

Annual Report

2018/19



*Transforming
lives for stronger
communities*



Thriving
Children

Strong
Families

Capable
Communities

Who We Are

Family Life has been working with vulnerable children, families and communities since 1970.



Chair Report

On behalf of the Board, I have great pleasure in presenting this report on Family Life's work and achievements for the financial year 2018/2019. This last year has been an exciting and rewarding one. It has been a time of transition for the community service sector as a whole, impacted by Royal Commissions, government reforms and diversification of funding approaches. We also continue to address the impact of technology and digital disruption on business systems and service delivery.

In this context we are proud to report a 20 percent growth in government revenue in the 2018/19 financial year, as an outcome of competitive tendering processes, bringing investment in the work we do to \$14,915,480. This growth reflects our ongoing commitment to innovation and proven programs across a range of therapeutic and practical family support services, mental health and infant specialist programs. We welcome the recognition this expanded investment confirms for the value and impact of Family Life's important work.

Our Collective Impact work has also been recognised, receiving three separate national awards in the area of Violence Prevention. This powerful methodology continues to facilitate significant positive change within the communities in which we have worked.

In 2018/19 we were able to reduce reported incidents of family violence by 23.7 percent in Cardinia Shire as a part of the Together We Can initiative, which has been successfully transitioned to local government for ongoing leadership.

Innovation has long been a hallmark of Family Life and this financial year has been no exception. Throughout this report you will be given insight into Family Life's program evolution, the expansion of our peer mentoring and community change programs and our innovative approaches. For the third year Family Life has been included in the Top 10 Australian Not for Profits Innovation Index ranking alongside some of the largest organisations in the country.

Thank you for your ongoing support of our work. I invite you to review this report and welcome your feedback.

Grant Douglas
Director and Chair of the Board

At the core of our organisation is our vision to build capable communities, strong families and thriving children.

We take an all of family, all of community approach to build resiliency and healthy relationships and are committed to improving responses to child vulnerability and family violence by achieving better outcomes for survivors and communities.

Family Life recognises the importance of ensuring that the voices of children are heard and their best interests are always served. This is driven by an evidence-based response to the needs of traumatised children and their families.

CEO Report



As has been the case since our inception in 1970, it is the people who are connected to Family Life that define our culture and strengthen the work that we do.

Again, we are indebted to our team of 156 staff and 465 volunteers over this past year and the contribution they make to the work and results delivered by Family Life. As we approach 50 years of serving the community we look back at the impact we have made over that time.

We are pleased to be able to report that in the 2018/19 year we launched seven new programs supporting a range of people and groups including: young fathers, women and children experiencing family violence, community members wanting to become more informed about how to respond to family violence, older women and teenagers. We were also a significant part of the first Orange Door roll out to support adults, children and young people who are experiencing family violence across the Bayside Peninsula area.

Family Life seeks to deliver the best outcomes we can for the communities we serve. We have grown our expertise and program diversity to improve our direct service responses for families. We have expanded our partnerships with domestic and international specialist organisations for the evidence and practice to

achieve a comprehensive wrap around effort to create sustainable long term change. We continue to strive for the greatest impact with the most efficient and effective use of all resources.

Family Life lost two people very dear to us in 2019. Our much loved Patron and generous donor, Dr Roger Riordan AM, and former Deputy CEO and Board Director, Joseph Cauchi. Both Roger and Joe leave a substantial legacy of care and action for justice amongst the most vulnerable communities and groups we serve. Both will be sorely missed and well remembered as role models for servant leadership.

Thank-you for taking the time to learn more about us, donating your time or supporting us. Your contribution makes a difference.

Adjunct Prof. Jo Cavanagh OAM
Chief Executive Officer, Family Life

How We Achieve Our Vision



Capable Communities

we've supported
11,156
people this year

UP 18%



Adults, young people and children learn and participate within supportive communities.

Family Life works in partnership with communities to understand and address place-based needs. When communities work together, families are strengthened, communities are connected and inclusive and individuals have a positive sense of culture and belonging. Community members support each other and participate in work, education and volunteering. Children and young people grow up in safe and supportive neighbourhoods.



Strong Families

Families experience positive wellbeing and strong and respectful relationships.

We recognise the importance of individuals' wellbeing and relationships and its impact on families. When individuals are healthy and resilient they lead a full life and can overcome personal challenges. They form and sustain positive relationships with family, friends, peers and intimate partners. Individuals are safe and conflict and violence are reduced.

Thriving Children

Children and young people experience optimal development and are safe from harm.

Family Life recognises that for children to thrive, their physical, mental, emotional and social needs must be met. When parents are skilled, resilient and confident they form a warm and secure bond with their children and meet their developmental needs. Parents create a nurturing environment to support the growth of their children, one that is free from violence. Children and young people achieve developmental milestones, feel good about themselves and have a strong sense of self-identity.

Achievements



7 new programs

UNITE, Strength2Strength, Here4U, Catch Up 4 Women, Reboot, Dad's In Focus, Heartlinks Therapeutic Services



Family Life were part of the

1st Orange Door to go live in Victoria. ✓

Hosted 2

Collaborative Professional Practice Forums



Recognition



Ranked 7 in 2019 NFP Innovation Index



Impact for Innovation Awards

Disruptive Project runner-up Strength2Strength



Cybec Foundation doubled their commitment to Community Bubs



5 year federal government contract extension for FRC and Family Law Services



National Awards for Together We Can



People



76,607 volunteering hours



158 members of staff



465 volunteers



10 individuals



completed their internship/student placements with Family Life

Connections

374,102 Impressions throughout the year



Making an impact since 1970.

