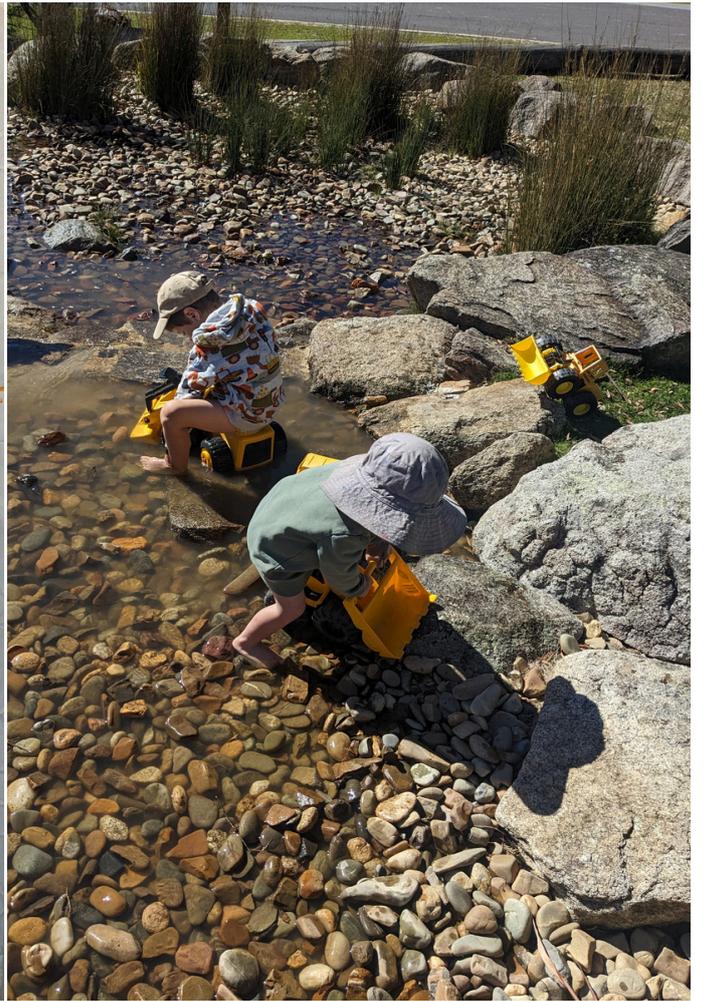




monaro **family**
support service

ANNUAL REPORT



2024-2025



CONTENTS

- 03 - Acknowledgement of Country**
- 04 - About Us**
- 05 - Who We Are**
- 06 - Meet Our Team & Committee**
- 07 - Message from the President**
- 08 - Message from the CEO**
- 09 - Message from the Director of Client Services**
- 10 - Feedback From Our Community**
- 11 - Our Year In a Snapshot**
- 12 - Casework**
- 13 - Monaro Mobile Preschool**
- 14 - Parenting Programs**
- 15 - NDIS**
- 16 - Disability Work**
- 17 & 18 - Early Childhood Programs - Pram Walk & Talks**
- 19 & 20 Bubs Clubs**
- 21 & 22 Playgroups**
- 23 - Community Wellbeing Programs**
- 24 - Social Emotional Wellbeing Programs -Rock and Water**
- 25 - Drumbeat**
- 26 - Equine Assisted Learning**
- 27 & 28 - Navigate**
- 29 & 30 - SHLV**
- 31 - Disaster preparedness & community resilience**
- 30 - Community Activities**
- 32 - TRAKZ**
- 33 - Community Activities**
- 34 - MFSS Supporters**
- 35 - UNI Collaboration**
- 36 - Financial report**

ACKNOWLEDGMENT OF 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.

Inclusion
focused

Responsive

Place
based

Local

Strengths
based

Flexible

MEET OUR TEAM

Amber	Jan	Leanne	PJ
Anthony	Janet	Liz	Sharon
Belinda	Katrina	Nadja	Rebecca
Denise	Katie	Mei	Rhonda
Emily	Kinza	Michaela	Tracy
Frans	Kylie	Paul	Yvi

MEET OUR COMMITTEE

Kirsty Salvestro	President
Jono Forrest	Treasurer
Samara Byrne	Member
Sharon Schulz	Member
Taryn Ahsing	Member
Jennifer Brown	Member
David Eldershaw	Member

Message from the President

As we reflect on the past year, I am struck by the resilience, dedication, and passion that define MFSS. This year has been one of significant growth and transformation, marked by challenges that have tested us and achievements that have inspired us. It is through the collective efforts of our team, board, and supporters that we continue to strengthen our organisation and deepen our impact within the community.

Growth often comes with challenges, and this year has been no exception. Expanding an organisation requires adaptability, resilience, and a shared vision, and I am proud to say that our team has demonstrated all of these qualities. The hard work and dedication of every staff member have been instrumental in navigating the complexities of change and ensuring that MFSS continues to thrive. This year, we have seen exceptional progress across all areas of our organisation: the Domestic Violence Program, the Mobile Preschool, and Case Management and Client Support. The funding secured for the Domestic Violence Program, Staying Home Leaving Violence, has enabled us to continue providing vital services to those in need, and the team's dedication to delivering impactful support is truly commendable.

The Mobile Preschool team has shown remarkable growth and development, working tirelessly to expand services and meet the needs of families in our region. Their innovation and commitment have been inspiring, ensuring that early childhood education remains accessible and impactful. Equally, the Case Management and Client Support teams have been instrumental in providing tailored care and assistance to families, addressing complex challenges with compassion and expertise. Each of these areas is thriving, thanks to the incredible efforts of the staff behind them, whose passion and dedication drive the success of our programs and services. Together, these teams embody the heart of MFSS, and their work continues to make a profound difference in the lives of those we serve.

I would like to take this opportunity to extend my heartfelt thanks to our team leaders and staff. Your unwavering commitment, tireless efforts, and ability to rise to the challenges of growth and change have been truly remarkable. Each of you plays a vital role in ensuring the success of MFSS, and your contributions do not go unnoticed. From delivering essential services to supporting one another through periods of transition, your dedication to our mission and community is the foundation of everything we achieve. Thank you for your hard work, resilience, and passion—it is deeply appreciated and valued. Our strategic priorities have seen substantial progress this year. As we look ahead, we are excited to begin the development of our strategic plan for the next five years. This plan will guide our efforts and ensure that MFSS continues to respond effectively to the needs of our community while fostering sustainable growth and development.

I would also like to recognise the exceptional contributions of our board members, whose guidance and support have been invaluable in shaping the organisation's strategic direction. Their dedication and wisdom have been a source of strength for MFSS, and their efforts have helped ensure the continued success of the organisation. Looking ahead, MFSS is better equipped than ever to embrace the opportunities and challenges of the future.

To our board, staff, and supporters—thank you. Your hard work, passion, and commitment to serving our community have made this year of positive impact and meaningful service possible. Together, we will continue to build a stronger, more connected organisation that delivers on its vision and purpose.



Kirsty Salvestra

Message from the Chief Executive Officer

“When people feel connected, supported, and seen, communities thrive. That’s what MFSS is here for.”

Reflecting on a Year of Strength and Connection

The 2024–2025 year has been one of growth, resilience, and deep community impact for Monaro Family Support Service. Across the Snowy Monaro, our dedicated team continued to stand beside individuals, children, and families, offering support through life’s challenges and celebrating every small step toward positive change.

Amid personal challenges faced by many of our staff, the professionalism, empathy, and care they have shown have been remarkable. Their unwavering commitment to our values: Welcoming, Respectful, Responsible, and Adaptable. These values are what makes MFSS such a trusted local organisation.

Expanding Our Reach and Impact

This year marked several important milestones. The launch of the Staying Home Leaving Violence (SHLV) program extended our capacity to support women and children escaping domestic and family violence. Our Mobile Preschool continued to remove barriers to early education in rural communities, while Navigate Forward built on the success of the original Navigate program to empower local young people.

Across all our programs casework, disability supports, wellbeing and parenting groups, and early childhood activities, MFSS continued to provide practical help, emotional support, and meaningful connection. Initiatives such as Pram Walk & Talk, Equine Assisted Learning, Drumbeat, and Rock and Water strengthened resilience, social inclusion, and wellbeing across our communities.

Collaboration and Innovation

Our partnerships with universities, local health professionals, and funding bodies have grown stronger. Through collaborations with Universities and the many Community Disaster Preparedness projects, we are helping shape innovative, place-based models that strengthen rural resilience and preparedness.

MFSS retained all existing major funding partnerships reflecting sound governance, efficient management, and the enduring trust of our community and partners.

Looking Ahead

As we move forward, our focus remains clear: to continue listening, adapting, and working alongside the Monaro community to deliver inclusive, high-quality supports. Together, we are building a stronger, more connected, inclusive and caring Snowy Monaro community.

“Our success is not measured by numbers alone, but by the lives we touch and the hope we help restore.”



Anthony Marshall

Message from the Director of Client Services

This financial year had personal challenges for many of the staff. Family loss and unexpected health issues, and serious accidents were faced by many. Close friends with health diagnosis and treatments were part of the day-to-day life.

To see our dedicated staff navigate both private and professional challenges and continue to provide the service that Monaro Family Support is respected for, is indicative of the dedication, passion and professionalism that we should not take for granted.

