



monaro **family**
support service

INCORPORATING
Monaro Early Intervention Service



ANNUAL REPORT 2023-2024



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ACKNOWLEDGMENT TO COUNTRY



Monaro Family Support Service respectfully acknowledges the Aboriginal groups who are the Traditional Owners of the land on which we currently deliver programs and services. The majority of the Snowy Monaro region is Ngarigo Country, but we also wish to acknowledge the Bidjawal people in the south eastern parts of the region around Delegate, the Walgalu people in the west of the region, and the southern Ngunnawal people in the far north east of the region. We also pay our respect to the wisdom and diversity of past and present Elders and leaders and to their commitment of nurturing future generations of strong young Aboriginal people.



ABOUT US

OUR HISTORY

Monaro Family Support Service (MFSS) is a highly respected community organisation with a firmly established presence across the Snowy Monaro LGA, having operated in the region since 1978. MFSS offers no-cost support promoting mental health and well-being across our diverse and geographically isolated Snowy Monaro region. The Service provides a range of programs and services to children, young people, families, and communities, especially to those who may be vulnerable or experiencing adversity, including case management, counselling, advocacy, referrals, group programs, and community education events.

OUR MISSION

Monaro Family Support Service' strength comes from our connection and understanding of our local communities. We offer place-based wellbeing supports accessible in multiple locations across the region. Our knowledgeable, professional, passionate and supportive team members come from our community and live locally. We use a genuine, flexible and creative approach to meet individual and family needs.

Purpose

MFSS works together with individuals, children, young people and families in our Snowy Monaro communities to support their journey through life's challenges for positive growth and change.

Vision

People belong to stronger families and are connected to thriving and resilient Snowy Monaro communities.

Values

WELCOMING: Our place is your place.

RESPECTFUL: We honour your story.

RESPONSIBLE: We do our best.

ADAPTABLE: We're open to growth.





WHO WE ARE

Monaro Family Support Service (MFSS) is a highly respected community organisation with a firmly established presence across the Snowy Monaro LGA, having operated in the region since 1978. MFSS offers no-cost support, promoting mental health and well-being throughout the rural and remote areas of our Snowy Monaro region. The Service provides a range of programs and services to children, young people, families, and communities, especially to those who may be vulnerable or experiencing adversity. These services include case management, counselling, advocacy, referrals, group programs, and a wide range of community education events. We also have a range of specialists to support people with additional needs such as disability and trauma, including people accessing the NDIS scheme.

In addition to having offices in Cooma, Bombala, and Jindabyne, MFSS has a proud 47-year history of providing outreach to bring these services directly to where people are so that the barriers in having to seek help through traveling to services in regional centres are diminished.

MFSS delivers a flexible, responsive model of integrated services, using trauma-informed and strengths-based approaches to collaborate with clients to address their needs and goals. We also provide therapy services and have started delivering more early childhood supports through a mobile preschool.

INTEGRATED

Place
based

FLEXIBLE

Trauma
informed

LOCAL

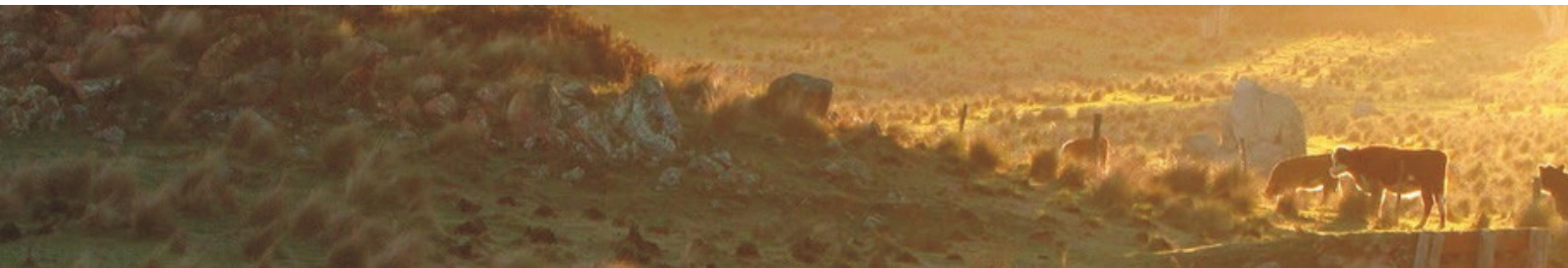
Strengths
based

RESPONSIVE

Inclusion
focused

Meet Our Team

Amber	Gail	Liz	Pauline
Anthony	Jan	Luki	PJ
Ash	Janet	Lynda	Sharon
Belinda	Jen	Maddi	Shearna
Claire	Kaela	Mei	Renee
Denise	Katie	Michaela	Rhonda
Emily	Katrina	Nadja	Richard
Frans	Kel	Nat	Tracy
	Kinza	Paul	Yvi



Meet Our Committee

Kirsty Salvestro	President
Anthony Marshall	VP (Until June 24)
Cathy Guion	Secretary
Jono Forrest	Treasurer
Samara Byrne	Member
Sharon Schulz	Member
Kathryn Farrell	Member



PRESIDENT

As we gather to reflect on another remarkable year for MFSS, I am filled with pride and optimism for the journey ahead. This past year has been one of tremendous growth, change, and unity. Following the successful merger last year with Monaro Early Intervention Service, our team has remained steadfast in fostering a seamless, integrated organisation, rooted in a shared commitment to our community.

As you all know, this year brought significant changes in leadership, as we farewelled some exceptional members who contributed decades of service to MFSS. Our former CEO, Pauline Cook, and Director of Corporate Services, Luki Choudhury, left an incredible legacy of vision and dedication that laid the foundation for the organisation we see today. We also said goodbye to Lynda Nicholson, an outstanding caseworker whose expertise and commitment positively shaped our team. Although they are greatly missed, their contributions continue to inspire us and guide our work.

Amid these transitions, we feel exceptionally fortunate to have welcomed Anthony Marshall as our new CEO. Anthony has already shown himself to be an extraordinary leader with a wealth of experience, a collaborative spirit, and a deep commitment to our mission. His approach has helped our team come together in this new era with energy and optimism, and we are excited to see how his leadership will drive MFSS forward.

A special and heartfelt thank you goes to Liz Maxwell, who has been with MFSS for many years and has been the true heart of our organisation during this period of transition. Liz together with Kinza have held the team together with remarkable stability and strength, providing invaluable support to every staff member and to Anthony. Their dedication, resilience, and commitment to MFSS have been unwavering, and their leadership has been instrumental in helping us navigate through these changes with confidence.

I would also like to extend a huge thank you to the entire MFSS staff. Every member has shown incredible adaptability, patience, and dedication as we've embraced new leadership and set our sights on a positive future. Your hard work, passion, and commitment to serving our community have made this transition not only possible but inspiring. We couldn't be where we are without each of you.

In addition, I would like to recognise our exceptional board. Their dedication, wisdom, and support have been a source of strength for MFSS. It has been an honour to work alongside such a committed group, who not only believe in our mission but actively guide and support the organisation's growth.

Looking ahead, with our strategic plan, values, and a clear organisational theory of change, MFSS is better equipped than ever to respond to the needs of our community. We are ready to embrace the opportunities ahead with purpose, passion, and a renewed sense of unity.

To our board, staff, and supporters—thank you. Together, we made it through another year of positive impact and meaningful service for our community.



CHIEF EXECUTIVE

As we reflect on the past year at Monaro Family Support Service, I am filled with immense pride and gratitude for the incredible work our team has accomplished. Our commitment to supporting families and individuals across the Snowy Monaro region has never been stronger, and our support of the region continues to grow.

This year has seen MFSS extend its reach through a wide range of programs designed to meet the diverse needs of our community. Our Casework Team has provided essential support to families facing challenges like mental health issues, family breakdowns, domestic violence, and financial stressors. The feedback from clients tells the story of hope and empowerment, demonstrating the positive impact we have on family functioning and resilience.

Our School Programs have once again proven invaluable, with initiatives like Rock and Water, DRUMBEAT, and Seasons for Growth helping young people navigate anxiety, peer relationships, and grief. These programs not only offer students the tools to manage their emotions but also create a supportive environment. We are proud of the university collaborations and student placements, which help shape the future workforce and bring innovative approaches to our service delivery.

The Community Sector Disaster Capability Project is another initiative we are proud to lead, strengthening our region's preparedness and resilience in the face of natural disasters. It is projects like this, alongside our extensive Early Childhood Programs, Parenting Support Groups, and the unique Navigate youth mental health initiative, that ensure we remain responsive to the evolving needs of our community.

I would also like to extend my heartfelt thanks to the incredible individuals and organisations who have generously donated essential support to help MFSS continue its work in the Monaro community. Without this generosity, MFSS wouldn't be able to provide such a wide range of vital services across the region.

As we look ahead, we remain committed to empowering families and individuals, building resilience, and fostering connection across our region. I extend my deepest gratitude to our amazing staff, partners, and community members for your ongoing support. I would also like to thank our incredible volunteer Board who give so much of their valuable time to make sure MFSS continues to be a highly professional, thriving not for profit. Together, we will continue to make a lasting difference in the lives of those who need us the most throughout the Monaro region.

Anthony Marshall

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Chief Executive Officer



DIRECTOR OF CLIENT SERVICES

During the latter half of the 2023–2024 Financial Year, came the end of an era for MFSS.

We farewelled the extraordinary team of our CEO, Pauline Cook and the Director of Corporate Services, Luki Choudhury. These women lead the service for a combination of over 25 years. It is without question the successes MFSS has achieved in recent years is direct result of their tireless commitment to growth and change.

Pauline came to the service with innovated plans and a contagious energy. With the staff, she was able to form a vision of what MFSS could be and what the steps were to this end. Her enthusiasm and genuine care for service, staff and community lead her to doors that needed to be opened. She indeed opened them. Pauline rattled locks from Parliament House to isolated communities across NSW. She initiated change in the thinking of many. “Place based services, place based services” being her mantra. With the unwavering support of the Boards’ and staff of MFSS throughout her 7 years term, this amazing woman built the service she had envisaged. With her wide smile and clarity of purpose, Pauline introduced MFSS to the ‘Next Level’. She certainly added to the definition of “multi-tasking”.

Luki’s journey with MFSS commenced 18 years before Pauline arrived. She held several roles in the early days, sometimes juggling playgroups, multicultural casework, admin tasks, project management, functions and clean tea towels simultaneously. Her responsibilities grew with the service and for the last ten years she quietly and methodically put in place systems and policies that lead us from two cheque books, two handwritten journals and a Petty Cash tin to 2024 technology and current business standards. Luki worked with, and for, Pauline on the uncharted trail of Admin tasks that came from the building of the service, the increased funding, a growing staff and the merging of two services, to where it is today. All the while, Luki was the heart of MFSS. Her care and support of the staff never wavered. To say that she is missed is an understatement.



