

umfc

Upper Murray Family Care

2020 Annual Report



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UMFC has been working with vulnerable children, families and communities since 1979.

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thank you



mission, values and strategic plan

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.

UMFC Strategic Plan

Board Purpose

To represent community ownership and accountability through good governance and clear strategic direction.

Strong Governance

Maintain a strong risk management approach aimed at ensuring operational excellence and community engagement.

Appropriate Resources/Infrastructure

Ensure robust systems and supportive infrastructure are in place to deliver services.

Increased Income Independence

Ensure diverse funding sources to provide UMFC financial security for planning and decision making.

Growth and Expansion

Align with government and organisational objectives to increase range of programs and partnerships.

Recognised Leader in the Sector

Build reputation as the leading provider of family care services in the region.

Outcomes focused Client Services

Ensure outcome measures are in place across all services and that they reflect client progress.

Great People

Maintain a diverse and representative workforce and skill based well connected Board.

Cultural Competence

Provide culturally competent services and enhance access for Aboriginal and Torres Strait Islander Peoples.

president & ceo report



Dean Bocquet
President

Whilst attending the 2019 UMFC Annual General Meeting, I noted a comment that reflected the nature of our Agency and its evolution over the past 40 years – ‘we are a Courageous Agency’. This observation resonated with me and I trust that we can continue to be courageous for another 40 years, meeting the social challenges facing the wider community through our work to strengthen families.

On behalf of the Board I wish to thank all UMFC stakeholders and donors who continue to support us and enhance the Agency’s capacity to protect the vulnerable and to build vibrant communities.

2020 has been a remarkable period of unrest and social and economic disturbance, however the Agency, through the dedication and hard work of our fantastic staff & volunteers has continued to connect with, and support our clients, providing a safe space through our various programs and community initiatives.

The role of the Board is to ensure strong governance and strategic direction, and guide the Agency in order to establish a sustainable and effective community organisation – one that upholds the highest social values and compassionately meets the challenges of our social environment. This year marks a change in how we interact with our clients, and challenges our ability to effectively support our community – the pandemic (and subsequent circumstances) will continue to force us to find new ways to work, to help, to be of benefit. The Board is committed to meet these challenges and to ensure that staff welfare and effectiveness is a priority, and clients continue to be protected and nurtured with the highest level of respect and empathy.

Through the on-going hard work and superior efforts of our staff and the stewardship of the SMG, the Board is confident the Agency will remain ‘courageous’ and continue its beneficial impact in the region.

I would like to acknowledge Greg Pearl – his Presidency and leadership of the Board was outstanding and we wish him well and Luke Rumbold – equally impressive. Luke promotes the ‘evolution’ of the Agency to ensure we remain a leading NFP community supporter and continue to impact families in a positive, warm and beneficial way.

Finally, appreciation to the members of the Board who volunteer their time, and provide a diligent and thoughtful contribution towards to Agency’s best interests. Thank you.



Luke Rumbold
CEO

The 2019/20 year has been the most unusual in UMFC’s 40 Year history. We all know why and I believe it has demonstrated both the value of strong place based community organisations and the resilience of regional communities. Our Community (and here I’m including our staff, volunteers and service users) went from bushfires to pandemic, with the added complexity of cross border issues with patience, courage and endurance that needs to be recognised and admired.

The year clearly showed that with support (and kudos to both State and Federal governments and their relevant departments) that our people were up to the challenge. As one small example shows, our Out of Home Care Service still recruited new Foster families throughout the year. A staff survey conducted showed high levels of morale and appreciation for support received from supervisors and equipment provided to shift to home based virtual service delivery.

There is, however, the recognition that managing through tough times is one thing, coping with what comes after is another. Everyone is well aware that the year has tested our people and systems like never before. However, there is also the recognition that there will be medium and long term consequences to this experience.