For five years MFSS has worked continuously at establishing ourselves as a Place Based Service. Recent success in several grant application submitted has been an encouraging recognition of our service standard, Understanding the specific challenges and opportunities within our LGA is important. Knowing our community networks, learning from our local services and sharing knowledge and resources builds a resilient self-determining, inclusive community.

Close connections and collaboration with local community members, service providers, government agencies and other funders provide more effective and relevant solutions, tailored to specific local contexts. Our clients share decision making and ownership of our initiative. Collaborative family and community programs guided by the strengths and assets within the community build resilience and drive positive change.

Collaborating across agencies, promoting family-centred and strength-based approaches ensuring cultural responsiveness and effectively partnering with families and community to support specific needs and goals is what the committed staff at MFSS do.



Liz Maxwell

FROM THE COMMUNITY

“

We are forever grateful for the funding that we have allocated for our child. It has meant so much to us for him to continue his speech therapy with Michaela who he shares such a special bond with, as well as get the help he continues to need. I actually nearly cried when I received the message about him being donated free funding.

As a kid who struggles with making connections with peers because of his speech and struggles with changes it's a blessing that he can have the best of both worlds with this funding! Thankyou from the bottom of our hearts for helping my child continue on his much needed therapy with the generous funding! ❤️

”

“

I have a wife and four children. Over the last 2 years I have faced considerable hardship. My wife has a significant health issue . My caseworker has been remarkably supportive in helping me to organise schools, employment, and many appointments with both specialist services for my wife and ongoing assessments for my children and carer appointments. She has helped me to understand the overall changes and processes my family faced , something I just didn't have the capacity to do at the time.

”

“

I cannot stress how much this support means to us in a time where everything is uncertain and difficult. Additionally, MFSS staff are great in helping both me and my son to work together on our own and each other's big problems

”

“

My case worker really listened and helped sort out a mess. I will stay with MFSS for as long as it takes All I can really do right now is to try to look after my family and this will enable me to do that.

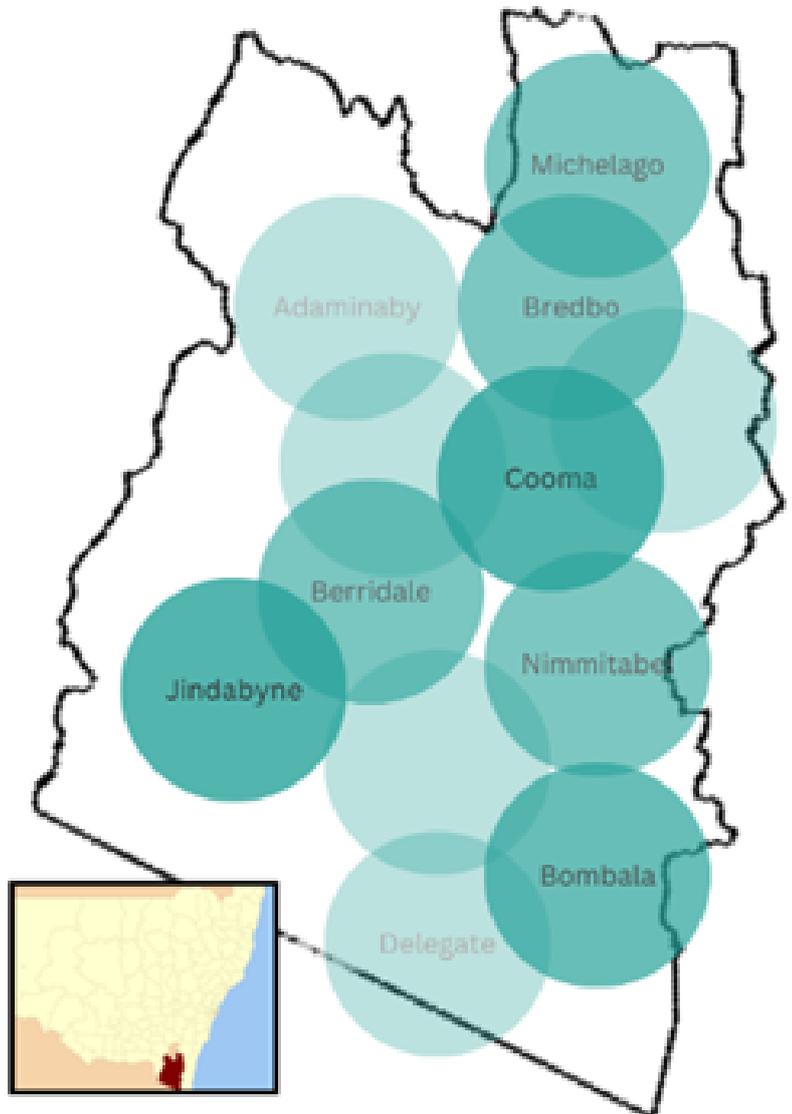
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OUR YEAR in a SNAPSHOT

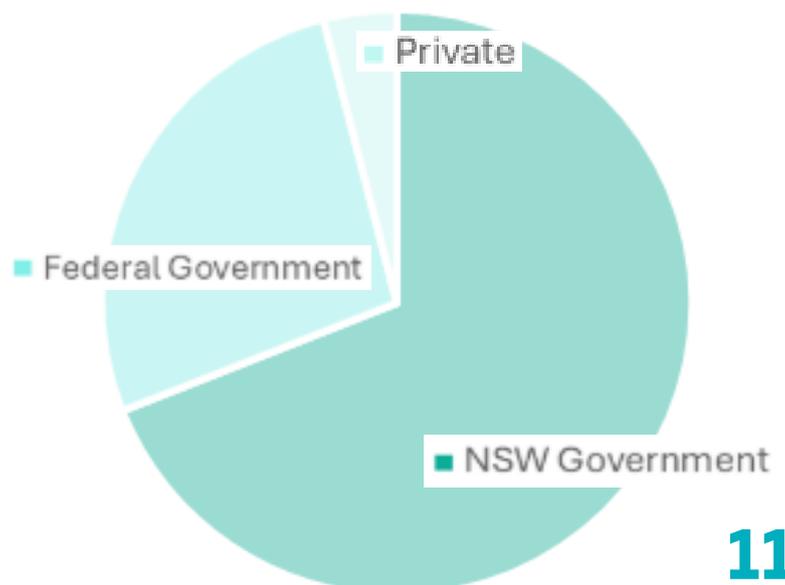
A TYPICAL MFSS DAY LOOKS LIKE...

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



CASEWORK

The committed Caseworker team has again worked tirelessly throughout 2024-2025 to provide support, compassion and best practise processes for community members across the LGA. Working within funding guidelines, the Caseworker team continually strive to support any community members identified as needing assistance. This support includes genuine efforts to breakdown isolation, economic and geographical barriers and encourage family capacity building for clients.

Working confidentially and continually within their professional parameters, the Casework team have strived to address and assisted families and individuals with complex and sensitive psychosocial inter-relational barriers.

Barriers identified as needing additional support include:

Family capacity and relationship building , Mental health, School refusal, Peer pressures, Parenting, Child behavioural strategies, Grief and loss, Housing concerns, Domestic Violence, Divorce and separation support, Assault, Economic stressors, Disability/NDIS/Medical application support, Regular stressors impacting personal or family daily functioning, Crisis presentation, General Enquiries, Community engagement, Study support, Employment interview /application / work experience support

The Casework team has also been engaged in university placements for student counsellors. These students have worked tirelessly within the service with commitment and initiative and provided wonderful support for allocated Clients.

The end of this financial year saw the finish of the popular, “Navigate” program. Navigate successfully supported young people across the Monaro between the ages of 15-25 years for a period of two years. A combination of Casework support and community programs proved to be a positive strategy in engaging participants. Although the program has finished being rolled out, new additional funding has allowed MFSS to service the gap with our latest youth program “Navigate Forward”.

The Casework team prides itself on providing a genuine and collaborative approach when working with families, individuals, and where applicable, local services. This is reflected in the feedback received from clients and MFSS’s reputation across the LGA. Positive outcomes and empowerment reflected by clients throughout their journey is genuinely valued by the Casework team and service as a whole.

“
I have been receiving support for the past year and I am very happy with everything. The Casework team are amazing and very kind.
”



MONARO MOBILE PRESCHOOL

This year has been a period of growth and transition for the Monaro Mobile Preschool, with changes in staffing, venues, and increasing community engagement across our region.

Venues and Enrolments

The Mobile Preschool currently operates across three venues: Cooma, Berridale, and Jindabyne. Each venue continues to reflect the unique needs and diversity of its community.

- **Cooma** – Sessions run on Mondays and continue to grow, with many multicultural families engaging with the program. Parents have expressed strong interest in a second day, which is under active consideration.
- **Jindabyne** – After reviewing enrolments, the service reduced from two days to one day due to a decrease in family demand.
- **Berridale** – In contrast, enrolments increased significantly, resulting in the service expanding from one day to two days per week.

Across all three locations, we are proud to provide safe, accessible environments that support children's learning and development through play.

Quality Support and Program Development

Our service participated in the Quality Support Program, with staff attending six months of mentoring to prepare for our upcoming assessment and rating. This process provided valuable knowledge, skills, and resources to strengthen our service delivery.

