



monaro **family**
support service

ANNUAL REPORT 2017-2018

**Our VISION: To support children, young people and families
to achieve their full potential.**

Our MISSION: Working together with families
for positive growth and change.

MFSS SERVICE OBJECTIVES:

1. Identify pathways to support children, young people and families.
2. Ensure the safety and wellbeing of children and young people.
3. Increase individual agency.
4. Strengthen family relationships.
5. Improve parenting capacity.
6. Promote individual, family and community connectedness.



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ABOUT US

Monaro Family Support Service (MFSS) is a community-managed, not-for-profit organisation that has been operating in the Snowy Monaro region for 40 years, since 1978.

MFSS delivers support, programs and other early intervention work to ensure the wellbeing of children, youth and families across the Snowy Monaro region.

Our vision is to create opportunities for children, young people and families to reach their full potential. Monaro Family Support works with all families, including those who are vulnerable and at-risk, because every family can have a tough time.

There are many reasons a family may access the service. A family might come to Family Support because they may be:

- Facing key transitions in the family life course such as having a baby, beginning school or high school, parenting a teenager, loss of a loved one, relationship breakdown or separation;
- Experiencing complex issues such as mental health challenges, isolation and lack of support, disability, legal matters, alcohol and drug misuse, family violence and abuse;
- Parents may be seeking strategies to manage a child's difficult behaviour, or to improve their connection with a child or teenager;
- Need practical help, with budgeting, home management or day to day living challenges;
- Require support to access information about community services and resources, and advice and guidance on how to access these;
- Or they may just need to talk to someone if life is getting too hard.

To raise thriving children, it is important to ensure families have the support they need, whenever these tough times occur.

We aim to support nurturing family relationships, to promote social connectedness, and to build individual and community resilience.

MFSS programs and services are responsive and flexible, and use client-centred and strengths-based approaches to collaborate with families to address their needs and goals. We are able to deliver a multiplicity of integrated services in a number of different ways. These include individual and family support work, group programs, and community development work. MFSS has a proud history of providing outreach to bring these services directly to families, in their own homes, so that the barriers in having to seek out and travel to services in regional centres are diminished.

Core MFSS services and programs during the 2017-2018 financial year were provided under NSW Family and Community Services funding (Child, Youth and Family Support Program) and the Federal Department of Social Services (Children and Parenting Support Program), as well as through a range of other small grants.

OVERVIEW OF PROGRAMS AND SERVICES

Evidence-based Group Programs	Special Groups	1:1 Case Work
<p>Parenting Programs:</p> <p>For Parents of Young Children</p> <p>123 Magic and Emotion Coaching</p> <p>General</p> <p>Bringing up Great Kids</p> <p>Triple P Positive Parenting</p> <p>Level 4 Group</p> <p>For Parents of Adolescents</p> <p>Tuning into Teens</p> <p>Engaging Adolescents</p> <p>Specialised (targeting specific issues)</p> <p>Triple P Level 5 Enhanced and Pathways (Intensive support for families with complex concerns)</p> <p>Triple P Stepping Stones (For families with a child who has a disability)</p>	<p>Supported Playgroups and Early Childhood Programs</p> <p><i>(for parents and children)</i></p> <p>Little Mountaineers Supported Playgroup</p> <p>MAD (young Mums and Dads group)</p> <p>Parent Child Mother Goose <i>(weekly during school terms)</i></p> <p>Infant Massage <i>(weekly during school terms)</i></p> <p>Social Emotional Wellbeing Programs</p> <p>Drumbeat</p> <p>Secret Agent Society</p> <p>Seasons for Growth</p> <ul style="list-style-type: none"> • Adult • Parents after Separation <p>Ongoing Programs</p> <p>TRAKZ</p> <p>Sallywags Bombala – for carers and siblings of children with special needs</p> <p>Snowy Monaro Family Wellbeing Network</p> <p>Special Events:</p> <p>Sensory Day with Monaro Parents and Carers of Children with Autism</p>	<p>DSS CPS (Children and Parenting Support):</p> <ul style="list-style-type: none"> • Outreach/Home visiting • Case Management <p><i>Negotiated for change to Service Area from Nov 2017 to reflect Snowy-Monaro LGA region</i></p> <hr/> <p>FACS NSW:</p> <p>Child, Youth and Family Support:</p> <p>Early Intervention :</p> <ul style="list-style-type: none"> • Information, advice, referral • Case management • Client-focussed casework • Outreach/Home visiting • Counselling. <p><i>Negotiated for change to Service Area from July 2017 to reflect Snowy-Monaro LGA region</i></p>

OUR PEOPLE

BOARD OF MANAGEMENT

Name	Position
Mark Williams	President
Cathy Guion	Vice President
Kirsty Salvestro	Secretary
Margaret Hillman	Treasurer
Alison Howell	Member
James Sullivan	Member
Anna Marshall	Member
Dr Peita Lidster	Member

STAFF

Name	Position
Pauline Cook	Manager
Elizabeth Maxwell	Casework Manager
Snigdha Choudhury (Luki)	Office Manager
Kath Farrell	Senior Family Support Worker (Bombala)
Yvi Henderson	Family Support Worker
Heather van der Plaats	Family Support Worker
Paul Mackay	Family Support Worker
Jakob Stewart	TRAKZ Support Worker
Sharon Whitney	Bookkeeper

VOICES FROM FAMILIES

"I love that I always have someone to support me or just having someone to talk to. Definitely has helped me with my parenting. When I came to join Family Support I was mentally unstable living in government housing with two boys I couldn't look after, thanks to Family Support I now have the knowledge and the tools to raise my children and to cope with them I am out of government housing and am in a very good place mentally. That is all thanks to Monaro Family Support".

"The people at Monaro Family Support are unlike any others – they actually care. When I moved to Cooma I did not know anyone and was feeling all alone. One day I saw the sign on the door and decided to call. I started seeing [MFSS staff] always felt very safe and supported.....they helped me through a lot of tough times and have always been there. They were very helpful in letting me know of the other services that Monaro Family Support provides such as Parent Child Mother Goose and playgroup, both of which I took my two boys to. Monaro Family Support definitely supported myself and my boys in any way they could and I will be forever grateful that that service was there. I would highly recommend Family Support to anyone who lives in or moves to Cooma. In only wish I lived a little closer so I could still have the same support as I once did.....the staff members at Monaro Family Support had a major impact on us and we will be forever grateful and blessed to have met them".

My family and I are supported by Monaro Family Support Service, in the last year alone they have helped us through a huge family crisis, navigating the CIFTs system with one of our children and supporting us whilst we went through two surgery for two of our children.....Through the last year alone we have had some extremely hard moments where we have needed help and support and found ourselves in situations where we were we felt trapped and saw no good outcome, but our support worker and the others there helped find solutions to lessen the load and make it possible for us to move forward".

"I was asked if I would recommend this service to others and my answer is, I already do. When I have had others that have needed guidance and support I have recommended they go in and see the wonderful people who work there or even just ring them and ask for advice. The people I talk to are like myself and my family, needing help to find out where they can get the help they need or even just needing help to better understand their children and bond as a family. If you found a service who offers you the help to achieve goals that looked impossible, bring your family closer together and help you in ways you never realised you needed, would you not recommend them to others who you can see need it too? I have and will continue to do so as I come across others who need the help and support that this amazing service offers".

"We made it moved into our new place yesterday. Thank you for everything you have done for us while we were in Cooma we seriously appreciate it".

PRESIDENT'S REPORT

Once again MFSS has continued to excel in both numbers and program delivery over the last twelve months.

A massive boost to the service overall with the awarding by the State Government of an extra \$12,000 to be spent over two years for the Rural Outreach Programme, which will allow us to provide extra staff to assist clients in need. The provision of this funding is a well-deserved recognition of the skills and expertise of our staff. Thanks to the State Government.

Our Drumbeat Program has been extremely well received by individuals, schools and other services throughout the region.

The service has also managed to increase its profile this year which will stand the service in good stead for the future.

A big thanks to the committee for working tirelessly to provide support wherever possible and hopefully make the correct decisions.

Unfortunately we lost a few committee members throughout the year. Thanks and appreciation goes to Fay Fox, Peter Duncan, Elizabeth Laught and Sue McPhie for all their help over the years.

Once again, credit where it is due to all our staff whose skills, enthusiasm and dedication has led to a trust being built between themselves and the clients which has allowed the service to flourish and more importantly provide much needed help when required.

The service can look forward to the forthcoming year with a great deal of confidence.

