



"Supporting Local Families for over 35 Years"
1979 - 2014

2015 Calendar

Incorporating 2013-2014 Annual Report

ABN: 99 081 624 768 Reg No: A5357

UMFC Board President's Report 2014

During 2013/14 we have started to position Upper Murray Family Care for the next 20 to 30 years with the provision of physical structures to enable the continuation of services to vulnerable children and their families.



Greg Pearl, President.

With planning well underway for the development of the building on 27 Stanley Street we are all anticipating a construction start in early 2015.

This building will be strategically located close to transport and the centre of Wodonga, with easy access for clients from the Albury Wodonga Region.

The perseverance and patience of our staff who have been working in less than optimal work spaces and being on several sites is appreciated and will be rewarded with the new building.

The other challenge for the organisation is maintaining our community focus and being

part of the local community. This is particularly important as the larger organisations look for opportunities to expand into regional areas. As this expansion occurs, government decisions are more strongly influenced by a metropolitan perspective rather than by the people who live and work in the Upper Murray Family Care area.

To that end we all need to continue to strive for best practice and be open to new and innovative ways to provide services and maintain our physical assets at a high standard.

To Luke, Karen and the Senior Management Team, thank you for your ongoing enthusiasm and assistance to the Board and for supporting our staff to provide services in a caring and client focussed environment.

CEO's Report 2014



Luke Rumbold, CEO.

The year saw the agency join with two like organisations (Mallee Family Care and Oz Child Children Australia), to form the Independent Agency Network (IAN). The network aims to promote locally accountable community organisations and partner in initiatives beyond one agency's reach. It has already achieved success, receiving a grant from the Ian Potter Foundation for the creation of a client information management system.

Currently our information systems are provided by government departments. This means the information that is collected is often more relevant to the government than us. It also creates a problem where funding comes from more than one department with multiple systems that don't talk to each other. The Ian Potter grant will allow us to create an information management system that collects agency wide information that is important to us. We can then use such data in planning, reporting and advocating for our communities.

Our local children's fund, Trust in Kids, started distributing funds to local families in 2013. The year saw around \$7,000 help 17 children with extra-curricular activities and educational equipment (i.e. iPads) they may otherwise have missed out on. We were very grateful for a \$10,000 grant from the Commonwealth Bank and a \$5,000 grant from the SS&A Club in Albury to our Trust in Kids account.

This year also saw us conduct 360° feedback for our managers and a staff climate survey. It was extremely gratifying to see such positive and constructive comments reflecting a strong and committed workforce.

Staff also engaged in a review of our key stakeholders and it was impressive to see the

breadth of agencies and groups our services have relationships with. The exercise clearly demonstrated a broad spectrum of community linkages which was further supported by our mid-term agency audit. It was satisfying and reassuring to receive a very encouraging independent assessment of our performance against industry standards.

Next year we will begin the construction of the long talked about new head office building in Wodonga. It prompts me to express my thanks to our Board of Management, a group of dedicated volunteers who willingly accept significant responsibilities, motivated only by their passion to the agency's mission.

Finally, a huge thanks to our staff and volunteers, who quietly go about the business of caring for local children and families without fanfare or attention. The tremendous support and goodwill the agency enjoys from our Community is because of their dedication and service.



Upper Murray Family Care Board Members

President
Vice President
Treasurer
Member
Member

Greg Pearl Dip Ed, B Health Admin
Felicity FOX BBus
Dean Bocquet CPA
Phil Oates Dip Bus. (Acc)
Lester Sawyer B.Arch. ARAIA

Member
Member
Member
CEO &
Secretary

Liz Heta BSW
Robyn Gillis BSc, AssDip OHS, Mas HSM, GAICD
Sunita Rama LL.B, BEc
Luke Rumbold BA, BSW, MSW, PhD, FAIM

