

malleeFAMILY

2014 Annual
Report - 2015
Calendar

“ Mallee Family Care recognised for 35 years service 1979 to 2014

A vice regal tribute

“On an occasion such as this it is appropriate to reflect briefly on the history of the organisation and its achievements. Its history very much reflects the parable of the mustard seed - from little things big things grow.”

“It started off in 1979 as little more than a one man show operating from borrowed space in Mildura with the idea of providing services to those in the locality who needed assistance in improving their lives.”

“Mallee Family Care now administers over 60 programs that provide assistance to thousands of individuals within its catch-

ment area. The enduring legacy of MFC is best demonstrated by the achievements of those who have benefited from its services, a number of whom are with us this evening.”

“There are a number of features about the organisation that stand out.....one is that, as is the case with so many community based programs, it is heavily reliant on volunteers who outnumber staff almost 2:1.”

“The dedication of its staff and volunteers is inspirational.”

“As Governor and on behalf of all Victorians, I thank Mallee Family Care and those in-



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involved in its work including the volunteers for your commitment to improving the lives of your communities.”

“You well deserve to enjoy the satisfaction of knowing that your efforts have made

a real difference to so many families, children, young people and, more broadly, to our whole Victorian community.”

“Our society is a much better place for having you being a part of it.”

Vision

Seeking Solutions, Shaping Success.

Towards stronger, more caring communities

Mission

Promote excellence in the delivery of services, research and advocacy that enrich lives and increase opportunities for individuals, families and communities.

Principles

Communities are enriched by Passion,
Participation and Partnerships.

Passion

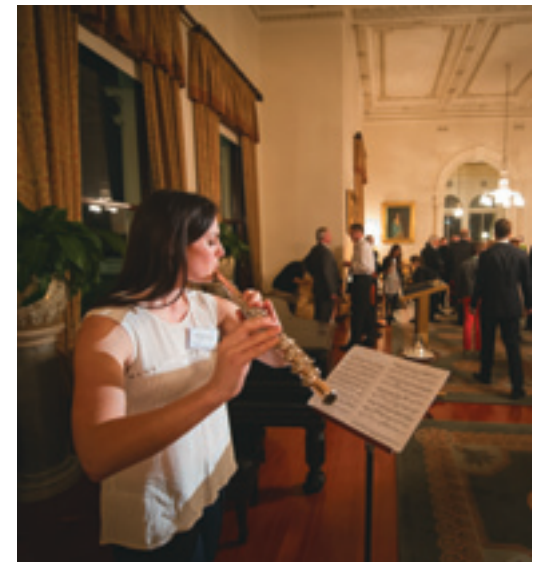
A passion for excellence in service delivery and good governance.

Participation

Community ownership, local relevance and volunteering.

Partnerships

Government, business and community groups working to build social capacity.





OFFICE OF THE GOVERNOR
VICTORIA

35th ANNIVERSARY OF MALLEE FAMILY CARE

Friday 25th July, 2014

Good evening everyone

It is a great pleasure to welcome you all to Government House to mark an important milestone in the life of Mallee Family Care - its 35th anniversary - and in that context reflect on the effective services it provides to vulnerable children and families in north western Victoria and southern New South Wales.

As Governor and on behalf of all Victorians, I thank the MFC and those involved in its work, including volunteers, for your commitment to improving the lives of your communities. You well deserve to enjoy the satisfaction of knowing that your efforts have made a real difference to so many families, children, young people and, more broadly, to our whole Victorian community. Our society is a much better place for having you be a part of it.

Thank you.

The Honourable Alex Chernov AC QC
Governor of Victoria



Who's Who

Mallee Family Care Chances for Children

Mallee Family Care

Patrons

Hon. Tim Fischer AC
Richard Haselgrove AM
Professor Tony Vinson AM

Officers

President - Ross Lake OAM
Vice-Pres - Marie Schlemme OAM
Secretary - Vernon Knight AM
Treasurer - Roger Cornell (to 13.8.13)
Larry O'Connor (from 13.8.13)

Board

John Cooke (Dr)
Peter Greed
Jenny Hilton
Michael Hopkins (Archdeacon)
Jim Kirkpatrick
Selfet Kuzu
Max Noyce
Keith Richards OAM
Chris Riordan
Margaret Thomson

Audit Committee

Dr John Cooke (Chair)
Roger Cornell (to 13.8.13)
Alan Fisher
Ross Lake OAM
Graeme Martin
Larry O'Connor (from 13.8.13)

Life Members

Bill Brown
Roger Cornell
Bernie Currow
Margery Fenton
Nell Flight
Ross Lake OAM
Ollie Godena (Dec)
Richard Haselgrove AM
Don (Dec) & Doris Littrell
Colin McLeod
Elizabeth Maffei
Anne Mansell
Andrew Mentiplay
Peter Mills (Dec)
Max Noyce
Jill Pattenden

Bruce Penny
Gerald Purchase
Neil (Dusty) Rhodes (Dec)
Keith OAM & Jan Richards
Luke Rumbold (Dr)
Don (Dec) & Maureen Skelton (Dec)
Graeme Sutton (Rev)
John Taylor (Rev)
Eddie Warhurst
Milton Whiting OAM (Dec)
Rotary Club of Mildura
Somebody's Daughter Theatre Company

Members for Life

Fiona Harley OAM
Christine Knight OAM
Raymond Lyons

Auditors

Crowe Horwath

Chances for Children

Patrons

The Hon. Tim Fischer AC
James Fitzpatrick (Dr)
The Hon. Justice Nahum Mushin
Sev Ozdowski OAM (Dr)
The Rt. Hon. Ian Sinclair AC
Lady Marigold Southey AC
Myf Warhurst

Board

Fiona Devilee (Chair)
Ros Fox
Ross Lake OAM
Lara McCarron
Anne Mansell
Mike Mooney
Gary Nalder
Keith Richards OAM
Evette Turlan

Life Members

Ken Carr (Dec)
Stefano de Pieri
Fiona Devilee
Brian Dodson
Keith Richards OAM
Lloyd Thomson
Eddie Warhurst

Chances Champions

Matt Gaffney
Vicki Krake
Paul and Janet Lock

Our Management Team

... 130 years of service to MFC



Cath

Cath initially commenced at MFC in 1998, holding various roles in family services and community mental health

Cath Murphy **director**
Disabilities and Mental Health



Fiona

Fiona started with the organisation in 1982 when she responded to a call for volunteers to work with struggling families.

Fiona Harley **director**
Education, Training and Research



Lisa-Maree

Lisa-Maree began her career at MFC as a placement student in 1993. She became a member of staff in 2004.

Lisa-Maree Stevens **director**
Community Services



Metaxia

Metaxia was recruited from the Department of Human Services in 1997, beginning as the manager of mental health services.

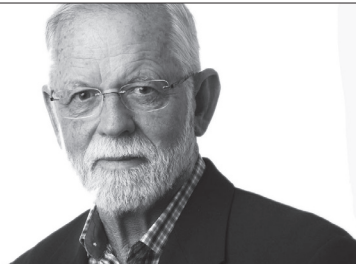
Metaxia Tsoukatos **director**
Family Services



Teresa

Teresa began as a financial counsellor before taking charge of community legal, child contact and family relationship services.

Teresa Jayet **director**
Corporate Services



Vernon

Vernon was appointed to lay the foundations in 1979 for a new organisation to be known as Mallee Family Care.

Vernon Knight **am executive director**

“

Recent surveys indicate that the organisation has provided help to around one in four members of the region's population.



Meet the Board

the Board's determination to ensure all partnerships reflect the values and priorities of MFC.



Ross

Ross' support of Mallee Family Care spans the last three decades. He holds degrees in law, commerce and teaching.

Ross Lake oam **president**



Marie

Marie has the political acumen and community understanding needed to guide our development.