Results



446%

increase in client satisfaction feedback



2018-19 Income

\$14,915,480

20% growth



shared our trauma informed expertise with

929
professionals



30,095

Hours
of Integrated
Family Support



x3



49%

in cases provided with a
focused
intervention



11,156
people we've
supported



For every \$1 spent
Creating Capable Leaders
returned circa
\$3 in social
and financial
benefit

this year

Forward Plan

Family Life is growing. In addition to programs and services, we are transforming lives for stronger communities through knowledge leadership, digital technologies and place-based community change.

We are increasing services through new contracts and thoughtful innovation, responding to needs and sharing our knowledge for public good. By keeping abreast of the latest research we are able to address emerging issues, whether that be mental health concerns, the increase of homelessness amongst older women, loneliness, increased social isolation and the impact of new technologies.

These initiatives are led by teams of professional staff supported by our 400+ volunteers who together drive the effectiveness of our programs in the community and contribute generously from their lived experience.

Please review a copy of our Performance & Impact Report available digitally or via printed publication via www.familylife.com.au or calling 8599 5433.



Growth Strategy

We are constantly improving and innovating. As our existing programs and services are adapted for new communities we continue to expand to the outer south of Melbourne across Dandenong, Casey and Cardinia. We are also working more extensively in the Mornington Peninsula.

30,095
Hours
of Integrated
Family Support



Family Life strives for knowledge leadership: knowledge of best practice, innovation and advocacy to contribute to social change. We seek out other knowledge leaders to partner with, to create exceptional programs to address social need. By using best practice and sharing our knowledge we are able to develop programs that contribute to long term sustainable change and share beyond our geographic communities for service.

The work that we do is directly aligned to research. We stay abreast of new evidence and trends and determine what contribution we can make and what we can learn, and then use our networks and new technology to communicate this message. By researching how our clients are using online to seek and find information, we are learning from them about the gaps and opportunities for the ethical and safe use of digital technologies. With our partners we

are focused on ensuring technology is used to empower people, rather than scrutinise them.

At Family Life we are learning from global experts to incorporate best digital tools and practices within our services and communities. In our vision to 'transform lives for stronger communities' it is imperative that we understand the social and digital evolution, what this requires of our workforce and how this can safely enable innovation of our service delivery.

The social sector is the fifth biggest growth industry around the globe. In order to be efficient and effective, we have to invest. We need to take our supporters with us on the journey to understand these trends, seeking expertise and financial contributions to meet the challenges, and to proactively prevent the growth of persistent and increasingly complex needs.

Thriving
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Program Evolution

Family Life is constantly evolving. As part of this process, we have been translating the growing body of research into strategies and actions to contribute, and at times lead, progress for the community services sector.

Through our work, we know that families must be supported as early as possible to prevent the entrenched and recurring patterns of social disadvantage, which leads to our focused attention with the most vulnerable in our community.

The first years from pre-birth to age four are most crucial in preventing a lifetime of disadvantage.

In support of this philosophy Family Life has been delivering Community Bubs for 16 years. Community Bubs is a community centred support model for high risk infants, that includes focused case management from as early as the last trimester of pregnancy through to when the infant is 18 months old. The program applies evidence and best-practice research to work intensively with parents that may be at risk of Child Protection intervention.

Government Reform

Family Life has been passionately delivering early intervention approaches and promoting the importance of 'community' in supporting children and families in programs like Community Bubs for nearly 50 years.

Victorian Government reforms are now aligned to reduce the need for Child Protection and 'out of

home care services' under the excellent social policy articulated for the Roadmap for Reform for vulnerable children and families.

Our expertise has been developed into a vision for a Child and Parent Centre for Excellence (CAPCE), bringing together the key partners and resources around our Sandringham precinct. This centre will identify opportunities to support families early, and deliver a suite of multi-disciplinary services which range from community supports through to intensive parenting services. CAPCE will provide a working demonstration for achieving the aspirational public policy results for vulnerable children and parents.

Child and Parenting Centre for Excellence (CAPCE)

The CAPCE concept is an innovation led by Family Life in partnership with The Royal Women's Hospital, The Alfred Hospital, Bayside City Council, the Australian Childhood Foundation and Swinburne University to be located at the current Family Life Sandringham centre. It will be a place where children and families can engage in the services needed to resolve a range of issues from life stage transitions to complex, intergenerational trauma and vulnerabilities.

Our goal is to bring the best evidence and new technologies to enable better outcomes for vulnerable children and parents, drawing together health and social services expertise into one seamless delivery model. Services will be supported by real time data collection and analysis and new technologies to provide timely, quality responses for children and families through self and specialist referrals.

At the point of publication of this report we are undergoing service consultation and practice development, which includes building design and planning expertise to translate the service vision into a physical structure.



CAPCE

Child and Parent
Centre of Excellence

PARTNERS

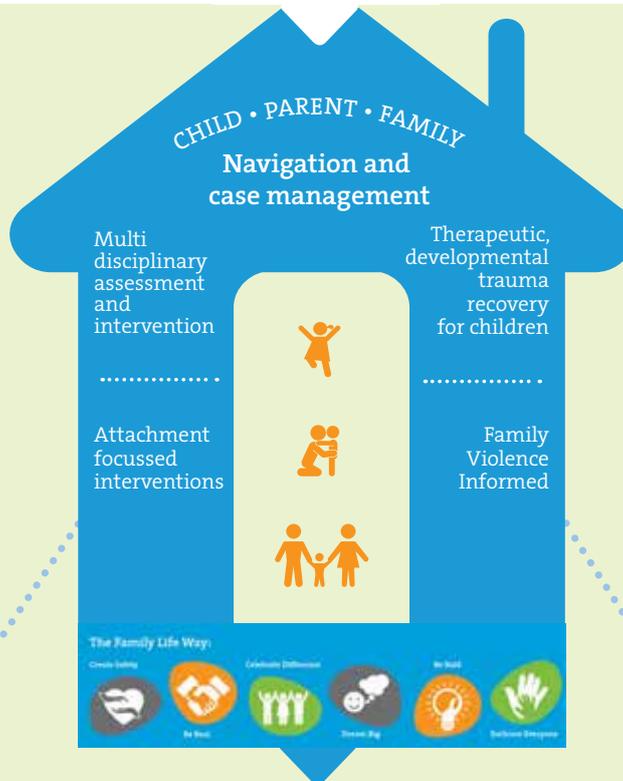


REFERRAL PARTNERS

- Child Protection
- Orange Door
- Victoria Police and Courts
- Community
- ATSI
- CALD
- Other Community Services