Upper Murray Family Care Organisation Chart



BOARD

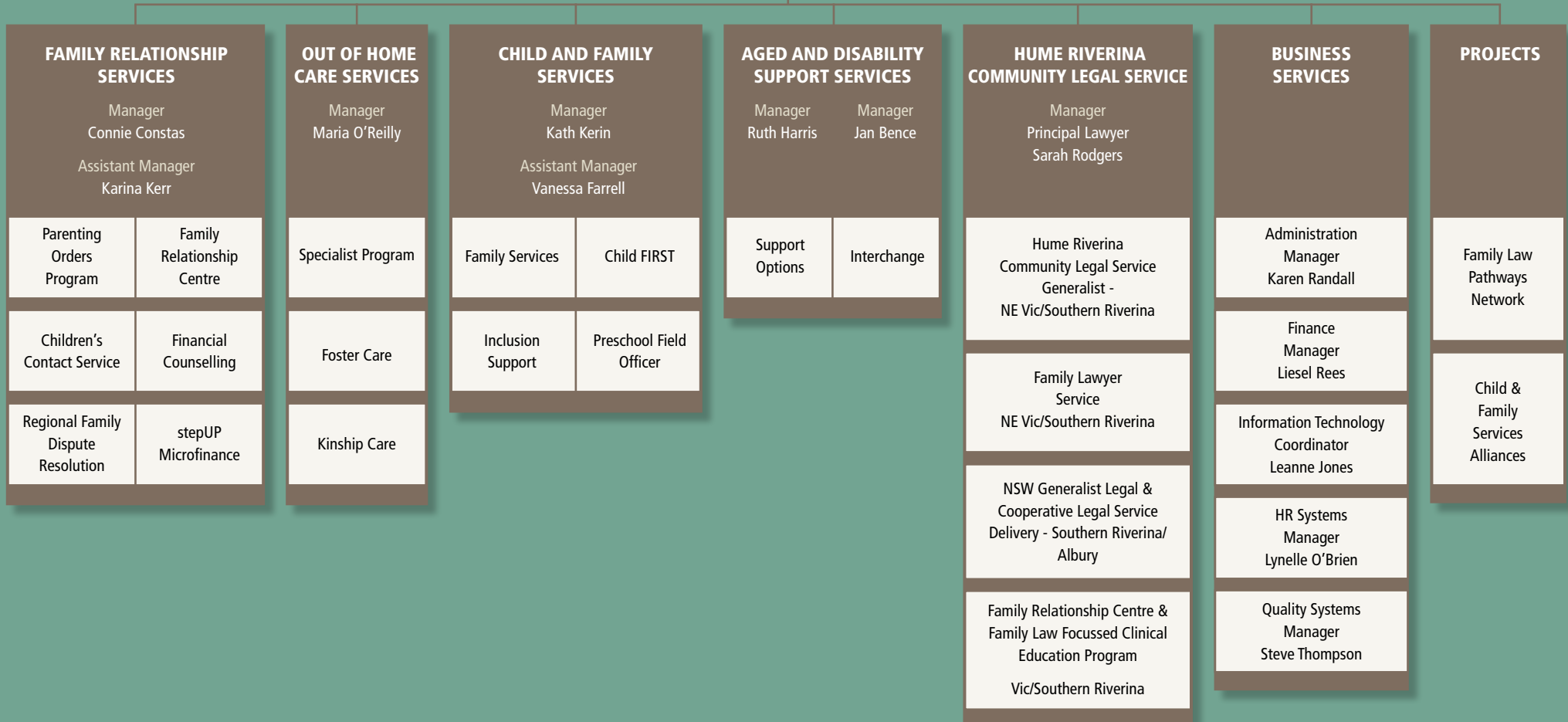
CEO
Luke Rumbold

SENIOR MANAGEMENT GROUP

Director of Client Services
Sheri Moulton

Director of Workforce Services
Fran Stoner

Director of Business Services
Ray Woodhouse



Aged & Disability Support Services

Create Opportunities

**for people who have a disability, who are ageing or have dementia and their carers.
The service supports individuals and families in their caring role, providing
information and respite options.**

We are:

Support Options

Supporting individuals with a disability and family members or friends who are looking after people who are frail, aged, have dementia or memory loss or a disability and are still living in their own home or with family or friends. Support can take many forms and is tailored to meet individual needs.