Mark Williams

MANAGERS REPORT

This year, 2018, marks Monaro Family Support's 40th anniversary since it was first established as the Cooma Homemaker Service in 1978. Over our 40 year history, our work has changed in many ways, informed by funding priorities and policy shifts, but the fundamentals remain the same. In 2018, we continue to ensure that funding and administrative challenges do not prevent us from working with families to help find a solution to the challenges at hand, and from accessing support when and how they need it. Throughout its history, MFSS has worked tirelessly to create partnerships with families and the community, with the wellbeing of children as the focus.



The Strengths of Our Service

Our 40 year anniversary is a time for celebration – and there are birthday events planned for later in 2018. It also provides an opportunity to reflect on the strengths of our service, built over 40 years, which distinguish us from other services. These strengths define who we are, what we do, and how we work. They include:

Our strong engagement. MFSS has a well-developed engagement and rapport-building capacity. We are known for our ability to work with a broad range of families, including marginalised groups, and in contexts that include socioeconomic disadvantage. This engagement is premised on respectful and sensitive practices, integrity, and ensuring confidentiality is upheld. Our approach is always considerate of difference, including cultural difference.

Our outreach approach. Our deep regional footprint of providing services and extensive community links is based on our strong history of outreach. Our outreach approach brings our services directly to families, in their own homes, so that the barriers in having to seek out and travel to services in regional centres are removed. We are able to reach individuals and families in the rural and remote parts of the region who would not

otherwise be able to access support services and interventions. Another aspect of our reach is our ability to engage families from right across the risk continuum, from early signs of an issue to known vulnerabilities, to those experiencing crisis.

Our experience. Over time, MFSS has gained experience and knowledge of what works and what doesn't in our area. We have expertise and strong skills in the delivery of evidence-based family programs, and evidence-informed therapies and practices.

The lack of stigma associated with our service. MFSS is not solely a mental health, or drug and alcohol, or family violence service. As a result, our service is not associated with the stigma which may otherwise deter individuals and families from seeking the help they need.

Our flexibility and responsiveness. Our structures and processes produce service responses which are tailored to the needs and circumstances of families and communities. If a family is unable to travel to town to participate in a parenting program, we are able to custom deliver a program for them in their own home. We are always reviewing what we do to ensure our activities respond to current issues and align with the needs of families.

Our public health value. We offer an integrated suite of universal, specialised and intensive direct family and parenting support services across the spectrum of intervention.

Our collaboration. We recognise and engage families as key partners in any activity, harnessing empowerment and helping families to set goals, make their own decisions and solve problems. We also have very well-developed relationships with our partner agencies and organisations in education, health and the community service sector.

Our Board. Our volunteer Board members are individuals from a variety of professions and backgrounds who give up their time and energy to contribute to improving outcomes for families in our communities. Their contribution ensures we have systems underpinned by robust accountability and governance mechanisms that enable adaptation and problem-solving, that are informed by local knowledge and insights into what works. What MFSS Board members have had in common over 40 years is that they share a genuine commitment to supporting an innovative and effective service, and to making a difference to people's lives.

Our staff. Though our team is small, we punch above our weight time and time again due to the depth of experience and the commitment of our staff. Our team is both geographically, socially and culturally representative of many different demographics of the communities in our region. Our staff live in, and are respected members of, the rural communities in which we work. Unlike the high turnover which is common amongst organisations in our sector, the longevity and stability of our team sets us apart. Our staff approach their work with sensitivity, compassion, care and dedication – they are prepared to go that extra mile to advocate for and support the needs of families.

Our relationships and trust.

Due to all of these strengths developed over 40 years – our engagement, outreach, responsiveness, experience, the lack of stigma, capacity for collaboration and through our Board and Staff, we are able to leverage effective and meaningful change with families from a foundation built on relationships and trust.

HIGHLIGHTS 2017-2018

Enhanced Service Profile in the Community

In the last 12 months we have focused our attention on building and extending the MFSS profile in the community, through a multifaceted campaign including social media, community events, presentations to key stakeholders, and upscaling delivery of programs across a broader range of settings (such as in child care centres and schools). The following observation, made by a community member, reflects the success of this strategy: *“A year ago I had never heard of Monaro Family Support – now you’re everywhere”*.

Some key components of enhancing our Service profile include:

- Consistency and increased visibility in marketing and promotional, with the introduction of our new logo.
- Establishing a facebook page (<https://www.facebook.com/MonaroFamilySupport/>) for the notification and promotion of programs and events, as well as for the dissemination of information and resources about family/ parenting issues, concerns, ideas, strategies etc.
- Our Service Open Day, held in Cooma in October 2017, which was extremely well attended (our office was bursting at the seams). Guests included The Hon. Bronnie Taylor, Snowy Monaro Mayor John Rooney, other Councillors, a representative from Deputy Premier John Barilaro’s office, other agencies, friends and clients. The Open Day enabled us to showcase the variety of programs and activities we offer, and included a Drumbeat demonstration by the senior students from Nimmitabel Public School (where a 10 week program had recently been completed). The Open Day also provided an opportunity to discuss challenges faced by the Service, such as funding cuts to our Outreach Service after the loss of Coordinare Funding.
- Presentations were provided to the Monaro Education Group (Principals of all Snowy Monaro Public Schools) and, together with Monaro Early Intervention Service, to a full Council meeting of the Snowy Monaro Regional Council. These presentations outlined the scope and significance of our Service, and identified ways these groups could support our work. The challenges of providing our outreach and home visiting services to families in the many outlying areas of our region (particularly after the loss of the Coordinare funding) were also addressed. Our presentation to SMRC resulted in a follow-up radio interview with ABC South East.
- We have also sought to increase engagement with our Service through the delivery of programs in the community context – in schools, preschools, youth centres and at community events.



MFSS Open Day, October 2017

HIGHLIGHTS 2017-2018

Recognition of the Value of our Outreach Service

Over 2017-2018, and in spite of funding challenges, we sought to prioritise the provision of programs directly to families, wherever their location. This was aimed at maximising uptake and accessibility, and increasing coverage and reach. Taking programs and services to where our families are removes barriers of accessing support (such as geographic isolation, transport costs, stigma, time constraints, child care concerns). We also lobbied local and state politicians, funding bodies, and decision-makers to advocate for the need for continued funding of outreach services.

As a result, the importance and value of our Outreach Service was recognised through a grant from Snowy Monaro Regional Council for fuel and venue hire, as well as the awarding of funding from NSW Department of Family and Community Services for a new joint Rural Outreach Program with Monaro Early Intervention Service (MEIS). This partnership is an exciting opportunity to visit rural and remote communities across the region to deliver further programs and targeted support to families and we are looking forward to the shared implementation with MEIS.

TRAKZ – Promoting Positive Cultural Identities for Aboriginal Children and Young People.

Over 2017-2018, in response to dwindling participant numbers and the needs of local Aboriginal families, MFSS worked hard on transitioning our long-standing KASH (Koori After School Homework Club) program to TRAKZ – a program providing opportunities for the region's Aboriginal students to learn about and connect with their culture while strengthening their social and emotional wellbeing. The program activities are created with input and guidance from the region's Aboriginal leaders and elders, and operates with the support of local schools.



The new program aims to provide a series of outdoor activities and experiences designed to teach students about Aboriginal history, and cultural beliefs and practice. It is intended that these activities will offer participants the possibility of making their own connections to Aboriginal culture.

The new-look program launched in late 2017 with a specially-designed cultural paddling tour down the Snowy River, aimed at introducing students to Dreaming sites and stories, knowledge and use of bush resources, and Aboriginal ways of being on country. This activity secured high levels of interest and allowed us to expand the program over 2018 to include a range of different cultural experiences. The highlight of the year was our *'Bring a Buddy'* day, to which Aboriginal students were invited to bring a non-Aboriginal friend with them to participate in cultural activities. Not only did this day have the effect of promoting positive cultural identity for the Aboriginal students present, but this positive understanding and valuing of Aboriginal culture was shared with their peers, and also beyond within the school communities.

Feedback from local Aboriginal families has been extremely positive. We hope to continue developing the program through securing the participation of schools outside Cooma, through the inclusion of some specialised gender and age separate activities, as well as implementing a role model/leadership framework, through offering an overnight camping activity, and through offering additional *'Bring a Buddy'* activities.

HIGHLIGHTS 2017-2018

Expansion of our Drumbeat Program

Drumbeat seeks to inculcate specific behaviours and skills which promote social emotional wellbeing, through drumming. Our Drumbeat Program, delivered by Paul Mackay, has grown substantially over the last 12 months as we have expanded delivery, and subsequently seen great outcomes with children and young people through the program. Paul has delivered the program on a weekly basis per term to whole classes or even whole schools with a wide age range of children (in small schools). It has also been used with selective groups of children and young people referred with mental health and behavioural difficulties. Using drumming as intervention approach is particularly engaging for those who may find cognitive (talking) interventions challenging or inaccessible (this is particularly the case for children). We are excited about further deepening the positive impacts this therapeutic modality provides through the addition of the more intensive Rhythm to Recovery Program over the next year.