In addition, the team has:

- Completed the initial census.
- Submitted an Inclusion Support Application.
- Reviewed and developed comprehensive policies.
- Continued work on the Annual Quality Improvement Plan.



“My daughter loves preschool, and I could not be happier with the service. The educators are lovely, easy to deal with and great with our children. She has never had a day where she did not want to attend.”

“We feel very lucky to have such a wonderful team taking care of our son, while also preparing him for primary school. The staff are always cheerful and caring, and we hope this service continues in Berridale for many years to come.”

“My daughter is learning both life skills and academic skills. She loves all the activities and educators. Thank you for the incredible service you deliver”

Parent and Community Feedback

Feedback from families has been overwhelmingly positive, highlighting the value of our program as both an educational service and a vital community connection point. In many areas, our Mobile Preschool is the only playgroup and gathering space for parents to connect and support one another.

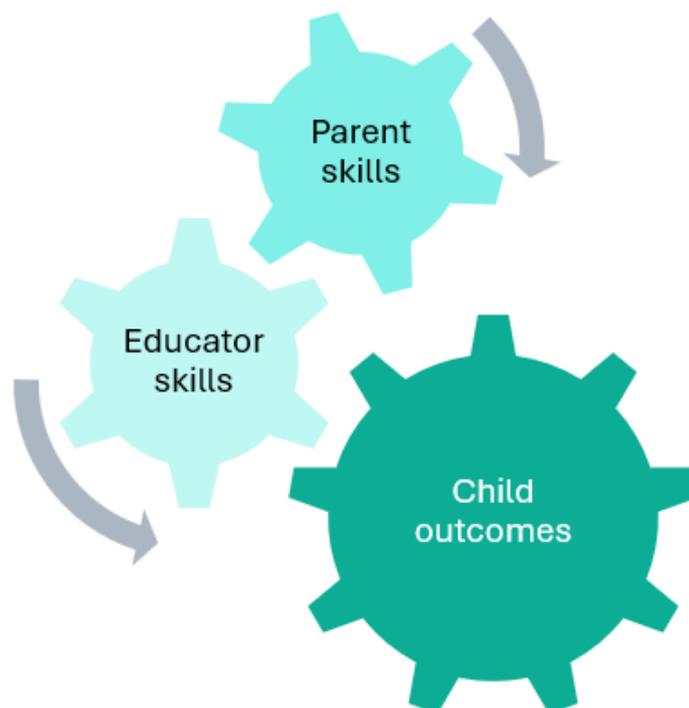
Looking Ahead

The Monaro Mobile Preschool remains committed to providing high-quality early childhood education and fostering strong community connections. With enrolments continuing to grow in some areas, and families showing enthusiasm for expanded services, we are excited about the opportunities ahead to strengthen and expand our programs.

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.



NDIS

The Disability programs have been offering individual speech therapy to members of the community with a wide variety of communication difficulties. Most of our clients are NDIS participants but we also cater to private paying clients needing support. We offer therapy for children and young adults with speech articulation issues, delayed receptive (understanding) and expressive (speaking) language development, social skills difficulties, literacy concerns, fluency issues (stuttering) and support to use Augmentative and Alternative Communication (AAC) systems for those who don't use verbal speech.

We have been very fortunate to receive support from The Great Good/Rootes Foundation. This financial year, they have very kindly extended their grant which has allowed several families to receive therapy support at no cost. To date, 32 children enrolled at the Monaro Mobile Preschool have received free preschool speech and language screening assessments. In addition, 3x low-income families have received free weekly individual therapy sessions throughout Term 3

“I have been using Monaro Family Support Service for about 16 months, with Michaela providing speech therapy for my 4-year-old-daughter. In this time, I have found Michaela to be very professional and helpful with finding new ways to engage with my daughter and she has come a long way with her speech.”



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.

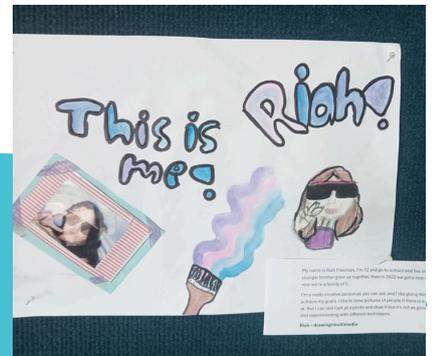
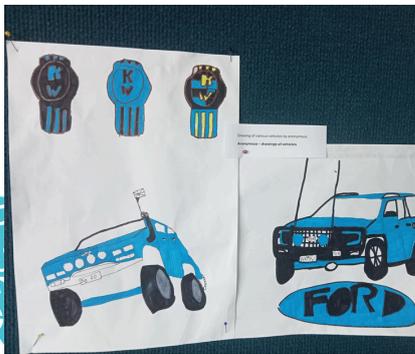
DISABILITY WORK

ART EXHIBITION

International Day for Persons with Disability

For the 2024 International Day for Persons with Disability, December 3rd, we ran a three-week community art exhibition, hosted in the front foyer of Cooma Library. This was open to all ages, abilities and media. The theme provided was “this is me”. Local artists submitted a rich variety of work, from woodwork and clay sculptures to drawings and multimedia pieces. Visitors voted on their favourites, ultimately selecting Mason Holster’s deeply personal self-portrait as the People’s Choice winner.

Building on this success, we are grateful to have secured a Community Arts Support Program (CASP) grant to present the exhibition again in 2025. Artist-led workshops will invite participants to develop their own creations, further strengthening inclusion, creative confidence and community connection.



EARLY CHILDHOOD PROGRAMS

Pram Walk & Talk

Pram Walk & Talk Groups are free, social walking and gentle exercise sessions for parents with children in prams. Held in both Jindabyne and Cooma, the groups are proudly supported by the Cooma Rotary Club—who fund the fitness instructor—and NSW Health, who provide a clinician to walk alongside participants on alternate weeks with our Family Support Worker.

The relaxed walking format naturally encourages conversation, and participants consistently respond positively to the opportunity to connect while being active. We regularly witness strong bonds forming among group members, with many developing close friendships and valuable peer support networks through these weekly walks. These groups not only promote physical wellbeing, but also help reduce isolation for new parents—a theme that often emerges during conversations on the walks. For many, this regular connection becomes a highlight of their week and a safe space to share experiences, seek advice, and enjoy the company of others who understand the ups and downs of parenting.



**"The socialisation and physical exercise
Walking, exercise and the friendly chats
Friendship and getting out
Getting out in the morning, exercising and
talking to others
Love love love the pram walks.
I really enjoy it and appreciate the
opportunity."**



**"Forces me to get up and about. I enjoy
talking to the other mums, love the exercises
Friendship, exercises, fresh air
Getting out of the house and being with
friendly people
Great opportunity to get out of the house,
socialize and exercise at the same time"**

The "talk" component is further enriched by guest contributions from local health professionals, coordinated through Monaro Family Support Service and Community Health. Topics have included women's health, cancer care, dietetics, physiotherapy, speech and occupational therapy, nursing, and social work—providing valuable and accessible support to attending families.

Both groups run before Bubs Club, and many parents stay on if their children are the right age, creating a convenient and enriching morning of connection and support. Seasonal attendance peaks during winter—particularly in Jindabyne, where visiting families often join in, helping to expand and diversify social connections within the local community.

A highlight of the past year was participating in the Man with a Pram campaign, raising awareness for fathers' mental health. The event drew a large turnout, with several dads joining the walk and engaging in meaningful conversations of their own—highlighting the value of inclusive community spaces for all parents.

Looking ahead, we aim to build on this success by welcoming more families and continuing to collaborate with local health and community services. Pram Walk & Talk is a simple concept with a big impact—strengthening community, supporting parents, and making space for connection, one step at a time.

Pram Walk & Talk

In Cooma All Walks and Exercises were led by Sam Scott, who is an Accredited Exercise Physiologist and the owner of Revive Rehab in Cooma. Walks are also accompanied by either a Family Support Worker from Monaro Family Support Service or a nurse from NSW Health who can assist with any questions or challenges faced by new parents.

The group meets an hour before Cooma Bubs Club and we find that parents will stay for the Bubs Club also if children are of that age. On most days the walk will lead through town and then back along the river, where halfway Sam will provide stretching and pelvic exercises for the ladies before returning.

This group continues to be very popular and has very regular attendees. The talking side of the walk has been supported by Monaro Family Support Service and professionals from Community Health ranging in topics of Women's Health, Cancer Care Nurse, Dietitians, Physiotherapists, Speech Therapists, Occupational Therapists, Community Nurses and Social Workers.

“Great outing & socialising each week. Love it, look forward to it every Thursday”

“Having recently moved here Pram Walk has been my savior. I've met so many lovely women who are now my friends. Highlight of my week.”

“I think it is perfect, wouldn't change a thing. Meeting like minded mums, having a facilitated group to attend each week, support in regional area”

In Jindabyne All Walks and Exercises are led by Jaclyn from Core Mumma with post-natal training qualifications. Walks are also accompanied by either a Family Support Worker from Monaro Family Support Service or a nurse from NSW Health, such as Child & Family Health Nurses, Dietitians or Immunisation Nurses who can assist with any questions or challenges faced by new parents. From the private sector we have had a Women's Health Physio, a Clinical Psychologist, a Masseuse and also the owner of a gym discussing winter preparedness.