SUPPORTING PARTNERS

- Specialist Women's Services
- Specialist Men's Services
- Infant Residential Services (QEC)
- AOD/Mental Health Services
- Child and Youth Services



OUTCOMES

- Enhanced relational health
- Reduced stress
- Reduced AOD, Unemployment, Homelessness
- Enhanced Mental Health and Sexual Health
- Enhanced social connection
- Systems Improvements - earlier identification of families through targeted universalism

INNOVATION

QUALITY

DIGITAL TRANSFORMATION SWINBURNE UNIVERSITY

Evidence informed practice model

Data Collaboration

Creating Capable Communities

Research and Evaluation

Peer Mentoring at Family Life

Peer mentors are trained and supervised individuals who have experienced a challenge in their own life and then gone on to achieve some degree of recovery.

FamilyLifeConnect

In their role as peers, they use these personal experiences of difficulties and recovery to facilitate, guide and mentor another person's recovery journey by instilling hope, role modelling recovery and supporting people in their own efforts to overcome similar obstacles.

Some programs include peer mentoring as a volunteer opportunity, whilst others offer a formalised paid employee role.

Family Life commenced management of the Connect program in April 2019 as a program transitioned from Beyond Blue. The program services the area of Greater Dandenong and is classed as a 'low intensity' mental health service that supports people with, or at risk of, mild mental illness. It is intended to form part of an initial service 'step' within an overall framework for mental health service that increases or decreases in intensity according to need.

Low intensity services are a useful first step in mental health care as they tend to focus on early intervention for at-risk groups, or those with mild conditions or emerging symptoms. They support self-management, emphasise skill development, are short-term and highly focused.

Family Life Connect employs Peer Mentors to give support and share their lived experience to help build skills to manage experiences of depression or anxiety. These employed Peer Mentor Workers partner with volunteers and the broader community with the aim of assisting those with mental health issues. This aligns with Family Life's approach to building community wellbeing through collective leadership and action.





Peer mentoring is also used in Family Life's Catch Up 4 Women program. This initiative seeks to identify better strategies for raising awareness and educating women about what they need to know, and be prepared for, in order to age well, in control of their circumstances.

A summary of findings from research and community consultation completed by Family Life, within the context of the Southern Region of Melbourne, was undertaken late in 2018. Recommendations were developed with the aim of creating a program to address the risk of financial insecurity for women at age 65 and over. As citizens who have nurtured and cared for others, we felt a responsibility to ensure older women are also cared for and supported.

Based on these findings, Family Life developed a social connection initiative for women aged 50 years and over, as part of Family Life's 'Catch Up 4 Women' program. The program supports women's long-term security by facilitating social connection and reducing isolation from 50 years of age and subsequently supporting quality of life and wellbeing outcomes from 65 years of age.

Catch Up 4 Women brings women together to learn, socialise and support each other and facilitate engagement with specialist advice, digital skills and resources. General learning is delivered through coaching and mentorship to develop a plan customised to each individual's circumstances. The program has now been launched, digital skills training and peer mentoring have commenced.

Commitment to Community Change

Family Life has been demonstrating Collective Impact as a powerful collaborative model to solve complex social problems since 2015.

Collective Impact is a process used to organise the commitment of a group of leaders from different sectors to drive a common agenda for solving a specific social problem, using a structured form of collaboration.

The initiative allowed the community to focus on building healthy and respectful relationships and created an environment whereby individuals felt they were contributing to change when violence against women in families occurred. In turn, protecting the right of all residents to feel safe where they work, live, learn or play.

Together We Can brought together over 120 community leaders from across Cardinia Shire to agree to the Collective Impact vision. Together, they agreed on 11 community projects that were set up and run by community groups with the support of the Collective Impact team.

Family Life ran the three year pilot in Cardinia Shire from 2015 to 2018 which resulted in reducing the reported incidents of family violence 23.7% over the life of the project.

In 2018, Together We Can won a gold award at the National Local Government Innovation Awards and at the Australian Crime and Violence Prevention Awards. It was also elected as the Winner of the Prevention and Community Safety category of the Australian Government's National Awards for Local Government.

Collective Impact aligns with the Victoria Government's Free From Violence Strategy, which advocates working with the 'whole of community' to co-design local solutions for change. It is now an established tool within Family Life's suite of Creating Capable Communities key prevention initiatives.

TOGETHER *we* CAN

Act now to end Family Violence in Cardinia Shire

Over a three year project using Collective Impact, Family Life developed a program called Together We Can (TWC) to lead Melbourne municipality, Cardinia Shire, to draw on its experience and understanding about family violence.

The program brought together the collective efforts of Cardinia Shire's residents, workplaces, community services, government agencies, clubs, groups, schools, churches, philanthropists and health services to stop, prevent and end family violence.



