to SME's across the country.



Member

Paul Robb Solicitor, BEc LLB

Appointed to the Board on 23rd February 2017, Paul practiced as a solicitor, most recently with Robb & Associates, specialising in Criminal and Personal Injury until retirement in June 2016. Paul has been involved with a number of community based organisations and is currently a board member of Hothouse Theatre.



Member

Liz Heta Dip Bus Mgt

Appointed to the Board on 26th August 2013, Liz is a Wiradjuri woman who has been an active member of the Albury Wodonga Aboriginal Community for many years. Liz is employed as an Aboriginal planner and Partnership Officer for DHHS and has a background in health, HACC and community development.



Member

Sunita Rama LL.B, BEc

Appointed to the Board on 25 October 2011, Sunita is a Family Law Solicitor in her own business Rama Myers Family Lawyers and was previously employed as a Judges Associate to Justice Kay of the Family Court Melbourne. Sunita is also a Board Member of St David's Uniting Care.



Member

Anita Smith Grad Dip Regional & Community Development, GDip BA (Strategic Mang), B Bus (Acc)

Appointed to the Board in December 2015, Anita is passionate about regional economic and social development, in particular within Northern/North East Victoria. Anita has worked in senior management/executive roles within state government and the health sector.



Member

Thomas Crumpton Phot, EEN, CPT, Adv Dip Mgt

Thomas is the National Services Manager for Workways Australia and is responsible for service delivery of State and Federal employment and community programs in Victoria and NSW. Thomas has a strong commitment to working within the community services industry and is passionate about making a difference to the lives of disadvantaged people through empowerment.



CEO & Secretary

Luke Rumbold

BA, BSW, MSW, PhD, FAIM

Luke is currently the CEO of UMFC and has been with UMFC since 17 September 1984.

our people & org chart

In 2017-2018 the UMFC workforce was made up of **141** employees, of which:



86% female employees

14% male employees



71 full-time employees

70 part-time casual employees



36% employed at UMFC for over 5 years

Board of Management

Chief Executive Officer
Luke Rumbold

Director of Client Services
Sheri Moulton

Director of Workforce Services
Fran Stoner

Director of Business Services
Ray Woodhouse

Family Relationship Services

- Parenting Orders Program
- Children's Contact Service
- Post Separation Counselling
- Family Relationship Centre
- Financial Counselling

Out of Home Care Services

- Foster Care
- Kinship Care

Child & Family Services

- Child FIRST
- Family Services
- Early Years

Aged & Disability Support Services

- Support Options
- Interchange

Hume Riverina Community Legal Services

- Generalist Outreach N/E Vic & Riverina
- Family Violence & Family Violence Youth Service
- Cooperative Legal Service Delivery
- Child Protection
- Health Justice Partnership
- FamilyLaw/Family Violence

Business Services

- Projects & Quality
- Finance
- Human Resources
- Administration
- Communications

Networks

- Family Law Pathways Network
- Child & Family Services Alliances

the Betty McLean award

The Betty McLean Award gives recognition to the work of the many volunteers who assist UMFC in achieving its mission of strengthening families to build vibrant communities. Volunteers give their time, skills, and energy to our programs on a regular basis and without them we would not be able to function.



This year we are delighted to announce that the winner of the Betty McLean award is Sarah Pearce.

More than five years ago, Sarah started as a law student with Hume Riverina Community Legal Service and her dedication was quickly evident.

Sarah began helping with administration tasks and researching and preparing Community Legal Education presentations, and eventually advanced moving into assisting the solicitors with casework and advice as she followed her dream to become a lawyer.

Her willingness to help out after she completed her studies gave her the opportunity to learn plenty from experienced lawyers, understand how a community legal service runs, and see the difference that can be made in people's lives through effective legal assistance.

In the last year, Sarah volunteered for 114 days, donating 855 hours of her time and assisted lawyers to deal with more cases and advices than otherwise would have been handled. This commitment is even more praiseworthy for her commuting from her home in Corowa to volunteer.

Sarah is a wonderful example of going 'above and beyond' as a volunteer and her valuable input is acknowledged and her contribution to the service is appreciated by the HRCLS team.

Previous Winners:

Margo & Kevin Fox	2000
Shirley Dobson & Brian Hayes	2001
Georgina and Niall Reidy	2002
David Milan	2003
Leigh Ferguson	2004
Roslynne & Neville Burgen	2005
Harry Johnson	2006
Pat Nimmo	2007
Eugene Butkowski	2008
Shani Robertson	2009
Dusan Jovetic	2010
Sharon & Jim Gambold	2011
Peter Bridle	2012
Chris Hollonds	2013
Jessica Thurling	2014
Peter Uniacke	2015
Yvonne Stevens	2016
Linda Grellman	2017