Jac is fantastic in providing the exercises and knowledge to assist the ladies and parents are very keen to walk in all sorts of weather, if the weather is cold or windy, everyone just gets rugged up. The talking component of this group is well received, and we continue to have fantastic discussions with mums with the ease of talking whilst walking. There definitely is a flow to the discussion. It is also great to watch the women connect each week and discuss their week with each other. I have seen some very close friendships and support develop.

Even though there are a lot of highlights with this group a stand out was, we have noticed that we have had more seasonal attendances for families for winter and close friendships were formed with locals.



Cooma Bub's Clubs

Cooma Bubs Club situated in Cooma is run weekly on a Wednesday throughout the school terms. The program is for parents with Babies under 12 months of age and provides social interaction and sensory activities for Parents and Bubs. A Child & Family Health Nurse attends group once a month and parents appreciate being able to weigh babies and speak to the nurse with any concerns that they may have.

Speakers are organized to attend the sessions to provide relevant information to the parents.

This year we have had an amazing selection of speakers attending our Group, Community Health supported us by discussing Women's Health and Introducing Solids and discussion on Allergens. Local businesses supported us by providing a mindfulness exercise and discussion, performing first aid for babies, brain development and discussing Milestones. We had Tresillian come to speak to us a couple of times about sleep and settling, we held sessions for Baby Massage a couple of times this year and had a visit from facilitator of Parent Child Mother Goose for a story and song session, All of these organizations and speakers attend the group for free, giving their time and share their expertise



One of my favourite things within the group is creating lots of sensory toys, messy sensory play and creating keepsakes. We have had lots of opportunities with mothers and father's day, Christmas and spare slots when there is no speaker attending for more hands on exploration.

We have had a very busy year, I have witnessed beautiful connections with mums within the group, that leads to friendships and support for each other. Mums also support each other with supplying donations when no longer needed and we have quite a collection that circulates within the group and to the community. A very handy resource for all.

This year we have had mums that have graduated from Bubs Club and have either not been able to attend Playgroups due to working on that particular day or living in areas like Adaminaby have commenced their own Playgroups for the community.

This has provided the community with a Cooma Playgroup on Mondays and a Playgroup in Adaminaby. Such a great resource.



“Meeting other mums, discussing babies, seeing babies at different stages, the donation corner is very helpful. The community and socialising, Social, activities and speakers, Connecting with mothers. The educational talks, socialising with other mums. The guest speakers, chatting with other women, providing my daughter with a regular outing, socialisation and new toys. Community connection, sharing knowledge/challenges, friendships”

“Thank you to the team for providing such a great service with wonderful guest speakers and the emotional support weekly. Wonderful service, very grateful. Great initiative for people who do not have much of a support network in the area with a new baby”



Jindabyne Bubs Club

Snowy Kids Bubs Club situated in Jindabyne is run weekly on a Thursday throughout the school terms. The program is for parents with Babies under 12 months of age and provides social interaction and sensory activities for Parents and Bubs.

The group is also supported by Country Women's Association with weekly goodies and by a Children & Family Community Health Nurse that attends monthly to speak to parents and weights and measures the bubs. Speakers are organised to attend the sessions to provide relevant information to the parents.

This year we have had an amazing selection of speakers attending our Group, Community Health supported us by discussing Women's Health, Encouraging Speech and Introducing Solids and discussion on Allergens. Local businesses supported us by providing discussions on Dental Hygiene and Oral Motor Skills, performing first aid for babies and post-natal feelings. We had Tresillian come to speak to us a couple of times about sleep and settling. All of these organisations and speakers attend the group for free, giving their time and share their expertise.

Best things about Bubs Club

Making friends

Community

Interaction with Mums and Bubs in local area

Assistance with any questions

"Community & meeting everyone, I really enjoyed & appreciated it, the speakers were great."



This year we also created lots of keepsakes for special occasions as well as crafts that were able to be taken home. Our donations are still expanding not only from clothes but to all different baby items as well. It's really great to see this support for families in these challenging financial times.

I love the fact that such close relationships are formed within our Bubs Club, how much support is given to each other and how the CWA comes and joins us and the interaction between the young and elderly is lovely to see.



Jindabyne Playgroup

Snowy Kids Playgroup situated in Jindabyne is run weekly on a Monday throughout the school terms and is for parents or carers with children under the age of 5.

We have focused on loose themes this year and have enjoyed activities around our chosen themes. Some themes have extended for quite long periods of time especially as the older children became very creative.

Our sessions were intertwined with our story book themes. We had stories like “The Magic Hat” which was a lot of fun, we created large group tree murals of the different seasons that are hanging on our office walls in Jindabyne, explored lots of different materials to paint with, and a favourite; making and baking bread and creating weird and wonderful shapes and animals, all to be shared at our story time.

Our end of the morning group sessions has been a favourite with lots of stories, songs and dancing. At the end of each term, we venture out into the community and enjoy a morning outdoors at venues like Gaden Trout Hatchery, Lake Crackenback Resort Playground, Banjo Patterson Playground and in winter the Jindabyne Bowling Club Indoor Playground.



“

Thanks for providing a service to help us connect with other families/services in the Snowy Mountains region.

Thank you for providing an excellent service to our community. You are very loved, thank you.

Brilliant

I am so glad that this is such an amazing playgroup that the boys love to go to and where I feel welcomed and supported.

Since having different age children I feel the playgroup is run amazingly and can only highly recommend this amazing service.

The effort and variety is greatly appreciated. Kind, caring facilitators.

Thanks for always creating a great environment to learn and most importantly to have fun

”

What Parents enjoy about attending Playgroup:

“I love how welcoming the staff and other families are. The children love participating in all the different activities on offer each week.

Often asking me daily if playgroup is on today.

Great play opportunities and socialising.”

“The variety of activities offered, especially messy arts & crafts, as well as baking. The clothes donations are also a big help. My child can learn to interact with other children. Meeting and chatting with other parents. Children socialising and lots of different activities.”

“Great activities/toys and connection with other kids and parents The effort put into themes and activities, Sense of community, opportunity for play.”



Cooma Playgroup

The Friday group, a lovely atmosphere with a range of families participating in our group. Some come regularly and others come sporadically. It has been a year again in ups and downs in numbers. The outdoor area with physical activities for the children, especially the sandpit is always popular. We see families sitting along the edge chatting and digging with their children together enjoying the sunshine (and brief glimpses of warmer weather in the cooler months). There has been a lot more dads coming with their children independently, and beginning to network within the group, which is great to see. The activities always change, depending on the developmental needs of the children and their interests. Lots of fine motor activities recently with the use of tongs, and pegs and small objects.

Having the families participate in the craft activities this year has been a big step for the group, rather than letting the children have a “free for all”, giving them a goal to create. Its been amazing what the children have made as well as the parents, them saying that they enjoy the craft just as much as the children.

We still end our group with a group time, songs, stories and dancing, followed by a morning tea. The children seem to enjoy the social aspect of eating with their peers, and families have commented how its great to see their child/ren sitting at a table.



“

“I love this playgroup as it offers a variety of games and a beautiful outdoor area, and such a lovely educator. My child really enjoys the arts and crafts offered and I am happy to not have a mess at home. You are doing great. Keep up the good work!”

“When I had my second child, my husband felt comfortable coming with our older son to Katrina’s playgroup saying, he wanted to go knowing there would be other dads to interact with.”

“Your playgroup is always so nice”

“I love that I have begun to feel more connected in the area and have time to socialise, while my child plays with other children their age. Moving to the area and not knowing anyone, and as a first-time mum was daunting, but this playgroup has helped me to feel more confident in what my child is doing at home is normal and that I am not alone.”

”
22

COMMUNITY WELLBEING PROGRAMS

Exercise Group

With a rocky start to the year and trying to incorporate what families wanted for the “my time” group, we have now developed a great little community, where mothers feel comfortable to come and participate in exercise. The yoga and Pilates were a great place to start and gauge what was wanted. Some realising that they could do more exercise at home in their own time with their children around, increasing their movement and positive feelings afterwards, that they had achieved something. A lot of new mums began coming to the group, with thanks to Naomi, who took over the exercise portion of the group. Developing circuit work that people felt comfortable doing at their level of intensity they wanted. To finish term 3, we participated in a hike up the local nature reserve, the mums all cheering each other on, supporting each other in a safe space. The babies in carriers all taking in the nature scenery.

“

“The movement group helps me feel more grounded and is the only chance I get to take time for myself. Katrina is very supportive and its super comforting to be in and environment with other mums from the area.”

“I love being able to have time to exercise. Naomi does amazing work with me, challenging me, but also understanding my limits. It’s hard when your body has changed after having a baby, and being in a group with mums in similar situations allows me to feel comfortable. The cups of tea afterwards and the chats are always good too.”

“I don’t really like exercising but use the group to chill and chat with Katrina, while my child has some social interaction with others. I love how inclusive I am made to feel”

”

Parent Child Mother Goose

The PCMG playgroup remains a much-loved program for young families across our region. Held at the Cooma Multicultural Centre in partnership with the local library, the group brings parents and children together through songs, rhymes and stories. These shared activities help strengthen family connections and support children’s early development. Families from many cultural backgrounds join in, often sharing songs and rhymes from their own traditions while discovering new ones in English and other Australian languages. The result is a warm, inclusive space that celebrates learning and connection through play.

