

umfc

Upper Murray Family Care

2021 Annual Report



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

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mission, values, commitment to child safety and strategic plan

Mission

Strengthening families and individuals to build vibrant communities.

Values

Participation

We work with our clients, our co-workers and other colleagues in a spirit of cooperation, and common purpose.

Respect

We value the unique history and character of everybody with whom we have contact and treat them with consideration and care.

Excellence

We strive to attain the highest possible standards in our practice and relationships.

Justice

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

Honesty

We expect a high level of personal and organisational integrity with words and deeds that are transparent and trustworthy.

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 reports



Dean Bocquet
President

I suspect many of us are looking back over the recent short period of the Agency and our Community in which we live, and observe with a sense of tribulation and amazement. Our working and personal lives have endured a generational change and the families we support have been impacted in so many ways.

During this time UMFC has continued to defy these extraordinary circumstances – resiliently and diligently interacting with families and individuals in order to preserve wellbeing and promote vibrant regional Communities.

The committed efforts of our staff and SMG, and their on-going hard work and passionate support of vulnerable families and community individuals through this disturbed time needs to be recognised and applauded. Thank you.

During my time as President I have been drawn to words such as 'Courageous' and 'Stewardship'. As a Board we continue to explore ways to innovate, proactively address the changing world we live in and caringly look to protect and support the families within our reach. We need to be courageous at this time, look to the future and be strong in our commitment to the UMFC team.

Luke personifies Stewardship – he recognises our important role within the Community, his personal behaviours and formidable character reflect the essence of UMFC and has taken Stewardship to the highest level. He has built UMFC into a Sector leader. He is highly respected and recognised as a doyen in the NFP space.

His leadership of UMFC over four decades should be celebrated and revered. Our families and our Community are better today and for many years to come as a result of his wise, intelligent, passionate and immense contribution.

As Luke looks to the next stage of his life, post UMFC, we will (in the future) more fully appreciate the magnitude of his impact on the regional community and the exceedingly impressive evolution, growth and significance of UMFC today. We wish him well, best of health and good times in retirement.

To the Board my thanks and gratitude – long hours of reading, Video-conferencing, Sub-Committees and tolerating my cranky days! It has been a challenging 12 months – navigating your personal and professional life whilst dedicating important time to governing UMFC with care, passion and due consideration. Everyone turns up with great intentions, valuable input and warm/kind attitudes. Thank you.



Luke Rumbold
CEO

As this is the last CEO report I shall deliver, I thought it appropriate to comment not only on the last twelve months, but the 37 years I have had the privilege of leading UMFC.

The observation that life has become increasingly complex may be what any old person says, but I feel there is objective evidence to support this assertion. There is today more legislation and regulation than ever before. The cost of compliance has risen steadily over the last decade. While there is good reason for each new element, there seems to be a lack of consideration on the collective impact. There is also I think a questionable assumption that such a direction improves services or keeps vulnerable children safer.

One of the major outcomes resulting from these changes has been the consolidation of services in large bureaucratic organisations. The leading providers in our space have budgets over \$150 million and more than a thousand staff.

When I consider the origins of UMFC and the brief I was given in taking up the role, to lead the Agency as a sustainable place based provider of family services, we seem to have come a long way from that vision.

With any change comes positives and negatives. The positives are that more and varied support exists today with more professionally qualified staff. The negatives are that community agencies like UMFC are seen by Government as funded providers of their services rather than as partners delivering programs in local communities. Agencies become professional sub-contractors to government rather than as community controlled and accountable organisations. This might be seen as a cynical assessment from an old man but I think it is accurate. The importance of saying this, is not to deny the reality, but to highlight what is lost and at risk with this trend.

What has kept me motivated and engaged has been the local people who have supported UMFC. These include Board members, staff, foster parents, donors and local businesses. The unifying thread has been a commitment to the community and its welfare.

I well remember visiting State Parliament with the Board President back in the 90's when competitive tendering was introduced for new services. Our position was this went against the nature of our sector and didn't produce better outcomes. My arguments were deflected easily by the Minister but when the President spoke quietly that he volunteered to see his local community benefit and this practice wasn't helping, the Minister fell silent.