2,337 participants

attended Family Life Creating Capable Communities programs and School Focused Youth Service activities

Creating Capable Communities Hastings

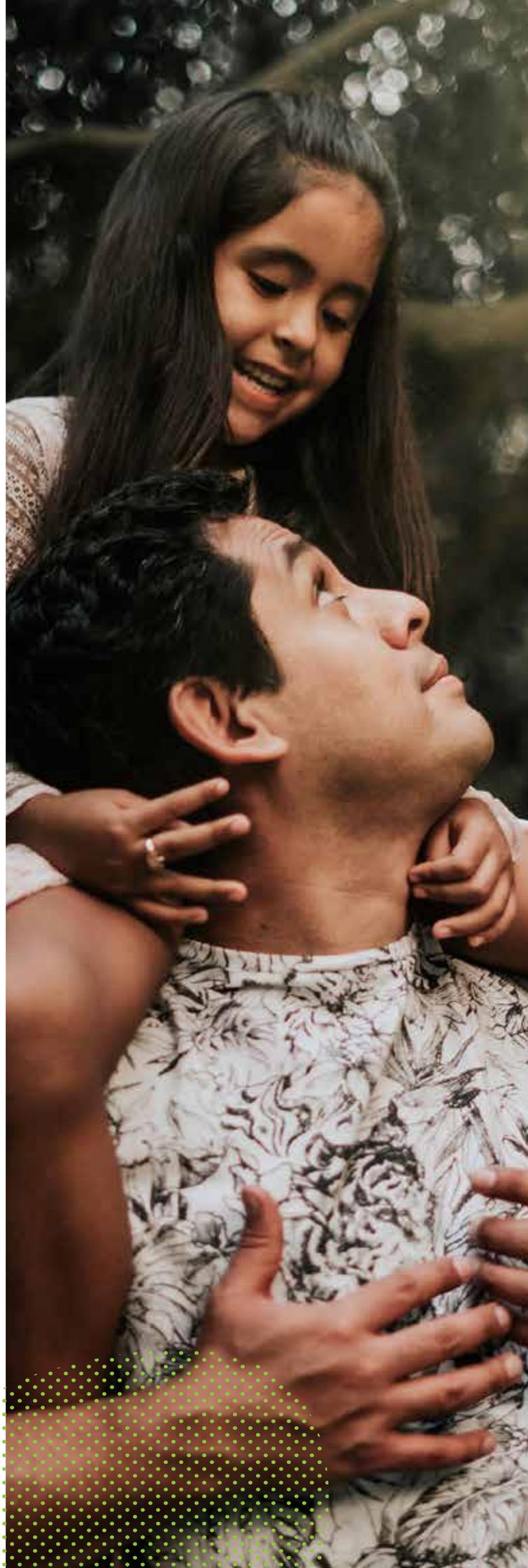


Community partnerships are central to creating change in the lives of people we support. Family Life recognises that services working with clients alone can rarely affect sustainable positive change for those experiencing entrenched disadvantage.

While integrated services with wrap around supports are critical, to break cycles of intergenerational trauma and disadvantage, a sense of belonging and hope are equally important. This is the role of community. Our proven Creating Capable Communities model sees volunteers as vital connectors to community, in programs that are embedded in local neighbourhoods.

Building on our extensive experience delivering Creating Capable Communities over 16 years, a collaborative approach in Hastings is under way with local schools, support services, industry and government. Through this model we maximise understanding, increase community engagement and work towards positive lasting change for the Hastings community.

By uniting government, philanthropy and business with community members we can collectively achieve social and economic outcomes for families in Hastings and the surrounding area. We deliver Creating Capable Leaders program for parents and Map Your World for students, working with schools to empower parents and students to develop the skills to solve local problems with local solutions which build relationships and resilience.



Innovative Approaches - Strength2Strength

Strength2Strength (S2S) is a government funded program to support women and children who have experienced family violence. The program is led by Family Life in partnership with South Eastern Centre Against Sexual Assault (SECASA), Peninsula Health, The Salvation Army Family Violence Service and Good Shepherd Australia New Zealand.



S2S was developed in response to the Royal Commission into Family Violence in 2016, which highlighted the need for family violence services to adopt a trauma informed approach to practice. The model is a multi-disciplinary approach to intensive and longer term therapeutic care. A strong partnership of core family violence experts delivers the model which focuses on flexible, therapeutic interventions according to the client's needs.

Children are some of the most vulnerable members of our community. To ensure that children are supported to recover from trauma, dedicated therapeutic resources are required to break the cycle of violence before they reach adulthood. Wherever possible, the best place to promote healing for children is within family and community. As such, the S2S model is targeted at families with children who have experienced family violence and delivers clinical interventions, alongside broader community supports.

Due to financial constraints, many children exposed to violence do not receive therapeutic assistance. S2S helps children exposed to family violence through a child centred, multidisciplinary and trauma informed approach.

The focus is on supporting vulnerable women and children through trauma repair. Giving them the support and tools they need to recover and change the trajectory of their lives. The results of the program speak for themselves. Measurement of the outcomes have shown that in addition to a string of other positive outcomes:

- **79.5% of mothers/carers** entered the program with a likelihood of Post Traumatic Stress Disorder (PTSD) which decreased to **40.7% of mothers** leaving our service with a likelihood of PTSD
- **76.9% of children** (aged 8-17 yo) entered the program with a likelihood of PTSD which decreased to **41.7% of children** (aged 8-17 yo) leaving our service with a likelihood of PTSD

Strength2Strength was recognised in the 2019 GiveEasy Innovation Index in the Disruptive Transformation Project category.



Our Services



Family Engagement

Family Life's Family Engagement Program integrates Federal and State funded services. It focuses on intake and screening services, short term responses and interventions.

Family and Relationships Service (FaRS)

FaRS offers counselling services aimed at strengthening family relationships and providing support where separation occurs and new relationships form.

391 individual clients in FaRS counselling.

Family Relationship Centre (FRC)

FRCs play an important role in improving family relationships by providing information, support and referral services as well as family dispute resolution. It also provides access to legal information and assistance for separating or separated families.