Cooma Toy Library

The Cooma Toy Library has continued to grow, with membership numbers now more than triple what they were previously. Thanks to the help of a dedicated volunteer, the collection has been reorganised to make it easier for families to find what they need, with toys now grouped by age and play type. This improvement complements the new information materials developed by an Occupational Therapy student during their placement with us.

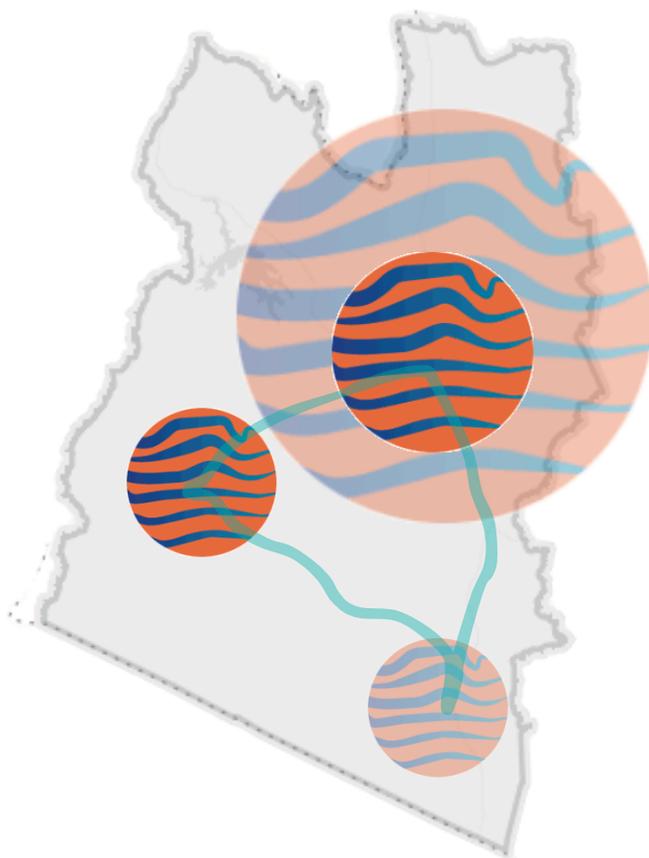
A small grant from the Snowy Monaro Regional Council enabled the purchase of exciting new resources, including climbing equipment, fine motor toys, timers, tricycles, sensory trays, talking point packs, wildlife ‘cameras’, and anatomy sets. Local therapists are also making good use of the library, borrowing specialised tools to support families of children with additional needs

SOCIAL EMOTIONAL WELLBEING PROGRAMS

Rock and Water

The Rock and Water program has continued to be very popular with schools throughout the region, supporting students' social and emotional wellbeing. It has been delivered from Year 3 through to Year 7.

Rock and Water equips young people with essential life skills, including self-awareness, confidence, resilience, and strategies for managing peer pressure and conflict. By embedding these skills early, the program is helping to strengthen wellbeing foundations that will support young people through their school years and beyond.



Students

914 Cooma
400 Bombala
458 Jindabyne

DRUMBEAT

During the last twelve months, the wellbeing program, Drumbeat through MFSS has been offered to schools on the Monaro. In that time schools from Michelago to Bombala and Cooma have taken up the offer, as well as a Pre-School group at Hill Street.

MFSS purchased new Djembe drums which the students have very much enjoyed. Clear messages of the program are the development of teamwork skills, deep listening, focus, concentration, perseverance, developing community, connection, inclusion, working harmoniously and managing feelings. It is also stressed that these skills can be applied in any place, with friends, family, classroom, playground and sports groups, and are skills that are always developing and growing.

It continues to be a rewarding experience to take this program into schools and see firsthand the wonderful work, carried out by teachers across the Monaro and the enthusiasm and excitement students have in learning.



Students
172 Cooma
77 Bombala

Equine Assisted Learning

The Equine Assisted Learning Program has continued to grow in popularity, attracting strong interest from an increasing number of families. The program uses the unique connection between horses and humans to help participants gain insight into themselves and others.

Because of this connection, participants are often able to develop confidence, self-awareness, and emotional regulation skills in a way that feels natural, engaging, and less confronting than traditional approaches.

In 2024, MFSS established a new partnership with a local horse owner, providing access to a central Cooma site with calm and responsive horses already on location. This partnership allowed us to deliver three full programs for families across the region.

“It was good to have this time to spend just with one child so we can focus on our connection”

“There was a clear increase in confidence I could see in my son after attending the Equine Program”

“It was good to review different strategies and ideas and work on them together to strengthen these skills together”

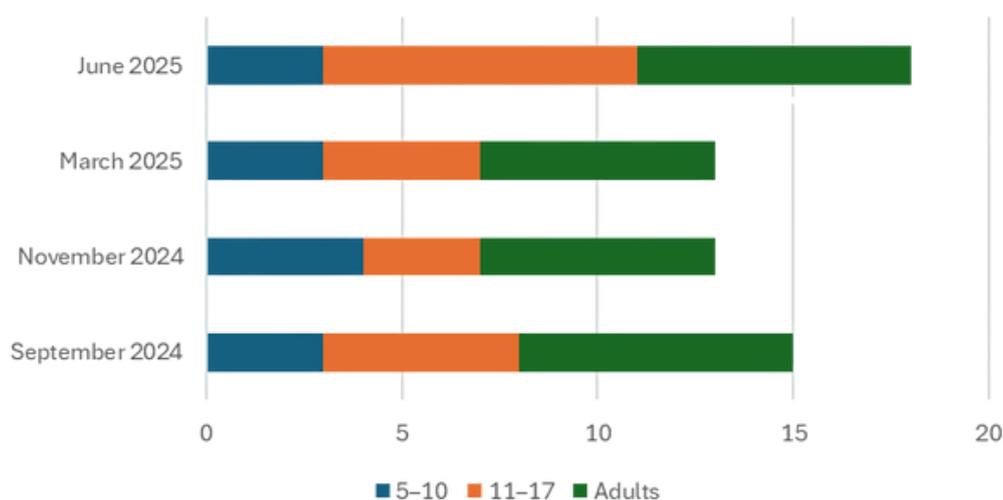
“This program helped my child to open up and talk about things more”

Through the sessions, participants reported learning practical skills such as managing stressful situations, understanding how confidence and demeanour affect both people and animals, using breathing techniques to relax, and building bonds through trust and care.

Feedback showed that the program led to noticeable changes, with participants experiencing greater confidence, calmness, happiness, and excitement, alongside reduced fear and anxiety. Parents also observed that these benefits extended well beyond the sessions, supporting their children throughout the week and giving them something positive to anticipate. Importantly, every participant indicated they would recommend the program to others and would like to attend again.