DIRECTOR OF CLIENT SERVICES

In early 2024 we said goodbye to Lynda Nicholson. This too was a difficult resignation to accept. However, the distances Lynda travelled five days a week from Mullion (yes, google it) to Cooma for work is testament to the commitment and belief she had in MFSS. Lynda was an extraordinary caseworker and a valuable member of the Management team. She not only contributed constantly to the theory of change being undertaken within the service but brought vast experience in her field. Her knowledge of this LGA and other services has helped shape the casework team. Lynda's casework model has gained respect from clients and stakeholders. The positive outcomes she was able to achieve in the Covid lock down periods were outstanding. Lynda has taken her wisdom and care to an area of work she is passionate about. She will be a great asset to this service.

These three people are greatly missed and have proven to be hard shoes to fill. As we are well into the 2024-2025 FY these shoes do now seem comfortable. Change is hard. But with change comes opportunity. Let's explore our optimistic future.

Kath Farrell has also had a long history with MFSS and is resigning from the Board this year. The contributions Kath has made are far too many to list. She has been a Caseworker, an educator, a Disability Champion, a community capacity builder. She has written programs, organised events, cooked slices. She has listened, advised, argued, presented, demanded and accepted. All in the name of MFSS. She has spent hours on the phone, driven thousands of kilometers, held hundreds of babies, focused and held hands of even more toddlers and teens and all in between. She has sat in meetings, chaired meetings, and demanded meetings. Kath has attended training, facilitated training, begged for training, even walked out on training.

More recently Kath has sat on MFSS Board where has contributed to all facets of governance. Kath has promoted, respected and represented MFSS in all ways and has been a strong advocate for clients staff and community. And still is.

Above and beyond all that, it is an honor to call her friend.



Liz Maxwell

Director of Client Services

FROM THE COMMUNITY

“

The document you provided me is amazing. It is so spot on it made me cry. I am forwarding it to 'my son's' school tonight. Thank you so much for such timely, expert input! I really appreciate it.”

”

“

Thank you very much, for a start - this was something that we desperately needed in our village. There should be more of it ... You cannot replace a person's life - you can only save it.

”

“

The diverse people who came out, together, worked well because people took it on board. They still talk about it.

”

“

I have loved seeing her be herself, laugh and be brave when confronted with new challenges

”

FROM THE COMMUNITY

I think there is a really good element of mindfulness in the program - that need to be in the moment is good for my son and the focus of each lesson has been something that I can revisit with him and talk about with him

We saw an immediate change in our son from being in this program

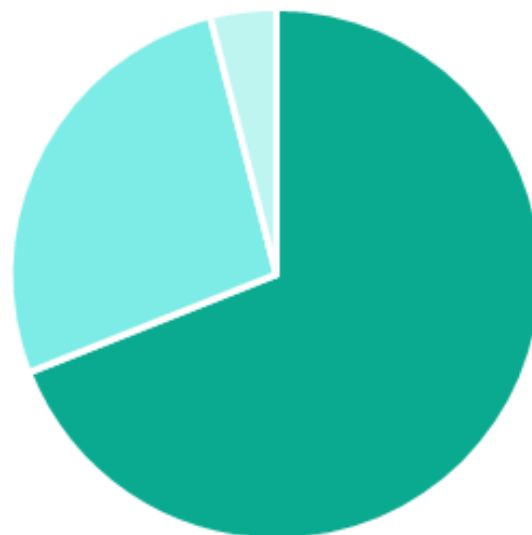
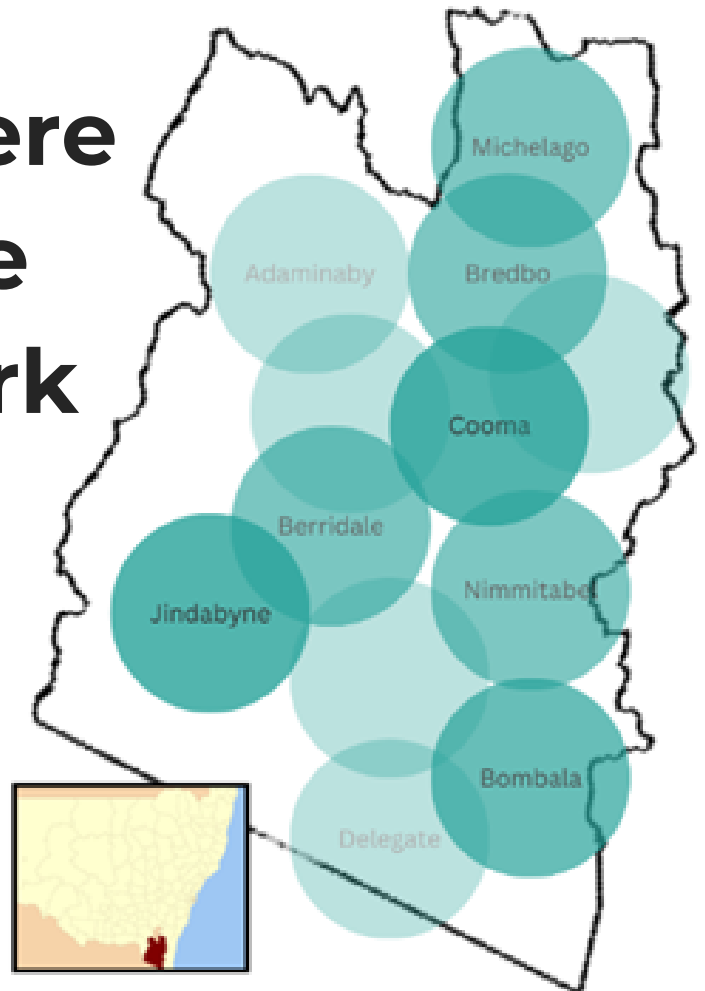
It has made people more aware of who is in the community. It's reduced isolation. That helps with their mental health ... We can use regular events like bingo to check in on people's plans. COVID just trashed the whole community ... The telephone communication [from this project] re-awakened old pre-COVID networks.

OUR YEAR IN A SNAPSHOT

A typical MFSS day looks like...

8am	Pram walk and Talk
	Preschool starts
9am	Therapy session
	Write therapy plan
10am	Caseworker home visit
	Travel back to office
11am	Women's art group
	Casework community session
12pm	Disaster preparedness session
	School program delivery
1pm	Casework referrals
	Refer client to external supports
2pm	Business support - reporting...
	...pays, policies, emails, calls
3pm	Interagency meeting
	Referrals and intake
4pm	Speech therapy
	Grant application writing
5pm	Navigate group session
	RELAX...

Where we work

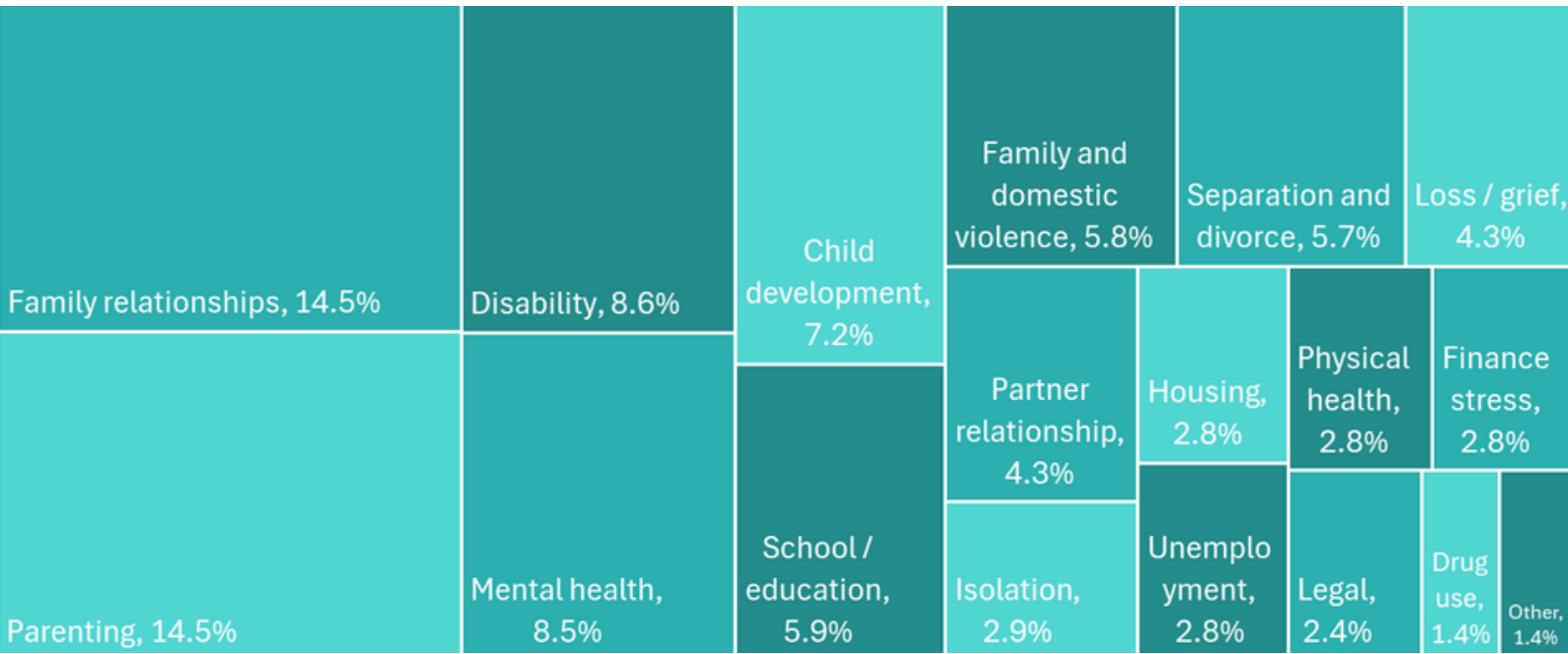


How we're funded

■ NSW Government ■ Federal Government ■ Private

OUR YEAR IN A SNAPSHOT

Family capacity building is what we do!



Case work

What you ask about

Enquires





CASEWORK

The dedicated casework team has continued to provide compassionate support to community members across the whole of the Snowy Monaro LGA. This service is funded by contracts provided through state and federal governments. Geographical barriers and isolation of clients have seen the team travel to support vulnerable families and deliver professional and compassionate support that MFSS is renowned for.

The casework team have collectively worked within their professional parameters to provide parents with additional family capacity building techniques and support regarding psychosocial inter-relational stressors.

Stressors include:

- Every day stressors impacting personal and or family functioning
- Disability/NDIS/medical appointment support
- Divorce and separation support
- Domestic Violence support
- Family relationship building
- Child behavioural strategies
- Mental Health
- Parenting
- School refusal
- Referrals
- General enquiries
- Grief and loss
- Housing concerns
- Cost of living stressors
- Crisis presentations
- Social connections

I have grief and trauma from a previous relationship which put me in a personal slump. It was hard. MFSS helped me move forward and focus on the important things in my life like my family, employment and financial independence.



