



ANNUAL REPORT 2020-21



monaro **family**
support service



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



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

WHO WE ARE

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

MFSS delivers a flexible, responsive model of integrated services, using trauma-informed and strengths-based approaches to collaborate with clients to address their needs and goals. Recently, MFSS has sought to complement the uptake of these core programs through additional therapeutic services. In addition to having offices in Cooma, Bombala, and now Jindabyne, MFSS has a proud 43-year history of providing outreach to bring these services directly to where people are, so that the barriers in having to seek help through travelling to services in regional centres are diminished.

MFSS receives a mix of state and federal government funding for its core programs, notably:

- Dept of Communities and Justice NSW (Targeted Earlier Intervention)
- Dept of Social Services Cth (Children and Parenting Support), and in 2020-21
- Resilience NSW (Recovery Support Service and Bushfire Community Recovery and Resilience Fund)
- Coordinare South Eastern NSW Primary Health Network (various)





monaro family support service

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.

PILLARS OF OUR WORK:

FAMILY FUNCTIONING	HEALTH and WELLBEING	SAFETY	SOCIAL AND COMMUNITY CONNECTEDNESS	EMPOWERMENT	RESILIENCE
Improved family functioning	Improved mental health and wellbeing of children, young people and parents	Improved safety of children and young people and reduced entry into child protection	Increased individual, family and community connectedness	Increased self determination and individual, family and <u>community agency</u>	Improved ability of clients to cope with challenges

GOALS

- Increased parental capacity through fostering of new skills and knowledge
- Family relationships are strengthened
- Enhanced mental health, wellbeing, and social and emotional skills (coping, self-regulation, resilience)
- Increased participation in community activities/events
- Improved access to and engagement with services
- Increased self determination and confidence
- Increased sense of belonging to community

ABOUT US

OUR BOARD OF MANAGEMENT:

Mark Williams	President
Cathy Guion	Vice President
Margaret Hillman	Treasurer
Kirsty Salvestro	Secretary
James Sullivan	
Dr Peita Lidster	
Samara Byrne	

OUR TEAM:

Pauline Cook	Manager
Liz Maxwell	Casework Manager
Luki Choudhury	Office Manager
PJ Ward	Recovery Support
Lynda Nicholson	Family Support
Paul Mackay	Family Support
Yvi Henderson	Family Support
Jodie Reed	Family Support Bombala
Janet Beer	Family Support Jindabyne
Jess Luppi	Therapeutic Programs
Emma Holgate	Trakz Program
Jennifer Nicholls	Equine Assisted Learning
Sharon Whitney.	Bookkeeper
George Walters and Nick Forbes	Rural Men's Wellbeing



MESSAGES FROM THE COMMUNITY

'Monaro Family Support Service are a wonderful asset to the Snowy Monaro Region. Happy Healthy Minds works alongside MFSS supporting some of our most vulnerable at risk families, MFSS showcases collaborative work practices by all caseworkers delivering services. MFSS are known within the community for their 'can do' and willingness to participate in anything and everything they can that benefits families and services within the Snowy Monaro Region. It is a pleasure to work alongside dedicated staff full of passion and knowledge'.

'I have had the pleasure of working alongside Monaro Family Support Services on several clients during my time at Mission Australia and MCAS. I have always found their services to be focused on finding the best solution for the families/children they work with to not only assist them in their households, but to assist them to be active in their community and to also refer them to additional services based on their needs. They are an asset to our community'.

'When working collaboratively with Monaro Family Support Service, I always feel assured that the client's needs will be responded to in a timely and effective manner. Of additional importance is MFSS's capacity to offer an outreach face-to-face service to families across the Snowy Monaro Regional Council area. This service holds significant local knowledge of each of our communities and their varied needs'.

'I am aware of the wonderful work done by MFSS and would like to congratulate and thank you for the service you provide helping families in our communities'.

'Our community and social agency have greatly appreciated the expertise and reliable service of Monaro Family Support Service over several years as we have collaborated to help meet the needs of families and individuals across Monaro. We trust the professional and discreet staff and we know the MFSS team are dedicated to working alongside families and individuals for the long haul. We see your staff encouraging self-reliance and holistic well-being, often in very tough circumstances for community members but always with integrity. We congratulate MFSS on another year of delivering family support services, achieving many outcomes, building up community capacity, and respecting and including all, after tough times in our region'.

'As a service working with children and young people, MFSS provide the valuable 'missing link' to success - by working with parents. My experience of referring parents to family support service has had the added benefits of improving children and young people's skills at emotional regulation and therefore assists them in all aspects of their lives to become self-aware and deal with problems in more appropriate and healthy ways'.

MESSAGE FROM OUR PRESIDENT

Again, the year 2020-2021 has presented its challenges to all of us and as usual MFSS has come through with flying colours

The ability of Pauline and the staff to continue to obtain further grants for the service has to be recognised as this has us in a great position for the forthcoming years. The service's many many years of dedication to the people of Monaro is well and truly paying off.

Thank you also to the clients. They appreciate this dedication and the required confidentiality that is associated with a service such as ours. Also, a tremendous thank you to all levels of the Government for their continued support over the years.

To Pauline, staff and the board members, thank you for all your support and your endeavours over what has been a challenging year. It does not go unnoticed.



MESSAGE FROM OUR MANAGER

As we embarked on the 2020-2021 year, we were just returning to face-to-face service delivery across our programs, groups, and community events. And as the year came to a close, another Covid-19 lockdown loomed, causing further upheavals in our work, our homes, our families and communities. Through all this, Monaro Family Support has deepened its reputation for unwavering commitment to reflecting and responding to the needs of our local community, in ways that are meaningful for them.