Interchange

Supporting children and young adults with a disability to participate in and enjoy a range of social and recreational opportunities, from after school activities, school holiday camps and activity days, individual opportunities with a big buddy, social groups and weekends away.

Every year we have over 100 amazing volunteers assist us to provide these opportunities.



UMFC Aged and Disability Support Services Ph: 02 6055 8000

January

December 2014

S	M	T	W	T	F	S
	1	2	3	4	5	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			

February

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22	23	24	25	26	27	28

Sunday

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Saturday

				New Year's Day	1	2	3
4	5	6	7	8	9	10	11
12	13	14	15	16	17	18	19
20	21	22	23	24	25	26	27
28	Australia Day	29	NSW Start of School Term 1	30	VIC Start of School Term 1	31	32

Creating Opportunities

....to strengthen families



The Allen family

Barely a week rolls by without our family drawing on the wonderful services of Interchange and Support Options.

Like most families we are a complex little group and the support we need is unique. Our daughter, Cassandra, has Down Syndrome and is enrolled in the Interchange program on three afternoons while my wife completes her days at work. When Cassie is thinking through her week ahead on a Sunday afternoon, her eyes really light up when she remembers Interchange! It's one of her favourite places.

I use a wheelchair and Support Options have been brilliant time and again with supports such as respite funding and providing personal care so that my wife can concentrate on our daughter's needs. They have also provided good advice about other services and have even filled a case management role in specific situations. Having an undiagnosed neuromuscular condition I find it quite difficult to access the support that I require and what I have appreciated most is the approach of Support Options which begins with "How can we help?", rather than, "What's your problem?" Caring, friendly and very approachable, these are great people working with us to help our family thrive.

Roderick Allen

UMFC Aged and Disability Support Services Ph: 02 6055 8000

February

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

Creating Opportunities

....for staying healthy



Healthy & Wise

Support Options in partnership with Albury Wodonga Health's Older Persons Mental Health Service offer a program called Healthy and Wise for carers and people over 55 who want to improve their health and well being.

Topics include: stress management, embracing positive ageing, managing financial and legal matters and dealing with life's inevitable changes.

Individualised support

Support Options can arrange respite to assist people to get out and about and linked into community based activities and services.

Carer Support Groups & Activities

Support Options promotes social connections through carer support groups and activities. Joining a group provides the opportunity to relax, take time out and connect with other carers who understand the demands of the caring role.

UMFC Aged and Disability Support Services Ph: 02 6055 8000

February						
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15	16	17	18	19	20	21
22	23	24	25	26	27	28

March

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

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	Clean Up Australia Day 6	7
International Womens Day 8	VIC Labour Day 9	10	11	World's Greatest Shave 12	13	Cultural Diversity Week (14th-22nd) Seniors Week (NSW) (14th-22nd) 14
15	16	St Patrick's Day 17	18	19	Autumn Equinox National Day of action against Bullying and Violence 20	Harmony Day World Down Syndrome Day 21
World Water Day 22	23	24	25	Albury Gold Cup Carnival 26	Albury Gold Cup VIC School Term 1 Ends 27	Earth Hour 28
29	30	31				

Creating Opportunities

....to get out & about

Support Options and Interchange encourage and provide opportunities for people to be involved in activities and participate in community life



Fun with a Big Buddy

Matt and Adam have become very important people in the lives of Jarrod and Sam. Since being matched with their Interchange Big Buddies they have been able to go out and share fun experiences in the community. Laser Tag has been one great activity for the boys – well not so great for Adam and Matt as Jarrod and Sam always win!! Matt and Adam volunteer their time and have both identified how valuable the experiences have been... “the boys are great, they’re not big talkers but its great to see they are becoming more comfortable in joking around and chatting with us”. “..it means we also get to do some great stuff”... “We try to get together every month.”

