

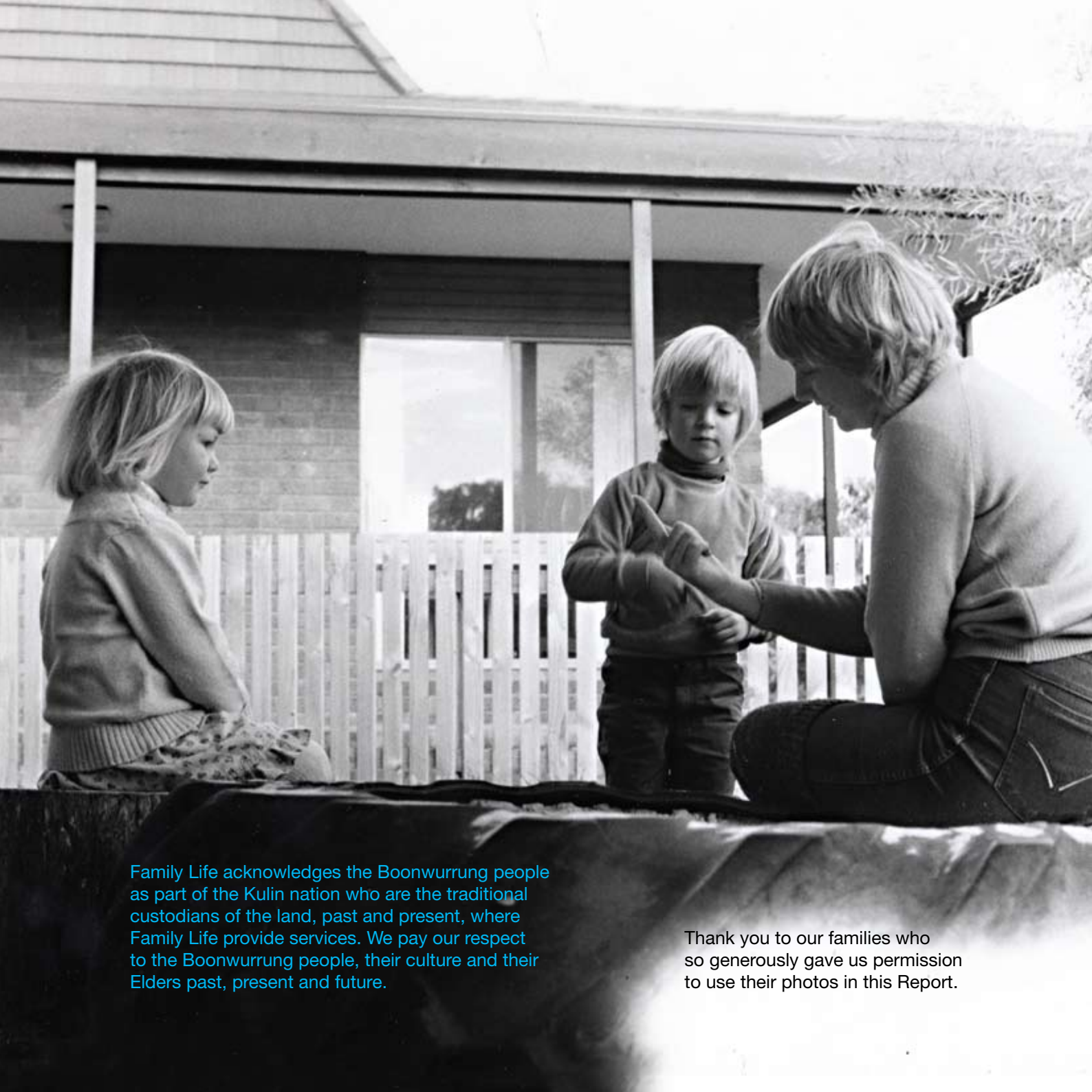
annual report 2009-2010



a celebration of family life



40
YEARS
1970-2010



Family Life acknowledges the Boonwurrung people as part of the Kulin nation who are the traditional custodians of the land, past and present, where Family Life provide services. We pay our respect to the Boonwurrung people, their culture and their Elders past, present and future.

Thank you to our families who so generously gave us permission to use their photos in this Report.

capable communities
strong families
thriving children

Values

Respect, Inclusion, Empowerment, Community

Mission

To create caring, capable communities by:

Supporting and strengthening the most
vulnerable families, children and young people.

Innovating and advocating for social inclusion.

Growing community connections and
contributions for the benefit of all.





L to R: Carmel Sanders, Judy Haworth, Pam Allison.
Each lady has given 39 years continuous voluntary
service to the community through her work at the
Family Life Opportunity Shop at 355c Bluff Road Hampton.

Family Life Celebrates 40 Years



The 1960s were a time of social and political change. Men's and women's roles changed dramatically and the notion of 'family' was redefined. In the suburbs, some families struggled to deal with this upheaval. Mums and dads experienced personal and relationship problems, and children and teenagers felt the impact.

It was in 1967 that a group of concerned citizens including Shirley James, Albert James, Doris Cater, David Allison, Joan Gerrand, Alan Crawford and Fen Gerrand, decided to do something constructive to help these struggling families.

"We decided that the great need in our communities was to try to address the issues of the time. The real difficulties seemed to be problems in families... relationships, changing social conditions etc." Shirley James

By 1970 this group of visionary volunteers had founded Southern Family Life Service Association Incorporated, (known as Family Life since 2005) a non-profit, non-denominational family counselling and support agency. Joan had a vision for a family counselling agency where people could go for help – where they would feel safe and assured that their information would be kept in a confidential manner.

"Confidentiality was stressed to the point that in the early days, if we saw an appointment listed for a person we knew, we were to vacate the building until they left so they would not be embarrassed. People have to realise that in the 1970s counselling was not the accepted part of our lives that it is today." Founding Volunteer, Margaret Parsonson

The Constitution was written, the membership structure ratified and the highly respected Mr David Allison was appointed as the first President. The agency's meagre funds were used to employ Margaret McGregor OAM, a qualified social worker, as the first Director. All other roles and duties were undertaken by volunteers.

How we've grown!

Today Family Life is a vibrant, thriving community organisation with 90 staff and 300 volunteers! Family Life's services extend across seven local government areas around Melbourne's bay, from the City of Port Phillip down to the communities living in Rosebud West in the Mornington Peninsula Shire.

With service centres in Sandringham, Chelsea and Frankston; Community Houses in Sandringham, Hampton East and Edithvale; and Social Enterprises (Opportunity Shops) in Hampton and Cheltenham, Family Life's innovative services empower and strengthen thousands of families every year.



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A Family Life Story

It was 8am at the Breakfast Club at the local Primary School. Family Life staff from the Creating Capable Communities team, trained volunteers and a local policeman were busy flipping eggs, pouring juice and toasting muffins for the 60 children who were eagerly awaiting breakfast.

A teacher approached a Family Life staff member to express her concern about a nine year old boy in her class. He was becoming increasingly withdrawn and agitated and certainly wasn't progressing well with his school work.

Back at the Family Life Service Centre, the staff member raised the teacher's concern with her supervisor. A member of the Family Life SHINE mental health team was called in to follow up with the teacher.

Following consultation with the school Principal and the boy's mother, the little boy was interviewed and assessed. The little boy's behaviour had been triggered by events at home.

Dad was suffering from a mental health issue and his behaviour was becoming increasingly erratic. There had been instances of family violence. Mum was struggling to manage with their new baby girl, financial difficulties and her husband's behaviour. Her self-esteem was low and she was feeling lonely and isolated.

Family Life was able to help the family in a variety of ways.

During several meetings a member of the Family Life SHINE mental health team helped the little boy to learn relaxation strategies and to practice ways of coping when things became difficult at home. During the following school holidays, the little boy joined Family Life's 'Unstoppable Me' program, run at Family Life's local community house. There he met other children whose parents have a mental health issue, learned new skills and had heaps of fun.

The Family Life Community Bubs team was called in to undertake a risk-assessment and to help the mum. They provided her with specialist ongoing support to help her care for her baby. A trained volunteer provided the mum with ongoing support and encouragement. Sometimes they'd go on walks to the local shops or visit the library together; these outings provided a chance for the mum to talk about her feelings and to make new connections in the community.

Dad was helped by the Family Life specialist Men's Family Violence team. He joined the MATES program, a men's behaviour course, where he was helped to understand the impact his behaviour was having on his family. He learned skills for coping with his anger and anxiety.

Family Life's network of supporters provided the family with hand-knitted jumpers for the children, a new cot, a bike for the boy and personal products for the mum. Clothing and toy vouchers, redeemable at one of Family Life's Opportunity Shops, meant that the family could go shopping for things they needed.

A few months later, Mum joined Family Life's Making Choices group where, with other women who were experiencing family violence, she learned skills and strategies that helped her to get more enjoyment from life.

As her confidence grew, mum progressed to joining Family Life's REFRESH program for people wanting to get back into the workforce. REFRESH is based at Family Life's Opportunity Shop in Cheltenham.

Knowing that there were other children at his school who were showing early signs of anxiety, depression and the effects of cyber-bullying, the school Principal invited the Family Life SHINE team to run the 'Friends for Life' program for all of the senior children at his school.