CASEWORK



My mental health and financial situation became strained after seasonal weather impacted necessary house maintenance. The pressure on my single income was brutal. My MFSS caseworker supported me and also helped me prepare and lodge applications for financial assistance through a local service. The relief of this burden was empowering as I was then able to plan ahead for my future and my children

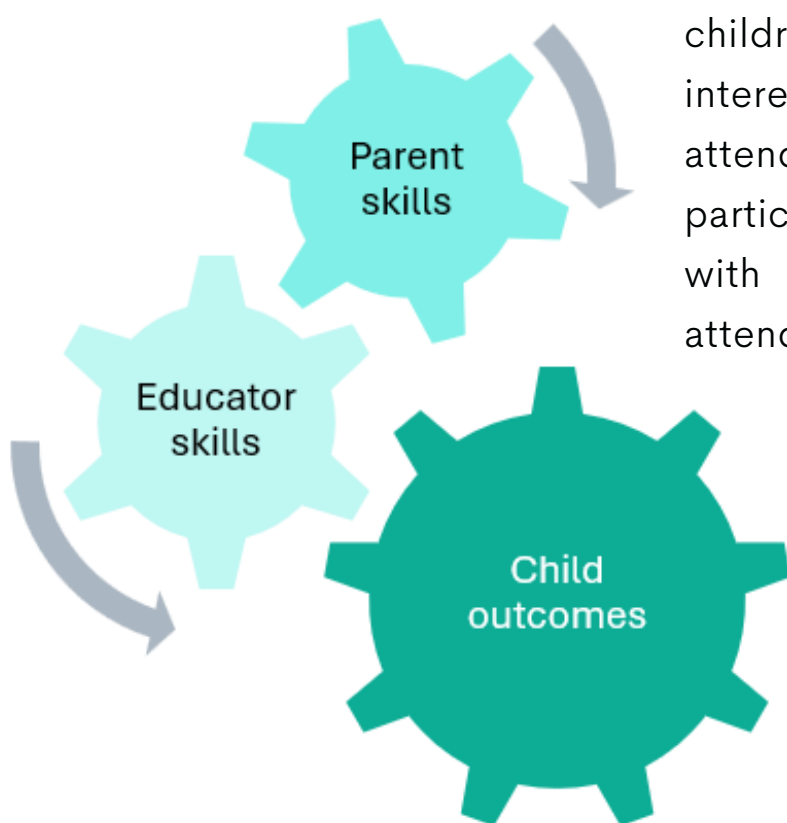


The casework team has worked collaboratively with families through addressing barriers and showing dedication, persistence and professionalism to all clients. Their efforts have led to improved family functioning, family capacity and strengthened relationships. Focusing on strength, possibilities, and hope, the casework team has received gratitude for the empowerment and support received.

Parenting Programs



1-2-3 Magic and Emotion Coaching is an evidence-based parenting program which we offer as required throughout our region. This year it was delivered as a face-to-face program in Bombala. The program provides a straightforward approach to discipline. The method encourages use of a counting technique to manage children's behaviour in combination with a range of other emotion coaching strategies. The goal of the parenting techniques taught is for parents to maintain control and reduce emotional tension; offering a structured, no-nonsense way to manage challenging behaviours in children. This course had 16 adults interested in attending, with 7 adults attending the full course. The participants were primarily parents, with childcare service providers also attending to enhance their knowledge.





DISABILITY WORK

MFSS have continued to offer disability services, focused on children with disabilities and additional needs in our community. This year saw the move of a lot of our therapists to sole traders within our community, which is a common trend in therapy services since the introduction of the NDIS.

Our speech pathologist has been able to train a new therapy assistant and together deliver programs to individuals throughout the LGA for all ages. They support children and their families to realise a range of social and communication goals, so they can have meaningful participation in our community. While currently at full capacity, they are doing a fantastic job of seeing every child who presents with needs, using a team approach to meeting client needs.

We have also used donations to support children who otherwise could not access assessment and therapy programs. A donation from The Greater Good Foundation allowed diagnosis of one young person, sensory assessments for several preschool children, assessment for classroom supports required by students, interoception awareness program delivery to a family and handwriting therapy for one child. We have also been able to support several families with NDIS access request assessments and supports to successfully obtain NDIS funding for their children.



In addition to these direct therapy services, we have also:

- offered places in our Equine Assisted Learning program to children with disabilities,
- provided an Equine Assisted Learning program specifically for parents and carers of children with disabilities and
- continue to deliver the MyTime program which supports parents and carers of children with additional needs.



UNIVERSITY COLLABORATIONS

Student Placements

To support future professionals and enhance therapy services in our area, we have facilitated student placements. Two Master of Occupational Therapy students completed a joint placement in winter 2023, with another two in winter 2024. They observed and delivered therapy programs for local families and collaborated with schools to understand community needs. Additionally, a part-time Master's student created valuable resources for the Toy Library, focusing on child development and play. All students recognized the placements as beneficial for understanding and engaging with the rural community. Despite the effort required, we remain committed to nurturing students' skills and passion for supporting rural areas.

Collaborative Projects

We contacted the University of Sydney last year, exploring ways to overcome difficulties related to rural service delivery, including a lack of trained professionals, large distances to travel and diverse and often complex needs of children and families. From this we have embarked on two collaborations.

Together we received a SSHARC Impact Accelerator Grant. The aim is to articulate and quantify factors to improve support for children with disabilities and their families in rural communities. The research team have been working hard on this before coming to visit Cooma in mid-2024, when they were able to see some of the programs we run and get on-the-ground understanding of the local situation. They will continue to research and develop in-depth information which can then be used to advocate for practice and policy changes which will lead to the more effective addressing of community needs. This project will continue throughout 2024. An article was published in Link Magazine.

We also agreed to support the Rural And Remote Enterprise (RARE) program to be a community partner for student projects. This program will run in late 2024. **19**

EARLY CHILDHOOD PROGRAMS

MFSS is well known for our range of ongoing early childhood groups, specifically designed to support young families. Our programs continue to be well attended and, in many locations around our LGA, provide the only playgroup and space to connect with other parents.



Monaro Mobile Preschool

After a year of discussions and planning, we proudly opened the Monaro Mobile Preschool under the MFSS banner in Term 1, 2024. We assembled a dedicated team, including an early childhood teacher, director, and assistant.

We maintained the same schedule as before, achieving strong enrolment numbers in Jindabyne and Berridale, both of which offer accessible, safe environments for learning through play. However, we quickly noticed that enrollment in Michelago was insufficient to sustain the program. After consulting the community, we decided to relocate to Cooma starting in Term 2. This new site, utilizing a purpose-built facility on Hill Street, has proven successful, primarily serving multicultural families and providing excellent opportunities for outdoor play and engagement.

The team has completed the initial census, submitted an inclusion support application, and developed comprehensive policies while working on the annual Quality Improvement Plan. Family feedback has been overwhelmingly positive. The MFSS team collaborated to sort through a wealth of resources collected over the years, allowing community members to reclaim many items while preparing others for future use in the preschool and across the organisation. Several sheds remain to be sorted in the coming months.

EARLY CHILDHOOD PROGRAMS



Why I attend:

- **The social aspect. I love that it's so chill .**
- **Social interaction and physical movement.**
- **Connecting with other mums and getting out of the house.**
- **Lovely connection & exercise in the fresh mountain air.**
- **The social aspect, meeting other parents.**
- **Combining exercise and meeting new people.**
- **Meeting other mums, being active, learning about fitness**
- **Getting active & pelvic floor rehab**



Pram Walk & Talk

Our Pram Walk & Talk Groups offer free social walks and exercise for parents with prams. Thanks to the Cooma Rotary Club, we have funding for exercise specialists in both Jindabyne and Cooma. Cooma sessions are led by Katie, trained in Post-Natal Yoga, while Jaclyn from Core Mumma leads Jindabyne, also with post-natal qualifications. These groups are very popular, with regular attendees who brave all weather conditions, often opting to stay outside for core or yoga sessions. The Jindabyne group has even incorporated a hiking morning along a scenic river circuit, and we held a mat exercise session on the Thredbo lawns. This year, we welcomed dads into the mix, which has been a fantastic addition.

The discussions during walks are supported by Monaro Family Support Service and Community Health professionals, covering topics like Women's Health, Dietetics, and Physiotherapy. These conversations foster connections among participants, leading to friendships and support networks that extend beyond the group.

Meeting an hour before Cooma Bubs Club, many parents stay for the session if their children are of the right age. Overall, Pram Walk & Talk promotes exercise, socialization, and access to children's experts, enriching the experiences of new mums.

EARLY CHILDHOOD PROGRAMS

Mum and Bub Exercise Classes were offered in Bombala in place of the Pram Walk and Talk. This collaboration with Rock Your Baby Fitness has had great outcomes.



Pram Walk & Talk

2023

19 sessions
Cooma

23 adults
24 children
4 unidentified

2023

19 sessions
Jindabyne

19 adults
18 children

2024

20 sessions
Cooma

23 adults
22 children
4 unidentified

2024

21 sessions
Jindabyne

27 adults
25 children

Prior to joining pram walk, I had a small network of friends that my family had built through connections with our work. With no family in the area and our first child just recently being born, we wanted to strategically expand the group of people that surrounded us and our child.

Since first finding the group, my daughter and I have attended each week that we can. During these times I have been able to make connections with other mums, dads and the program facilitators. The walks provided a casual atmosphere that makes it easy to chat to others. There is common ground straight away between you and other people, along with the bonus of getting exercise - which is much needed as a new parent to get into shape and feel good. I am now able to say that I have others that I can call upon in the community that have young children, to help my family as we raise our child. No doubt, being in our small town, these relationships will be important for many years to come and for that we are truly grateful for. This group has been brilliant to be part of such a fantastic and valuable program.

EARLY CHILDHOOD PROGRAMS

Bub's Clubs

Cooma, Jindabyne and Bombala Bub's Clubs run weekly throughout school terms. The program is for parents with babies under 12 months of age and provides social interaction and connection as well as a range of sensory activities for both the parents and bubs. A Child & Family Health Nurse attends group regularly, with parents appreciating being able to weigh babies and speak to the nurse with any concerns that they may have.



This year we have had an amazing selection of speakers covering topics such as information about encouraging speech, sleep and settling techniques, introducing dental care and the importance of play. We had lots of hands-on sessions as well from Mums and Bubs Yoga, Pilates, a cooking class, women's health physio who also did some assessments, and First Aid for babies. All these organisations and speakers attend the group for free, giving their time and sharing their expertise. Baby Massage and bush fire preparedness sessions have also been delivered with a great reception each time.