100% Family Dispute Resolution

client response rate for the Consider the Children information sessions.

Parenting Orders Program (POP)

POP helps separated or divorced families who are in high conflict to work out parenting arrangements in a way that encourages consideration of what is in a child's best interests in establishing or maintaining relationships, while at the same time ensuring the safety of all parties.

313 parents in Parenting Orders Program.

UNITE Family Engagement Program

Run across five prisons for Corrections Victoria, Unite supports prisoners and their families/partners build and reconnect relationships.



688 Prisoner Information Sessions delivered.

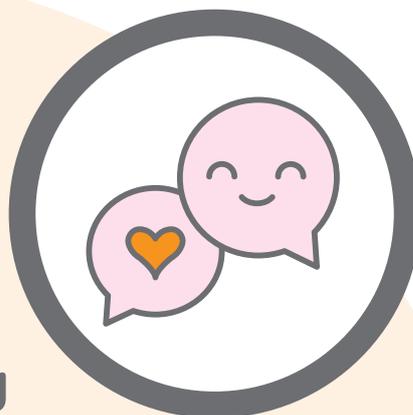
Children's Contact Services (including the Bayside Children's Contact Service)

Family Life's Children's Contact Services enable children of separated parents to have safe contact with the parent who they do not live with, in circumstances where parents are unable to manage their own contact arrangements.

809 Individuals using our Children's contact services.

The Orange Door

The Orange Door is a free service for adults, children and young people who are experiencing, or have experienced, family violence. It also helps families who need extra support with the care of children.



Family Safety & Wellbeing

The Family Safety & Wellbeing Program has a therapeutic and mental health focus, building on a multi-disciplinary approach.

SHINE

SHINE provides specialist mental health services for children who have early signs of a mental illness and for children who have a parent with mental illness.



158 families (204 individuals) in short-term and intensive work.

Men's Behaviour Change Program

This offers men wanting to make positive changes to their behaviour, information, interaction and activities that challenge and support them to be better men, partners, fathers and role models.

137 men attended our Men's Behavioural Change Groups.

Connect

FamilyLifeConnect

Connect is a peer support mental health program servicing the Greater Dandenong region. It supports people with, or at risk of, mild mental illness.

From 1 April to 30 June **116** clients received support through Connect.

Women and Children's Family Violence Counselling Program

The Women's and Children Family Violence Counselling program provides short-term counselling and support to women and children across the Bayside and Mornington Peninsula region who have been impacted by Family Violence.

230 women and **36 children** were supported by our Specialist Family Violence Services.

Strength2Strength

The 'Strength2Strength' program offers therapy services for women and children who have experienced family violence.

161 children and **98 adults** were supported by this child centred, multi-disciplinary and trauma informed approach.

Specialist Family Violence - Dads In Focus Program

Dads In Focus is an innovation for intensive, holistic, wrap around suite of services for fathers who have used Family Violence.





Families & Community

The Family & Communities Program focuses on attachment and development through case management, working with infants, children and young people who have experienced trauma to reach developmental milestones.

Cradle to Kinder

Cradle to Kinder is a targeted ante and postnatal support service that provides intensive and longer-term family and early parenting support to vulnerable young mothers and their families, commencing pre-birth and continuing to 4 years of age.

68 families / 302 people received Case Management.

Community Bubs

Community Bubs uses evidence based practice in a twelve month program of support assisting families where parents might be struggling with parenting or complex issues.

47 Families (179 Individuals) received Community Bubs support.

Integrated Family Services - Infants

Using an enhanced model of support, the Infant Program works with families who have children aged zero to three years requiring support with parenting.

95 Families (314 Individuals) received Intensive Case Management from the Infant and Family Team.

Integrated Family Services - Adolescents

The Adolescent Program provides an enhanced response to families with significant needs who have children aged from 12 years to 18 years, supporting families to better understand and manage complex adolescent behaviour.

134 Families (517 Individuals) received Intensive Case Management from the Youth and Family Team.

Integrated Family Services - Child and Family

The Child and Family Team provide support to families using a holistic family centred approach focused on strengthening the capacity of families to provide a safe, nurturing and stable environment for their children.

223 Families (809 Individuals) received Intensive Case Management from the Child and Family Team.



Our Services Team is organised to help achieve important benchmarks in service delivery whilst also progressing our organisation's strategic priorities. The team is clustered into service portfolios for Family Engagement, Family Safety & Wellbeing and Families & Community.

Creating Capable Communities

Creating Capable Communities

Family Life's suite of Creating Capable Communities programs partner with families, residents, government, philanthropy and services to bring communities together, to grow local leadership to facilitate local problem solving to improve quality of life and wellbeing outcomes for all members of the community.

791 participants attended a Family Life Community Capability building intervention.

School Focused Youth Services

The team works with schools to support students in years 5 -12 to identify needs and build their capacity to better respond to the needs of their students. They connect schools in the Frankston, Bayside and Kingston Local Government Areas to accredited evidence-based interventions to deliver customised solutions to the school communities, for students who are at risk of disengaging from school.

17 different programs delivered in 30 schools with 873 students, school staff and families/carers.



Social Enterprise / Retail



The Family Life Op Shops are changing. The Social Enterprise Team are working towards creating a new era for our stores, as a place to enable social, economic and digital inclusion and participation.

Now referred to as Community Stores, they are offering programs and services to bring people together, into community, with volunteering, craft classes, guest speakers to talk on subjects such as navigating Centrelink, setting up a MyGov account and computer training.



Located across Kingston and Bayside, our Community Stores support additional revenue for Family Life and provide social connection for the 252 volunteers currently working across our five stores and warehouse. The success of the stores is a direct result of local community support of the public who donate, shop and volunteer.