The little boy is more settled at school. Grandma has offered to help out once a week. The violence has stopped and dad is implementing the strategies he learned for dealing with his emotions. Mum is happier and more relaxed and she plans to return to part time work next year.

What the little boy said, *"I learnt more about my feelings and thoughts."*

What Dad said, *"I didn't realise how much my little boy was suffering."*

What Mum said, *"I have gained a strong understanding of my situation. I feel much more in control of myself and my emotions, my family and mostly my relationships. Strength came through understanding and accepting."*

And the baby... is bonding well with her mum and dad and grandparents, and meeting her developmental milestones.

Cost to provide the Family Life integrated whole of family service? Less than the national average cost of one child protection investigation and foster care placement.

Impact of the investment in this family? A series of immediate outcomes leading to long term sustainable family change with minimised cost to the community.*

Value for the little boy and his baby sister - unlimited.

This story is modelled to protect the identity of the family involved and illustrate Family Life's integrated service model, which supports the whole family.

*Savings for the community include estimated long term welfare costs associated with family violence, non-completion of year 12, mental health issues and impact on baby's wellbeing.

Our Patrons

Mr Justice (John) Fogarty AM

John was a Family Court Judge and Head of the Child Support Consultative Group from 1976 – 1998. During this period he delivered major Child Protection Reports and in 1991 was awarded an AM for his work with children. John has been a supporter and Patron of Family Life for over 10 years.

Mr Graeme Disney OAM

Graeme is a former Mayor of Bayside and his contributions and service to our community have been recognised by many awards including the Attorney-General's Department Award for his voluntary work as a Justice of the Peace and a Federation Medal in 2002.

Our Board

The agency is a non-profit, incorporated association governed by a voluntary Board.

Mr Anthony Hurd – President

Tony is an experienced General Manager with extensive local and international experience in manufacturing, marketing and retailing 'blue chip' icon brands which include ACI, Nylex, Black & Decker and Wesfarmers. His current position is Global Sourcing Manager with Bunnings Group Limited. Tony is a local Bayside resident enjoying the challenge of rearing a young family with four children.

Ms Jennifer Douglas – Vice President

Jennifer is the Director of the Strategy Delivery Group of Telstra - the centre of excellence for change and business improvement activity across Telstra. Prior to this role, Jennifer was General Counsel of Sensis and a corporate lawyer specialising in intellectual property and media for over ten years. She holds an MBA and Masters in Law and also has experience in advising on areas of law and policy including as a consultant to the Queensland Law Reform Commission. Jennifer lives in Bayside with her husband and three young boys and is passionate about improving the lives of those in need.

Mr Len Gill – Vice President

Len has a 30 year career in the electricity and gas industries. He is currently Chairman of Alinta Energy and a Non Executive Director of Metgasco. Len is convenor of the Family Life Enterprises sub-board. Len has three adult children and lives in Bayside with his partner and her son.

Mr David Edney – Secretary

David is a Partner at CE Family Lawyers, a legal firm specialising in family and de facto law. David is Chair of the Family Law Advisory Group of the Law Institute of Victoria which is involved in the specialisation of Family Lawyers. He works as an Independent Children's Lawyer in the Family Court and Federal Magistrates' Court, representing children in those Courts. David lives and works in the Bayside community.

Mr Grant Douglas – Treasurer

Grant is Director Victoria/Tasmania for Star Track Express. He spent time with ANZ as Acting Managing Director of Regional & Rural Banking and Head of Agribusiness. Prior to this, Grant was General Manager Quarries South Australia/Northern Territory in Boral's Construction Materials division. Grant holds an MBA from London Business School and a Bachelor of Engineering (Mining) from Ballarat School of Mines. Grant and his wife Deb have two children, Montanna and Alex.

Mr Joseph Cauchi

Joe is a social worker, having worked in Canada with the Children's Aid Society, the statutory child welfare agency in Ontario. On his return to Australia he joined the Catholic Family Welfare Bureau's adoption program. In 1991 he was appointed regional Director of Counselling at the Family Court of Australia. Joe is currently Director of Sustainable Communities at the Mornington Peninsula Shire. He is married to Gloria and they have three children.

Ms Karilyn Fazio

Karilyn is an Executive Coach, Facilitator and Keynote Speaker who has a Masters in Organisational Coaching. Karilyn has been a volunteer at Family Life for over 10 years including three years as President of the Board.

Our Board

Ms Philippa Godinho

Philippa's association with Family Life began just over ten years ago when she sought help in safely exiting a violent relationship. She then took on public speaking roles to help accelerate discussions around family violence and changes that needed to be made in the law, and also in public perception of the issues. She is passionate about helping women and families to overcome negative relationships and now supports these efforts as a Board member. Currently Philippa is a National Account Manager for Fiskars Australia, a role which utilises her marketing degree and strong sales background. Philippa has three children and lives with her partner in the City of Glen Eira.

Mr Brian Lowe

Brian and his wife Liz have four adult children and live in Chelsea. Brian has owned and run a business in Kingston for the past 30 years. He has a passion for volunteering and enjoys being able to give back to the local community. Through the City of Kingston he has been on The Charitable Trust and Foreshore Committee. Brian has been involved with Family Life for more than two years and has been a member of Rotary for 25+ years.

Ms Felicity O'Shannassy

Felicity has a senior management role with PriceWaterhouseCoopers. She has experience across both the public and private sectors, particularly in the areas of strategic planning, change management, project and program management, strategic procurement, relationship and risk management, policy development and service delivery.

Mr Richard Ruth

Richard, his wife Liz and son Hugo live on the Mornington Peninsula and are passionate about the community and helping provide an environment where kids are given every possible chance to succeed. Richard has been volunteering with Family Life in a mentoring capacity at the Charman Road Opportunity Shop for the past year and joined the Board in November 2009. He has a strong sales and marketing background and is currently National Sales and Marketing Manager for M5 Networks Australia, which is a provider of business phone systems.

Mr Graeme Seamer

Graeme has a teaching background and was formerly a Senior Education Officer with the Southern Metropolitan Region of the Department of Education. He continues to work with schools and the Department as a consultant. Prior to joining the Board, Graeme was a member of the School Focused Youth Service Reference Group. Graeme is a resident of Glen Eira.

Mr Stephen Tickell

Stephen is a Licensed Estate Agent and Director of the Hocking Stuart Real Estate Franchise Group, having worked in the industry for over 20 years. He plays an active role in Bayside community life and has always been passionate about creating the best possible environment for youngsters in our community. Stephen lives with his wife Eileen and four children in Sandringham.

Rosemary Addis

Resigned July 2009

Rosemary is Assistant Director, National Reform in the Victorian Department of Premier & Cabinet. Prior to taking this role she had a portfolio of Board and consulting work leading governance, social and policy initiatives for a range of organisations, building on a background as a senior executive in law and management. She has helped shape the strategic thinking of a number of corporate, philanthropic and community organisations. Rosemary is an internationally accredited broker of cross sector partnerships and a graduate member of the Australian Institute of Company Directors.

Ms Trisha Silvers

Resigned July 2010

Trisha, one of the Reach Foundation's original 'Crew' (young leaders), has been facilitating and inspiring groups of teenagers in activity based, educational programs and instilling feelings of self-belief and confidence in these young people since 2000. Throughout 2005, Trisha worked tirelessly to set up the Reach Broadbridge Fund which, together with the Melbourne Football Club, would be responsible for establishing an education centre on Phi Phi Island for children. In 2006 Trisha was awarded Young Australian of the Year for her work with young people in Australia and Thailand. Trisha is currently the Head of Program Delivery with The Reach Foundation.

Ms Ann Corcoran

Resigned December 2009

Ann works full time across two jobs – she is the Student Ombudsman at Monash University and the Data Manager at De La Salle College in Malvern. She was a Member of Federal Parliament, representing the seat of Isaacs for the Labor Party from 2000 to 2007. Ann is an accountant and has worked in senior roles in public hospitals, universities and schools over the last 20 years. Ann has four adult children and a growing team of young grandchildren.

From the President



It is my privilege once again as President to present to you the Family Life Annual Report for 2010. Family Life continues to grow our response to the needs of local communities in the southern suburbs of Melbourne to achieve our vision of 'capable communities, strong families and thriving children'.

2010 has been a milestone year for Family Life as we celebrate our 40th birthday. We are proud that we continue to reach out in our local communities that we serve to build on the vision seeded by a few concerned citizens 40 years ago. It is extraordinary to see how far we have come over the last four decades and just as importantly, the ongoing strength and sustainability of Family Life going forward.

It takes courage, imagination and determination to respond to new challenges and opportunities – qualities which our very talented CEO – Jo Cavanagh, a significantly strengthened and capable management team, team leaders and staff demonstrate over and over again. With each new local community effort to strengthen families and communities we see how “from little things big things grow”; how empowering confidence and building skills with a few can be supported and resourced to achieve another breakfast club, parenting group, community house or enterprise where the vulnerable become able and together people achieve lasting change to create communities where children can thrive. As well as the expert treatment services provided at our three service centres, the Board understands and supports the innovative efforts of our teams to take their expertise out into schools and neighbourhoods to prevent difficulties becoming problems; to encourage people to seek help early. As business people and citizens, the Board is committed to growing this investment to effect much needed social change.

