



Upper Murray Family Care

# 2019 Annual Report



Rural Health Week

umfc FAMILY CARE  
• GENERAL PRACTICE  
• NURSING  
• PHARMACY  
• MENTAL HEALTH  
• ALLIED HEALTH  
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umfc  
27 - 29 stanley street

the future home of  
umfc  
Upper Murray Family Care

umfc  
Upper Murray Family Care



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thank you

# mission, values and child safety commitment

## Mission

Strengthening families and individuals 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

The year has been one of reflection and progress on a number of fronts. 2019 marks UMFC's 40th year. To acknowledge this history, the agency held a very interesting meeting in May with guest speaker Professor Dorothy Scott AM providing an overview of our sector covering the last 100 years with a focus on Victoria. Later in the year we held another meeting looking at UMFC's history with the voices of significant people who were part of our story from inception to the present day. These opportunities to remember, highlighted how far UMFC has come from its founding in 1979.

One of the key activities occupying our time this year has been around the transition of aboriginal children to an Aboriginal Community Controlled Organisation (ACCO). This is the expression of the Victorian government's aboriginal child placement principle. This policy is aimed at producing the best outcome for aboriginal children, who are over represented in out of home care, by ensuring strong links to their culture. UMFC in partnership with DHHS, Mungabareena and VACCA have been meeting regularly to plan and implement the move of aboriginal children in placement with UMFC to VACCA.

UMFC was fortunate to be invited to the State wide Aboriginal Children's Forum in Port Fairy (September 2018) and Horsham (February 2019), where the transition to ACCOS was a major agenda item. The support of the placement principle is universal, the debate is over the method most effective to achieve the goal.

The UMFC Board has had a busy year conducting their triannual strategic plan review in February 2019 with a weekend meeting with senior staff. The plan includes an emphasis on raising the agency's profile as a means of increasing independent income to strengthen UMFC's capacity to meet present and future needs. Consequently the Board has engaged local marketing company, Border Café in 2019 to develop appropriate promotional material.

To date, a very positive campaign has seen the agency feature more regularly in local media outlets increasing our social media profile accordingly. A short video featuring some of our diverse families has been produced and received very good responses. Our profile raising included an entry into the Albury Wodonga Business Awards where we were a finalist in the Outstanding Not for Profit/ Community Organisation category.



In March 2019 we went through our triannual DHHS audit and passed with flying colours which was a tribute to our staff and volunteers and reflected our commitment to providing the highest standard of services possible to our community.

The year also saw a growing concern across our sector on the compliance burden caused by the increasing shift of risk and regulation onto agencies by government. This concern is not only in the direction but by the lack of any commensurate resourcing to match such increased responsibility. We have seen the inquiries into other sectors and the poor outcomes resulting from systems under strain or perverse incentives that create the very problems the sector is supposed to address. It would be very regrettable and unnecessary for our sector to have to be in the same situation due to inadequate funding. This is especially true for Victoria given the network of quality community organisations with a proud record of achievement, some for much longer than UMFC's 40 years.

That the review of UMFC's history this year was so encouraging and stimulating is a demonstration of how the agency has met the challenges, such as those outlined above, successfully for 40 years. It is a tribute to the vision and leadership of many good people. This year has been no exception and credit is due to Board, staff and volunteers supported by our donors and businesses who share our mission.

Finally, a word of thanks to our public servant colleagues and the governments they serve for their support and funding which allows our work to continue."

**Greg Pearl** President  
**Luke Rumbold** CEO

# umfc by numbers

## Child & Family Services



**1393**

the number of families supported



**3276**

the number of children supported

## Hume Riverina Community Legal Services



**2,040**

the number of clients supported



**1,914**

the number of legal advice

## Foster Care & Kinship Care Services



**313**

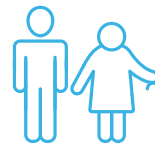
the number of children in placement



**283**

the number of placement households

## Aged & Disability Services



**457**

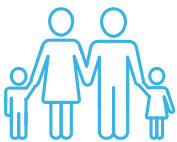
the number of families supported by aged and disability support services