At this time, many had just embarked on their own long and difficult journeys of recovery from years of drought and bushfires, which encircled the Snowy Monaro region over the Black Summer period. Further adversity has been experienced by so many small businesses and families when Covid restrictions led to substantial loss of income through the first heavily diminished snow season, as well as many other Covid-related concerns. Rapid project in-migration as a result of ramped up construction on the massive Snowy 2.0 development has also contributed to increased housing and accommodation pressures, and to social division due to problems with an unintegrated project workforce, and perceptions of inequitable distribution of project benefits. These impacts have increased risk to the most vulnerable members of our community.

All this has occurred at a time when the region urgently requires time to recover, reconnect, rebuild and heal. Instead, the compounding effects of these multiple and ongoing stressors have continued to escalate mental health and wellbeing concerns in Snowy Monaro, causing high levels of fatigue, anxiety and psychological distress. Financial hardship, social isolation, relationship breakdown, domestic violence and rising mental health concerns in young children are of significant concern. Many individuals, families and communities are now overwhelmed.

Monaro Family Support has worked tirelessly in this period to directly support and advocate for families at every level. As a place-based service founded and still owned by the Snowy Monaro community, MFSS is different from other external services and larger national / regional providers who impose solutions from outside, and are unable to accommodate local context. Using an understanding of the strengths of our community as the starting point for all services and activities, MFSS proceeds with an 'inside-out' or 'bottom-up' approach. Our solutions are devised in mutual exchange, through ongoing consultation and ground-truthing with our clients and communities. MFSS approaches focus on identification and strengthening of local assets, building real capacity in people's lives in Snowy Monaro.

Throughout the previous year, MFSS has consolidated this role as a 'fierce and fearless' advocate for our region, ensuring that the voice of clients and the community is heard across political, program and policy domains. In spite of many setbacks, some of the greatest achievements of the last year have in fact flowed from this dedication and the recognition of the critical role MFSS plays as a leading community organisation in Snowy Monaro.

MESSAGE FROM OUR MANAGER

A number of commissioned services, new programs, and critical projects were awarded during 2020- 2021, including:

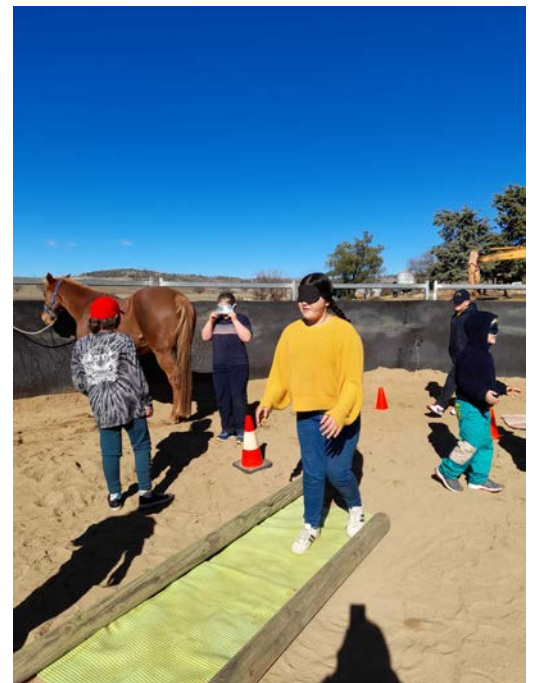
- The contract for the delivery of Resilience NSW's flagship disaster recovery case management program, the Recovery Support Service,
- A successful Bushfire Community Recovery and Resilience Phase 2 grant of \$220,500.00, to develop a single go-to service offering social recovery and wellbeing support during and following any future disaster, while also tailoring programs to reflect current community issues and concerns. The funding will formalise a local partnership with Monaro Early Intervention Service and also enable the extension of the organisations' footprint across the region, including the opening of an outlet for service delivery in Jindabyne.
- A package of commissioned programs funded by the PHN (Coordinare), to support the mental health and wellbeing of children under 12 and their families, and rural men.

A further highlight of this year has been the development of our therapeutic programming, particularly our Equine Assisted Learning Program designed by Kath Farrell and Liz Maxwell. Aimed at supporting children and families to connect, modulate stress and develop regulatory and coping skills, we could not be prouder of the ways in which this program is supporting families and moving our services outdoors!

I would like to acknowledge how much I value the contributions of each of our Board members, who set the bar high for integrity, reliability, and sound advice within a Management Committee. Our steady growth, strengthened profile, and quality of service provision would not be possible if it were not for this support and close involvement. I would particularly like to thank the members of our Joint Steering Committee who have contributed many more hours of their time to overseeing the work of organisational strengthening and change management.

And finally, I would like to express my greatest appreciation and gratitude to our team of highly skilled staff. MFSS has become a coveted workplace in our region, with lengthy retention levels and strong team culture. This is not just due to the depth of experience and outstanding quality of our team members. This is because we treat one another in the same way we deliver our support services – through identifying the strengths we offer each other and finding ways to acknowledge, build and value these strengths. The continued expansion, effective outcomes, and positive impacts on the lives of our clients are indeed a testament to the strengths of our team.

Please read on to learn about some of the amazing initiatives we have delivered over the last year.