This personal connection has been evident throughout the COVID pandemic. This year, like last year, has seen our staff and volunteers go over and beyond their roles because of their dedication to the needs of their clients. The work is personal and a strong community needs robust organisations that provide cover for this dedication.

I want to say thank you to all who have worked and supported UMFC since 1979. Speaking personally I am extremely grateful for the wonderful encouragement, guidance and wisdom I have received during my tenure. UMFC has a proud record that can and should be the basis of even bigger and better achievements in the future.

having an impact
since 1979

Aged & Disability Services Carers Support Services



132

the number of carers
in Carer support groups



749

carers supported by the
Support for Carers Program



262

people supported
through the CHSP

Family Relationship Services



1001

people supported through FRS

Interchange Services



8,076

hours of support

Financial Counselling Services



403

clients supported by
government funded positions

Foster Care & Kinship Care Services



97

the number of children
in placement



78

the number of
placement households

Hume Riverina Community Legal Service



1,310

the number of
clients supported



1,442

the number of
legal advice

Child & Family Services



1,584

the number of
families supported



4,500

the number of
children supported

Trust in Kids Children's Fund



17

the number of children
who received assistance



\$7,992

the total value
of assistance

service reports

Child and Family Services

Highlights and Achievements 2021

This has been another year of riding the COVID roller-coaster. Restrictions, lockdowns, cross border closures, social distancing, temperature checking, mask wearing and COVID screening - all part of the year's landscape and new normality in a Child and Family Services world.

CaFS staff have continued to navigate the year full of disruption and continual adjustments to service delivery. Client face to face visits reduced, and screen to screen visits continued in periods of restriction. CaFS have remained committed and steadfast amongst the continued challenges this year and their flexibility, adaptability, empathy and compassion continued to shine in a new light.

Despite the challenging environment CaFS as a program have continued to grow and develop achieving many highlights this year.

Training and development

'*Family Violence in a Child's World*', an existing CaFS professional development program was accepted on the Victorian School Readiness Evidence Based Menu for Early Years educators. This professional development program was completely transferred onto an online Learning Management System making this accessible to Early Years educators across all of Victoria.

'*Kinder Chats*' was also developed for Early Years educators in a series of 'pod cast' type interviews between our Early Years staff and CaFS Principal Practice Leader on specific topics relevant to Early Year's professionals and children.

Both these audio visual professional development opportunities have been embraced by professionals across the state with a great uptake and positive feedback.



Program Growth

Continued growth and expansion in CaFS has led to the need for the appointment of a **Principal Practice Leader** providing practice leadership and professional development across the programs. In addition to this position an **Assistant Manager** has also been appointed for increased operational support across all the programs. These roles will provide the much needed infrastructure for continued growth and development in the CaFS program.

Our **Child FIRST** program operating for over 14 years was transformed into **Child Wellbeing** program in a new partnership with Family Safety Victoria in The Orange Door. This meant a significant increase in staff and working in a multidisciplinary model with Specialised Family Violence services.

The development of a CaFS Therapeutic team inclusive of **Family Therapy** and **LGBTIQ Specialised Family Counselling**, adding a depth of specialised therapeutic focused work that will complement our existing programs and contribute to increased positive outcomes for the children and families that we work with.

Our **Intensive Based Family Services** underwent a conversion to the **Victorian Family Preservation and Reunification Response**. This new service has been rolled out across the state of Victoria and provides responsive, intensive and sustainable support to children and families where children are at imminent risk of entry to care.

Our **Preschool Field Officers** program received funding to increase their service scope to include 3 year old Kinder, further expanding from 4 year old Kinder. This has been a much needed resource in the Ovens Murray area.

Again this year staff morale has been tested and they have remained dedicated, passionate and professional in an ever-changing time of uncertainty. Their dedication and commitment to keeping children and their families supported and safe has been exemplary.

We look forward to a bigger and brighter 2022.

Kath Kerin – Service Manager CaFS

Aged and Disability Support Services

Surviving COVID – with a bit of fun

There is no denying that the last 12 months of continued lockdowns, isolations and restrictions has been difficult.

We collectively lost some of the freedoms we took for granted, like being able to cross the state border at whim, enjoying the company of others in our homes and attending weddings and funerals to celebrate and to grieve together.

Our workplace changed. We had to socially distance, we couldn't visit families and carers, they couldn't visit us, we had to cancel and restrict carer and client activities and at times we also had to work from home.