As long as UMFC enjoys the level of support we have to date, I have every confidence that we will continue to meet the current and future needs of our community. My acknowledgment to funders, donors, volunteers, staff and wider community is insufficient thanks, but I hope our performance rewards your belief and investment in our Mission.

having an impact
since 1979

Aged & Disability Services Carers Support Services



291

the number of carers
in Carer support groups



730

carers supported by the
Support for Carers Program



202

people supported
through the CHSP

Family Relationship Services



697

FRS programs



28

group participants

Interchange Services



38

the number of clients



64,243

hours of support

Financial Counselling Services



629

clients supported by
government funded positions

Foster Care & Kinship Care Services



192

the number of children
in placement



181

the number of
placement households

Hume Riverina Community Legal Service



1,568

the number of
clients supported



1,770

the number of
legal advice

Child & Family Services



1,567

the number of
families supported



4,588

the number of
children supported

Trust in Kids Children's Fund



56

the number of children
who received assistance



\$23,639

the total value
of assistance

service reports



The maiden launch of our Zoom meetings!

Child and Family Services

The COVID Rollercoaster

Here we are in October 2020 and looking back at the last 6 months it certainly has not been the year that we thought it would be. March this year took us all by surprise and changed the world we know in a way that we never imagined. Our office doors closed, we were not able to visit with children and families, and liaise with professionals or services in the manner that we always have. Working from home, remote schooling, hand sanitiser, social distancing, masks and eye protection impacted our lives both professionally and personally and screen fatigue has become a reality.

Staff wellbeing and morale has been tested during this time, however they have remained resilient and strong and making sure they are connected as teams and a workforce like never before. Silly hats, bad haircuts, trivia and a good sense of humour has kept spirits high.

CaFS over the course of the year have made many changes sometimes daily in response to safe practice and still delivering a service to children and their families.

Fluctuation in COVID restrictions reducing capacity to go into homes and complete face to face visits and engage with children and their families has had a significant impact on our service delivery. We have continued to support in a variety of ways, namely via video technology such as Teams, Zoom, Skype, Face time and WhatsApp. Video platforms replaced face to face visits, staff members navigated technology requirements for over 150 families in the space of a few weeks, so that connection with children and families could continue, which was no mean feat!

We keep our distance physically, which means keeping connected emotionally is more important than ever.

CaFS staff have remained professional and dedicated in a very complex and uncertain time. Their dedication and commitment to keeping young children and their families supported and safe has remained steadfast.

Aged and Disability Services

How do you stay connected when you have to stay at home?

Caring for someone, especially someone who has cognitive loss can be challenging and at times lonely, especially in 'an unprecedented time' like we have had with COVID-19 where we have been restricted to home boundaries and where respite care and home supports have been suspended.

Carers who had been attending UMFC's Aged and Disability support groups were missing their regular morning teas and contact with the group members. With face to face contact a long way off, the program submitted a funding initiative to purchase ipads to set up a Connections Project.

Extremely eager, but also unbelievably anxious we had 8 immediate responders. "I don't know how to use a computer but I would love to learn", "I am missing everyone so much it would be so lovely to be able to catch up again", "I am so excited about this opportunity, I know I have been missing out on so much". "I didn't think I would ever need a computer, but I think it is the only way to stay connected"

With a little (well maybe a bit more than a little) technical support, the first Zoom meeting was set up. With just a couple of hiccups they were up and running. While it's still early days these group of tenacious carers are proving it's never too late to learn something new.



As one carer has said, "It has opened my world, I think I have pushed every button, I have even managed to make a glamorous photo of myself. I'm too scared to do anything with it though in case I lose it."

Hume Riverina Community Legal Service

Like many community services working with vulnerable and disadvantaged people needing a helping hand, COVID-19 tipped the Hume Riverina Community Legal Services service model on its head.

With most advice delivered in face-to-face outreach clinics, of which there could be up to 12 a week, the move to phone appointments was quickly adopted. In the space of two weeks, every staff member was working from home, and office visits strictly limited to essential tasks only. People adapted quickly to the new working environment, and while the service's capacity was reduced slightly through the cancellation of the volunteer clinics, clients referred from key partners remained the priority.



For a region ostensibly COVID-19 free, it was a shock to the region when the NSW border closed from 8 July, with a 48-hour announcement for local residents to prepare for arguably the most restrictive impositions seen in the country.

The strong relationships HRCLS has forged with key partners in recent years have been vital at this time. These included health and community services, and specialist family violence centres working closely with people in crisis. Lawyers remained in constant communication with their contacts, to ensure referrals could still be made both ways, and anyone needing free legal advice had an avenue to receive it.

Legal Aid NSW Riverina Murray's office were also accepting referrals, particularly family law or employment matters, which spiked as COVID-19 forced the closure of many businesses.

Through this approach, anyone needing free legal advice has been provided with an avenue to get help for their problems.



The Hume Riverina Community Legal Service family.

Family Relationship Services

With the closure of our offices due to COVID, FRS adapted its service delivery options and successfully met this challenge. Clients were able to still access the support they needed through the use of multiple modes of service delivery including phone, Zoom and Whatsapp. In June 2020 some limited face to face service delivery recommenced for clients of the Childrens Contact Service who were carefully assessed and screened using all COVID protocols. It was highly rewarding for staff and greatly appreciated by families that this was able to occur.

Staff participated in internal meetings, supervisions and informal catch ups via Teams. Staff from all FRS programs are now adept at using different communications methods for service delivery and it is planned that these will continue to be used in future to enhance service access where appropriate.

Staff wellbeing activities at each FRS site helped the FRS staffing group to maintain morale and motivation. Connections between colleagues who were working from home and in the office were maintained through activities such as daily teams "coffee catch-ups" and virtual lunches with staff also encouraged to take some "timeout" for self-care. Team Leaders demonstrated their appreciation to staff in ways including handmade thankyou cards, "care packs" and fun activities including personalised quiz games (Thanks Peta!).

The FRS Financial Counselling team received additional funding to support the bushfire response to those who suffered the devastating impacts. Our financial counsellors readily stepped up to provide this essential support to assist affected individuals and communities in their recovery journey. The team formed strong working relationships with other service providers and continues to be one of the key drivers supporting this vital work.

service reports

Out of Home Care

In common with other services, it has been an unusual and particularly challenging year for UMFC Out of Home Care. First there were catastrophic bushfires, then came the COVID19 pandemic. This has impacted our staff, our communities, and the carers, families and children with whom we work.

What it has also highlighted is the resilience and strength of everybody involved. Within the OoHC team there is a feeling of "We have got this" and "We are not in this alone" that brings with it a sense of calm, purpose, and positivity.

Staff: Staff have continued their work in a COVID safe way, keeping connected with children, carers and each other using whatever technology is most effective. Zoom, Skype, phone, and face to face are all in the communications mix. The Carer Management team has continued with their recruitment and selection efforts, managing to increase the pool of Carer households throughout the year. In the meantime, OoHC staff have continued to support family time for children and their parents where possible. Orders through the Children's Court for face to face contact between children and parents have been facilitated by practitioners in line with social distancing rules and other COVID safe precautions.

Staff Wellbeing: Staff wellbeing and safety is a primary focus in OoHC. Overall, morale has been quite high due to excellent leadership and support provided by Team leaders and mutual peer support within the teams. Team Leaders have daily catch ups with practitioners and staff are supported through supervision both internal, and external when required.

Working with our partners: We continue to work closely with the Centre for Excellence and The Australian Childhood Foundation, who provide services, support and training opportunities for our staff, carers and the children with whom we work.

DHHS have continued to offer support and guidance to our teams throughout the year, advising UMFC in early April 2020 that it was committed to supporting us through this pandemic. There has been less focus on meeting targets and more on providing resources to support our carers and children. The provision of special one-off funding earlier in the year meant the OoHC Team were in a position to purchase urgently required items to support carers and children with home schooling and enabled funding of Laptops, iPads, internet access, telephone, electricity, and heating, as well as food, recreational and other educational expenses as required.

All in all, it has been a busy year but we are all still here and committed to the work we love.



Business Services

Business Services is made up of Finance, Human Resources, Information & Communication Technology, Reception & Administration Services and last but not least, major Projects' Management.