Volunteers are the lifeblood of our retail operation. Over the past year volunteers contributed 54,432 hours to our Social Enterprise. We have volunteers who have been with us for over 25 years with ages ranging from 15 through to over 90 years of age.

Many of our customers know the volunteers and staff by name, visiting weekly to look for and purchase amazing products and to connect with our people. These community hubs create a safe place for people to find out about the services of Family Life.

This year we relocated our Black Rock Op Shop from Bluff Rd, to 601 Balcombe Rd, Black Rock and our Nepean Hwy, Cheltenham shop became home to Family Life's new program Catch Up 4 Women hosting the launch with over 60 people attending.

Family Life Community Stores are places where you can donate local, shop local and be involved in local activities. Look at our website to find out about the calendar of events held across our stores.

Heartlinks and Bayside Children's Contact Service

This year has seen expansion in the delivery of Heartlinks services and the geographical coverage for this Family Life social enterprise.



The program delivers professional development and community strengthening training to organisations in Casey, Cardinia, Glen Eira and Maroondah areas. Trauma Informed Practice Training, Map Your World, Managing Mental Health in the Workplace and Here4U (our Active Bystander program) have been conduits for sharing Family Life's expertise and knowledge. Parenting education has continued to be a core service area, with a variety of parenting workshops and seminars delivered from our Sandringham centre.

This year Heartlinks added a multi-disciplinary Therapeutic Services team encompassing Child Counselling, Family Therapy and Occupational Therapy practitioners to provide an integrated, wrap-around, and trauma-informed approach to supporting children and families. The team supports our Family Life case workers in providing targeted therapies in a collaborative way to achieve shared goals for the children and families with whom we work.

Heartlinks provides quality, professional and cost effective range of services to support families with their parenting, communication and relationship challenges.



Bayside Children's Contact Service

The Bayside Children's Contact Service supports families by facilitating quality contact between children and their parent (or extended family/ significant other) where there is high conflict between the parents, often involving court processes. As a fee paying social enterprise, the service is able to provide support to families for as long as required and without extensive waiting periods which occur in government-funded services.

Operating from our community house in Sandringham, the service offers a home-like environment with welcoming indoor and outdoor spaces. Families are supported by qualified staff to develop positive, child-centred relationships. Families are also able to be linked in to other supports and services from both our Heartlinks and government funded service teams.

This year, the Bayside Children's Contact Service further developed its Enhanced Contact Model to support families with children in Out of Home Care to spend quality time with siblings and parents, while working collaboratively with other services for improved outcomes for these children and families.

Heartlinks is a fee-for-service offering to extend our services to those needing help who are able to pay, or who are provided with vouchers to purchase services.

People & Culture



People & Culture (P&C) is vital to our organisation, this year supporting our people by augmenting the way we work through technology.

Key projects have been the accessibility of employee information through the implementation of a new Human Resource Information System (HRIS). The roll out of this application has provided a system that allows online collaboration, automation of administration processes and paperless onboarding for all new employees.

P&C have also commenced the build of a new Occupational, Health and Safety (OH&S) management system to provide a central place for OH&S documents, policies and procedures. It also provides online incident reporting and tracking.

Other initiatives include the implementation of a Student Placement Strategy & Framework, Employee Relations Framework, manager training and Code of Conduct re-launch.

Learning, Development and Quality Leadership

Family Life's approach to quality, compliance, risk and continuous improvement strives towards an increasingly integrated and connected systems approach that enables 'whole of organisation' better practices. This approach has been enhanced by this department's re-positioning within the Impact and Strategy team, which leads and supports strategic growth and development at Family Life.

Our focus on quality, beyond compliance obligations, remains within the framework of our overall quality objectives for the provision of safe, effective, connected person-centred services for all of our clients.



2019 Treasurer's Report

Throughout 2018/19, we have continued to build on the financial sustainability of our purpose by growing income, connecting with empowered like-minded networks and ensuring best value business systems and processes.



Family Life fulfilled external audit requirements and achieved full compliance with governance and management standards. Furthermore, we closely monitored recommendations from the Australian Charities and Not for Profits Commission and the Australian Institute of Company Directors to certify/support our future readiness as a social purpose organisation to benefit vulnerable and disadvantaged children, young people and families.

The planned deficit is a result of a strategic financial decision to invest for the future and the growth of the organisation. Revenue increased by \$2.1 million due largely to an increase in Victorian Government contracts. Our continued strong recruitment processes and the importance of retaining highly qualified staff to deliver our vision of service excellence, expansion and industry growth resulted in increased expenditure for the year of \$2.5 million, an increase of 21.3% compared to the prior year.

Management continues to explore and act on opportunities to innovate, supported by the growth of impact investments in Family Life including progressing opportunities for digital transformation of operations and services. This has required strategic application of our finances for new technology for business efficiencies and effectiveness, as well as a review of property and assets. Financially this strategic approach to invest for the future and grow our impact is reflected in our total expenditure of \$14.9 million (2017/18: \$12.4 million), versus our income of \$14.5 million (up from \$12.5 million in 17/18 which is a 16% increase).

Government funding increased by 21.8% or \$2.2 million this year (2017/18 increase was \$2.9 million or 41.2%). Family Life works closely with Government, contributing expertise to support the major advancements to improve outcomes for vulnerable children, young people and families. These advancements, including programs such as Orange Door, UNITE and Connect Mental Health

services, have enabled the expansion of successful innovations already in place within the organisation.

Family Life social enterprises encompass and strengthen our community footprint by delivering employment, social inclusion, environmental recycling and financial proceeds. The PeopleWorx program delivers on our purpose for transforming lives enabling social and financial improvements for our program participants and the organisation. Store relocations and the impact of physical infrastructure works impacted our stores leading to a decrease in income from our Opportunity Shops this year (down by \$198K from \$1.3 million in 17/18 to \$1.1 million in 18/19). We continue to invest and develop this arm of our services as they are essential to our Family Life vision to strengthen families and communities. Volunteers contributed hours of service with an estimated value of \$2.4 million - an invaluable resource to our organisation.

