



"Supporting Local Families for over 30 Years"  
1979 - 2012

**2013 Calendar**  
Incorporating 2011-2012 Annual Report  
ABN: 99 081 624 768 Reg No: A5357



# UMFC Board President & CEO's Report 2012



Greg Pearl,  
President.



Luke Rumbold,  
CEO.

The annual report provides an opportunity for reflection on past achievements and what the future may bring. It is also an opportunity for public acknowledgement of the efforts of all the people who contribute to our success, volunteers, donors, staff, Board, funding partners and our community.

The past year saw the Board benefit from the input of four new members (Judy Cue, Felicity Fox, Sunita Rama and Robyn Gillis). Their energy and skills assisted greatly in the Board's strategic planning process.

The strategic planning process required some assessment of the current scene in order to decide on future priorities. The past year could be characterised as one of compliance, as agencies embarked on external auditing to meet accreditation.

The external environment as reflected in government contracts seems to be of risk minimisation and greater regulation. This appears to be based on a premise that community agencies exist only to deliver government funded services. It logically follows that government holds agencies to account, which inevitably translates to more rules and reporting.

There is another perspective, which is, community organisations represent constituencies to whom government is equally accountable. Our agency has existed since 1979 and over time has enjoyed the direct support from volunteers at all levels in the organisation.

Looking to the future, the agency intends to connect even deeper with our community, seeing our relationship with clients and volunteers as critical to our success. One example from last year which illustrates this direction was the recruitment effort for foster carers by our Out of Home Care Service. With great work by our staff, support from local media and networks, combined with positive stories from existing carers, 2012 has seen 114 enquires from the community, compared to 58 in 2011.

Similar great work can be demonstrated across all agency services and the Board wishes to acknowledge the dedication of all staff in working toward the agency's mission and in the provision of critical services to a wide cross section of the population.

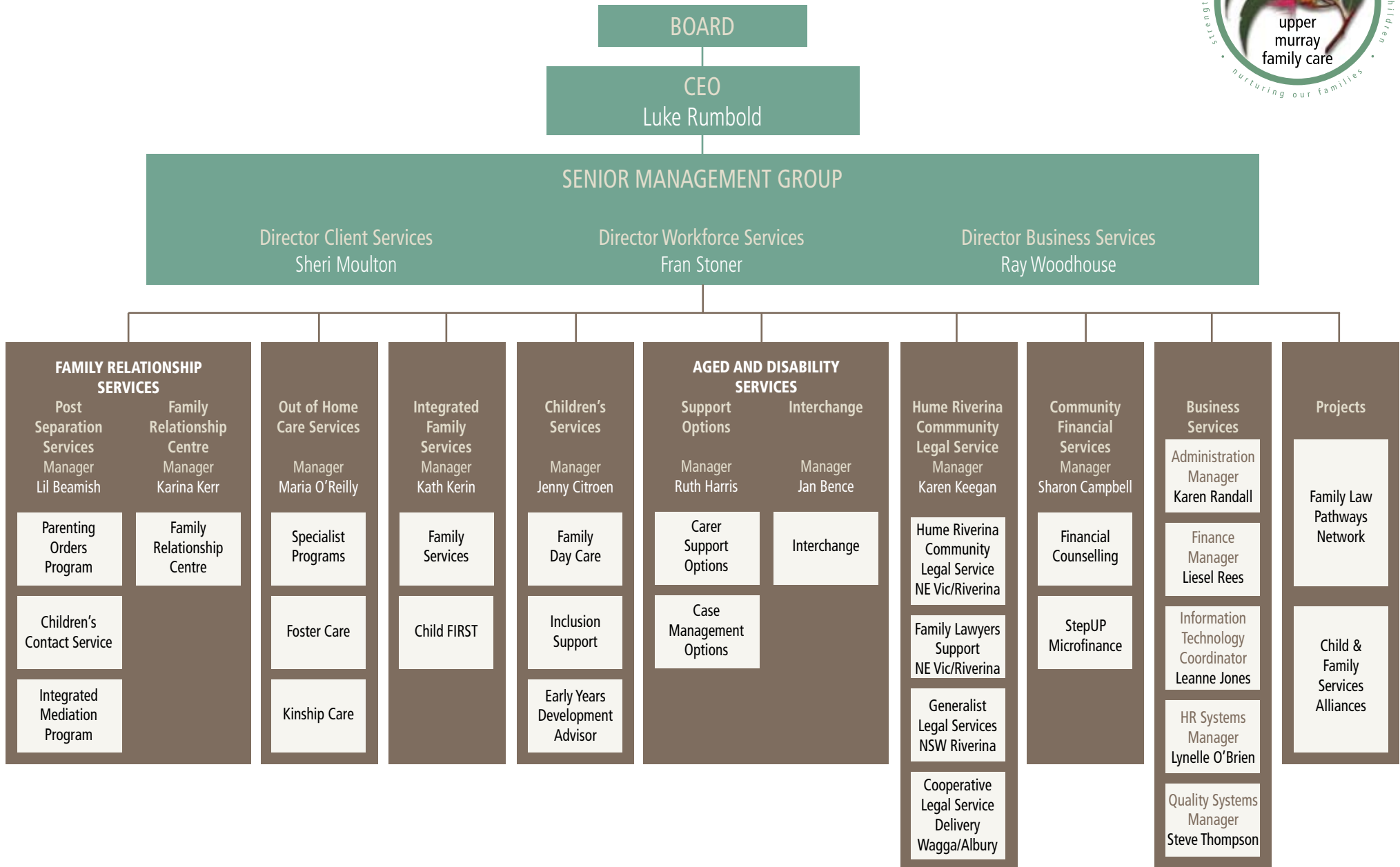
In closing, another year of hard work, practical support and commitment to further improvement made possible by outstanding contributions from the Board, Management and staff, volunteers and general community.