Our financial goals have been met over the prior year with a focal point continuing to be placed on our sustainability strategy. This is a key focus of the whole of Family Life. The quality and effectiveness of Family Life's work responding to the needs of at-risk and vulnerable families, children and youth continue to be endorsed with increases in Federal and State Government funding and community and philanthropic donations.

Our innovative, internationally recognised, Creating Capable Communities has developed into a proven model of social inclusion. With the pro bono strategic expertise of consultancy Bain & Company, we are able to measure impact and the valuable social and financial returns on investment delivered by these prevention efforts.

In addition to the immediate to short term outcomes of strengthened parenting and families and improved child wellbeing, we can demonstrate how the outcomes from Creating Capable Communities track towards longer term individual and community benefits from

- reduced child protection involvement
- improved health
- improved education participation
- increased employment
- improved community safety and reduced crime

Thank you to all our volunteers, board members, management, staff and donors for supporting Family Life over the past 12 months – your dedication and support have been exceptional. I am confident that we have a committed and flexible team that can adapt and tackle the challenges to effect sustainable change for our vision of ‘capable communities, strong families and thriving children’.

Family Life makes a measurable difference in our local, national and international communities through our services, knowledge sharing and partnerships. These are the communities where you and I live.

I am immensely proud to be involved with Family Life and I encourage everyone to help us help those in need and effect lasting social change for the benefit of us all. Thank you.

Tony Hurd

CEO's Report



During 2009 – 2010, the teams at Family Life continued to enable and empower sustainable change for families, children and young people. Reaching out through schools, neighbourhood centres and our own Creating Capable Communities, Community House, social enterprise and Worx programs, we have shared skills, services and support to prevent and resolve significant child, youth and family problems.

Parents and children have come in increasing numbers to our service centres where our expert staff provide counselling, mediation and dispute resolution, therapeutic group programs and skill development services.

Particular highlights from the year include the publication of Professor Thea Brown's report, "What about the children? Parenting post separation and divorce." The research documents how Family Life delivered successful outcomes over the first three years of the Frankston and Mornington Peninsula services. We achieved higher than the national average for client satisfaction and dispute resolution. Given the complexity and levels of conflict to be resolved, this is a strong endorsement of the empowering model we have designed and implemented.

Similarly we have continued to gather evidence of client outcomes and impact from our model of integrated prevention and intervention through child, family and community strengthening services. These findings have been shared at local, national and international forums where we also gather evidence from researchers and practitioners to improve our impact for empowering capable communities, strong families and thriving children.

Family Life's innovations continue to demonstrate there are investments we can make as a community and government to decrease the need for statutory child protection. In 2007 – 2008 the national spend on child protection and out of home care increased by \$ 2.0 billion, an increase of 13.6% on the previous financial year. (Australian Report on Government Services 2009 p44). In the last five years it is concerning that the number of children in Australia subject to a child protection notification increased by 28%, from 161,960 to 207,462. (National Child Protection Clearinghouse June 2010)

Beyond decreasing the demand for, and cost of these statutory services, Family Life's innovations are improving the quality of life for vulnerable children and young people, increasing their opportunities to contribute to the community, and empowering parents and carers to overcome major life barriers and challenges.

A key mission objective for Family Life is to make the business as well as the human rights case for our whole-of-community, integrated service model. We are part of a national and international community growing the evidence-base to demonstrate the effectiveness and value of prevention and early intervention efforts.

And we need your help to do this.

Whilst abuse and maltreatment of children continues to grow, child protection and out of home care services will be government's immediate priority. We must be able to guarantee protection for children taken into care and that they will be safe and do well. We must also attend, as a community, to all children's rights to supports which prevent removal from their families and communities, as required under the United Nations Convention on the Rights of the Child, to which Australia is a signatory.

In this regard, our Family Life evidence of success in strengthening families and communities is increasingly important. We can reduce high-cost social and economic problems. Additional financial support is required to sustain these efforts.

Our most sincere appreciation is expressed to federal, state and local government and the donors, supporters and volunteers who have contributed to our work over the past financial year. In this report you will find the evidence of the value of your investments given back to you in the data, stories and photos. We urge you to grow this impact over the coming years with your financial and in-kind support.

As we celebrate 40 years of Family Life, we honour our foundation volunteers who brought our agency to life, and the many staff and volunteers over the years that have grown our community service and the places where together, we can give and receive support, and care for each other.

Never doubt that a small group of concerned citizens can change the world. Indeed it is the only thing that ever has. Margaret Mead

Jo Cavanagh

The Family Life Integrated Model

Family Life provides Family Services in the southern suburbs of Melbourne

Contributions:

Federal Government	\$2.9 million
State Government	\$2.3 million
Local Government	\$100,000
Community	\$1 million
Volunteers	\$1.1 million value of in-kind service



Service Centres

Sandringham
Chelsea
Frankston

Community Houses

Sandringham
Hampton East
Edithvale
Rosebud West - proposed

Creating Capable Communities

Sandringham
Chelsea
Frankston
Rosebud West - underway

Enterprises

Sandringham
Cheltenham
Chelsea - underway
Frankston - proposed

The integrated model:

- Strengthens and supports families, helping to prevent family problems and breakdown
- Enables people to become active participating members of the community
- Links our core family support intervention with prevention and sustainable change

Service Centres

Service Centres include:

- Counselling and mediation rooms
- Family therapy rooms
- Meeting rooms for community education
- Training facilities
- Support groups

Service Centres are safe and secure offices for clients and staff and a place where anyone can go for help.

Community Houses

Safe, secure, relaxed places where:

- Mums, dads and carers go to make friends, join play groups and develop skills
- Family Life staff and volunteers promote children's wellbeing and development
- Staff and volunteers help parents to build local networks of support

Creating Capable Communities (CCC)

Staff work within high-need communities assisting people to improve their parenting, social and leadership skills.

People learn new skills and foster a sense of community through:

- Breakfast Clubs
- After-School Clubs
- Playgroups
- Leadership Training
- Community Bubs

Family Life staff and volunteers promote children's wellbeing and development.

Enterprises

Community businesses run in upmarket Opportunity Shops:

- Generate discretionary revenue
- Provide vulnerable young people and adults with training, personal support and work experience
- Recycle goods
- Mentor vulnerable young people
- Facilitate socialising and community engagement



Help for families

At some time along life's journey any family may need help.

“How are we going to cope???”

While Family Life's services are available to all families, we give priority to those babies, children, teenagers, mums, dads, grandparents and carers who are most vulnerable.

Our professional staff and trained volunteers help parents and children to develop resilience and the skills and strategies to cope with life's challenges and be the best they can.

Mums and dads and, increasingly, grandparents are helped to set goals for themselves and their families. They are encouraged to develop leadership skills and to become volunteers in their own communities; research tells us that when parents are active and engaged in the community, their children are more likely to do well.

Services Provided*

6,000 people received up to two hours of counselling where they were helped and guided towards change

2,700 people received service and support, lasting more than 2 hours, through counselling, family dispute resolution, mediation and family support services

2,000 people attended community development programs and seminars for relationship and personal skills development

1,400 people were helped through one of Family Life's structured programs

900 families received ongoing support from Frankston Family Relationship Services

1,500 calls to the Child FIRST program from people wanting specialist help for a family

900 children participated in SHINE mental health resilience programs

2,000 students, professionals, residents of high-need communities and special interest groups received information about services which promote wellbeing of children and family relationships

93 people joined the YouthWorx and PeopleWorx programs at our Opportunity Shop social enterprise, where they undertook training, developed skills and confidence to volunteer and get back into the workforce

In total Family Life has directly helped more than 10,000 families, with many receiving several services.

*Numbers rounded to the nearest hundred

Counselling – at the Service Centres and Outreach

While some people who came to Family Life for help were born overseas in countries including England, Scotland, New Zealand, Sudan, India, Sri Lanka and Turkey, the vast majority were born in Australia.

People needed help with:

Rearing their children and teenagers

Family violence

Relationship issues

Mental Health issues

Child protection

Social isolation

Emotional support

Substance abuse

Education

Housing

Many people were struggling with more than one of these problems and many needed help over several sessions.

Some of the most complex cases included family violence issues and at-risk children, and required extended support of 30 to 50 hours.

85% of clients said they were feeling overwhelmed or totally overwhelmed, when they first came to Family Life for help

98% of clients rated Family Life as being either helpful or very helpful

“Family Life’s value to me could never be more important – an essential service to the community.” Male client aged 48, living in blended family with 3 teenagers

“A fabulous organisation that helped me get off a road that I was uncomfortable on, but I felt like a prisoner that couldn’t escape.” Female client aged 45 with 2 children

“I have used Family Life on two occasions in times of great stress. It is good to know that someone is there to help, listen and advise.” Female client aged 48 with 2 children

“Without your service I know my teenage son and I would be in the same boat we were several months ago. Keep up the good work.” Female client aged 50

Dispute Resolution and Mediation

Family Life’s Family Relationship Centre in Frankston is part of a federally funded network of Centres. They were established in 2006 to provide a safe and welcoming environment where families could go for help. The Centres provide information, advice and dispute resolution, such as mediation, to help people reach agreement on parenting arrangements without going to court. The focus is always on achieving the best outcome for the children.

“The sessions reminded me that kids come first and they aren’t responsible for our issues. Love your kids more than you hate each other... It’s about the kid’s wellbeing, not your personal issues with the ex.” Male client

A Story – Grandparents

An elderly grandmother approached Family Life Frankston to request mediation with her daughter and daughter's partner. She wanted to be able to see her three grandsons more often. Due to a history of estrangement and conflict over a period of two years, none of the adults had been able to reach a satisfactory agreement... All agreed to attend mediation. A satisfactory arrangement was agreed upon so the grandmother could have more contact with her grandchildren. They all said what a huge difference there was between their court experience and the mediation, and they wished this option had been available to them earlier.

Child FIRST – Family Support Alliance

Child FIRST and the Family Support Alliance is a network of support agencies who work collaboratively to ensure safety and wellbeing of children. Family Life is the lead agency for the Inner Middle South area. Anyone who is concerned about the welfare of a child can phone Child FIRST. During the year we received 1,500 calls for help. 468 were serious cases, and of those serious cases Family Life supported 117. The remaining 351 serious cases were referred to Family Life's partner agencies.

30% of the serious cases were mums or dads who called out for help themselves. This is important as it means these people saw Family Life as a place they could go for help.

People had problems such as parenting or relationship issues, child protection, child behaviour, family violence and mental health issues. Many people needed help with more than one problem.

"The referrals we are receiving from Child FIRST have really comprehensive information. This enables us to make efficient decisions re accepting referrals, allocation and initial assessment/goal planning... thanks to all the team." Manager at a partner agency.

This efficiency helps to ensure at-risk children get help quickly.

Where appropriate families are linked into the Community Bubs program.

Family Support – Links into Community Bubs

Community Bubs is funded thanks to the generous support of the Cybec Foundation. Families join the Community Bubs program when they are experiencing family violence, have poor coping and parenting skills and are socially isolated.

Community Bubs provides vulnerable babies and their families intensive long-term support, ongoing assistance from trained volunteers and, most importantly, assistance joining in with community activities including playgroups, community houses, libraries and friendships networks.



Family Support – Integrated Family Services for Women and Children including Family Violence Services

Women were offered an integrated range of support services including counselling, group work and referral through to support services in the community. Women set goals and developed skills and strategies to move forward as happier women and stronger mums.

Specialist groups were offered for women who were, or had been living with family violence and also for women who wanted to manage their own anger. Women received support, information and education and developed strategies to deal with difficult situations.

Most of the women who participated in the groups were born in Australia, and while most were aged 20-49, a couple were in their 60s and 70s. Women approached Family Life on their own initiative, or were referred by family violence services or a friend.

Most women fully achieved their goals.

Women said they:

- Were more able to care for themselves physically and emotionally
- Had improved self-confidence
- Felt more able to handle everyday situations
- Gained some insights into their own behaviour
- Learned more about the impact of family violence on children

“Even though I feel more confident and see a way to handle situations differently it is such a new discovery for me that I still need ongoing support for the new skills to become inner strengths.”

“It made me understand that I am not alone, it gives me hope to make changes in my life for the better.”

“I don’t feel like I’m hiding behind a mask.”

“I see this group as a ‘port in the storm’. The sharing and wisdom were invaluable for me to continue to be a happy person and good mum.”

“I learned to take a step back from the situation and assess it.”

Women are more at risk of developing a significant mental illness during pregnancy or in the first year following birth; of these, postnatal depression is the most common. In conjunction with other forms of treatment, women find being able to talk about their feelings, particularly in a support group or to a counsellor, can be vital.

The BEADS group provided support, education and counselling for women who were pregnant or had just had their baby.

“There are a lot less tears, a solid plan in place and I feel I am back on a very solid path to being a normal human being.”

Family Support – Integrated Family Services including Family Violence for Men

Family violence and abuse occurs across all socio-economic groups and continues to be a significant social problem with dire outcomes for children.

Family Life offers men family violence counselling and the opportunity to participate in the MATES Behaviour Change Program where they can learn new ways of responding to challenging situations, and become better men, partners and fathers.

Most men in MATES were aged 35-49, and many needed at least 150 hours of counselling and support.

88% of the men either partially or fully achieved their goals and nearly all felt that their behaviour improved.

“I used to get upset really easy. My behaviour is better now but I still want to keep working on it.”

Family Life trialled an innovative and complex model which involved providing simultaneous counselling for the female partners of men attending the MATES sessions. Women were invited to attend one of the MATES sessions. This helped both the man and the woman to be involved in the process. Several people reported improved changes in their partner’s behaviour and increased wellbeing for the children.

A specialist member of staff is located at the local Magistrates Court to assist families involved in family violence matters to come for counselling and support. Positive feedback was received from Magistrates and court officials who see it as a much needed service.

A Man's Story

A 40 year old man approached Family Life for counselling. He was having relationship difficulties with his estranged partner and much of this was due to parenting issues to do with his sons, aged 14 and 16. The man agreed to attend Family Life’s 16 week Men’s Behavioural Change group. On completion, he and his estranged partner attended Family Life’s Parenting Adolescents group, together. As a result of the couple’s progress and their desire to continue to build on the positive changes, a referral was made to a Family Life relationship counsellor. The couple has achieved an amicable separation that has worked out much better for their children.

Family Support – Links into Creating Capable Communities

To help broaden social connections and promote wellbeing, families and children are linked into a range of community activities available through Family Life’s Creating Capable Communities program. Playgroups, Community Houses, After School Clubs and Breakfast Clubs together with leadership training and back-to-work courses offer families the opportunity to become empowered, active and engaged members of the community. These activities are made possible thanks to the generosity of our volunteers and our community partners.

Seminars

Educational seminars form part of Family Life's proactive strategy for equipping parents to deal with the challenges of rearing children.

Parents who are separating attended the 'Working It Out' and 'Consider the Children' seminars where they learned about the impact of conflict on the wellbeing of their children, communication skills and problem solving strategies.

'Parenting Your Teenager' seminars provided skills and strategies for rearing teenagers, together with an opportunity for parents to share their experiences.

"I learnt that I'm not the only one with difficulties in bringing up a teenager – I learnt to listen more, laugh a lot and not to lose hope." Parent

Work Experience, Retail Training and Back-to-Work Skills

93 people enjoyed the opportunity to participate and develop work readiness skills in the safe and supportive environment of Family Life's social enterprise - an upmarket Opportunity Shop. Staffed mostly by volunteers, the enterprise has proved to be an effective way of supporting vulnerable people in the transition from inactivity and social isolation to active engaged participation in community life – and employment.

"I have hope for the future... I feel I am on the road to success." Participant in the PeopleWorx program

Our Whole of Community Approach

Every aspect of Family Life's work is enriched by the generosity of our volunteers, business people, schools, churches, clubs, philanthropists and donors who give their time, gifts and money – and build strong community connections.



Participants and Volunteers at the PeopleWorx Graduation



Creating Capable Communities

“Community is something we do together. It’s not just a container.”¹

What does it take for marginalised, socially isolated and unemployed people to develop self respect, a sense of mastery and competence, and a belief that they can control their destiny?

“The context that restores community is one of possibility, generosity, and gifts, rather than one of problem solving, fear, and retribution.”²

Developed in 1998, the Creating Capable Communities program operates in high-need neighbourhoods.

It enables vulnerable people to become able as they develop skills, friendships, a sense of belonging, civic and social responsibility, self belief, hope and a vision for what they can achieve.

Creating Capable Communities – five interwoven strategies

Breakfast Club

Promotes healthy eating, socialising and getting to school on time. Staff and volunteers ensure children’s wellbeing. Run at the Dunkley Fox public housing estate and Westall Primary School.

“We’ve seen positive results in the classroom; the teachers are able to notice the difference in certain children when they have had a good breakfast.” School Principal

After School Club and Community Festivals

Socialising, playing and healthy eating, supervised by staff and volunteers, encourages improved educational outcomes. Run at the Dunkley Fox public housing estate. Community festivals during Housing Week are supported by hundreds of locals. Family Life is very keen to enrol support to expand these activities.

Community Bubs

Over the past seven years Community Bubs has helped several hundred vulnerable babies to have happier healthier lives. With long-term assistance from specialist staff and volunteers, families develop the skills, confidence, knowledge and links in the community to enable them to be effective parents. Community Bubs is possible thanks to the generosity of the Cybec Foundation.

This year:

90% of babies reached their developmental milestones

90% of mums and dads improved bonding and attachment with their babies

60% of families created and maintained community connections

¹ David Brain. “Placemaking and Community Building,”

² Peter Block. “Community: The Structure of Belonging”

80% of families achieved their goals

50% of families accessed and maintained links to new services

Community Houses

Provide isolated mums, dads, grandparents and carers with welcoming, safe and supportive place to meet others, learn new skills, socialise, participate in playgroups and get help from staff and trained volunteers.

