



monaro **family**  
**support** service

# ANNUAL REPORT

## 2018-2019



**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.



**monaro family  
support service**

# CONTENTS

## SECTION 1: About Us

---

Overview of Programs and Services

---

Our People

---

Voices from Families

---

President's Report

---

Manager's Report

---

## SECTION 2: Our Programs and Services

---

Family Case Work and Support

---

Group Programs - Parenting Programs

---

Early Childhood Programs and Supported Playgroups

---

Social Emotional Wellbeing Programs

---

Trakz

---

Media

---

## SECTION 3 – Our Finances

---

Auditors Report

---

# 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.

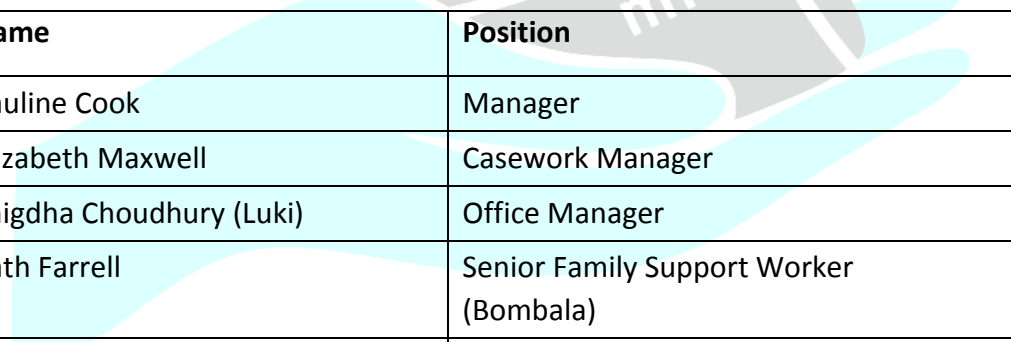
MFSS programs and services are responsive and flexible, and use client-centred and strengths-based approaches to collaborate with families to address their needs and goals. We are able to deliver a multiplicity of integrated services in a number of different ways. These include individual and family 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 2018-2019 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). We were also fortunate to secure funding from the State government under its Stronger Communities Fund, which has enabled us to reinstate our outreach family work and employ additional case work staff for this purpose.

# OUR 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
Lynda Nicholson	Outreach Family Support Worker
PJ Ward	Outreach Family Support Worker
Emma Holgate	TRAKZ Program Coordinator
Sharon Whitney	Bookkeeper

# VOICES FROM FAMILIES

“My husband and I have been seeing MFSS for the past few months. Both [Casework Staff] and the ladies on the desk are always very friendly and helpful, they went out of their way to notify me about programs they are running that they feel would be of use to me. I recently attended the 1-2-3 Magic program which I found very insightful. Overall, I have found Monaro Family Support Service very helpful and supportive and would definitely recommend them to a friend”.

“I thoroughly enjoyed my service with Monaro Family Support. I find it extremely helpful especially with the things I find overwhelming to do myself. They are very understanding about my mental health and are always assisting with ways to better my family’s life. I would be lost without them”

“I was recommended by a friend to see Monaro Family Support as i had explained to my friend that i was unhappy with the counselling my son and self was receiving and required professional advice to move forward with my separation situation.

I have found the advice and contacts from the Monaro Family Support Service timely, compassionate and extremely informative.

MFSS have provided amazing supportive counselling and the referral to the ARCK Program was exactly the direction that I needed to be pointed in.

I will continue to use this service in the future and I am looking forward to more counselling with MFSS as it has been beneficial at this challenging and confusing time.

I would even like to make myself available to assist with women in similar situations as I feel my experiences with separation may help others”.

# PRESIDENT'S REPORT

The 2018-2019 year has seen Monaro Family Support Service grow from strength to strength.

The introduction of some new programmes and tweaking of others have led to constructive growth in the number of clients and satisfactions of same.

Two major achievements through the year were the allocation of an extra \$120,000 to our Rural Outreach Programme and the celebrations of the services' 40<sup>th</sup> Anniversary.

The extra funding has allowed us to provide extra services to clients in need and is a well-deserved recognition of the skills and expertise of our staff. A massive thank you goes out to the State Government and in particular to the Deputy Premier of New South Wales and Member for Monaro John Barilaro.

Our 40<sup>th</sup> anniversary was a celebration of the continued success of the service and also acknowledgement of the tireless dedication of the staff over those long years. Again a big thank you to all the staff over that long period. The day itself was an outstanding outcome, again due to the work of the staff and assistance from our committee.

The future of the service look very secure and it is due to the work of our dedicated, extremely efficient staff and the support they receive from a very productive committee.

Thank you to everyone

Mark Williams

# MANAGER'S REPORT

During 2018-2019, Monaro Family Support Service built on strong foundations to continue to extend the reach of our work. This was achieved chiefly via the expansion of our outreach programs and services, the integration of new therapeutic approaches, the consolidation of a substantial schedule of group programs, and through strategic collaborations with partner organisations. In addition to this active work program, the MFSS community came together in late 2018 to commemorate and reflect on 40 years of valued service delivery to the families of Snowy Monaro. The highlights of the most recent of these 40 years, from 2018-2019, include:

## OUTREACH

Following the cessation in 2017 of our Coordinare (previously Rural Mental Health) funding, MFSS lobbying efforts highlighted the need for critical outreach family work in the more remote parts of our region. We were delighted when these efforts led to an announcement, in late 2018, by Deputy Premier and Member for Monaro John Barilaro, of a funding boost of \$120,000. This enabled a much-needed extension of our outreach services, the reinstatement of more regular travel/home visiting circuits, and a renewed presence in the remote and outlying parts of our region. We were also able to employ 2 part-time Outreach case workers. In early 2019 we welcomed Lynda Nicholson and PJ Ward to the team. Both bring with them a great deal of experience and commitment to working with families for positive change.

## CELEBRATIONS



In November 2018, MFSS held a vibrant 40<sup>th</sup> Birthday event at the Cooma Showgrounds, celebrating 40 years of service delivery across the region with friends, families, sector partners, and old and new staff and Board members. Formal proceedings included an afternoon tea, speeches, drumming demonstrations, and a 40<sup>th</sup> birthday historical display. This was followed by the real party - a Colour Run and Family Fun Evening for the community, complete with flying colour powder, obstacle courses, tug-of-war, and joyous reggae beats by multi-award winning Afro Moses from Ghana! It was wonderful to join together to acknowledge the many ways in which MFSS has changed, whilst also adhering to its core objective – *working together with families for positive growth and change*.





*Clockwise: Children and families during the colour run; previous long-standing president Brian Coyte with Service Manager Ann Lehmann, and current president Mark Williams and Pauline Cook; old and new staff; more colour run fun; Afro Moses' powerful messages of harmony and happiness set the tone for our celebrations.*

## **NEW THERAPEUTIC APPROACHES**

For many vulnerable clients, conventional approaches based on cognitive or 'talking' therapies alone have limited impact. MFSS has been seeking to gradually introduce relevant trauma-informed approaches and practices as adjunct interventions which complement and support the uptake of our mainstream programs.

We have introduced these changes at both micro (in terms of front-line responses, office environment) and macro (therapeutic programs such as Rhythm to Recovery) levels. All staff have completed a number of different Australian Childhood Foundation trauma training programs. Pauline also represented the Service at the International Adventure Therapy Conference. Our drumming and mindfulness programs have developed a strong reputation for responsiveness and innovation in program design and development. Paul Mackay, our program facilitator, has delivered versions of his therapeutic drumming approach at many workshops (such as school 'mental health days') and forums, including at the Community Drug Action Team state meeting in Sydney. These programs are in high demand in schools and the community, where we rotate delivery across the region.

## **PARTNERSHIPS**

During 2018-2019 we commenced the co-delivery, with Monaro Early Intervention Service, of group programs throughout the region under our jointly funded Rural Outreach Program. This partnership enables us to maximise uptake and accessibility by extending our programs into communities outside Cooma. We also rekindled links with regional family support services from Eurobodalla and Far South Coast, culminating in a full team workshop between the three services to share ideas and knowledge on such matters as best practice approaches and methodologies, and to discuss current and future challenges and opportunities.

We have also continued to deliver programs and services through our partnerships with schools and community health. An example of this is our ability to work closely in and with schools – either to provide intensive family support and case management to a family in crisis, or through the in-school uptake and support of our implementation of social emotional learning programs.

Our partnership with Drummond St/Centre for Family Research and Evaluation (CFRE) has also continued, through additional funding secured by CFRE for evaluation capacity building under their Family Violence Project. A number of activities, including a whole team workshop, were aimed in further developing our capacity to effectively measure the impact of our work through defining service wide program logics, service goals and other strategic tools.

Being able to articulate why our work is necessary and valuable, and to demonstrate the outcomes of our work is necessary in an increasingly competitive market. As our Drummond St partner suggested, *“The answers to ‘why’ a program is necessary and valuable assists funders, clients, referrers and staff understand the story of the program. Monaro Family Support Services has a remarkable story to tell”*.

## GROUPS

Our suite of evidence-based group programs has continued to evolve in quality and content. Our wide range of Parenting Programs are delivered by highly experienced program facilitator Kath Farrell across communities and contexts in the region, in response to the needs of families. Our early childhood programs and playgroups,



coordinated by Yvi Henderson and Heather van der Plaats, continue to attract high participation numbers and to play a vital role in increasing the social networks, knowledge and skills of parents. Underlying these group programs is the core goal of focusing on how parents can optimise the healthy development of their children.

Under the leadership of new Program Coordinator Emma Holgate, the Trakz Program for Aboriginal children and young people of Snowy Monaro has gone on to achieve a great many positive outcomes. These outcomes apply not only to the strengthening of self esteem and cultural identity for Trakz participants themselves, but we have also seen a ‘ripple effect’ of positivity – which has extended the recognition and respect for Aboriginal culture more broadly in our local communities. When the program transitioned from an after school homework club, between 3-5 young Indigenous students attended. At the end of the 2018-2019 period, 80 Aboriginal children and young people from the region participated in our Trakz Program art workshops!

## FUTURE DIRECTIONS

### • TEI REFORM

The NSW Family and Community Services (recently renamed Department of Communities and Justice) has been in the process of introducing the Targeted Earlier Intervention (TEI) reform, for several years now. Delayed by the process of the broader “Their Futures Matter’ reform, the TEI framework features changes which are evidence informed, outcomes based, and responsive to local needs. The priority groups are children 0-3, young parents aged 21 years and under, and Aboriginal children, youth, families and communities.

Aligning our existing FACS-funded work to the new TEI service options and activity streams was not difficult for MFSS. The new TEI service options are ‘good fit’ for MFSS as they more accurately reflect the spectrum of

activities we deliver. Additionally, many of our programs work with and are targeted at the priority groups. The new service options we have agreed to deliver are Community Connections, Community Support, Targeted Support, and Intensive or Specialist Support. Other elements of the reform such as reporting to the DEX database, outcomes based reporting, and recommissioning, are current areas of focus for our work.

- **Systematic Data Collection and Management**

Work is already well under way to improve our internal data collection systems. As well as capturing standard data relating to demographic details and participation rates, we are also seeking to integrate outcome measurement data in a more uniform way. At the end of the 2018-2019 period, MFSS is poised to implement a new method of data and case record keeping through the implementation of our own database system. Though the transition to this new method will take some adjustment in the short term, in the longer term we expect this will improve efficiency and also enable us to mobilise our own evidence in order to be able to tell the story of our programs and explore client outcomes more fully.

- **Cementing change**

The period 2018-2019 has been busily occupied with the introduction of new approaches and processes, and the design of new programs. These carefully crafted changes are based on, and intended to reflect the needs of families from our communities.

Much of the task ahead lies in reviewing, refining and cementing these new practices, including establishing the corresponding evidence base, so that we can continue to offer the high standard of service our strong reputation is built on.

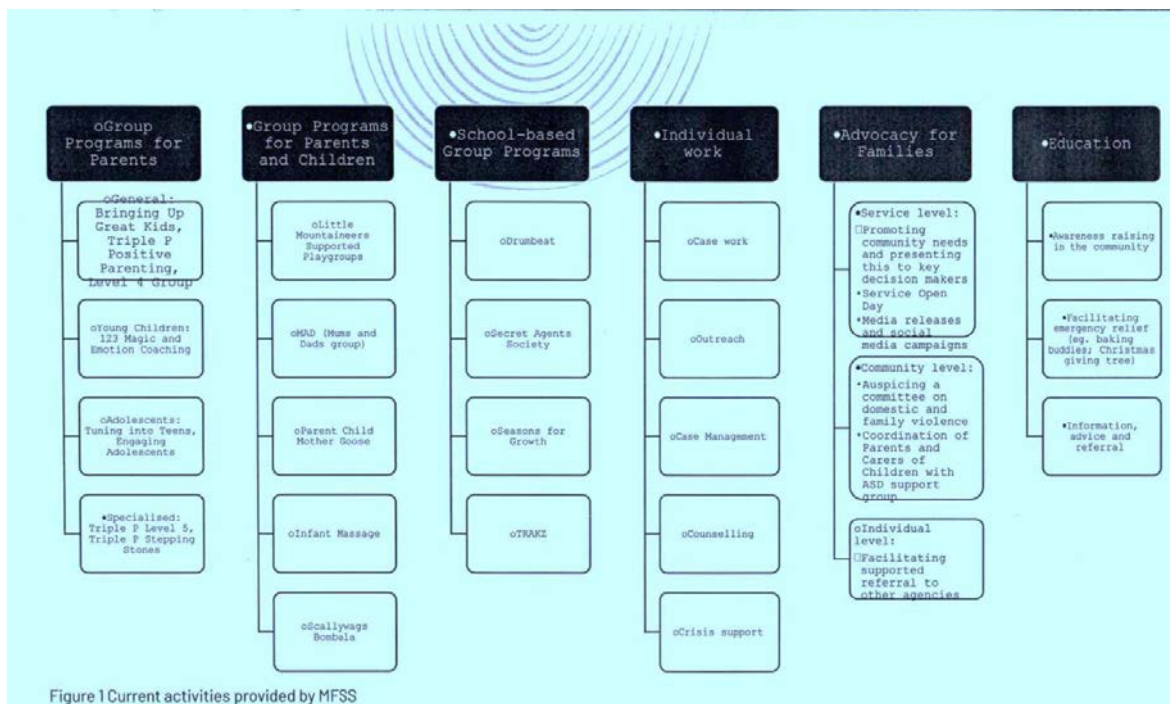
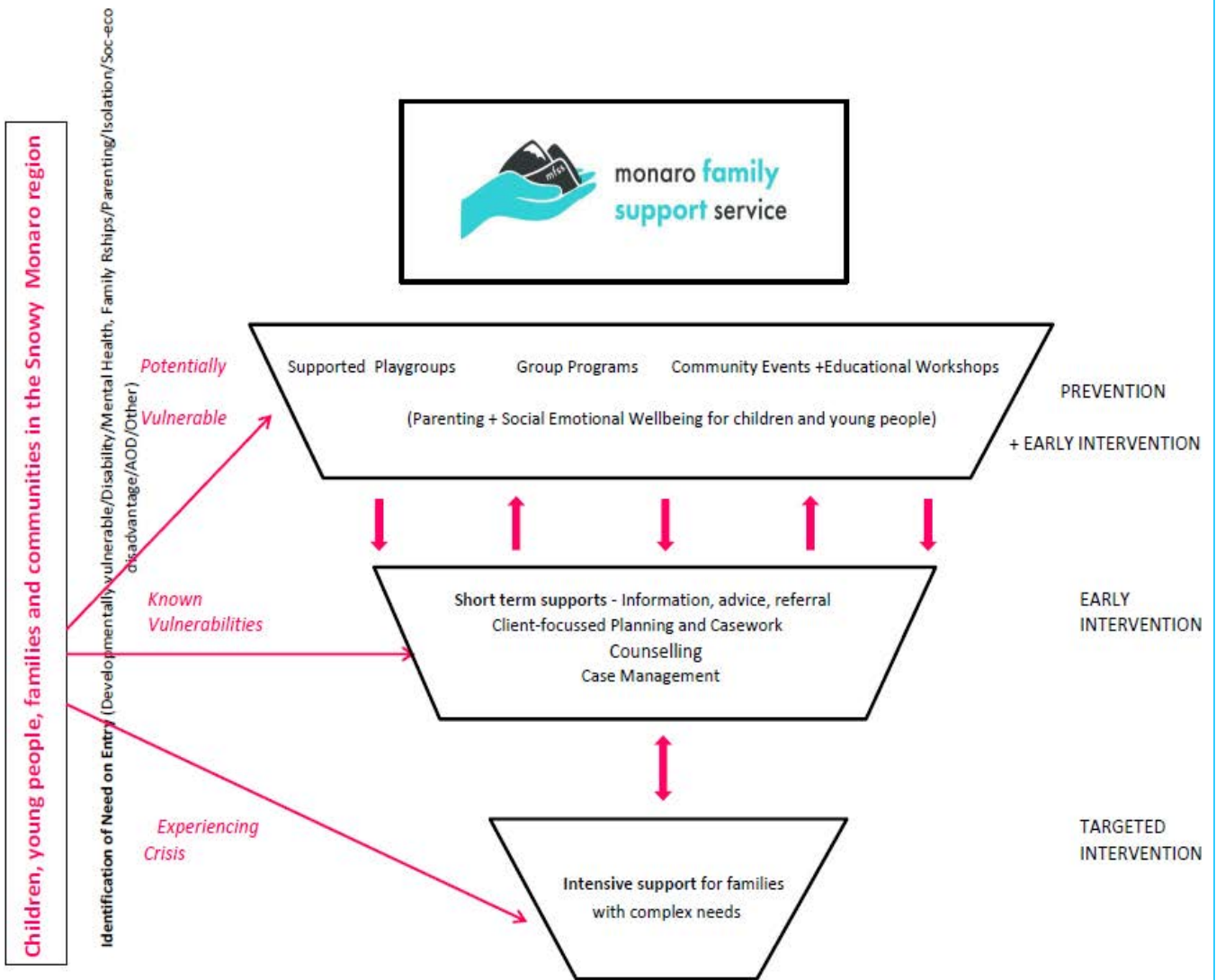
Finally, the diversity and depth of the work we undertake would not be possible without the direction and oversight of our highly respected Board, and the guiding work and substantial practice wisdom of other members of the MFSS leadership team, Liz Maxwell and Luki Choudhury. I thank them, and our whole team, for their unwavering commitment to strengthening Snowy Monaro families.

Pauline Cook



*MFSS Staff and Board representatives with Deputy Premier John Barilaro, Premier Gladys Berejiklian, and The Hon. Bronny Taylor (MLC) at the Cooma announcement of additional funding for MFSS family outreach work*

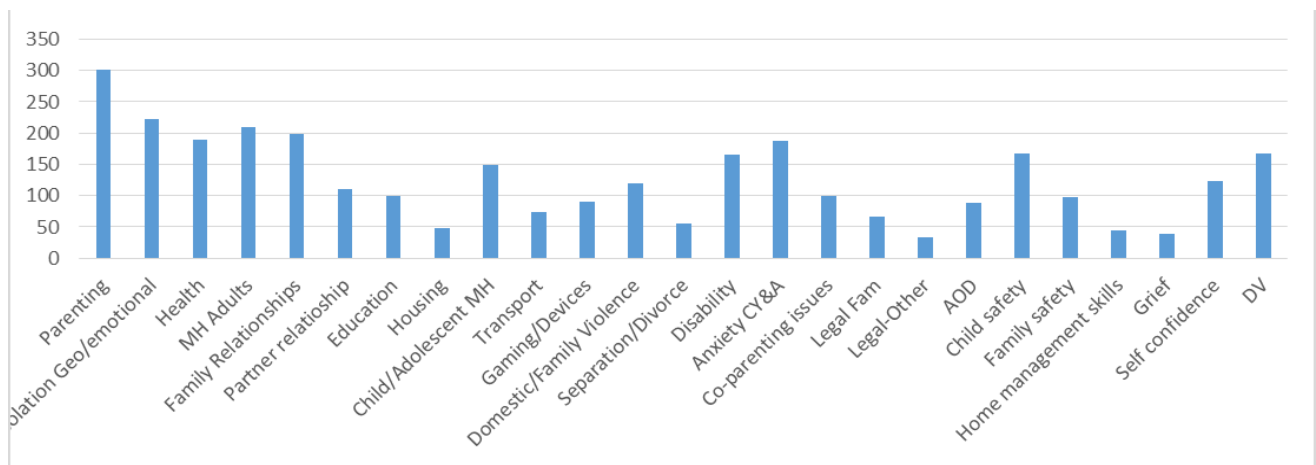
# OVERVIEW OF PROGRAMS AND SERVICES



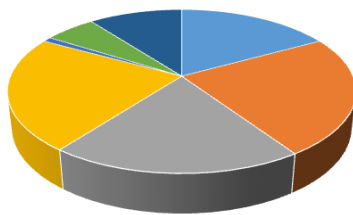
# FAMILY CASE WORK AND SUPPORT

MFSS Individual Family Case Work and Support features a spectrum of programs and services of increasing intensity, ranging from *Information, Advice and Brief Support*, to *Parenting and Family Counselling and Support*, to *Intensive Family Support and Counselling*.

Issues identified through these programs and services are highlighted in the figures below. Of note, new issues during 2018-2019 include a steep increase in concerns about worrying and anxiety in children, including panic attacks, school refusal, and separation anxiety. We have also seen several instances of suicidal behaviour in children under 10 years, as well as responding to the impact of suicides of adult family members on young children. We have noted an increase in anger issues in both children and youth. Issues surrounding children's internet and technology use continue to challenge families, including managing wifi and phone allowances, resulting in parent-child conflict and financial strain. MFSS have also responded to a higher number of referrals from FACS and elsewhere, for complex families experiencing crisis.

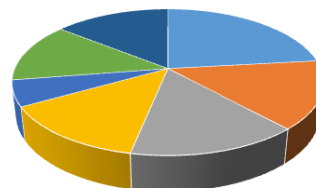


Issue Infant and Primary age 2018-2019



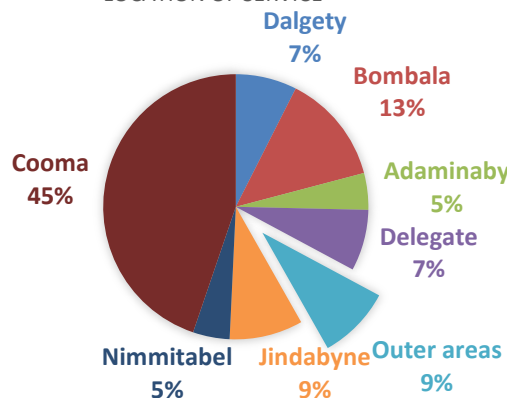
- Device use
- Anxiety
- School attend
- Bullying
- AOD
- Relationships with other
- Relationship with family

12-18 yrs Issues 2018-21019



- Internet allowance
- Anxiety
- School attend
- Bullying
- AOD
- Relationships with other
- Relationship with family

INDIVIDUAL SUPPORT LOCATION OF SERVICE



# GROUP PROGRAMS

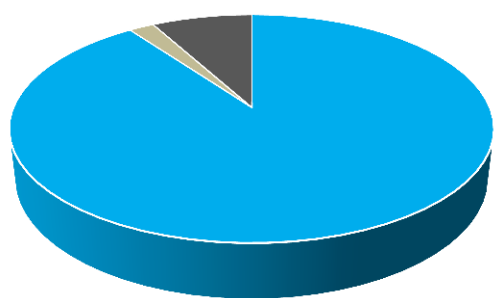
## PARENTING PROGRAMS

MFSS staff have again delivered a variety of evidence-based parenting programs to Snowy Monaro families. Parenting programs such as 'Triple P', 'Magic 123 and Emotion Coaching', 'Bringing up Great Kids' and 'Tuning in to Teens' continue to be well sought after by local families.

These programs share a common element in that they are all based on positive parenting philosophy but with the content and focus of each program being varied. Programs cover learning areas critical to promoting holistic growth for the child, inclusive of information on developmental stages, attachment, effective communication, and social and emotional wellbeing, along with many strategies for the parent to maintain their own equilibrium while raising their children. MFSS staff strongly encourage parents to work as equal partners with the service, recognising that the parent is the expert about their own, and their children's needs.

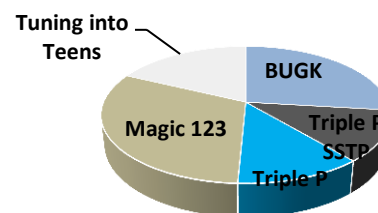
MFSS continue to take a dynamic approach to best meet the 'real' need across Monaro communities. This means we do our best to listen to what the families need while remaining flexible in the location and timing of the delivery of the programs.

### Client Reported Satisfaction



■ Very Satisfied   ■ Dissatisfied   ■ Not Stated

### Parenting Program Sessions



■ Bringing up Great Kids   ■ Triple P Stepping Stones  
■ Triple P Group   ■ Magic 123  
■ Tuning in to Teens

## 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

#### 123 Magic Delegate Feedback: Sept 18

"Great program, wonderful warm and approachable presenter. Lots of food for thought".

"A great program that I am looking forward to using, easy to understand and not too heavy"

### 123 Magic Cooma Feedback: July 18

“Very good program, especially for a stressed-out mum!!!”

“A great program, I definitely need to tune into my children more”.

“This program is so very informative and provides great tools to use...thank you.”

## 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).



### Triple P, Cooma participant 2018

“Attending Triple P has been really useful. Also, I am grateful to be able to attend the course for free, I would not be able to do it otherwise”.



### 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.

- 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

### **Bringing up Great Kids, Cooma October 18**

Hoping to be a better and great role model for my kids after BUGK

I will be able to better understand my son and his behavior, how to be better able to deal with matters in the house that are stressful and his feelings.

BUGK has given me tools to help me guide my child to greatness

### **Bringing up Great Kids, Cooma May 2019**

I am always grateful to have the opportunity to evaluate my parenting and how I can better meet my children's needs.

The program has helped me regain confidence in my parenting, and be reminded why I respond the way I do and what my children are trying to tell me through their behaviours.

The way we communicate with our children is of upmost importance, I aim to be more patient with my daughter and use kind and empathetic words now when I talk with her.

## **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

### **Tuning into Teens, Cooma August 18**

“This course should be made mandatory for all parents”

“All of this course information was so useful, very worthwhile course”



# 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.

Over 2018-2019 we conducted surveys in our Supported Playgroups asking parents about areas of need, ranging from parenting strategies, ideas for play to promote early learning and development, self-care, how to create positive routines at home, mental health etc. This information is used to inform and plan for a structured schedule of learning and activities for implementation through the year.

## LITTLE MOUNTAINEER'S PLAYGROUP

Over the past year we have Little Mountaineer's Playgroup, held weekly at Monaro Early Intervention Service, has grown in numbers, welcoming many new parents and helping them feel connected to the group. Other families have returned after to playgroup after having another baby. Some highlights include:

- The children and parents have enjoyed cooking activities that have been on offer at different times during the year. This has also prompted some of the parents to start cooking with their children at home.
- At Christmas Santa attended which was a great excitement for all.
- The children and parents enjoy the indoor and outdoor activities that are set up each week and enjoy catching up with each other within the group.
- We have helped celebrate several birthdays, when parents bring in cake to share.



What do you like about attending Little Mountaineer's?

*"Everything. The inclusiveness, the people, the activities, the staff, the organisation"*

## SNOWY KIDS PLAYGROUP – JINDABYNE

A new initiative, this very popular playgroup is co-delivered with MEIS as part of our jointly funded Rural Outreach Program. Snowy Kids had been run by parent volunteers, but was at risk of not continuing, due to lack of volunteers. With the support of the Uniting Church (who provide their hall facilities free of charge), and enabled by the additionally secured joint funding, MFSS and MEIS were able to take on the coordination of Snowy Kids as a structured supported playgroup model, in July 2018. . The Snowy Kids Supported Playgroup in Jindabyne has been a great success and has enabled us extend our reach in this area and to build new relationships with this cohort of families with young children. Highlights from the year include:

- Participation of up to 50 families from the Jindabyne community.
- Cooking sessions - when the children have cooked food, which was shared at morning teatime. This had the effect of bringing families together and new friendship developing.
- It is rewarding when we have presented craft activities one week and the next week the parents come and tell us how they have tried it at home.
- MFSS conducted a parenting course (123 Magic) over a couple of weeks within the playgroup whilst staff helped to entertain children, enabling the participation of parents who may not have childcare or support with looking after children readily available.



*"we are very lucky in Jindy to have our awesome playgroup that the educators are so enthusiastic and the range of activities etc on offer, especially the literacy and numeracy activities and games. We've been to two playgroups since leaving home, and ours outweighs them heavily!"*

## PARENT CHILD MOTHER GOOSE

Parent Child Mother Goose 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.

During 2019 we have partnered with the Snowy Monaro Regional Library to give Mother Goose a change of scenery – running the program at the library in Cooma. This change of location has also enabled the program to reach additional families.



Why do you attend Parent Child Mother Goose?

*"To learn songs, friendships, community" "Nursery rhymes, socialising for mum and bub"*

*"Learning songs to sing with my daughter, interactions with other children and parents. My daughter loves singing the songs from Mother Goose at home"*

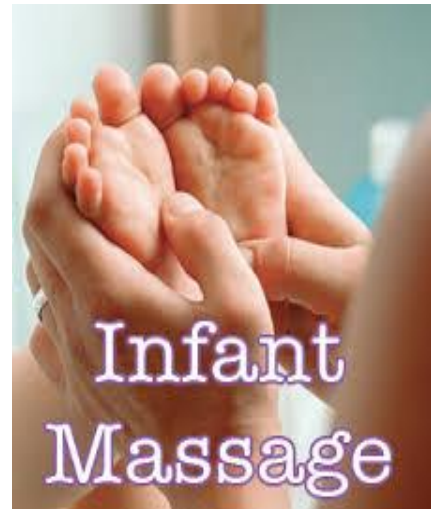
## BABY IN MIND” – FIRST TOUCH PROGRAM (INFANT MASSAGE)

MFSS delivered the 5 week Infant Massage Program at Bombala and in Cooma this 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



*Feedback from Bombala Infant Massage:*

*“I liked learning to connect with my baby and help sooth his reflux and tummy pain”*

*“I liked learning to connect and support my baby”*

## CORE COMPONENTS OF SUPPORTED PLAYGROUPS

- **CRAFT:** assists with problem solving, eye-hand coordination, helps in developing the skills for imaginative play, develops the muscle in the hands, literacy and numeracy skills.
- **HOME CORNER:** supports the development of social and emotional skills, turn taking, independence, self-control and control within their environment, role playing and problem solving.
- **PUZZLES:** literacy, numeracy, eye-hand coordination, problem solving, and muscle development in the hands and upper body.
- **BOOK CORNER:** connection with parents and peers, literacy, numeracy skills, eye-hand coordination, listening skills and recall skills.
- **SANDPIT PLAY:** supports small and large muscle development, imaginative development, turn taking, social and emotional development, independence, problem solving, literacy and numeracy skills, emotional regulation, and the enjoyment of just being.
- **PLAYDOUGH:** eye-hand coordination, social skills, helps build the muscles in the hands, teachers turn taking, emotional regulation and provides opportunities for the child and parent to connect.
- **LARGE EQUIPMENT:** problem solving, turn taking, self-confidence, large muscle development, and helps in building autonomy.
- **WATER/ RICE/ SAND TRAY PLAY:** sensory development, eye-hand coordination, self-confidence, social and emotional development, literacy and numeracy, small/large muscle development, and exploration skills.
- **SOCIAL CONNECTIONS:** Playgroup is aimed at facilitating opportunities for the parent to become connected to a group and feel as though they belong to a community.
- **PARENTING INFORMATION AND REFERRALS:** Tips and tricks, strategies and tools to use at home. Demonstration of attachment-based parenting activities. Linking parents into resources in the local area.



# SOCIAL EMOTIONAL WELLBEING PROGRAMS FOR CHILDREN AND YOUTH



Our Social Emotional Wellbeing Programs seek to foster the following skills:

- Self Regulation
- Problem Solving
- Communication
- Coping Skills
- Ability to recognise emotions in self and others
- Resilience

# DRUMMING and MINDFULNESS PROGRAMS

Drumming programs from MFSS 2018-2019 period have been delivered across the Monaro to diverse groups in schools and, as part of our family work, with family groups.

Presentations were also delivered to CDAT-Community, Drug and Alcohol Teams in Ulladulla and North Sydney and to a Family Support Team gathering in Bega.

Drumming is valued for its therapeutic effects its ability to heal mind, body and soul. It promotes self-expression, feelings of well-being, a stronger immune system and provides an emotional release. Because of its ability to bridge body and mind and connect so readily with people it has become highly adaptable to be used in so many new and varied ways.

Monaro Family Support Service now offers the following programs:

- **Drumbeat**
- **Rhythm2Recovery**
- **InRhythm** components
- and newly developed programs **A Call to Rhythm** and **Rhythm Keepers**

**Rhythm2Recovery** has specific programs utilising fun and engaging rhythmic musical activities to support social and emotional development based on the latest neuro-science for specific needs including: Violence Prevention, Building Healthy Relationships, Early Intervention-in Drug and Alcohol Prevention, Bullying Awareness and Prevention.

**A Call to Rhythm** targets parents who would like to strengthen their connection to the basic rhythms of life. Frame drums are used in conjunction with meditation, affirmations, discussion, journaling and inspiration.

**Rhythm Keepers** targets Primary and early Secondary students dealing with anxiety. Drumming is used along with art, story and movement to enable students to understand the body's response to stress and tension and to develop skills to understand the workings of our body's brain, hormones, heart and breath and implement regulation techniques.



Drumming Sessions in the 2018-2019 period has been taken to over 150 individuals on the Monaro. Other exciting innovations in using drums in social and emotional development include incorporating sound stories, song, boomwhackers, chimes and assorted percussion as well as movement and art and crafts. This is especially supportive for students in upper primary and early secondary.

### 10 Benefits of Drumming

- It reduces stress, diminishing anxiety and tension
- It boosts the immune system and produces feelings of well being
- It induces relaxation
- It provides an outlet for emotional blockages
- It grounds one in the present moment
- It is a pathway to greater connection – to self and to others
- It releases negative feelings
- It supports clarity of mind
- Playing It provides stepping stones for personal change
- Aligns your body and mind with the natural world



*Student Feedback: What did you enjoy about Drumbeat?*

*"Doing the sound stories"*

*"Learning to be part of the team and to listen to the beat"*

*"The peacefulness"*

*Teacher feedback: "I was just so impressed with their performance and focus - you've really made a super positive impact on them, not only individually but as a whole group. I hope you have noticed the effect you and the program have had...your lovely, calming demeanour is something that we all need to tap into"*



# Solving the Mystery of Social Encounters



## SECRET AGENT SOCIETY WHOLE OF CLASS

The Secret Agent Society Small Group Program, (for children with social emotional learning challenges) with a ratio of 1 facilitator to 3 children and their families, has been delivered previously by MFSS with good success. The new Whole of Class model, however, enables these social skills to be delivered in a universal format for all children.

As part of our Rural Outreach Program, we co-delivered the Whole of Class program over 2018-2019 with MEIS at Nimmitabel Public School and Dalgety Public School. In addition to the school-based components, this program entailed a parent engagement evening and weekly tip sheets which went home to families. Feedback from the school and from students themselves, indicates there is strong uptake by the participants of the social emotional skills taught in the program.

### 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

#### Teacher Feedback:

"Students have been more cooperative with others and using relaxation skills in times of stress or unhappiness"

"Students have more awareness of others and their feelings"

"The best part of SAS was giving students skills to use in real life situations which they can use for the rest of their lives"

#### Student Feedback. In SAS I learnt:

"don't start fights and keep calm"

"how to detect how others are feeling and there are a lot of ways to stay calm"

"Use the O2 regulator and learning to cope with bullies"

"Take deep breaths and to make a conversation"

"To be kind and calm down in situations"

# TRAKZ

The new direction of KASH (Koori After School Homework Club) over the 2017/2018 period has continued strongly through the TRAKZ program in 2018/2019. The activities and experiences being offered to Aboriginal and Torres Strait Islander students across the Snowy Monaro region have continued to encourage and facilitate their connection with Aboriginal culture, both of the land they live on and within themselves and their families. Many schools have noted an increase in the number of students and families identifying as Aboriginal and Torres Strait Islander, some of which the schools attribute to the program and its focus on positive cultural identity.

At the end of 2018, activities held were successful with an increase in students attending each activity. In Term 3, an Aboriginal Artefact and Tool Making day was held in Numeralla. The second 'Bring a Buddy' in Term 4 saw 52 students attend a day on a bush property at "Greenlands" near Nimmitabel, the highest number of students at a TRAKZ activity in 2018. The 'Thunder and Lightning Cultural Paddle' was also held for its second year in Term 4, which has become an annual end of year TRAKZ activity.

Since the beginning of 2019, a new TRAKZ staff member has been employed to coordinate the program. As a young Aboriginal woman herself, Emma Holgate is passionate about the program objectives and the importance of children and young people being able to connect with culture. The role involves liaising with schools and principals, organising locations and facilitators for activities, permission notes, risk assessments, newsletters, attending TRAKZ activities and events at which TRAKZ is being represented.

Maintaining good communication with schools across the Snowy Monaro region has been an important contributing factor to the success of the TRAKZ program over the year. Our relationship with the schools in Cooma has grown stronger, allowing us to work collaboratively to increase student participation. In 2019, we were also able to connect with and include Bombala and Delegate schools in some of our activities. The TRAKZ program is growing and becoming more familiar to schools and the wider community across the Snowy Monaro region, contributing to the overall aims of connecting with culture and positive cultural identity.

## 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.**





**Aboriginal Artefact and Tool Making Day, Badja Numeralla:**

Making a variety of tools and artefacts, including the explanation of the construction of various artefacts, the origin of materials, and the use of natural glues and binding materials such as animal sinew



**Second Bring a Buddy Day – Greenlands, Nimmitabel: 52 students!**

Our second popular 'bring a buddy' day for the year with 52 students participating. Included a cultural bush walk, mythology of dreaming sites, discussion of wildlife, bogong moths, artefacts, rope making, grinding ochre.



**Thunder and Lightning Cultural Paddle – Snowy River, Dalgety - Maffra**  
Led by Alpine River Adventures (Richard and Alison Swain). Paddling skills and sharing of cultural knowledge, as well as team work, problem solving skills, and resilience!



**Cultural Bushwalk – Big Badja Mountain**



### **Christine Anu Performance and Workshop**

With much excitement, Trakz students participated in a cultural workshop with Christine Anu, who shared stories of living in the Torres Strait, some culture and language and performed songs in language. Bombala/Delegate students travelled in for the event to attend their first TRAKZ activity. A young Delegate student had an unforgettable experience as she sang "My Island Home" together with Christine on stage at the end of the day.



### **Reconciliation Week Art Workshops with Cheryl Davison**

Led by Ngarigo/Yuin artist Cheryl Davison, Trakz students participated in art workshops learning Aboriginal art techniques such as dot painting, cultural symbols and stories from the Monaro. These workshops were delivered in each school (including Bombala and Delegate), with the artwork forming part of our Naidoc Trakz exhibition later in the year.



# OTHER ACTIVITIES

## EDUCATION, KNOWLEDGE DISSEMINATION AND COMMUNITY EVENTS

- 'SENSORY FIX' DAY – MONARO PARENTS AND CARERS OF CHILDREN WITH ASD
- MFSS FACEBOOK PAGE
- BABY AND TOTS FIELD DAY, BOMBALA
- 40<sup>TH</sup> BIRTHDAY DISPLAY
- SNOWY MONARO FAMILY WELLBEING NETWORK EVENTS

## ADVOCACY

- PRESENTATIONS TO SNOWY MONARO COUNCIL, MONARO EDUCATION GROUP (SCHOOL PRINCIPALS), AND STATE POLITICIANS
- MEDIA
- DV COMMITTEE
- INDIVIDUAL CLIENT LEVEL
- INTERAGENCY MEETINGS

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

MFSS has continued its weekly distribution to families of beautiful batches of baked goodies through the Baking Buddies Project. Baked and delivered by a roster of volunteers, this initiative aims 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.



# MEDIA

24 Wednesday November 21, 2018

NEWS

## Monaro Family Support Service Colour Run



A joint celebration.



Current and past staff of MFSS.



Cutting the cake.



Happy faces after the run.



Brian Coyle, Ann Lehmann, Pauline Cook and Mark Williams.



The colour run.

2 Wednesday August 29, 2018

NEWS

## Premier's visit to Cooma



Snowy Monaro Council mayor John Rooney with Andrew Constance, Mrs Berejiklian and John Barilaro.



Monaro Family Support received \$120,000 for its outreach program.

26

Wednesday May 8, 2019

NEWS

## Christine thrills TRAKZ students



On Monday May 6, Monaro Family Support Service held a workshop with iconic Indigenous female entertainer Christine Anu for their TRAKZ program. The workshop was an opportunity for Aboriginal students from the region to meet Christine and learn about her strong connection with her culture. Local schools as well as students from Bombala and Delegate met at The Hub Youth Centre to enjoy music and conversation about creating and embracing positive cultural identity. The 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. During the workshop, students learnt the words and actions for several 'sit-down cross-legged songs' in Christine's Torres Strait language, Kalaw Lagaw Ya. Christine explained to the TRAKZ students what it was like growing up on an island in the Torres Strait, as well as demonstrating the use of several traditional musical instruments. The memorable finale was a beautiful rendition of Christine's famous cover of 'My Island Home', to which the students (led by Jade from Delegate Public School) all sang along.

# Monaro Family Support Service 40th anniversary history

This year, Monaro Family Support Service (MFSS) marks 40 years of service in Cooma. There are celebrations, and also a chance to reflect on the history of a service that has supported thousands of Monaro families. Since 1978 the service has adapted to social change while continuously offering activities that include: community events, educational groups, supported playgroups, parenting and crisis support, and counselling with a strength-based focus. MFSS has listened to what people want and need in this region and kept up to date with emerging theory and resources. Throughout its history, Family Support has created partnerships with families, with the wellbeing of children as the focus. Workers help family members to set their own goals, make their own decisions and solve problems. One family member explained: "the staff have supported my family and

me through a critical time. I participated in interactive parenting courses, which have helped my family. I liked how I came in myself for help, and have been offered a plan of individual support - parenting programs, a program for my son, all of which have helped and led me to the healthy relationships my family now enjoy". Key to MFSS success has been a succession, of committed and skilled service managers, workers and volunteer board members. In a small organisation like MFSS, each person, whatever their involvement, makes a difference. Current Service Manager, Pauline Cook, commented: "Across the region, families call Family Support as a go-to local service because of our quick and flexible response to need. Recently the critical role MFSS plays in providing outreach support to rural and remote families was recognised with a two-year, \$60,000 funding

boost from Deputy Premier John Barilaro". Pauline believes that working with people in their own homes is made possible by strong relationships the service has developed across generations: "The trust and safety we have with families means that we effectively support the real work of positive change. Home visits are often the most practical way to provide our services". The available mix of NSW and Commonwealth funding changes frequently and affects what the service can provide, who they provide it to, and the type of reporting. Former MFSS manager, Ann Lehmann, recalls that at one time MFSS received funding from 11 sources, each with its own reporting requirements. "It was a matter of juggling to maintain a consistent service", she said. Overall, bureaucracy has increased. Casework Manager, Elizabeth Maxwell, who joined the service

in 1989, remembers that initially accounts, record keeping and reporting were more straightforward: "the last person in the office on Wednesdays did the pays - everyone did everything." An office administrative position was created quite early on, and that worker also helped with catering, reception and offering a welcome as the first face of Family Support. Current Administration Manager, Luki Choudhury works in the same way, calmly taking crisis phone calls, answering queries from staff, arranging catering for a meeting, and entering service data onto a website, seemingly all at the same time.

they achieved funding under the NSW Family Support Program. By 1989, there were 118 Family Support Services in NSW, linked through membership of the Family Support Services Association of NSW (now Fams), which provided training, conferences, and connections in the days before internet. There was a common philosophy and approach, based in ethics of dignity and respect for people's ability to run their own lives. Ann Lehmann was the Cooma service's first employed service coordinator from 1980 - 1984 (Ann returned as service manager for 10 years from 1999). Initially, she "worked out of the back of the car and used phone booths to call people". In a quirk of history, the first office was one room in the suite where MFSS is located now, above Cooma's newsagency in Sharp Street. The room was so small that meetings spilled out into the corridor and



We are excited that MFSS is able to offer local Aboriginal school-aged children these opportunities to connect with their heritage and to a positive sense of cultural identity".

While the first drop-in facilities and craft activities were a social hub, open to any family, Family Workers also offered private support. Workers made home visits, and often worked alongside other services to provide a

or gain information, and some turn to the service because of family crises. Staff listen to the need and help to find solutions. Recently, families have raised concerns for children, including increasing anxiety, experiences of bullying, and a range of problem behaviors. Service Manager Pauline Cook explains that "social emotional wellbeing is integral to overall health and development

## MFSS celebrates 40 years with Colour Run and music by Afro Moses

To celebrate its 40 years of service delivery across Snowy Monaro communities, MFSS is holding a bright and colourful birthday event for the community - a COLOUR RUN and Family Fun Evening on Friday 9th November from 4.30pm at the Cooma Showgrounds.

What is a Colour Run?  
The Color Run is a short, untimed run around a number of stations on the oval where runners tackle various obstacles, where they are showered from head to toe in different coloured powder. The Colour Run will begin at 5pm and be staged according to age, so that younger children have more time to complete the course. Parents of younger kids are welcome to run with their children.

Participants are encouraged to wear old white or light coloured clothes which will allow the powder to be more visible. The colour powder is made from food-grade corn starch and is completely safe.

If you don't want to be plastered in colour, there are plenty of other fun activities for families to enjoy. Afro Moses is a multi-award winning, international artist from Ghana, West Africa. His magnetic personality and high energy music, powerful messages, showmanship and colourful performances include a blend of Afrobeats, reggae, funk, jazz, percussion, traditional vocals and much more.

There will also be traditional activities such as tug-of-war, and a visit from a very special guest. MFSS will be unveiling their new mascot - a local creature with a big heart who loves to share songs and dance with her human friends, especially children.

As well as recognising 40 years of partnership with the community, the evening's schedule of activities is intended to celebrate happiness, healthiness, and the diversity of families in our community.

Tickets for the event are \$5 for children and \$10 adults. Family prices are also available. Tickets include a bbq dinner at 6pm. Children can earn themselves free tickets by entering the MFSS 40th Birthday art competition - which is to create a piece of art that represents 'having fun with your family'.

Art entries need to be completed and returned to the MFSS office by November 1.

Tickets can be purchased from the MFSS Office, at 154 Sharp St (above the newsagency), or purchased online at <https://support.timingsolutions.com.au/hc/requests/31435>

Or via Facebook <https://www.facebook.com/MonaroFamilySupport/>  
Or call MFSS on 6452 3450 for more information.

See the MFSS history feature on page 24.

**COLOUR RUN & FAMILY FUN EVENING**

**FRIDAY 9 NOVEMBER 2018**

**Celebrating MFSS'S 40th Birthday**

**monaro family support service**

**\$5 PER CHILD \$10 PER ADULT FAMILY PASSES ALSO AVAILABLE**

**TICKETS AVAILABLE FROM 154-156 SHARP STREET**

**INCLUDED: COLOUR RUN, FAMILY ACTIVITIES, SAUSAGE SIZZLE DRUMMING WITH AFRO MOSES**

**CELEBRATIONS START AT 4.30PM WITH COLOUR RUN COMMENCING AT 5PM**

**BBQ DINNER FROM 6PM @ COOMA SHOWGROUND**

## MFSS CELEBRATES 40 YEARS OF SERVICE IN SNOWY MONARO

*(by Alison Howell, reprinted from Monaro Post)*

### **MFSS 40<sup>th</sup> anniversary history**

This year, Monaro Family Support (MFSS) marks 40 years of service in Cooma. There are celebrations, and also a chance to reflect on the history of a service that has supported thousands of Monaro families. Since 1978 the service has adapted to social change while continuously offering activities that include: community events, educational groups, supported playgroups, parenting and crisis support, and counselling with a strength-based focus. MFSS has listened to what people want and need in this region and kept up to date with emerging theory and resources.

Throughout its history, Family Support has created partnerships with families, with the wellbeing of children as the focus. Workers help family members to set their own goals, make their own decisions and solve problems. One family member explained: “the staff have supported my family and me through a critical time. I participated in interactive parenting courses, which have helped my family. I liked how I came in myself for help, and have been offered a plan of individual support - parenting programs, a program for my son, all of which have helped and led me to the healthy relationships my family now enjoy”.

Key to MFSS success has been a succession of committed and skilled service managers, workers and volunteer board members. In a small organisation like MFSS, each person, whatever their involvement, makes a difference.

Current Service Manager, Pauline Cook, commented: “Across the region, families call Family Support as a go-to local service because of our quick and flexible response to need. Recently the critical role MFSS plays in providing outreach support to rural and remote families was recognised with a two-year, \$60,000 funding boost from Deputy Premier John Barilaro”.

Pauline believes that work with people in their own homes is made possible by strong relationships the service has developed across generations: “The trust and safety we have with families means that we effectively support the real work of positive change. Home visits are often the most practical way to provide our services”.

The available mix of NSW and Commonwealth funding changes frequently and affects what the service can provide, who they provide it to, and the type of reporting. Former MFSS manager, Ann Lehmann, recalls that at one time MFSS received funding from 11 sources, each with its own reporting requirements. “It was a matter of juggling to maintain a consistent service”, she said.

Overall, bureaucracy has increased. Case-work Manager, Elizabeth Maxwell, who joined the service in 1989, remembers that initially accounts, record keeping and reporting were more straightforward: “the last person in the office on Wednesdays did the pays – everyone did everything.”

An office administrative position was created quite early on, and that worker also helped with catering, reception and offering a welcome as the first face of Family Support. Current Administration Manager, Luki Choudhury works in the same way, calmly taking crisis phone calls, answering queries from staff, arranging catering for a meeting, and entering service data onto a website, seemingly all at the same time.

### The beginnings of Family Support service

In 1978, Cooma Homemaker Service was started by an enthusiastic group of local volunteers who developed a home-visiting service for families with young children. In 1979 they achieved funding under the NSW Family Support Program. By 1989, there were 118 Family Support Services in NSW, linked through membership of the Family Support Services Association of NSW (now Fams), which provided training, conferences, and connections in the days before internet. There was a common philosophy and approach, based in ethics of dignity and respect for people’s ability to run their own lives.

Ann Lehmann was the Cooma service's first employed service Coordinator from 1980 - 1984 (Ann returned as service manager for 10 years from 1999). Initially, she "worked out of the back of the car and used phone booths to call people". In a quirk of history, the first office was one room in the suite where MFSS is located now, above Cooma's newsagency in Sharp Street. The room was so small that meetings spilled out into the corridor, and there was no space for the hospitality Family Support has become known for.

Several moves, and a name-change later, by the mid-1980's, Cooma Family Support was based in "Park Cottage", Massie Street. More space allowed for craft activities and a drop-in centre; playgroup and discussion groups facilitated by Family Workers. Local artists painted a collage of diverse artworks to make a welcoming informal space in the main room.

Reflecting the diverse community, MFSS was the focus of local Multicultural work from the mid 90's until the Multicultural Group moved to bigger premises in 2016. Cooma's Multicultural Worker, Yvi Henderson, listed many events and activities from various funding sources across the years: "I was always proud of Family Support, and to work there", she said.

Over ten years ago, MFSS started KASH, a locally unique homework and support program for Aboriginal children. Recently, KASH developed into an innovative new program, 'TRAKZ'. Pauline Cook explained: "The name 'TRAKZ' signifies the tracks of participants as they journey towards their connections to culture, kin and country. We are excited that MFSS is able to offer local Aboriginal school-aged children these opportunities to connect with their heritage and to a positive sense of cultural identity".

While the first drop-in facilities and craft activities were a social hub, open to any family, Family Workers also offered private support. Workers made home visits, and often worked alongside other services to provide a mix of parent education, counselling and crisis support. Then, as now, while the work was mainly with adults, the wellbeing of children is Family Support's reason for being.

In the words of a family member who attended the service: "The saying that it takes a community to raise a child is still very valid. The pressures on families can be really quite burdensome, and needing to talk about it only makes you stronger, and recognizing that you could do it better. MFSS has provided me with an avenue for shared empathy and outpouring of ideas."

MFSS is one of very few original Family Support services that still exist in their community-based, independent form. The service has a volunteer Management Committee whose members, from a variety of backgrounds, share a commitment to supporting an innovative and effective service.

### MFSS into the future

It continues to be important to everyone involved in the service that funding and administrative matters do not prevent families having easy access to a service they need. Some simply need a safe, welcoming place to feed a baby, others come to learn new skills or gain information, and some turn to the service because of family crises. Staff listen to the need and help to find solution.

Recently, families have raised concerns for children, including increasing anxiety, experiences of bullying, and a range of problem behaviors. Service Manager Pauline Cook explains that "social emotional wellbeing is integral to overall health and development - and children who possess high levels of this are more likely to successfully negotiate physical, intellectual and social challenges during childhood and adolescence".

The TRAKZ program for Aboriginal children is one example of MFSS's creative response to need. Others are the wellbeing programs, Drumbeat and Secret Agent Society, offering engaging and fun social skills learning for children. Another program, Rhythm to Recovery, delivers tailored support for children and young people to target particular issues and needs, using innovative approaches such as drumming therapy.



“We are constantly developing activities and services to keep in step with the needs and goals of our local families, incorporating what evidence tells us about effective approaches”, Pauline Cook said. “It is a privilege to work together with families to help their children thrive, to strengthen family relationships, and to help build individual and community resilience. Building on our 40-year legacy, Family Support intends to continue playing this vital role in the lives of families in our region for many more years to come”.



# Monaro Family Support Service Inc.

ABN 45 339 846 991

## Financial Reports

For the period ended 30 June 2019

# Monaro Family Support Services Inc

ABN 45 339 846 991

## INCOME STATEMENT

For the year ended 30 June 2019

	Note	2019 \$	2018 \$
Other revenues from ordinary activities	2	655,450.58	453,872.51
Office maintenance expenses	3	(30,424.17)	(36,818.06)
Administrative expenses	4	(71,419.95)	(45,090.63)
Selling expenses	5	(3,117.53)	(422.04)
Other operating expenses	6	(115,190.18)	(43,569.43)
Personnel expenses	7	(460,620.79)	(330,112.21)
Depreciation and amortisation expenses	8	-	(29.07)
Other income	9	6,197.14	4,132.98
DEFICIT FROM ORDINARY ACTIVITIES		<u>(19,124.90)</u>	<u>1,964.05</u>
Retained surplus at the beginning of the financial year		<u>55,303.10</u>	<u>53,339.05</u>
TOTAL AVAILABLE FOR APPROPRIATION		<u><u>36,178.20</u></u>	<u><u>55,303.10</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 2019

	Note	2019 \$	2018 \$
<b>CURRENT ASSETS</b>			
Receivables	10	4,241.62	5,068.18
Cash assets	11	422,422.48	298,885.17
Other assets	12	30.00	30.00
<b>TOTAL CURRENT ASSETS</b>		<b>426,694.10</b>	<b>303,983.35</b>
<b>NON-CURRENT ASSETS</b>			
<b>TOTAL NON-CURRENT ASSETS</b>		<b>-</b>	<b>-</b>
<b>TOTAL ASSETS</b>		<b>426,694.10</b>	<b>303,983.35</b>
<b>CURRENT LIABILITIES</b>			
Payables	13	9,678.83	7,928.32
Provisions	14	245,013.33	142,870.47
Personnel-related items	15	122,478.89	89,620.90
Tax liabilities	16	13,344.85	8,260.56
<b>TOTAL CURRENT LIABILITIES</b>		<b>390,515.90</b>	<b>248,680.25</b>
<b>TOTAL LIABILITIES</b>		<b>390,515.90</b>	<b>248,680.25</b>
<b>NET ASSETS</b>		<b>36,178.20</b>	<b>55,303.10</b>
<b>EQUITY</b>			
Accumulated surplus		36,178.20	55,303.10
<b>TOTAL EQUITY</b>		<b>36,178.20</b>	<b>55,303.10</b>

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 2019

	2019	2018
	\$	\$
<b>INCOME</b>		
MFSS - Hire OTB	3,649.52	1,588.65
MFSS - Auspice Fees	-	1,225.00
Membership Fees	18.18	27.27
Administration Income	56,950.79	38,457.10
MFSS Donations	-	1,000.00
Donations Received - BROK	-	1,430.00
Funding - EIPP	-	170,330.08
Funding - KASH	-	23,120.30
Funding - MAD	13,926.34	13,478.41
Other Funding	-	10,206.95
Funding - Rural Outreach Program	73,129.84	16,415.52
Funding - CPS	168,734.12	164,772.14
Funding - FNSW	-	6,246.37
Funding - TRKZ	23,888.67	-
Funding - One Off	120,000.00	-
Donations - SMRC	7,000.00	-
Donations & Provisions - DV	1,100.00	2,217.15
Funding - FFN	6,453.96	-
Prior Year Funding Carried Forward	1,201.75	-
Funding - CYFS	175,990.74	-
Prior Year Funding Surplus	3,406.67	3,357.57
Interest received	6,197.14	4,132.98
	<u>661,647.72</u>	<u>458,005.49</u>
<b>EXPENDITURE</b>		
Administration & Management Fees	6,345.60	3,098.00
Advertising	3,117.53	422.04
Audit Fees	4,066.04	4,300.00
Auspice Fees	-	925.00
Bank charges	161.56	151.05
Brokerage Expenses	1,201.75	124.99
Carry-over Funds - Next Year	-	16,415.52
Cleaning	1,600.00	1,150.00
DV Expenses	874.26	791.31
Depreciation	-	29.07
Dues and subscriptions	1,720.01	2,272.42
Electricity	2,902.55	5,007.17
Expenses - FNSW	5,331.61	6,635.33
IT Expenses	3,025.69	1,914.53
Insurance	5,660.55	5,499.72
Leave Provisions	32,857.99	8,316.41
Legal services	17,033.40	-

# Monaro Family Support Services Inc

ABN 45 339 846 991

## TRADING, PROFIT AND LOSS STATEMENT

For the year ended 30 June 2019

	2019	2018
	\$	\$
Postage	-	125.24
Printing and stationery	5,040.08	6,391.43
Program Activities	20,739.66	7,796.81
Program Catering	-	1,908.80
Program Excursions	-	2,361.82
Program Taxi & Transport	44.55	662.47
Rates & Rent	25,921.62	30,660.89
Staff & Management Catering	262.21	171.63
Staff training and welfare	3,149.52	268.16
Superannuation contributions	31,816.96	23,726.59
Supervision	800.00	450.00
Telephone, mobile and fax	5,835.74	5,631.43
Travel Expenses	17,591.07	11,777.25
Unspent Funding	91,938.56	9,876.94
Wage On-Costs	45,727.56	33,841.16
Wages	338,622.89	257,341.57
Workers Compensation	7,383.66	5,996.69
	<u>680,772.62</u>	<u>456,041.44</u>
<b>DEFICIT FROM ORDINARY ACTIVITIES</b>	<b>(19,124.90)</b>	<b>1,964.05</b>
Retained surplus at the beginning of the financial year	<u>55,303.10</u>	<u>53,339.05</u>
<b>TOTAL AVAILABLE FOR APPROPRIATION</b>	<b><u>36,178.20</u></b>	<b><u>55,303.10</u></b>

# Monaro Family Support Services Inc

ABN 45 339 846 991

## BALANCE SHEET

As at 30 June 2019

	2019	2018
	\$	\$
<b>ASSETS</b>		
<b>Current Assets</b>		
Trade debtors	4,241.62	5,068.18
Petty Cash - MFSS	250.00	250.00
Petty Cash - Bombala	60.00	60.00
MFSS Account - 0302	4,592.34	1,197.14
Leave Provisions Account - 1570	113,957.97	112,401.04
MAD Account - 1569	20,292.22	8,798.42
GST Provisions Account - 2571	6,929.30	7,213.39
Investment Account - 2876	258,912.20	153,507.70
MSFC Account - 8784	1,180.69	2,644.66
Families NSW Account - 0304	16,247.76	12,812.82
SMCU Shares	30.00	30.00
	<u>426,694.10</u>	<u>303,983.35</u>
<b>Non-current Assets</b>		
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)	(13,990.17)
Furniture and fittings at cost	1,465.90	1,465.90
Less accumulated depreciation	(1,465.90)	(1,465.90)
	<u>-</u>	<u>-</u>
<b>TOTAL ASSETS</b>	<b><u>426,694.10</u></b>	<b><u>303,983.35</u></b>
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Trade creditors	9,678.83	7,928.32
Surplus Funds - MAD	19,428.03	8,533.86
Unspent Fundraising	10,205.55	11,407.30
Deposits for Future Services	134,910.21	70,415.69
Unspent Funding - FNSWN	17,404.41	13,930.84
Provisions - Future Expenditure	17,065.00	17,065.00
Surplus Funds - TRKZ	19,449.91	21,517.78
Unspent Funding - ROP	26,550.22	-
Provision for Long Service Leave	67,955.58	51,946.30
Provision for Annual Leave	54,523.31	37,674.60
Provision for GST	237.24	-
GST Payable	4,408.56	4,408.56
PAYG withholding payable	5,622.00	3,852.00
SGC Payable	3,077.05	-
	<u>390,515.90</u>	<u>248,680.25</u>
<b>TOTAL LIABILITIES</b>	<b><u>390,515.90</u></b>	<b><u>248,680.25</u></b>
<b>NET ASSETS</b>	<b><u>36,178.20</u></b>	<b><u>55,303.10</u></b>

# Monaro Family Support Services Inc

ABN 45 339 846 991

## BALANCE SHEET

As at 30 June 2019

	2019	2018
	\$	\$
<b>EQUITY</b>		
Accumulated surplus	36,178.20	55,303.10
<b>TOTAL EQUITY</b>	<b>36,178.20</b>	<b>55,303.10</b>

# Monaro Family Support Services Inc

ABN 45 339 846 991

## STATEMENT OF CHANGES IN EQUITY

As at 30 June 2019

	2019	2018
	\$	\$
<b>Total equity at the beginning of the financial year</b>	<b>55,303.10</b>	<b>53,339.05</b>
Surplus attributable to members	(19,124.90)	1,964.05
<b>Total equity at the end of the financial year</b>	<b>36,178.20</b>	<b>55,303.10</b>



# Monaro Family Support Services Inc

ABN 45 339 846 991

## STATEMENT OF CASH FLOWS

For the year ended 30 June 2019

	Note	2019 \$	2018 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers		656,277.14	450,336.07
Payments to suppliers and employees		(544,021.26)	(436,962.97)
Interest received		6,197.14	4,132.98
Taxes paid		5,084.29	2,035.32
Net cash provided by operating activities	<b>17</b>	123,537.31	19,541.40
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Net increase in cash held		123,537.31	19,541.40
Cash at the beginning of year		298,915.17	279,373.77
Cash at end of year		422,452.48	298,915.17

# Monaro Family Support Services Inc

ABN 45 339 846 991

## NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2019

2019	2018
\$	\$

### 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	56,950.79	38,457.10
Donations & Provisions - DV	1,100.00	2,217.15
Donations - SMRC	7,000.00	-
Donations Received - BROK	-	1,430.00
Funding - CPS	168,734.12	164,772.14
Funding - CYFS	175,990.74	-
Funding - EIPP	-	170,330.08
Funding - FFN	6,453.96	-
Funding - FNSW	-	6,246.37
Funding - KASH	-	23,120.30
Funding - MAD	13,926.34	13,478.41
Funding - One Off	120,000.00	-
Funding - Rural Outreach Program	73,129.84	16,415.52
Funding - TRKZ	23,888.67	-
MFSS - Auspice Fees	-	1,225.00
MFSS - Hire OTB	3,649.52	1,588.65
MFSS Donations	-	1,000.00

# Monaro Family Support Services Inc

ABN 45 339 846 991

## NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2019

	2019 \$	2018 \$
Membership Fees	18.18	27.27
Other Funding	-	10,206.95
Prior Year Funding Carried Forward	1,201.75	-
Prior Year Funding Surplus	3,406.67	3,357.57
	<u>655,450.58</u>	<u>453,872.51</u>

### NOTE 3: OFFICE MAINTENANCE EXPENSES

Cleaning	1,600.00	1,150.00
Electricity	2,902.55	5,007.17
Rates & Rent	25,921.62	30,660.89
	<u>30,424.17</u>	<u>36,818.06</u>

### NOTE 4: ADMINISTRATIVE EXPENSES

Administration & Management Fees	6,345.60	3,098.00
Audit Fees	4,066.04	4,300.00
Auspice Fees	-	925.00
Bank charges	161.56	151.05
Brokerage Expenses	1,201.75	124.99
DV Expenses	874.26	791.31
Dues and subscriptions	1,720.01	2,272.42
Expenses - FNSW	5,331.61	6,635.33
IT Expenses	3,025.69	1,914.53
Legal services	17,033.40	-
Postage	-	125.24
Printing and stationery	5,040.08	6,391.43
Program Activities	20,739.66	7,796.81
Program Catering	-	1,908.80
Program Excursions	-	2,361.82
Program Taxi & Transport	44.55	662.47
Telephone, mobile and fax	5,835.74	5,631.43
	<u>71,419.95</u>	<u>45,090.63</u>

### NOTE 5: SELLING EXPENSES

Advertising	3,117.53	422.04
-------------	----------	--------

### NOTE 6: OTHER OPERATING EXPENSES

Carry-over Funds - Next Year	-	16,415.52
Insurance	5,660.55	5,499.72
Travel Expenses	17,591.07	11,777.25
Unspent Funding	91,938.56	9,876.94
	<u>115,190.18</u>	<u>43,569.43</u>

# Monaro Family Support Services Inc

ABN 45 339 846 991

## NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2019

	2019	2018
	\$	\$
<b>NOTE 7: PERSONNEL EXPENSES</b>		
Leave Provisions	32,857.99	8,316.41
Staff & Manangement Catering	262.21	171.63
Staff training and welfare	3,149.52	268.16
Superannuation contributions	31,816.96	23,726.59
Supervision	800.00	450.00
Wage On-Costs	45,727.56	33,841.16
Wages	338,622.89	257,341.57
Workers Compensation	7,383.66	5,996.69
	<u>460,620.79</u>	<u>330,112.21</u>
<b>NOTE 8: DEPRECIATION AND AMORTISATION EXPENSES</b>		
Depreciation	-	29.07
<b>NOTE 9: OTHER INCOME</b>		
Interest received	6,197.14	4,132.98
<b>NOTE 10: RECEIVABLES</b>		
Trade debtors	4,241.62	5,068.18
<b>NOTE 11: CASH ASSETS</b>		
Petty Cash - MFSS	250.00	250.00
Petty Cash - Bombala	60.00	60.00
MFSS Account - 0302	4,592.34	1,197.14
Leave Provisions Account - 1570	113,957.97	112,401.04
MAD Account - 1569	20,292.22	8,798.42
GST Provisions Account - 2571	6,929.30	7,213.39
Investment Account - 2876	258,912.20	153,507.70
MSFC Account - 8784	1,180.69	2,644.66
Families NSW Account - 0304	16,247.76	12,812.82
	<u>422,422.48</u>	<u>298,885.17</u>
<b>NOTE 12: OTHER ASSETS</b>		
SMCU Shares	30.00	30.00
<b>NOTE 13: PAYABLES</b>		
Trade creditors	9,678.83	7,928.32
<b>NOTE 14: PROVISIONS</b>		
Surplus Funds - MAD	19,428.03	8,533.86
Unspent Fundraising	10,205.55	11,407.30
Deposits for Future Services	134,910.21	70,415.69
Unspent Funding - FNSWN	17,404.41	13,930.84

# Monaro Family Support Services Inc

ABN 45 339 846 991

## NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2019

	2019 \$	2018 \$
Provisions - Future Expenditure	17,065.00	17,065.00
Surplus Funds - TRKZ	19,449.91	21,517.78
Unspent Funding - ROP	26,550.22	-
	<u>245,013.33</u>	<u>142,870.47</u>

### NOTE 15: PERSONNEL-RELATED ITEMS

Provision for Long Service Leave	67,955.58	51,946.30
Provision for Annual Leave	54,523.31	37,674.60
	<u>122,478.89</u>	<u>89,620.90</u>

### NOTE 16: TAX LIABILITIES

GST payments / refunds	237.24	-
GST Payable	4,408.56	4,408.56
PAYG withholding payable	5,622.00	3,852.00
SGC Payable	3,077.05	-
	<u>13,344.85</u>	<u>8,260.56</u>

### NOTE 17: 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	422,452.48	298,915.17
--------------	------------	------------

#### b. Reconciliation of CashFlow from Operations with Profit from Ordinary Activities

Surplus	(19,124.90)	1,964.05
Depreciation	-	29.07
(Increase) / Decrease in trade and other receivables	826.56	(3,536.44)
Increase / (Decrease) in trade and other payables	103,893.37	10,732.99
Increase / (Decrease) in taxes payable	5,084.29	2,035.32
Increase / (Decrease) in provisions	32,857.99	8,316.41
Cash flow from operations	<u>123,537.31</u>	<u>19,541.40</u>

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

**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 30/06/2019 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 : 19/10/2019

# Alpine Auditors

ABN : 70 130 470 149

PO Box 1053

COOMA NSW 2630

Contact: 02 6452 6000

Email: [alpine.auditors@gmail.com](mailto:alpine.auditors@gmail.com)

---

6 October 2019

## 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 2019, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year 2019 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 2019 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.

Alpine Auditors is a CPA Practice

Liability limited by a scheme approved under Professional Standards Legislation



***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,



Elizabeth Hovasapian CPA FFA RCA  
Registered Auditor



# Alpine Auditors

ABN : 70 130 470 149

PO Box 1053

COOMA NSW 2630

Contact: 02 6452 6000

Email: [alpine.auditors@gmail.com](mailto: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 2019, 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 CPA FFA RCA  
Registered Auditor

6 October 2019

# Monaro Family Support Services Inc

ABN 45 339 846 991

## FIVE YEAR TRADING ANALYSIS

	2015 \$	2016 \$	2017 \$	2018 \$	2019 \$
Revenue:	395,703.18	496,135.10	487,339.60	458,005.49	661,647.72
Expenses:	382,291.02	486,236.01	490,899.32	456,041.44	680,772.62
Profit or Loss:	13,412.16	9,899.09	(3,559.72)	1,964.05	(19,124.90)