Greg Pearl  
President

Luke Rumbold  
CEO



# Upper Murray Family Care Organisation Chart





December 2012						
S	M	T	W	T	F	S
30	31					1
2	3	4	5	6	7	8
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23	24	25	26	27	28	29

# January

February						
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17	18	19	20	21	22	23
24	25	26	27	28		

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		New Year's Day <b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>
<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	Australia Day <b>26</b>
<b>27</b>	Australia Day Public Holiday <b>28</b>	NSW & VIC Start of School Term 1 <b>29</b>	<b>30</b>	<b>31</b>		

## Board of Management



**President: Greg Pearl** Dip Ed, B Health Admin  
Appointed to the Board on 8 June 2007. Greg was appointed President on 25 October 2011. Greg is currently Deputy CEO of Wodonga Regional Health Service based in Wodonga.

**Vice President: Clare Grogan** B Ed.  
Appointed to the Board on 12 December 2008, Clare was appointed Vice President on 25 October 2011. Clare has a background in teaching and currently completing a Master of Social Work at La Trobe University.

**Treasurer: Phil Oates** Dip Bus. (Acc)  
Appointed to the Board on 11 October 2002. Phil was appointed Treasurer in 2003/4. Phil is a retired accountant who was previously with the ATO. Phil is also on the board of other organisations such as WAW Credit Union.

**Member: Lester Sawyer** B.Arch. ARAIA  
Appointed to the Board on incorporation on 14 June 1985 but was also on the Committee of Management prior to incorporation. Lester is a past president of 5 years. Lester is an architect working in his own business.

**Member: Phil Stuckey** B Bus  
Appointed to the Board on 19 February 2010. Phil runs a food manufacturing business in Wodonga established in 1987, was previously Manager of Upper North East Youth Services & has served on the boards of several community organisations and schools in the region.

**Member: Judith Cue** BSW  
Appointed to the Board on 25 October 2011, Judith is a Gunditjmarra woman working for Mungabareena Aboriginal Corporation whilst on 12 months leave from Albury Wodonga Health, where she works as the Aboriginal Services Development worker.

**Member: Robyn Gillis** BSc, AssDip OHS, Mas HSM, GAICD  
Appointed to the Board on 25 October 2011, Robyn is the CEO for Tallangatta Health Service. Formerly the CEO for the Queen Elizabeth Centre Early Parenting Public Hospital Robyn also has a history of employment in Health and Safety & Environment.

**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: Felicity Fox** B Bus  
Appointed to the Board on 27th February 2012, Felicity works as the Board/Company Secretary with North East Catchment Management Authority and is also employed part time with Albury Wodonga Health.

**CEO & Public Officer Luke Rumbold** BA, BSW, MSW, PHD, FAIM  
Luke is currently the CEO of UMFC and has been with UMFC since 17 September 1984.



January						
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# February

March						
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24	25	26	27	28	29	30

## Upper Murray Family Care

Upper Murray Family Care was established in 1979 and has grown from small beginnings into a well established agency providing a diverse range of services designed to strengthen, nurture and care for children, young people and families.

Our mission is to "strengthen families to build vibrant communities"

We aim to conduct our business in a way that reflects our values of Participation, Respect, Excellence, Justice, and Honesty.

Consistent with these values, UMFC recognises that cultural, religious, social, individual and language differences contribute to a unique and vibrant community and are to be valued. UMFC programs provide support and services to a wide range of families and endeavour to address each person's needs as individually as possible. We aim to assist all people accessing our programs to achieve positive and sustainable outcomes.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	Pancake Day 12	Ash Wednesday 13	Valentine's Day 14	15	16
17	18	19	20	21	22	23
24	25	Business Clean Up Day 26	27	Last Day of Summer 28		



My family



loves  
elevators!



February						
S	M	T	W	T	F	S
					1	2
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24	25	26	27	28		

March

April						
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21	22	23	24	25	26	27
28	29	30				

Community Financial Services

Our Community Financial Services Team offers Financial Counselling and access to StepUP loans.

**Financial Counselling** is a free service to people on low incomes or those who are experiencing financial stress. We can assist with:

- Budgeting, banking and money management strategies
- DHS Grants and Centrelink entitlements
- Assistance debts and hardship arrangements
- Your rights under the Judgment Debt Recovery process
- Preventing disconnection of your utilities
- Preventing repossession of your goods, car or home
- Bankruptcy and its alternatives

A **StepUP** loan is a low interest loan of between \$800 and \$3000 for individuals and families living on a low income. It is a **low interest** loan developed by National Australia Bank (NAB) with Good Shepherd Youth & Family Service and now offered by a range of community groups across Australia. Applicants must fit the loan criteria and can use the loans to purchase cars, household items and services.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Easter Sunday 31					First Day of Autumn School Clean Up Day National Epilepsy Awareness Month 1	2
Clean Up Australia Day 3	4	5	6	7	International Women's Day 8	9
10	VIC Labour Day 11	12	13	World's Greatest Shave (14th-17th) 14	National Day of Action against Bullying and Violence 15	16
St. Patrick's Day Senior's Week (17th-24th) 17	Cultural Diversity Week (18th-24th) 18	19	Autumn Equinox 20	Harmony Day Human Rights Day Albury Gold Cup World Down Syndrome Day 21	World Water Day Albury Gold Cup 22	23
24	Arthritis Awareness Week (25th-31st) 25	26	27	VIC School Term 1 Ends 28	Good Friday 29	Easter Saturday Earth Hour 30



March						
S	M	T	W	T	F	S
31					1	2
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

April

May						
S	M	T	W	T	F	S
			1	2	3	4
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	Easter Monday April Fool's Day <b>1</b>	World Autism Awareness Day <b>2</b>	<b>3</b>	<b>4</b>	National Youth Week (5th-14th) <b>5</b>	<b>6</b>
Daylight Savings End World Health Day <b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	NSW End of School Term 1 <b>12</b>	<b>13</b>
<b>14</b>	VIC Start of School Term 2 <b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>
<b>21</b>	Earth Day <b>22</b>	<b>23</b>	<b>24</b>	ANZAC Day <b>25</b>	<b>26</b>	<b>27</b>
<b>28</b>	NSW Start of School Term 2 <b>29</b>	<b>30</b>				

## Integrated Family Services

Integrated Family Services comprises the Child FIRST and Family Services teams who focus on supporting families to help them provide safe, nurturing environments for their children.

### Child FIRST provides:

- \* Information and advice to support children, young people and families.
- \* Comprehensive assessments to best identify families' goals.
- \* Links and referral to a range of community supports and services.
- \* A central intake service for the Family Services Program.
- \* A point of contact for advice for schools, service providers, community members and families

The **Family Services** team offers intensive casework and case coordination.

We believe that families usually know what sort of help they need to assist them in providing safe, nurturing environments for their children. Our job then is to work together with a family to build and work on plans that will help them reach their goals. Where we can't provide all the services ourselves, we help the family find the best alternative possible.





MY MUM READS TO ME.

April						
S	M	T	W	T	F	S
	1	2	3	4	5	6
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May

June						
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30						1
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
Mother's Day 12	National Volunteer Week (13th-19th) National Law Week (13th-19th) 13	14	National Families Week (15th-21st) International Day of Families 15	16	17	18
19	20	21	22	Australia's Biggest Morning Tea 23	24	25
National Sorry Day 26	National Reconciliation Week (27th-1st June) 27	28	29	30	World No Tobacco Day Last Day of Autumn 31	

## Interchange

Interchange provides a wide range of programs and services for children and young people with disabilities and their families.

The **Host Program** matches a child with a volunteer carer who spends time with a child on a regular basis. This can be for a couple of hours a week with a big buddy, through to a full weekend stay once a month with a host family.

**Recreation Programs** offer children opportunities to participate in a range of school holiday and after school activities including camps and experiences within the local community. Interchange involves volunteers in the running of all recreation programs. The volunteers encourage children to participate, make friends, have fun and enjoy their time at Interchange.

Persons 15 years and over can volunteer and get involved to make a difference in someone's life.





May						
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19	20	21	22	23	24	25
26	27	28	29	30	31	

June

July						
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

30						National Reconciliation Week concludes First Day of Winter <b>1</b>
<b>2</b>	<b>3</b>	<b>4</b>	World Environment Day <b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>9</b>	NSW & VIC Queen's Birthday International Men's Health Week (10th-16th) <b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
Drug Action Week (16th - 22nd) <b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	Winter Solstice <b>21</b>	<b>22</b>
<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	Red Nose Day NSW & Vic End School Term 2 <b>28</b>	<b>29</b>

## Family Relationship Centre

The Family Relationship Centre assists families, particularly those affected by separation or divorce, with information, referral and support. Family Dispute Resolution is a core component of the service and where appropriate, assists separated families to focus on the best interests of their children by developing parenting arrangements without having to attend court. Along the way, parents are given information about the impact of separation and conflict on children, the importance of children's healthy relationships with both parents and how to develop an effective co-parenting arrangement with an ex-partner.

The Family Dispute Resolution Practitioner (FDRP) will assist parents to discuss issues, explore options and work out the best way to reach an agreement. In comparison to litigation, the FDR process is more viable, less expensive and minimises stress for families that are separating.







June						
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23	24	25	26	27	28	29

July

August						
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	NSW & VIC Start of School Term 3	15	16	17	18	19
21	22	23	24	25	26	27
28	29	30	31			

## Post Separation Services

Post Separation Services comprises the Children's Contact Service, the Parenting Orders Program and Family Dispute Resolution. All of these assist families who are experiencing separation or divorce. The aim of all its services is to help parents make parenting orders work and minimise the repercussions experienced by children.

The **Children's Contact Service** enables children of separated or divorced parents to re-establish or maintain contact with their non-residential parent where this is appropriate or possible. It provides a safe, neutral and child friendly environment for facilitated contact visits and changeovers.

The **Parenting Orders Program** uses case management and group work to provide assistance for separated or divorced parents who are experiencing high conflict. It focuses on the parents' communication and conflict management skills and requires them to commit to addressing their differences and focusing on the best interests of their children.

The **Family Dispute Resolution** service runs in conjunction with the Family Relationship Centre and offers mediation for property and parenting matters.





July						
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21	22	23	24	25	26	27
28	29	30	31			

# August

September						
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

## Hume Riverina Community Legal Service

Whatever your personal circumstances or financial position, access to justice is one of your rights as a citizen.

By providing free legal advice, information, casework and referrals, the **Hume Riverina Community Legal Service** can help ensure you get 'a fair go'. The information you provide is guaranteed to remain confidential.

Best of all, our service extends beyond criminal matters and covers family law, motor vehicle accidents, neighbourhood disputes, small debts, discrimination, fines, freedom of information, mental health rights, police powers, social security, traffic offences and victims of crime compensation.

We seek to empower individuals and supply them with information that will improve their understanding of their legal problem. This may mean they are able to resolve their matter without the intervention of lawyers.

We maintain a large range of information resources including material about other services and "self-help" information on the law and related issues.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	Jeans for Genes Day 2	3
International Friendship Day National Aboriginal & Islander Children's Day 4	5	6	7	8	9	10
11	International Youth Day 12	13	14	Children's Vision Day 15	16	17
18	19	20	21	22	23	24
25	Women's Equality Day Daffodil Day 26	27	National Meals On Wheels Day 28	29	30	Last Day of Winter 31





Kalum

HUGO

Remy

AYO

August						
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# September

October						
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Fathers Day 1	2	Australian National Flag Day 3	4	5	6	7
8	9	10	11	12	13	14
15	Step Family Day 16	17	18	19	NSW & VIC End of School Term 3 20	International Day of Peace 21
Vernal Equinox 22	23	24	25	26	27	28
29	30					

## Out of Home Care

**Out of Home Care** provides approved and supported home based care placements for children and young people aged 0 – 18 years, with carers who are independent of the child’s family (Foster Care) or with family or friends of the child’s family (Kinship Care).

In today’s society it’s not uncommon for families to find themselves in crisis for any number of reasons. When extended family members and friends aren’t in a position to help out, foster care may be able to assist, by providing families with a temporary respite or emergency placement for their children .

**Foster Care** also provides placements for children who are unable to live with their parents, due to issues of risk. Placements are provided while parents work towards the children’s return to their care.

**Kinship Care** is care provided by relatives or a member of a child’s social network when a child is unable to live with their parents. Kinship care arrangements can be either formal or informal.





September						
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29	30					

# October

November						
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17	18	19	20	21	22	23
24	25	26	27	28	29	30

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
Daylight Saving Begins VIC Senior's Week (6th - 13th) <b>6</b>	NSW Labour Day VIC Start of School Term 4 Mental Health Week (7th - 13th) <b>7</b>	NSW Start of School Term 4 <b>8</b>	<b>9</b>	World Mental Health Day <b>10</b>	<b>11</b>	<b>12</b>
Anti Poverty Week (13th - 19th) <b>13</b>	Carer's Week (14th - 20th) <b>14</b>	International Day of Rural Women <b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	Children's Week (19th - 27th) <b>19</b>
<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	United Nations Day Pink Ribbon Day <b>24</b>	<b>25</b>	<b>26</b>
<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>		

## Support Options

Support Options is about supporting carers and people who are frail aged, have dementia or a disability, through information, referrals, respite and accessing other services.

If you are caring for someone who has a disability, is frail aged or experiencing dementia or memory loss, we can assist you. Carers may be family members, friends or neighbours. Support Options assists carers and the people they care for, with information, respite planning, arranging short term respite via flexible funding, carer groups and activities.

Support Options also provides case management support for people with a disability, aiming to provide them with the tools needed to live as independently as possible in the community.

Short term assistance can be arranged following discharge from hospital for people who are eligible for Home and Community Care.

Or if you simply need to talk things over with someone from time to time, call Support Options.



Families go fishing together.





October						
S	M	T	W	T	F	S
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

# November

December						
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	Melbourne Cup Day 5	6	7	8	9
10	Remembrance Day 11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## Children's Services Team

The Children's Services Team consists of Family Day Care, Early Years Development Advisors and the Inclusion Support Program.

**Family Day Care** is a professional home-based child care service that has the capacity to operate 24 hours a day, seven days a week. It is particularly suited to families with babies and young children who value a small group setting with an experienced and well trained educator. It provides a wonderful blend of a warm, nurturing home environment combined with a rich learning experience.

An **Early Years Development Advisor** can help ensure your child is able to happily participate in mainstream preschool activities, particularly where there may be geographical, emotional, social, cultural or behavioural issues. Advisors are fully qualified in Early Childhood Development and Education and dedicated to making your child's involvement in preschool a rewarding experience.

The **Inclusion Support Program** aims to build the capacity of childcare services to include children who may require additional support. These include:

- \* Children from culturally and linguistically diverse backgrounds
- \* Refugee children
- \* Children with ongoing high support needs including children with a disability
- \* Aboriginal and Torres Strait Islander children





November						
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# December

January 2014						
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	International Day of People with a Disability	3	4	International Volunteer Day	5
8	9	10	11	12	13	14
15	16	17	18	19	NSW & VIC End of School Term 4	Summer Solstice 21
22	23	24	Christmas Day 25	Boxing Day 26	27	28
29	30	New Year's Eve 31				

## Business Services

Business Services Program is the administrative framework and public face of Upper Murray Family Care.

It is the first point of contact for clients when they are either visiting or phoning the agency.

Business Services Program support staff in the delivery of services to clients and are responsible for internal administration, reception, payroll, corporate and financial services and information technology.

**Business Services Program** manage a payroll of nearly \$6.3m, a computer network of 131 users, a motor vehicle fleet of 31 cars and maintains 9 buildings.

The growth of Upper Murray Family care since its inception in 1979 has been considerable, which has necessitated the Business Services Program to also grow to a team of twelve, consisting of a finance team of three, payroll team of two, one IT worker and a reception/administration team of six.

By expanding to meet our agency's growth and change, Business Services Program assists Upper Murray Family Care to remain a leading, independent, caring community managed agency for all families in our region.



# UMFC Treasurer's Report



Phil Oates,  
Honorary Treasurer.

The agency's revenue for the year increased by \$192,000, whereas employment costs alone increased by \$445,000. By containing other expenses the agency was still able to record a surplus of \$263,732.

While the balance sheet shows we are in a healthy position much of this money is committed for other purposes.

During the year the agency reduced borrowings by \$194,000 and hopes for a similar (or better) reduction in the current year. This would put the agency in a position to borrow and redevelop 27 Stanley Street Wodonga as our major office and move all our current Stanley Street offices onto one site.

I would like to thank Ray Woodhouse and the finance team for making my job as Treasurer so easy and thank team managers and all other staff for this good result.

Phil Oates  
Honorary Treasurer

## Upper Murray Family Care Incorporated

### Statement of Comprehensive Income

As at 30 June 2012

	2012 \$	2011 \$
<b>Revenue</b>	<b>9,731,770</b>	9,539,734
Employee related expenses	<b>6,324,820</b>	5,879,837
Direct program and client expenses	<b>1,620,795</b>	1,952,967
Office and administration expenses	<b>600,833</b>	671,404
Depreciation and amortisation expense	<b>335,826</b>	295,665
Occupancy expenses	<b>176,125</b>	192,510
Borrowing Costs	<b>124,429</b>	82,312
Loss on demolition of building	-	108,624
Other expenses	<b>285,210</b>	274,653
	<b>9,468,038</b>	9,457,972
<b>Profit before income tax</b>	<b>263,732</b>	81,762
Income tax	-	-
<b>Net Profit</b>	<b>263,732</b>	81,762
Comprehensive income	-	-
<b>Total comprehensive income for the year</b>	<b>263,732</b>	81,762

This is a summarised statement of comprehensive income which is fully consistent with externally audited financial statements and are available by calling 02 6055 8000.

## Upper Murray Family Care Incorporated

### Statement of Financial Position

As at 30 June 2012

	2012 \$	2011 \$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	<b>4,281,520</b>	3,720,152
Receivables	<b>127,554</b>	174,653
Other	<b>15,739</b>	13,947
Total current assets	<b>4,424,813</b>	3,908,752
<b>Non-current assets</b>		
Property, plant & equipment	<b>5,976,949</b>	6,070,514
Total non-current assets	<b>5,976,949</b>	6,070,514
Total assets	<b>10,401,762</b>	9,979,266
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Payables	<b>422,272</b>	318,929
Other	<b>1,296,210</b>	1,281,828
Employee provisions	<b>975,423</b>	771,765
Borrowings	<b>155,562</b>	194,413
Total current liabilities	<b>2,849,467</b>	2,566,935
<b>Non-current liabilities</b>		
Employee provisions	<b>180,411</b>	137,527
Borrowings	<b>1,175,846</b>	1,342,498
Total non-current liabilities	<b>1,356,257</b>	1,480,025
<b>Total liabilities</b>	<b>4,205,724</b>	4,046,960
<b>Net assets</b>	<b>6,196,038</b>	5,932,306
<b>EQUITY</b>		
Retained profits	<b>6,196,038</b>	5,932,306
<b>Total equity</b>	<b>6,196,038</b>	5,932,306

This is a summarised statement of financial position which is fully consistent with externally audited financial statements and are available by calling 02 6055 8000.

# 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 support 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.



Peter Bridle,  
Volunteer of the Year.

This year we are delighted to announce that the winner of the Betty McLean Award is Peter Bridle a volunteer Financial Counsellor.

To help ease the burden of a growing list of clients who are seeking Financial Counselling, in 2008 we established and trained a network of volunteers which allows us to see more clients. Peter Bridle is one of these volunteers. Peter began volunteering for the Financial Counselling Program in March 2009. Peter is highly qualified in his field as a Chartered Accountant having an Advanced Diploma of Business, Bachelor of Business (Accounting) and an Advanced Diploma of Financial Services (Superannuation).

Peter is also a Self-Managed Superannuation specialist and advisor (SSA). Peter is an active member in the community as well as a devoted parent and husband and last year set himself up in his own private business. Through all this Peter has remained a loyal volunteer for our program for three and a half years.

Peter and the other volunteers have an important role to play in working with our clients. Peter is required to conduct assessments of a clients' current financial position, identify the causes of their financial distress and recommend options that may help clients overcome their difficulties. His knowledge of budgets, taxation, superannuation, financial products and insurance are valuable assets that add depth to the resources that our clients would otherwise not have access to. Peter's knowledge has benefited many of our clients and changed their financial situations for the better. In addition to this, Peter brings with him a level of compassion and empathy that is rarely found in the private business sector. The high level of respect and willingness to give of his time to assist those who are disadvantaged is clearly evidenced and very much appreciated.

## UMFC Life Member:

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

## Previous Winners:

Margo & Kevin Fox	2000
Shirley Dobson & Brian Hayes	2001
Georgina and Niall Reidy	2002
David Milan	2003
Leigh Ferguson	2004
Roslynne & Neville Burgen	2005
Harry Johnson	2006
Pat Nimmo	2007
Eugene Butkowski	2008
Shani Robertson	2009
Dusan Jovetic	2010
Sharon & Jim Gambold	2011

## THANK YOU TO OUR VOLUNTEERS, CARE PROVIDERS, DONORS & SUPPORTERS

Upper Murray Family Care extend a warm "thank you" and our heartfelt appreciation to all who have supported us in the community for over 30 years, in particular, our donors, volunteers, carers and local communities and look forward to strengthening this bond for many years ahead.

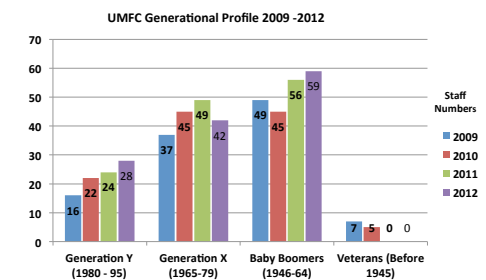
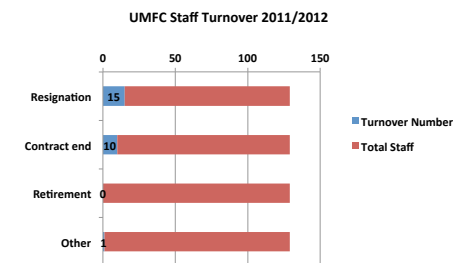
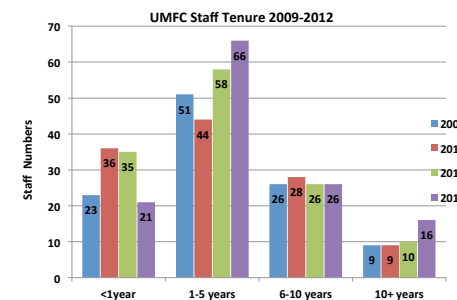
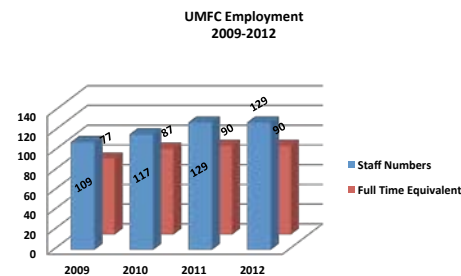
Volunteers are the life blood of our community and at Upper Murray Family Care we are continually astounded by the strength of support, time, skills and experience given by our volunteers to help care for our children and families.

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.

## UPPER MURRAY FAMILY CARE INCORPORATED

Employment Profile for 4 years ending 30 June 2012



# Office Locations

## Head Office

29 Stanley Street  
PO Box 725  
Wodonga 3690  
Ph: 02 6055 8000  
Fax: 02 6022 8099

27 Stanley Street  
Wodonga 3690  
Ph: 02 6055 8000  
Fax: 02 6022 8099

22 Stanley Street  
Wodonga 3690  
Ph: 02 6055 8000  
Fax: 02 6057 5499

31 Stanley Street  
Wodonga 3690  
Ph: 02 6055 8000  
Fax: 02 6022 8099

76 Nordsvan Drive  
PO Box 725  
Wodonga 3690  
Ph: 02 6057 8400  
Fax: 02 6057 8499

36 Mackay Street  
PO Box 389  
Wangaratta 3676  
Ph: 03 5720 0000  
Fax: 03 5720 0099

## Hume Riverina Community Legal Service

Suite 5,  
91 Hume Street  
PO Box 31  
Wodonga 3690  
Ph: 1800 918 377  
Fax: 02 6056 8557

## Family Relationship Centre

PO Box 725  
282 Beechworth Road  
Wodonga 3690  
Ph: 02 6057 5399  
Fax: 02 6021 2633

## Post Separation Services

681 Young Street  
PO Box 72  
Albury 2640  
Ph: 02 6057 5399  
Fax: 02 6021 2633

If you would like to contact us for any further information please visit our website:  
[www.umfc.com.au](http://www.umfc.com.au) or email us on: [admin@umfc.com.au](mailto:admin@umfc.com.au)

Artwork has been supplied by children associated with Upper Murray Family Care's Staff, Families and Community.