We quickly learnt that we needed fun and humour to help us get through.

Thus the Staff Skill Development Challenge. Weekly challenges were set to give us something fun to do and the opportunity to learn a new skill. Pauline particularly enjoyed the origami and balloon creature challenges which made great desk accessories.

Spending so much time on Zoom we thought we would make up our own 'Brady Bunch' family. We even worked on creating our own ADSS Bunch theme song – unfortunately it's not going to make the top 100!

Staying connected and sharing fun times was also vital for our clients, carers and families. We needed to make life as normal as possible for the children that attended the Interchange programs. Staff even found fun ways to make mask wearing less scary and imposing, finding different

ways to 'jazz up' their essential masks and getting the children to decorate some for them.

The Finding Your Creative Heart, art project which was funded by Wodonga Council's community grants provided a great release for a bunch of carers that attended the 6 week program.

They enjoyed exploring different art mediums each week, chatting with each other and sharing fun stories. With such great results we just had to have a gallery viewing at the end. Our CEO, Luke Rumbold was impressed.

With such great results we just had to have a gallery viewing at the end. Our CEO, Luke Rumbold was so impressed he couldn't resist asking for a few pointers from Janine the projects art director.



Jan Bence - Service Manager ADSS



service reports

Family Relationship Services

Another year passed with ongoing challenges however FRS staff have continued to meet these challenges with good humor and resilience.

Some words from our Systems Co-ordinator Andrea on how she made those morning trips across the border work for her.

When I spent a few months travelling to Albury in the mornings when the hard border checkpoint was in place, I had to leave home at 8am in order to be at work by 9am. So I used that time for my social benefit - I got a coffee from a drivethru coffee place, and then when I hit the highway where I had to slow down to 40kms, I called (via bluetooth of course!) a friend or family member, and chatted with them for anything up to 50-60 minutes, which is pretty much how long it took to cross into Albury. Great way to catch up, enjoy my coffee, and it helped defuse my frustration!



Some of our FRC staff Kylie, Jan, Mel, Jose and Kathryn getting ready to tuck in to some yummy food. This is something that kept spirits up for the team whilst they navigated the ups and downs of another year with COVID. Staff at the FRC have done an amazing job in continuing to provide high quality dispute resolution services to families using their skills to successfully adapt their practice to working in a mostly online environment.

During the year our Financial Counsellors continued to provide their services both locally and in bushfire affected communities. The team once again achieved great results and the essential service they provide is evidenced by the dollars saved for clients during the past year which totalled 1.2 million.

Financial Counselling and the Hume Riverina Community Legal Service (HRCLS) worked together providing outreach to Bushfire affected communities through the Hubs and through attendance at local services including Corryong Health when restrictions allowed. **Pictured below are Harley Dannatt (HRCLS) with Financial Counselling team members Sharon Campbell, Nicole Stevens and Michael Little.**



The last 12 months for the Children's Contact Service and the Parenting Orders Program has seen an explosion of creative service delivery. Reception staff have compassionately dealt with calls from anxious clients. There have been Zoom Intakes, supervised Zoom connection calls between parents and children, Zoom counselling sessions and Zoom "Building Better Bridges" group work. Workers have connected via Teams and Zoom meetings and pets and children on screens have provided light hearted distraction.

Where possible, face to face service delivery has been provided and the excitement of human contact has been hard to contain. Communication in counselling works best when the elements of body language, tone and words are combined. The sound of happy children playing in the playroom has been welcomed when the office doors have re-opened.

Janine Lawler - Service Manager FRS



One of our POP counsellors children drew this lovely family picture - a sign of the times.

Hume Riverina Community Legal Service

Considering the year dominated by COVID-19, the performance of Hume Riverina Community Legal Service is to be commended. It is no small feat to continue delivering a high quality service for the community in trying times and this achievement is a tribute to our lawyers and the service as a whole.

Throughout the 12 months, HRCLS morale and team spirit remained high, despite the numerous challenges. Office closures were no barrier to staying connected, using Zoom and Teams to get together, whether it was taking part in events such as the 16 Days of Activism or celebrating the birth of a lawyer's baby. Lockdowns lifted long enough to enjoy the Women in Law Breakfast in May at the Mantra Albury Hotel. It was fantastic to welcome more than 70 people to celebrate Law Week and hear from guest speaker Accredited Specialist Family Lawyer Alexandra Wearne. This was the service's biggest breakfast yet and we look forward to continuing to host this event.



Law Week 2021 Women in Law Breakfast – HRCLS staff (from left) Erin Quilliam, Andrea Georgiou, Tracey Walker, Debi Fisher, Ali Maher, guest Friend Kighoma, Becky Smith and Taylor Smith-Stephens enjoy a celebration of women and their achievements in the legal sector, with about 70 guests at the Mantra Albury Hotel.

An added layer of disruption were the border closures between NSW and Victoria, which posed enormous difficulties for HRCLS clients and staff in our region. Clients needing legal advice and ongoing support would often have been feeling the weight of the pandemic which only added to their heightened state of anxiety. During this stressful time, our calm and assured service helped them deal with their legal problems.

The strength and depths of existing partner relationships prior to the pandemic held HRCLS and clients in good stead during this ongoing period of uncertainty. The team's ability to maintain relationships was a measure of how well the service is run, and the importance placed on ensuring our key partners could continue to rely on our legal service.

Highlights for the year included:

- continuing to support communities affected by the 2019/20 bushfires, working in partnership with UMFC Financial Counsellors and Gateway Health
- providing strong support for family violence victim survivors and their families, via our partnerships with Centre Against Violence, Yes Unlimited, Southern Women's Domestic Violence Court Advocacy Service and the Women's Centre for Health & Wellbeing
- our ongoing advocacy for changes to laws and systems that would lead to improved outcomes for people living in our rural and regional communities
- another strong endorsement through an evaluation conducted by ANU on the successful Invisible Hurdles Project, run in partnership with Albury Wodonga Aboriginal Health Service, Wodonga Flexible Learning Centre and North East Support and Action for Youth Inc.

Sarah Rodgers - Service Manager HRCLS



Professor Marcia Langton (5th from left) gives an update to local services on the University of Melbourne report, Improving family violence legal and support services for Indigenous women, released in December 2020. HRCLS staff Alison Maher, Becky Smith and Tessa Mead (2nd onwards from right) represent the legal service, which provided information and local knowledge and expertise to the report.

service reports

Out of Home Care

2021 has continued to provide challenges to practitioners, families, carers and children. As a collective we have continued to roll with the restriction changes, navigating home schooling and working from home, as well as the never ending Teams/Zoom meetings. I am frequently reminded of the creative and dedicated work our practitioners continue to do despite the unpredictable nature that is now our COVID normal lives.

The common theme of COVID frustrations for the team has been just wanting to be back in the office together, to go out into the community and support the children, families and carers they all work with.

Our practitioners have adapted to take advantage of all opportunities as they arise to touch base and engage with carers and kids. We have had many good news stories over the year and these serve to remind us all of why we are here and why we do what we do.

Kinship: Overall, the morale in the kinship team is positive. We are 'riding the wave' of constant changes and updates. Having a laugh as a team helps significantly.

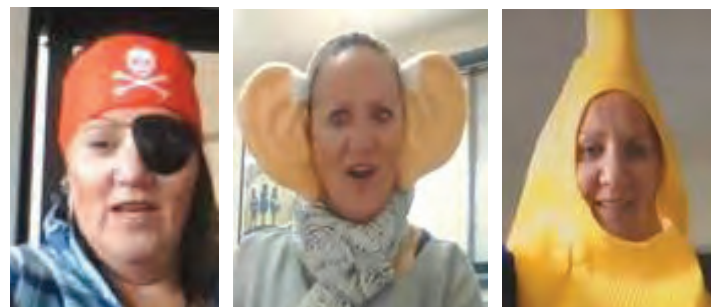
CMT: We have a new and invigorated Carer Management Team who have worked tirelessly with the support of Steve Thompson to raise our community profile to call on our communities to share in the caring role here at UMFC. Practice and procedural changes have been implemented to better support our carers, in addition to our updated Facebook page and a monthly newsletter. Watch this space!

OOHC: Foster Care Practitioner Marcus Dittko always goes above and beyond for his clients. When we identified that a young person needed to have their blood drawn but due to his trauma, he was very scared to do this. The only way in which we could get this young person to even consider attending the appointment, Marcus agreed to dress up as a clown and have a blood draw at the same time!

Even though Marcus went the extra mile, we are still working to get the blood test done – it was just a shame we didn't get him out and about in his clown costume!

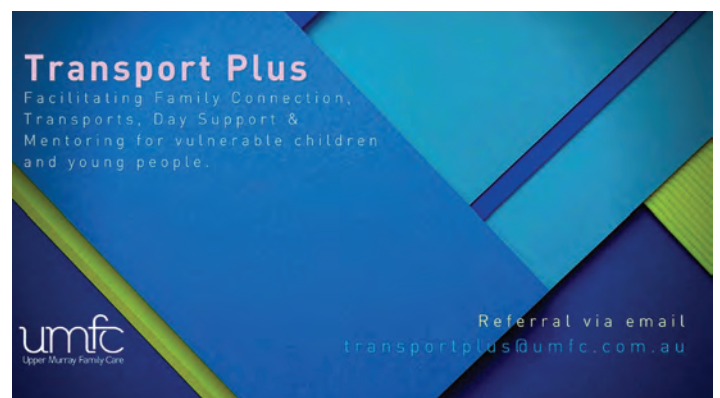


Georgie dressed up every day for at least 3 weeks. She did it as we joined in each morning for our teams morning catch up. It was the highlight of the day during the first COVID-19 lockdown. Brought much needed laughter to a pretty dark time.



We also have a new program under OOHC Transport Plus, although its having a slow take off with COVID restrictions the team is up and running and so prepared for the influx when restrictions ease over the next few months, We are all very proud and excited about this program and how it will support and service the children and families we work with.

Lynne English - Service Manager OOHC



2020/2021 Achievements

Recognition



Leaving a Legacy Award

Luke Rumbold, CEO won the inaugural 'Leaving a Legacy' Award at the Victorian Protecting Children Awards.

Luke was recognized as devoting his working career to the care of children and young people in rural Victoria since 1984.



Family Violence in a Child's World – Online Training

Kinder Chats – Podcast type interviews



Development and implementation of web based platform supporting the collection of client data.



- The Orange Door
- Transport Plus
- LGBTIQ+ Partnership
- Elder Abuse – Financial Counselling



Installation of Solar on our Stanley Street, Wodonga and Wangaratta offices.



umfc
Upper Murray Family Care

Who cares?
Could you?
Become a foster carer today
Call (02) 6055 8000 or scan

the board



President

Dean Bocquet

CPA

Appointed to the Board in 2012,
Dean was appointed President
in 2019.



Vice President

Robyn Gillis

BSc, AssDip OHS, Mas HSM,
GAICD

Appointed to the Board in 2011.



Treasurer

Jacqui Vaughan

BCom CA

Appointed to the Board in 2019.



Member

Paul Robb

Solicitor, BEc LLB

Appointed to the Board in 2017.



Member

Liz Heta

Dip Bus Mgt

Appointed to the Board in 2013.



Member

Sunita Rama

LLB, BEc

Appointed to the Board in 2011.



Member

Thomas Crumpton

Phot, EEN, CPT, Adv Dip Mgt

Appointed to the Board in 2017.



Member

Kirsten Genter

Adv Dip FS (FP)

Appointed to the Board in 2019.



Member

Tracy McCrohan

BMgt

Appointed to the Board in 2021.

our people & org chart

Total Staff number at 30/06/21 = **143** employees, of which:



91% female employees

9% male employees



74 full-time employees

69 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
- Family Law Pathways Network

Out of Home Care Services

- Foster Care
- Kinship Care
- Carer Management
- Targeted Care Packages
- Transport Plus

Child & Family Services

- Child Wellbeing - The Orange Door
- Specialised Programs
- Family Services
- Family Therapy
- LGBTIQ Counselling
- Early Years
- Child & Family Services Alliances

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
- Health Justice Partnership
- Family Law/Family Violence
- Disaster Recovery Services (COVID and Bushfires)

Business Services

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

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. We are delighted to announce that the winner of the Betty McLean award is Meaghan Lewin.



Meaghan Lewin was accredited as a foster carer in 2018. Meaghan works full time for UMFC Interchange Aged & Disability Support Services. This has meant that DHHS has sought Meaghan out through Interchange on previous occasions to provide care, particularly to children with disabilities or complex needs, when a placement has not been able to be sourced through other avenues. Meaghan officially applied to be a foster carer with the OOHC program, to ensure that she had the support she required to care for children. She is an accomplished therapeutic carer, and a great asset to the program.

Having worked in a number of disability support services, including many years as a learning support worker at Belvoir special school Meaghan has developed high level skills and capacity in working with children with additional needs. In her current role as a senior support practitioner Meaghan works intensely with families to provide individualised support services to children and young people with disability.

Meaghan serves on the Foster Carer Advisory Committee, and is committed to the foster care program, both in caring for foster children as well as supporting foster carers.

Meaghan regularly attends "Shared Lives" training, which is provided to applicants going through the assessment process to become foster carers. Participants gain a carer's perspective from the information Meaghan provides over the day, and the feedback from participants is excellent in terms of what Meaghan brings to the training.

As a foster carer, Meaghan is highly attuned, she connects with children and develops safety and predictability within her home. Meaghan through her connection with children can recognise and name their worries and effectively manage any behaviours as they arise. Meaghan is non-judgemental and accepting of every child and family she comes into contact with.

Meaghan understands a child's cultural needs and actively advocates and supports connection to culture.

Meaghan is supportive of family contacts and often arranges for the children to send things to their parents such as baked goods for Mother's Day or Christmas, as well as cards & photos.

Meaghan is a strong advocate for the children she cares for, but also for their birth families and will support the parents to find and engage with additional supports. Meaghan continues to be a sounding board and provide practical advice, when approached by the parent, long after the children have been reunified.

Meaghan provides an innate level of therapeutic care to all of the children who have been in her care. Meaghan is very open to communicating with all parties, and will readily engage with birth parents to provide support in reunification process. Meaghan goes out of her way to provide additional supports to parents, even maintaining relationships after reunification.

One particular case, the birth parent was moving into their own property and Meaghan went and purchased sheets, towels, cutlery, crockery, pots, pans and even food to ensure that mum was well supported and able to meet the children's needs. Meaghan goes above and beyond her role as a carer and does all the extra things without a second thought. Her natural caring nature is so enriching for all the come into contact with her.

Meaghan is exceptionally professional in all of her communications with staff, and is a massive asset to UMFC's carer pool. Meaghan is often described to be one of the most informed and highly attuned carers that workers have had the pleasure to work with. Meaghan is able to preempt any concerns and effectively manage any behaviours.

Meaghan is well aware of the importance of structure, routine and consistency in providing care to children. Meaghan works extremely well with biological family when possible.

Meaghan works really well with services and all feedback is Meaghan is easy to work with. As a foster carer Meaghan provides a caring and calm environment with structure and routine, which has allowed the children she has cared for to thrive.

Meaghan is selfless in the care she provides and never gives up when faced with challenging times. Meaghan is an absolute asset to the foster care program, her commitment and dedication is truly appreciated and respected.

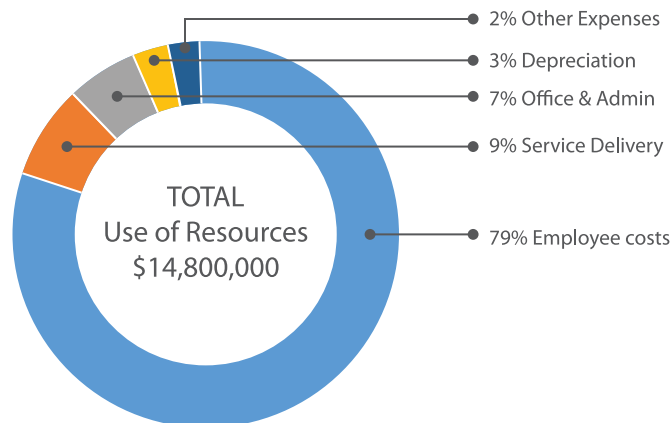
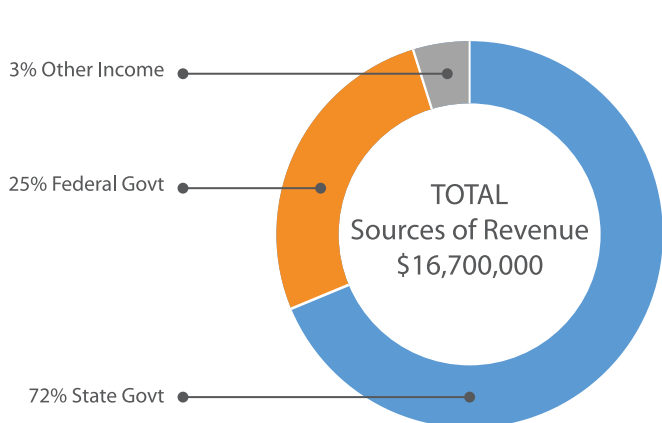
Previous Winners:

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
Pat Nimmo	2007	Jessica Thurling	2014	Meaghan Lewin	2021



Treasurer
Jacqui Vaughan BCom CA

treasurer's report & financial summary



Adoption of new accounting standards, and the ongoing pandemic made 2021 another interesting year!

Thank you to the Finance team for continuing their hard work managing the finances of the agency. It is an increasingly challenging environment to operate in, with multiple funding sources, more one-off contracts and uncertainty around changes to future funding.

The strong financial position of the agency places us well to meet future challenges and a focus of the board and senior management in 2022 will be bedding strategies to achieve maximum benefit for the families and communities we serve.

The agency recorded a Surplus of \$1,862,566 for the 30 June 2021 period (2020: \$574,423) and Equity/Net Assets as at 30 June 2021 of \$14,927,141 (2020: \$11,735,612).

Cash held on Hand increased by approximately \$2 million during the reporting year to \$10,308,975. Contract Liabilities reduced by approximately \$1 million to \$1,601,353. The Hume bank loan is now just \$189,478. The remainder of the current plus non current Borrowings total of \$448,700 relates to lease liabilities for rented premises of \$259,222. A Right of Use asset is recorded in respect of this lease liability of \$219,585 shown as part of property, plant and equipment in Note 7. Land & Buildings continue to be disclosed at a depreciated Cost Value of \$8,314,057.

The increase in surplus and net assets for the year is predominantly due to a regulated change in the way revenue is recorded. An amount of \$1,328,963 was added to equity (net assets) relating to prior years to reflect the change. In addition the recorded surplus this year was approximately \$1.5M more than it would be under the previous accounting policy.

It does not reflect a change in actual surplus for the agency, but a change in the timing of recognition of income received. As the first year of change the effect of this is significant for 2021. In future years the impact should not be as great. This is because expenses will always lag income and hence in 2022 we will see expenditure against the 2021 surplus.

The adoption of the new revenue accounting standards AASB 15 and 1058 is the predominant reason for the increase in profit and reduction in Contract liabilities (previously labelled Grants in Advance). In the past the agency has been able to largely match the timing of recognition of funding in the same period as the expenditure against that funding. The new standards heavily restrict when this can be done. This essentially means that most of UMFC funding must be recorded as revenue in the period it is received. The nature of most of our program funding is that there will be a lag between receipt of funding and full rollout of a program. Often funding will be received before the commencement date of the program. In 2021 there were a number of new programs and due to Covid a longer than normal delay in recruitment for positions.

The adoption of this standard required an extremely onerous project for Ray and Liesel to analyse all of our funding contracts and determine which standard they fell under. I wish to acknowledge the amount of work done to implement this. It will be an ongoing challenge for our reporting because it will make year on year comparison of our results far more difficult. Internal financial management of program funding will continue to match funding with expenditure.

Lastly a huge thank you to Luke for your extraordinary contribution over many years. I hope 2022 sees a return to 'normal life' and you can truly enjoy every minute of this next exciting chapter.

thank you

THANKYOU TO OUR VOLUNTEERS, CARE PROVIDERS, DONORS & SUPPORTERS

Upper Murray Family Care extends 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.

UMFC Life Members:

The Very Reverend David Thawley	1989
Frank Maestrianni	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

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 & Sponsors

Local Government
Mungabareena Aboriginal Corporation
VACCA
SS&A
2AY Ace Radio
Prime 7
WIN
The Printer Wizards
Best Western Travel Inn
Delited Cleaning
IT Connexion
David, Martin, Ross & Stuart Baker
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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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

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
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P 03 5720 0000
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UMFC acknowledges the support of the Victorian and the Australian Governments.



Australian Government