Family Life continues to prioritise generating untied income to fund innovations. This enables the translation of research into earlier responses to social needs, and working with the community to reduce and prevent social problems like family violence and social isolation. These are important investments core to our purpose which deliver real results for our donors.

The Board and management have maintained a strong cash balance and overall balance sheet and Family Life was solvent as at 30 June 2019.

Your generous donations by way of personal tax-deductible gifts are instrumental in continuing our efforts to transform lives for stronger communities. We invite you to share in our meaningful work.

Jeff Phillips
Treasurer

Financials

Family Life Limited Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2019

	2019 (\$)	2018 (\$)
INCOME FROM OPERATING ACTIVITIES		
Federal Government Funding	4,295,335	3,999,726
State Government Funding	8,175,669	6,194,432
Local Government Funding	68,522	67,696
Non-Government Grants	234,539	301,799
Donations	138,191	117,798
Voluntary Contributions	47,546	22,257
Public Fundraising	-	47,100
Social Enterprises	1,119,741	1,317,747
Service Income	188,777	76,668
Membership Subscriptions	73	55
Interest	96,223	92,788
Other Income	162,860	177,832
Net gain on sale of fixed assets	9,855	-
TOTAL REVENUE	14,537,331	12,415,898
EXPENDITURE FROM OPERATING ACTIVITIES		
Depreciation of Fixed Assets	379,798	227,532
Audit and Accounting fees	41,069	24,412
Bank Charges	21,541	18,356
Finance Costs	11,525	13,575
Staffing Expenses	10,690,411	8,841,739
Program Expenses	2,033,158	1,501,994
Operating Expenses	435,928	339,138
Property Expenses	1,381,468	1,395,918
TOTAL EXPENSES	14,994,898	12,362,664
NET (DEFICIT)/SURPLUS FOR THE YEAR	(457,567)	53,234
Other Comprehensive Income	-	3,445
Total	-	3,445
TOTAL COMPREHENSIVE (LOSS)/INCOME FOR THE YEAR	(457,567)	56,679

The planned deficit is a result of our intended strategic use of our reserves to invest in capacity required to support current and future growth of the organisation including increased investment in technology, assets and people.

The accompanying notes form part of this financial report.

A complete copy of Family Life Limited audited financial statements are distributed at our AGM. Our annual Financial Report - for the year ended 30 June 2019 is available on our website with the detailed financials.

This is the report Family Life submit to our regulatory bodies.

Family Life Limited Statement of Financial Position as at 30 June 2019

	2019 (\$)	2018 (\$)
CURRENT ASSETS		
Cash and Cash Equivalents	487,742	252,821
Held to Maturity Investments	3,000,000	3,466,667
Available for Sale Investments	247,891	34,649
Receivables - Trade and Other	180,930	156,557
Other Current Assets	219,193	274,645
TOTAL CURRENT ASSETS	4,135,756	4,185,339
NON-CURRENT ASSETS		
Property , Plant and Equipment	2,922,791	3,221,264
TOTAL NON-CURRENT ASSETS	2,922,791	3,221,264
TOTAL ASSETS	7,058,547	7,406,603
CURRENT LIABILITIES		
Trade and Other Payables	764,270	587,307
Accrued Expenses	447,022	474,034
Unearned Income	739,542	815,789
Interest Bearing Loan	25,891	13,901
Provision for Employee Entitlements	622,117	640,693
Provision for Employee Entitlements - LSL	381,062	257,440
TOTAL CURRENT LIABILITIES	2,979,904	2,789,164
NON-CURRENT LIABILITIES		
Interest Bearing Loan	211,358	258,568
Provision for Employee Entitlements - LSL	45,334	79,353
TOTAL NON-CURRENT LIABILITIES	256,692	337,921
TOTAL LIABILITIES	3,236,596	3,127,085
NET ASSETS	3,821,951	4,279,518
MEMBERS' FUNDS		
Accumulated Funds	3,606,829	3,670,984
Reserves	215,122	608,534
TOTAL MEMBERS' FUNDS	3,821,951	4,279,518

Volunteering

Volunteering is embedded in the community work of Family Life. Our volunteer workforce assisted across 27 different areas of our organisation from Op Shops to Community Houses, from Breakfast Clubs to being Board Directors.

A total of 465 volunteers contributed to Family Life during the 18/19 financial year, including 153 new volunteers joining our team. Of the volunteers who left throughout the year 34 went onto paid employment, 5 of those commencing a role with Family Life.



An astounding 76,607 hours were contributed to Family Life by volunteers. These people made a significant contribution to our work with families, children, young people and women aged 60+. Their generous spirit continues to grow Family Life to be the vibrant and successful organisation it is today.

This was celebrated at our Annual Volunteer Luncheon. Held at Milano's in Brighton, 120 volunteers enjoyed a wonderful lunch with brilliant entertainment from Wendy Stapleton. A fitting celebration to thank the people who share their time, skills and resources to help Family Life deliver our community service programs.

Social isolation and loneliness have come into sharper focus in recent times. The negative impact of social isolation is now well researched, with loneliness purported to be a bigger risk for premature death than smoking or obesity.

For many, volunteering provides a sense of belonging to the community, helping people to settle into a new community and developing lasting friendships. Volunteering is widely recognised as playing a significant role in building social cohesion and social connection – two of the factors that help to alleviate social anxiety, isolation and loneliness. We couldn't be prouder of our volunteers, nor more appreciative of all they contribute.