STATISTICAL SNAPSHOT

In the year 2020-2021,
Monaro Family Support Services provided:



1092 Sessions of Family Support

Average length of session: 44 mins

633: Targeted Support

118: Intensive Support

341: Children and Parenting Support



Main Reasons Families accessed our
Service:

- Family Functioning
- Mental Health
- Personal and Family Safety
- Material Wellbeing
- Housing

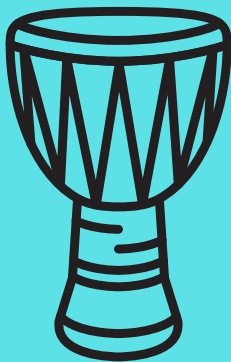


221 Sessions of Group Programs

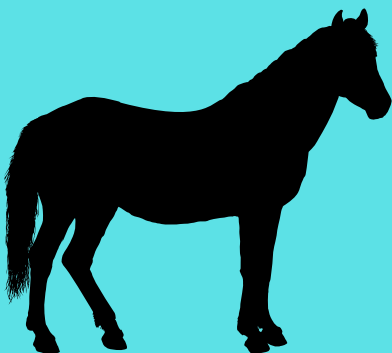
STATISTICAL SNAPSHOT



148 Playgroup Sessions
10 Parenting Groups



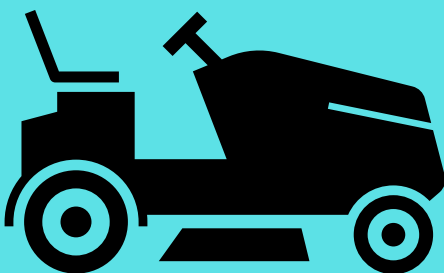
42 Sessions of Music and
Expressive Therapy
Programs



26 Equine Assisted
Learning Sessions with
Polly

Material Relief to bushfire survivors:

- 1 ride-on mower
- 1 beehive
- 8 generators
- 1 washing machine, 1 clothes dryer
- 4 whipper snippers
- 4 swags
- sets 2-way radios
- 5 slow cookers
- 10 snake kits, 4 remote first aid kits
- 4 GPS units
- 10 high range torches
- Manchester, towels, blankets, food, goods, food and electrical vouchers, dog food, cat food
- And shearing of 10 double fleece sheep!



FROM BOMBALA

Bombala community engagement and parenting programs:

- Mental Health and Wellbeing Support Day in collaboration with other stakeholders held at Bombala Primary School on the 15th June 2021. MFSS staff ran games and drumming along side drama activities held by Headspace. The day was successful with 131 students taking part in the wellbeing day.
- BBQ was held in the evening for parents to attend as well as Teachers having the opportunity to attend an evening of guest speakers to support Teachers' Wellbeing.
- Kath Farrell facilitated parenting program 123 Magic which was held over 16th June, 23rd June and resumed in term three for the final session on 21st July. Total of 7 adults attended and babysitting was provided by MFSS staff member Jodie Reed.
- Bombala Primary school provided the library and classroom to facilitate the program and child minding. Parent child mother goose program was postponed due to covid and was planned to take part in the Bombala Library, starting one day per week.

Family support was provided to individual clients in Delegate, Nimmitabel and Bombala. Common areas of concern included:

- anxiety in children and teenagers
- isolation, mental health and substance use
- domestic violence



BUSHFIRE RECOVERY

Role of MFSS in Bushfire Recovery

Both during and after the bushfires, MFSS has offered continuous support to fire affected individuals and families. We have also worked to design and develop additional programs specifically aimed at supporting those experiencing loss and trauma, anxiety, and other disaster experience related issues.

MFSS has worked closely with Snowy Monaro Regional Council's Recovery team and has played a leadership role in social recovery planning, and the facilitation of community recovery initiatives. MFSS has worked tirelessly to ensure that recovery initiatives reflect 'ground-up', rather than 'top-down' priorities and outcomes. MFSS has been represented at all fortnightly local Health and Wellbeing Subcommittee meetings, has led a subgroup of mental health providers, as well as being awarded successful bushfire-specific funding for the following projects:

- Bushfire Community Recovery grant from SE PHN (Coordinare), to be used to train local facilitators to deliver the Stormbirds Disaster Recovery program for children and parents, with priority given to small rural schools and communities in bushfire-affected locations.
- Community Resilience grant from Snowy Monaro Regional Council for activities and events aimed at recovery and social connectedness.
- A partnership with South Coast Rural Relief and Coordinare to deliver equine assisted learning programs to bushfire and drought affected rural adults and their families (1 day/week until June 2022).
- Donation from NewsCorp for community connection events delivered with CRO/SMRC
- Donation from Canberra Raiders to support travel costs to reach all those through the large rural and remote region of Snowy Monaro who required support
- Delivery of Resilience NSW's Recovery Support Service for Snowy Monaro - personalised, psychosocial support and holistic trauma-informed case management for bushfire affected individuals (ending Dec 2021).
- A PHN (Coordinare) commissioned program as part of the national bushfire recovery package for nonclinical mental health supports (Community Participation and Wellbeing Fund) in response to identified needs in Snowy Monaro. This includes a Rural Men's Wellbeing Program and Children Under 12 Wellbeing Program
- A BCRRF Phase 2 project funding to develop a one stop shop to support the changing recovery and resilience needs of Snowy Monaro through formalising a local partnership with Monaro Early Intervention Service

BUSHFIRE RECOVERY

REPORT FROM THE RECOVERY SUPPORT PROGRAM

The Recovery Support role for the past twelve months has been a journey filled with trust, grief, hope, success and future preparedness. The vast array of referrals received have shown how resilient and strong people of the Monaro are and highlighted this community's ability to bring together unprecedented support when family, friends or community are in need.

The recovery support role through Resilience NSW and Monaro Family Support was assisting a total of 7 family units until July 2020 then another 25 family units were referred and supported through some of their hardest and challenging times from the bushfire devastation. Now supporting a caseload of 32 family units and after working with MFSS, 9 family units closed with a strong future plan, knowledge of available support and a consolidated preparedness plan for the pending bushfire season. Currently 23 family units remain under the support services of MFSS and Resilience NSW as of June 2021.