UMFC Life Members

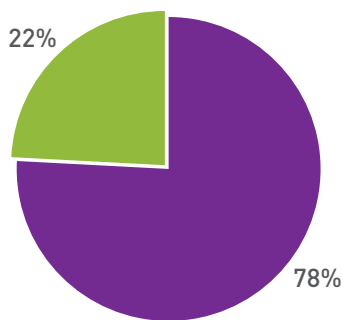
The Very Reverend David Thawley	1989
Frank Maestrioanni	1989
Shirley Rutherford	1991
Lou Lieberman	1993
John Taylor	1994
Graham Andrew	1994
Berta Laubli	1995
Betty McLean	1999
Rhonda Stein	2000
Violet Coles	2001
Nancy Mason	2005
Alan Cracknell	2005
George Pender	2005
Gillian Mallinder	2008
Sue Blake	2011
Jeff Wittig	2011
Jill Knights	2011
Phil Oates	2015
Lester Sawyer	2016

treasurer's report & financial summary



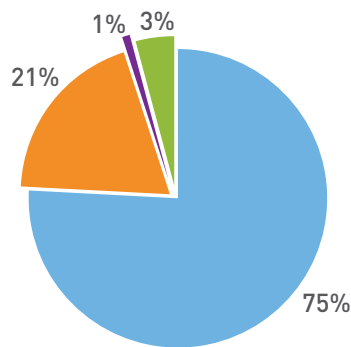
Treasurer
Dean Bocquet CPA

UMFC Expenses 2018
\$12.5m



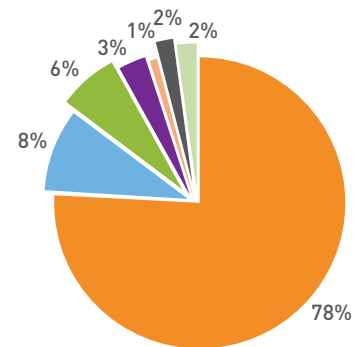
- Staff Expenses \$9.8
- Operating Expenses \$2.7

UMFC 2018 Revenue Source Split
\$13.4m



- State Government
- Federal Government
- Trusts, Grant & Fundraising
- Fees for Service
- Other Revenue

Expenditure 2018 by Percentages
\$12.5m



- Employee Related Expenses \$9,841,458
- Direct Program & Client Expenses \$1,022,543
- Office & Administration Expenses \$750,002
- Depreciation & Amortisation Expenses \$369,907
- Occupancy Expenses \$130,150
- Borrowing Costs \$159,275
- Other Expenses \$279,623

The strong financial performance and the solid future sustainable position of the Agency is accurately reflected in the Audited reports for the year ended 30 June 2018.

Total Revenue (**\$13,438,234**, 2017 \$13,839,257) provided a Net Surplus of **\$858,276** (2017 \$1,068,028) which was an excellent result given the continued upward pressure on operational costs (not program related), increasing by \$316,731 (2.82%). Total Liabilities were **reduced by \$855,822** (to \$7,153,198) with a Total Equity position of the Agency at 30 June 2018 of **\$10,641,483** (an increase of **8.78%**).

The ability and capacity of the Agency to maintain an enhanced level of cashflow (and cash reserves), whilst reducing bank (property) debt and providing quality services and programs to clients is a wonderful testimonial to the hard work and diligence of the Management, Operational and Finance teams.

The Board continues to appreciate the fantastic efforts and diligence of the Finance team and this is reflected in the smooth administration of, and positive outcome resulting from the independent audit undertaken each year.

thank you

UMFC extend a warm "thank you" and our heartfelt appreciation to all who have supported us in the community for over 35 years, in particular, our donors, volunteers, carers and local communities and look forward to strengthening this bond for many years ahead.

Volunteers are the life blood of our community and at UMFC we are continually astounded by the strength of support, time, skills and experience given by our volunteers to help care for our children and families.

Numerous donors also sustain our agency with financial contributions assisting us to provide care and support to

families and individuals in our region. Thank you to our donors for your generosity and support – even the smallest contribution can help change a life.

If you would like to make a difference and work as a volunteer or carer, please call us on **02 6055 8000** or **03 5720 0000** for further information.

Government

Federal

Department of Social Services
Attorney-General's Department
Department of Health

State

Department of Health & Human Services
Department of Justice & Regulation
Department of Education & Training
Victoria Legal Aid
Legal Aid NSW
Victorian Legal Services Board

Contributors

Sponsors

SS&A
Rowly and Judy Paterson
Vukasinovic Family
Dutch Media
2AY Ace Radio
Hume Bank
The Printer Wizards
Prime 7
David, Martin, Ross & Stuart Baker
Best Western Travel Inn
Delited Cleaning

Discount Grocery Warehouse
IT Connexion
Speciality Press
Keith Marshall
John Taylor
George and Andree Pender
Albury Wodonga Triathlon Club
Lions Club Lavington
Wangaratta Lutheran Op Shop
Wangaratta Telstra Business Centre

... and many generous individuals.

Carers and Volunteers

Partners

Local Government
Local Partners
Mallee Family Care
Mungabareena
Oz Child



Wodonga - Head Office

27 – 29 Stanley St, PO Box 725
Wodonga, Vic 3689

P 02 6055 8000
F 02 6022 8099

Wangaratta Office

36 Mackay St, PO Box 389
Wangaratta Vic 3676

P 03 5720 0000
F 03 5720 0099

Hume Riverina Community Legal Service

27 – 29 Stanley St, PO Box 31
Wodonga Vic 3689

P 1800 918 377

Aged & Disability Support Services

76 Nordsvan Drive, PO Box 725
Wodonga, Vic 3689

P 02 6055 8000
F 02 6057 8499

Family Relationship Centre

282 Beechworth Rd, PO Box 725
Wodonga Vic 3689

P 02 6057 5399
F 02 6022 8633

Family Relationship Services

681 Young St, PO Box 72
Albury NSW 2640

P 02 6057 5399
F 02 6021 2633



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Australian Government