Getting Together

Here’s what some carers had to say about a recent Support Options carer outing to Dartmouth:

“So relaxing and a great place to go”

“The whole day was enjoyable”

“I loved being able to leave all worries behind and just relax”

“It was great meeting other carers”

“I loved being with other people and enjoying their friendship”



UMFC Aged and Disability Support Services Ph: 02 6055 8000

March						
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April

May						
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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

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

Creating Opportunities

....to make a difference

Celebrating the Power of Volunteering

- The Interchange Program relies on the support of Volunteers to provide a wide range of options and supports to young people with a disability and their families.
- Volunteers come from all walks of life with varying abilities and experience, each with something to contribute.



Contact UMFC now to find out how you can start making a difference.

*140 volunteers contributed to providing 27,195 hours of support in 2014.
An outstanding contribution.*

UMFC Aged and Disability Support Services Ph: 02 6055 8000

April						
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		

May

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

Sunday

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

Creating Opportunities

....to build on strengths and interests

INTERCHANGE - Our Story

Marieke and I have been actively involved in Interchange for more than ten years. It came about after speaking with a local family who were in the program as host volunteers. It sounded pretty good and we thought it would be great to be involved with a family that needed respite and care for their child on weekends and holidays. We have been lucky to have looked after a number of boys ranging in age from about 10 years to 16 years. All of them have been very enthusiastic with outdoor adventures. They liked bike riding, camping, fishing, swimming, boating and even going skiing during the winter. We often go exploring in the bush during the day and night and there is always something new to see. They like using their hands and learning new skills, which for some of them is difficult. At the end of the day, they love nothing better than talking about what they've done and going to do and plenty of photos are taken to remind them of their childhood escapades. Marieke and I like seeing the boys growing up and watching them become more confident in themselves and their abilities.

Ron and Marieke

Ron also volunteers on a regular basis with the Interchange school holiday activity days and camps. He is a great role model for participants and volunteers alike and his skills and passion for the outdoors has enriched our program.



Daniel and Dylan

Have shared many great adventures with Ron & Marieke.

Volunteer now and make a difference

UMFC Aged and Disability Support Services Ph: 02 6055 8000

June

May						
S	M	T	W	T	F	S
31					1	2
3	4	5	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

July						
S	M	T	W	T	F	S
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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

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Saturday

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

Creating Opportunities

....to work together

*To UMFC, Aged & Disability Services:
Support Options
Interchange*

*From the individual,
family or another
support service*

It can start with just a phone call



Monthly respite with an Interchange Host Family

Short term funding for support including respite or personal care

After school group activities with Interchange

Support in an unexpected situation

Individual opportunities with Interchange support worker

Coordination with individuals with a disability

Weekly - monthly social outings with Interchange big buddy

Carer support and linking with other services

Regular Respite

Information and support

Planning for the future

Support for carers

Opportunities for individuals

Social support and events that promote wellbeing

Opportunities to work creatively with other support services

UMFC Aged and Disability Support Services Ph: 02 6055 8000

June						
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21	22	23	24	25	26	27
28	29	30				

July

August						
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2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Sunday

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Saturday

			1	2	3	4
5	NAIDOC Week (6th-13th)	6	7	8	9	10
12	NSW & VIC Start of School Term 3	13	14	15	16	17
19		20	21	22	23	24
26		27	28	29	30	31

Creating Opportunities

...for individual choices



Like most teenagers Logan enjoys getting out of the house and interacting with friends. Over the last 2 years Logan has enjoyed regular access to the gym and swimming through the support of an Interchange big buddy. A great social opportunity but also a great way to keep active.

Ethan started with the Interchange program 6 years ago. It has taken time for Ethan to develop confidence and trust to move from the security of the familiar setting of centre based activities onto out and about experiences exploring his local community, including overnight camps. Ethan enjoys attending Interchange programs and experiencing new places and people. It has been great to watch Ethan develop through his involvement with Interchange.



Dianne and Peter first used Support Options in 2012. Individualised support to reduce carer isolation, occasional outings and attending support groups have enabled Support Options to offer Peter and Dianne more opportunities to enjoy activities and services in the community.