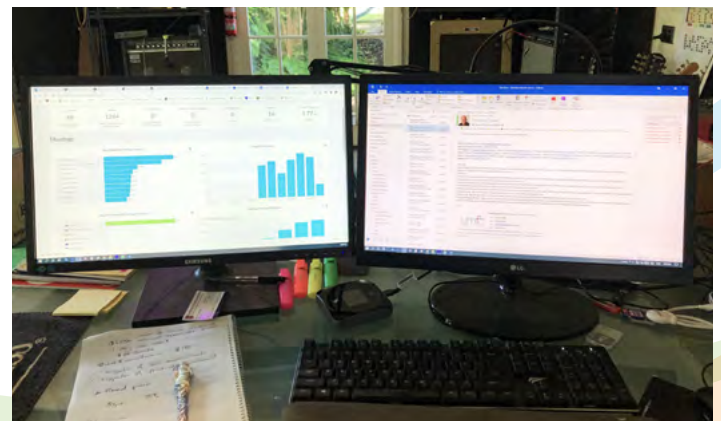
2019/20 tested us in many ways and is ongoing at the time of writing this report. The bushfires were described as 'exceptional in size and impact' and COVID-19 as 'unprecedented'. By late November 2019, every state in Australia was alight when fires broke out in Victoria. The Business Services team had to provide updates to ensure that all workers were safe when travelling to and from work and to deliver services. With the heat, smoke and ever-changing circumstances it was problem solving on-the-run.

With the fires subsiding in late February 2020, senior management were involved in meetings with Federal and State Governments to establish assistance for all those affected by these devastating fires. This resulted in most of our services having to focus on post-fire needs in the region resulting in additional administration, fleet availability, telephones, internet, computers, skilled workers found and office space.

In March 2020, despite the sad loss of human life, wildlife and destruction of homes, forests and livelihoods, we saw a new headline of an emerging global pandemic, COVID-19. This came onto us very quickly and we had to hit the ground running and learn of social distancing, working from home, keeping track of workers, gathering resources such as additional computers and mobile telephones. Sourcing of hand sanitisers, disinfectants, antiseptic wipes, gloves, signage, facemasks (and toilet paper) was akin to foraging rather than shopping.

To provide context, in the first six months since rolling out Zoom video conferencing across the agency, UMFC conducted 1,264 meetings between 4,215 participants over the course of 2,950 hours. This enabled case managers to maintain contact with families, children to maintain contact with their parents (e.g. virtualised prison visits), and managers to stay in contact with a distributed workforce.

UMFC workers' personal and working lives have been modified by these two major events and all have remained resilient, vigilant and connected.



the board



President

Dean Bocquet

CPA

Appointed to the Board on 25th October 2012, Dean was appointed President in 2019. 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 SMEs across the country.



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

Jacqui Vaughan

BCom CA

Appointed to the Board on 25th November 2019, Jacqui is currently an audit manager with Crowe Albury, with a strong focus on the not for profit sector. Jacqui previously worked with YES Unlimited and has held a number of voluntary positions with community based organisations.



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.

Board of Management

President
Dean Bocquet

Chief Executive Officer
Luke Rumbold

Vice-President
Robyn Gillis

Treasurer
Jacqui Vaughan

Quality and Risk Sub-Committee

Audit Risk and Finance Sub-Committee

Members
Sunita Rama
Paul Robb
Liz Heta
Thomas Crumpton
Kirsten Genter



Member

Sunita Rama

LL.B, BEc

Appointed to the Board on 25 October 2011, Sunita is a Family Law Solicitor for Robb & Associates Solicitors 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

Thomas Crumpton

Phot, EEN, CPT, Adv Dip Mgt

Appointed to the Board on 26th October 2017, Thomas is a Regional Manager for Sureway Employment & Training and is responsible for the delivery of the Federal Government's Employment Services Jobactive contract. 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

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.



CEO & Secretary

Luke Rumbold

BA, BSW, MSW, PhD

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

our people & org chart

Total Staff number at 30/06/20 | **145** employees, of which:



92% female employees

8% male employees



76 full-time employees

69 part-time casual employees



35% 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
- Carer Management
- Targeted Care Packages

Child & Family Services

- Child FIRST
- Family Services
- Early Years
- Specialised Programs

Aged & Disability Support Services

- Support Options
- Interchange

Hume Riverina Community Legal Service

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

Deb has undertaken a number of roles with UMFC, commencing in 1995 as a special project recruitment officer with foster care. She continued in a number of family support positions until gaining fulltime employment in the Interchange Program in 2007, a position she held for the next 11 years, a dedicated worker supporting young people with disability and their families.