**49**

the number of volunteers involved

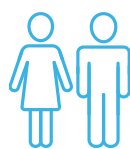
## Family Relationship Services



**697**

the number of families supported

## Financial Counselling Services



**629**

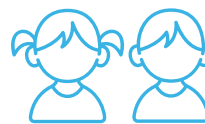
the number of clients supported



**28**

group participants

## Trust in Kids Children's Fund



**72**

the number of children who received assistance



**\$11,722**

the total value of assistance

# 40 years of event history

- 1972** Victorian Social Welfare Department starts regionalisation, creating 18 regions across the state.
- 1976** Wangaratta and Wodonga in Upper Murray region.
- 1978** Community Welfare Services Act replaces the Social Welfare Act (1970) and creates the Department of Community Welfare Services.
- 1979** Upper Murray Family Care established 26th February by Melbourne Family Care in consultation with Department of Community Welfare Services.
- 1983** 29 Stanley Street Wodonga opened.
- 1984** 20 Ely Street Wangaratta opened.
- 1985** Upper Murray Family Care becomes Incorporated.
- 1987** Community Services Act creates Community Services Victoria.
- 1988** Upper Murray Family Care independence from Melbourne Family Care.
- 1989** Children's and Young Person's Act.
- 1994** Mandatory Reporting of Child Abuse
- 1995** Federal Government Stolen Generation Report
- 1996** Department of Human Services replaces the Department of Health and Community Services.
- 1997** Victorian Government apology to the Stolen Generations.
- 2000** Nordsvan Drive Wodonga office opened.
- 2004** Mackay Street Wangaratta office opened.
- 2005** Child Wellbeing and Safety Act. Children Youth and Families Act. Working with Children Act.
- 2006** Victorian Government apology to Forgotten Australians. Federal Government Family Law reforms. Mitchell St Albury office opened.
- 2007** Beechworth Road Wodonga office opened.
- 2010** Department of Human Services II.
- 2011** Young Street Albury office opened.
- 2012** Protecting Victoria's Vulnerable Children Inquiry.
- 2012-13** Victorian Inquiry into Child Abuse by religious and other organisations.
- 2013-17** Federal Royal Commission into Institutional Responses to Child Sexual Abuse.
- 2015** Department of Health and Human Services replaces Department of Human Services. Hume region demerged to form Ovens Murray and Goulburn areas.
- 2016** Victorian Royal Commission into Family Violence.
- 2017** Children's Youth and Families Act amended. UMFC rebrand. 27/29 Stanley Street Wodonga opened. NDIS Ovens Murray.
- 2019** Victorian Royal Commission into Mental Health.

# 40 years of service history

- 1979** Rhonda Stein appointed Director of UMFC  
Foster Care
- 1980** Family Group Home (1980-1995)  
Family Aides (Wangaratta)
- 1982** Family Counselling (Wangaratta)
- 1983** Family Aides (Wodonga 1983-1986 to Wodonga Council)
- 1984** Luke Rumbold appointed as CEO of UMFC
- 1986** Family Day Care (1986-2013)  
Pre-school Field Officers
- 1988** Interchange (Wangaratta)  
Family Counselling (Wodonga)
- 1989** Financial Counselling
- 1990** Family Violence Outreach (1990-1995 to UHCHS)
- 1991** Emergency Foster Care (Wodonga Council to UMFC) Family Day Care (Wangaratta to Council)
- 1992** Interchange to Benalla/Mansfield
- 1995** Foster Care to Benalla/Mansfield
- 1996** Family Aide (Wodonga from Council to UMFC)  
Children's Services Resource Development Officer (1996-2006)
- 1997** Carer Respite Information Service (1997-2006)
- 1998** Albury Wodonga Legal Service Interchange to Wodonga
- 1999** School Based Counsellor (Wodonga 1999-2000)
- 2000** Family Options  
Family Aides & Family Counselling to Enhanced Support for Families
- 2001** Children's Contact Service
- 2003** Supporting Kids (2003-2006)
- 2006** Drought Counselling (2006-2008)  
Family Dispute Resolution Mitchell St Albury
- 2007** Family Relationship Centre  
Parenting Orders Program  
Non Interest Loans Scheme
- 2008** Child FIRST (Wodonga)
- 2009** Child FIRST (Wangaratta)
- 2011** Federal Financial Counselling (2011- 2016)
- 2013** Trust in Kids Fund
- 2017** Support Options and Interchange merge to form Aged and Disability Services (ADSS)
- 2018** Federal Financial Counselling
- 2019** Targeted Care Package Program



# the board



## 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 Albury Wodonga Regional Cancer Centre. Robyn previously worked as CEO for Tallangatta Health Service and was formerly the CEO for the Queen Elizabeth Centre Early Parenting Public Hospital. Robyn 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.