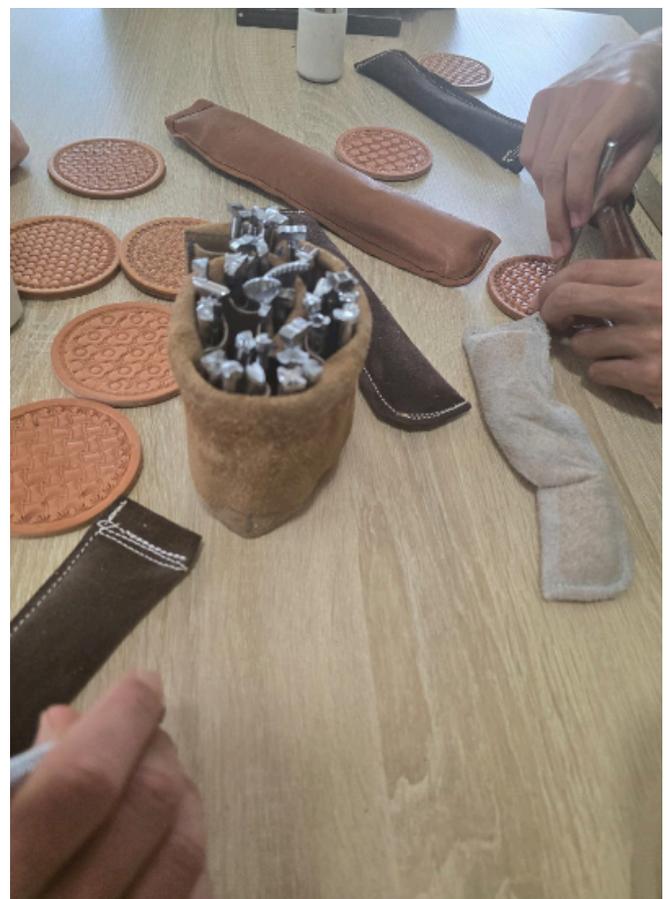
Equine Program Attendee



NAVIGATE

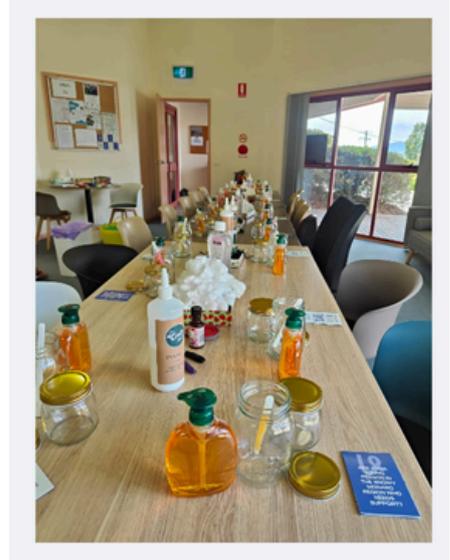
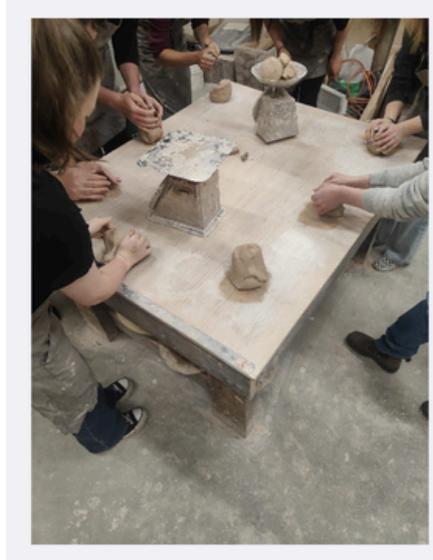
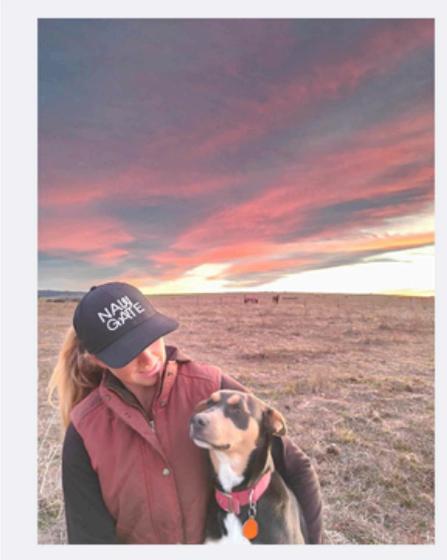
Introducing more fortnightly Thursday morning Pilates sessions would be a valuable step toward supporting our community's mental well-being. In a time when stress and anxiety are increasingly common, especially among students balancing academic, social, and personal pressures, Pilates offers a structured and calming way to reset. It encourages mindfulness, helps relieve tension, and promotes a sense of presence - all of which are essential for maintaining good mental health. Starting the day with intentional movement can shift our mindset, boost our mood, and make us more focused and resilient throughout the day.

Beyond the physical and mental benefits, these sessions also create a unique opportunity for social connection. They allow us to step outside the typical school setting and interact with others in a more relaxed, supportive environment. Whether you're a beginner or someone who practices regularly, Pilates brings people together through shared experience. It helps break down social barriers, fosters a sense of belonging, and builds new friendships across different groups. By offering Pilates more regularly, you're not just promoting fitness - you're creating a culture that values wellness, community, and connection.



Navigate

Every Pilates session run by Navigate is always full, proving that it is a vital event to keep running. We are starting to notice girls from the younger years at school also joining in the sessions, highlighting the social bonding Pilates fosters. We would really appreciate more Pilates sessions, and we would be very grateful if Navigate could continue funding them



“This is such a needed program.”

“These events are great and love they are free.”

“I love the merch.”

“The merch is great quality.”

“I get excited when I see other people in Navigate merch and I go up and talk to them.”

“Navigate really made my son more aware of his own mental health, it has been very beneficial for him.”

“This is such a great program.”



These stories highlight how Navigate is building awareness, normalising conversations about mental health, and strengthening community connections.

Staying Home Leaving Violence Program

About SHLV

The SHLV program is a specialised domestic and family violence (DFV) program in NSW that assists women and their children to stay safely in their own home or a home of their choice after leaving a violent relationship. Support provided is based on an intensive case work model, which is long-term, needs-based and integrated with key agencies such as NSW Police, Women's Domestic Violence Court Advocacy Services (WDVCAS), health services, Housing NSW, and relevant Non-government Organisations (NGOs).

SHLV Activities

Seeking to promote a victim-survivor's housing stability, preventing their homelessness, and increasing safety, SHLV works alongside victim-survivors and other support services to provide women and children with practical and emotional support to leave and recover from DFV. Support may include:

- Case Management - One worker is assigned as a key support worker for a particular client, providing a wide range of responses that may be needed to improve the safety and wellbeing of DFV victim-survivors.
- Case Coordination - when SHLV follows up with the person about their situation or their access to services/support, advocates with another service/s on the person's behalf.
- Education activities - facilitation and/or deliver activities aimed at increasing awareness of DFV and reducing DFV in the community.
- Brokerage - flexible use of designated SHLV funding to purchase goods and services to support clients to achieve their goals and lessen safety risk.

Direct Services to Children

Importantly, MFSS and SHLV recognise children and young people who experience family violence as victim-survivors, in their own right. With this acknowledgement, they also deserve and should receive support based on their own experience, needs, and development. Support SHLV provides to children include liaison with school/childcare, safety planning and security equipment, Referral to counselling/group work, advocacy regarding family law matters, brokerage funding (e.g. clothes, school uniforms, speech therapy, specialist assessments)

Keeping Women Safe in the Home - SHLV Supplementary Funding

As part of the SHLV contract, the Australian Government, under their Keeping Women Safe in their Homes (KWSITH) initiative, funded state and territory governments and select providers to deliver services to improve the safety of women and their children who have experienced family and domestic violence. KWSITH Brokerage funds can be used to provide security upgrades such as:

- o Information technology solutions
- o Property security measures such as security screens, doors, locks
- o Sensor lights
- o Closed circuit television with capacity to collect admissible evidence

Staying Home Leaving Violence Program

Work to Date

Build Community Awareness of SHLV and Engaged with the sector and undertake consultation process

From 1 May 2025 to 30 June 2025, we undertook an Implementation period to ensure we were ready to commence service delivery from 1 July 2025. As a place-based service, we value meeting with stakeholders to gain additional understanding of local insights into past and current DFV responses and learn how the SHLV program can complement existing ways of working. We also used this time to raise awareness of SHLV purposes, objectives, and intended aims.

Review of Policies & Processes

We undertook a review of existing MFSS policies and processes to ensure we were prepared to deliver SHLV from service commencement. This included the development of tools to support the administration of SHLV, such as a Standard Operating Procedure. This work will continue to be developed based on new learnings over the coming year.

Commenced SHLV Service Delivery

We have worked with many women and children already, seeking to enhance their safety and wellbeing. We have received referrals from both government and non-government organisations and received self-referrals. Presenting issues have been as varied as those we are privileged to support. To date, we have provided security upgrades, Court Support, linking in with Victim Support Services and Leaving Violence Payment, advocating in Safety Action Meetings (SAM), and with schools, police, and other services.

Attendance at DFV Related Meetings

Attendance at SHLV and DFV related meetings also occurred, including Queanbeyan DFV Interagency, SHLV Forums, and attendance at fortnightly Safety Action Meetings (SAMs) operated by Molongolo Support Service.

Focus of 2025-2026

We are focused on providing a domestic violence informed, trauma-informed response to women and children in the Snowy Monaro region. This work requires strong, collaborative relationships with other non-government and government organisations. We want to continue to build relationships already established,

We see the coming year as an opportunity to further enhance and strengthen DFV informed child-centered approach based on the NSW Good Practice Guidelines and Child Safe Standards. Additionally, although this funding is for the entire Snowy Monaro LGA, our jurisdiction is unique in its size and in how the population can grow throughout the year. We want to work with our community to continue to identify and address the barriers that can impact meaningful DFV responses to regional communities.

DISASTER PREPAREDNESS & COMMUNITY RESILIENCE



Building safer, stronger, and more connected communities Strengthening local capacity

This year, MFSS deepened its role in preparing the Snowy Monaro for emergencies. Building on the Community Sector Disaster Capability (CSDC) project, our team continued to link formal emergency systems with the people and services who know our communities best. We focus especially on those most at risk – older residents, people with disability, families with young children, and those in remote or low-income areas – ensuring that planning and recovery are inclusive and locally informed.

The CODA Project

In 2025, MFSS became a regional partner in the Community Organisations Disaster Adaptation (CODA) project, funded through the Disaster Ready Fund. CODA builds the capability of local NGOs and communities to adapt to and withstand disasters.

Our work includes:

- Facilitating community preparedness workshops and training
- Supporting Person-Centred Emergency Preparedness (P-CEP) planning
- Building coordination between local NGOs, councils, and emergency services
- Strengthening two-way communication in disaster planning

Partnering with organisations such as Eden Community Access Centre, Katungul Aboriginal Corporation, and Resilient Lismore, MFSS continues to bring a Snowy Monaro voice to state-wide resilience planning.

Leadership and collaboration

MFSS now serves as an observer on the Snowy Monaro Local Emergency Management Committee (LEMC) – ensuring community perspectives are represented in local emergency coordination.

Looking forward

As climate events grow more frequent and severe, MFSS remains committed to helping our communities be informed, connected, and ready.

“Preparedness is not just about plans – it’s about people knowing they’re not alone.”