UMFC Aged and Disability Support Services Ph: 02 6055 8000

July						
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26	27	28	29	30	31	

August

September						
S	M	T	W	T	F	S
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6	7	8	9	10	11	12
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20	21	22	23	24	25	26
27	28	29	30			

Sunday

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Saturday

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

Creating Opportunities

....for fun



"We don't stop playing because we grow old; we grow old because we stop playing."

- George Bernard Shaw

UMFC Aged and Disability Support Services Ph: 02 6055 8000

September

August						
S	M	T	W	T	F	S
30	31					1
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23	24	25	26	27	28	29

October						
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18	19	20	21	22	23	24
25	26	27	28	29	30	31

Sunday

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Saturday

		1	2	Australian National Flag Day	3	4	5	
Fathers Day	6	7	8	9	10	11	White Balloon Day 12	
13	Foster & Kinship Care Week (14th-20th)	14	15	Step Family Day	16	17	NSW & VIC End of School Term 3 18	19
20	International Day of Peace	21	22	Vernal Equinox	23	24	25	26
27	28	29	30					

Creating Opportunities

....to support carers



People in a caring role often don't identify themselves as "carers", instead seeing themselves as looking after their husband / child / mother/ friend...

"[The respite arranged] made things so much easier and possible and gave me the time to gain my confidence to take the next step forward."

"I started to go under about 3 weeks ago. But with your help, with respite, I was able to sit under a tree, read a book, doze and do nothing. I've felt marvellous since then. You were right about the carer needing care. Thankyou."

There are over 2.6 million carers in Australia, ranging in age from 10 to 90.

*Carers Week is in October. "It's a time to... recognise and celebrate family carers in our community."
(Carers Victoria 2014)*

UMFC Aged and Disability Support Services Ph: 02 6055 8000

September						
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27	28	29	30			

October

November						
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29	30					

Sunday

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

Creating Opportunities

....for new ideas



New Initiatives

- In response to carer feedback, Support Options has created opportunities for people with dementia and their carers to share social outings in a safe and supportive environment.
- The “Coffee Converse Club” and shared outings are now underway.
- There will also be opportunity for carers and care recipients to participate in Life Story Work through our “Shared Lives Shared Journeys” program.
- Interchange is now providing opportunities for young adults 18-25 years.

- Varied support packages are now available through the Interchange program. Opportunities include support through our flexible care support workers as well as our well established volunteer program. Support can be on a 1 -1 basis, in home or out in the community. Group experiences are also available.

Moving into the future, we welcome new ideas and are continually looking at creative and flexible ways of supporting individuals and families.



“An idea that is developed and put into action is more important than an idea that exists only as an idea.” - Buddha

UMFC Aged and Disability Support Services Ph: 02 6055 8000

November

October

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18	19	20	21	22	23	24
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December

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27	28	29	30	31		

Sunday

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Melbourne Cup Day

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Remembrance Day

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Creating Opportunities

....with individuals and families in the community

HUME RIVERINA COMMUNITY LEGAL SERVICE

Offers free legal advice, information, referral and limited casework available either through clinics or telephone.

FAMILY RELATIONSHIP SERVICES

These are the Family Relationship Centre, Children's

Contact Service, Parenting Orders Program and Community Financial Services.

Community Financial Services offers a variety of support including information, referral, advocacy, low interest loans and other resources for people dealing with financial concerns.

Our family law programs provide separated families with a range of services including information, referral, family dispute resolution, therapeutic group work, education, support, child consultations, family counselling and a safe and secure environment for contacts and changeovers.

CHILD and FAMILY SERVICES

Provides a referral and assessment service through Child FIRST for children and their families. Family Services can then offer whole of family work to strengthen family resilience and enhance child development opportunities.

Early Years Service provides support through Inclusion Support Facilitators and Preschool Field Officers to eligible child care centres and kindergartens so that all children can fully participate in these early childhood services.

OUT OF HOME CARE

Provides approved and supported home based placements with carers who are independent of the child's family (Foster Care) or with family or friends of the child's family (Kinship Care).

BUSINESS SERVICES

Business Services 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 telephoning the agency.