The group has also enjoyed the creative activities, seeing everyone gather and become creative with the first painted footprint and creating a musical instrument or sensory bottle bringing joy to all. We had messy sensory play, celebrated 1st birthdays and had an end of a year picnic with sharing of plates. Country Women's Association have also supported the Jindabyne group with weekly goodies and volunteers.

EARLY CHILDHOOD PROGRAMS



Donations are still expanding with clothes and other baby items available for free. It's great to see this support for families in these challenging financial times.

The standout point with this group is the connections that are formed and maintained outside of this group, meeting up for extra activities whether it is in the pool, or going for a walk, the library or just a cuppa. The support parents offer each other is wonderful to witness, especially as many don't have immediate family connections close by.

Bub's Clubs



Mums & Bubs has been a lifeline for me & helped me keep my sanity during this incredible yet intense time. Thank you for everything Janet.

It is always great fun to come to Bubs Club. Thank you so much!! Len loves to join the club every Tuesdays too. I've met lots of beautiful people here.

Thank you for everything you do, we look forward to coming along each week.

I found the space to be so friendly & non-judgmental. Thank you so much, I know others feel the same way, we are very grateful to have this club!



I've struggled with anxiety, especially social anxiety, from a young age. After becoming a mum, the changes in daily life intensified my anxiety, making it hard to find the energy to get out. Despite the support from my husband and in-laws, I worried I might become a hermit.

My child and family health nurse suggested joining the pram walk and mums and bubs club to connect with other mothers. When I first attended, I was overwhelmed by the warm welcome. It provided a safe space to share the ups and downs of motherhood, and I quickly learned a lot about my baby's development.

The club helped me forge friendships with other mums in similar situations, which I truly value. I've also joined local activities like mums and bubs pilates, benefiting my mental and physical health. My anxiety has significantly decreased, making me feel more capable as a person and a mother.

It's incredible how a few hours a week can make such a difference. The mums and bubs club has given me a sense of belonging, and I'm incredibly grateful for the support in our community. I can confidently say I'm MFSS's biggest fan!



EARLY CHILDHOOD PROGRAMS



Playgroups

Snowy Kids Playgroup in Jindabyne, and Little Mountaineers in Cooma, are run weekly throughout school terms. They welcome parents or carers with children under school age.



Both playgroups continue to be very popular with a range of families and children, providing a valuable local social network for families.

Themes for the program have extended for quite long periods of time especially as the older children became very creative. One of those themes was "Pirates". We saw creations of hats, swords, looking glasses, and creative play of our pirate ship.

Our seasons were intertwined with our story book themes. For instance, the Jindabyne group went to the Gaden Trout Hatchery to have some fun in the autumn leaves. Piles of leaves were created then we took turns jumping into them. We created leaf and bark sailing boats that were raced down the river to complement our story theme of "Where the Wild Things Are". Our exploration of the story ended with a session of having a Wild Themed Party around a campfire creating Monster Breads to share with everyone.

“My child was born premature, with a lengthy NICU stay until he was able to come home. The usual first-time parent anxieties were amplified – having spent months with our baby receiving around the clock medical care, then all of a sudden going home and its just us.

I went from being an anxiety riddled mum, constantly second guessing everything I did, to feeling (most of the time) like a confident mum and actually enjoying motherhood. I also now have a great circle of mum friends I can lean on that have kids of a similar age to grow alongside my son.

Being in a rural town, a good chunk of first time parents here are quite isolated as its not our hometown. Family and friends are literally hours away. Having the facilities and friendship that Monaro Family provide is life altering particularly in the initial years that can feel so difficult. It is significant because I no longer live in fear and actually feel joy as a mum.

EARLY CHILDHOOD PROGRAMS

Playgroups

In Cooma, the families have enjoyed the lovely enclosed outdoor play space which provides a safe and accessible environment for all children to explore and enjoy. This is the only fenced playground in Cooma outside of school grounds. Families also have access to a wide variety of toys during this playgroup, from puzzles, blocks, kinetic sand, bread baking, trampolines to even rollercoasters. Many families also use this opportunity to access the Toy Library for their families.

Christmas time saw a visit from Santa Claus to each playgroup, with Santa arriving in his red fire engine, with much excitement from all. Santa handed out presents (books provided by parents) whilst everyone enjoyed the end of year celebrations

Playgroup this year have provided a space of connection for parents and children in the community and lots of friendships have been formed that continue outside of the group.

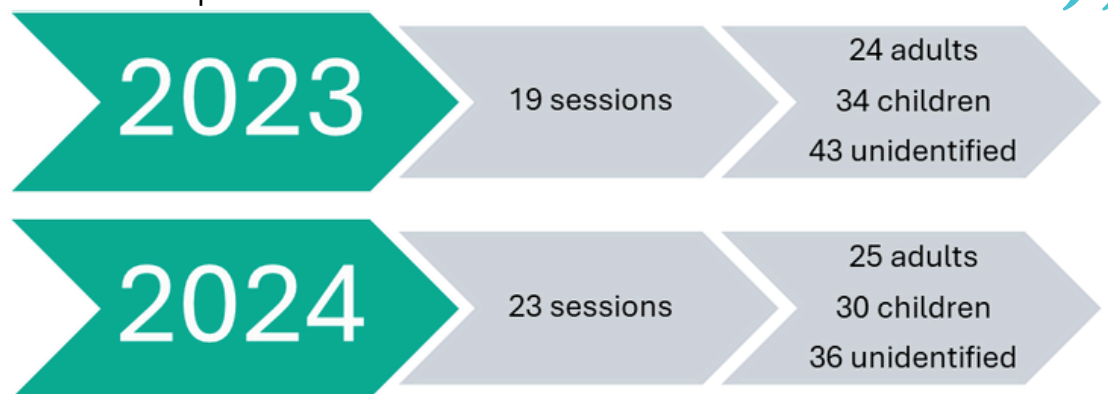
“
We have loved progressing through Bubs Club to Playgroup, meeting new friends. We've gained parenting tips, creative play ideas & shared our journey which has benefitted us all.

We love playgroup. You do an amazing job, thank you.

Playgroup is awesome! Thanks for all the effort every week, it's much appreciated. We will be sad to leave.

Amazing group with awesome educators. Both kids love coming.

What parents liked about attending Playgroup included the sense of community, socialisation, "the friendly & welcoming vibe of the group", messy activities they wouldn't set up at home, lots of information, and ideas for things to do at home.

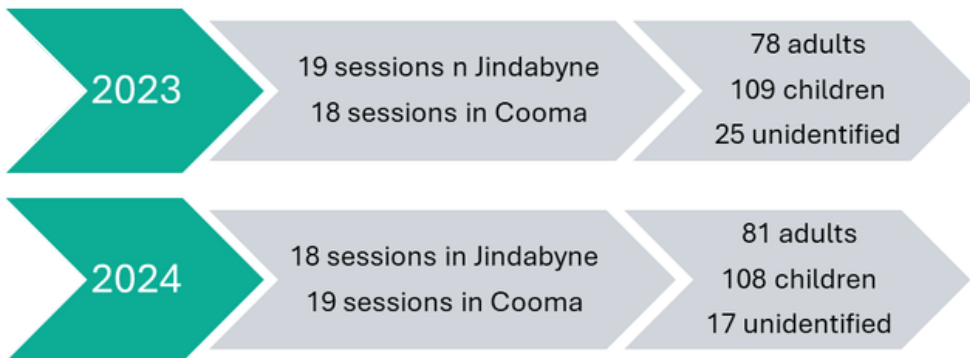
”

COMMUNITY WELLBEING PROGRAMS

Parent Child Mother Goose



PCMG continues to be a popular playgroup program for young families in our region. This is delivered at the Multicultural Centre in Cooma with the library collaborating on this valuable group. Focused on the use of rhymes, songs and stories together, this program is great for strengthening the bonds between parent and child.



Many multicultural families also attend and share their own language, songs and rhymes, while learning common Australian and English ones they may not have grown up with.

Create and Connect

This women's art therapy group, has grown in popularity, with no new advertising needed to build it to capacity. This program has continued every Wednesday through school terms, providing art therapy for women while children are supported to play within the same room.

With consistent attendance, works have moved from simple single session pieces to more in-depth and complex pieces created over several weeks to a term. The art has allowed participants to explore and discuss their current lives, past experiences and challenges faced, without facing judgement.



COMMUNITY WELLBEING PROGRAMS

Jindy Creative Youth Space

Originally established to support Jindabyne's LGBTQI+ youth, this group transitioned to include all young people, reducing stigma. Weekly sessions in late 2023 saw 18 participants engage in diverse activities across 23 sessions. Due to low attendance, sessions became monthly in 2024, attracting five regular attendees. Despite reduced numbers, significant positive outcomes emerged, exemplified by CG's journey.

This group has now stopped meeting though participants would like for it to recommence as they felt it was a unique space where they felt safe being themselves. Here is a story about one of the participants.

“CG joined with friends, initially feeling self-conscious and observing. Over time, she developed friendships and a mentoring relationship with a Youth Support worker, showcasing her artistic talents by confidently playing guitar and singing. Her transformation is remarkable: CG now leads sessions, welcomes newcomers, and actively contributes, illustrating her growth from a shy participant to an engaged community member.”

Cooma Toy Library

Cooma Toy Library has seen increased usage, tripling enrolments. A volunteer helped organise resources, enhancing accessibility for families, with separation of toys by age and styles of play. This has worked well alongside the new information resources which were produced by an Occupational Therapy student doing placement with us.

A small grant from SMRC allowed for the purchase of new toys, including climbing sets, fine motor toys, timers, tricycles, sensory trays, talking points packs, wildlife 'cameras' and anatomy toys. Additionally, local therapists can now loan tools for families with children needing additional support.



SOCIAL EMOTIONAL WELLBEING PROGRAMS

Every year we deliver social-emotional well-being programs tailored to local schools, addressing challenges like anxiety and peer relationships. Programs included Drumbeat, Rock and Water, and Seasons for Growth, which facilitated emotional expression and resilience in students. These have been provided under federal government funding.

Primary challenges faced by schools were consistent, with anxiety being one of the most widespread challenges, followed by social skills and peer relationships and then challenging behaviours. Program delivery was tailored to meet the specific needs of each school, in the year groups who were struggling the most. Most programs continue to be delivered as whole class programs to support the social emotional development of all students, without withdrawing just some students. This allows for a strong network of peer support and ensures classroom teachers are equipped with the skills and knowledge to continue the learnings with students after completion of the program with their students.