From July 2020 to June 2021, the main areas of concern needing support were:

- Rebuild/Housing
- Covid care including lockdown support
- Emotional support
- Mental Health
- Domestic violence
- Parenting support
- Family Functioning
- School and truancy support
- Medical support and Rehabilitation
- Rebuild tools and machinery
- Kitchen whitegoods and appliances
- Manchester
- Fire Preparedness education and support
- Community inclusiveness



BUSHFIRE RECOVERY SUPPORT

Many clients continue their recovery journey well after closure however are aware that they can always return to MFSS if they need advice or additional support. The role of Bushfire Recovery Support Caseworker has been enhanced by additional services such as the Community Recovery team from SMSC, GIVIT, Mission Australia, Legal Aid, Local Medical Surgeries, OZ Harvest, Australian Red Cross, Bushfire Recovery Clinician (Mental Health), Catholic Care Counselling and the Salvation Army.

This role has definitely had its challenges however has always been a journey of moving forward for families who have been through an unprecedented traumatic event. In consideration of this, a solid exit plan that incorporates additional support that's tailored to the individual family needs is always discussed and actioned at closure.

'It has been a privilege to be part of this recovery process for families and has again been well support by the senior management and the MFSS team'. PJ Ward, Recovery Support Worker



A highlight has been working with GIVIT to obtain and distribute material goods required by bushfire affected people.

RURAL MEN'S WELLBEING

As part of the broader \$650 million national bushfire recovery package announced in January 2020 PHNs in impacted regions were provided additional funding to commission services that foster community wellbeing.

The Community Wellbeing and Participation measure is intended to increase and enhance the delivery of nonclinical supports which promote community wellbeing and participation in fire-affected communities in response to identified needs of each local region. Based on consultation with key stakeholders, MFSS was commissioned by the South East PHN (Coordinare) to deliver two non-clinical mental health and wellbeing programs in the Snowy Monaro Local Government Area (LGA) including

1. Providing early intervention strategies to children under 12 years and their families, &
2. Providing strategies to engage rural men

Impacts from the financial, practical and emotional pressures of dealing with years of uncertainty due to drought, fire, and Covid, have extracted a heavy toll on men from rural parts of Snowy Monaro. In spite of this, rural men are also known to be among those least likely to seek help from traditional sources and services. Rural men are known to be less likely to seek out traditional mental health services. Yet rates of suicide and self harm amongst men in Snowy Monaro have been increasing and are amongst the highest in NSW (Coordinare: 2016), suggesting there are very significant mental health issues to be addressed. Younger men (18-29) in Snowy Monaro who live in rural areas are known to additionally engage in high levels of drug and alcohol use



RURAL MEN'S WELLBEING



Activities have included music, butchering, and speakers and are focused on the central concept of men gathering together 'Around the Campfire'

AROUND THE CAMPFIRE

'Around the Campfire' is a partnership between South Coast Rural Relief and MFSS aimed at providing activities which strengthen social connections and engagement for rural men.

Activities are aimed at building engagement, fostering rapport and supporting the strengthening of social connections with others. The program uses an 'early intervention' approach to engagement and participation, aiming to provide a range of engagement activities which are:

- more likely to reach those who need it non-stigmatising
- use soft entry 'universal' access in relation to the target groups but also have the capacity to offer integrated targeted support for those who need it. Identification of those who may require this further targeted support is enabled through strong focus on engagement and participation activities
- help normalise help-seeking behaviours
- help improve other outcomes through building protective factors to optimise wellbeing
- aim to respond to the early signs of a problem and intervene before a problem grows or gets worse.

THERAPEUTIC PROGRAMS FOR CHILDREN UNDER 12

A feature of our PHN (Coordinare) commissioned bushfire supports programming for Children Under 12 and their families is an 8 week Expressive Therapy program, offered to schools across the Snowy Monaro. With the support of the schools and their staff, children participate in activities that support their mental health and wellbeing through music, movement and art. Some of the children's expressive art reflected their emotional world leading to rich discussions and deeper insights about themselves. This provided a space of safety where children could further explore imaginative ways for repairing the hurts of the past and for opening children to the full potential of their inner world.

'Over the weeks, it was lovely to see how each child cherished and valued the process of finding new ways to express and understand their emotions. From Berridale Primary to Cooma North, the children's favourite activity was 'different parts of me' which used the combination of music, art and movement to discover different parts of who they are'. Jess Luppi, Therapeutic Programs Worker

Children who participate in this program gain important skills to better cope with their feelings and emotions, such as building resilience, developing emotional literacy and encouraging

growth of self-awareness and reclaiming of self-esteem. The Expressive Therapy program culminates in a family session where families are provided with an opportunity for feedback, discussion, and support to assist their child's journey emotional and social wellbeing.



EARLY CHILDHOOD GROUPS

Snowy Kids Bubs Club

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

The group is also supported by Country Women's associated with weekly goodies and by a Community Health Nurse that attends monthly to speak to parents and weighs and measures the babies

Speakers are organised to attend the sessions to provide relevant information to the parents, such as information about sleep and settling, nutrition, women's health, mental health, Yoga and Pilates.

What did you like about attending?

'Social time for me and Bub. Support and ideas. Janet and Sheila are awesome'.

'Socialising with other mums with bubs around the same age. The talks with speakers'.

'The new mum information and activities and the new mums'.

'We love coming each week and plan our week based on it! Learning heaps and love the interaction with everyone'



'the special moments are countless, from watching the CWA lady nurse the Bubs, to watching the Bubs interact, to witnessing milestones, for parents to participate in creating sensory experiences for their Bubs or for them to take time out for themselves in a Yoga Session. All of these experiences are very fulfilling, for me the experience that stands out the most is when we have parents with additional coping challenges receive the additional support through our caseworkers'. Janet Beer, Family Support Worker and Bubs Club Coordinator

EARLY CHILDHOOD GROUPS



Snowy Kids PLAYGROUP

Snowy Kids Playgroup situated in Jindabyne is run weekly on a Monday throughout the school terms and is for parents or carers with children under the age of 5. Being a supported playgroup, it is facilitated by an Educator and a Family Support Worker. Throughout the year we have had to move around a number of venues due to the Covid Restrictions, where the group was run in the park for a while, at the local Scouts Hall and at the Op Shop hall. There are too many special moments to mention but some of the highlights enjoyed by all were an outing to Lake Crackenback resort with their amazing playground and finished off by a sausage sizzle and a visit from the NSW Ambulance service.

What parents liked about attending Playgroup?

The people, the calmness, the varying activities, how children learn to behave around other children. Social connections for adults and children, good activity ideas, information on development from educators.

Wonderful activities, learning opportunities, great ideas, lovely connections with families.

EARLY CHILDHOOD GROUPS

PARENT CHILD MOTHER GOOSE

One of our longest running and most popular groups is 'Parent Child Mother Goose'. This year, Mother Goose attracted many multicultural families, and new families.

'One of the highlights is seeing kids grow and learn to speak, which has major literacy benefits for those from other cultural and linguistic backgrounds. It is wonderful when suggestions for the songs come from the kids. People love coming and keep on coming'. Yvi Henderson, Family Support Worker and Mother Goose storyteller



EQUINE ASSISTED LEARNING

EAL sessions focus on therapeutic activities utilising the human- horse connection. Horses, very naturally respond instantly to human behaviours and attitudes, while giving the participant immediate feedback. The development of the horse-human connection promotes opportunity for participants to grow their confidence and self esteems through gaining self awareness without judgement or criticism. Through connection with the horse, participants are able to practice new ways of relating to others and become more aware of the impact they have on those around them.

These programs are designed to foster positive mental health through activities which support manage emotions and impulses underlying trauma and stress, and builds resilience leading to empowerment.



Home Valley is the venue. The open spaces fresh air and general farm surrounding are all part of the experience for the children.

Term 3 2020 we started the program with one pony, Pollyanna, and Kath and Liz as facilitators. The freezing elements did not concern the enthusiastic attendees and word spread! By the middle of term 3 we had a waiting list that stretched into 2021. The weather in Term 4 switched to blistering heat but still the children were keen. Schools were giving strong feedback and referring children to attend. Parents were reporting positive changes and that they too were benefiting from the program. At the start of 2021 the "staff" grown, Sam I Am joined Pollyanna and Jodie and Jen as facilitators brought their experience to the program. Term 2 and the "TEAM" were solid. We were able to look at and prioritise those on the waiting list....then came Covid 19 and lockdowns again.

EQUINE ASSISTED LEARNING



EAL outcomes include:

- increased social connections
- increased awareness of social communication
- increased self – awareness
- increased awareness of personal safety
- increased skill for problem solving
- increased emotional awareness
- increased awareness of the link between emotional and somatic experiences
- increased skill to assist emotional regulation
- learning of mindfulness and relaxation techniques which are transferrable across all life situations.

TRAKZ

Aboriginal Cultural Training and Walkover on the Gegedzerick Travelling Stock Reserve

One of the highlights for the Trakz Program this year was being able to take students on Country with cultural heritage experts. This was an incredibly valuable experience for Aboriginal and Torres Strait Islander students. They were able to understand what it means to begin to understand the land from an Aboriginal perspective with the guidance of Uncle Glen Morris and Graham Moore, showing the students the kinds of artefacts that have been found and their cultural uses. During cultural walks, the students keep a sharp eye out for potential artefacts and were excited to have their finds looked over by Graham. An important lesson is also learned when we look at the sites we look for artefacts on. Students see these sites are common, and that it is important for the preservation of these sites to leave artefacts where we find them. We had a few successful finds by some of the students, and all of the students walked away with valuable knowledge. The Trakz program involves a schedule of activities and experiences, such as the Gegedzerick Cultural Walk, to provide opportunities for Aboriginal and Torres Strait Islander students in Cooma to learn about Aboriginal history and cultural beliefs and practices on Country. It is intended that these activities will offer participants the possibility of making their own connections to Aboriginal culture



SOCIAL EMOTIONAL WELLBEING PROGRAMS

During the year life rhythms everywhere have been tested. One aspect that has been drawn so strongly to everyone's attention is how much we need to be together in community and to interact face to face with each other. A special aspect of the Drumbeat Program is meeting students in schools across the Monaro. In Michelago a student remarked a special rhythm for her was family all getting ready together for the coming day. In Bombala the student's enthusiasm to learn and participate is inspiring. In Cooma students have participated in the Drumbeat Program at many of the schools and during this year at the Alpine School, where we even did the Macarena on drum, The Christian School and St Patrick's wearing masks. One Drum group played together alongside a horse training yard as a conclusion to an Equine Therapy Program. Perhaps we all have to constantly adapt to life's changing rhythms.



SOCIAL EMOTIONAL WELLBEING PROGRAMS

A pilot program 'Daughters and Dads' was facilitated over eight weeks in collaboration with Office of Sport NSW.

Daughters and Dads program is aimed at one-on-one time, that focuses on building girls' self-esteem, confidence and resilience. This is achieved through 90-minute sessions over eight weeks with a short session on theory, that challenges myths about what girls can and cannot do. This is then put into practice with a 60-minute physical component, where dads can rough and tumble play, while supporting their daughter to learn fundamental skills through, throwing, catching, kicking and being more active together.

This program proved to be a high success with attendance being almost 100% each week and a high return of participants each week.

Future planning has already commenced for the program to run again in Term 2, 2022.





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

WOODY THE FAMILY
SUPPORT WALLABY
CONTINUES TO POP
UP WHERE YOU
LEAST EXPECT, WITH
ACTIVITIES AND TIPS
FOR CHILDREN AND
FAMILIES TO STAY
STRONG, CALM AND
CONNECTED



Monaro Family Support Service Inc.

ABN 45 339 846 991

Financial Reports

For the period ended 30 June 2021

Monaro Family Support Services Inc

ABN 45 339 846 991

INCOME STATEMENT

For the year ended 30 June 2021

	Note	2021 \$	2020 \$
Other revenues from ordinary activities	2	1,061,734.20	718,434.79
Office maintenance expenses	3	(28,863.13)	(24,976.11)
Administrative expenses	4	(95,776.70)	(60,765.96)
Selling expenses	5	(850.37)	(1,499.14)
Other operating expenses	6	(190,185.28)	(42,558.36)
Personnel expenses	7	(757,998.41)	(532,210.96)
Other income	8	1,157.77	2,823.67
DEFICIT FROM ORDINARY ACTIVITIES		<u>(10,781.92)</u>	<u>59,247.93</u>
Retained surplus at the beginning of the financial year		<u>95,426.13</u>	<u>36,178.20</u>
TOTAL AVAILABLE FOR APPROPRIATION		<u>84,644.21</u>	<u>95,426.13</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 2021

	Note	2021 \$	2020 \$
CURRENT ASSETS			
Receivables	9	96,726.22	3,513.44
Cash assets	10	689,257.99	421,609.78
Other assets	11	30.00	30.00
TOTAL CURRENT ASSETS		786,014.21	425,153.22
NON-CURRENT ASSETS			
TOTAL NON-CURRENT ASSETS		-	-
TOTAL ASSETS		786,014.21	425,153.22
CURRENT LIABILITIES			
Payables	12	-	4,094.23
Provisions	13	455,009.94	174,100.54
Personnel-related items	14	164,229.58	141,746.87
Tax liabilities	15	82,130.48	9,785.45
TOTAL CURRENT LIABILITIES		701,370.00	329,727.09
TOTAL LIABILITIES		701,370.00	329,727.09
NET ASSETS		84,644.21	95,426.13
EQUITY			
Accumulated surplus		84,644.21	95,426.13
TOTAL EQUITY		84,644.21	95,426.13

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 2021

	2021	2020
	\$	\$
INCOME		
MFSS - Hire OTB	432.00	1,380.00
Membership Fees	20.00	30.91
Administration Income	89,446.59	61,527.92
Donations Received - BROK	-	600.00
Funding - MAD	-	14,336.02
Funding - Rural Outreach Program	-	70,666.52
Funding - CPS	176,916.45	172,789.18
Funding - COOR	162,817.50	10,000.00
Funding RSS	160,404.11	-
Rental income	4,323.03	-
Funding - TRKZ	23,175.73	24,591.42
Funding - One Off	74,545.45	3,500.00
Funding - DCI-TEI	281,626.19	-
Funding - DCJ-SSTF	20,000.00	-
Donations - SMRC	10,000.00	-
Donations - Canberra Raiders	-	10,000.00
Donations - NCorp Women	20,000.00	-
Donations & Provisions - DV	(44,720.00)	60,000.00
Funding - FNSW	-	6,643.83
Funding - CYFS	-	181,168.01
Prior Year Funding Surplus	23,769.15	85,740.98
ATO Cashflow Boost	58,978.00	15,460.00
Interest received	1,157.77	2,823.67
	<u>1,062,891.97</u>	<u>721,258.46</u>
EXPENDITURE		
Administration & Management Fees	2,572.56	4,698.00
Advertising	850.37	1,499.14
Audit Fees	4,400.00	4,301.27
Auspice Fees	-	600.00
Bank charges	2.60	48.03
Brokerage Expenses	-	309.00
Cleaning	1,850.00	1,325.00
Consultant services	4,230.00	-
DV Expenses	2,383.65	780.00
Dues and subscriptions	2,002.96	1,496.17
Electricity	2,352.29	3,160.26
Expenses - FNSW	-	4,649.75
IT Expenses	13,214.21	6,425.75
Insurance	6,657.54	6,518.86
Leave Provisions	22,482.71	19,267.98
Legal services	-	1,383.17

Monaro Family Support Services Inc

ABN 45 339 846 991

TRADING, PROFIT AND LOSS STATEMENT

For the year ended 30 June 2021

	2021	2020
	\$	\$
Office supplies	5,949.96	-
Printing and stationery	-	1,367.56
Program Activities	53,081.73	26,413.08
Program Taxi & Transport	1,029.60	-
Provision for Equipment	-	(4,157.81)
Rates & Rent	24,660.84	20,490.85
Replacements	3,945.93	5,074.29
Resources	2,636.36	-
Staff & Manangement Catering	86.36	251.47
Staff training and welfare	699.41	(475.75)
Superannuation contributions	54,952.52	38,055.96
Supervision	280.00	130.00
Telephone, mobile and fax	8,503.07	8,294.18
Travel Expenses	29,253.26	16,137.02
Unspent Funding	150,328.55	18,986.00
Wage On-Costs	77,425.09	54,627.56
Wages	590,527.08	413,510.44
Workers Compensation	7,315.24	6,843.30
	<u>1,073,673.89</u>	<u>662,010.53</u>
DEFICIT FROM ORDINARY ACTIVITIES	<u>(10,781.92)</u>	<u>59,247.93</u>
Retained surplus at the beginning of the financial year	95,426.13	36,178.20
TOTAL AVAILABLE FOR APPROPRIATION	<u>84,644.21</u>	<u>95,426.13</u>

Monaro Family Support Services Inc

ABN 45 339 846 991

BALANCE SHEET

As at 30 June 2021

	2021	2020
	\$	\$
ASSETS		
Current Assets		
Trade debtors	96,726.22	3,513.44
Petty Cash - MFSS	250.00	250.00
Petty Cash - Bombala	60.00	60.00
MFSS Account - 0302	6,946.35	7,385.90
Leave Provisions Account - 1570	141,984.99	131,531.10
MAD Account - 1569	-	22,781.59
GST Provisions Account - 2571	47,834.94	7,824.70
Investment Account - 2876	478,884.67	173,202.59
MSFC Account - 8784	13,297.04	60,400.69
Families NSW Account - 0304	-	18,173.21
SMCU Shares	30.00	30.00
	<u>786,014.21</u>	<u>425,153.22</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)	(13,990.17)
Furniture and fittings at cost	1,465.90	1,465.90
Less accumulated depreciation	(1,465.90)	(1,465.90)
	<u>-</u>	<u>-</u>
TOTAL ASSETS	<u>786,014.21</u>	<u>425,153.22</u>
LIABILITIES		
Current Liabilities		
Trade creditors	-	4,094.23
Surplus Funds - MAD	15,854.60	15,854.60
Unspent Fundraising	8,571.73	8,571.73
Deposits for Future Services	76,445.65	66,110.55
Unspent Funding - FNSWN	17,404.41	17,404.41
Provisions - Future Expenditure	10,009.75	10,009.75
Surplus Funds - TRKZ	19,302.17	19,449.91
Unspent Funding - ROP	10,438.26	17,713.59
Unspent Funds - COORBFR	-	10,000.00
Unspent Funds - CNBRDRS	2,639.92	8,986.00
Unspent Funds - COOR-SLCG	23,428.57	-
Surplus Funds - COOR-Wellbeing	94,359.62	-
Unspent Funding - BROP	22,205.26	-
Funding in Advance	154,350.00	-
Provision for Long Service Leave	69,891.52	72,996.79
Provision for Annual Leave	94,338.06	68,750.08
GST Payable	43,512.85	4,480.58

Monaro Family Support Services Inc

ABN 45 339 846 991

BALANCE SHEET

As at 30 June 2021

	2021	2020
	\$	\$
PAYG withholding payable	27,794.00	5,422.00
SGC Payable	10,823.63	(117.13)
	<u>701,370.00</u>	<u>329,727.09</u>
TOTAL LIABILITIES	701,370.00	329,727.09
NET ASSETS	84,644.21	95,426.13
EQUITY		
Accumulated surplus	84,644.21	95,426.13
TOTAL EQUITY	84,644.21	95,426.13

Monaro Family Support Services Inc

ABN 45 339 846 991

STATEMENT OF CHANGES IN EQUITY

As at 30 June 2021

	2021 \$	2020 \$
Total equity at the beginning of the financial year	95,426.13	36,178.20
Surplus attributable to members	(10,781.92)	59,247.93
Total equity at the end of the financial year	84,644.21	95,426.13

Monaro Family Support Services Inc

ABN 45 339 846 991

STATEMENT OF CASH FLOWS

For the year ended 30 June 2021

	Note	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		968,521.42	719,162.97
Payments to suppliers and employees		(702,030.98)	(722,562.10)
Interest received		1,157.77	2,823.67
Net cash provided by operating activities	16	267,648.21	(575.46)
CASH FLOWS FROM FINANCING ACTIVITIES			
Net increase in cash held		267,648.21	(812.70)
Cash at the beginning of year		421,639.78	422,452.48
Cash at end of year		689,287.99	421,639.78

Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2021

2021	2020
\$	\$

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

ATO Cashflow Boost	58,978.00	15,460.00
Administration Income	89,446.59	61,527.92
Donations & Provisions - DV	(44,720.00)	60,000.00
Donations - Canberra Raiders	-	10,000.00
Donations - NCorp Women	20,000.00	-
Donations - SMRC	10,000.00	-
Donations Received - BROK	-	600.00
Funding - COOR	162,817.50	10,000.00
Funding - CPS	176,916.45	172,789.18
Funding - CYFS	-	181,168.01
Funding - DCI-TEI	281,626.19	-
Funding - DCJ-SSTF	20,000.00	-
Funding - FNSW	-	6,643.83
Funding - MAD	-	14,336.02
Funding - One Off	74,545.45	3,500.00
Funding - Rural Outreach Program	-	70,666.52
Funding - TRKZ	23,175.73	24,591.42

Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2021

	2021	2020
	\$	\$
Funding RSS	160,404.11	-
MFSS - Hire OTB	432.00	1,380.00
Membership Fees	20.00	30.91
Prior Year Funding Surplus	23,769.15	85,740.98
Rental income	4,323.03	-
	<u>1,061,734.20</u>	<u>718,434.79</u>

NOTE 3: OFFICE MAINTENANCE EXPENSES

Cleaning	1,850.00	1,325.00
Electricity	2,352.29	3,160.26
Rates & Rent	24,660.84	20,490.85
	<u>28,863.13</u>	<u>24,976.11</u>

NOTE 4: ADMINISTRATIVE EXPENSES

Administration & Management Fees	2,572.56	4,698.00
Audit Fees	4,400.00	4,301.27
Auspice Fees	-	600.00
Bank charges	2.60	48.03
Brokerage Expenses	-	309.00
DV Expenses	2,383.65	780.00
Dues and subscriptions	2,002.96	1,496.17
Expenses - FNSW	-	4,649.75
IT Expenses	13,214.21	6,425.75
Legal services	-	1,383.17
Office supplies	5,949.96	-
Printing and stationery	-	1,367.56
Program Activities	53,081.73	26,413.08
Program Taxi & Transport	1,029.60	-
Resources	2,636.36	-
Telephone, mobile and fax	8,503.07	8,294.18
	<u>95,776.70</u>	<u>60,765.96</u>

NOTE 5: SELLING EXPENSES

Advertising	850.37	1,499.14
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NOTE 6: OTHER OPERATING EXPENSES

Insurance	6,657.54	6,518.86
Provision for Equipment	-	(4,157.81)
Replacements	3,945.93	5,074.29
Travel Expenses	29,253.26	16,137.02
Unspent Funding	150,328.55	18,986.00
	<u>190,185.28</u>	<u>42,558.36</u>

Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2021

	2021	2020
	\$	\$
NOTE 7: PERSONNEL EXPENSES		
Consultant services	4,230.00	-
Leave Provisions	22,482.71	19,267.98
Staff & Management Catering	86.36	251.47
Staff training and welfare	699.41	(475.75)
Superannuation contributions	54,952.52	38,055.96
Supervision	280.00	130.00
Wage On-Costs	77,425.09	54,627.56
Wages	590,527.08	413,510.44
Workers Compensation	7,315.24	6,843.30
	<u>757,998.41</u>	<u>532,210.96</u>
NOTE 8: OTHER INCOME		
Interest received	1,157.77	2,823.67
NOTE 9: RECEIVABLES		
Trade debtors	96,726.22	3,513.44
NOTE 10: CASH ASSETS		
Petty Cash - MFSS	250.00	250.00
Petty Cash - Bombala	60.00	60.00
MFSS Account - 0302	6,946.35	7,385.90
Leave Provisions Account - 1570	141,984.99	131,531.10
MAD Account - 1569	-	22,781.59
GST Provisions Account - 2571	47,834.94	7,824.70
Investment Account - 2876	478,884.67	173,202.59
MSFC Account - 8784	13,297.04	60,400.69
Families NSW Account - 0304	-	18,173.21
	<u>689,257.99</u>	<u>421,609.78</u>
NOTE 11: OTHER ASSETS		
SMCU Shares	30.00	30.00
NOTE 12: PAYABLES		
Trade creditors	-	4,094.23
NOTE 13: PROVISIONS		
Surplus Funds - MAD	15,854.60	15,854.60
Unspent Fundraising	8,571.73	8,571.73
Deposits for Future Services	76,445.65	66,110.55
Unspent Funding - FNSWN	17,404.41	17,404.41
Provisions - Future Expenditure	10,009.75	10,009.75

Monaro Family Support Services Inc

ABN 45 339 846 991

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2021

	2021	2020
	\$	\$
Surplus Funds - TRKZ	19,302.17	19,449.91
Unspent Funding - ROP	10,438.26	17,713.59
Unspent Funds - COORBFR	-	10,000.00
Unspent Funds - CNBRDRS	2,639.92	8,986.00
Unspent Funds - COOR-SLCG	23,428.57	-
Surplus Funds - COOR-Wellbeing	94,359.62	-
Unspent Funding - BROP	22,205.26	-
Funding in Advance	154,350.00	-
	<u>455,009.94</u>	<u>174,100.54</u>

NOTE 14: PERSONNEL-RELATED ITEMS

Provision for Long Service Leave	69,891.52	72,996.79
Provision for Annual Leave	94,338.06	68,750.08
	<u>164,229.58</u>	<u>141,746.87</u>

NOTE 15: TAX LIABILITIES

GST Payable	43,512.85	4,480.58
PAYG withholding payable	27,794.00	5,422.00
SGC Payable	10,823.63	(117.13)
	<u>82,130.48</u>	<u>9,785.45</u>

NOTE 16: 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	689,287.99	421,639.78
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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 2021

	2021	2020
	\$	\$
<hr/>		
b. Reconciliation of CashFlow from Operations with Profit from Ordinary Activities		
Surplus	(10,781.92)	59,247.93
(Increase) / Decrease in trade and other receivables	(93,212.78)	728.18
Increase / (Decrease) in trade and other payables	349,160.20	(79,819.55)
Increase / (Decrease) in provisions	22,482.71	19,267.98
Cash flow from operations	267,648.21	(575.46)

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 30/06/2021 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 : 1/11/2021

Alpine Auditors

ABN: 70 130 470 149

PO Box 1053

COOMA NSW 2630

Contact: 02 6452 6000

Email: alpine.auditors@gmail.com

24 October 2021

INDEPENDENT AUDIT REPORT

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 2021, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the 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 2021 and of its financial performance and cash flows for the year ended on that date; and
- b) complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for opinion

I conducted our audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibility 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,



Elizabeth Hovasapian CPA CA FIPA
Registered Auditor

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 2021, 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 CA FIPA
Registered Auditor

24 October 2021

Monaro Family Support Services Inc

ABN 45 339 846 991

FIVE YEAR TRADING ANALYSIS

	2017 \$	2018 \$	2019 \$	2020 \$	2021 \$
Revenue:	487,339.60	458,005.49	661,647.72	721,258.46	1,062,891.97
Expenses:	490,899.32	456,041.44	680,772.62	662,010.53	1,073,673.89
Profit or Loss:	(3,559.72)	1,964.05	(19,124.90)	59,247.93	(10,781.92)