76,607

volunteering
hours

Board Members

Director and Chair of the Board

Mr Grant Douglas

Director and Vice Chair

Ms Lesley Coleman, Ms Georgina Cohen

Director and Treasurer

Mr Jeff Phillips

Director and Company Secretary

Mr Steve Walsh

Directors

Mr Len Gill, Mr David Stewart, Ms Judy Pridmore

Patrons

Ms Heather Spooner LLB

Mr Graeme Disney OAM

Dr Roger Riordan AM (1932 - 2019) was Patron of Family Life from 2012 to 2019. Roger was the founder of The Cybec Foundation. His legacy will always be remembered.

Biographies of Family Life Board Members and Patrons are available on our website.



Donor and Supporter Acknowledgements



Family Life gratefully acknowledges the financial grants received from federal, state and local governments as well as funding support from philanthropic trusts, businesses, service clubs, community groups, schools and individuals. We would also like to acknowledge the pro-bono support of our professional services partners who have donated in-kind hours, the equivalent of \$14,000 to the work of Family Life.

Auora Apartments	Hocking Stuart
Australian Communities Foundation	HWL Ebsworth
Australian Government	K&L Gates
- Attorney General's Department	Ksafekids
- Department of Social Services	Life Without Barriers
Australian Philanthropic Services Foundation	Lions Clubs
Avril Henry and Associates	Minuteman Press Braeside
Victorian Government	Monash University
- Department Health and Human Services	Mornington Peninsula Shire Council
- Department Education and Training	Ms Christine Richardson
- Department of Justice and Regulation	Mr Edward Ong
Balfe and Webb	Ms Elaine Jacobs
Bayside City Council	Mr Fred and Mrs Monica Hofmann
Bayside Community Hub	Mr Geoff and Mrs Jane Thomas
Bennelong	Mr Jeff Phillips
B. Berenholtz	Ms Karilyn Fazio
Brighton North & Beaumaris Rotary Clubs	Ms Katherine Ellis
Brokhoff	Mr Len Gill
Cabrini Health	Mr Malcolm Parks
Cardinia Shire Council	Mr Mark Vassella
CE Family Lawyers	Ms Rosemary Lloyd
City of Casey	Mr Steve Walsh
City of Kingston	Mrs Vauna Jaensch
Clutch Media	Myer Stores Community Fund
Cybec Foundation	QV Skincare
D'Sassi	Rotary Clubs
Deloitte Touche Tohmatsu	Southern Migrant and Refugee Centre (SMRC)
Doveton College	Swinburne University
Dr Roger Riordan AM	Tamarack Institute
EACH Social and Community Health	The G.P. & M.D. Farrell Foundation
Gladys Hilton (nee Richards) Estate	The Royal Children's Hospital
Glen Eira Kindergarten Association (GEKA)	The University of Melbourne
Good Start Early Learning Centres	Victorian Aboriginal Child Care Agency (VACCA)
Hampton Community Centre	Victoria Police
Handled With Care	Victorian Women's Trust
Herbert Smith Freehills	Women Chiefs of Enterprises International (Australia) Limited

Family Life – Service Centres

Sandringham

197 Bluff Road, Sandringham,
Victoria, 3191

+61 3 8599 5433 / 8599 LIFE
info@familylife.com.au

Frankston

Level 1, 60-64 Wells Street,
Frankston, Victoria 3199

+61 3 9770 0341
info@familylife.com.au

Also location of Frankston Family
Relationship Centre

frankstonfrc@familylife.com.au
www.familyrelationships.gov.au

Cheltenham

Level 2, 11 Chesterville Road,
Cheltenham, Victoria 3192

+61 3 8599 5433
info@familylife.com.au

Dandenong

Located at Life Without Barriers,
2/1-7 Langhorne St, Dandenong
Victoria 3175

1800 326 543
connect@familylife.com.au

Sunshine

Located at Life Without Barriers,
137 Harvester Rd,
Sunshine Victoria 3020

1300 864 831
unite@familylife.com.au

Family Life – Social Enterprise Opportunity Shops

Chelsea Community Store

435 Nepean Highway, Chelsea,
Victoria, 3196

+61 3 9773 9761

Cheltenham Community Store

1297 Nepean Highway,
Cheltenham, Victoria, 3192

+61 3 9583 0305

Highett Community Store

12-14 Railway Parade, Highett,
Victoria, 3188

+61 3 9555 2100

Black Rock Community Store

41 Bluff Road, Black Rock,
Victoria, 3188

+61 3 9589 4844

Hampton Community Store

452B Hampton Street, Hampton,
Victoria, 3188

+61 3 8599 5433

Moorabbin Warehouse

12/94 Keys Road, Moorabbin,
Victoria, 3189

+61 3 9555 2174

Family Life – Community Houses

Hampton East

12 Keith Street, Hampton East,
Victoria, 3188

+61 3 8599 5433

Sandringham

199 Bluff Road,
Sandringham,
Victoria, 3191

+61 3 8599 5433

Tootgarook

10 Carmichael Street,
Tootgarook, Victoria, 3941

+61 3 9770 0341

Thriving
Children

Strong
Families

Capable
Communities





Family Life and all the individuals who make up our organisation respectfully acknowledge all Aboriginal people and their ancient and ongoing connections to culture and country. In particular we wish to acknowledge the Boonwurrung and Woiwurrung-Wurundjeri people of the larger Kulin nation in whose ancestral lands Family Life provides services to the Melbourne community.



*Transforming
lives for stronger
communities*

**Making
an impact
since
1970.**

Family Life

197 Bluff Road
Sandringham, Victoria Vic 3191
Phone: +61 3 85995433
Email: info@familylife.com.au
www.familylife.com.au

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ACN: 606 542 590
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In relation to Victorian Government
Department of Health and Human
Services funded programs:

