



Family Support Newcastle
your family, our community

Annual Report 2014



About us

Family Support Newcastle is a non-government incorporated association that has provided services to families with children in the Lower Hunter Region for 35 years.

We have a vision of families flourishing as they raise resilient children in a just society. We optimistically pursue this vision by providing services that include:

- Counselling and individual assistance, either in the home or at a centre
- Therapeutic group programs with associated child development activities
- Supported playtime activities
- Community work
- A family centre with a therapeutic community approach
- Domestic violence services
- Intensive family preservation services.

We believe that parents have a desire for their children to grow up to be good citizens with healthy self-esteem and resilience. We also believe that with appropriate support the vast majority of families can achieve this.

As we work with families we are informed by these core values:

- All people have the ability and right to participate in decision making about their lives, the services that they receive and their community
- All people must be treated with respect: including honesty, generosity, equity and empathy
- Open, inclusive, secure and socially just communities are vital to the well being of all children
- The social context of a family impacts on children and must be considered in our work.



How we have performed

The context of our work

The NSW state government has a priority that children, families and communities are safer, healthier and more resilient. There are a number of ways that this can be measured. Because of the work that we do, our focus is on the issues that relate to children at risk. As described in *Figure 1: Children in Out of Home Care in Hunter & Central Coast* (Source: *Community Services Annual Statistical Report 2010-2011, 2011-2012 & 2012-2013*), the number of children in Out of Home Care continues to rise in the Hunter.

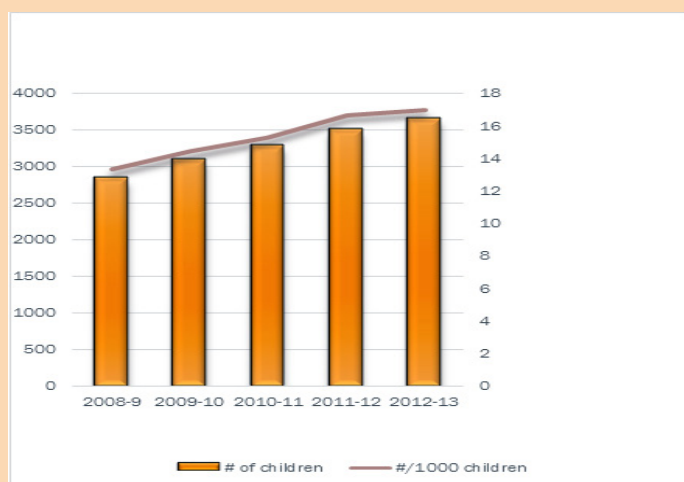


Figure 1: Children in Out of Home Care in Hunter & Central Coast (Source: Community Services Annual Statistical Reports 2010-2011, 2011-2012 & 2012-2013)

This is contrary to a state-wide trend which is showing small decreases in the number of children entering OOHC and the total number in OOHC.

The growing inequity in our society which manifests as poverty, housing stress, ill-health and anti-social behaviour impacts on parents' ability to provide for their children. Our inability as a society to respond effectively to the complex problems that we are up against means that life for marginalised families is increasingly difficult. Children in these families are less able to thrive and can in their turn be limited in their ability to contribute to our society.

In this context, FSN competes for limited funding to provide services to individual families that will promote the wellbeing of the children in those families.

What we have done

Over the past 12 months, FSN has worked with 521 parents in 466 families providing services of varying intensity. There were 613 children in those families. One hundred and forty nine of the clients identified as Aboriginal or Torres Strait Islander, 80 of culturally or linguistically diverse background. Forty seven parents identified as younger than 25.

We aim to reach the most disadvantaged and vulnerable families in our community. Approximately 60% of families surveyed this year were on a pension or benefit.

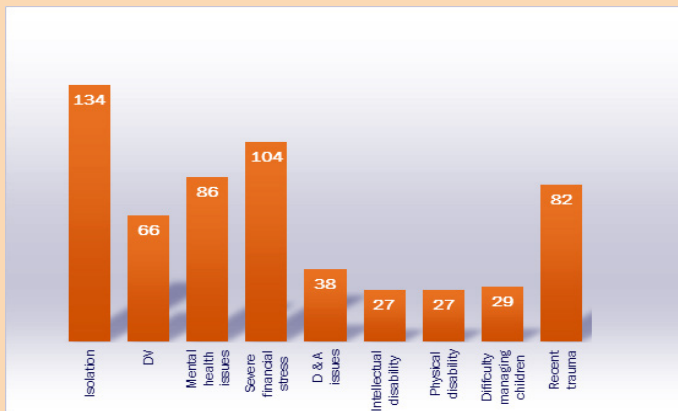


Figure 2: Response to ‘What are you up against?’

Figure 2: Response to ‘What are you up against?’ shows feedback from 210 families who completed surveys about their family life. While many families may have more than one stressor, we clearly are working with the most vulnerable members of our community. As well we ask parents about their children’s lives: some of the issues that they are up against, such as their own mental health issues, D&A problems, and behavioural problems. The results of this question are described in Figure 3: Response to ‘What are your children up against?’

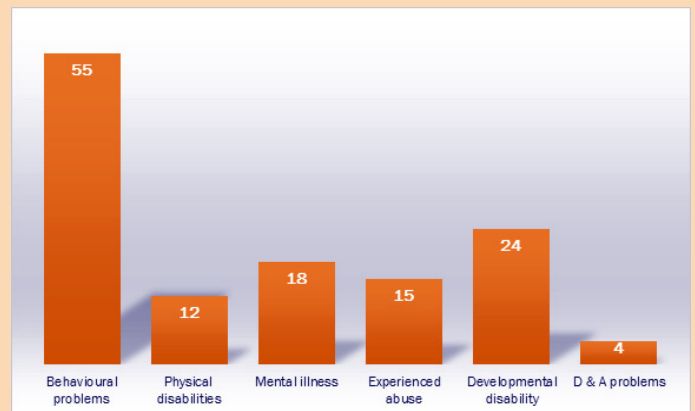


Figure 3: Response to ‘What are your children up against?’

Significantly, these clients were able to name many resources that they could draw on as they tackled their difficulties. This is described in Figure 4: Response to ‘What are your strengths?’. The number of families who noted they had experience dealing with difficulties confirms that we are mostly working with families who experience ongoing hardship.



Figure 4: Response to ‘What are your strengths?’



Heather requested support from FSN to deal with the effects of long term DV and help with parenting after separation. She is from CALD background and experienced verbal, emotional and physical abuse from her husband for the duration of her marriage. When she finally left the relationship, Heather reported that she had no confidence and was still feeling manipulated by her ex-partner although they were separated. We provided regular home visits over a period of 10 months, with the goal of reclaiming her sense of herself and her competence as a parent. During this work she has endured a lengthy Family Law Court process with positive results and reports that as a result of the work together she has regained her 'old self' and feels she "is not only writing a new chapter in her life, but a whole new book". When her ex-partner addressed her as "sweetheart" at Court recently, she was able to look at him and say "my name is Heather and you can address me like that." She states that she felt strong, empowered and confident. Heather has recently started to provide Family Day Care for other children.

** Note that family details have been changed to protect the privacy of this family.*

Individual Family Work

Individual family work, usually in the family's home, is a significant aspect of our work. It is the service that is most commonly requested.

Unfortunately, we are regularly unable to meet all requests for individual assistance. Often we are not able to provide the necessary intensity of support.


Typically when a family is accepted for service, a family worker contacts the family within 7 days from the point of acceptance and consults with the family about a suitable time and venue to meet with as many members of the family as possible, believing that all members will have valuable contributions to make. Of course, this may not be possible, particularly if the request is from a member of the family who may wish to leave domestic violence.

Once we have engaged with the family, we develop a plan together. While this plan is flexible, it does guide the work together and helps the family and the worker to assess if the service is being helpful.

Group Programs

Over the year our Family Skills Program provided group parenting skills activities for 181 parents. These groups are mostly provided in collaboration with other organisations.

In an environment where there is a growing trend to branded parenting programs and an increasing number of providers we have maintained a focus on providing programs that are flexible and responsive to the needs of the individual participants. An emphasis on reaching Aboriginal families has resulted in increased collaborations with Aboriginal agencies: this year we provided the Strong Tiddas program for Aboriginal mothers: a six week



culturally appropriate group for Aboriginal women, especially focused on well-being and improved parenting skills. The group explored the use of art as a therapeutic tool for articulating and responding to trauma. The supportive, therapeutic environment created opportunities to learn skills to help manage the daily effects of distress both on self and relationships with others, including children. The women were able to draw links between managing their own emotions and general wellbeing and the ability to be responsive to the children's needs.


Sixteen women participated in the group. Participants commented on the importance of connecting with other Aboriginal women, they noted the benefits of a 'shared identity'. They said hearing each other's stories, not only of struggle but of resilience and over-coming difficulties helped normalize what they had experienced and challenged the effect of stigma and shame. The opportunity to be creative, learning about Aboriginal painting, traditions and symbolism helped improve confidence, the women spoke of the value of being able to pass this practice onto their children and use art to help manage trauma.

Family Centre

The family centre is a key place for the provision of many of our programs, including supported play-time activities, family fun days, celebratory activities and a variety of group programs. The centre is also open three days of the week for clients and potential clients to drop-in, join informal activities, learn more about FSN or socialise.

The children's area has cosy places, space for outdoor activities, interesting indoor areas, a great covered deck, sand pit and cubby house. It works for children of all ages. The kitchen has been used extensively, and works for small cooking classes as well as for catering for celebrations and parties.

A significant activity provided at the family centre is 'Drop-In'; a term that we have used to capture a service that we have offered for many years, where clients visit the centre casually and participate in informal activities to whatever extent they wish. We have seen this as a valuable opportunity for clients to make new friends, participate in providing activities and learn skills; inter-personal and practical. In recent times, the number of participants has often been low and the number of new participants very low with outcomes that could not justify the resources that go into the service. In June we decided to temporarily close this service and take some time to research other ways of utilising the resources to improve outcomes for children and their families. This was a difficult decision because the drop-in service has been an integral aspect of our service provision since the inception of FSN. However, we are optimistic that we will establish a new program that will be able to incorporate all that is valuable and add new aspects that will make the service more beneficial for a greater number of families.





Playtime Plus

In providing our playtime activities, we focus on activities that enhance parents' relationships with their children while providing developmental activities for the children. During the activities, parents are supported by family workers to increase their knowledge of their children, develop their skills in responding to their children's growing social awareness and enhance their understanding of child development.

Parents' participation in the ongoing activities may be casual and low key or be part of case managed activities designed to achieve particular goals that the family has identified.

Families who attend note the value of learning to play with their children. Additionally of course, new friendships are made and community connections are strengthened. This year we incorporated a nature/natural/recycle emphasis. We quickly noticed that children were calmer and more interactive in their games.

Previously we have provided the Playtime Plus programs in two venues: a community centre at Elermore Vale and our family centre. However, over the years, it has always been difficult to find a venue in the Wallsend area that is appropriate for the activity and adequately accessible for sufficient numbers of parents. This year, instead we concentrated more of the resources into the consistently well attended activity at our family centre in Waratah and also collaborated with Family InSight to provide a Stories in The Street program at Wallsend.

This is an early literacy program for preschool-age children.

As well as providing literacy activities, the setting provides opportunities for families to build connections with each other and learn about parenting resources, local events and support services. Sixty parents attended this activity over the year.

Families attending the Playtime Plus activity at Waratah were invited to join a Circle of Security program. Circle of Security provides tools for parents to recognise children's emotional needs, gain insight into their own responses & respond according to the child's needs. It has been endorsed as an effective evidence-based program by Parenting WA. We ran two of these programs over the year and a total of 15 clients attended with very positive feedback about the impact that it had on their children's lives.

*'Normally we can't all go places together as the kids were too hard all together. We had such a good day'
Jane*



Some particular projects

Aboriginal families

The service has had funding to provide support to Aboriginal families for many years. We provide individual family work and group programs to Aboriginal families with one or more children in their care aged 0-12. We have provided service to 28 families through this program this year. As well, Aboriginal families access mainstream programs offered by FSN.

Fathers in families

FSN has always believed that it is important that fathers participate in family life; making strong connections with their children and participating in the decision making about their lives. It is therefore important that we engage with them around the issues that their families are dealing with. We provide group programs and family work services particularly aimed at men with fathering roles. This year we have provided service to 57 men in this project. As well, we work with men as part of the services provided by other projects.


This year we collaborated with a local Home4Good program to connect to fathers leaving prison and engage around fathering issues. These men have often experienced difficult child-hoods and have limited connection with models of good fathering. Being a Dad – From the Outside was a 4 week program designed to develop awareness of alternative ways of being with children. Eight fathers attended and the program was received very positively.



Jane is an Aboriginal woman with 7 children, five of whom have disabilities. Because of past trauma she had never trusted community services. The school age children were regularly being suspended from infants and primary school. The family worker managed to talk with her on the phone and continued phone contact until Jane was ready to see her. She would not let services visit her at home. They met at neutral locations such as the local park until trust was established. This was vital to ongoing work which gradually included support for visits to the paediatrician and the following interventions. Work continued for 10 months and included weekly visits as well as participation in meetings with school personnel and other service providers to ensure a range of services were providing the necessary support.

School personnel report that the children's behaviour has improved significantly and there have been no further suspensions. Recently the family attended a FSP family fund activity. At the end of the day, Jane said 'Normally we can't all go places together as the kids were too hard all together. We had such a good day.'

** Note that family details have been changed to protect the privacy of this family.*



Families dealing with mental health issues

The Headin' Up program has continued to provide particular services to families where a member is struggling with mental illness. In this project we provide relatively intensive support including weekly home visits and group programs. One hundred and fifty one clients in 63 families have been assisted through the program this year.

We have continued to provide our Emotional Wisdom program based on dialectic behaviour therapy principles. It requires considerable commitment from participants: regular attendance at the group, individual counselling, homework and self-reflection.

Headin' Up has a particular emphasis on connecting with Aboriginal families experiencing mental health issues. This work has demonstrated the value of a flexible and sensitive approach to the diversity of needs and backgrounds within the local Aboriginal community.

Support for Women Leaving Violence

The Staying Home Leaving Violence Project provides support to women who want to leave domestic violence but maintain stable housing. The work requires close collaboration with police domestic violence liaison officers, the domestic violence court support service and housing services.

We support the women to obtain exclusion orders and provide funding to make safety upgrades on their houses. We provide case management to facilitate a gradual move to economic independence and overcome the effects of living with violence. We have provided service to 38 women through the program this year.

Intensive Family Support

This year we have continued to provide intensive support to families who are at risk of children being taken into Out Of Home Care. The service provides focused intervention that responds to identified risk factors. It has a short period of intensive contact including out-of-hours telephone contact and brokered services. At the end of the intensive support period, the family continues to be supported for up to 12 months. Over this year we have completed support to 14 families. Of these 8 have been assessed as having increased strengths on Community Service's preferred assessment tool. Five of these families were closed by Community Services because the children were no longer assessed as being at risk of harm. This is a significant outcome for these children, their families and for the community as a whole. Where wellbeing of children can be improved by them staying with their families, children are happier and do better and the community is significantly benefited both in the immediate savings on OOHC and the long term outcomes for the children as they grow to adulthood.

What difference have we made?

One hundred and ninety eight feedback surveys were received from clients who have completed some service from FSN. *Figure 5: Feedback about services* details the response to the statements:

- I am satisfied with the service I have received
- I have been treated well
- The assistance I have received has been helpful
- My knowledge, skills or confidence as a parent has improved
- My children’s lives have improved as a result of the service that I have received

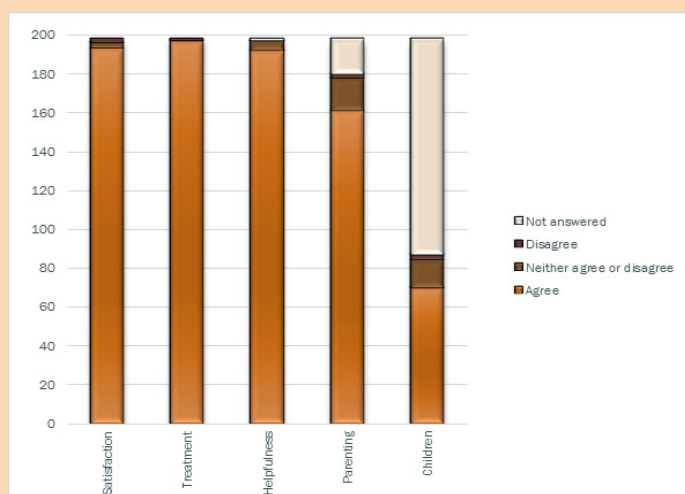


Figure 5: Feedback about services

The fifth question was introduced in the last quarter of this year. This explains the very large number of responses for ‘not answered’

Sophie has been in Australia for 15 years and married to an Australian man for 12 years. He had controlled her access to finance, friends, learning English and her culture. Despite great fear Sophie had managed to leave her husband. However, she was extremely fearful about whether he could force her to be deported, or sent to a mental health institution. She was frequently feeling suicidal. The work was complex because of language barriers and the misinformation that she had learnt from her husband. She was dealing with complex mental health issues, financial pressures, loss of her daughter, isolation and physical illness. We supported her to create a safe environment, navigate the legal system and deal with Centrelink and other services.

Support continued for two years. Much has changed. Sophie still struggles with her health, loneliness, and the loss of her relationship with her daughter. But she completed the divorce. She reclaimed her Chinese-Indonesian name. She has visited her family in Indonesia and attended English language classes. She has been working and made friends. She feels safe. Sophie’s sense of humour, kindness and generosity have become visible as her distress eased.

** Note that family details have been changed to protect the privacy of this family.*



How are we supported to do this work

Our funding

FSN received recurring funding of just over \$2m from a range of state and federal government funding programs as described in *Figure 6: Funding sources*.

Over the year we have also received donations that have supported our work. In particular we acknowledge the significant financial assistance that we have received from Microsoft & Donortec in the form of IT software.

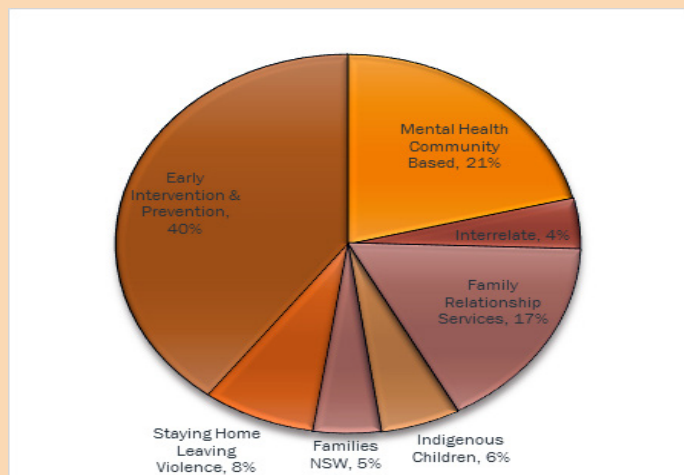


Figure 6: Funding sources

Our board

FSN is directed by a hard working Board that consists of community members and past or present clients of the service. The Board works closely with the CEO to ensure that the organisation is providing high quality services to families in ways that reflect the organisation’s values. We appreciate their collaborative approach to the work and the many perspectives they bring.

Our staff

Twenty one permanent staff members and another eight casual staff work directly with families and children. Other staff provide administrative, IT and management support. The combined team has a wide diversity of skills and passions that are directed to enhancing the wellbeing of children and their families. Staff members come from a range of backgrounds – cultural, professional, life style and life experiences. We are united by a strong commitment to the goals and values of the organisation. We have a rich well of good relationships, humour, tenacity and generosity to sustain us.

But we do struggle with the competing needs and the complexity of keeping a community and social justice perspective while being confronted with the immediate pressing needs of families dealing with questions such as ‘Where shall we sleep tonight?’ As well there is growing accountability that requires a focus on immediate outcomes, as distinct from long-term improvements in family circumstances.

‘The group let me know that it’s ok to cuddle her when she is upset... I know I’m not going to spoil her like they say, (I) feel more secure as a parent.’
Client



Our volunteers

Families who have been involved with the service often become volunteers, helping the service to help other families. Eight clients have helped us in this way over the last year. Volunteers have supported families by being the welcoming face who shows them around the centre on their first visit. Two volunteers have expanded their volunteering to support their school canteen and local homework & kids clubs. The garden is managed by volunteers and other volunteers cook the produce. The volunteers have also provided morning teas for parenting groups & centre activities. There have been three groups this year designed & facilitated by volunteers. A new volunteer role this year was mentoring for mothers on the waiting list for the emotional wisdom group.

'It is clear the relationship established between you (FSN) and R and her children was one grounded in respect, honesty and hope...'

Service provider.

*'I am dealing with anger
- stopping and thinking
about the effect on my son
- scaring him is not ok'*

Client



Highlights and challenges of the year

Highlights this year have been many and varied. They include the stories of families overcoming obstacles in order to provide for the wellbeing of their children. Some of these have been included as small case studies in this document. But even these case studies do not do justice to the resilience of families and the value of the relationships that we create in order to bring about change in the wellbeing of children. This year we introduced a new question to our feedback surveys: asking clients whether they believed that the service we provided had made a difference to their children's wellbeing. It is pleasing to know that clients are not only satisfied with the service that we provide but they can see that it has affected their family life to the extent that their children's wellbeing has improved.

While the team of workers have experienced challenges this year, they have continued to explore innovative evidence-informed ways of improving the outcomes for children. This is most obvious in the group programs that we have provided this year: Weaving Women's Stories, Strong Tiddas, Being a Dad – From the Outside, The Art of Parenting. All these group programs represent innovative ways of reaching the most vulnerable families who do not necessarily engage in commonly recognised parenting programs. The group programs are provided innovatively but are grounded in solid evidence of what works in parenting programs.

In recent years, we have made concerted efforts to further improve working relationships with other services and practitioners. The results of this have been evident in a range of outcomes from collaboration around case planning through to active participation in management of other organisations. We were part of the working party that held a forum for developing a family inclusion strategy for the Hunter for those families whose children are in OOHC. We have partnered with Family InSight to provide Stories in the Street for families in Wallsend. Most recently we partnered with two services to submit for funding to expand our Playtime Plus program into other areas.

It is always lovely to meet people who have been past clients and learn about their lives in the years since we worked together. Recently a staff member bumped into two women who had attended a group program. Both women ring each other when they are struggling with different things. It can be schools, kids, husbands. They are a great support for each other. "We didn't even know each other before we did your group and now we see each other every week, and we would NEVER have gone to the gym before."

Commitment to Indigenous Australians

Our commitment to Indigenous Australians has continued to inform our work. Over the year we have been reminded to reflect on our own cultural background and the huge and unspoken privileges that come with being white. In all our services we are looking for ways to improve the outcomes for Aboriginal families. An analysis of data from recent years indicates that the service is reaching greater numbers of Aboriginal people. This reflects two improvements: we are ensuring that we talk with family members about their background and we are engaging with more Aboriginal families.

This year we celebrated NAIDOC and reflected on the meaning of reconciliation with Aboriginal people with two activities at the Family Centre. They were very well attended by clients, staff and personnel from other agencies. We are pleased that our relationships with Aboriginal services are broadening and strengthening.

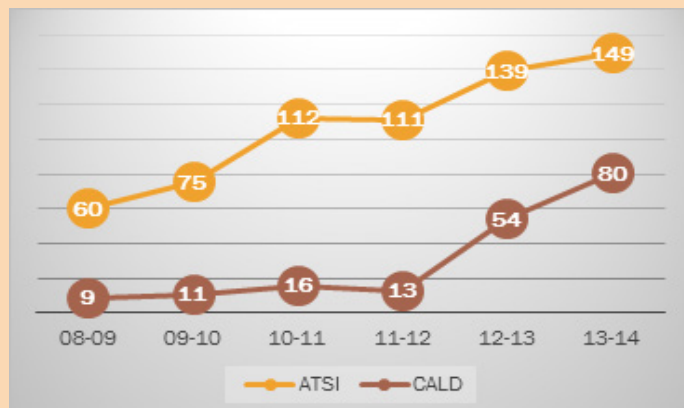


Figure 7: Number of ATSI & CALD clients (adults & children)

Working with CALD families

As described in *Figure 7: Number of ATSI & CALD clients (adults & children)*, the number of CALD families receiving service has also increased significantly in recent years. Our collaboration with services that work specifically with multicultural families will be a contributor to this. This year we provided a group in collaboration with the Multicultural Neighbourhood Centre but held at our Family Centre. Sixteen adults attended, including parents, grandparents and uncles. Twelve children attended. The range of languages spoken made conversation challenging. However, parents and children engaged around play activities such as making finger puppets, paints and play dough. We provided the program at our Family Centre and this enabled families to become familiar with our service. Several of the families have stayed connected with FSN either to attend family fun days or to engage in other programs such as Emotional Wisdom for Mums.

Providing a Stories in the Street program with Families InSight at Wallsend Library has also facilitated outreach to families from culturally and linguistically diverse backgrounds.



Looking ahead

This is a time of considerable uncertainty and significant funding challenges. As governments have focused on reducing spending and increased accountability requirements, the most disadvantaged members of our society are increasingly squeezed. The possibilities for providing adequate care for their children are more limited. They turn to agencies for assistance but these agencies are also facing their own limitations. The social and political climate is one that focuses on short-term economic outcomes and is strongly informed by individualism. This can be challenging when we work in an industry that sees the suffering that can result from this focus.

As we ended the financial year, we learnt that our Indigenous Parenting Program is unlikely to be funded beyond December 2014. Any further funding would be dependent on what the federal government plans as it realigns programs that support Aboriginal wellbeing.

Additionally we learnt that we would need to re-tender to continue to provide specialist services to families with children, where a family member has a mental illness. At the time of preparation of this report, we have completed this expression of interest. If we are successful, the new project will be aligned to providing services to children or young people who are at risk of developing a mental illness and their family. This would be an exciting development for FSN as it would be an opportunity to work much more directly with children and young people in their families. The outcome of this application is expected to be known by the end of October. Despite these pressures and concerns we remain optimistic.

FSN is fortunate to have a clear vision and a team of staff and volunteers who diligently keep this vision alive and challenge each other when we may be getting off track.

'Thank you for the great support that oozes out of the family support crew.'

Client

In Conclusion

We would like to thank all the organisations and individuals that have supported our work over the past year: funders, donors and other community organisations. In addition we would like to thank all the families and friends of board members, staff and volunteers who have participated in, or helped with our various activities.

FAMILY SUPPORT NEWCASTLE INC.

INDEPENDENT AUDIT REPORT TO MEMBERS

To the Members of Family Support Newcastle Inc.

Scope

We have audited the accompanying special purpose financial report of Family Support Newcastle Inc. (Non-Reporting) which comprises the Balance Sheet as at 30 June 2014 and the Income and Expenditure Statement for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the committees' declaration.

Committees' Responsibility for the Financial Report

The Committee of the Incorporation is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in the Notes to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporations Act NSW and are appropriate to meet the needs of the members and Funding Bodies to which they must report to. The Committees' responsibilities also include designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in the Notes to the financial statements, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee as well as evaluating the overall presentation of the financial report.

Liability limited by a scheme approved under the Professional Standards Legislation



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FAMILY SUPPORT NEWCASTLE INC.

INDEPENDENT AUDIT REPORT TO MEMBERS

The financial report has been prepared for the distribution to members for the purpose of fulfilling the requirements of the Associations Incorporation Act NSW and also to Funding Bodies to which they must report and has been based on the Accounting Policies described in the Notes to the financial statements. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

Independence

In conducting our audit, we have complied with the independence requirements of Australian Professional Ethical Pronouncements.

Auditor's Opinion

In our opinion the financial report of Family Support Newcastle Inc. (Non-Reporting) presents fairly in all material respects the financial position of the Incorporation as of 30 June 2014 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the funding agreements.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Committees' financial reporting responsibilities under the Associations Incorporations Act NSW and also to Funding Bodies to which they must report. As a result, the financial report may not be suitable for another user.

Kirsty Porteous

Kirsty Porteous - Partner
(Auditor Registration Number: 276970)

DFK Crosbie Partners

DFK Crosbie Partners
Chartered Accountants

Dated: 28 August 2014
Warabrook, NSW

Liability limited by a scheme approved under the Professional Standards Legislation

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Family Support Newcastle Inc

Consolidated Report Income & Expenditure Statement July 2013 through June 2014

	13/14	12/13
Income	1,885,157	2,073,741
Grants Received	0	11,260
Cost Supplementation	347,112	228,239
Grant Income (in advance)	3,838	5,704
Brokerage	23,180	31,663
Interest Received	31,717	57,643
Miscellaneous Income	1,668	1,820
Consultancy	13,423	5,314
Membership Fees/Donations	44,691	47,815
Other Income	2,350,785	2,463,199
Total Income		
Expense	1,647,161	1,559,441
Salaries	257,955	246,086
Salaries On Costs	28,508	28,076
Other HR Costs	1,933,624	1,833,603
Total HR Costs		
Travel	34,897	37,979
Total Travel	34,897	37,979
Operational Costs	9,500	9,500
Accounting & Audit Fees	120,722	140,596
Administration Costs	88,379	68,168
Program Activity Costs	49,646	40,309
Equipment	66,828	80,698
Property Costs	335,076	339,271
Total Operational Costs	2,303,598	2,210,853
Total Expense		
Provisions	21,955	17,700
Provision for Annual Leave	3,066	1,811
Provision for A/L Loading	-1,298	32,666
Provision for LSL	6,794	0
Transfer to Reserve	12,998	12,757
Prov for Ammort of Leaseh. Imp	6,200	216
Provision for depreciation	-13,209	0
Trans. Assets Cost to B/Sheet	1,385	165,237
Provision for Project Completion		
Total Provisions	37,891	230,386
Surplus/Deficit	9,296	21,959

Family Support Newcastle Inc

Balance Sheet (consolidated) June 2013

	2014	2,013
Assets		266,439
Current Assets	123,562	0
Working Cheque Account	9,129	766,120
Conference Funds Account	638,283	1,854
Maxi-Direct	1,450	975
Petty Cash	654	0
Coles Gift Card	50	-27,151
Undeposited Funds	-28,612	12,916
Electronic Payments	5,092	8,471
Trade Debtors	5,562	386
Prepayments	0	
Bonds Paid	0	
Total Current Assets	755,170	1,030,010
Non-Current Assets	75,840	75,840
Furniture & Equipment at Cost	-75,840	-75,840
Less: Accumulated Depreciation	256,969	256,969
Leasehold Improvements at Cost	-31,679	-18,680
Amort.of Leasehold Improvement	31,001	31,001
Motor Vehicles at cost	-6,416	-216
Accumulated Depreciation	249,873	269,073
Total Non-Current Assets	1,005,044	1,299,083
Total Assets		
Liabilities		2,966
Creditors & Accruals	6,095	2,435
Westpac Credit Card	10,069	1,503
Accruals	836	
Creditors	16,999	6,904
Total Creditors & Accruals	1,364	1,364
Pre-paid Grants	-175	1,022
GST Liabilities		
Provisions	182,821	144,482
Prov for Long Service Leave	140,871	118,155
Provision for Annual Leave	20,177	17,874
Prov Annual Leave Loading	40,236	46,697
Prov Leave Relief	\$0.00	102,387
Prov-Project Completion IFP	\$0.00	10,542
Prov-Project Completion CWS	\$35,978	35,978
Provision for IT Development	\$1,000.00	0
Provision NAIDOC Activities	0	4,067
Provison for Hunter FSS	471	944
Prov HIR Completion	0	16,485
Provision CFDR Completion	\$0	73,546
Provision FSK Completion	\$0	97,492
Provision Mens Completion	\$0	57,201
Provision Koti Completion	1,439	12,613
Workers Compensation Payable	10,405	10,755
Provision for Audit	433,398	749,218
Total Provisions	6,400	6,480
Salary Sacrifice Liability	73	0
Superannuation Liability	458,058	764,987
Total Liabilities	546,987	534,096
Net Assets		410,039
Retained Earnings NG	442,542	0
Conferences Reserve	\$6,794	70,563
Replacement Equipment Reserve	\$57,354	31,001
Trans. Assets Cost to B/Sheet	\$31,001	22,493
Current Earnings	9,296	
Total Equity	546,987	534,096

FAMILY SUPPORT NEWCASTLE INC.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Statement of Accounting Policies

The report is a special purpose financial report and has been prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act NSW and the Funding Agreement. The Committee has determined that the Incorporation is not a reporting entity and therefore there is no requirement to apply all Australian Accounting Standards and other mandatory reporting requirements in the preparation and presentation of this financial report.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act NSW and the following Australian Accounting Standards:

AASB 1031 - Materiality

AASB 110 - Events After Balance Date

AASB 124 - Related Parties

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report has been 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 material accounting policies, which are consistent with the prior year unless otherwise stated, have been adopted in the preparation of this financial report.

Income Tax

The Service is exempt from Income Tax under section 50-10 of the Income Tax Assessment Act 1997.

Property, Plant and Equipment

Costs in relation to fixed assets acquired with grant funding are expensed as incurred. Fixed assets acquired with non-grant funding are depreciated over the useful lives of the assets to the Incorporation commencing from the time the asset is held ready for use.

The Incorporation may receive funding for a specific project of which some expenses relate to fixed assets. In this case fixed assets are shown as an expense of the specific non-recurrent funding income in accordance with the Funding Agreement.

Employee Benefits

Provision is made for the Incorporation's liability for employee entitlements arising from service rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries, annual and sick leave which will be settled after one year have been measured at their nominal amount. Entitlements expected to be settled later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements using appropriate estimation techniques. The Incorporation also provides for relief staff which may be required should a long term staff member be required to take extended leave. The provision accrued in relation to this type of leave is brought to account on the basis the employee will take the leave and casual staff would be hired in this instance.

Provisions

Provisions are recognised when the Incorporation has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured as the best estimate of the amounts required to settle the obligation at reporting date. The Incorporation has provided for grant funds which have not been expended at balance date but which will be expended in a future period in accordance with the funding agreement.

FAMILY SUPPORT NEWCASTLE INC.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Trade Debtors

Trade debtors are carried at amounts due. The recoverability of debts is assessed at balance date and specific provisions made for any doubtful debts.

Accounts Payable

Liabilities are recognised for amounts to be paid in the future for goods or services received whether or not billed to the Incorporation. Trade accounts payable are normally settled within 30 days.

Revenue Recognition

Grant Revenue

Income from government grants is brought to account when the grant is received by the Incorporation. Unexpended grant revenue which may be carried forward to a later period is shown as a liability as detailed above in Provisions.

Service Revenue

Service revenue comprises revenue earned (net of returns, discounts and allowances) from the provision of products or services to entities outside of the Incorporation. Service revenue is recognised when the goods are provided, or when the fee in respect of services provided is receivable.

Interest Income

Interest income is recognised as it accrues.

Asset Sales

The gross proceeds of asset sales are included as revenue of the Incorporation. The profit or loss on disposal of assets is brought to account at the date an unconditional contract of sale is signed.

Other Revenue

Other revenue is recognised as it accrues.

Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Tax Office (ATO). In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables are stated with the amount of GST included. The net amount of GST recoverable from or payable to the ATO is included as a current asset or liability in the Balance Sheet.

Incorporation Details

Family Support Newcastle Inc. is incorporated in Australia under the Associations Incorporation Act 1984.

Comparatives

When required by stated accounting policies, comparative figures have been adjusted to conform to changes in presentation for the current financial year.



*All photography in the report is of the
gardens at our Waratah Family Centre*

Annual Report 2014



About us

Family Support Newcastle is a non-government incorporated association that has provided services to families with children in the Lower Hunter Region for 35 years.

We have a vision of families flourishing as they raise resilient children in a just society. We optimistically pursue this vision by providing services that include:

- Counselling and individual assistance, either in the home or at a centre
- Therapeutic group programs with associated child development activities
- Supported playtime activities
- Community work
- A family centre with a therapeutic community approach
- Domestic violence services
- Intensive family preservation services.

We believe that parents have a desire for their children to grow up to be good citizens with healthy self-esteem and resilience. We also believe that with appropriate support the vast majority of families can achieve this.

As we work with families we are informed by these core values:

- All people have the ability and right to participate in decision making about their lives, the services that they receive and their community
- All people must be treated with respect: including honesty, generosity, equity and empathy
- Open, inclusive, secure and socially just communities are vital to the well being of all children
- The social context of a family impacts on children and must be considered in our work.



How we have performed

The context of our work

The NSW state government has a priority that children, families and communities are safer, healthier and more resilient. There are a number of ways that this can be measured. Because of the work that we do, our focus is on the issues that relate to children at risk. As described in *Figure 1: Children in Out of Home Care in Hunter & Central Coast* (Source: *Community Services Annual Statistical Report 2010-2011, 2011-2012 & 2012-2013*), the number of children in Out of Home Care continues to rise in the Hunter.

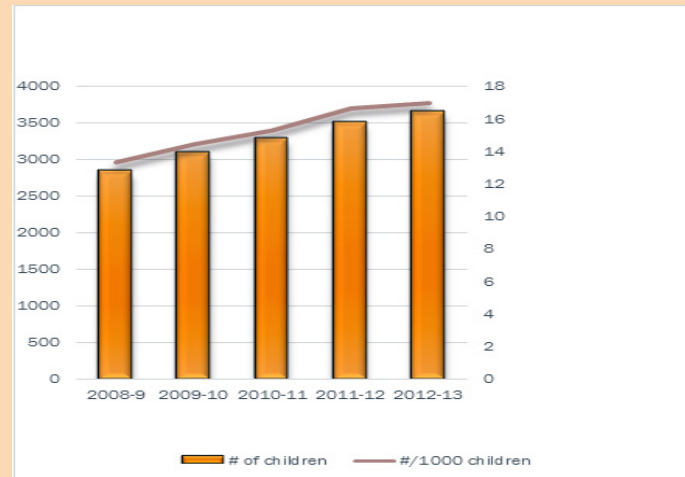


Figure 1: Children in Out of Home Care in Hunter & Central Coast (Source: *Community Services Annual Statistical Reports 2010-2011, 2011-2012 & 2012-2013*)

The growing inequity in our society which manifests as poverty, housing stress, ill-health and anti-social behaviour impacts on parents' ability to provide for their children. Our inability as a society to respond effectively to the complex problems that we are up against means that life for marginalised families is increasingly difficult. Children in these families are less able to thrive and can in their turn be limited in their ability to contribute to our society.

In this context, FSN competes for limited funding to provide services to individual families that will promote the wellbeing of the children in those families.

What we have done

Over the past 12 months, FSN has worked with 521 parents in 466 families providing services of varying intensity. There were 613 children in those families. One hundred and forty nine of the clients identified as Aboriginal or Torres Strait Islander, 80 of culturally or linguistically diverse background. Forty seven parents identified as younger than 25.

We aim to reach the most disadvantaged and vulnerable families in our community. Approximately 60% of families surveyed this year were on a pension or benefit.

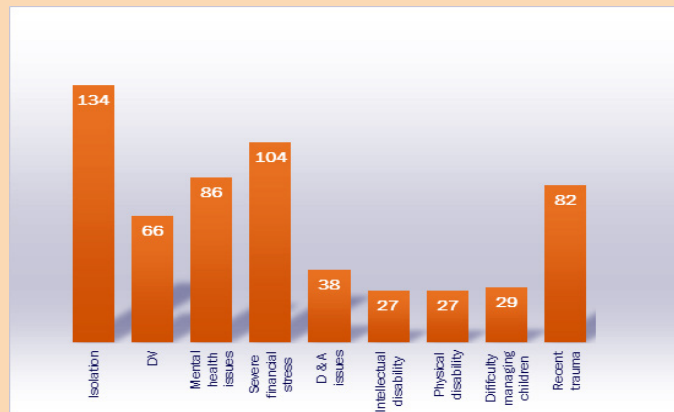


Figure 2: Response to 'What are you up against?' shows feedback from 210 families who completed surveys about their family life. While many families may have more than one stressor, we clearly are working with the most vulnerable members of our community. As well we ask parents about their children's lives: some of the issues that they are up against, such as their own mental health issues, D&A problems, and behavioural problems. The results of this question are described in Figure 3: Response to 'What are your children up against?'

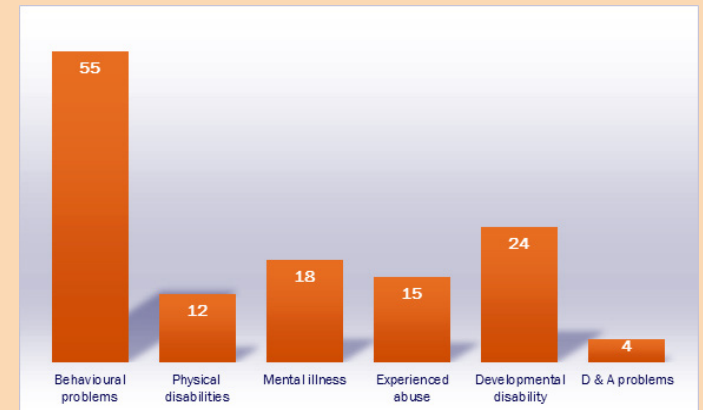


Figure 3: Response to 'What are your children up against?'

Significantly, these clients were able to name many resources that they could draw on as they tackled their difficulties. This is described in Figure 4: Response to 'What are your strengths?'. The number of families who noted they had experience dealing with difficulties confirms that we are mostly working with families who experience ongoing hardship.





Heather requested support from FSN to deal with the effects of long term DV and help with parenting after separation. She is from CALD background and experienced verbal, emotional and physical abuse from her husband for the duration of her marriage. When she finally left the relationship, Heather reported that she had no confidence and was still feeling manipulated by her ex-partner although they were separated. We provided regular home visits over a period of 10 months, with the goal of reclaiming her sense of herself and her competence as a parent. During this work she has endured a lengthy Family Law Court process with positive results and reports that as a result of the work together she has regained her 'old self' and feels she "is not only writing a new chapter in her life, but a whole new book". When her ex-partner addressed her as "sweetheart" at Court recently, she was able to look at him and say "my name is Heather and you can address me like that." She states that she felt strong, empowered and confident. Heather has recently started to provide Family Day Care for other children.

** Note that family details have been changed to protect the privacy of this family.*

Individual Family Work

Unfortunately, we are regularly unable to meet all requests for individual assistance. Often we are not able to provide the necessary intensity of support.


Typically when a family is accepted for service, a family worker contacts the family within 7 days from the point of acceptance and consults with the family about a suitable time and venue to meet with as many members of the family as possible, believing that all members will have valuable contributions to make. Of course, this may not be possible, particularly if the request is from a member of the family who may wish to leave domestic violence.

Once we have engaged with the family, we develop a plan together. While this plan is flexible, it does guide the work together and helps the family and the worker to assess if the service is being helpful.

Group Programs

Over the year our Family Skills Program provided group parenting skills activities for 181 parents. These groups are mostly provided in collaboration with other organisations.

In an environment where there is a growing trend to branded parenting programs and an increasing number of providers we have maintained a focus on providing programs that are flexible and responsive



culturally appropriate group for Aboriginal women, especially focused on well-being and improved parenting skills. The group explored the use of art as a therapeutic tool for articulating and responding to trauma. The supportive, therapeutic environment created opportunities to learn skills to help manage the daily effects of distress both on self and relationships with others, including children. The women were able to draw links between managing their own emotions and general wellbeing and the ability to be responsive to the children's needs.

Sixteen women participated in the group. Participants commented on the importance of connecting with other Aboriginal women, they noted the benefits of a 'shared identity'. They said hearing each other's stories, not only of struggle but of resilience and over-coming difficulties helped normalize what they had experienced and challenged the effect of stigma and shame. The opportunity to be creative, learning about Aboriginal painting, traditions and symbolism helped improve confidence, the women spoke of the value of being able to pass this practice onto their children and use art to help manage trauma.

Family Centre

The family centre is a key place for the provision of many of our programs, including supported play-time activities, family fun days, celebratory activities

The children's area has cosy places, space for outdoor activities, interesting indoor areas, a great covered deck, sand pit and cubby house. It works for children of all ages. The kitchen has been used extensively, and works for small cooking classes as well as for catering for celebrations and parties.

A significant activity provided at the family centre is 'Drop-In'; a term that we have used to capture a service that we have offered for many years, where clients visit the centre casually and participate in informal activities to whatever extent they wish. We have seen this as a valuable opportunity for clients to make new friends, participate in providing activities and learn skills; inter-personal and practical. In recent times, the number of participants has often been low and the number of new participants very low with outcomes that could not justify the resources that go into the service. In June we decided to temporarily close this service and take some time to research other ways of utilising the resources to improve outcomes for children and their families. This was a difficult decision because the drop-in service has been an integral aspect of our service provision since the inception of FSN. However, we are optimistic that we will establish a new program that will be able to incorporate all that is valuable and add new aspects that will make the service more beneficial for a greater number of families.



Playtime Plus

In providing our playtime activities, we focus on activities that enhance parents' relationships with their children while providing developmental activities for the children. During the activities, parents are supported by family workers to increase their knowledge of their children, develop their skills in responding to their children's growing social awareness and enhance their understanding of child development.

Parents' participation in the ongoing activities may be casual and low key or be part of case managed activities designed to achieve particular goals that the family has identified.

Families who attend note the value of learning to play with their children. Additionally of course, new friendships are made and community connections are strengthened. This year we incorporated a nature/natural/recycle emphasis. We quickly noticed that children were calmer and more interactive in their games.

Previously we have provided the Playtime Plus programs in two venues: a community centre at Elermore Vale and our family centre. However, over the years, it has always been difficult to find a venue in the Wallsend area that is appropriate for the activity and adequately accessible for sufficient numbers or

This is an early literacy program for preschool-age children.

As well as providing literacy activities, the setting provides opportunities for families to build connections with each other and learn about parenting resources, local events and support services. Sixty parents attended this activity over the year.

Families attending the Playtime Plus activity at Waratah were invited to join a Circle of Security program. Circle of Security provides tools for parents to recognise children's emotional needs, gain insight into their own responses & respond according to the child's needs. It has been endorsed as an effective evidence-based program by Parenting WA. We ran two of these programs over the year and a total of 15 clients attended with very positive feedback about the impact that it had on their children's lives.

'Normally we can't all go places together as the kids were too hard to manage together. We had

Some particular projects

Aboriginal families

The service has had funding to provide support to Aboriginal families for many years. We provide individual family work and group programs to Aboriginal families with one or more children in their care aged 0-12. We have provided service to 28 families through this program this year. As well, Aboriginal families access mainstream programs offered by FSN.




Fathers in families

FSN has always believed that it is important that fathers participate in family life; making strong connections with their children and participating in the decision making about their lives. It is therefore important that we engage with them around the issues that their families are dealing with. We provide group programs and family work services particularly aimed at men with fathering roles. This year we have provided service to 57 men in this project. As well, we work with men as part of the services provided by other projects.

This year we collaborated with a local Home4Good program to connect to fathers leaving prison and engage around fathering issues. These men have often experienced difficult child-hoods and have limited connection with models of good fathering. Being a Dad – From the Outside was a 4 week pro-

Jane is an Aboriginal woman with 7 children, five of whom have disabilities. Because of past trauma she had never trusted community services. The school age children were regularly being suspended from infants and primary school. The family worker managed to talk with her on the phone and continued phone contact until Jane was ready to see her. She would not let services visit her at home. They met at neutral locations such as the local park until trust was established. This was vital to ongoing work which gradually included support for visits to the paediatrician and the following interventions. Work continued for 10 months and included weekly visits as well as participation in meetings with school personnel and other service providers to ensure a range of services were providing the necessary support.

School personnel report that the children's behaviour has improved significantly and there have been no further suspensions. Recently the family attended a FSP family consultation. At the end of the consultation (11 months)



Families dealing with mental health issues

The Headin' Up program has continued to provide particular services to families where a member is struggling with mental illness. In this project we provide relatively intensive support including weekly home visits and group programs. One hundred and fifty one clients in 63 families have been assisted through the program this year.

We have continued to provide our Emotional Wisdom program based on dialectic behaviour therapy principles. It requires considerable commitment from participants: regular attendance at the group, individual counselling, homework and self-reflection.

Headin' Up has a particular emphasis on connecting with Aboriginal families experiencing mental health issues. This work has demonstrated the value of a flexible and sensitive approach to the diversity of needs and backgrounds within the local Aboriginal community.

Support for Women Leaving Violence

The Staying Home Leaving Violence Project provides

We support the women to obtain exclusion orders and provide funding to make safety upgrades on their houses. We provide case management to facilitate a gradual move to economic independence and overcome the effects of living with violence. We have provided service to 38 women through the program this year.

Intensive Family Support

This year we have continued to provide intensive support to families who are at risk of children being taken into Out Of Home Care. The service provides focused intervention that responds to identified risk factors. It has a short period of intensive contact including out-of-hours telephone contact and brokered services. At the end of the intensive support period, the family continues to be supported for up to 12 months. Over this year we have completed support to 14 families. Of these 8 have been assessed as having increased strengths on Community Service's preferred assessment tool. Five of these families were closed by Community Services because the children were no longer assessed as being at risk of harm. This is a significant outcome for these children, their families and for the community as a whole. Where wellbeing of children can be improved by them staying with their families, children are happier and do better and the community is significantly benefited both in the immediate sav-

What difference have we made?

One hundred and ninety eight feedback surveys were received from clients who have completed some service from FSN. *Figure 5: Feedback about services* details the response to the statements:

- I am satisfied with the service I have received
- I have been treated well
- The assistance I have received has been helpful
- My knowledge, skills or confidence as a parent has improved
- My children's lives have improved as a result of the service that I have received

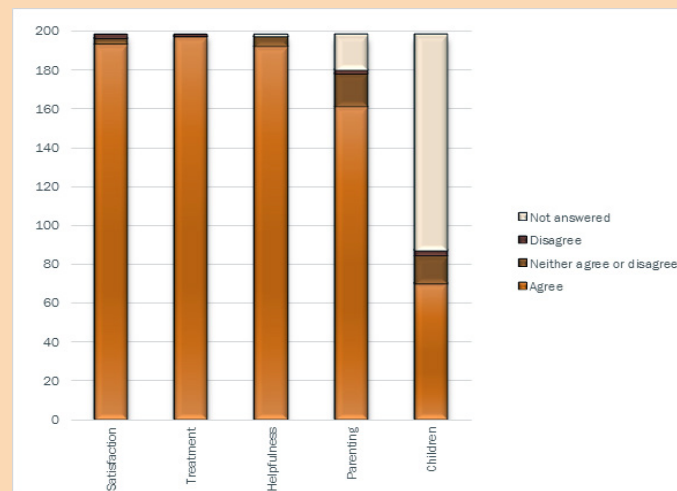


Figure 5: Feedback about services

Sophie has been in Australia for 15 years and married to an Australian man for 12 years. He had controlled her access to finance, friends, learning English and her culture. Despite great fear Sophie had managed to leave her husband. However, she was extremely fearful about whether he could force her to be deported, or sent to a mental health institution. She was frequently feeling suicidal. The work was complex because of language barriers and the misinformation that she had learnt from her husband. She was dealing with complex mental health issues, financial pressures, loss of her daughter, isolation and physical illness. We supported her to create a safe environment, navigate the legal system and deal with Centrelink and other services.

Support continued for two years. Much has changed. Sophie still struggles with her health, loneliness, and the loss of her relationship with her daughter. But she completed the divorce. She reclaimed her Chinese-Indonesian name. She has visited her family in Indonesia and attended English language classes. She has been working and made friends. She feels safe. Sophie's sense of humour, kindness and generosity have become visible as her distress eased.



How are we supported to do this work

Our funding

FSN received recurring funding of just over \$2m from a range of state and federal government funding programs as described in *Figure 6: Funding sources*.

Over the year we have also received donations that have supported our work. In particular we acknowledge the significant financial assistance that we have received from Microsoft & Donortec in the form of IT software.

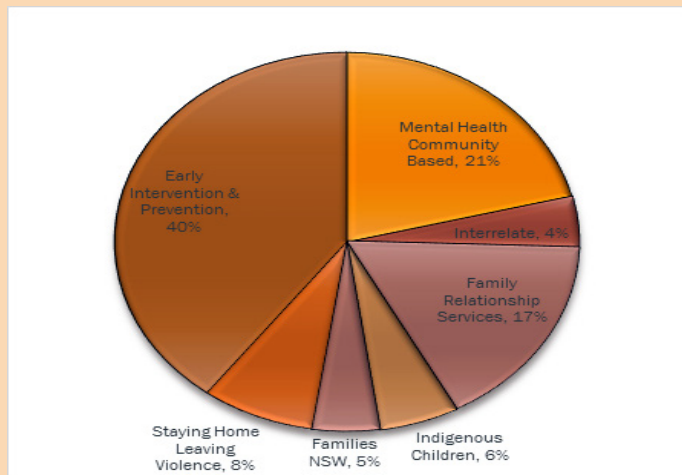


Figure 6: Funding sources

Our board

FSN is directed by a hard working Board that consists of community members and past or present clients of the service. The Board works closely with the CEO to ensure that the organisation is providing high quality services to families in ways that reflect the organisation's values. We appreciate their collaborative approach to the work and the many perspectives they bring.

Our staff

Twenty one permanent staff members and another eight casual staff work directly with families and children. Other staff provide administrative, IT and management support. The combined team has a wide diversity of skills and passions that are directed to enhancing the wellbeing of children and their families. Staff members come from a range of backgrounds – cultural, professional, life style and life experiences. We are united by a strong commitment to the goals and values of the organisation. We have a rich well of good relationships, humour, tenacity and generosity to sustain us.

But we do struggle with the competing needs and the complexity of keeping a community and social justice perspective while being confronted with the immediate pressing needs of families dealing with

'The group let me know that it's ok to cuddle her she is upset... I know il her



Our volunteers

Families who have been involved with the service often become volunteers, helping the service to help other families. Eight clients have helped us in this way over the last year. Volunteers have supported families by being the welcoming face who shows them around the centre on their first visit. Two volunteers have expanded their volunteering to support their school canteen and local homework & kids clubs. The garden is managed by volunteers and other volunteers cook the produce. The volunteers have also provided morning teas for parenting groups & centre activities. There have been three groups this year designed & facilitated by volunteers. A new volunteer role this year was mentoring for mothers on the waiting list for the emotional wisdom group.

'It is clear the relationship established between you (FSN) and R and her children was one grounded in respect, honesty and hope...'

Service provider.

*'I am dealing with anger
- stopping and thinking
about the effect on my son
- scaring him is not ok'*

Client



Highlights and challenges of the year

Highlights this year have been many and varied. They include the stories of families overcoming obstacles in order to provide for the wellbeing of their children. Some of these have been included as small case studies in this document. But even these case studies do not do justice to the resilience of families and the value of the relationships that we create in order to bring about change in the wellbeing of children. This year we introduced a new question to our feedback surveys: asking clients whether they believed that the service we provided had made a difference to their children's wellbeing. It is pleasing to know that clients are not only satisfied with the service that we provide but they can see that it has affected their family life to the extent that their children's wellbeing has improved.

While the team of workers have experienced challenges this year, they have continued to explore innovative evidence-informed ways of improving the outcomes for children. This is most obvious in the group programs that we have provided this year: Weaving Women's Stories, Strong Tiddas, Being a Dad – From the Outside, The Art of Parenting. All these group programs represent innovative ways of reaching the most vulnerable families who do not necessarily engage in commonly recognised parenting programs. The group programs are provided innovatively but are grounded in solid evidence of what works in parenting programs.

In recent years, we have made concerted efforts to further improve working relationships with other services and practitioners. The results of this have been evident in a range of outcomes from collaboration around case planning through to active participation in management of other organisations. We were part of the working party that held a forum for developing a family inclusion strategy for the Hunter for those families whose children are in OOHC. We have partnered with Family InSight to provide Stories in the Street for families in Wallsend. Most recently we partnered with two services to submit for funding to expand our Playtime Plus program into other areas.

It is always lovely to meet people who have been past clients and learn about their lives in the years since we worked together. Recently a staff member bumped into two women who had attended a group program. Both women ring each other when they are struggling with different things. It can be schools, kids, husbands. They are a great support for each other. "We didn't even know each other before we did your group and now we see each other every week, and we would NEVER have gone to the gym before."

Commitment to Indigenous Australians

Our commitment to Indigenous Australians has continued to inform our work. Over the year we have been reminded to reflect on our own cultural background and the huge and unspoken privileges that come with being white. In all our services we are looking for ways to improve the outcomes for Aboriginal families. An analysis of data from recent years indicates that the service is reaching greater numbers of Aboriginal people. This reflects two improvements: we are ensuring that we talk with family members about their background and we are engaging with more Aboriginal families.

This year we celebrated NAIDOC and reflected on the meaning of reconciliation with Aboriginal people with two activities at the Family Centre. They were very well attended by clients, staff and personnel from other agencies. We are pleased that our relationships with Aboriginal services are broadening and strengthening.



Working with CALD families

As described in *Figure 7: Number of ATSI & CALD clients (adults & children)*, the number of CALD families receiving service has also increased significantly in recent years. Our collaboration with services that work specifically with multicultural families will be a contributor to this. This year we provided a group in collaboration with the Multicultural Neighbourhood Centre but held at our Family Centre. Sixteen adults attended, including parents, grandparents and uncles. Twelve children attended. The range of languages spoken made conversation challenging. However, parents and children engaged around play activities such as making finger puppets, paints and play dough. We provided the program at our Family Centre and this enabled families to become familiar with our service. Several of the families have stayed connected with FSN either to attend family fun days or to engage in other programs such as Emotional Wisdom for Mums.

Providing a Stories in the Street program with Families InSight at Wallsend Library has also facilitated outreach to families from culturally and linguistically diverse backgrounds.



Looking ahead

This is a time of considerable uncertainty and significant funding challenges. As governments have focused on reducing spending and increased accountability requirements, the most disadvantaged members of our society are increasingly squeezed. The possibilities for providing adequate care for their children are more limited. They turn to agencies for assistance but these agencies are also facing their own limitations. The social and political climate is one that focuses on short-term economic outcomes and is strongly informed by individualism. This can be challenging when we work in an industry that sees the suffering that can result from this focus.

As we ended the financial year, we learnt that our Indigenous Parenting Program is unlikely to be funded beyond December 2014. Any further funding would be dependent on what the federal government plans as it realigns programs that support Aboriginal wellbeing.

Additionally we learnt that we would need to re-tender to continue to provide specialist services to families with children, where a family member has a mental illness. At the time of preparation of this report, we have completed this expression of interest. If we are successful, the new project will be aligned to providing services to children or young people who are at risk of developing a mental illness and their family. This would be an exciting development for FSN as it would be an opportunity to work much more directly with children and young people in their families. The outcome of this application is expected to be known by the end of October. Despite these pressures and concerns we remain optimistic.

FSN is fortunate to have a clear vision and a team of staff and volunteers who diligently keep this vision alive and challenge each other when we may be getting off track.

In Conclusion

We would like to thank all the organisations and individuals that have supported our work over the past year: funders, donors and other community organisations. In addition we would like to thank all

'Thank you for the great support that oozes out of the family support crew.'

INDEPENDENT AUDIT REPORT TO MEMBERS

To the Members of Family Support Newcastle Inc.

Scope

We have audited the accompanying special purpose financial report of Family Support Newcastle Inc. (Non-Reporting) which comprises the Balance Sheet as at 30 June 2014 and the Income and Expenditure Statement for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the committees' declaration.

Committees' Responsibility for the Financial Report

The Committee of the Incorporation is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in the Notes to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporations Act NSW and are appropriate to meet the needs of the members and Funding Bodies to which they must report to. The Committees' responsibilities also include designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in the Notes to the financial statements, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee as well as evaluating the overall presentation of the financial report.

FAMILY SUPPORT NEWCASTLE INC.

INDEPENDENT AUDIT REPORT TO MEMBERS

The financial report has been prepared for the distribution to members for the purpose of fulfilling the requirements of the Associations Incorporation Act NSW and also to Funding Bodies to which they must report and has been based on the Accounting Policies described in the Notes to the financial statements. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

Independence

In conducting our audit, we have complied with the independence requirements of Australian Professional Ethical Pronouncements.

Auditor's Opinion

In our opinion the financial report of Family Support Newcastle Inc. (Non-Reporting) presents fairly in all material respects the financial position of the Incorporation as of 30 June 2014 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the funding agreements.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Committees' financial reporting responsibilities under the Associations Incorporations Act NSW and also to Funding Bodies to which they must report. As a result, the financial report may not be suitable for another user.

Kirsty Porteous

Kirsty Porteous - Partner
(Auditor Registration Number: 276970)

DFK Crosbie Partners

DFK Crosbie Partners
Chartered Accountants

Dated: 28 August 2014
Warabrook, NSW

July 2013 through June 2014

	13/14	12/13
Income	1,885,157	2,073,741
Grants Received	0	11,260
Cost Supplementation	347,112	228,239
Grant Income (in advance)	3,838	5,704
Brokerage	23,180	31,663
Interest Received	31,717	57,643
Miscellaneous Income	1,668	1,820
Consultancy	13,423	5,314
Membership Fees/Donations	44,691	47,815
Other Income	2,350,785	2,463,199
Total Income		
Expense	1,647,161	1,559,441
Salaries	257,955	246,086
Salaries On Costs	28,508	28,076
Other HR Costs	1,933,624	1,833,603
Total HR Costs		
Travel	34,897	37,979
Total Travel	34,897	37,979
Operational Costs	9,500	9,500
Accounting & Audit Fees	120,722	140,596
Administration Costs	88,379	68,168
Program Activity Costs	49,646	40,309
Equipment	66,828	80,698
Property Costs	335,076	339,271
Total Operational Costs	2,303,598	2,210,853
Total Expense		
Provisions	21,955	17,700
Provision for Annual Leave	3,066	1,811
Provision for A/L Loading	-1,298	32,666
Provision for LSL	6,794	0
Transfer to Reserve	12,998	12,757
Prov for Ammort of Leaseh. Imp	6,200	216
Provision for depreciation	-13,209	0
Trans. Assets Cost to B/Sheet	1,385	165,237
Provision for Project Completion		
	37,891	230,386

Assets

Current Assets

- Working Cheque Account
- Conference Funds Account
- Maxi-Direct
- Petty Cash
- Coles Gift Card
- Undeposited Funds
- Electronic Payments
- Trade Debtors
- Prepayments
- Bonds Paid

	2014	2,013
	123,562	266,439
	9,129	0
	638,283	766,120
	1,450	1,854
	654	975
	50	0
	-28,612	-27,151
	5,092	12,916
	5,562	8,471
	0	386
	755,170	1,030,010

Total Current Assets

Non-Current Assets

- Furniture & Equipment at Cost
- Less: Accumulated Depreciation
- Leasehold Improvements at Cost
- Amort. of Leasehold Improvement
- Motor Vehicles at cost
- Accumulated Depreciation

	75,840	75,840
	-75,840	-75,840
	256,969	256,969
	-31,679	-18,680
	31,001	31,001
	-6,416	-216
	249,873	269,073
	1,005,044	1,299,083

Total Assets

Liabilities

- Creditors & Accruals
- Westpac Credit Card
- Accruals
- Creditors

	6,095	2,966
	10,069	2,435
	836	1,503
	16,999	6,904
	1,364	1,364
	-175	1,022

Total Creditors & Accruals

- Pre-paid Grants
- GST Liabilities

	182,821	144,482
	140,871	118,155
	20,177	17,874
	40,236	46,697
	\$0.00	102,387
	\$0.00	10,542
	\$35,978	35,978
	\$1,000.00	0

Provisions

- Prov for Long Service Leave
- Provision for Annual Leave
- Prov Annual Leave Loading
- Prov Leave Relief
- Prov-Project Completion IFP
- Prov-Project Completion CWS
- Provision for IT Development
- Provision NAIDOC Activities
- Provison for Hunter FSS
- Prov HIR Completion
- Provision CFDR Completion
- Provision FSK Completion
- Provision Mens Completion
- Provision Koti Completion
- Workers Compensation Payable
- Provision for Audit

	0	4,067
	471	944
	0	16,485
	\$0	73,546
	\$0	97,492
	\$0	57,201
	1,439	12,613
	10,405	10,755
	433,398	749,218
	6,400	6,480
	73	0
	458,058	764,987

Total Provisions

- Salary Sacrifice Liability
- Superannuation Liability

	546,987	534,096
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Net Assets

	442,542	410,039
	0	0

Statement of Accounting Policies

The report is a special purpose financial report and has been prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act NSW and the Funding Agreement. The Committee has determined that the Incorporation is not a reporting entity and therefore there is no requirement to apply all Australian Accounting Standards and other mandatory reporting requirements in the preparation and presentation of this financial report.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act NSW and the following Australian Accounting Standards:

AASB 1031 - Materiality

AASB 110 - Events After Balance Date

AASB 124 - Related Parties

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report has been 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 material accounting policies, which are consistent with the prior year unless otherwise stated, have been adopted in the preparation of this financial report.

Income Tax

The Service is exempt from Income Tax under section 50-10 of the Income Tax Assessment Act 1997.

Property, Plant and Equipment

Costs in relation to fixed assets acquired with grant funding are expensed as incurred. Fixed assets acquired with non-grant funding are depreciated over the useful lives of the assets to the Incorporation commencing from the time the asset is held ready for use.

The Incorporation may receive funding for a specific project of which some expenses relate to fixed assets. In this case fixed assets are shown as an expense of the specific non-recurrent funding income in accordance with the Funding Agreement.

Employee Benefits

Provision is made for the Incorporation's liability for employee entitlements arising from service rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries, annual and sick leave which will be settled after one year have been measured at their nominal amount. Entitlements expected to be settled later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements using appropriate estimation techniques. The Incorporation also provides for relief staff which may be required should a long term staff member be required to take extended leave. The provision accrued in relation to this type of leave is brought to account on the basis the employee will take the leave and casual staff would be hired in this instance.

... as a result of past events, for

Trade Debtors

Trade debtors are carried at amounts due. The recoverability of debts is assessed at balance date and specific provisions made for any doubtful debts.

Accounts Payable

Liabilities are recognised for amounts to be paid in the future for goods or services received whether or not billed to the Incorporation. Trade accounts payable are normally settled within 30 days.

Revenue Recognition

Grant Revenue

Income from government grants is brought to account when the grant is received by the Incorporation. Unexpended grant revenue which may be carried forward to a later period is shown as a liability as detailed above in Provisions.

Service Revenue

Service revenue comprises revenue earned (net of returns, discounts and allowances) from the provision of products or services to entities outside of the Incorporation. Service revenue is recognised when the goods are provided, or when the fee in respect of services provided is receivable.

Interest Income

Interest income is recognised as it accrues.

Asset Sales

The gross proceeds of asset sales are included as revenue of the Incorporation. The profit or loss on disposal of assets is brought to account at the date an unconditional contract of sale is signed.

Other Revenue

Other revenue is recognised as it accrues.

Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Tax Office (ATO). In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables are stated with the amount of GST included. The net amount of GST recoverable from or payable to the ATO is included as a current asset or liability in the Balance Sheet.

Incorporation Details

Support Newcastle Inc. is incorporated in Australia under the Associations Incorporation Act 1984.