TRAKZ

Trakz is an ongoing program run to support young people from Aboriginal and Torres Strait Islander backgrounds in our community. It aims to strengthen cultural identity and connection through providing access to a range of fun learning experiences which bring these young people together to develop a sense of community.



This year the program provided two special opportunities to explore the nature around us. Primary aged students came together to explore ancient caves in the Yarrangobilly region of the Kosciuszko National Park. Four local public schools, participated with a total of 36 kids attending on the day. They split into two groups to explore the North Glory and Jersey Caves with guided tours. This provided students with lots of history and geology knowledge and hands on experience with different rock forms. Many students overcame initial fear of the dark cold colds to love the experience. Particular highlights included the crystal formations and spooky looking stalactites and stalagmites.

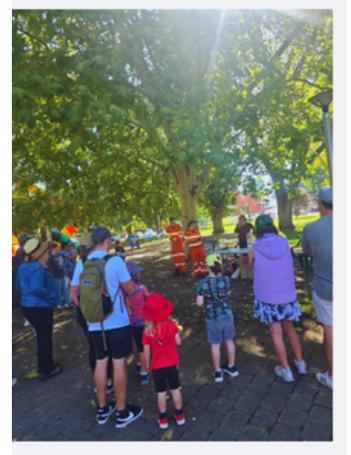
The second trip had primary and high school students from the Bombala area visit Eden to complete the first leg of the Bundian Way, This is a cultural walk between the coast and the mountains which was travelled by local indigenous people for centuries. They walk included signposts and information to link walkers with the knowledge and stories from the past. Kids also enjoyed a stop on the beach for sand castle building.

There are plans in the works for this program moving forward. This includes a return to cultural walks and activities on a patch of land which is being specifically set aside for cultural experiences.

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.



Youth Week 2025 – Cooma Crime Mystery Challenge

For Youth Week 2025, Monaro Family Support Service hosted the Cooma Crime Mystery Challenge – an interactive, town-wide scavenger hunt combining elements of an escape room and an amazing race. Held on Saturday 12 April, the event encouraged teamwork, problem-solving, and community engagement among young people aged 12–25 and their families.

Teams of two to five participants followed clues through Cooma’s town centre to solve a fictional mystery involving a stolen campervan and a missing pet. Challenges were set across key local venues such as the gym, park, art gallery, police station, library, cafés, and local businesses, where teams completed both physical and mental tasks to earn clues and advance the story.



The event hub in Cooma’s main park featured a gazebo as the start and finish point, with free BBQ, drinks, water, and a hint station. Local businesses including Birdsnest, Tyreplus, Rhythm, McDonald’s, and several cafés supported the day with checkpoint prizes and donations. The challenge was widely promoted through local schools, youth networks, and social media, attracting strong participation and positive community feedback. Prizes were awarded to the winning and runner-up teams for solving the most clues. The Cooma Crime Mystery Challenge successfully brought young people and the broader community together for a fun, active, and creative Youth Week celebration – highlighting teamwork, local connections, and youth engagement across the region.

MFSS SUPPORTERS



We would like to extend our heartfelt thanks to all our supporters - individuals, families, community groups, and organisations - who have contributed to our work over the past year. Your generosity, time, and belief in our mission have made a profound difference in the lives of those we serve.

Your support has enabled us to deliver vital programs, create meaningful opportunities, and strengthen our community connections. Every donation and word of encouragement has been invaluable.

We are grateful not only for your contributions but for your trust and commitment to our vision. Together, we continue to build a stronger, more connected, and thriving community. Thank you for standing with us.

Australian Federal Government
Bendigo Bank
Car Club
Commonwealth Bank
Lyons Club
Mens Shed
NSW Government
Private donation for Equine Assisted Learning
Rootes Foundation
Snowy Hydro Grant for Youth Equine Assisted Learning
Snowy Mountains Regional Council
Variety Children's Fund - Djembe and Focus Mitts

We have received many other anonymous donations from the community, including gift vouchers and other everyday goods. We recognise and extend our thanks for this support.

UNIVERSITY COLLABORATIONS

Student Placements

To help grow the next generation of professionals and strengthen access to therapy services in our region, we continued to host student placements throughout the year.

Occupational Therapy students undertook shared placements, gaining valuable hands-on experience by observing and delivering therapy sessions with local families. They also worked closely with schools to deepen their understanding of community needs.

Each student reflected on the placement as an enriching opportunity to learn about and contribute to rural practice. While these placements require time and coordination, we remain dedicated to developing students' skills and inspiring their commitment to supporting rural communities.

Collaborative Projects

We worked with the University of Sydney, 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.

We also continued our partnership with the University of Sydney through the RARE (Remote and Rural Enterprise) Program in 2025. This collaboration connects business students with community organisations like ours to explore innovative, practical solutions that strengthen local service delivery and community resilience across the Monaro region.

Throughout the semester, students worked with MFSS to research and design real-world projects aimed at expanding our community impact. The groups explored opportunities such as developing a subscription-based donation model, assessing the feasibility of a local rental platform, and creating an English and cultural orientation program for new workers in the region.

The RARE Program offers mutual benefits – students gain firsthand experience working in a rural setting, while MFSS receives fresh insights and professional analysis to inform future planning. We value this partnership for the creativity, energy, and commitment it brings to our shared goal of building stronger, more connected communities in the Snowy Monaro.



monaro **family**
support service

Monaro FamilySupport Services Incorporated

ABN: 45339 846 991

**FinancialStatements
For the Year ended 30 June 2025**

Contents

Statement of comprehensive income	1 1
Statement of changes in equity	2 3
Statement of financial position	4
Statement of cash flow	11
Notes to and forming part of the financial statements	12
Committee of Management declaration	
Independent review report	

Statement of comprehensive income for the year ended 30 June 2025

	Note	2025 \$	2024 \$
Income	2	1,702,422	1,443,854
Expenditure	3	1,608,170	1,631,933
Operating result for the year		94,252	(188,079)
Total comprehensive income for the year		94,252	(188,079)

Statement of changes in equity for the year ended 30 June 2025

	2025 \$	2024 \$
Opening balance	1,191,058	1,379,136
Surplus/(deficit) for the year	94,252	(188,078)
Closing balance	1,285,310	1,191,058

The above statements are to be read in conjunction with the accompanying notes to and forming part of the financial statements set out on pages 4 to 10.

Statement of financial position as at 30 June 2025

	Note	2025 \$	2024 \$
Current Assets			
Cash and cash equivalents	4	1,130,431	405,199
Trade and other receivables	5	42,426	248,741
Other assets		3,358	7,820
Total Current Assets		1,176,215	661,760
Non-Current Assets			
Property, plant and equipment	6	945,344	972,026
Total Non-Current Assets		945,344	972,026
Total Assets		2,121,559	1,633,786
Current Liabilities			
Trade and other payables	7	123,998	77,706
Employee benefits provisions	8	217,971	181,590
Funding in advance		479,091	38,261
Other provisions		-	132,658
Total Current Liabilities		821,060	430,215
Non-Current Liabilities			
Employee benefits provisions	8	15,189	12,513
Total Non-Current Liabilities		15,189	12,514
Total Liabilities		836,249	442,728
Net Assets		1,285,310	1,191,058
Equity			
Accumulated funds		1,285,310	1,191,058
Total Equity		1,285,310	1,191,058

The statement of financial position is to be read in conjunction with the accompanying notes to and forming part of the financial statements set out on pages 4 to 10.

Statement of cash flows for the year ended 30 June 2025

	2025	2024
	\$	\$
Cash flows from operating activities		
Cash receipts in the course of operations	2,510,074	1,484,755
Cash payments in the course of operations	(1,793,692)	(1,922,243)
Interest received	8,850	8,563
Net cash flows from operating activities	725,232	(428,925)
Net increase/(decrease) in cash and cash equivalents	725,232	(428,925)
Cash and cash equivalents at 1 July 2024	405,199	834,124
Cash and cash equivalents at 30 June 2025	1,130,431	405,199

4

The above statements are to be read in conjunction with the accompanying notes to and forming part of the financial statements set out on pages 4 to 10

Notes to and forming part of the financial statements for the year ended 30 June 2025

1. Material Accounting Policies

Monaro Family Support Services Incorporated ("the Association") is an incorporated association domiciled in New South Wales, Australia.

The attached special purpose financial statements have been prepared on the basis of accrual accounting.

Statement of Compliance

In the opinion of the Committee of Management, the Association is not a reporting entity. The financial statements of the Association have been drawn up as special purpose financial statements to meet the reporting needs of the Association. These are special purpose financial statements that have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 and the New South Wales Associations Incorporation Act 2009, and associated regulations. The officers have determined that the accounting policies adopted are appropriate to meet the needs of the members of the Association. These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 124 'Related Party Disclosures', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit oriented entities.

Basis of Preparation

The financial statements are presented in Australian dollars.

The accounting policies which have been adopted are as set out below:

(a) Property Plant & Equipment

Items of property plant and equipment are initially recorded at cost in the statement of financial position and depreciated at rates between 2.5 - 50% using the straight-line and diminishing value method of depreciation.

(b) Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term and highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

Notes to and forming part of the financial statements For the year ended 30 June 2025 (continued)

1. Material Accounting Policies (cont.)

(c) Income Taxation

The Association is exempt from the payment of income tax.