## 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.





**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

Appointed to the Board on 26th October 2017, 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.



**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.



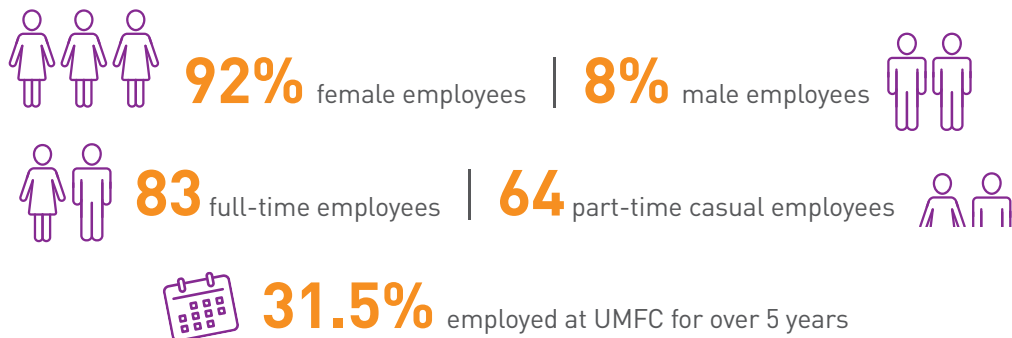
**Member**

**Kirsten Genter** Adv Dip FS (FP)

Appointed to the Board 23rd May 2019, Kirsten is a Financial Adviser with RSM Financial Services. Kirsten has been providing advice to clients in the Murray and Riverina regions for the past 12 years and is passionate about helping primary producers and those businesses providing services to the agricultural sector. Kirsten is the Corporate Social Responsibility champion at RSM Albury, helping to facilitate RSM's local community involvement and support programs to ensure staff have a positive impact in our local community.

# our people & org chart

In 2018-2019 the UMFC workforce was made up of **147** employees, of which:



## 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
- Targeted Care Package

### 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
- Family/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 and individuals 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 Beck Jones.

Beck has been a Foster Carer with UMFC for more than 10 years, and she still ranks among our most enthusiastic and committed carers. With a background in

Early Childhood Development and having parented three of her own, Beck came to fostering with plenty of theoretical and practical knowledge about loving and looking after kids. She is practical, kind, child-focussed and generous. Beck opens her home and her family to our most vulnerable clients and her generosity doesn't end with the children in her care. Beck is always a valuable participant in training, she has assisted other carers by being a part of delivering training and she is an enthusiastic participant in many additional events such as OoHC Camps and even interstate conventions!

Some of our most difficult-to-place clients have stayed in Beck's home. Some for only a few nights, others for months! Many of you would know that adolescent clients bring a particular set of needs and challenges, but Beck is always willing to take them on. Despite advising us of a preference for short term placements, Beck has also taken on longer term placements, to great success.

For example, Beck provided a placement for a young lady, a teenager with some pretty worrying behaviours and a significant trauma history. She came to Beck when her previous placement ended in rather difficult circumstances. Beck was able to provide this young lady with compassionate care and a sense of stability that mattered very much to our client. She wasn't just "safe" her preferences were sought and heard and her dreams for "what comes next" (that is, after foster care) were taken seriously. So much so that Beck took a trip to Queensland with this young lady, to check out a dance academy she wanted to attend, to meet an Aunt she

wanted to live with and to help put in place all the practical supports that would be required for such a big move. The move went well and that young person still keeps in touch. Despite her background in early childhood development, Beck has an innate knack for giving teenagers the right mix of rules, responsibilities and freedoms. When we're all so caught up in limiting risk for kids, Beck finds the right mix of freedom to fail, and loving care.

And just when we thought she had given all she had, she met a new partner and he became an accredited foster carer too! She cares about kids, she cares about her community, she cares about (and recruits!) other carers and her enthusiasm is endless. For all of those reasons, we simply couldn't be happier to have Beck Jones recognised this year with the Betty McLean Award.

## Previous Winners:

Margo & Kevin Fox	2000
Shirley Dobson & Brian Hayes	2001
Georgina and Niall Reidy	2002
David Milan	2003
Leigh Ferguson	2004
Roslyne & 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
Sarah Pearce	2018
Beck Jones	2019



# Lifetime Membership award

## Life Membership awarded to Robyn Norton



Robyn commenced with UMFC on 11th January 1982 with a qualification in Nursing and retired on the 1st February 2016 totalling 34 years of service.

Robyn originally came to the Agency as she had a passion for working with people and wanting to help them. This

career change also worked in with having a young family and needing a change from her nursing night duty responsibilities.

Starting out as a Family Aide Worker in the Wangaratta area, Robyn held a range of roles following on from this as a Family Support Worker, Coordinator Family Support, Senior Family Services Worker, then finally progressing to Team Leader of Family Services of Wangaratta and Wodonga. Robyn remained in the Family Services Program for the entirety of her time at UMFC.

Robyn over the many years of working at UMFC saw many changes in both policy direction and models of service delivery for vulnerable children and their families. Robyn believes that the majority of these changes have been for the better and the increased resources has enabled families to grow and have many more options in life.

Robyn's commitment to the program and Agency remained steadfast for the entirety of her work at UMFC as did her passion and dedication to making a difference in the lives of children and their families.

### UMFC Life Members:

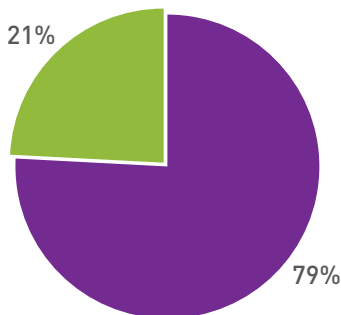
The Very Reverend David Thawley	1989
Frank Maestrioanni	1989
Shirley Rutherford	1991
Lou Lieberman	1993
John Taylor	1994
Graham Andrew	1994
Berta Laubli	1995
Betty McLean	1999
Rhonda Stein	2000
Violet Coles	2001
Nancy Mason	2005
Alan Cracknell	2005
George Pender	2005
Gillian Mallinder	2008
Sue Blake	2011
Jeff Wittig	2011
Jill Knights	2011
Phil Oates	2015
Lester Sawyer	2016
Robyn Norton	2019



**Treasurer**  
Dean Bocquet CPA

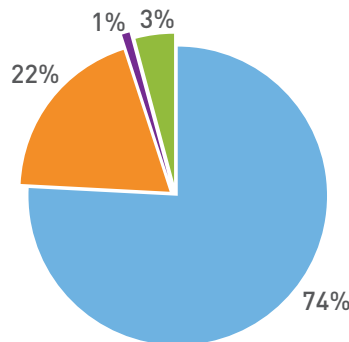
# treasurer's report & financial summary

2019 Expenses  
\$13.2m



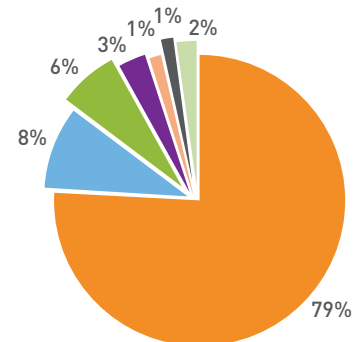
- Staff Expenses
- Operating Expenses

2019 Revenue  
Source Split \$13.7m



- State Government
- Federal Government
- Trusts, Grants & Fundraising
- Other Revenue

2019 Expenditure Analysis  
by Percentages \$13.2m



- Employee Related Expenses
- Direct Program & Client Expenses
- Office & Administration Expenses
- Depreciation & Amortisation Expenses
- Occupancy Expenses
- Borrowing Costs
- Other Expenses

Prudent and responsible Management, coupled with strong financial governance and approach describes the Agency's Treasury framework.

Impressively and diligently led by Ray and Liesel, the Finance team and Treasury function protects and nurtures the financial position of the Agency, with a Revenue Surplus of **\$519,706** for the 30 June 2019 period (\$858,276, 2018 year) and Equity/Net Capital as at 30 June 2019 of **\$11,161,189** (\$10,641,483, 2018).

Cash held on Hand increased by \$338,776 during the reporting year to **\$8,329,946** and total debt liability reduced by \$267,638 to \$2,777,408. Land & Buildings continue to be disclosed at Cost Value (not current market).

The Agency continues to operate in a challenging environment, as it strives to provide quality programs and services to the community and our clients, whilst navigating income and cost pressure. The Board is working to identify and implement new strategies that creates a sustainable financial model that will ensure the vibrant and meaningful operation of the Agency into the future.

# thank you

UMFC extend a warm "thank you" and our heartfelt appreciation to all who have supported us in the community for 40 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

## Carers and Volunteers

### Partners

Local Government  
Local Partners  
Mungabareena Aboriginal Corporation  
VACCA

## Sponsors

SS&A  
Vukasinovic Family  
Rowly and Judy Paterson  
2AY Ace Radio  
Border Café  
Dutch Media  
Prime 7  
WIN  
The Printer Wizards  
Best Western Travel Inn  
Hume Bank  
Delited Cleaning  
itconnexion  
McRae Motors

Impact Plumbing & Refrigeration  
David, Martin, Ross & Stuart Baker  
Keith Marshall  
John Taylor  
George and Andree Pender  
Lions Club Lavington  
Wangaratta Lutheran Op Shop  
Bears Softball Club  
J & K Comadino Sapphire Sky Homes  
Jacks Rags  
Victory Lutheran College  
Wodonga Bulldogs Football Club

... and many other generous individuals.





### Head Office

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

P 02 6055 8000  
F 02 6022 8099

### Hume Riverina Community Legal Service

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

P 1800 918 377

31 Stanley St, PO Box 725  
Wodonga Vic 3690

P 02 6055 8000  
F 02 6055 8099

76 Nordsvan Drive, PO Box 725  
Wodonga, Vic 3689

P 02 6057 8400  
F 02 6057 8499

### Family Relationship Centre

282 Beechworth Rd, PO Box 725  
Wodonga Vic 3689

P 02 6057 5399  
F 02 6022 8633

681 Young St, PO Box 72  
Albury NSW 2640

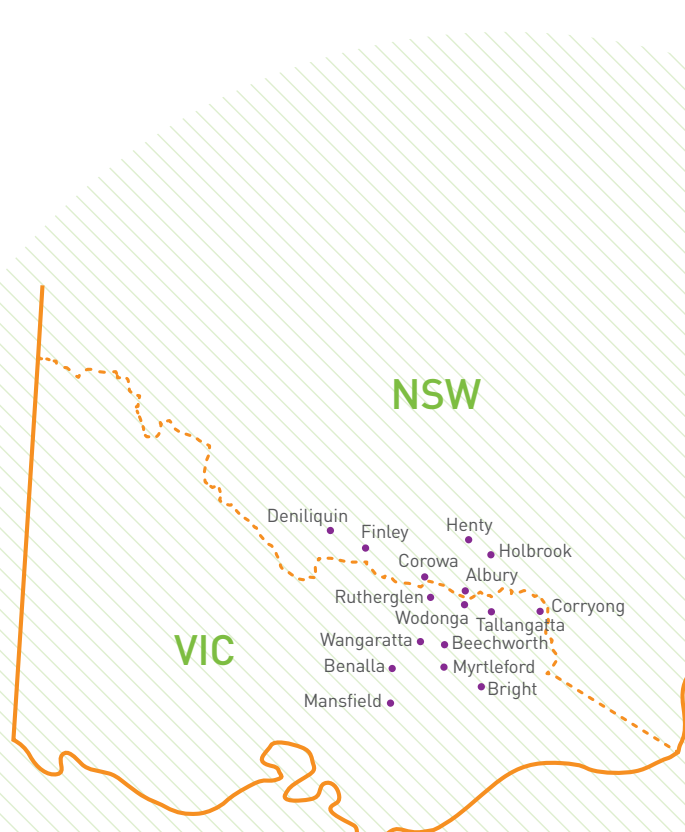
P 02 6057 5399  
F 02 6021 2633

36 Mackay St, PO Box 389  
Wangaratta Vic 3676

P 03 5720 0000  
F 03 5720 0099



UMFC acknowledges the support of the Victorian and the Australian Governments.







FAMILY  
RELATIONSHIP CENTRE  
STRENGTHENING  
RELATIONSHIPS  
HELPING FAMILIES  
TOGETHER

FRIENDS  
GROUP  
1980-2000

hume riverina  
community legal  
service  
FREE LEGAL ADVICE 1800 918 3...

29