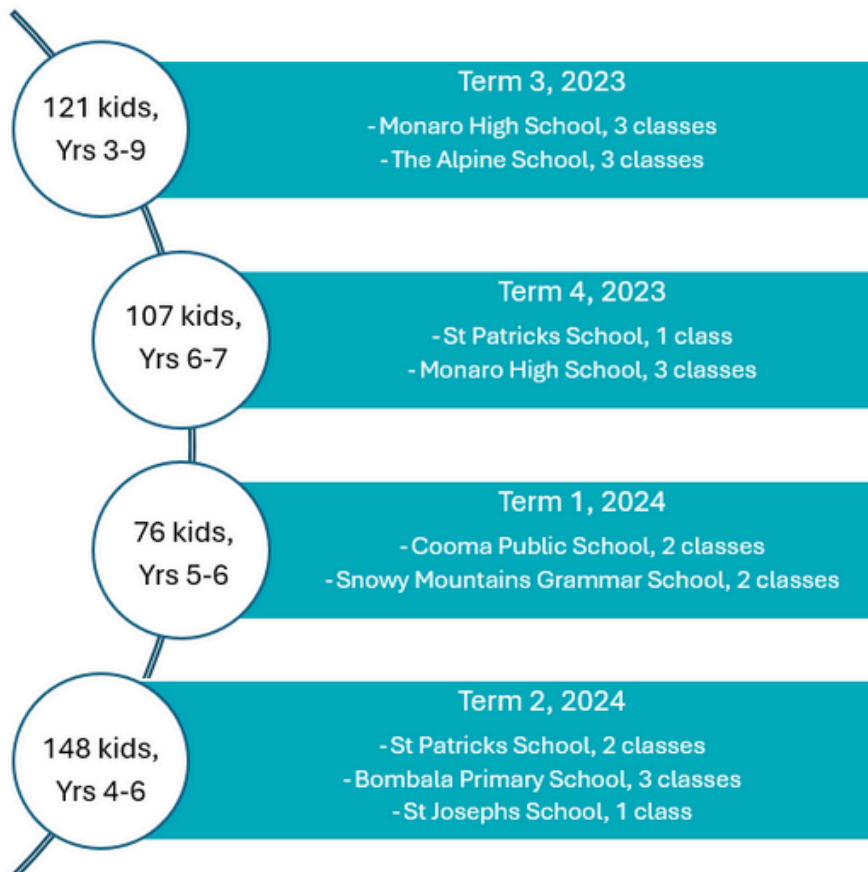
<i>School</i>	<i>Drumbeat</i>	<i>Rock and Water</i>	<i>Seasons for Growth</i>
<i>Monaro High</i>		All year 7's and incoming Year 6's	
<i>The Alpine</i>		All year 3-9's	
<i>St Patrick's Primary</i>	All year 4, and 5's	All year 6's	
<i>Cooma Public</i>	All year 2, 3, and 4's	All year 5 and 6's	Stage 2
<i>SMEGS</i>		All year 5 and 6's	
<i>Bombala Primary</i>		All year 4, 5, and 6's	
<i>St Joseph's Primary</i>		All year 5 and 6's	
<i>Adaminaby Primary</i>	Whole school		
<i>Berridale Primary</i>	Whole school and Ukelele for year 4, 5 and 6's		
<i>SMCS</i>		All year 5, and 6's	
<i>Home school group</i>		Nimmitabel group from all over the LGA	

SOCIAL EMOTIONAL WELLBEING PROGRAMS

Rock and Water has continued to be popular with schools throughout the region. It has been delivered from Year 3 right up to Year 9 students, with the greatest impact appearing to be in Year 5/6. A second staff member became trained in this course, which has helped us provide the program in Bombala and Jindabyne as well as Cooma and increase the number of students who were able to complete the course.



Rock and Water



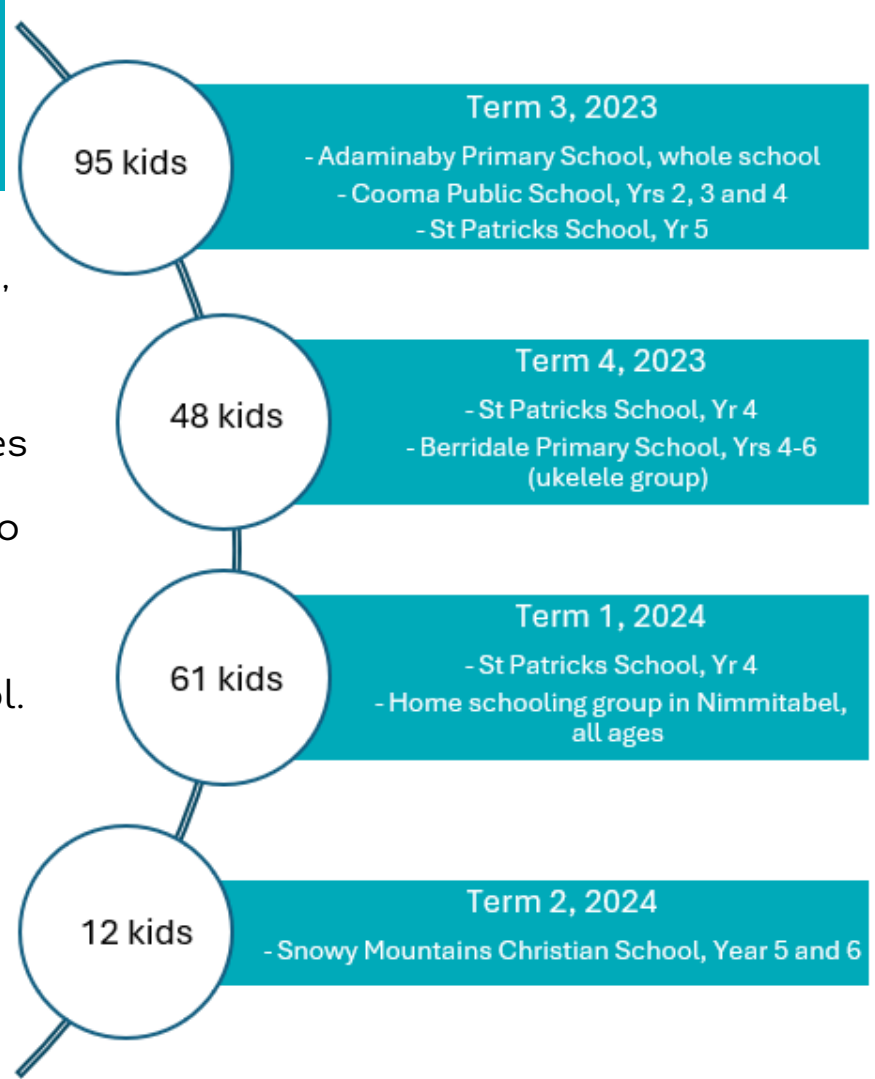
SOCIAL EMOTIONAL WELLBEING PROGRAMS



DRUMBEAT

DRUMBEAT (Discovering Relationships Using Music, Rhythm, Emotions, Attitudes and Thoughts) uses Djembe drums to explore themes such as responsibility, harmony, teamwork, identity, values and emotional expression with people of all ages. This continues to be a popular program in local school, with most local children having completed this program at least once before they leave school. Many schools and students have continued to benefit from this program, including some of the smaller schools and the home-schooling community this year. Following the whole of Berridale Primary School completing the drumming programs with us last year, we were invited back to run a ukelele group with older students. This was a new and exciting opportunity which has likely sparked new interest in music for many young people.

“A particularly special story for us was a returning student who participated again this year. Despite a range of challenges in his life, he has made drumming a big part of his life, joining a local band and practicing regularly. It was a joy to have him return to the group and share his skills as well as his strong passion with others.”



SOCIAL EMOTIONAL WELLBEING PROGRAMS

Seasons for Growth

Seasons for Growth is a small group program designed to support people who have experienced some form of loss. It follows the analogy of the four seasons as a way to understand and process loss and grief, to move forward in a positive way. The community have identified the need for this kind of program for many children, with losses as diverse as death of a family member, divorce of parents and moving to a new town/country. Cooma Public School took up this program for a group of stage 2 students they identified internally.

The program was run over 9 sessions, with parents and carers invited to attend the last farewell session. This allowed the children to share what they had learnt with those closest to them.

“**Most students initially showed reluctance to share thoughts and feelings, displaying negative attitudes and deep sadness or anger before the Seasons for Growth program. They began to open up during "winter," expressing emotions but also exhibiting behaviors like withdrawal and anger. As they progressed into "Spring" and "Summer," students became more enthusiastic, engaged in activities, and looked forward to sharing their stories and celebrating with their families at the end of the program. School staff**

At the program's start, one child displayed a negative outlook, often being disruptive and unfocused. However, he began to engage more positively during activities like growing plants and singing about managing feelings. To support him, a fidget toy and cuddly bear were introduced, aiding focus and comfort. By the end, he shared positive experiences and contributed ideas for the celebration party. In a potential disruption during the final session with parents, he chose to use the bear for comfort instead of acting out, demonstrating significant progress in emotional regulation and participation.
Facilitator”

Life is like the Seasons.



SOCIAL EMOTIONAL WELLBEING PROGRAMS

Mothers and Daughters

Mothers and Daughters has continued to be a popular and anticipated event for all involved. Soroptimists International continue to sponsor this program, committing another \$5000 for the next year.

Unfortunately, our late 2023 program had to be delayed due to conflicts for families and facilitators. This was run in term 1 2024, with 7 families initially signed up to attend. Eight people attended, including 2 new families and one previous family with a different daughter. The day included a bushwalk up Ayers Rock, taking time to intentionally connect with nature as we went, then a shared lunch. After lunch we wrote letter to the future, with many families choosing to write letters to each other which will be opened on their daughter's 18th birthday. We finished the session with a yoga session which included individual and paired poses which were enjoyed by all.



Feedback remained positive, with all families wanting to return and recommending the program to others. Specific changes noted by families included:



“it made us learn new things about each other”,
“we enjoyed meeting new people and learning new things”,
“a day together was nice”,
“it made our communication better”
“we enjoyed it very much and the whole group were lovely”

SOCIAL EMOTIONAL WELLBEING PROGRAMS

The Equine Assisted Learning Program has continued to run regularly with strong interest from a widening range of families. The program focuses on the horse-human connection to teach participants about themselves and others. Horses have a strong and natural awareness of human emotions which allows them to reflect back what we often are not even noticing in ourselves. Most people are strongly drawn to interact with horses and, through the connection made, are able to build their confidence, self-awareness and ability to regulate more openly and easily than is otherwise possible.

This year we have formed a new relationship with a local horse owner, allowing us to use a space in the centre of Cooma with calm and responsive horses already on-site. At this site, we were able to run three full programs for a range of families.

Participants had a range of learnings from the program, including “how to handle stressful situations”, “demeanour, confidence and how it effects people and animals”, “how to relax through breathing” and how “to bond”. Feedback showed the most common changes noted in participants were increased confidence, happiness, calmness, excitement, and less anxiety and fear. Parents also noted that the effects of the program continued beyond the session, supporting the child throughout the week and giving them something positive to look forward to each week. All participants would like to return and would recommend the program to others.

Equine Assisted Learning



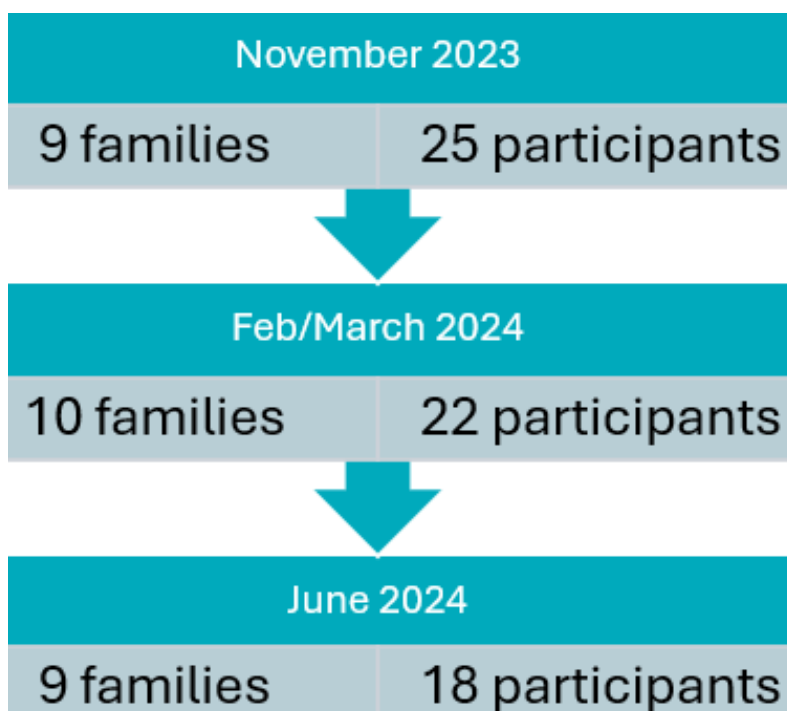
SOCIAL EMOTIONAL WELLBEING PROGRAMS

Equine Assisted Learning

EAL gave us the opportunity to discuss what he did that day with the horses and helped me tie that into tools and strategies that we are trying to implement. Normally he is very resistant to talking about feelings, issues, and strategies to improve our responses

I think there is a really good element of mindfulness in the program, that need to be in the moment is good for my son and the focus of each lesson has been something that I can revisit with him and talk about with him, he tells Dad what he has done that day at dinner with Cashew. If I was to broach subjects with 'my son' like senses, obstacles etc it would be met with resistance, but he is happy to talk about things if I tie it in with what we do with the horses

We loved the program! Very grateful that we have been able to take part.



He loved it so much so that when we got in the car on the last day he cried cause he was so upset that it was over. He has the photo that he was gifted of him with Cashew (the horse) taking pride of place on his bedside table.

Working with the horses was wonderful for his confidence... watching his confidence grow was very special.

NAVIGATE

Launched in June 2023, 'Navigate' addresses the long-standing lack of mental health services for youth (15-24years) in the Snowy Monaro region. This free, flexible program provides tailored support to help young people connect with necessary services while overcoming barriers like cost and access.

Young people reported that they did not feel confident approaching available services. The lack of non-clinical, youth-focused support made it difficult for them to find safe, approachable spaces to seek help. This left many feeling isolated or unsure of where to turn, especially for those not yet requiring clinical intervention but still needing guidance, support, or connection to their community.

Focusing on assertive outreach and personalized support, Navigate serves those most in need, including those disengaged from education or living independently. The initiative has successfully engaged the community, filling a crucial gap in psychosocial support within the region.



NAVIGATE

Prior to Navigate, many young people felt isolated, lacking access to non-clinical, youth-focused support. This program, created by Monaro Family Support Services and funded for two years by the Regional Youth Investment Program (RYIP), has fostered community awareness and collaboration through a variety of engaging activities, including:



- Reformer Pilates
- Yoga
- Self-care evenings
- Paint and Sip
- Ice baths
- School talks
- Pottery
- Zumba
- Physical training
- Jujitsu

These events have increased community awareness of available supports, through offering accessible, non-clinical activities which appeal to young people and reduce stigma. We have collaborated with local organisations such as Y Space, Council, schools, local businesses, and Talk2mebro to address the social needs of our community.

By offering approachable, non-clinical options, Navigate has reduced stigma around seeking help and strengthened community connections, encouraging greater engagement with support systems.



COMMUNITY SECTOR DISASTER CAPABILITY PROJECT

Monaro Family Support Service were one of four place-based community services who participated in the Community Sector Disaster Capability (CSDC) Pilot, collaborating with local organisations to enhance community resilience against disasters.

Work included increasing understanding of the strengths and disaster risks of local communities, strengthening capacity and networking to reduce disaster risk for the most vulnerable, and promoting ongoing collaboration to influence formal emergency management processes. The higher risk fire season and short duration of this project created a critical opportunity for engagement, hitting the ground running through leveraging our pre-existing relationships with most stakeholder.



Key achievements included:

- Strengthening partnerships with emergency services and local organizations, with over 60 groups engaged. We also attended conferences and summits around Australia and were invited to support universities.
- Conducting outreach events and preparedness training for vulnerable groups, including young families, elderly and people in remote locations. This included Person-Centred Emergency Preparedness training.
- Developing resources, including 24 Home Emergency Boxes, to assist community members.





COMMUNITY SECTOR DISASTER CAPABILITY PROJECT

A key highlight was our creation and delivery of the 'Disasters are our Business' workshop. 20+ agencies and 37 individuals in attendance. A local scenario was used, allowing community service leaders to consider their role in a disaster. The workshop highlighted the lack of awareness, resources and plans of organisations. This workshop came towards the end of the project and will identify next steps in our community sector disaster capability work.

Our efforts have led to broader engagement in disaster preparedness, enhancing our capacity to support the community. The project was successful, securing funding to allow continuation for another two years, highlighting the ongoing need for disaster awareness and support in the region.

Thank you very much – this was something we desperately needed in our village. There should be more of it ... You cannot replace a person's life – you can only save it.

MFSS is not teaching people how to fight fires. They connected the RFS with people that we would otherwise never see. Lots of people with mental health related disability, or no driver's license... and women in rural areas who have never been encouraged or supported to think through disaster risk reduction.

These [P-CEP] workshops were highly valuable. People have typically already done some planning, but the workshop helped them to make sure those plans are comprehensive and practical, and communicated to neighbours and extended family members, make sure they've thought of everything.

What participants liked:

- The way different organisations answered questions collaboratively. It was a big day. They were very, very tired at the end of it. But they all stayed.
- The RFS is just coming away from being a very blokey culture. So, people like the women here may never have connected with the RFS, never have been encouraged or supported to think through disaster planning.
- Multi-agency sessions are more cost-effective and more efficient.
- I can't set up community engagement sessions on my own. MFSS can fill a room.



COMMUNITY ACTIVITIES

A voice for the Monaro

Monaro Family Support Service has remained a strong advocate for our LGA, participating in interagency meetings regularly. These provide an opportunity to collaborate with other community services and key stakeholders in our local community to raise awareness of current concerns, share work currently being done and collaborate on solutions. We have also supported local events like the Berridale Community Services Fair. Here we engaged with 70 attendees, where we promoted awareness of available services, provided music presentations and engaged in community discussions.



Trakz



We have been running the Trakz program for many years now, supporting children and youth to be engaged in cultural activities and excursions to boost their understanding of, and participation in cultural activities. This year was a quiet one for our Trakz program after our Trakz leader left with no replacement found. We ran a joint NAIDOC week at the Y Space in Cooma, which allowed another screening of the 'HomeSpace' music video the young people had created previously. 45 people attended this event, which was also supported by council and other local organisations.

There are many different activities in the works currently, including native animal welfare days, local bushwalks, an excursion to local historical sites and cultural burning workshops.

Golf Day

This year saw another Charity Golf Day held in Cooma for the 21st time. The event was sponsored by LEED, with other local businesses sponsoring holes. The day brought golfers together to raise money and awareness for the work of MFSS, with the opportunity to win prizes and glory. Staff members and Cooma Community Chest volunteers cooked and served a staggering amount of food to the players all day.

FINANCIAL REPORT



For the months of:

June 2023 – June 2024



Monaro Family Support Services Inc

ABN 45 339 846 991

FINANCIAL REPORT
For the year ended 30 June 2024

Monaro Family Support Services Inc

ABN 45 339 846 991

FINANCIAL REPORT Contents

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Monaro Family Support Services Inc

ABN 45 339 846 991

INCOME STATEMENT

For the year ended 30 June 2024

	Note	2024 \$	2023 \$
Other revenues from ordinary activities	2	1,708,543.20	2,215,071.01
Office maintenance expenses	3	(113,764.70)	(68,421.77)
Administrative expenses	4	(176,323.47)	(252,899.67)
Selling expenses	5	(28,891.33)	(2,981.14)
Motor vehicle expenses	6	(3,364.77)	(1,276.05)
Other operating expenses	7	(43,151.52)	(370,879.11)
Personnel expenses	8	(1,508,629.33)	(1,622,300.80)
Depreciation and amortisation expenses	9	(31,060.12)	(22,488.92)
Other income	10	8,563.27	8,081.23
DEFICIT FROM ORDINARY ACTIVITIES		<u>(188,078.77)</u>	<u>(118,095.22)</u>
Accumulated deficit at the beginning of the financial year		<u>(35,136.09)</u>	<u>82,959.13</u>
TOTAL AVAILABLE FOR APPROPRIATION		<u>(223,214.86)</u>	<u>(35,136.09)</u>

The accompanying notes form part of these financial statements.

Monaro Family Support Services Inc

ABN 45 339 846 991

BALANCE SHEET

As at 30 June 2024

	Note	2024 \$	2023 \$
CURRENT ASSETS Receivables			
Cash assets	1	248,741.39	132,767.11
Other assets	1	405,198.54	767,265.78
TOTAL CURRENT ASSETS	1	7,820.19	2,500.19
NON-CURRENT ASSETS	2	661,760.12	902,533.08
Property, plant and equipment	1		
TOTAL NON-CURRENT ASSETS	34	972,026.00	692,647.37
TOTAL ASSETS		972,026.00	692,647.37
		1,633,786.12	1,595,180.45
CURRENT LIABILITIES			
Payables	1	17,112.00	9,032.72
Interest bearing liabilities	5	-	13,297.00
Provisions	1	170,918.71	444,229.07
Personnel-related items	6	194,103.36	290,204.96
Tax liabilities	1	60,594.42	91,973.43
TOTAL CURRENT LIABILITIES	7	442,728.49	848,737.18
TOTAL LIABILITIES	1	442,728.49	848,737.18
NET ASSETS	8	1,191,057.63	746,443.27
	1		
EQUITY	9		
Accumulated deficits		(223,214.86)	(35,136.09)
Other equity	20	1,414,272.49	1,154,243.33
TOTAL EQUITY		1,191,057.63	1,119,107.24

The accompanying notes form part of these financial statements.

Monaro Family Support Services Inc

ABN 45 339 846 991

TRADING, PROFIT AND LOSS STATEMENT

For the year ended 30 June 2024

	2024	2023
	\$	\$
INCOME		
Membership Fees	22.00	236.36
Administration Income	273,251.98	474,300.90
MFSS - Hire Rooms	3,500.00	2,150.00
Private Therapy Income	8,877.73	-
NDIS Income	117,134.41	-
Social Group	4,412.26	-
Play Group NSW - MyTime	10,896.12	-
Toy Library Membership	109.08	-
MMPS Fees	5,320.00	-
Other Funding	-	613,911.70
Funding - CPS	-	195,753.40
Funding - COOR	-	184,718.23
Fundraising	17,034.00	-
Centrelink - Paid Parental Leave Funds	15,889.50	-
Funding - TRKZ	-	27,475.67
Funding - One Off	5,800.00	5,117.75
Funding - DCI-TEI	-	303,801.20
Funding - DCJ - TEI	386,914.62	-
Prior Year Funding Surplus	-	52,501.06
Funding - BCRRF	-	108,574.99
Funding - ANGC	-	244,403.64
Funding - DET-SSP	64,499.99	-
Funding - DET-Toy Library	10,392.61	-
Funding - DET - MMPS - MPFP-MPF	66,768.94	-
Funding - DET MMPS SSP	26,586.00	-
Funding - NCOSS - Disaster Preparedness	144,326.00	-
Funding - CRCS Bungee Program	19,888.99	-
Funding - DRNSW-RYIP	283,192.28	-
Funding - DRNSW-ORYLG	9,979.20	-
Office of Responsible Gambling	1,663.20	-
Funding - DSS - CPS	200,227.47	-
Other income	31,856.82	2,126.11
Interest received	8,563.27	7,353.96
Proceeds from sale of property, plant & equipment (Clearing)	-	727.27
	<u>1,717,106.47</u>	<u>2,223,152.24</u>
EXPENDITURE		
Accommodation & Meals	2,467.45	-
Accounting fees	5,222.00	-
Activities	15,915.02	-
Administration & Management Fees	103,178.11	125,512.16
Advertising	28,891.33	1,391.14

Monaro Family Support Services Inc

ABN 45 339 846 991

TRADING, PROFIT AND LOSS STATEMENT

For the year ended 30 June 2024

	2024	2023
	\$	\$
Art/Craft Purchases	25.44	-
Asset WO	-	1,590.00
Audit Fees	-	12,143.36
Bad debt expenses	2,496.84	302.00
Bank charges	113.46	16.66
Catering	4,275.00	-
Cleaning	17,132.27	13,675.87
Computer expenses	37,998.41	-
Consultant services	874.69	79,732.73
Depreciation	19,965.00	22,488.92
Donation	-	(65,391.38)
Dues and subscriptions	9,426.65	16,683.69
Electricity	11,962.19	10,642.02
Equipment \$5,000.00	7,269.07	-
Hill St Sensory Garden	-	15,116.11
Hire stall or venue	3,830.00	-
IT Expenses	-	19,227.49
Insurance	8,436.51	8,459.69
Leave Provisions	(67,776.33)	75,940.86
Library - Toys/Books	2,759.10	-
Licences & Fees	576.80	-
Motor vehicle expenses:	-	-
Fuel and motor oil	-	642.48
Registration and insurance	1,111.19	433.57
Repairs and maintenance	1,962.40	200.00
NDIS	291.18	18,777.92
Office supplies	12,322.67	16,814.08
On-Costs	-	-
Postage	166,672.14	8.18
Printing and stationery	-	2,079.00
Program Activities	590.00	35,358.34
Program Catering	-	3,777.27
Program Excursions	-	1,056.00
Program Marketing	-	-
Program Resources	3,170.90	2,932.78
Provision for Equipment	3,304.15	8,219.30
Rates & land tax	-	28,099.25
Reference materials	4,443.36	-
Rent	5,107.45	-
Repairs and maintenance	27,553.80	6,770.64
Resources	8,577.99	2,876.97
Staff & Manangement Catering	-	-
	262.73	-

Monaro Family Support Services Inc

ABN 45 339 846 991

TRADING, PROFIT AND LOSS STATEMENT

For the year ended 30 June 2024

	2024	2023
	\$	\$
Staff amenities	1,095.15	-
Staff training and welfare	2,258.65	28,682.37
Stationery / Office Expenses	9,050.06	-
Superannuation contributions - Employees	124,362.81	120,436.52
Supervision	100.00	200.00
Telephone, mobile and fax	11,383.24	14,413.69
Travel Expenses	32,642.40	35,983.52
Unspent Funding	(8,140.39)	372,697.42
Venue Hire	-	290.33
WHS	464.71	-
Wage On-Costs	-	144,152.12
Wages	1,203,554.45	1,148,069.82
Water	-	774.30
Workcover	40,219.31	9,970.27
Workshops	31,367.38	-
Yard Maintenance	6,418.50	-
	<u>1,905,185.24</u>	<u>2,341,247.46</u>
DEFICIT FROM ORDINARY ACTIVITIES	(188,078.77)	(118,095.22)
Accumulated deficit at the beginning of the financial year	(35,136.09)	82,959.13
TOTAL AVAILABLE FOR APPROPRIATION	(223,214.86)	(35,136.09)

Monaro Family Support Services Inc

ABN 45 339 846 991

BALANCE SHEET

As at 30 June 2024

	2024	2023
	\$	\$
ASSETS Current Assets		
Trade debtors		
Petty Cash - MFSS	248,741.39	132,767.11
Petty Cash - Bombala	250.00	250.00
Cheque account	60.00	60.00
Leave Provisions Account - 1570	-	112,810.81
MAD Account - 1569 GST	-	204,764.55
Provisions Account - 2571	-	22,535.05
Investment Account - 2876 KASH	-	14,064.17
Debit Card - 5099	-	394,463.62
MSFC Account - 8784	-	4,923.66
Monaro Family Support 203704341	- 5,749.06	13,297.04 -
MEIS Long Service Leave	-	11.00
MEIS Investment Account	-	85.88
Payroll Cheque Account	(13,051.13)	-
NDIS Account 203704366	58,546.34	-
Investment Account 203944194	70,265.49	-
Business Debit Card 203 704 358	3,568.35	-
GST Account 203944186	14,272.29	-
Leave Provision 203944202	265,538.14	-
Prepayments Accrued Income	2,470.19	2,470.19
SMCU Shares	5,320.00	-
	30.00	30.00
	<u>661,760.12</u>	<u>902,533.08</u>
Non-current Assets		
Leasehold land at cost	-	98,300.00
Land - 8 Hill Street, Cooma	243,000.00	100,701.00
Land Improvement	37,871.00	37,871.00
Land - 6 Hill Street, Cooma	263,000.00	-
Buildings at cost	645,205.00	637,199.00
Less accumulated depreciation	(239,162.00)	(207,214.00)
Motor vehicles at cost	39,668.00	10,137.00
Less accumulated depreciation	(39,668.00)	(10,137.00)
Plant and equipment at cost	40,655.54	40,655.54
Less accumulated depreciation	(33,556.37)	(32,287.37)
Outdoor Play Equipment	71,468.00	70,994.59
Equipment at cost	38,673.63	-
Equipment Accum Depreciation	(38,989.80)	-
Less accumulated depreciation	(56,139.00)	(53,572.39)
Furniture and fittings at cost	1,465.90	1,465.90
Less accumulated depreciation	(1,465.90)	(1,465.90)
	<u>972,026.00</u>	<u>692,647.37</u>

Monaro Family Support Services Inc

ABN 45 339 846 991

BALANCE SHEET

As at 30 June 2024

	2024	2023
	\$	\$
TOTAL ASSETS	<u>1,633,786.12</u>	<u>1,595,180.45</u>
LIABILITIES		
Current Liabilities		
MSFC #1118784	-	13,297.00
Trade creditors	17,112.00	9,032.72
Unspent Other Funding	15,690.30	15,690.30
Deposits for Future Services	60,514.90	25,890.80
Provisions - Future Expenditure	10,009.75	10,009.75
Surplus Funds - TRKZ	-	24,185.84
Unspent Funds - BROK	362.73	362.73
Unspent Funding - ROP	-	10,438.26
Funding in Advance	38,260.66	300,907.32
Unspent Donation - EAL	46,080.37	56,744.07
Provision for Annual Leave	110,501.62	172,230.79
Other Payroll Accruals	-	342.50
Provision for Long Service Leave	83,601.74	117,631.67
Provision for GST	22,812.59	55,353.82
PAYG withholding payable	25,320.00	23,546.02
SGC Payable	12,461.83	13,073.59
	<u>442,728.49</u>	<u>848,737.18</u>
TOTAL LIABILITIES	<u>442,728.49</u>	<u>848,737.18</u>
NET ASSETS	<u>1,191,057.63</u>	<u>746,443.27</u>
EQUITY		
Accumulated deficits	(223,214.86)	(35,136.09)
MEIS Funding	1,175,804.35	1,154,243.33
MMPS Funds	238,468.14	-
	<u>1,191,057.63</u>	<u>1,119,107.24</u>
TOTAL EQUITY	<u>1,191,057.63</u>	<u>1,119,107.24</u>

Monaro Family Support Services Inc

ABN 45 339 846 991

STATEMENT OF CHANGES IN EQUITY

As at 30 June 2024

	2024	2023
	\$	\$
Total equity at the beginning of the financial year	1,119,107.24	82,959.13
Surplus attributable to members	(188,078.77)	(118,095.22)
Transactions with equity holders		
MEIS Funding	21,561.02	1,154,243.33
MMPS Funds	238,468.14	-
Total equity at the end of the financial year	1,191,057.63	1,119,107.24

Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2024

2024
\$

2023
\$

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

- a. This financial report is a special purpose financial report prepared for use by directors and members of the company. The directors have determined that the company is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the following Australian Accounting Standards:

AASB 1031: Materiality

AASB 110: Events after the Balance Sheet Date

The financial report is prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this report:

b. Property, Plant and Equipment

Property, plant and equipment are carried at cost, independent or directors' valuation. All assets, excluding freehold land and buildings, are depreciated over their useful lives to the company.

c. Inventories

Inventories are measured at the lower of cost and net realisable value. Costs are assigned on a first-in first-out basis and include direct materials, direct labour and an appropriate proportion of variable and fixed overhead expenses.

NOTE 2: OTHER REVENUE

Administration Income	273,251.98	474,300.90
Centrelink - Paid Parental Leave Funds	15,889.50	-
Funding - ANGC	-	244,403.64
Funding - BCRRF	-	108,574.99
Funding - COOR	-	184,718.23
Funding - CPS	-	195,753.40
Funding - CRCS Bungee Program	19,888.99	-
Funding - DCI-TEI	-	303,801.20
Funding - DCJ - TEI	386,914.62	-
Funding - DET - MMPS - MPFP-MPF	66,768.94	-
Funding - DET MMPS SSP	26,586.00	-
Funding - DET-SSP	64,499.99	-
Funding - DET-Toy Library	10,392.61	-
Funding - DRNSW-ORYLG	9,979.20	-
Funding - DRNSW-RYIP	283,192.28	-
Funding - DSS - CPS	200,227.47	-
Funding - NCOSS - Disaster Preparedness	144,326.00	-

Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2024

	2024	2023
	\$	\$
Funding - One Off Funding - TRKZ	5,800.00	5,117.75
Fundraising	-	27,475.67
MFSS - Hire Rooms	17,034.00	-
MMPS Fees	3,500.00	2,150.00
Membership Fees	5,320.00	-
NDIS Income	22.00	236.36
Office of Responsible Gambling	117,134.41	-
Other Funding	1,663.20	-
Other income	-	613,911.70
Play Group NSW - MyTime	31,856.82	2,126.11
Prior Year Funding Surplus	10,896.12	-
Private Therapy Income	-	52,501.06
Social Group	8,877.73	-
Toy Library Membership	4,412.26	-
	109.08	-
	<u>1,708,543.20</u>	<u>2,215,071.01</u>

NOTE 3:OFFICE MAINTENANCE EXPENSES

Activities	15,915.02	-
Catering	4,275.00	-
Cleaning	17,132.27	13,675.87
Electricity	11,962.19	10,642.02
Insurance	8,436.51	8,459.69
Rates & land tax	4,443.36	28,099.25
Rent	27,553.80	-
Repairs and maintenance	8,577.99	6,770.64
Stationery / Office Expenses	9,050.06	-
Water	-	774.30
Yard Maintenance	6,418.50	-
	<u>113,764.70</u>	<u>68,421.77</u>

NOTE 4:ADMINISTRATIVE EXPENSES

Accounting fees	5,222.00	-
Administration & Management Fees	103,178.11	125,512.16
Audit Fees	-	12,143.36
Bank charges	113.46	16.66
Computer expenses	37,998.41	-
Dues and subscriptions	9,426.65	16,683.69
IT Expenses	-	19,227.49
Office supplies	-	16,814.08
Postage	-	8.18
Printing and stationery	590.00	2,079.00

Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2024

	2024	2023
	\$	\$
Program Activities	-	35,358.34
Program Catering	-	3,777.27
Program Excursions	-	1,056.00
Program Resources	3,304.15	2,932.78
Reference materials	5,107.45	-
Resources	-	2,876.97
Telephone, mobile and fax	11,383.24	14,413.69
	<u>176,323.47</u>	<u>252,899.67</u>

NOTE 5:SELLING EXPENSES

Advertising	28,891.33	1,391.14
Asset WO	-	1,590.00
	<u>28,891.33</u>	<u>2,981.14</u>

NOTE 6:MOTOR VEHICLE EXPENSES

Fuel and motor oil	1,111.1	642.4
Registration and insurance	9	8
Repairs and maintenance	1,962.4	433.5
	<u>9,364.77</u>	<u>1,276.05</u>
	291.18	200.0

NOTE 7:OTHER OPERATING EXPENSES

Bad debt expenses	2,496.84	302.00
Donation	-	(65,391.38)
Hire stall or venue	3,830.00	-
NDIS	12,322.67	18,777.92
Provision for Equipment	-	8,219.30
Travel Expenses	32,642.40	35,983.52
Unspent Funding	(8,140.39)	372,697.42
Venue Hire	-	290.33
	<u>43,151.52</u>	<u>370,879.11</u>

NOTE 8:PERSONNEL EXPENSES

Accommodation & Meals	2,467.45	-
Consultant services	874.69	79,732.73
Hill St Sensory Garden	-	15,116.11
Leave Provisions	(67,776.33)	75,940.86
On-Costs	166,672.14	-
Program Marketing	3,170.90	-
Staff & Manangement Catering	262.73	-
Staff amenities	1,095.15	-
Staff training and welfare	2,258.65	28,682.37
Superannuation contributions - Employees	124,362.81	120,436.52

Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2024

	2024	2023
	\$	\$
Supervision	100.00	200.00
Wage On-Costs	-	144,152.12
Wages	1,203,554.45	1,148,069.82
Workcover	40,219.31	9,970.27
Workshops	31,367.38	-
	<u>1,508,629.33</u>	<u>1,622,300.80</u>

NOTE 9: DEPRECIATION AND AMORTISATION EXPENSES

Library - Toys/Books	2,759.10	-
WHS	464.71	-
Art/Craft Purchases	25.44	-
Equipment \$5,000.00	7,269.07	-
Licences & Fees	576.80	-
Depreciation	19,965.00	22,488.92
	<u>31,060.12</u>	<u>22,488.92</u>

NOTE 10: OTHER INCOME

Proceeds from sale of property, plant & equipment (Clearing)	-	727.27
Interest received	8,563.27	7,353.96
	<u>8,563.27</u>	<u>8,081.23</u>

NOTE 11: RECEIVABLES

Trade debtors	248,741.39	132,767.11
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NOTE 12: CASH ASSETS

Petty Cash - MFSS	250.00	250.00
Petty Cash - Bombala	60.00	60.00
Cheque account	-	112,810.81
Leave Provisions Account - 1570	-	204,764.55
MAD Account - 1569	-	22,535.05
GST Provisions Account - 2571	-	14,064.17
Investment Account - 2876	-	394,463.62
KASH Debit Card - 5099	-	4,923.66
MSFC Account - 8784	-	13,297.04
Monaro Family Support 203704341	5,749.06	-
MEIS Long Service Leave	-	11.00
MEIS Investment Account	-	85.88
Payroll Cheque Account	(13,051.13)	-
NDIS Account 203704366	58,546.34	-
Investment Account 203944194	70,265.49	-
Business Debit Card 203 704 358	3,568.35	-
GST Account 203944186	14,272.29	-

Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2024

	2024	2023
	\$	\$
Leave Provision 203944202	265,538.14	-
	405,198.54	767,265.78

NOTE 13: OTHER ASSETS

Prepayments	2,470.19	2,470.19
Accrued Income	5,320.00	-
SMCU Shares	30.00	30.00
	7,820.19	2,500.19

NOTE 14: PROPERTY, PLANT AND EQUIPMENT

Leasehold land at cost	-	98,300.00
Land - 8 Hill Street, Cooma	243,000.00	100,701.00
Land Improvement	37,871.00	37,871.00
Land - 6 Hill Street, Cooma	263,000.00	-
Buildings at cost	645,205.00	637,199.00
Less accumulated depreciation	(239,162.00)	(207,214.00)
Motor vehicles at cost	39,668.00	10,137.00
Less accumulated depreciation	(39,668.00)	(10,137.00)
Plant and equipment at cost	40,655.54	40,655.54
Less accumulated depreciation	(33,556.37)	(32,287.37)
Outdoor Play Equipment	71,468.00	70,994.59
Equipment at cost	38,673.63	-
Equipment Accum Depreciation	(38,989.80)	-
Less accumulated depreciation	(56,139.00)	(53,572.39)
Furniture and fittings at cost	1,465.90	1,465.90
Less accumulated depreciation	(1,465.90)	(1,465.90)
	972,026.00	692,647.37

NOTE 15: PAYABLES

Trade creditors	17,112.00	9,032.72
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NOTE 16: INTEREST BEARING LIABILITIES

MSFC #1118784	-	13,297.00
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NOTE 17: PROVISIONS

Unspent Other Funding	15,690.30	15,690.30
Deposits for Future Services	60,514.90	25,890.80
Provisions - Future Expenditure	10,009.75	10,009.75
Surplus Funds - TRKZ	-	24,185.84
Unspent Funds - BROK	362.73	362.73
Unspent Funding - ROP	-	10,438.26
Funding in Advance	38,260.66	300,907.32

Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2024

	2024	2023
	\$	\$
Unspent Donation - EAL	46,080.37	56,744.07
	<u>170,918.71</u>	<u>444,229.07</u>
NOTE18:PERSONNEL-RELATED ITEMS		
Provision for Annual Leave	110,501.62	172,230.79
Other Payroll Accruals	-	342.50
Provision for Long Service Leave	83,601.74	117,631.67
	<u>194,103.36</u>	<u>290,204.96</u>
NOTE 19:TAX LIABILITIES		
GST - Prior years liabilities	-	19,183.5
GST payments / refunds	22,812.59	8
PAYG withholding payable	25,320.00	36,170.2
SGC Payable	12,461.83	4
	<u>60,594.42</u>	<u>23,546.0</u>
		2
NOTE 20:OTHER EQUITY		13,073.5
MEIS Funding	1,175,804.35	1,154,243.33
MMPS Funds	238,468.14	91,973.4
	<u>1,414,272.49</u>	<u>1,154,243.33</u>

Monaro Family Support Services Inc

ABN 45 339 846 991

DIRECTORS' DECLARATION

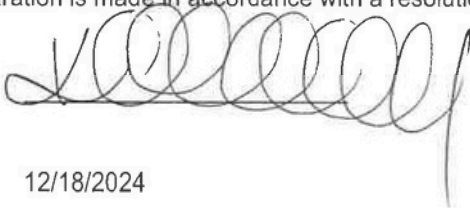
The directors have determined that the company is not a reporting entity. The directors have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

The directors of the company declare that:

1. the financial statements and notes attached present fairly the company's financial position as at 6/30/2024 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements;
2. in the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors:

Director :



Dated : 12/18/2024

Alpine Auditors

ABN: 70 130 470 149

PO Box 1053

COOMA NSW 2630

Contact: 043 9699153

Email: libby@alpineauditors.com

12 November 2024

INDEPENDENT AUDIT REPORT

To the members of Monaro Family Support Service Inc.

Report on the financial report

We have audited the accompanying financial report of Monaro Family Support Service Inc., which comprises the Income statement, the balance sheet at 30 June 2024, the Profit and Loss Statement, the Balance Sheet (detailed) as at 30 June 2024, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

Opinion

In our opinion the financial report of Monaro Family Support Service Inc. has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- a) giving a true and fair view of the registered entity's financial position as at 30 June 2024 and of its financial performance and cash flows for the year ended on that date; and
- b) complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibility for the Audit of the Financial*

Report section of our report. We are independent of the registered entity in accordance with the auditor independence requirements of the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled my other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the directors of the responsible entities, would be in the same terms if given to the directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



Alpine Auditors
is a CPA Practice

Responsible entities' responsibility for the financial report

The responsible entities of the registered entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act)* and for such internal control

as the responsible entities determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibility for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Elizabeth Hovasapian', with a long horizontal stroke extending to the right.

Elizabeth Hovasapian CPA CA RA
Registered Auditor 318418