FUTURE DIRECTIONS 2018-2019

1. Boosted by our new joint FACS funding with Monaro Early Intervention Service for our Rural Outreach Program, consolidate our reputation as an outreach provider of excellence in the Snowy Monaro region.
2. Develop a trauma-informed service framework, through considered addition of relevant, evidence-based trauma-specific therapeutic approaches/interventions and organisation-wide incorporation of trauma approaches in work practices and settings.
3. Harness the empowerment we seek to foster in our families through increased peer support opportunities.

It is a privilege to work together with families to help their children thrive, strengthen family relationships, and to help build individual and community resilience. Building on our 40 year legacy, MFSS intends to continue playing this vital role in the lives of families in our region for many more years to come.

Pauline Cook

OUR PROGRAMS AND SERVICES

OUTREACH and INDIVIDUAL SUPPORT

MFSS Outreach and Individual Support services are offered across the entire Snowy Monaro LGA. Our families are from larger towns, small villages, isolated communities and rural properties. Our services include: Information, Advice and Brief Support, Parenting and Family Counselling and Support, and Intensive Family Support and Counselling.

Individual Support Cooma 2017-2018

- Parenting
- Mental Health
- Education
- Transport
- Separation/Divorce
- Co-parenting issues
- AOD
- Isolation Geo/emotional
- Family Relationships
- Housing
- Gaming/Devices
- Disability
- Legal Fam
- Child safety
- Health
- Partner relationship
- Child/Adolescent MH
- Domestic/Family Violence
- FCM
- Legal-Other



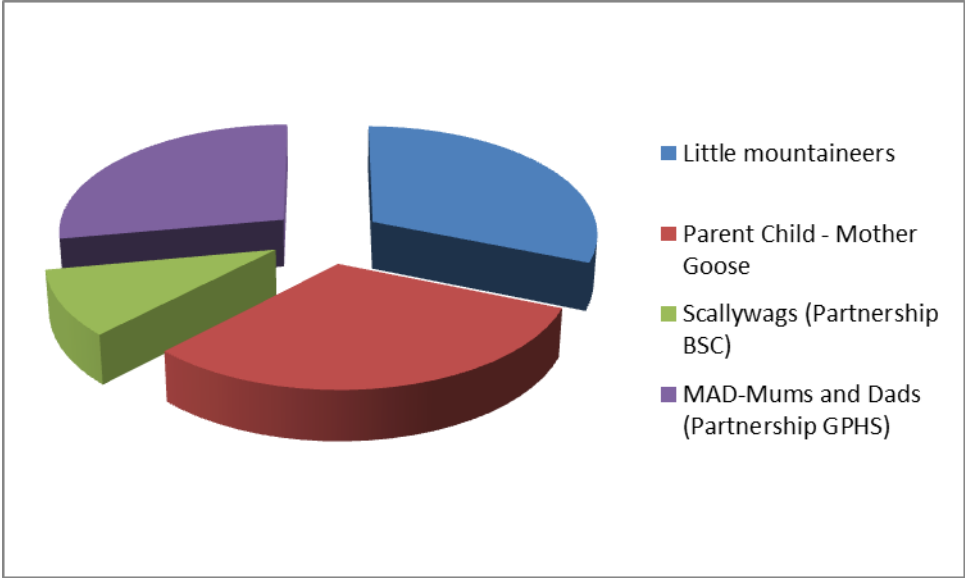
Individual Support Regional Issues 2017-2018

- Parenting
- FCM
- IT usage
- Legal- Fam
- Gaming
- Health
- Contact visit
- housing
- Legal other
- Child safty
- MH
- Co parenting
- education
- AOD
- Family safety
- D/V
- Blended family
- relationship with others
- Sep/divorce
- Grief



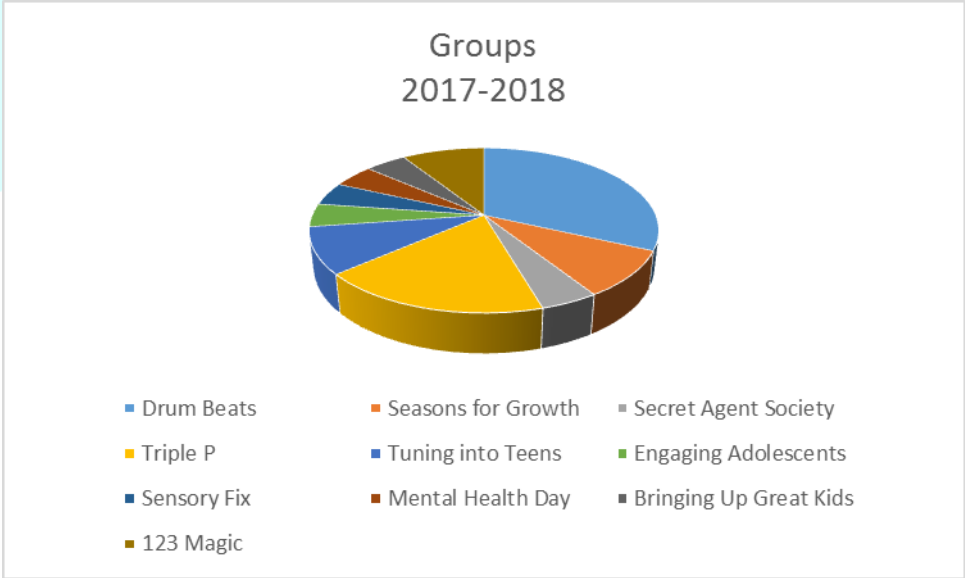
GROUP PROGRAMS

Ongoing Programs



Family Programs

(Parenting, Social Emotional Wellbeing)



PARENTING PROGRAMS

"MFSS has helped us gain better understanding of our children with the different parenting programs they have on offer and it has also help us with newer techniques in discipline for all of our children and ourselves".

MFSS staff are accredited to deliver a range of evidence-based parenting programs, such as **Bringing Up Great Kids, Triple P, and 123 Magic**, which aim to teach parenting skills, foster connections between parents and children, and teach strategies which help prevent and manage problem behaviours. Programs for parents of adolescents include **Engaging Adolescents** – which focuses on effective communication strategies for parents of teenagers, and the emotion coaching program **Tuning in to Teens**. MFSS have a dynamic approach to delivery of these programs – through a variety of location and times, as group programs or individually, according to the needs of families. We have run courses throughout the region, in Bombala, Jindabyne, Cooma, Berridale, and Delegate, as well as in homes and our offices. Our programs for parents of very young children, such as **Infant Massage** and **Parent Child Mother Goose**, as well as our **Supported Playgroups**, focus on building attachment and understanding how to optimise positive development of their children.

For Parents of Young Children

123 MAGIC and EMOTION COACHING

A tool-box of easy-to-use parenting techniques that help children to develop self-control and respond with flexibility to frustration

- Explore the difference in cognitive abilities for adults and children
- Sorting of behaviours to determine your action
- Common parenting errors 'too much talk' 'too much emotion'
- How behaviour patterns form and how to interrupt the pattern
- Strategies to "STOP" behaviours
- Strategies to encourage 'START' behaviours
- Emotion coaching

"This program is very informative & provides great tools to use; a great program, I learnt so much. I definitely need to tune into my children more; very good especially for stressed out mothers".

For All Parents

TRIPLE P POSITIVE PARENTING

Triple P Positive Parenting Program is an internationally recognised program that gives parents the skills they need to build strong family relationships, manage misbehaviour and prevent problems happening. MFSS staff deliver Triple P modules in groups, and in one-on-one work with individuals and families.

Level 4 Triple P Group

Set rules and routines that everyone respects and follows

- Feel confident you are doing the right thing
- Raise happy confident kids
- Manage misbehaviour so everyone in the family enjoys life
- Encourage behaviours you like
- Look after yourself as a parent



Also Triple P TRIPLE P LEVEL 5 – ENHANCED and PATHWAYS(Intensive support for families with complex concerns) and **STEPPING STONES TRIPLE P** (For families with a child who has a disability).

BRINGING UP GREAT KIDS

Bringing up Great Kids is an evidence-based program developed by the Australian Childhood Foundation. Parents and carers are encouraged to become more reflective and mindful in their parenting approach.