(d) Going Concern Basis of Preparation

The Association recorded a surplus of \$94,252 (2024: deficit (\$188,079)).

In the 2025 year the Association reported a surplus in working capital of \$355,155 (2024: surplus in working capital of \$231,546).

The financial statements have been prepared on a going concern basis which contemplates continuity of normal business activities and the realisation of assets and settlement of liabilities in the ordinary course of business.

The Association's ability to remain a going concern and to discharge its liabilities in the ordinary course of business is dependent upon the continuing financial support of its members, funding providers, key supporters and the generation of positive net cash flows from operating activities. The Committee of Management are satisfied that it is appropriate to prepare the financial statements on a going concern basis.

(e) Critical accounting judgements estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

Estimation of useful lives of assets

The Association determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Employee benefits provision

The liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

Notes to and forming part of the financial statements For the year ended 30 June 2025 (continued)

1. Material Accounting Policies (cont.)

(f) Revenue

Revenue is measured at the fair value of the consideration received or receivable net of the amount of goods and services tax (GST) payable to the Australian Taxation Office. Revenue is measured on major income categories as follows:

Sales revenue

Membership fees, hire incoming, fundraising and raffles are recognised when received or receivable.

Operating Grants / Subsidies – under AASB 15

Where grant income arises from an agreement which is enforceable and contains sufficiently specific performance obligations, then the revenue is recognised when control of each performance obligation is satisfied. Each performance obligation is considered to ensure that the revenue recognition reflects the transfer of control and within grant agreements there may be some performance obligations where control transfers at a point in time and others which have continuous transfer of control over the life of the contract. Where control is transferred over time, generally the input methods being either costs or time incurred are deemed to be the most appropriate method to reflect the transfer of benefit.

Operating Grants / Subsidies – under AASB 1058

Assets arising from grants in the scope of AASB 1058 (i.e. agreements that are not enforceable or do not have sufficiently specific performance obligations) are recognised at their fair value when the asset is received. These assets are generally cash, but may be property which has been donated or sold to the Association at significantly below its fair value. The Association then considers whether there are any related liability or equity items associated with the asset which are recognised in accordance with the relevant accounting standard. Once the assets and liabilities have been recognised, then income is recognised for any difference between the recorded asset and liability.

Capital Grants – under AASB 1058

Capital grants received to enable the Association to acquire or construct an item of property, plant and equipment to identified specification which will be under the Association's control and which is enforceable are recognised as revenue as and when the obligation to construct or purchase is completed.

For construction projects, this is generally as the construction progresses in accordance with costs incurred since this is deemed to be the most appropriate measure of the completeness of the construction project, as there is no profit margin.

For acquisition of assets, the revenue is recognised when the asset is acquired and controlled by the Association.

Donations

Donation revenue is recognised when an unconditional right to a receivable arises or the cash is received, whichever is earlier.

Interest Revenue

Interest revenue is recognised as it accrues.

Notes to and forming part of the financial statements For the year ended 30 June 2025 (continued)

1. Material Accounting Policies (cont.)

(g) Revenue (continued)

Volunteer services

The incorporated association has elected not to recognise volunteer services as either revenue or other form of contribution received. As such, any related consumption or capitalisation of such resources received is also not recognised.

(h) New accounting standards adopted

The Association has adopted all any new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period. The adoption of these Accounting Standards and Interpretations did not have any significant impact on the financial performance or position of the Association.

**Notes to and forming part of the financial statements
For the year ended 30 June 2025 (continued)**

	2025	2024
	\$	\$
2. Income		
Funding	1,393,143	1,229,472
NDIS Income	100,310	117,134
Membership and Fees Income	13,219	5,342
Donations and Fundraising	45,440	48,948
Other Income	150,310	42,958
	1,702,422	1,443,854
3. Expenditure		
Operating result has been arrived at after charging the following items:		
Office Expenses	99,017	113,765
Administrative Expenses	86,678	73,145
Advertising	1,108	28,891
Motor Vehicle Expenses	4,204	3,365
Personnel Expenses	1,337,739	1,338,555
Depreciation	30,165	31,060
Other Operating Expenses	49,259	43,152
	1,608,170	1,631,933
4. Cash and cash equivalents		
Petty cash	60	310
Cash at bank	1,130,371	404,889
	1,130,431	405,199
5. Trade and other receivables		
Trade debtors	52,426	248,741
Provision for doubtful debts	(10,000)	-
	42,426	248,741

**Notes to and forming part of the financial statements
For the year ended 30 June 2025 (continued)**

	2025	2024
	\$	\$
6. Property, plant and equipment		
Land and Buildings		
<i>At cost</i>	1,189,076	1,189,076
<i>Accumulated depreciation</i>	(262,947)	(239,162)
	926,129	949,914
Plants and Equipment		
<i>At cost</i>	150,797	150,797
<i>Accumulated depreciation</i>	(131,582)	(128,685)
	19,215	22,112
Total property, plant and equipment	945,344	972,026
7. Trade and Other Payables		
Trade creditors	16,098	17,112
ATO – PAYG and GST Payable	95,486	48,132
Superannuation payable	12,414	12,462
	123,998	77,706
8. Employee Benefits		
<i>Current</i>		
Annual leave	141,711	110,501
Long serviceleave	76,260	71,089
<i>Non-Current</i>		
Long serviceleave	15,189	12,513
	233,160	194,103

Notes to and forming part of the financial statements For the year ended 30 June 2025 (continued)

9. Events after the reporting period

No matter or circumstance has arisen since 30 June 2025 that has significantly affected, or may significantly affect the Association's operations, the results of those operations, or the incorporated association's state of affairs in future financial years.

10. Key Management Personnel Remuneration

The Key Management Personnel (KMP) of the Association include the Committee of Management and the Chief Executive Officer. As the Committee is appointed on a voluntary basis, there is only one KMP who receives remuneration for their services and hence the Association has applied the exemption provided by the ACNC not to disclose this remuneration.

11. Related Party Transactions

The Associations' related parties consist of KMP, close family members of KMP and entities that are controlled by KMP or their close family members.

No other related party transactions occurred for the year ended 30 June 2025.

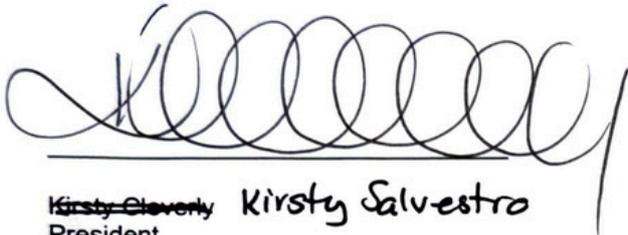
Committee of Management Declaration For the year ended 30 June 2025

The Committee of Management has determined that the Association is not a reporting entity. The Committee of Management has 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 Committee of Management of the Association declares that:

1. The financial statements and notes attached present fairly the Association's financial position as at 30 June 2025 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 Committee of Management's opinion there are reasonable grounds to believe that the Association 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 Committee of Management:



~~Kirsty Cleverly~~ Kirsty Salvestro
President

Dated at Cooma this 31st day of October 2025

INDEPENDENT REVIEW REPORT TO THE MEMBERS OF MONARO FAMILY SUPPORT SERVICES INCORPORATION (ABN 45 339 846 991)

We have reviewed the financial statements, being special purpose financial statements, of Monaro Family Support Services Incorporation (the Association) which comprises the statement of financial position as at 30 June 2025, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, a summary of material accounting policies and other explanatory notes and the Committee of Management declaration.

REVIEW OPINION

Based on our review, which is not an audit, we have not become aware of any matter that makes us believe, if any, the financial report of Monaro Family Support Services Incorporation is not in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) presenting fairly a view of the Association's financial position as at 30 June 2025 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2022*.

Emphasis of matter – basis of accounting and restriction on distribution

Without modifying our opinion, we draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial statements have been prepared for distribution to the members of the Association and for the purpose of fulfilling the Association's financial reporting obligations under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial statements may not be suitable for another purpose.

Responsibility of the Committee of Management for the financial statements

The Committee of Management of the Association are responsible for the preparation and fair presentation of the financial statements and has determined that the accounting policies described in Note 1 to the financial statements, are appropriate to meet the requirements the *Australian Charities and Not-for-profits Commission Act 2012* and are appropriate to meet the needs of the members. The Committee of Managements' responsibility also includes designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Reviewer's responsibility

Our responsibility is to express an opinion on the financial statements based on our review. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of members. We conducted our review in accordance with Auditing Standard on Review Engagement ASRE 2415 *Review of a Financial Report*. ASRE 2415 requires that we comply with the ethical requirements relevant to the review of the financial report and plan and perform the review to obtain assurance whether the financial statements are free from material misstatement.

A review involves performing procedures to obtain review evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the Auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the Auditor considers internal controls relevant to the entity's preparation and fair presentation of the financial statements in order to design review procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. These procedures have been undertaken to form an opinion whether, in all material respects, the financial statements are presented fairly in accordance with the basis of accounting described in Note 1 to the financial statements so as to present a view which is consistent with our understanding of the Association's financial position, and of its performance.

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



CROWE AUDIT AUSTRALIA



DANNIELLEMACKENZIE

Partner

Albury

Dated this 31st day of October 2025

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