Our Community Houses include:

12 Keith Street Highett, close to the local public housing estate

8 Lochiel Avenue Edithvale, was donated by the Cybec Foundation. Situated near an urban renewal region, this house was officially opened in August 2009, by the Child Safety Commissioner, Mr Bernie Geary OAM.

This year, thanks to the generous support of the Griffiths Trust, Family Life acquired **199 Bluff Road Sandringham**.

"I feel at home, very comfortable, amazing staff and volunteers. I live in Richmond and come all the way and my son and I both love it and feel at home. Very non-judgmental group. It suits our needs perfectly right now so for us it is perfect".
Young mum

At the Community House parents:

Brought food to contribute to the Christmas celebrations

Donated and received used clothes and lent items to each other

Held birthday parties for their children

Creating Capable Leaders

"Yes, I can be a Leader"

Run in high-need communities since 2006, Creating Capable Leaders offers leadership training for people wanting to develop social and leadership skills and make a difference. Projects are chosen, planned and implemented by the participants.

From small beginnings, big things grow.

Three years ago, participants decided to run a back-to-work course for local mums and dads. They called it REFRESH, and since then they have trained 25+ people, many of whom have now found jobs. The course is run in Family Life's social enterprise in conjunction with the PeopleWorx program and is going from strength to strength.

At Rosebud West Primary School, Creating Capable Leaders graduates developed welcome packs and a Prep Orientation program for new parents. They gave out cups with the slogan 'Be at School by Nine'.

Some children at Carrum Downs Primary School didn't have lunch, so another graduate developed a "Food for Everyone" lunch program for the school – it is a big hit!

Other graduates have grown a Community Garden at the Edithvale Community House, with gardens tended by children from Yarrabah Special School.

Produce is plentiful and the graduates are now planning a Community Kitchen for teenagers.

The Creating Capable Communities newsletter has been written by another graduate – ensuring everyone is kept up-to-date. Other graduates are planning:

A mental health support group in Chelsea

The Pantry Project – food parcels for disadvantaged residents of Chelsea in partnership with the Chelsea Community Support Service

Breathe Easy - a support group for women experiencing family violence

Festival of Fruit – introducing primary school children to new and exotic fruit

"My mood and attitude has been helped. It's been great to meet and talk about how we can support parents and children... It has been stimulating and supportive and encouraging... [I am] looking forward to the future."
Creating Capable Leaders Graduate

Thanks to pro bono support from Bain & Company, Family Life's innovative methodology for measuring the return on investment of the Creating Capable Communities program is being tested by our national partners.





Family Life SHINE



Support
Help
Information
Networks
Education

1 in 7 Australian children aged four to 14 has a mental health problem.¹ This might be depression, anxiety or an eating disorder.

What the research tells us:

Early intervention and prevention programs that help children develop skills to deal with their feelings and thoughts, can be very effective. Helping parents to develop skills and strategies to support their children can also be very effective.

Many young people are living with a parent who has a mental health problem.

For these children, home-life can be very difficult. They are likely to take on too much responsibility at home, have low self esteem and worry they might inherit the illness.

Teaching children strategies for coping with their difficult home life can help to reduce their anxiety and stress.

As part of an innovative mental health national pilot, Family Life has developed a four-pronged prevention and intervention strategy. Demand for the services has been considerable and the results have been very promising.

1. Working in schools to help children who have early signs of mental illness and preventing further mental illness.

SHINE ran a 10 week resiliency program called "Friends for Life*" in eight schools. Schools chosen had a particularly high need for support.

"I learnt that we all feel sad sometimes and that is OK because I will feel happy again soon."
Student

"I can tell myself that I am all right and that when things go wrong I can think about how to make things better." Student

"I have noticed that the students now have the knowledge and skills to sort their problems out rather than running to me for the solutions. They tend to be sorting it out themselves in the playground and gaining the life skills that they need to resolve conflict." Chaplain

"All teachers have been delighted with the SHINE team. I have had nothing but positive feedback. We are seeing a gradual turnaround in morale among the teachers and students."
Assistant Principal

¹ Giesen, Searle and Sawyer 2006

* www.friendsinfo.net

2. Working in schools and helping parents with at-risk 8-14 years olds, to strengthen their relationships with their children.

SHINE ran a 'Grief and Loss' program for a school where there had been several deaths of people in the school community.

"Because SHINE are helping me get through tough times; the program is helping me..."
Student

In response to research indicating that 27% of girls aged between 8-14 years have an emerging mental health issue and many are not receiving professional help¹, SHINE developed and ran 'Marvellous Me' for a group of at-risk girls.

All the girls said they would like to do the group again and they would recommend it to their friends.

"I learnt about feelings and thoughts and how you can change them from being sad."
Participant

"Her behaviour improved and communication is much better. I would recommend this group to other young girls to help develop their self esteem." Parent

Cyber-bullying has emerged a potential risk factor in youth suicide and it continues to be an issue that school communities feel ill-equipped to deal with.

SHINE ran information and support sessions in three schools which were attended by a total of 182 students and 104 parents.

"Very challenging presentation – I had not realised the impact that cyber-bullying could have on our children." Parent

100% of parents stated that they learnt new strategies on how to manage cyber-bullying.

52% felt more confident in managing cyber-bullying after the session.

100% of all parents stated that they would recommend the session to other parents.

"Great idea to include the kids – they have a lot of ideas." Parent

"Tell your parents if somebody's going on the computer and is saying rude stuff because they can do something about it." Student



3. Providing support for children of parents with a mental health illness.

These children are at a 2.5% greater risk of mental health problems than other children.

SHINE developed and ran two school holiday programs for children whose parent has a mental health illness. Called 'Unstoppable Me' the program focused on education and support, and received positive feedback from the children.

100% of children learnt new things in relation to mental health.

71% of children learnt new ways to cope if Mum or Dad were going through a hard time.

Parents reported that their children made new friends, had fun, were more confident, were less anxious and had become more receptive to doing things on their own.

After two months nearly every parent reported positive changes for their families.

"My child understands more about her father's illness and is more patient with him." Parent

"It's easier to talk to my child about things." Parent

The SHINE team provided intensive case management and support to 86 families who were dealing with the impact of mental illness on their family's wellbeing.

4. Contributing to community and national discussion about mental health.

During the year the SHINE team presented at international and national Mental Health conferences. They also shared their knowledge about prevention and early intervention of mental illness at 31 public forums.

Highlights include:

International Mental Health Conference VICSERV
"Unfinished Business Pathways to Social Inclusion"

Australian government Community Care Mental Health Forum

Child and Adolescent Mental Health National Conference

Bay Mob Koori Health Promotion Day Monash University





Support for People Affected by the Victorian Bushfires

When the enormity of the bushfires occurred Family Life was called upon by the State Government to provide case-management, counselling and support to 65 families displaced by fires.

While most families now no longer need direct support, Family Life continues to support a few families still struggling to decide about their futures.

What has helped?

- Accompanying and supporting survivors who gave evidence at the Royal Commission
- A bushfire survivor, with two young children had set up a caravan on her land. When it too was burned down, by suspected arsonists, generous donations from Rotary enabled her to replace the bedding and toys.
- An elderly couple commenced rebuilding their property. With the cost of rent and the rebuilding, they struggled to meet everyday living expenses. Donations from Service Clubs and others, enabled the couple to purchase groceries, pay bills and keep up their spirits.

"Your continual support over the last year has been greatly appreciated. Your trusted ear and guidance, not to mention navigating the complications of forms, deadlines, contacts etc has been invaluable." Bushfire survivor

What help is needed?

- Financial donations
- Ongoing practical and emotional support for the families
- As a community we implement strategies to try to ensure this tragedy is never repeated

"One year later there is still sadness for many, in terms of loss of loved ones, friends and community. While media reports of communities 'sticking together' are, on the surface correct, some tension and disharmony continue as people express differing views about the reconstruction." Abridged report from Case Manager





Enterprises

The volunteer teams at both Opportunity Shops broke sales records, helped more people and made an even bigger environmental impact.

Opportunity Shop at Nepean Highway Chelsea

With the support of our donors, plans are well advanced for opening the doors of our new enterprise in Chelsea. Watch our website for an announcement.

Opportunity Shop at 355c Bluff Road Hampton

How much money was raised?

The team of 80 volunteers raised a staggering \$224,709. That's almost 10% growth on last year.

How was the money used?

The money helped babies, children and families living in the Highett Creating Capable Communities program to lead happier and more fulfilling lives. This ongoing support is greatly appreciated, in particular as Creating Capable Communities has been replicated in additional high-need communities including Chelsea, Carrum, Frankston and Rosebud West.

This shop also plays a very big role in the lives of many local people. Situated adjacent to the Highett public housing estate the shop offers a friendly and welcoming mini-community where locals can pop in for a chat and companionship.

Opportunity Shop at 316 Charman Road Cheltenham

How much money was raised?

The team of 63 volunteers raised a fantastic \$315,881 and achieved a 12% increase on last year.

How was the money used?

The money helped unemployed teenagers and adults get the skills, training, work experience and personal support they need, so they can move on to volunteering and employment.

The programs are called YouthWorx, PeopleWorx and REFRESH, and they run in the Opportunity Shop, with the support of the wonderful volunteer-mentors.

93 people participated in YouthWorx and PeopleWorx

26 people graduated with Certificate II in Retail Operations

15 people participated in REFRESH (return to work program run by graduates of Creating Capable Leaders)

Did anyone get a job?

Many graduates found paid employment including:

- Ordering stock and administration at a hospital
- Sales at Myer Chadstone
- Stock control at Bunnings
- Sales at a shoe warehouse
- A job in advertising and marketing
- Stock and sales at Target
- Personal Assistant to a Pastor
- Sales at a bedding franchise
- Maintenance Assistants at Family Life

"I just wanted to let you know what a wonderful employee she is proving to be. She can work across many departments now and is picking up so much product knowledge. She gets on well with all team members and is becoming a great asset to our store. Your training has obviously paid off! Looking forward to receiving other candidates from you for work experience."
Recruitment manager at a major store

"You know how thankful I am to be a part of Family Life YouthWorx program! It was indeed a great way for me to sustain my family's basic needs since I was employed right after I finished my working experience with Myer." Participant

"CRS (formerly Commonwealth Rehabilitation Service) has greatly appreciated Family Life's willingness to accept CRS clients from all backgrounds. This collaborative relationship has resulted in a number of CRS clients progressing towards their employment goals, albeit at very different rates."

Environmental results for both enterprises

Tonnes of goods were recycled and saved from landfill.

Donors

We thank our loyal individual and business donors, for their high quality and generous donations. Without their generosity, none of this would be possible.



The Family Life Staff

Family Life's highly qualified and experienced staff ensure that they agency operates efficiently and effectively and our clients receive the professional support they need.

Qualifications – Managers

Master of Business Administration
Master of Management
Bachelor of Arts
Bachelor of Arts (Social Science)
Bachelor of Business Administration
Bachelor of Commerce (Accounting and Finance)
Bachelor of Commerce, Management and Marketing
Bachelor of Education
Bachelor of Social Work
Bachelor of Social Science Psychology
Bachelor of Science (Psychology Major)
Certified Practising Accountant
Professional Diploma of Human Resources Management
Post Graduate Diploma in Adolescent Health and Welfare
Graduate Diploma In Adolescents Health and Welfare
Graduate Associate Diploma of Welfare
Diploma Of Teaching

Diploma in Abuse Counselling
Postgraduate Training In Applied Systems Theory and Family Therapy
Post Graduate Certificate of Management
Associate Diploma Of Welfare Studies
Certificate IV Workplace Training and Assessment

Qualifications – Team Leaders, Coordinators and Service Delivery Staff

Master of Education Studies – School Counselling
Master of Social Science (Counselling)
Master of Social Science
Master of Social Work
Bachelor of Arts
Bachelor of Arts (Psychology)
Bachelor of Business
Bachelor of Human Services
Bachelor of Social Work
Bachelor of Social Science (Education)
Bachelor of Social Science (Counselling)
Bachelor of Social Science (Psychology)
Bachelor of Social Science (Youth Studies)
Bachelor of Social Welfare
Post Graduate Degree in Counselling
Graduate Diploma of Adolescents Health and Welfare

Graduate Diploma of Social Science
– Human Services Counselling

Graduate Diploma of Social Science
– Family Therapy

Graduate Diploma of Psychology

Graduate Diploma of Psychological Studies

Graduate Diploma of Special Education

Advanced Diploma of Human Resource Management

Advanced Diploma of Gestalt Psychotherapy

Advanced Diploma of Management

Diploma of Community Development

Diploma of Social Work

Diploma of Children Services (Child Development)

Diploma of Contemporary Somatic Psychotherapy

Diploma of Front Line Management

Diploma of Professional Counselling

Diploma of Business (Marketing)

Diploma of Management

Diploma of Business Administration

Diploma of Men's Behaviour Change Group
Facilitation

Diploma of Community Service and Welfare

Associate Diploma of Welfare Studies

Advanced Certificate of Management

Advanced Certificate of Residential and
Community Services

Advanced Certificate of Youth and Childcare

Graduate Certificate of Social Science

Certificate of Occupational Studies

Certificate of Occupational Studies
– Social and Community Services

Certificate IV in Workplace Training and Assessment

Certificate IV in Retail Management

Certificate IV in Drugs and Alcohol

Certificate II in Retail Operations

Family Dispute Resolution

Family Life's professional development strategy enables staff to keep up-to-date with the latest research, practice-standards and knowledge.

Membership of professional associations and attendance at conferences, workshops and forums is also encouraged.

Supporting the Services

Service Support

The front face of Family Life provided customer service, greeted clients and guests and took 5,500+ phone calls in the year.

"Reception was welcoming and kind."
Client on her visit to Family Life

Finance Department

Ensured the Family Life financial practices met rigorous national standards and achieved fully audited and unqualified accounts.

Information Communication Technology Department

Ran a complex computer system consisting of 12 servers, 100 work stations and a dedicated private network supporting numerous database and telephone systems.

Trialled a Linux/Gnu system at our Chelsea Service Centre.

Ongoing quest for innovation and cost-efficiencies.

Property Department

Managed three service centres, three community houses and two opportunity shops including maintenance, negotiation of rental agreements and compliance with occupational health and safety standards.

Community Relations Department

Managed the communications, marketing and fundraising strategies, and supported our valued donors, sponsors, supporters and volunteers.

Human Resources Department

Managed the recruitment, organisational development, professional development and performance improvement strategies for 90 staff and Family Life's quality audits.



Our new community house at 199 Bluff Road Sandringham

Volunteers – Have the Biggest Hearts

In 1970, our founding volunteers set the standard for what it means to give back to the community.

Today's volunteers have upheld the banner, with their abundance of generosity, kindness, enthusiasm, integrity and hard work.

Volunteers support every facet of Family Life. During the year they contributed an estimated 44,000 hours through their work. Valued at a conservative \$25 per hour, this equates to a contribution of almost \$1.1 million back to the community.

Highlights, achievements and acknowledgments

- With a tear in our eye, we bid a fond and very grateful farewell to our volunteers who retired during the year
- Volunteer Events Committees ran a Golf Day, Open Garden Day and a Cocktail Party, and raised approximately \$100,000
- The Board provided strategic guidance and governance, ensuring we met required fiduciary requirements
- Fantastic team work and sharing across our two shops, as we get ready to open our third shop in Chelsea
- Many more volunteers, who live near our Chelsea and Frankston Service Centres joined the team and helped with our programs

Thanks to our volunteers, so many babies, children, teenagers, mums, dads, grandparents and carers, are leading happier and more fulfilling lives.



Professional Associations and Partnerships

Research

National Consortium for the Wellbeing of Children
post separation and divorce

Parenting Research Centre
– SHINE Mental Health Project for Children

“What about the children? Parenting post separation
and divorce.” Publication. Monash University,
Professor Thea Brown, Frankston Family Relationship
Centre outcomes for children and parents

Student Placements

Australian College of Applied Psychology

Chisholm TAFE

Holmesglen TAFE

Monash University

Service Delivery

Anglicare

Australian Attorney General's Department

Bayside City Council

Bayside, Glen Eira and Kingston Local Learning
and Education Network

CAMHS Frankston

Centrelink

City of Kingston – Community Engagement

Child FIRST Alliance of Family Services for Port Phillip,
Stonnington, Bayside, Kingston, Glen Eira

Chelsea Community Information and Support

Community Learning Partnership

Community Renewal Kingston, Rosebud West
and Hastings

Department of Families, Housing, Community Services
and Indigenous Affairs (Australian Government)

Emergency Recovery Committee

Enhanced Maternal & Child Health Nurses

Family Court of Australia

Frankston City Council

Frankston Mornington Peninsula Primary Care
Partnership

Good Shepherd – Mornington/Hastings

Headspace Frankston

Kingston Bayside Primary Care Partnership

Local Government Family, Children and Youth
Services Networks across Bayside, Kingston, Glen
Eira, Frankston and Mornington Peninsula Shire

Magistrates' Court Frankston FV Court

Melbourne Family Relationships Consortium

Mornington Peninsula Shire

New Hope Migrant and Refugee Centre Inc

Office of Housing

Oz Child

Port Phillip Community Services

Port Phillip Community Group

Peninsula Community Legal Centre

Peninsula Health Primary Care Partnership Freedom
from Violence Working Group

Peninsula Health Community Health Mens' Program
Family Violence

Primary Schools in municipalities of Kingston, Bayside, Glen Eira, Frankston and Mornington Peninsula Shire

Peninsula Support Services

Reference Group for Family Relationship Services
Frankston and Mornington Peninsula Shire

Sandy Beach Community Centre

School Focused Youth Services
– Local Advisory Group

South Eastern Migrant Resource Centre

Southern Metropolitan Integrated Family Violence
Services partnership

Southern Region Inner Middle Education Advisory
Group

Victorian Aboriginal Child Care Agency (VACCA)

Victorian Family Relationship Centres partnership

Victorian Department of Education and Early
Childhood Development

Victorian Department of Human Services, state
and southern metropolitan region

Victorian Department of Planning and Community
Development

Working Together Strategy (Southern Region)

Youth Affairs Council of Victoria

Memberships, Innovation and Professional Development

Australian Association of Marriage and Family
Counsellors

Australian Association of Social Workers

Australian Counselling Association

Australasian Evaluation Society

Australian Institute of Family Studies

Australian Institute of Management

Australian Human Resources Institute

Australian Psychological Society

Australian Research Alliance for Children and Youth

Australian Society of Certified Practising Accountants

Bain & Company

Centre for Excellence in Child and Family Welfare

Centre for Social Impact

Family Relationship Services Australia

International Society for Prevention of Child Abuse
and Neglect

Kingston Bayside Primary Care Alliance

Melbourne Business School

National Coalition for the Safety and Wellbeing
of Australia's Children

No To Violence (NTV)

Our Community

Parenting Research Centre (Bushfire Response)

Psychotherapy and Counselling

Social Enterprise Alliance (USA)

Victorian Association of Family Therapists

Thank you – Grants, Donations, Sponsors & Supporters

Government Funding Bodies

Commonwealth Government
Victorian Government
Bayside City Council
Kingston City Council

Foundations, Funds and Trusts

AMP Foundation
Bennelong Foundation Pty Ltd
Cybec Foundation
Cydella Pty Ltd
Danks Trust
Dubai Duty Free Foundation
Gandel Charitable Trust
Myer Community Fund
Newsboys Foundation
The Ian Potter Foundation

Clubs

East Bentleigh YWCA Golf Club
Hampton Bowls Club
Lions Club of Beaumaris
Lions Club of Brighton
Lions Club of Sandringham
Red Cross Brighton
Red Cross Beaumaris
Rotary Club of Aspendale
Rotary Club of Beaumaris
Rotary Club of Bentleigh –
Moorabbin
Rotary Club of Brighton
Rotary Club of Brighton North
Rotary Club of Chelsea

Donors

Agostino A
Allison A
Bendigo Bank
Bevan R
Black Rock Village Meat
Bledisloe Australia Pty Ltd
Bourke H
Bunn P
Burt J
Byrt J
Cavanagh J
Cheney B
Coles
Corcoran A
Cowling V
Fazio K
Field J
Fiskars Brands (Aust) Pty Ltd
Gill L
Gillespie G
Godinho P
Hofmann F and M
Holy Trinity Church Hampton
Intimo
Judson W and P
Kay S
Kelly S
Laufmann N
Lawler J
Lee L
Malley K
Malley L

Malley M
McCulloch L
McGregor OAM. Mrs M
McKimm N
Mueller K
Neighbourhood Watch
Ong E. and Co Pty
O'Shannassy F
Parks M
Pioneers Presbyterian Church
Rayner S
Renna N
Reynolds P
Rezeko Pty Ltd
Rogers R
Sandringham East Primary
School
ShareGift Australia
Shepard P
Silver M
Smith J
St Augustine's Southern
Opportunity Shop
Stobart M
Taylor P and K
Thompson M.P. M
Vassella M
Wighwick I

Sponsors and Supporters

9StarGreen
Active Office Furniture
Amitie Textiles - Jennifer Kingwell
Amora Boutique

AMP Foundation
Annie White
Bain and Co
Bare Image Photography
Bay Road Nursery
Bayside City Council
'Be a Bayside Water Saver'
Bayside City Council Community Chest
Birchwood Landscapes
Black Rock – Beaumaris Lodge No 370
BlueFrog Marketing
Boanne Boutique
Bozeman Barack
Brett and Margie King
Brighton Police
Brighton Red Cross
Bunnings Group Limited
C E Family Lawyers
Cabrini Health
Carla Zampatti
Cellarmasters
Challenge Commercial Interiors
Cheltenham Golf Club
Citywide Services Solutions
Copper Rock
Crop Care
David Marshall Real Estate
Dr Alan Sherlock
Drummond Golf Cheltenham
Ellie's Boutique
Fazio's Pizzeria & Grill
Fiskars Brands
Fox FM
Frank Fazio
Galleries Soleilo
Genus Landscape Architects
Geoff Bade

Gerry Lambourne
Glimpse Photography
Golf Publishing
Griffiths Trust
Hinkler Books
Hocking Stuart BSM P/L
Hocking Stuart Corporate
Holloway Diamonds
Kingswood Golf Club
Knit One Give One (Ros Rogers)
Laura Copley
Lavazza A Modo Mio
Lilamaya
Long Island Country Club
Lowe Constructions
Lyon Nathan National Foods
Macquarie Bank
Martine Bade
Me, Myself & I – Graphic Design
Melbourne Cricket Club
MGF Financial Services
Middletons Lawyers
Moorabbin Police
Mordialloc Cellar Door Wine Shop
Mr Trampoline
Myer Southland
Nine Network Australia
Noodle Box in South Melbourne
Norton Builders
Novotel Forest Resort
Patterson River Country Club
Popart
RACV Cape Schanck Resort
Retravision
Rezeko
Riversdale Golf Club
Ruth Hebard
Sally Rayner

Sanctuary Lakes Country Club
Sandringham Golf Range
Sandringham Yacht Club
Sarah Bez
Simply Wines
smac Imports
Sophie Kyron Jewellery
Sorrento Golf Club
Southern Golf Club
St Augustine's Southern Opportunity Shop
St Leonards College
Stefani Estate Wines
Steinfinger
Studio Rosa
Stylizit
Sue Whyte – Intimo
Talent2 International Ltd
Ted's Camera Stores
Terra Firma
Terry Hammond Cycles
The Good Guys Brighton
The Kew Golf Club
Valcorp Fine Foods
Victoria Golf Club
Victoria Youth Mentoring Alliance
Victorian Lawn Installations
Vision Personal Training Studio
Visual Resource
Vivace Restaurant
Vortex Air
Waller's Bakery
Water Guys
Whites Wires
Wilson
Without Pier
Woodlands Golf Club
World of Music

Treasurer's Report

It is with pleasure that I present the Family Life Treasurer's Report for 2009-2010.

Family Life experienced healthy financial growth during the Financial Year 2009-2010. Throughout the year we invested in providing services across the communities in which we operate and worked hard to optimise our income. As at 30/06/10, Family Life recorded a surplus of \$43,503.

Income

Family Life received significant funding from both state and federal government during the year to the value of \$5.4 million, which represented an increase of 2.8% over last year.

Due to the generosity of the community, we have a very encouraging result from our social enterprises and fundraising. From these endeavours we have raised \$967,083 which represents an increase of 19% over last year.

Expenditure

Implementing Family Life's integrated service delivery model across the communities in which we operate and our commitment to employ and retain the best people has seen an increase in our staffing expenses over the previous financial year. Our ability to work with other agencies and community organisations and the generous support of our volunteers has allowed us to deliver services at a lower cost than would otherwise be incurred.

Balance Sheet

With the sound governance of our Finance and Property Sub Board, we have built up a strong balance sheet with full cash backing for all employee and other liabilities.

Overall the financial statements of the organisation show a well managed, growing business, striving to achieve its vision – capable communities, strong families, thriving children

I join with our President, Anthony Hurd, in encouraging you to support Family Life's work by donating online www.familylife.com.au/donate

Grant Douglas

Financial Statements

Statement of comprehensive income for the year ended 30 June 2010

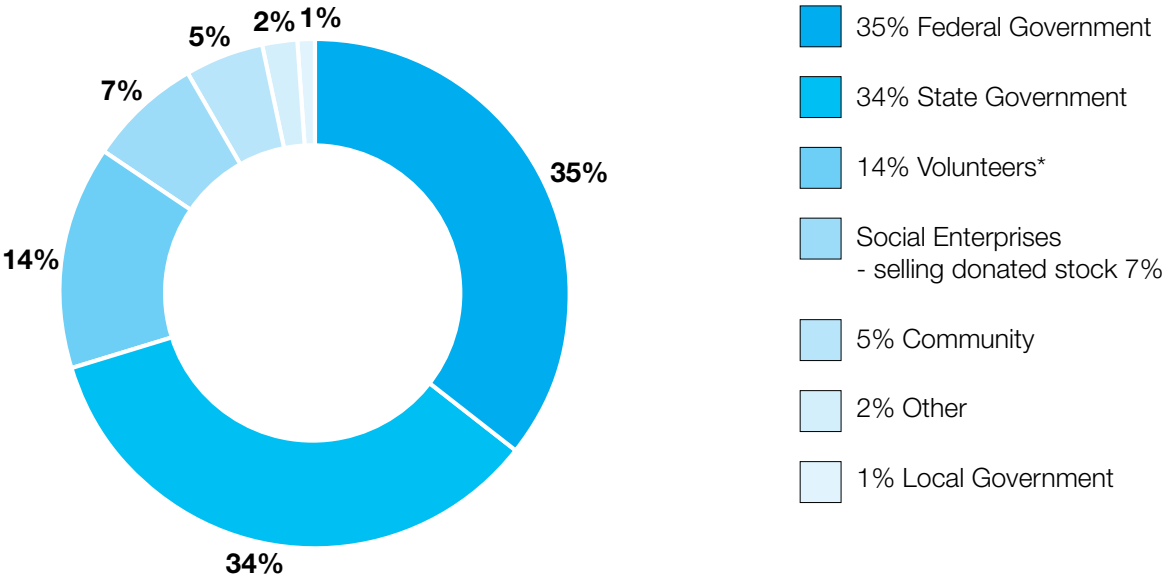
	2010 \$	2009 \$
Income from Operating Activities		
Government funding	5,433,792	5,282,194
Non Government grants	194,000	193,500
Fundraising & Donations	232,492	134,851
Social Enterprises	540,591	486,035
Service income	45,760	5,380
Other income	117,529	186,182
	6,564,164	6,288,142
Expenditure from Operating Activities		
Staffing expenses	4,943,308	4,536,740
Program expenses	420,994	366,559
Operating expenses	213,798	199,205
Property expenses	947,925	818,566
	6,526,025	5,921,070
Operating Surplus/(Deficit)	38,139	367,072
Capital Grants, Bequests and Appeals (Net non-operating income)	5,364	(33,361)
Surplus/(Deficit)	43,503	333,711

Statement of financial position as at 30 June 2010

	2010 \$	2009 \$
Members Funds		
Accumulated Funds	2,648,602	2,722,069
Reserves	927,438	810,468
Total Members Funds	3,576,040	3,532,537
Cash & Investments	2,408,717	2,305,102
Other Current Assets	39,028	39,389
Property, Plant and Equipment	2,336,109	2,481,736
Total Assets	4,783,854	4,826,227
Total Liabilities	1,207,814	1,293,690
Net Assets	3,576,040	3,532,537

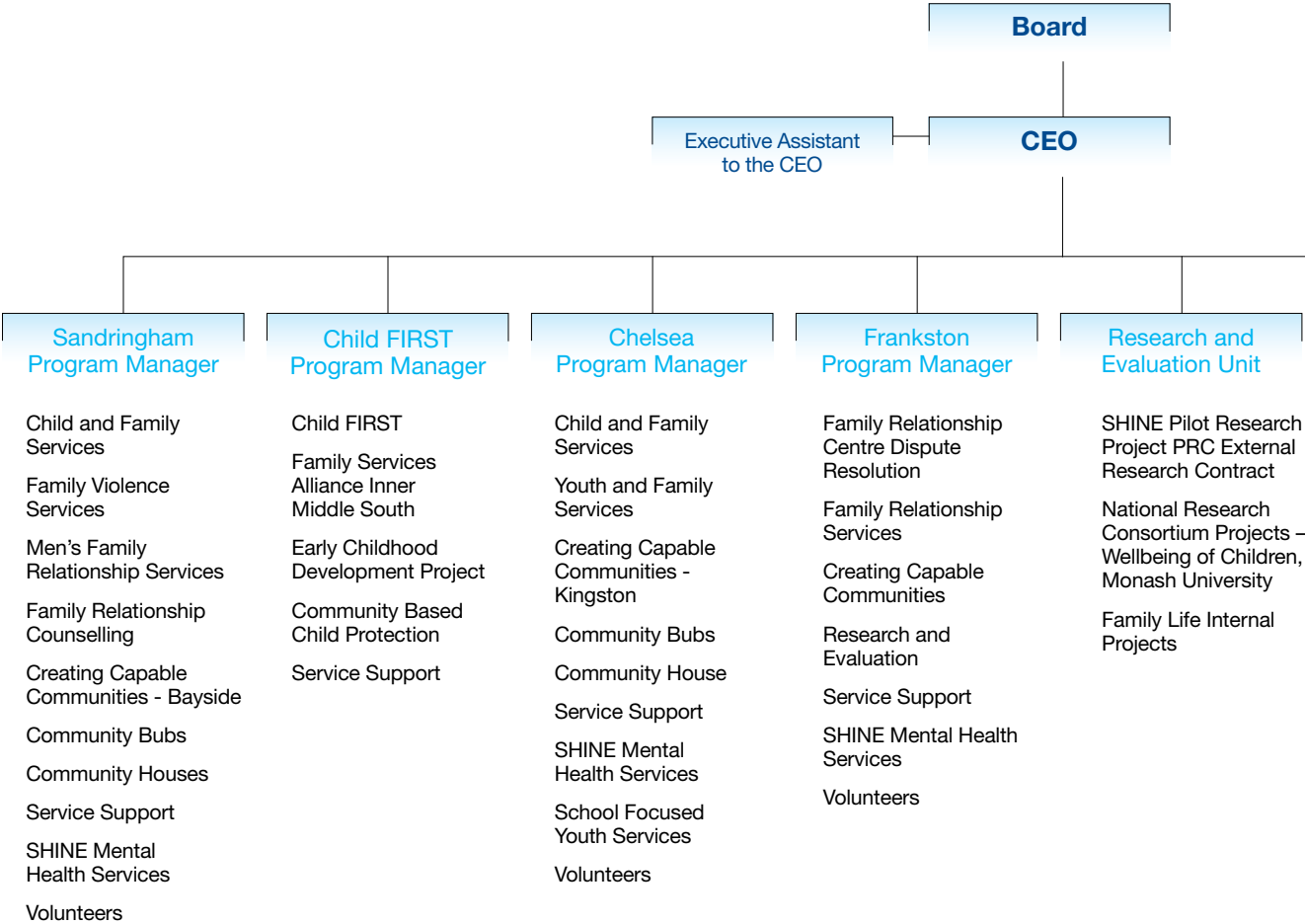
Contributions to Services 2009-2010

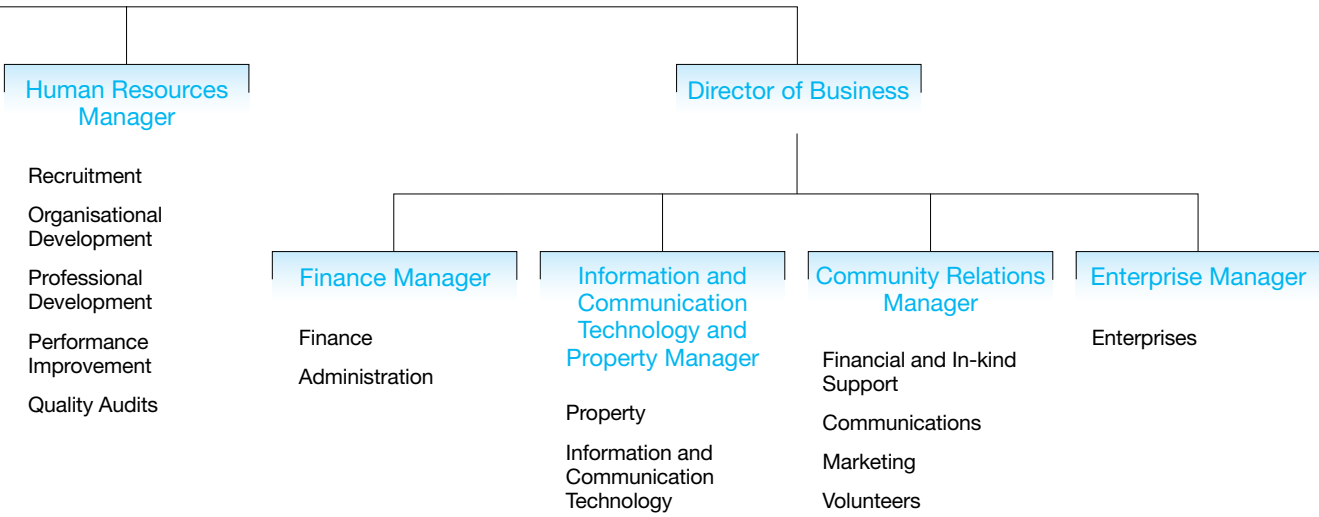
Family Life provides services to the community, by bringing together support from volunteers and combining it with funding from Government contracts, grants, donations (in-kind and financial) and social enterprises.



* Volunteer contribution estimated
- 44,000 hours valued at \$25 per hour

Organisation Structure and Functions









capable communities
strong families
thriving children

Service Centres

Sandringham

197 Bluff Road Sandringham
Victoria Australia 3191
Phone +61 3 8599 LIFE
+61 3 8599 5433
Fax +61 3 9598 8820

Frankston

37 Playne Street Frankston
Victoria Australia 3199
Phone +61 3 9770 0341
Fax +61 3 9770 2906

Chelsea

Suite 2, 450 Nepean Highway
Chelsea Victoria Australia 3196
Phone +61 3 9782 7800
Fax +61 3 9773 4624

info@familylife.com.au
www.familylife.com.au

Enterprises

Opportunity Shop – Cheltenham

316-318 Charman Road Cheltenham
Victoria Australia 3192
Phone +61 3 9583 0305

Opportunity Shop – Hampton

355c Bluff Road Hampton
Victoria Australia 3188
Phone +61 3 9598 2795

Community Houses

Sandringham

199 Bluff Road Sandringham
Victoria Australia 3191
Phone +61 3 8599 5433

Edithvale

8 Lochiel Avenue Edithvale
Victoria Australia 3196
Phone +61 3 9782 7800

Hampton East

12 Keith Street Hampton East
Victoria Australia 3188
Phone +61 3 8599 5433

Southern Family Life Service Association Inc.
ABN 37 712 782 209

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