“This program has given me more insight into dealing with my children and husband”

“I did actually come out with more information than I expected to get and I also came out with more friends. I have become self aware and am now able to control my frustration”

“This program helped in understanding myself better and also my child”

- Learn more about the origins of your own parenting style and how it can be more effective
- Identify the important messages you want to convey to your children and how to achieve this
- Learn more about brain development in children and its influence on their thoughts, feelings and behaviour
- Understand the meaning of children’s behaviour
- Discover how to overcome some of the obstacles getting in the way of being the kind of parent you would like to be
- Discover ways to take care of yourself and to find support when you need it



For Parents of Adolescents

TUNING INTO TEENS

Emotionally intelligent parenting of teens

- Explore the developmental stage of teens
- What is emotional intelligence
- Why is emotional intelligence important
- How parents can influence their teens emotional competence
- Skills to enable parents to emotion coach
- Looking after yourself as a parent



ENGAGING ADOLESCENTS

Building a relationship with adolescents *before* problem behaviour emerges AND how to hold the tough conversations when issues do arise.

- Parents’ role in the life of their adolescent
- Understanding adolescence: a time of great physical, emotional, intellectual and social change
- Adolescent brains under construction – the evidence from neuroscience
- Connecting emotionally with your adolescent
- Assisting your adolescent to identify and manage their feelings
- Tips for encouraging healthy habits for teens – sleep, technology, and physical health
- Effective strategies for communicating with adolescents
- Tools to proactively resolve problems

EARLY CHILDHOOD PROGRAMS and SUPPORTED PLAYGROUPS

Our Supported Playgroups and Early Childhood Programs have a dual focus on supporting the development and wellbeing of children and their parents, together. These groups also provide opportunities for parents to meet and share experiences, and for children to play, learn and socialise. The aims of our Supported Playgroups are to stimulate and support children's early years development through;

- increasing parental knowledge related to child development, early childhood learning and positive guidance skills;
- offering information about parenting strategies and tools to use at home;
- to promote attachment and parent-child connections;
- facilitating social networks for parents;
- providing access to information and resources; and
- providing opportunities for the identification of developmental issues and concerns, as well as referral to appropriate services.



LITTLE MOUNTAINEER'S PLAYGROUP

Over the last 12 months the numbers in our Little Mountaineer's Playgroup have reached up to 18 adults and 21 children. The parents and children enjoy a wide variety of indoor and outdoor activities which are designed to encourage social, emotional, cognitive, fine motor and gross motor skill development for the children. The parents are supported to build social networks within the group, as well as accessing information about parenting strategies and resources. This supported playgroup is very aware of the importance of attachment between parent and child, as well as the attachment to their community.

MAD Young Mum and Dad Playgroup

The 'MAD' (Young Mum and Dad Playgroup) continued through 2017– 2018, with funding from FACS and staffed by Nikki Rabbitte from Grand Pacific Health.

MAD is aimed at providing young parents additional support and offers individualised interventions focused upon addressing specific issues, if required. This may include referrals to other services, and support to participation in other programs. The aim of individualised support is to work with parents to improve their ability to solve problems effectively, to seek help when it is needed, and to feel positive about the future. The MAD Supported Playgroup provided intensive support to some families to access early intervention services eg: Speech pathology, Paediatric Occupational therapy and NDIS assessment support. Highlight activities from 2017-2018 included swimming lessons, participation in community events, simultaneous story time, visits by ROMPs, and various themed craft sessions.



PARENT CHILD MOTHER GOOSE

Parent Child Mother Goose has long been a core program for Monaro Family Support, run every week during school terms.



The program encourages attachment between parents and their young children through the use of songs, rhymes, rhythms and stories. It also helps build connections between

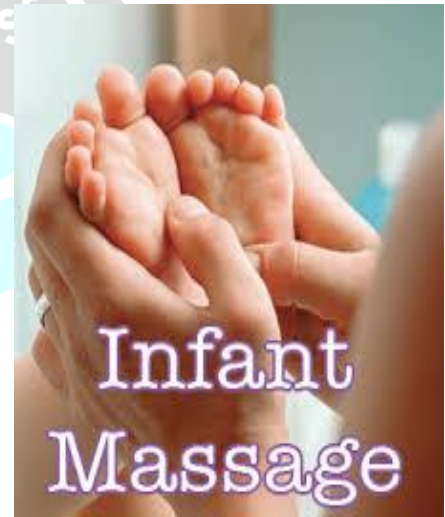
parents and carers and with other organisations/resources in the community. Participation numbers are consistently around 10 parents and 14 children over the year. It is wonderful to watch the connections and the attachment between the parent and child develop over the year.



BABY IN MIND" – FIRST TOUCH PROGRAM (INFANT MASSAGE)

MFSS delivers 5 week Infant Massage Programs at Community Health throughout the year.

Touch is the first and most vital sensory experience. Research shows that our earliest experiences with touch can affect every aspect of our lives. Nurturing touch (or the lack of it) can impact the way we think, feel and relate to others.



BENEFITS OF INFANT MASSAGE:

- ✓ Improves communication between you and baby
- ✓ Enhances bonding
- ✓ Relaxes and soothes
- ✓ Helps relieve colic and tummy discomfort
- ✓ Stimulates physiological development
- ✓ Promote neurological development and sensory integration

At Mother Goose we learnt many songs and dances that we still sing today....the staff are exceptional and have a love of early learning and inclusion for all no matter what their background is. It was so lovely to meet so many people at these groups that I now call my friends. The children love it just as much as the adults do. The activities are stimulating and always changing depending on the time of year and the fruit time is a hit with all of the children – they get so hungry after so much playing"

SOCIAL EMOTIONAL WELLBEING PROGRAMS FOR CHILDREN AND YOUTH



DRUMBEAT

BUILDING RESILIENCE THROUGH RHYTHM

MFSS has run numerous Drumbeat programs over 2017-2018 including at Cooma Public School, Jerangle, Adaminaby, Dalgety, Bombala, and both in the school and with a group of homeschooled families at Berridale. Though all Drumbeat programs feature the introduction of core social and emotional skills through drumming, our Drumbeat Programs are also tailored to focus on specific needs and issues, and adapted to each unique presenting context. The Drumbeat Program at Cooma Public was specifically aimed at addressing social cohesion, communication and team building with a diverse group of Year 6 girls. At Bombala, the program was aimed at students who generally achieve well but at times may be overlooked because of their quiet but very cooperative nature. Our programs in schools run for a term and culminate in a performance that includes other students in the school, parents and teachers. Students in Bombala performed for the residents in the Aged Care Home near the school. We also ran single therapeutic Drumbeat sessions for students at Monaro High School during their 'Mental Health Day'.

In addition, we also run targeted Drumbeat sessions with special groups, such as an individual program for siblings who were not getting along well, and a program for a group of boys referred with mental health and behavioural concerns. These boys drummed together with a peer buddy, in a program aimed to foster pro-social peer relationships and positive behaviour.



MFSS has supported the drumbeat coordinator in further learning and facilitation of therapeutic drumming through the Rhythm2Recovery Course and it is hoped this will further extend this approach over the next year.



DRUMBEAT

BUILDING RESILIENCE THROUGH RHYTHM

More than just fun drumming, DRUMBEAT is the world's first structured learning program using music, psychology and neurobiology to reconnect with ourselves and others. The name DRUMBEAT is an acronym for **Discovering Relationships Using Music, Beliefs, Emotions, Attitudes, and Thoughts**.

DRUMBEAT incorporates:

- hand drumming
- behavioural therapeutic principles
- cognitive and dialectical elements to achieve positive outcomes

Proven outcomes:

- Increased mental wellbeing
- Increased knowledge and understanding of relationship issues
- Reduction in psychological distress
- Reduction in antisocial behaviour
- Reduction in school absenteeism
- Reduction in reportable school based behavioural incidences
- Improved self-regulation
- Increased social and emotional learning
- Increased empathy

Drumbeat facilitates the social and emotional skills for healthy relationships and values.



Solving the Mystery of Social Encounters



SECRET AGENT SOCIETY

Our newest program for children is Secret Agent Society (SAS), run in 2017 at Cooma Public School over Term 2-3. MFSS ran the SAS Small Group Program over 18 weeks, consisting of weekly child sessions, parent sessions and information for teachers. The program includes a computer and board game, real-life practice missions, spy 'gadgets', and a system to monitor and reward skill development at home and at school.

SAS teaches children how to:

- Recognise simple and complex emotions in themselves and others
- Express their feelings in appropriate ways
- Cope with feelings of anger and anxiety
- Communicate and play with others
- Understanding levels of friendship
- Cope with team work, games and 'losing'
- Cope with mistakes and transitions
- Build and maintain friendships
- Solve social problems
- Detect the different between accidents, jokes and nasty deeds
- Detect and understanding bullying
- Prevent and manage bullying and teasing

A revolutionary program
for children 8-12 years
with social and a
emotional challenges



Parent Feedback from our first delivery of the SAS Small Group Program:

"SAS is very appealing to kids. After being taught how to use the O2 Regulator [a breathing technique taught in SAS to calm down] we went to the city and went in an escalator. Normally our son wouldn't have been able to cope with something like that. Then he did the breathing himself and *remembered himself* to do it. This is the first time I've seen him remember the skills and implement them without being told".