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



December

November						
S	M	T	W	T	F	S
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

January 2016						
S	M	T	W	T	F	S
31					1	2
3	4	5	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

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	International Day of People with a Disability 3	4	International Volunteer Day 5
6	7	8	9	Human Rights Day 10	11	12
13	14	15	16	17	NSW & VIC End of School Term 4 18	19
20	Summer Solstice 21	22	23	24	Christmas Day 25	Boxing Day 26
27	Boxing Day Public Holiday 28	29	30	New Year's Eve 31		

UMFC Treasurer's Report

Dean Bocquet,
Treasurer.



At the conclusion of my first year as Honorary Treasurer, I would like to thank Phil Oates for his great work in the role and a special note of appreciation to Ray Woodhouse and his dedicated team for the continued high quality of the accounting function financial reporting and strong guardianship of the organisation's finances.

Exciting times as we launch into the ownership and construction of new premises in Stanley Street – a challenge that is made a little easier by our strong financial position as of 30 June 2014.

The Agency continues to return a Net Surplus trading position \$601,062 (\$459,175 in the 2013 year) notwithstanding an environment of increasing operational costs and restricted opportunities to increase gross revenue. In strict cash terms, the Agency successfully accumulated an increase in cash held of \$500,015 (\$270,752 in the 2013 year). We also enjoy Net Working Capital of \$2,297,898, with a decrease in borrowings in the 2014 year of \$275,565.

I am confident that the financial picture next year will be equally as impressive, having successfully serviced new loan funding undertaken to complete the new building and offices.

On behalf of the Board, can I thank everyone for their diligent efforts that make UMFC such a viable financial entity that continues to do such great work in our community.

Dean Bocquet
Treasurer

Upper Murray Family Care Incorporated

Statement of Comprehensive Income

For the Year Ended 30 June 2014

	2014 \$	2013 \$
Revenue	9,427,729	9,976,240
Employee related expenses	6,519,640	6,469,812
Direct program and client expenses	827,563	1,517,621
Office and administration expenses	641,480	673,122
Depreciation and amortisation expense	332,933	347,440
Occupancy expenses	213,076	207,423
Borrowing Costs	62,753	91,880
Other expenses	229,222	209,767
	8,826,667	9,517,065
Surplus before income tax	601,062	459,175
Income tax	-	-
Net Surplus	601,062	459,175
Comprehensive income	-	-
Total comprehensive income for the year	601,062	459,175

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

Upper Murray Family Care Incorporated

Statement of Financial Position

As at 30 June 2014

	2014 \$	2013 \$
ASSETS		
Current assets		
Cash and cash equivalents	5,052,288	4,552,273
Receivables	306,349	84,757
Other	42,140	42,522
Total current assets	5,400,777	4,679,552
Non-current assets		
Property, plant & equipment	5,671,122	5,841,257
Total non-current assets	5,671,122	5,841,257
Total assets	11,071,899	10,520,809
LIABILITIES		
Current liabilities		
Payables	448,015	404,551
Other	1,314,471	1,191,080
Employee provisions	1,139,536	1,042,548
Borrowings	200,857	171,390
Total current liabilities	3,102,879	2,809,569
Non-current liabilities		
Employee provisions	137,928	176,178
Borrowings	574,817	879,849
Total non-current liabilities	712,745	1,056,027
Total liabilities	3,815,624	3,865,596
Net assets	7,256,275	6,655,213
EQUITY		
Retained profits	7,256,275	6,655,213
Total equity	7,256,275	6,655,213

This is a summarised statement of financial position which is fully consistent with externally audited financial statements that 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 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 **Jessica Thurling**.



Since March 2005 Jessica has graciously given hundreds of voluntary hours of service to the Interchange program, supporting children with a disability and their families in the Albury-Wodonga area.

Jessica began by volunteering to help supervise children in the school holiday program on camps and activity days, continuing on to help with youth group outings and overnight respite.

Jessica's duties while involved with the Interchange program have been to supervise and support children of varying abilities, encouraging them to be involved in a range of activities, provide personal care and implement behaviour management strategies.