In 2008 Deb decided she wanted to do more, observing firsthand the additional responsibilities and pressures often placed on families caring for a child with a disability and registered to becoming a volunteer host carer. Deb loved caring for and having children around, she had four of her own and knew she could easily fit another child into their family life.

With her four children Deb commenced her long and committed involvement with Interchange providing invaluable support to many families. Being able to have a break from the continualness of providing care for someone can be immense, a life saver. And for many families Deb has been their life saver. Not only has she given them a break, she has provided a loving, safe and fun place for their children.

Over her 12 year involvement as a volunteer host carer, Deb has supported 21 children and made a significant impact on each young person and their families. For some it has been a relationship developed over a number of years, for others it was a short term respite being provided when most needed.

Deb's strength is her ability to establish strong respectful relationships. She has a genuine interest and concern for others and puts a lot of thought and consideration into how she can best support. She builds special connections and warmly welcomes young people into her home. She works with each young person to assist them to be the best they can be. She spends time setting up routines and encouraging independence. Children look forward to spending time with Deb as they enjoy sharing a laugh and having fun with her.

Deb is currently supporting a young boy with autism who comes to stay with her one night each week and for a full weekend each month, providing regular and reliable respite for the Out of Home carer who he resides with. Having ongoing, regular respite has had an immense impact on supporting and maintaining his Out Of Home Care placement. Caring for this young person can be challenging and his foster carer has expressed immense gratitude in being able to have regular breaks. For three years Deb and her family welcomed this young boy into their home and continue to provide regular respite placement, where he feels safe, secure and accepted. They accept him for who he is, embrace his nuances and surround him in family experiences, such as relaxing together and chatting around a fire pit. Deb is flexible with respite arrangements and is there when extra respite or sudden respite is required. She has definitely made a difference to this young person's life.

Not only is she a role model for others, Deb has also been a key influencer on her own children. Through her example she has promoted in them the importance of acceptance and an awareness of the needs for others and has instilled a sense of community and commitment to get involved. All of Deb's four children have independently volunteered to assist with the Interchange group activities and camps run during school holidays and after school. Like their mother they have demonstrated a strong commitment and consideration for others.

Previous Winners:

Margo & Kevin Fox	2000	Pat Nimmo	2007	Jessica Thurling	2014
Shirley Dobson & Brian Hayes	2001	Eugene Butkowski	2008	Peter Uniacke	2015
Georgina and Niall Reidy	2002	Shani Robertson	2009	Yvonne Stevens	2016
David Milan	2003	Dusan Jovetic	2010	Linda Grellman	2017
Leigh Ferguson	2004	Sharon & Jim Gambold	2011	Sarah Pearce	2018
Roslynne & Neville Burgen	2005	Peter Bridle	2012	Beck Jones	2019
Harry Johnson	2006	Chris Hollonds	2013	Deb Donovan	2020

life membership award



Life Membership awarded to Greg Pearl

Greg Pearl was appointed to the UMFC Board in 2007, elected as Board President in 2011 and retired from the Board in 2019. During this time the agency embarked upon its most significant capital works project culminating in the official opening of its head office in Stanley St Wodonga in 2017. This major project was successfully completed on time and budget thanks to Board oversight headed by Greg, who brought with him experience and expertise in project management gained by his senior role with Albury Wodonga Health.

Greg's tenure on the Board was characterised by his calm, respectful, wise leadership and commitment to the UMFC mission.

UMFC Life Members:

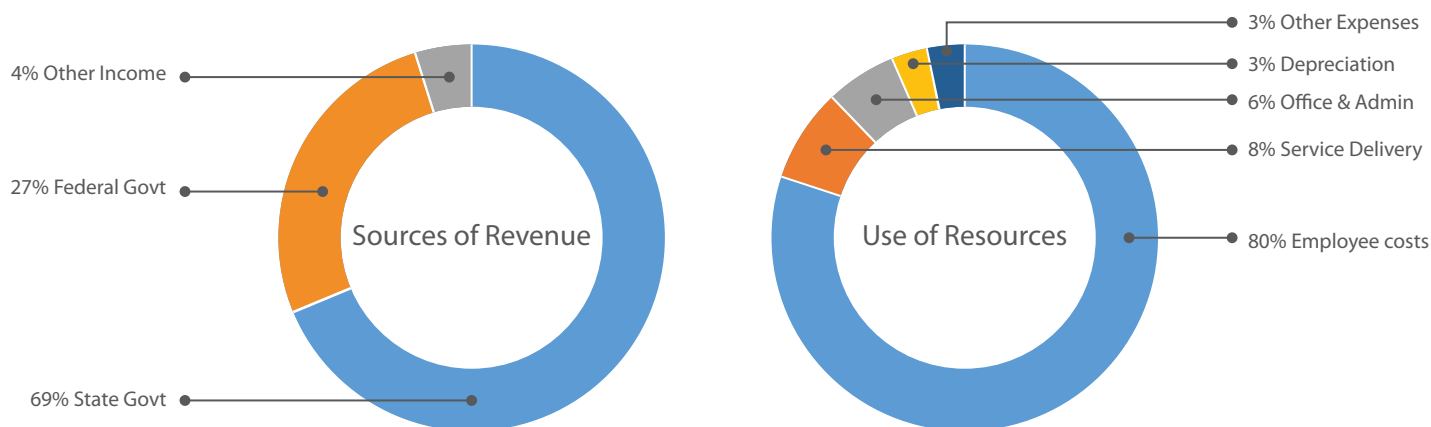
The Very Reverend David Thawley	1989
Frank Maestrioanni	1989
Shirley Rutherford	1991
Lou Lieberman	1993
John Taylor	1994
Graham Andrew	1994
Berta Laubli	1995
Betty McLean	1999
Rhonda Stein	2000
Violet Coles	2001
Nancy Mason	2005
Alan Cracknell	2005
George Pender	2005
Gillian Mallinder	2008
Sue Blake	2011
Jeff Wittig	2011
Jill Knights	2011
Phil Oates	2015
Lester Sawyer	2016
Robyn Norton	2019
Greg Pearl	2020





Treasurer
Jacqui Vaughan BCom CA

treasurer's report & financial summary



In a year that was anything but normal, sound management and strong financial governance has seen the agency maintain a healthy financial position through 2020.

Ray and Liesel have again demonstrated their commitment to the ongoing strength and financial viability of the agency through careful and diligent management. They operate within a small finance team overseeing a budget in excess of \$14 million and are to be commended for balancing this in an increasingly tight funding environment.

The agency turned an Operating Surplus of **\$574,423** for the 30 June 2020 period (2019: \$519,706) and Equity/Net Assets as at 30 June 2020 of **\$11,735,612** (2019: \$11,161,189).

Cash held on Hand decreased only slightly by \$119,149 during the reporting year to **\$8,210,797**. While funds held in trust increased by \$863,497 to \$2,530,107, borrowings were substantially paid down by \$1,678,092 to \$1,099,316. Land & Buildings continue to be disclosed at Cost Value (not current market).

The Agency operates in a challenging and changing environment, as it strives to provide quality programs and services to the community and our clients, whilst navigating income and cost pressure. The Board and senior management continues to work towards strategies that will create a sustainable financial model to ensure the vibrant and meaningful operation of the Agency into the future.

thank you

Upper Murray Family Care extend a warm "thank you" and our heartfelt appreciation to all who have supported us in the community for over 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 Upper Murray Family Care 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 & Community Safety
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
2AY Ace Radio
Border Café
Dutch Media
Prime 7
WIN
The Printer Wizards
Best Western Travel Inn
Delited Cleaning
it connexion

Impact Plumbing & Refrigeration
David, Martin, Ross & Stuart
Baker
Keith Marshall
John Taylor
George and Andree Pender
Lions Club Lavington
Wangaratta Lutheran Op Shop
Jacks Rags
...and many generous individuals.





Head Office

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Wodonga, Vic 3689

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F 02 6022 8099

Hume Riverina Community Legal Service

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Wodonga Vic 3689

P 1800 918 377

Financial Counselling

31 Stanley St, PO Box 725
Wodonga Vic 3689

P 02 6055 8000
F 02 6055 8099

Aged & Disability Services

76 Nordsvan Drive, PO Box 725
Wodonga, Vic 3689

P 02 6057 8400
F 02 6057 8499

Family Relationship Services

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

Wangaratta Office

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.



Australian Government