"Our daughter loves it. On SAS days she really *wants* to go to school. On other days it's always a struggle. She's always really excited on SAS days. She says 'I'm a SAS (Secret Agent). I'm SASSY'"

"The peer support from the other parents whose children have similar issues, sharing knowledge and tips....there's an immediate connection. The opportunity for peer support is so valuable".

"It's also been good for me, to remind myself to breathe and how to identify and deal with negative self-talk".

"I hear my son talking about SAS with his brother at night, it's rubbed off on our whole family".

TRAKZ

About the TRAKZ Program

'TRAKZ' is the new name of Monaro Family Support's KASH (Koori After School Homework Club) Program, which was initiated over 10 years ago by Cooma Aboriginal families seeking tutorial support and a homework space for their children. Monaro Family Support runs the program with funding provided by NSW Dept Family and Community Services, with support from the region's schools.

The new TRAKZ Program aims to provide a series of activities and experiences designed to teach students about Aboriginal history, and cultural beliefs and practice. It is intended that these activities will offer participants the possibility of making their own connections to Aboriginal culture.



TRAKZ PROGRAM OBJECTIVES

1. *To facilitate connection to culture through a range of learning opportunities.*
2. *To promote the social and emotional wellbeing of participants by developing confidence, self-esteem and positive cultural identities.*
3. *To strengthen the local Aboriginal community through supporting links to culture, involving Elders and other senior Aboriginal community members, and providing leadership opportunities for older students and young people.*

'TRAKZ' is a reflection of this objective - signifying the tracks of participants as they journey towards their connections to culture, kin and country.



TRAKZ



Transitioning KASH to TRAKZ

Over 2017, Monaro Family Support Service (MFSS) engaged with local Aboriginal families, elders and senior Aboriginal community members to ascertain their views on the effectiveness of our Families NSW funded KASH (Koori After School Homework Club) program, which was initiated over 10 years ago by Cooma Aboriginal families seeking tutorial support and a homework space for their (primary aged) children. This consultation process sought to identify the needs of the local Aboriginal community with respect to children, young people, and families.

The views of the local Aboriginal community indicated that for many children and young people of Aboriginal descent in the Snowy Monaro region, it is finding a way to connect to their culture, rather than support with homework, which is the greater imperative. The region's Aboriginal population is made up of families who have links with many different Aboriginal groups from all over NSW and Australia. It can be very difficult for young Aboriginal people to access ways to learn about their culture and heritage in a meaningful way, and to develop a positive sense of cultural identity.

As a result, MFSS has given the KASH program a new direction. With the support of Ngarigo elders and local Aboriginal families, the program is seeking to provide opportunities for the region's Aboriginal students to learn about and connect with their culture. The program also operates with the support of the region's schools, with whom MFSS has an agreement to deliver activities during school time in exchange for logistical and practical support.

The new program aims to provide a series of activities and experiences designed to teach students about Aboriginal history, and cultural beliefs and practice. It is intended that these activities will offer participants the possibility of making their own connections to Aboriginal culture. The program has been renamed 'TRAKZ' as a reflection of this objective - signifying the tracks of participants as they journey towards their connections to culture, kin and country.

Over 2017 MFSS continued to operate the program as a homework club whilst consultations were conducted with the local and regional Aboriginal community. During this time we retained a trained teacher as the program coordinator, but also employed a young Aboriginal man in the role of program support worker. The first of the cultural activities was held in late 2017, launching with a rafting and cultural learning trip on the Snowy River. The 'Thunder and Lightning Cultural Paddle Tour' was intentionally held as the first of our new activities, in order to attempt to attract and engage as many students from Cooma as possible.



HIGHLIGHTS 2017-2018

Thunder and Lightning Cultural Paddle Tours:

Students learnt about totemic sites and Dreaming stories of the Snowy River area, Aboriginal resource use and land management practices, Ngarigo language terms, and how to identify different types of artefacts and their uses. Through rafting the Snowy River, students also learnt paddling skills, how to negotiate difficult rapids, how to work together as a team, using problem solving and resilience to persevere through challenges of the day.



End of Year Family BBQ:

An opportunity to meet with families, outline aims and further discuss new program, present laminated 'Thunder and Lightning' certificates to students, and share highlights and view slideshow of photos from Paddling trips.

Australian Museum Trip to view Songlines: Tracking the Seven Sisters Exhibition:

Guided educational tour with Museum Educator of the Songlines Exhibition, learning about Aboriginal cosmology, ritual and belief, knowledge structures, Dreaming stories and songs. After visiting the Songlines exhibition, students also visited the main Indigenous galleries, particularly focussing on exhibits from southern NSW.

Badja-Undoo Creek Junction Cultural Awareness Bush Walk:

Cultural bush walk down river gorge including learning about scar trees, bush resource use and care, artefact production, use and identification, and fire making skills. During lunch break students learnt language names for weapons and artefacts. Students worked together to learn how to make a fire using traditional methods.

'Bring a Buddy' Day



Our first 'Bring a Buddy' day was held in Term 2, where Trakz students were able to nominate a non-Indigenous friend to bring with them. The aim of the day was to promote positive understanding and valuing of Aboriginal culture more broadly amongst peers and within the school community. There was great excitement as the Trakz students from Monaro High, Cooma North, Cooma Public and St Patrick's, and their buddies boarded the bus at Monaro High, to travel to the Badja River. The day was led by Richard Swain, who is working with Monaro

Family Support to provide outdoor cultural learning activities as part of the program. Richard conveyed clearly to the students the pride they should have in living in a country where Aboriginal people lived a rich life for thousands of years. Students were also instructed to care and appreciate the environment, as well as learning about bush foods, artefacts and aspects of survival. They spent time as a team building a Gunyah (shelter), weaving rope from natural materials for binding.

The students varied in age from Yr 1 through to Yr 10 and by the end of the day they were clearly looking out for each other, giving one another support and appreciating one another's differences. It is hoped that such a day fosters a deep level of understanding and appreciation in the students for Aboriginal Australians and inspires further learning, growth and knowledge into the future.



OTHER PROGRAMS and GROUPS

SEASONS FOR GROWTH

Seasons for Growth is an innovative Australian small group Grief and Loss program that uses the imagery of the seasons to illustrate the experience of grief.



In 2017-2018 MFSS delivered the Adult Seasons Program for Parents after Separation.

Monaro Parents and Carers' of Children with Autism Spectrum Disorder

This support group originated after the 2014 Positive Partnership Workshop (Aspect /DET) where families identified a great lack of community support in their efforts to raise their children with additional needs. Since 2014 Monaro Family Support Service has managed a Facebook page for the group for the purpose of promoting local parenting and autism related events and additionally regularly updated postings of reliable autism related information and resources. Monaro Family Support Services annual '**Sensory Fix**' was again hosted in September 2017.

The format for the Sensory fix was similar to that of previous years due to past popularity and participant satisfaction voiced through feedback. Our sensory session gave opportunity for participants to listen to a presentation

by local occupational therapist Justine McKeogh who explained the "MORE" concept in relation to our senses and how we can be affected with in our environments and how a simple sensory diet can help with regulation. Monaro Family Support supplied a range of Motor, Oral, Respiratory and Eye (visual) resources for families to select items that may assist with sensory issues within the family home. A light lunch was offered to the 28 participants. It was great to see the communication between families who share similar and at times very difficult pathways with their children who have sensory issues.

BAKING BUDDIES – Distribution of volunteer baking with a lot of heart

Over 2018 MFSS has become the distribution point for a weekly batch of baked goodies, baked and delivered by a roster of volunteers, aiming to 'give a moment of happiness to people who are having a tough time'. This initiative has seen many packages of delight brighten the day of families in our community.



Spreading a little sweetness in our community, one bite at a time.

SCALLYWAGS (BOMBALA)

A peer support group for parents, carers, sibling's and children with additional needs

Inclusive of

Physical activity

Recreational opportunities

Excursions

Art and craft

Board games

Cooking

Sharing of celebrations

A diverse range of indoor and outdoor activities aimed at increasing social skills, support and inclusion for all abilities

NEWS Wednesday October 18, 2017 **45**

Monaro family Support Service holding an open day

Monaro Family Support Service (MFSS) is one of the oldest not-for-profit community organisations in the Snowy Monaro region, and has delivered support, programs and other early intervention work to ensure the wellbeing of children, youth and families for 39 years.

MFSS is holding a Service Open Day on Wednesday October 25, which is also Children's Day. The Service will be showcasing the programs and activities they deliver across the region.

Family Support staff will be available to provide information, there will be a drumming event demonstrating the Drumbeat program by local students, and the Service will be launching their new logo and refurbished office space.

Children are welcome (activities will be provided for little ones to keep them busy!) MFSS encourages members of the community to drop in, find out about the Service, and share a slice of cake with staff and the Board. The Open Day will be held from 10 am to 12 pm at the Cooma office - 154-156 Sharp Street, Cooma upstairs above NewsKress.


The MFSS vision is to create opportunities for children, young people and families to reach their full potential. They work with all families, including those who are vulnerable and at-risk, and who may be experiencing adversity and disadvantage, to achieve positive growth and change.

MFSS delivers a spectrum of services to meet the individual needs of families and to increase protective factors in the lives of children and young people.

Services are available in MFSS offices in Cooma, Bombala and by appointment in Jindabyne, and through outreach and home visits.

Some examples of the work MFSS provides to Snowy-Monaro communities are:

- One-on-one counselling, therapy and support to individuals and families.
- Evidence-based parenting programs such as Triple P, '123 Magic' and 'Tuning into Teens', which aim to teach parenting skills, foster connections between parents and children, and teach strategies which help prevent the emergence of problem behaviours.
- 'Little Mountaineer's Supported Playgroup' aimed at increasing social connectedness and supporting attachment-based parenting skills.
- Other peer support groups, such as a group for women who have experienced domestic violence, to strengthen in individual confidence and agency through decreasing social isolation.
- A Koori after-school homework and wellbeing program for Indigenous children and youth.
- Social emotional learning programs for children and young people such as 'Drumbeat' which is aimed at developing coping skills and resilience through rhythm, and 'Secret Agent Society' - an innovative social skills program which works with children aged 8-12 years with social and emotional challenges such as autism.
- Youth wellbeing seminars, with panels of community experts delivering information on managing risks associated with drug and alcohol, sexual health, and partying activities.
- Community events and education about challenges facing families, such as how to implement healthy digital media habits and achieve a balanced use of technology at home, and our annual 'Sensory Fix' day with speakers and resources for families of children with autism and other sensory needs.



monaro family support service

OPEN DAY


10am-12pm
Wednesday 25th October
154-156 Sharp Street
You are invited

Join us for morning tea (CAKE) as we celebrate International Children's Day

Information and displays about MFSS programs and services

Launch of new logo and refurbished office space

Drumbeat demonstration
RPMV Lulu 04223450
cooma@monarofss.org.au



NEWS

Monaro Family Support launches new logo



Members of the Monaro Family Support Service, clients and their newly launched logo.

Monaro Family Support Service (MFSS) is one of the oldest not-for-profit community organisations in the Snowy Monaro region, and has delivered support, programs and other early intervention work to ensure the wellbeing of children, youth and families for 39 years.

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Family Support staff were available to provide information, there was a drumming event demonstrating the Drumbeat program by local students, and the Service launched their new logo and refurbished office space.

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Services are available in MFSS offices in Cooma, Bombala and by appointment in Jindabyne, and through outreach and home visits. Some examples of the work MFSS provides to Snowy-Monaro communities are:

- One-on-one counselling, therapy and support to individuals and families.
- Evidence-based parenting programs such as 'Triple P', '123 Magic' and 'Tuning into Teens', which aim to teach parenting skills, foster connections between parents and children, and teach strategies which help prevent the emergence of problem behaviours.
- 'Little Mountaineer's Supported Playgroup' aimed at increasing social connectedness and supporting attachment-based parenting skills.
- Other peer support groups, such as a groups for women who have experienced domestic violence, to strengthen in individual confidence and agency through decreasing social isolation.
- A Koori after-school homework and wellbeing program for Indigenous children and youth.
- Social emotional learning programs for children and young people such as 'Drumbeat' which is aimed at developing coping skills and resilience through rhythm, and 'Secret Agent Society' - an innovative social skills program which works with children aged 8-12 years with social and emotional challenges such as autism.
- Youth wellbeing seminars, with panels of community experts delivering information on managing risks associated with drug and alcohol, sexual health, and partying activities.
- Community events and education about challenges facing families, such as how to implement healthy digital media habits and achieve a balanced use of technology at home, and our annual 'Sensory Fix' day with speakers and resources for families of children with autism and other sensory needs.



Ex-Services Club plays Santa



The Cooma Ex Services has played host to the Christmas Giving Tree, where members donated presents for Monaro Family Support Service (MFSS). The presents are distributed by MFSS to the children of less advantaged families, to relieve financial pressure and bring joy to families at Christmas time.

"It's a wonderful thing to do," said Elizabeth Maxwell of MFSS.

"The Ex Services Club collect the presents and I get to play Santa Claus to families around the region."

"The MFSS feel very privileged to be a part of it."

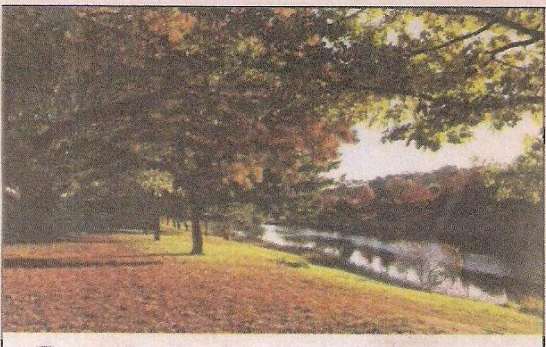
Paddling and Dreaming for Cooma's Aboriginal youth



Monaro Family Support Service staff, Jakob Stewart and Koori youth after a swim in the Snowy River.



Koori students learnt to paddle inflatable canoes.



Recently some local Koori youth got to paddle the Snowy River, while learning about traditional custodians' ancient connections to the river at the same time.

Late last year Monaro Family Support teamed up with Richard Swain from Alpine River Adventures to take 22 young people from Monaro High, St Patrick's, and Cooma Public, on a cultural adventure on the Snowy River.

Monaro Family Support Service manager Pauline Cook said the trips, called the "Thunder and Lightning Cultural Paddle Tour", were held as part of the KASH Program (Koori After School Homework Club).

"Thunder and Lightning" refers to an important Dreaming narrative of the Snowy River country," Ms Cook said. This trip was the first of many activities which, it is hoped, will offer local Aboriginal students the opportunity to connect with their culture whilst also strengthening social emotional wellbeing.

"The tour introduced students to totemic sites and Dreaming stories, Aboriginal resource use and land management practices. They learnt Ngarigo language terms and how to identify different types of stone artefacts and their traditional uses.

"These young people also got to learn paddling skills, negotiate challenging rapids and work together as a team," Ms Cook said.

Richard Swain, a Wiradjuri man who was born on the Monaro and has grown up here, combines his skills as a river guide with his knowledge of country derived from learning from Ngarigo elders, as well as from his vast practical experience and understanding of the bush.

Mr Swain and one of his instructors guided the students on a six hour trip down the Snowy River from Dalgety to Bairds Crossing.

Mr Swain said he is passionate about telling the aboriginal stories on the Snowy River and Monaro. "I call this part of the Snowy River the Thunder and Lightning paddling tour," Mr Swain said. "It was created to educate people who are

open to learning about the Monaro's long cultural history.

"Thunder and Lightning dreaming is possibly a 20,000 year old story", Mr Swain said.

"People should be proud that these stories are still alive on the Monaro. We give a better understanding of cultural pride, about our roots, and rewrite the falsehoods of our modern history"

Mr Swain said he tries to paint a picture of pre-European landscapes and discuss how the land has changed in the last 200 years.

Ms Cook said the KASH program was initiated about 10 years ago by Cooma Aboriginal families who were seeking tutorial support and a homework space for their children. It is the only Aboriginal-specific funded program in Cooma, with annual funding provided by NSW Department of Family and Community Services.

"For many children and young people of Aboriginal descent in Cooma today, it is finding a way to connect to their culture, rather than support with homework, which is the greater imperative," Ms Cook said.

"Cooma's Aboriginal population is made up of families who have links with many different Aboriginal groups from all over NSW and Australia. Traditional custodians of the area - the Ngarigo people - were heavily impacted by settlement of the Monaro and many descendants now live elsewhere.

"It can be very difficult for young Aboriginal people to access ways to learn about their culture and heritage in a meaningful way, so Monaro Family Support is in the process of giving the KASH program a new direction, with the support of Ngarigo elders," she said.

This year, MFSS is hoping to offer a schedule of similar cultural experiences to the young Aboriginal people of Cooma, and has given the program a new name - Trakz.

For more information on the Trakz Program, contact Monaro Family Support Service on 6452 3450, or visit at 154-156 Sharp Street Cooma.



Alpine River Adventures guide Richard Swain and staff, Monaro Family Support Service Manager, Pauline Cook, staff and students at the end of the trip.

Monaro Family Support Service Inc.

ABN 45 339 846 991

Financial Reports

For the period ended 30 June 2018

Monaro Family Support Services Inc

ABN 45 339 846 991

INCOME STATEMENT

For the year ended 30 June 2018

	Note	2018 \$	2017 \$
Other revenues from ordinary activities	2	453,872.51	482,949.84
Office maintenance expenses	3	(36,818.06)	(33,563.99)
Administrative expenses	4	(45,090.63)	(60,672.51)
Selling expenses	5	(422.04)	(3,492.47)
Other operating expenses	6	(43,569.43)	(45,863.15)
Personnel expenses	7	(330,112.21)	(346,737.20)
Depreciation and amortisation expenses	8	(29.07)	(570.00)
Other income	9	4,132.98	4,389.76
SURPLUS FROM ORDINARY ACTIVITIES		<u>1,964.05</u>	<u>(3,559.72)</u>
Retained surplus at the beginning of the financial year		<u>53,339.05</u>	<u>56,898.77</u>
TOTAL AVAILABLE FOR APPROPRIATION		<u><u>55,303.10</u></u>	<u><u>53,339.05</u></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 2018

	Note	2018 \$	2017 \$
CURRENT ASSETS			
Receivables	10	5,068.18	1,531.74
Cash assets	11	298,885.17	279,343.77
Other assets	12	30.00	30.00
TOTAL CURRENT ASSETS		303,983.35	280,905.51
NON-CURRENT ASSETS			
Property, plant and equipment	13	-	29.07
TOTAL NON-CURRENT ASSETS		-	29.07
TOTAL ASSETS		303,983.35	280,934.58
CURRENT LIABILITIES			
Payables	14	7,928.32	17,321.88
Provisions	15	142,870.47	122,743.92
Personnel-related items	16	89,620.90	81,304.49
Tax liabilities	17	8,260.56	6,225.24
TOTAL CURRENT LIABILITIES		248,680.25	227,595.53
TOTAL LIABILITIES		248,680.25	227,595.53
NET ASSETS		55,303.10	53,339.05
EQUITY			
Accumulated surplus		55,303.10	53,339.05
TOTAL EQUITY		55,303.10	53,339.05

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 2018

	2018	2017
	\$	\$
INCOME		
MFSS - Hire OTB	1,588.65	1,620.00
MFSS - Auspice Fees	1,225.00	2,259.00
Membership Fees	27.27	35.68
Administration Income	38,457.10	40,973.84
MFSS Donations	1,000.00	-
Donations Received - BROK	1,430.00	1,371.57
Funding - EIPP	170,330.08	150,424.20
Funding - KASH	23,120.30	22,384.75
Funding - MAD	13,478.41	13,049.60
Other Funding	10,206.95	9,693.00
Funding - Rural Outreach Program	16,415.52	-
Funding - CPS	164,772.14	161,197.26
Funding - COOR	-	54,770.00
Funding - FNSW	6,246.37	6,217.70
Donations & Provisions - DV	2,217.15	-
Prior Year Funding Surplus	3,357.57	18,953.24
Interest received	4,132.98	4,389.76
	<u>458,005.49</u>	<u>487,339.60</u>
EXPENDITURE		
Administration & Management Fees	3,098.00	4,600.00
Advertising	422.04	3,492.47
Audit Fees	4,300.00	3,986.47
Auspice Fees	925.00	2,259.00
Bank charges	151.05	268.15
Brokerage Expenses	124.99	1,126.11
Carry-over Funds - Next Year	16,415.52	-
Cleaning	1,150.00	1,000.00
DV Expenses	791.31	-
Depreciation	29.07	570.00
Dues and subscriptions	2,272.42	1,893.90
Electricity	5,007.17	2,173.32
Expenses - FNSW	6,635.33	-
IT Expenses	1,914.53	3,581.85
Insurance	5,499.72	5,570.86
Leave Provisions	8,316.41	5,395.10
Office supplies	-	22.05
Postage	125.24	-
Printing and stationery	6,391.43	7,900.06
Program Activities	7,796.81	26,858.14
Program Catering	1,908.80	1,411.37
Program Excursions	2,361.82	-

Monaro Family Support Services Inc

ABN 45 339 846 991

TRADING, PROFIT AND LOSS STATEMENT

For the year ended 30 June 2018

	2018	2017
	\$	\$
Program Taxi & Transport	662.47	214.55
Rates & Rent	30,660.89	30,390.67
Staff & Manangement Catering	171.63	458.19
Staff amenities	-	56.01
Staff training and welfare	268.16	4,329.66
Superannuation contributions	23,726.59	23,547.52
Supervision	450.00	1,660.00
Telephone, mobile and fax	5,631.43	6,550.86
Travel Expenses	11,777.25	18,079.72
Unspent Funding	9,876.94	22,212.57
Wage On-Costs	33,841.16	35,075.21
Wages	257,341.57	271,299.99
Workers Compensation	5,996.69	4,915.52
	<u>456,041.44</u>	<u>490,899.32</u>
SURPLUS FROM ORDINARY ACTIVITIES	1,964.05	(3,559.72)
Retained surplus at the beginning of the financial year	<u>53,339.05</u>	<u>56,898.77</u>
TOTAL AVAILABLE FOR APPROPRIATION	<u>55,303.10</u>	<u>53,339.05</u>

Monaro Family Support Services Inc

ABN 45 339 846 991

BALANCE SHEET

As at 30 June 2018

	2018	2017
	\$	\$
ASSETS		
Current Assets		
Trade debtors	5,068.18	1,531.74
Petty Cash - MFSS	250.00	250.00
Petty cash - KASH	-	100.00
Petty Cash - Bombala	60.00	60.00
MFSS Account - 0302	1,197.14	4,375.15
Leave Provisions Account - 1570	112,401.04	110,839.29
MAD Account - 1569	8,798.42	4,976.04
GST Provisions Account - 2571	7,213.39	7,647.89
Investment Account - 2876	153,507.70	139,707.60
MSFC Account - 8784	2,644.66	1,218.82
Families NSW Account - 0304	12,812.82	10,168.98
SMCU Shares	30.00	30.00
	<u>303,983.35</u>	<u>280,905.51</u>
Non-current Assets		
Motor vehicles at cost	10,137.00	10,137.00
Less accumulated depreciation	(10,137.00)	(10,137.00)
Plant and equipment at cost	13,990.17	13,990.17
Less accumulated depreciation	(13,990.17)	(13,961.20)
Furniture and fittings at cost	1,465.90	1,465.90
Less accumulated depreciation	(1,465.90)	(1,465.80)
	<u>-</u>	<u>29.07</u>
TOTAL ASSETS	<u>303,983.35</u>	<u>280,934.58</u>
LIABILITIES		
Current Liabilities		
Trade creditors	7,928.32	17,321.88
Surplus Funds - MAD	8,533.86	1,928.94
Surplus Funds - SGP	-	2,808.34
Unspent Fundraising	11,407.30	7,961.52
Deposits for Future Services	70,415.69	54,000.17
Unspent Funding - FNSWN	13,930.84	14,104.60
Provisions - Future Expenditure	17,065.00	20,192.19
Surplus Funds - KASH	21,517.78	21,748.16
Provision for Long Service Leave	51,946.30	46,687.36
Provision for Annual Leave	37,674.60	34,617.13
GST Payable	4,408.56	1,151.24
PAYG withholding payable	3,852.00	5,074.00
	<u>248,680.25</u>	<u>227,595.53</u>
TOTAL LIABILITIES	<u>248,680.25</u>	<u>227,595.53</u>
NET ASSETS	<u>55,303.10</u>	<u>53,339.05</u>

Monaro Family Support Services Inc

ABN 45 339 846 991

BALANCE SHEET

As at 30 June 2018

	2018	2017
	\$	\$
EQUITY		
Accumulated surplus	55,303.10	53,339.05
TOTAL EQUITY	55,303.10	53,339.05

Monaro Family Support Services Inc

ABN 45 339 846 991

STATEMENT OF CHANGES IN EQUITY

As at 30 June 2018

	2018	2017
	\$	\$
Total equity at the beginning of the financial year	53,339.05	56,898.77
Surplus attributable to members	1,964.05	(3,559.72)
Total equity at the end of the financial year	55,303.10	53,339.05

These statements should be read in conjunction with the attached compilation report.

Monaro Family Support Services Inc

ABN 45 339 846 991

STATEMENT OF CASH FLOWS

For the year ended 30 June 2018

	Note	2018 \$	2017 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		450,336.07	481,616.10
Payments to suppliers and employees		(436,962.97)	(486,104.75)
Interest received		4,132.98	4,389.76
Taxes paid		2,035.32	783.52
Net cash provided by operating activities	18	19,541.40	684.63
CASH FLOWS FROM FINANCING ACTIVITIES			
Net increase in cash held		19,541.40	884.63
Cash at the beginning of year		279,373.77	278,489.14
Cash at end of year		298,915.17	279,373.77

Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2018

2018	2017
\$	\$

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	38,457.10	40,973.84
Donations & Provisions - DV	2,217.15	-
Donations Received - BROK	1,430.00	1,371.57
Funding - COOR	-	54,770.00
Funding - CPS	164,772.14	161,197.26
Funding - EIPP	170,330.08	150,424.20
Funding - FNSW	6,246.37	6,217.70
Funding - KASH	23,120.30	22,384.75
Funding - MAD	13,478.41	13,049.60
Funding - Rural Outreach Program	16,415.52	-
MFSS - Auspice Fees	1,225.00	2,259.00
MFSS - Hire OTB	1,588.65	1,620.00
MFSS Donations	1,000.00	-
Membership Fees	27.27	35.68
Other Funding	10,206.95	9,693.00
Prior Year Funding Surplus	3,357.57	18,953.24
	<u>453,872.51</u>	<u>482,949.84</u>

Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2018

	2018	2017
	\$	\$
NOTE 3: OFFICE MAINTENANCE EXPENSES		
Cleaning	1,150.00	1,000.00
Electricity	5,007.17	2,173.32
Rates & Rent	30,660.89	30,390.67
	<u>36,818.06</u>	<u>33,563.99</u>
NOTE 4: ADMINISTRATIVE EXPENSES		
Administration & Management Fees	3,098.00	4,600.00
Audit Fees	4,300.00	3,986.47
Auspice Fees	925.00	2,259.00
Bank charges	151.05	268.15
Brokerage Expenses	124.99	1,126.11
DV Expenses	791.31	-
Dues and subscriptions	2,272.42	1,893.90
Expenses - FNSW	6,635.33	-
IT Expenses	1,914.53	3,581.85
Office supplies	-	22.05
Postage	125.24	-
Printing and stationery	6,391.43	7,900.06
Program Activities	7,796.81	26,858.14
Program Catering	1,908.80	1,411.37
Program Excursions	2,361.82	-
Program Taxi & Transport	662.47	214.55
Telephone, mobile and fax	5,631.43	6,550.86
	<u>45,090.63</u>	<u>60,672.51</u>
NOTE 5: SELLING EXPENSES		
Advertising	422.04	3,492.47
NOTE 6: OTHER OPERATING EXPENSES		
Carry-over Funds - Next Year	16,415.52	-
Insurance	5,499.72	5,570.86
Travel Expenses	11,777.25	18,079.72
Unspent Funding	9,876.94	22,212.57
	<u>43,569.43</u>	<u>45,863.15</u>
NOTE 7: PERSONNEL EXPENSES		
Leave Provisions	8,316.41	5,395.10
Staff & Management Catering	171.63	458.19
Staff amenities	-	56.01
Staff training and welfare	268.16	4,329.66
Superannuation contributions	23,726.59	23,547.52

Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2018

	2018	2017
	\$	\$
Supervision	450.00	1,660.00
Wage On-Costs	33,841.16	35,075.21
Wages	257,341.57	271,299.99
Workers Compensation	5,996.69	4,915.52
	<u>330,112.21</u>	<u>346,737.20</u>

NOTE 8: DEPRECIATION AND AMORTISATION EXPENSES

Depreciation	29.07	570.00
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NOTE 9: OTHER INCOME

Interest received	4,132.98	4,389.76
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NOTE 10: RECEIVABLES

Trade debtors	5,068.18	1,531.74
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NOTE 11: CASH ASSETS

Petty Cash - MFSS	250.00	250.00
Petty cash - KASH	-	100.00
Petty Cash - Bombala	60.00	60.00
MFSS Account - 0302	1,197.14	4,375.15
Leave Provisions Account - 1570	112,401.04	110,839.29
MAD Account - 1569	8,798.42	4,976.04
GST Provisions Account - 2571	7,213.39	7,647.89
Investment Account - 2876	153,507.70	139,707.60
MSFC Account - 8784	2,644.66	1,218.82
Families NSW Account - 0304	12,812.82	10,168.98
	<u>298,885.17</u>	<u>279,343.77</u>

NOTE 12: OTHER ASSETS

SMCU Shares	30.00	30.00
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NOTE 13: PROPERTY, PLANT AND EQUIPMENT

Motor vehicles at cost	10,137.00	10,137.00
Less accumulated depreciation	(10,137.00)	(10,137.00)
Plant and equipment at cost	13,990.17	13,990.17
Less accumulated depreciation	(13,990.17)	(13,961.20)
Furniture and fittings at cost	1,465.90	1,465.90
Less accumulated depreciation	(1,465.90)	(1,465.80)
	-	29.07

NOTE 14: PAYABLES

Trade creditors	7,928.32	17,321.88
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Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2018

	2018	2017
	\$	\$
NOTE 15: PROVISIONS		
Surplus Funds - MAD	8,533.86	1,928.94
Surplus Funds - SGP	-	2,808.34
Unspent Fundraising	11,407.30	7,961.52
Deposits for Future Services	70,415.69	54,000.17
Unspent Funding - FNSWN	13,930.84	14,104.60
Provisions - Future Expenditure	17,065.00	20,192.19
Surplus Funds - KASH	21,517.78	21,748.16
	<u>142,870.47</u>	<u>122,743.92</u>
NOTE 16: PERSONNEL-RELATED ITEMS		
Provision for Long Service Leave	51,946.30	46,687.36
Provision for Annual Leave	37,674.60	34,617.13
	<u>89,620.90</u>	<u>81,304.49</u>
NOTE 17: TAX LIABILITIES		
GST Payable	4,408.56	1,151.24
PAYG withholding payable	3,852.00	5,074.00
	<u>8,260.56</u>	<u>6,225.24</u>

NOTE 18: CASH FLOW INFORMATION

For the purposes of the statement of cash flows, cash includes cash on hand and in at call deposits with banks or financial institutions, investments in money market instruments maturing within less than two months, net of bank overdrafts

a. Reconciliation of Cash

Cash at the end of the reporting period as shown in the statement of cash flows is reconciled to the related items in the statement of financial position as follows :

Cash on hand	298,915.17	279,373.77
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Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2018

	2018	2017
	\$	\$
<hr/>		
b. Reconciliation of CashFlow from Operations with Profit from Ordinary Activities after Income Tax		
Surplus after income tax	1,964.05	(3,559.72)
Depreciation	29.07	570.00
(Increase) / Decrease in trade and other receivables	(3,536.44)	(1,333.74)
Increase / (Decrease) in trade and other payables	19,049.40	4,224.57
Increase / (Decrease) in deferred taxes payable	2,035.32	783.52
Cash flow from operations	19,541.40	684.63

Monaro Family Support Services Inc

ABN 45 339 846 991

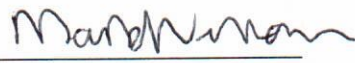
DIRECTORS' DECLARATION

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 30/06/2018 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 : 14/11/2018

Alpine Auditors

ABN : 70 130 470 149

PO Box 1053

COOMA NSW 2630

Contact: 02 6452 6000

Email: alpine.auditors@gmail.com

Monaro Family Support Service Inc.

Auditors Independence Declaration under Section 307C of the Corporations Act 2001

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2018, there have been:

1. No contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
2. No contraventions of any applicable code of professional conduct in relation to the audit.

Yours sincerely,



Elizabeth Hovasapian FIPA FFA RCA
Registered Auditor

14 October 2018

Alpine Auditors

ABN : 70 130 470 149

PO Box 1053

COOMA NSW 2630

Contact: 02 6452 6000

Email: alpine.auditors@gmail.com

14 October 2018

INDEPENDENT AUDIT REPORT TO THE MEMBERS

To the members of Monaro Family Support Service Inc.

Report on the financial report

I have audited the accompanying financial report of Monaro Family Support Service Inc., which comprises the statement of financial position as at 30 June 2018, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year 2018 then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the responsible entities' declaration.

Opinion

In my 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 2018 and of its financial performance and cash flows for the year 2018 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

I conducted our audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. I am 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. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I 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.

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

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

My 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 be 'Elizabeth Hovasapian', written over a faint, illegible stamp or watermark.

Elizabeth Hovasapian FIPA FFA RCA
Registered Auditor

Monaro Family Support Services Inc

ABN 45 339 846 991

FIVE YEAR TRADING ANALYSIS

	2014 \$	2015 \$	2016 \$	2017 \$	2018 \$
Revenue:	397,460.87	395,703.18	496,135.10	487,339.60	458,005.49
Expenses:	387,613.46	382,291.02	486,236.01	490,899.32	456,041.44
Profit or Loss:	9,847.41	13,412.16	9,899.09	(3,559.72)	1,964.05