Being one of our more experienced volunteers, Jessica has undertaken the responsibility of caring for some of our more challenging participants, in particular those with autism and has proven herself to be extremely consistent and respectful in her dealings with all whom she has been involved with.

Jessica has been an exceptionally reliable volunteer who continues to 'sign herself up' holiday after holiday, weekend after weekend, whilst continuing to manage full time work - as well as a social life!

Because of her selfless service, many families have enjoyed welcome respite from the demand of caring for a child with a disability. It is humbling to see young people who are willing to spend their holidays helping children with a disability have the time of their lives.

Jessica has recently been employed with the Interchange

program as a flexible care worker now providing individual support to some of our children and young people.

Jessica is certainly a young person making a difference in her community and a "quiet achiever" who would never "showcase" her contribution.

We say thank you to and all our carers.

Previous Winners:

- Margo & Kevin Fox
- Shirley Dobson & Brian Hayes
- Georgina & Niall Reidy
- David Milan
- Leigh Ferguson
- Roslynne & Neville Burgen
- Harry Johnson
- Pat Nimmo
- Eugene Butkowski
- Shani Robertson
- Dusan Jovetic
- Sharon & Jim Gambold
- Peter Bridle
- Chris Hollonds

UMFC Life Member:

- The Very Reverend David Thawley
- Frank Maestrianni
- Shirley Rutherford
- Lou Lieberman
- John Taylor
- Graham Andrew
- Berta Laubli
- Betty McLean
- Rhonda Stein
- Violet Coles
- Nancy Mason
- Alan Cracknell
- George Pender
- Gillian Mallinder
- Sue Blake
- Jeff Wittig
- Jill Knights

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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 35 years, in particular, our donors, volunteers, carers and local communities and look forward to strengthening this bond for many years ahead.

Volunteers are the life blood of our community and at 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.

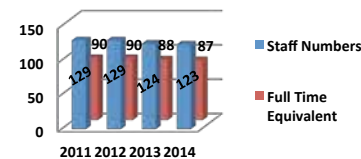
Numerous donors also sustain our agency with financial contributions assisting us to provide care and support to families and individuals in our region. Thank you to our donors for your generosity and support – even the smallest contribution can help change a life.

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.

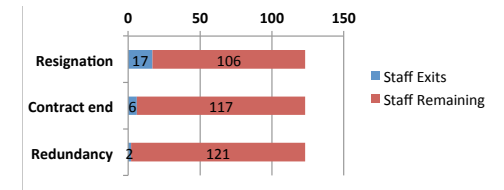
UPPER MURRAY FAMILY CARE INCORPORATED

Employment Profile for 4 years ending 30 June 2014

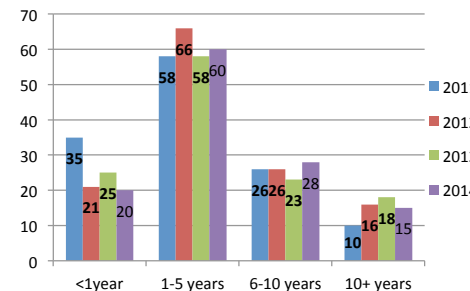
UMFC Employment 2011-2014



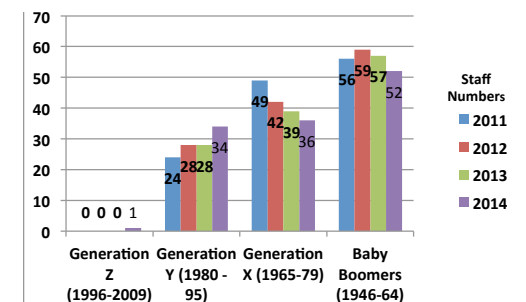
UMFC Staff Turnover 2013/14



UMFC Staff Tenure 2011-2014



UMFC Generational Profile 2011-2014



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If you would like to contact us for any further information please visit our website:
www.umfc.com.au or email us on: admin@umfc.com.au



Upper Murray Family Care
acknowledges the support of the
Victorian and the Australian Governments.