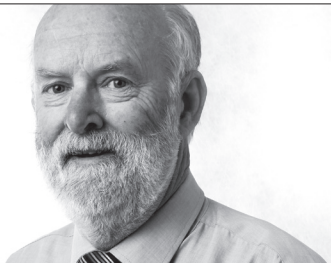
Marie Schlemme oam **vice president**



Larry

Larry is working to ensure the long term security of MFC. He's committed to the welfare of the community in which he lives.

Larry O'Connor **treasurer**



John

John brings a wealth of insights into the workings of government and the needs of rural communities.

Dr John Cooke **board member**



Peter

A 'Mallee Boy', Peter appreciates the needs of small rural communities and the importance of community life.

Peter Greed **board member**



Jenny

A career in pharmacy and small business in Swan Hill have positioned Jenny to know her community well.

Jenny Hilton **board member**



Jim

A community-minded businessman, Jim is energetic in his pursuit of sport, youth mentoring and business development.

Jim Kirkpatrick **board member**



Margaret

As a former Mayor, "I am very aware of the need for the work undertaken by Mallee Family Care within the Wentworth Shire".

Margaret Thomson **board member**



Max

After a working life involved in communications and manufacturing, retirement now offers more time for Mallee Family Care.

Max Noyce **board member**



Keith

A lawyer, a horticulturist and a passionate advocate for youth. His intellect and energy inspire and scare his colleagues.

Keith Richards oam **board member**



Michael

As a former GM of Anglicare Victoria, Michael understands the requirements of MFC and the communities of North-west Victoria.

Michael Hopkins **board member**



Chris

Cerebral palsy has only resulted in a steely determination to succeed in work and sport given his business interests and national titles.

Chris Riordan **board member**

“
the dedication of staff and
volunteers is inspirational.”

Alex Chernov Governor



President's Report

The past twelve months have provided many memorable moments

One of those occurred in July 2014 but its significance cannot be ignored in terms of this annual report.

The past twelve months have provided many memorable moments for Mallee Family Care. One of those occurred post June 2014 but its significance cannot be ignored in terms of this annual report.

It was of course the tribute paid by the Governor of Victoria in hosting a State reception celebrating our 35th birthday.

Having been part of Mallee Family Care for virtually all that time, I feel well placed to reflect on many aspects of the journey.

As we mark the end of another successful year, it seems appropriate that we take time to indulge our history and the path which has led us to another year of significant achievements.

Throughout our history, it can be said that we have always believed in the glass half

full and I enjoy the thought that many times "our cup runneth over".

That belief was made public at the Governor's reception in the address by His Excellency Alex Chernov.

"On an occasion such as this it is appropriate to reflect briefly on the history of the organisation and its achievements. Its history very much reflects the parable of the mustard seed - from little things big things grow."

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is the case with so many community based programs, it is heavily reliant on volunteers who outnumber staff almost 2:1.”

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“As Governor and on behalf of all Victorians, I thank Mallee Family Care and those involved in its work including the volunteers for your commitment to improving the lives of your communities.”

“You well deserve to enjoy the satisfaction of knowing that your efforts have made a real difference to so many families, children, young people and, more broadly, to our whole Victorian community.”

“Our society is a much better place for having you being a part of it.”

The Governor was certainly right to suggest that our legacy is “best demonstrated

by the achievements of those who have. This was powerfully affirmed by the posting of a young person who had previously been in Out of Home Care. Her message was posted on Facebook on Mother’s Day.

“Happy Mother’s Day to all my Mums. There are a few of you out there and you all contributed to making me, so thank you. I feel the need to add that I know it might not have seemed at the time that I appreciated you or that I understood what you were doing for me but I do know that I am now old enough to know better and to understand.”

“I grasp what you had to sacrifice and how much time and energy you placed into ensuring that I came away good and successful with values that I can be proud of so thank you all from the bottom of my heart”... Kayla

“

Our society is a much better place for having you being a part of it. ”

One of our friends who couldn’t make it to the reception is our Patron and mentor, Professor Tony Vinson AM.

Inimitably Tony took time to write to the Governor and express his apology and the Governor saw fit to include Professor Vinson’s remarks in his address....

“In fifty years of involvement as a front line practitioner in the field of community service, and as a university teacher and a social researcher, I have not collaborated to a group more dedicated to the promotion of community wellbeing than the leaders and staff of Mallee Family Care

“The foundations they have put down over the past thirty five years will continue to benefit the Mallee Region and the States of Victoria and New South Wales for many years to come.”

It’s against that backdrop that I now delight in sharing a few of the highlights from the year ended June 30, 2014.



President's Report

THU 1 NEW YEARS DAY

FRI 2

SAT 3

SUN 4

MON 5

TUE 6

WED 7

THU 8

FRI 9

SAT 10

SUN 11

MON 12

TUE 13

WED 14

THU 15

The need to be more financially efficient is a growing priority.

The rescue of supported employment

As indicated in my last report, one of the huge challenges facing Mallee Family Care in recent years was the need to rescue the service which had previously operated as Access Employment.



I pay tribute to the courage of my Board who were prepared to take on this challenge irrespective of its financial difficulties.

That challenge was not made easier by the Commonwealth Government's decision to reassign the contract for Open Employment but I am pleased to say that we have stuck to the task and what has resulted is a source of some pride.

The rescue of Access Employment necessitated the purchase of premises in Eighth Street Mildura which was subsequently named in honour of Terry Bunting, one of the founders of disability employment in Mildura.

That purchase paved the way for the aggregation of other services and the centre is now home to Early Childhood Intervention and Community Mental Health.

The generous support of the Victorian Government enabled the installation of a lift and our Association invested significantly in a general upgrade of the facility.

We were delighted to have the Minister for Early Childhood Services commission the lift and celebrate the opening of a new hub for mental health and disability support and disability enterprises.

While the traditional enterprises have played their part, it's good to see the introduction of other activities which will work to diversify the skills base of those who will hopefully achieve access to mainstream employment.

By the time of our annual meeting, it is hoped that we will have commenced another social enterprise under the banner of "All Star Aqua". This too will offer employment and training in marketing and distribution.

“

The generous support of the Victorian Government enabled the installation of a lift.

F R I 16
 S A T 17
 S U N 18
 M O N 19
 T U E 20
 W E D 21
 T H U 22
 F R I 23
 S A T 24
 S U N 25
 M O N 26 AUSTRALIA DAY
 T U E 27
 W E D 28 START SCHOOL TERM1 (VIC)
 T H U 29
 F R I 30
 S A T 31

Service developments

In a diverse and growing organisation, it's impossible to scope all of the initiatives which have found their feet in the course of the year.

My apologies to those who didn't make the cut but the following will again evidence the variety of our work and its development.

Cradle to Kinder

Mallee Family Care is the lead agency of a new program which was developed to provide intensive ante-natal and post-natal support for young mothers and vulnerable families.

The program engages mothers during their pregnancies and continues until their offspring reach the age of four years.

Community Mental Health

There has been a good deal of constructive work in the development of community based mental health and Mallee Family Care continues to work in meaningful partnerships.

Two years ago a consortium bid for the establishment of Partners In Recovery, a service which now provides support to mental health sufferers with chronic, long term needs. Mallee Family Care welcomed its appointment as the lead agency in this program.

Early Intervention

During the past year, Mallee Family Care has received funding for more than twenty new places in early childhood intervention.

This program supports children under six with multiple disabilities and I am advised that this has effectively eliminated the waiting list in Mildura.

Obviously very young children need our utmost care and attention and it was disturbing that there had in the past been children who did not receive support as they had reached the age of six years prior to the availability of a funded place.

Concerted efforts to address school disengagement

After lengthy negotiations and determined efforts, last year saw the visit of Galia Arieli, the founder of the Maleh Program in Israel.

The program was first observed by our Executive Director while on holidays in the Middle East and was looked at in detail when the Australian Israeli Chamber of Commerce offered to fund a delegation led by his Deputy, Fiona Harley.

The reports on Maleh were compelling and it was determined that every effort should be made to "sell" the program to the Victoria Government.

These efforts resulted in a round-table conference at Parliament House and a move to engage those individuals who could hopefully make it happen.

Victorian Early Year's Awards

We were recently informed that the Total Learning Centres which were established in Mildura and Swan Hill have been selected as finalists in the Victorian Early Year's Awards.

These programs were an initiative of the Education, Training and Research team at the Tony Vinson Centre.

The programs have attracted enormous interest with policy-makers and philanthropists keen to understand its significance.

The Minister, the Hon. Wendy Lovell, will announce winners at a ceremony at the National Gallery which will occur subsequent to the printing of this report.

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President's Report

Community engagement has been central to the development of our Association.

| | | |
|-----|----|--------------------------|
| SUN | 1 | |
| MON | 2 | |
| TUE | 3 | |
| WED | 4 | START SCHOOL TERM1 (NSW) |
| THU | 5 | |
| FRI | 6 | |
| SAT | 7 | |
| SUN | 8 | |
| MON | 9 | |
| TUE | 10 | |
| WED | 11 | |
| THU | 12 | |
| FRI | 13 | |
| SAT | 14 | VALENTINES DAY |
| SUN | 15 | |

Community engagement

Explicit in the remarks of the Victorian Governor was an understanding that community engagement has been central to the development of our Association.

There are a number of activities which annually evidence that commitment.

Our Port to Port bike ride is one of those activities which demonstrate our connection to communities from Mildura to Echuca and each year several hundred bike riders are alerted to the breadth of the work of Mallee Family Care.

Our Annual Meetings are also events which seek to attract new audiences to our activities and our special guests have been an important factor in their success.

Last year it was the UN's Young Ambassador for Australia Mariah Kennedy who captivated all age groups in her passionate concern for the world's poor.

This year threatens to be another great occasion with the irrepressible Dr Karl!

But specific to the year just ended have been other events which are well worthy of mention...

Our Sweat-Box Speakers

Each month a speaker is invited to address staff on their area of interest. Their topics have included retirement planning, the importance of the Arts and the joys of trekking.

Aside from the fact that this attracts people who might have no other reason to connect to Mallee Family Care, it's a point of engagement for staff who may never get to meet each other in the context of a staff team of over 300.

Road Trips

Road trips are an occasional activity and this year it was our Management team who journeyed across the region to visit near and far flung staff. Their report has highlighted areas of future development and issues which may never have surfaced without such visits.

In My Shoes

This is a program which aims to give Board members an 'on the ground' experience of the day-to-day work of Mallee Family Care.

Board members are invited to volunteer a day, immersing themselves in one of the agency's programs.

It involves spending time with staff and volunteers and seeing at first hand, how programs are managed and delivered.

Tony's Thought Starters

During the year, our Patron Professor Tony Vinson spent three days in face to face conversations with

a range of significant individuals.

In a series of one on one discussions, Tony set out to capture the perspectives and ideas of community leaders with a view to informing the ongoing work of our organisation.

Climate Surveys

It's equally important to hear the voices of our staff and we do this regularly through satisfaction surveys.

This activity is to be enhanced in measures recommended by Professor Tony Vinson aiming to ensure that the voice of the worker is heard in our data management and reporting systems.



MON 16
 TUE 17 SHROVE TUESDAY
 WED 18 ASH WEDNESDAY
 THU 19 CHINESE NEW YEAR (YEAR OF THE SHEEP)
 FRI 20
 SAT 21
 SUN 22
 MON 23
 TUE 24
 WED 25
 THU 26
 FRI 27
 SAT 28

Planning for the future

While it's good to look back at our past achievements, it's imperative to maintain a weather eye to the challenges and opportunities of the future.

There are many things which have occupied the Board's thinking in the past year and there's a good deal of evidence of the Board's future planning.

It all starts with a Strategic Plan and we have now completed year one of the next three year plan.

In July of this year it was pleasing to read management reports on the priorities which had been met during the past twelve months.

We continue to commit to developing the skills needed for the delivery of services and this saw the allocation of another Milton Whiting Memorial Scholarship. (These are now affectionately known as the MSW Scholarships recognising that they pay tribute to our founding President Milton Stanley Whiting and the scholarships are for students undertaking a Master of Social Work Degree.)

Milton was a champion for further education having served as member of LaTrobe University Council and as Vice Chancellor during his years in Parliament.

Along with Vernon Knight he was instrumental in the establishment of the LaTrobe campus in Mildura and Mallee Family Care was delighted to celebrate the 1,000th graduate early this year.

Our engagement with higher education also includes the Monash Medical Clinical School and we now have a program whereby medical students spend time with the agency to learn about the needs of some of the more vulnerable members of this community.

Of particular interest to the medical students is our work in early years and community mental health.

“
 Working in
 partnership has
 become an
 increasing priority
 for our organisation.”

Planning for the future requires understanding and our research arm is continuing to play a role informing our development.

A significant piece of work during the past year was an analysis of the needs of children in the Southern Mallee entitled “How are our Children Faring?”

Copies of this and other reports can be accessed from the Education, Training and Research Centre.

Working in partnership has become an increasing priority for our organisation and this has resulted in the Board's determination of a set of principles which aim to ensure that all partnerships reflect the values and priorities of our organisation.

Planning for the future also requires prudent management and there have been several undertakings which will work to ensure that our Association remains sustainable in the longer term.

One of those was a move to reduce debt which occurred as a result of the co-location of several services and the opportunity to sell-off properties in Mildura and Dareton.

Equally important is the careful management of our assets and this saw the adoption of an investment policy which will work to sustain the Chances for Children project.



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President's Report

SUN 1 CLEAN UP AUST DAY

MON 2

TUE 3

WED 4

THU 5

FRI 6 MILDURA WENTWORTH ARTS FESTIVAL (6-15)

SAT 7

SUN 8 INT'L WOMENS DAY

MON 9 LABOUR DAY (VIC)

TUE 10

WED 11

THU 12

FRI 13

SAT 14

SUN 15 TOUR DE MURRAY

The Power Budget program has meant that Board members can now examine the agency's financial performance from top to bottom.

Sound Stewardship

The complexity of our business presents extra challenges in terms of our stewardship of finite resources. It is a responsibility which is taken seriously by the Board and the internal Audit Committee.

In the course of the past twelve months there have been numerous initiatives which will evidence our commitment to this priority.

In the first place was an independent systems review undertaken by our Auditors, Crowe Horwath.

We acknowledge the generous efforts of Crowe Horwath and their principals in this exercise and the value of their recommendations.

Their recommendations have been central to many of the changes which have occurred in our management and financial reporting coupled with the introduction of the "Power Budget" program.

The introduction of this program has meant that Board members can now examine the

agency's financial performance from top to bottom.

It equally enables staff at all levels to examine the areas for which they are responsible and to better appreciate the part they play in keeping our Association on track.

It is pleasing that we have had a good year financially and I trust this is reflective of the changes we have enacted during the year.

The Association enjoys a comprehensive Risk Management Plan and once again our staff and the Board are committed to understanding any threats to our viability, financial, legal and reputational.

Several of our Board members have undertaken high level governance training during the year and there is now a considered plan in relation to our long term fundraising program.

We particularly welcome the work of our consultant Ms Wendy Brooks whose services are proving invaluable in developing our philanthropic connections.

The Audit Committee has now accepted the retirements of both Alan Fisher and Graeme Martin and I take this opportunity to thank them for their input to our considerations and their obvious interest in the work of our Association.

Their replacements will be announced at this Annual Meeting.



MON 16

TUE 17 ST. PATRICK'S DAY

WED 18

THU 19

FRI 20

SAT 21 HARMONY DAY

SUN 22

MON 23

TUE 24

WED 25

THU 26

FRI 27 END SCHOOL TERM 1 (VIC)

SAT 28 EARTH HOUR

SUN 29 PALM SUNDAY

MON 30

TUE 31

The Challenges Ahead

We do not underestimate the challenges which await and our Association is positioning itself to embrace both the challenges and the opportunities.

We are working closely with the Australian Charities and Not-for-Profit Commission in terms of the removal of red tape and I'm pleased to say that our Executive Officer has been an active presenter at ACNC forums in Melbourne and Canberra.

We are taking significant steps in terms of our data management and the measures which will increase both the efficiencies and the effectiveness of programs.

A stunning development during the year was the announcement that Mallee Family Care, on behalf of the Independent Agencies Network, had successfully bid for an Ian Potter Commemorative Grant.

In company with our partners Upper Murray Family Care, Windermere, Oz Child and Melbourne University, we will be working to reshape the way in which data is collected and managed.

A video presentation was prepared for the Potter Awards and in the interests of space, I'm including a QR code so you can see at first hand how we plan to reinvent systems that have been costly and cumbersome.

We look forward to working with Governments both State and Federal in making sure that our limited resources are best deployed in the interests of our clients.



We also have pending challenges in terms of the Victorian Government's wish to sanction targets in Out of Home Care as we continue to believe that this approach is counter intuitive and counter productive,

We remain alarmed that agencies who successfully return children to their biological families may be financially penalised for any consequent vacancies in their Out of Home Care programs.

In line with our Strategic Plan, we will continue to be frank and fearless in our advocacy for the needs of families.



Potter Awards video presentation

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President's Report

Congratulations and thanks

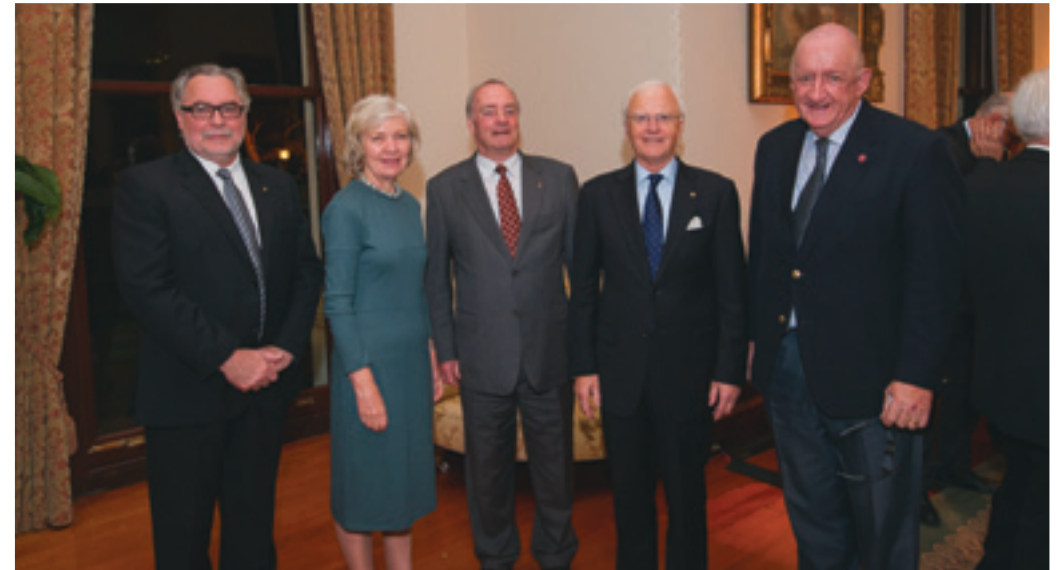
- WED 1
- THU 2 END SCHOOL TERM 1 (NSW)
- FRI 3 GOOD FRIDAY
- SAT 4 EASTER SATURDAY
- SUN 5 EASTER SUNDAY
DAYLIGHT SAVINGS ENDS
- MON 6 EASTER MONDAY
- TUE 7 WORLD HEALTH DAY
- WED 8
- THU 9
- FRI 10
- SAT 11
- SUN 12
- MON 13 START SCHOOL TERM 2 (VIC)
- TUE 14
- WED 15

Congratulations and thanks. But let me conclude where the Governor commenced!

None of our success would have been possible without dedicated staff and volunteers. Both are again identified in our Annual Report.

I am indebted to my colleagues on the Board and our senior management. But I am equally in awe of the efforts of all staff and volunteers. Thank You.

This year saw the national recognition of two members - Marie Schlemme OAM and Fiona Harley OAM. We are indeed fortunate to have such high calibre individuals in the membership of our Board and senior management.



“

None of our success would have been possible without dedicated staff and volunteers. Both are again identified in our Annual Report.

My thanks also to Selfet Kuzu who is stepping down from Board membership after his representation of multi-cultural needs in our region.

Ross Lake OAM President

THU 16
 FRI 17
 SAT 18
 SUN 19
 MON 20
 TUE 21 START SCHOOL TERM 2 (NSW)
 WED 22
 THU 23
 FRI 24
 SAT 25 ANZAC DAY
 SUN 26
 MON 27
 TUE 28 WORLD DAY FOR SAFETY AND HEALTH AT WORK
 WED 29
 THU 30

Audit Committee

Report for Financial Year 2013-14

Two long serving members of the Audit Committee resigned during the year.

Graeme Martin had moved to Adelaide and felt that due to the distance and separation from the Mildura community, it was time to relinquish his role.

Alan Fisher feels that his other commitments restricted the amount of time that he could devote to Mallee Family Care. Alan has offered to be available to provide specified advice as needed. Both Graeme and Alan have provided valuable service to Mallee Family Care over many years, and had stayed on the Committee to see through the integration of All Star Access and Mallee Family Care. The Board is in the process of recruiting two replacements as external members of the Audit Committee.

During the year Mallee Family Care continued its consolidation of mental health and disabil-

ity services to the Terry Bunting Centre. This has allowed the sale of one building that had become surplus to needs and the closure of a leased premises. This largely completed the task that Mallee Family Care had set itself in accepting the responsibilities for the former Access Mildura.

The past year also saw the introduction of Power Budget, a new and agile financial reporting pack-

“
 A number of internal and external audits were completed... the reports have been positive.

age. This package allows the organization to prepare its financial reports electronically. It has greatly simplified the tasks involved in monthly and annual reporting and delivered increased functionality in financial reporting. Financial reports to the Board are now clearer, more timely and more readily understood.

The package has improved the accurate preparation of budgets and allowed staff to track income and expenditure in real time. It has simplified financial management and financial reporting across all levels of the organisation.

All managers and team leaders have been trained in the use of Power Budget in keeping with their financial responsibilities.

A number of internal and external audits were completed during the year. The reports have been positive and where recommendations were made, these have been evaluated and where appropriate, adopted.

The Audit Committee also oversees new and reviewed policy documents relevant to the operations and management of MFC.

Dr John Cooke **Chair**



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 CONCEPTION TO COMPLETION.

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Finance Report

for Financial Year 2013-14

FRI 1

SAT 2

SUN 3

MON 4

TUE 5

WED 6

THU 7

FRI 8 WORLD RED CROSS DAY

SAT 9

SUN 10 MOTHER'S DAY

MON 11 LAW WEEK (VIC 11-17)

TUE 12 NATIONAL VOLUNTEERS WEEK (12-18)

WED 13

THU 14

FRI 15

Audited General Purpose Financial Statements

Mallee Family Care Inc. has prepared a General Purpose Financial Report for the year ended 30 June 2014 which has been audited by Crowe Horwath Murray Darling. The audit was conducted in accordance with Australian Auditing Standards and in the opinion of the auditors, the financial report presented a true and fair view of the financial position of Mallee Family Care as at 30 June 2014 and its financial performance and cashflows for year then ended.

A PDF version of the audited Annual Financial Report for the year ended 30 June 2014 is available on request.

The financial performance and financial position outlined in those audited financial statements are summarised in the tables which follow.

2013/14 Financial Performance.

The single most significant element of the 2013/14 financial result was the receipt of a donation of \$500,000 from the Potter Foundation for the development of integrated information systems, on behalf of the Independent Agencies Network. These funds will be expended over the next two years with the objective of creating a collaborative inter-agency client management system. Contract revenue has increased with the commencement of new programs in the mental health area including Partners In Recovery and Personal Helpers and Mentors Employment Services.

There was also additional revenue recognised across a range of other programs, which included

Operating Statement for the Year Ended 30 June:

Operating Fund

Contract revenue from Government and FFS

less Program delivery costs

Total Operating Income

add Internally generated funds

less Fund raising costs

Net Result Operating Fund

2014 \$

2013 \$

16,037,148

13,921,120

(16,312,710)

(15,116,522)

(275,562)

(1,195,402)

1,125,945

691,872

(37,961)

(44,796)

812,422

(548,326)

Chances For Children Fund

Sustaining Supporters

Other contributions and donations

Project Funding

Total Chances For Children Income

less Payments to beneficiaries

less Project and administrative costs

Net Result Chances For Children Fund

152,568

110,985

348,953

361,189

-

40,000

501,521

512,174

(307,039)

(285,849)

(289)

(40,323)

194,193

186,002

Net Operating Result

1,006,615

(362,324)

Balance Sheet as at 30 June:

Current Assets

Cash and cash equivalents

Cash and cash equivalents, Chances for Children Fund

Receivables

Assets Held for Sale

Total Current Assets

2014 \$

2013 \$

3,336,974

2,717,530

1,271,630

1,077,148

604,502

402,196

460,449

-

5,673,555

4,196,874

SAT 16

SUN 17

MON 18

TUE 19

WED 20

THU 21 AUST BIGGEST MORNING TEA

FRI 22

SAT 23

SUN 24

MON 25 RECONCILIATION WEEK

TUE 26 NATIONAL SORRY DAY

WED 27

THU 28

FRI 29

SAT 30

SUN 31 WORLD NO TOBACCO DAY

supplementary funding to support the SACS Award pay equity ruling across a range of programs. Program delivery costs have increased to some extent in line with the new programs, but some efficiencies were generated during the financial year.

Land and buildings were revalued as at 30 June 2014 using a combination of independent and directors' valuations. The revaluations did not result in an adjustment to the carrying value of the properties. However capital work in progress on a property that was independently valued was found to be fully impaired as a result of the revaluation. An amount of just under \$200,000 has been written off as an impairment loss in respect of that expenditure. There was no other significant capital expenditure during the 2013/14 financial year.

The working capital position of the Agency has been somewhat improved as a result of the positive trading result. This position also reflects two properties (one in Mildura and one in Dareton) which had been offered for sale at 30 June 2014, but for which the sale had not been completed. The value of these properties has been treated as a current asset at 30 June 2014 and the sale of both properties was completed early in the 2014/15 financial year.

The mortgage loan facility remains in place and has been fully drawn down at 30 June 2014, although it is only required on a limited basis for the remainder of the financial year. Once again, the directors have complied with the accounting standards in treating the balance of this loan as a current liability.



Non-Current Assets

| | | |
|---------------------------------|-------------------|-------------------|
| Property, plant and equipment | 8,517,627 | 9,282,967 |
| Total Non-Current Assets | 8,517,627 | 9,282,967 |
| Total Assets | 14,191,182 | 13,479,841 |

Current Liabilities

| | | |
|----------------------------------|------------------|------------------|
| Payables | 1,222,251 | 968,663 |
| Employee benefits | 1,491,967 | 1,321,934 |
| Contract income in advance | 938,086 | 1,631,222 |
| Hire purchase liability (net) | 116,695 | 174,277 |
| Mortgage loan | 2,350,000 | 2,350,000 |
| Total Current Liabilities | 6,118,999 | 6,446,096 |

Non-Current Liabilities

| | | |
|-------------------------------|------------------|------------------|
| Employee benefits | 136,114 | 74,125 |
| Hire purchase liability (net) | 93,088 | 123,254 |
| Total Non-Current Liabilities | 229,202 | 197,379 |
| Total Liabilities | 6,348,201 | 6,643,475 |

Net Assets

| | |
|------------------|------------------|
| 7,842,981 | 6,836,366 |
|------------------|------------------|

However, the facility still has over 2 years to run and the Agency is not in default of its obligations under the loan agreement. Taking account of this and other factors relating to employee benefits, the directors believe actual liabilities due and pay-

able in the 2014/15 financial year (ie current liabilities) to be \$3,126,108.

Glen Hornsby **Company Secretary**

Larry O'Connor **Treasurer**

14 October 2014

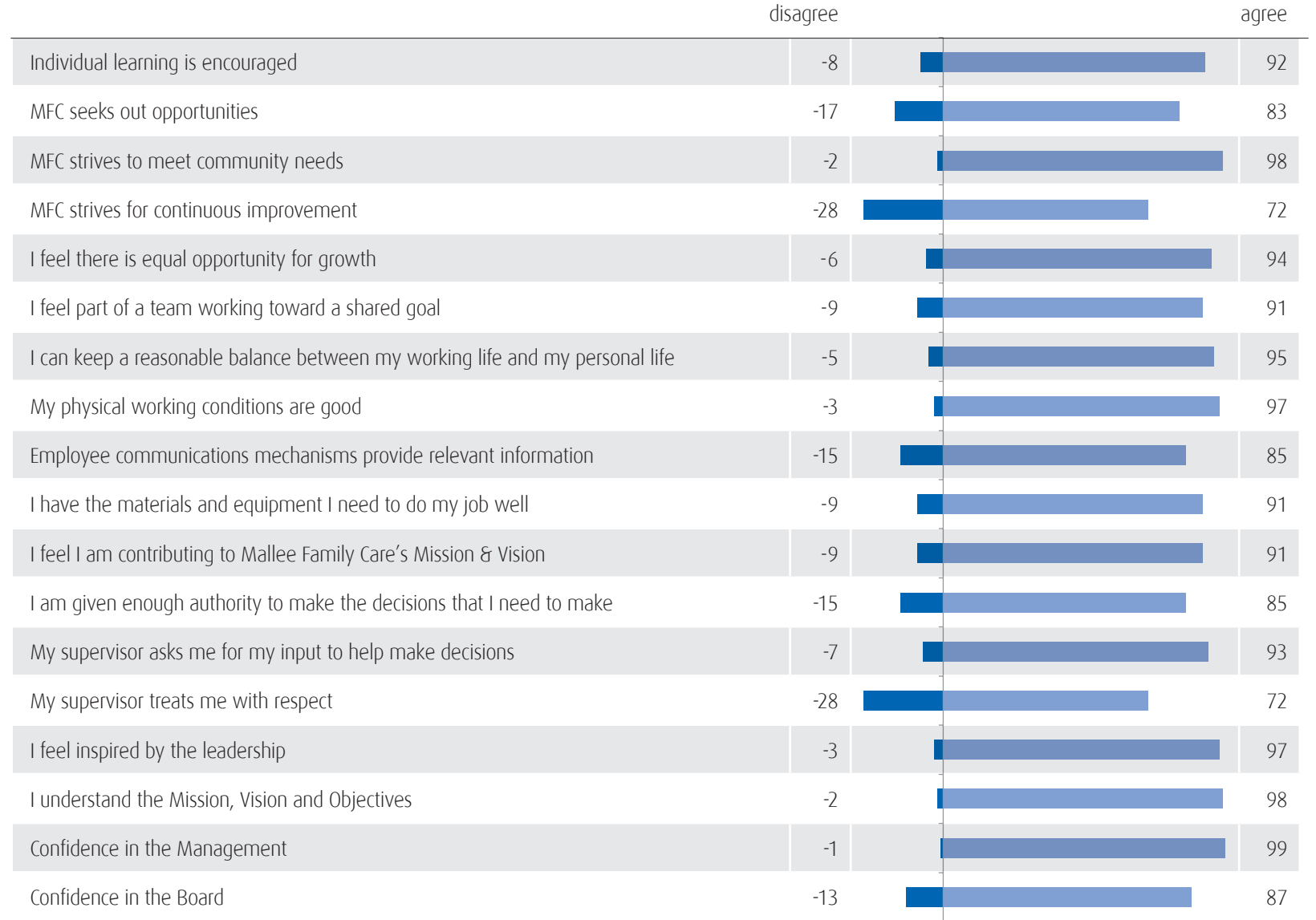
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E: mildura@totallyworkwear.com.au W: www.totallyworkwear.com.au

Good Place to Work

overall Staff Satisfaction Results 2014

MON 1
 TUE 2
 WED 3 MABO DAY
 THU 4
 FRI 5 WORLD ENVIRONMENT DAY
 SAT 6
 SUN 7
 MON 8 QUEEN'S BIRTHDAY INTERNATIONAL MEN'S HEALTH WEEK (8-14)
 TUE 9
 WED 10
 THU 11
 FRI 12
 SAT 13
 SUN 14
 MON 15



TUE 16
 WED 17
 THU 18 RAMADAN BEGINS
 FRI 19
 SAT 20 WORLD REFUGEE DAY
 SUN 21
 MON 22
 TUE 23
 WED 24
 THU 25
 FRI 26 END SCHOOL TERM 2 (VIC+NSW)
 SAT 27
 SUN 28
 MON 29
 TUE 30

Our Network

within pram-pushing distance of a supermarket

Victoria

Haselgrove House
 122 Ninth St, Mildura 3500
 Phone: 03 5023 5966
 Fax: 03 5022 1065

Milton Whiting Family Centre
 109 Lemon Ave, Mildura 3500
 Phone: 03 5021 7400
 Fax: 03 5023 6510

Terry Bunting Centre
 Early Childhood Intervention
 Community Mental Health
 Disability Support
 53 Eighth St, Mildura 3500
 Phone: 03 5051 0900
 Fax: 03 5021 4845

Elizabeth Maffei Family Relationship Centre
 105 Lemon Ave, Mildura 3500
 Phone: 1300 667 382 / 03 5021 7400
 Fax: 03 5023 6510

Tony Vinson Education, Training and Research
 94 Lemon Ave, Mildura 3500
 Phone: 03 5021 7480
 Fax: 03 5021 4455

Mental Health Carer Resource Centre
 122 Ninth St, Mildura 3500
 Phone: 03 5023 5699
 Fax: 03 5021 7697

Robinvale Centre
 33 Herbert St, Robinvale 3549
 Phone: 03 5026 1401
 Fax: 03 5026 1042

Marie Schlemme Centre
 229 Beveridge St, Swan Hill 3585
 Phone: 05 5032 4479
 Fax: 03 5032 4946

H&L Hecht Disability Centre Services
 63 McCrae St, Swan Hill 3585
 Phone: 03 5032 4145
 Fax: 03 5032 4175

D&M Fenton Family Centre
 3 Scoresby St, Kerang 3579
 Phone: 03 5452 2863
 Fax: 03 5452 2857

New South Wales
Anne Mansell Centre
 3 Devenport St, Dareton 2717
 Phone: 03 5027 7600
 Fax: 03 5027 7697

Balranald Family Centre
 95 Court St, Balranald 2715
 Phone: 03 5020 2700
 Fax: 03 5020 0318

Wentworth Office
 59 Darling St, Wentworth 2648
 Phone: 03 5027 3578
 Fax: 03 5027 2003

Opportunity Shops
Opportunity Knocks
 133 Ninth St, Mildura 3500
 Phone: 03 5022 2838

The Carousel
 208 Beveridge St, Swan Hill 3585
 Phone: 03 5032 2057



133 Langtree Avenue Mildura VIC 3500
 Tel 03 5023 9700 Fax 03 5021 1430
 murraydarling@crowehorwath.com.au
 www.crowehorwath.com.au

WHK has changed its name to Crowe Horwath. While our name has changed, rest assured, our focus won't.

We will continue to deliver practical accounting, audit, tax, business and financial advice to help you grow and prosper.



Staff

2013-2014

WED 1
 THU 2
 FRI 3
SAT 4
SUN 5
 MON 6
 TUE 7
 WED 8
 THU 9
 FRI 10
SAT 11
SUN 12
 MON 13
 TUE 14
 WED 15

NAIDOC WEEK (5-12)
 START SCHOOL TERM 3 (VIC)
 START SCHOOL TERM 3 (NSW)

Adamson, Colin Michael
 Aitken, Helen
 Alabaster, Raymond John
 Alderson, Kane Adam
 Alderton, Mark Frederick
 Alderton, Terence John
 Allen, Amanda
 Alvey, Jade Ashlee
 Amy, Sallie Anne
 Andrew, Lynette Anne
 Archbold, Lisa Jane
 Argall, Faye Lorraine
 Argus, Susan Joy
 Arney, Wendy Kay
 Arnold, Anisha Joy
 Baird, Gayley Marie
 Barnes, David John
 Barnfield, Stephanie May
 Baskin, Tiarni Rachelle
 Bastick, Janine Maree
 Baulch, Marnie
 Bearman, Katrina
 Beauchamp, Travis
 Beckett, Eden
 Behsmann, Jeanette May
 Bell, Moya Elizabeth
 Bennett, Thora
 Bolton, Tiffany

Christian, Peter Francis
 Clarke, Timothy
 Cliffe, Allison Deidre
 Clifford, Shannon Jon
 Coburn, Sharon Maree
 Cockfield, Brendan Donald John
 Collins, Jane Marie
 Collyer, Allison
 Connolly, Mavis Joan
 Cordoma, Lesley Jean
 Cox, Yazmin Lee
 Curr, Sandra Gayle
 Currow, Adelle Maree
 Curtis, Kelli
 Dale, Janet Irene
 Daly, Suzanne Margaret
 Dane, Vicki Dawn
 Davies, Kathryn Fiona
 Davies, Nathan
 Davis, Blake Matthew
 Davis, Carly
 Davis, James
 Dean, Mark
 Dehne, Gordon Robert
 Dichiera, Verity
 Digby, David
 Dimichiel, Joanne Narelle
 Downie, John Lawrie

Fush, Lisa Christine
 Gale, Demelza-Rose
 George, Melinda Charnae
 Gibbins, Kerri Lyn
 Gilby, Carmen Joyce
 Glasson, Erin
 Gray, Kahlia Jayne
 Grayling, Jesse
 Gregory, Adam
 Griffiths, Nicole
 Hadfield, Katherine
 Hakalo, Ofa Ki Holeva
 Halton, Angela Marie
 Harford, Kevin
 Harley, Fiona Maree
 Harris, Sianlee
 Hart, Sophie Marie
 Hawtin, Julie Maria
 Heaysman, Alan
 Hickmott, Jan Michelle
 Hillas, Diana
 Hobart, Christopher
 Hogan, Bronwyn
 Hogan, Rozanne Frances
 Hogarth, Paul
 Holland, Bettina Margaret
 Holloway, Sarah
 Hornsby, Glen Arthur

THU 16
 FRI 17
 SAT 18
 SUN 19
 MON 20
 TUE 21
 WED 22
 THU 23
 FRI 24
 SAT 25
 SUN 26
 MON 27

NATIONAL TREE DAY

Bolton, Toni Lee
 Bonython, Janet Maree
 Boulton, Christianna
 Boyd, Garth William
 Braid, Elizabeth
 Brastrup, Noel John
 Brookes, Tania Simone
 Brooks, Wendy
 Brown, David
 Bruton, Alicia Sheree
 Bruton, Catherine Mary
 Burge, Shaun
 Burgess, Catherine
 Burrell, Vicki Susan
 Burrows, Leonie Elizabeth
 Busch, Kendal Louise
 Byers, Stacey
 Carroll, Nick
 Carruthers, Tracey Lee
 Carter, Daniel
 Chadwick, Jordan Rose
 Chadwick, Lynn Maree
 Chambers, Noel
 Chaproniere, Lyndon
 Chaston, Helen Ann

Draven, Gypsy Tenebrion
 Dreyer, James
 Dunn, Cathryn Ann
 du Vergier, Bruce
 Edmanson, Bernadette Mary
 Edwards, Julia Kay
 Egberts, Nathan
 Elahi, Abida
 Elliot, April Lee
 Ellis, Lenard
 Emmett, Marilyn Kaye
 Fillery, Kiri Jean
 Fisher, Aroha
 Fisher, Jennifer
 Fletcher, Vanna
 Fonda, Spiros
 Foott, Amy Helena
 Forbes, Christine
 Ford, Sherrin Jayne
 Fox, Jennifer Robyn
 Fox Rajei, Samia
 Frankel, Dianne Janine
 Franklin, Margaret Ann
 Fullgrabe, Maree Ann
 Fulton, Mark

Hosking, Robyn
 Hubbard, Kimberley Alexandra
 Hudson, Jasmin Marie
 Hunt, Sharn-Lee
 Ilsley, Michelle Ann
 Janssen, Kaitlyn Marie
 Jayet, Teresa
 Jetson, Samantha
 Jobe, Christine Lesley
 Johnson, Bianca
 Johnson, Christina
 Johnson, Christine Anne
 Johnson, Donna Lee
 Johnson, Rachel Louise
 Johnson, Robyn Gwenneth
 Johnson, William Lawrence
 Johnston, Shane Andrew
 Johnston, Susanne Michelle
 Jory, Naomi
 Keating, Donna Michelle
 Kelly, Julie Ann
 Kelly, Megan Joan
 Kerr, Carol Joy
 Kerr, John
 Knight, Christine Ann

TUE 28
 WED 29
 THU 30
 FRI 31



Ken Dean 5 Star Homes

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 project management | residential | commercial

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Staff

continued

| | | |
|------------|----|-----------------------------|
| SAT | 1 | HORSES BIRTHDAY |
| SUN | 2 | |
| MON | 3 | |
| TUE | 4 | |
| WED | 5 | |
| THU | 6 | |
| FRI | 7 | |
| SAT | 8 | |
| SUN | 9 | |
| MON | 10 | |
| TUE | 11 | |
| WED | 12 | INT'L YOUTH DAY |
| THU | 13 | |
| FRI | 14 | |
| SAT | 15 | CHILDRENS BOOK WEEK (15-21) |

Knight, Paul
 Knight, Vernon Andrew
 Lamos, Cassandra Megan
 Lauder, John William
 Lawn, Llywela Ann
 Lawson, Ricky
 Leamon, Christine Ruth
 Lloyd, Kylie
 Locke, Chantelle
 Lockett, Paul
 Loman-Butcher, Megan Beverley
 Lowe, Amanda Jean
 Macgregor, Alison Mary
 Mackay, Lorraine Jean
 Macri, Sally Louise
 Malycha, Nadine Elizabeth
 Mangano, Hazel Florence
 Martin, Jacinta Jayne
 Martin, Jacinta Rose
 Mazurek, Janet Grace
 Mazza, Danielle
 Mazza, Nick
 McCarthy, Todd Jarrod
 McCoy, Benejamin
 McCullagh, Hannah Maree
 McCullagh, Paul James
 McIndoe, Jillian Rose
 Macintosh, Fabienne Anna
 McPhail, Madison
 Meek, Alison Margaret

Neyland, Renae Michelle
 Nocera, Hailey Danielle
 Nosatti, Peta-Lyn
 Nugent, Margaret Josephine
 O'Bree, Mandi Lea
 O'Connor, Nathan
 O'Rielly, Arran James
 Osborne, Christian
 Parente, Laura Veronica
 Pasquale, Jacqueline Ann
 Patrick, Colleen
 Pearson, Robert
 Pelasio, Anjelica
 Phelan, David
 Phillips, Kylie Gay
 Pitt, Melissa Kate
 Plunkett, Ian
 Quayle, Cleonie Dorothy
 Quayle, Sabana Rose
 Quin, Jessica Michelle
 Radford, Steven
 Ransome, Bonnie
 Reberger, Laura Colleen
 Reichelt, Stacey-Lee
 Reid, Peta Michelle
 Retallick, Kerri Elizabeth
 Riley, Sharen Lee
 Roberts, Kurt Gerard
 Robinson, Shaun
 Rodgers, Sharon

Smith, Rhonda Jane
 Sparkes, Chenae Alyce
 Spratt, Jason
 Staker, Krystle Anne
 Stevens, Joanne Lisbeth
 Stevens, Lisa-Maree
 Stevens, Paula Lee
 Stone, Lynette Ruth
 Stone, Nicole Vera
 Strong, Donna
 Strong, Paula Marie
 Sturge, Michael
 Summers, Brian
 Sykes, Aroha
 Symes, Mary Bernadette
 Symes, Shaun
 Tankard, Jessica
 Tanner, Michael Wayne
 Tavo, Lipine Perin
 Taylor, Lois Anne
 Taylor, Russell
 Thomas, Jancy Varkey
 Thomson, Annita
 Thornton, Tenille
 Thorson, Pauline
 Treen, Dianne Shirley
 Treffene, Nicole
 Trinci, Cheryl Joy
 Tsoukatos, Metaxia
 Tuitupou, Tafeuni

SUN 16

Mensforth, Natalie Dianne
Menzies, Rhonda Maree

Rollins, Julian
Romeo, Natalee

Tuppin, Helen May
Turner, Meredith Anne

MON 17

Merrett, Jessica
Mertz, Fiona

Roney, Angela Jane
Rorke, Claire Briony

Tyers, Melissa Clare
Uebergang, Makaylla Jane

TUE 18

Middleton, Karen Lynley
Middleton, Sharon Lee

Rowles, Maurice James
Ruane-St.Clair, Mary Kathleen

Undy, Annette Jean
Van Bergan, David

WED 19

Mitchell, Bernadette
Mitchell, Kathryn

Ruddock, Anne Stephanie
Rule, Brooke

Van Steenis, Cornelis
Vanderveen, Aimee May

THU 20

Mitchell, Kylie Ane
Mitchell, Lynne

Rundell, Robyne Leanne
Saluvale, Salu

Vanek, Wendy Donna
Vehekite, Irene Grace

FRI 21

Morello, Anita
Morrell, Sharon

Sanders, Darlene Michelle
Saville, Stacey

Wagstaffe, Kylie Michelle
Walker, Paula

SAT 22

Morrison, Amanda
Moser, Winifred Mary

Sawczak, Kristy Lee
Schmidt, Sandra Anne

Walmsley, Jake
Waters, Richard Edwin

SUN 23

Munro, Cherene
Murphy, Catherine Louise

Schmitz, Jason
Selby, Judy Joy

Watson, Natahlia Joy
Weaver, Rache Louise

MON 24

KEEP AUST BEAUTIFUL WEEK
(24-30)

Murphy, Debbie Lee
Murphy, Simmone Sheree

Sexton, Annette Kaye
Shaun, Clark

Whitchurch, Allison
Whiting, Marie Joelle Melina

TUE 25

Musgrove, Peter
Mutch, Sheila Ellen

Shea, Ailsa
Sheldrick, Josephine Anne

Wilson, Nikki Louise
Winn, Bryon James

WED 26

Myles, Katherine Lisa
Nalder, Gary John

Slade, Douglas
Slager, Lorraine Betty

Winslade, Maree Elizabeth
Wood, Dianne Lorraine

THU 27

Napoli, Saverina
Nau, Maralea Mathella

Sloan, Chloe
Slorach, Jason

Wright, June Lucille
Yari, Chaman Shah

FRI 28

Nethercote, Beverley Jean
Nevill, Stuart Frank

Sluiter, Rodney William
Smith, Grace Anne

Zanker, Joel Micheal

SAT 29

WENTWORTH SHOW (29-30)

Newson, Sonya Sue

Smith, Liam Jarrod

SUN 30

MON 31

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Our Community

the place we call home!

- TUE 1 WATTLE DAY
- WED 2
- THU 3 AUST NATIONAL FLAG DAY
- FRI 4
- SAT 5
- SUN 6 FATHER'S DAY
NATIONAL CHILD PROTECTION WEEK (6-12)
- MON 7
- TUE 8 INT'L LITERACY DAY
- WED 9
- THU 10
- FRI 11
- SAT 12
- SUN 13
- MON 14
- TUE 15

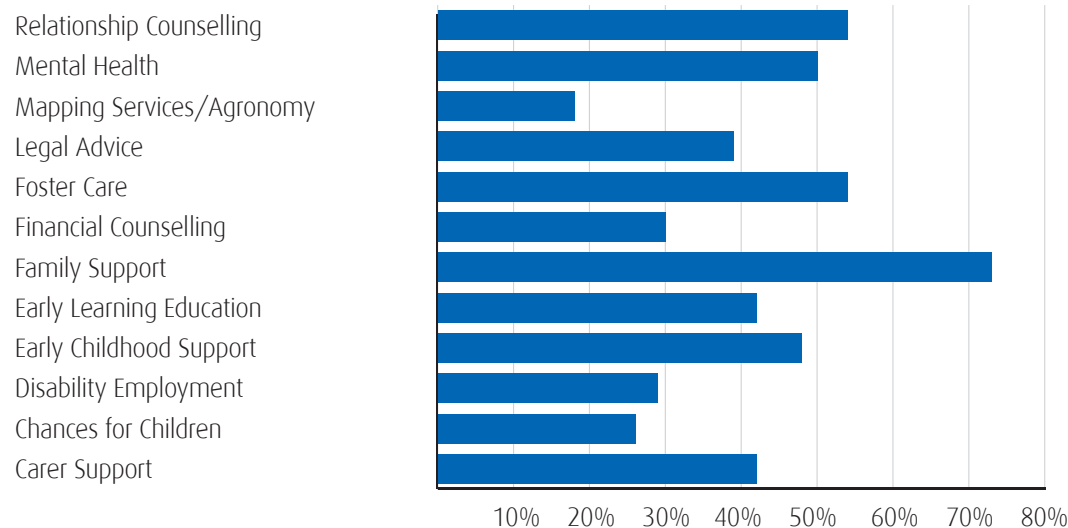
In the course of the past year, the Vinson Centre carried out three community surveys in Sunraysia.

The surveys aimed to better understand the community's general knowledge of our services and the community's perception of those services.

"Mallee Family Care (MFC) has been working with the community for over 30 years. We would like to know what exactly our community understands the type of work MFC does and how the community view our role and our work. Your participation in this survey will help shape the future direction of our work in order to best meet the needs of our community." We are really interested in what you have to say.



Fig 1 Community knowledge of MFC Services



They were conducted at the Mildura Field Days, the Little Day Out and at the NAIDOC week celebrations. There were a total of 149 interviews with about half the respondents resident in Mildura, 35% from the surrounding area and 8% from Robinvale/Euston and beyond. Plans are in hand to replicate these surveys in the Southern Mallee.

Full results can be viewed on the MFC website: www.malleefamilycare.com.au

WED 16

THU 17

FRI 18 END SCHOOL TERM 3 (VIC+NSW)

SAT 19

SUN 20 INT'L DAY OF PEACE

MON 21

TUE 22

WED 23

THU 24

FRI 25

SAT 26

SUN 27

MON 28

TUE 29

WED 30

Fig 2 The Issues of Community Concerns

Other

Transport

Physical Health

Mental Health

Housing

Finance

Family Violence

Family Break Up

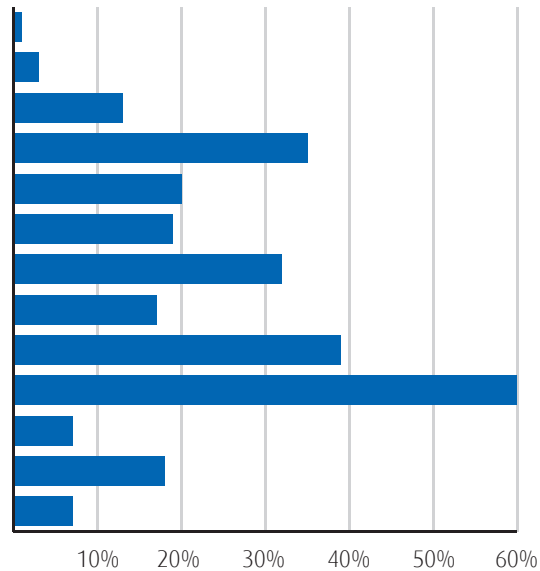
Employment

Drugs & Alcohol

Connection of families with their community

Child Protection

Access to Education



The Comments of Service Users

94% stated the service they received was helpful, with the remaining 6% not responding to this question. No respondents stated the service was not helpful to them.

Direct comments from this question were as follows:

- Excellent resource for me and the kids
- Excellent service
- It was fantastic service. Very helpful
- Lovely people with great advice
- They have helped with services and therapies for my autistic son and my husband in dealing with his condition
- They help me with everything I ask
- Very Helpful

Our Significance in Sunraysia

Of the 149 respondents through the 3 survey opportunities, 23% stated they had used a service of MFC. Services that were listed as being accessed were Chances for Children, Counselling, Early Intervention, Family Relations, Financial Counselling, Foster Care/ Family Support, Legal, Mental Health & Carer Support and Playgroups.

We have estimated that MFC serves up to 10,000 clients annually. (The complexity of Government data systems makes it difficult to be totally accurate.)

But recognising a catchment population of almost 100,000, the finding that we have provided services to one in every four respondents to the survey makes our work highly significant.

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Partners

Mallee Family Care recognises the Importance of working in partnership.

| | | |
|-----|----|--|
| THU | 1 | |
| FRI | 2 | SWAN HILL SHOW (2-3) |
| SAT | 3 | |
| SUN | 4 | DAYLIGHT SAVINGS STARTS |
| MON | 5 | START SCHOOL TERM 4 (VIC) LABOUR DAY (SA ACT QLD+NSW) |
| TUE | 6 | START SCHOOL TERM 4 (NSW) |
| WED | 7 | |
| THU | 8 | |
| FRI | 9 | |
| SAT | 10 | |
| SUN | 11 | |
| MON | 12 | |
| TUE | 13 | |
| WED | 14 | |
| THU | 15 | |

These partnerships strengthen our work and help to ensure that our clients enjoy the benefits of shared knowledge and seamless services.

"In addition to increasing the available resources and person-power, partnerships have the ability to expand the agency's thinking and expertise."

There are obvious benefits in working with like-minded groups but it is imperative that nothing should compromise MFC's core values.

To protect those values, the Board has confirmed a set of principles which need to be shared with partner organisations.

1. Local Relevance

MFC is committed to working "locally". It remains opposed to territorial aggrandisement believing that it should "live and breathe" the communities in which it works.

7. Professional Development

Staff are an invaluable resource which deserve to be supported in the development of their skills. Their efforts will be rewarded to the extent possible and their input will be sought in guiding the work of the agency.

8. Independence

MFC will jealously preserve its independence. It will not be compromised in terms of any partnership requirements.

9. Maintaining Self

The badging and promotion of MFC is central to its place in the community. Its name will be identified in any partnership presentations.



Potential partners will demonstrate a commitment to evidence-based practice and strategies which inform their development.

F R I 16 MILDURA SHOW (16-17)

S A T 17 CHILDREN'S WEEK (17-25)

S U N 18

M O N 19

T U E 20

W E D 21

T H U 22

F R I 23

S A T 24 UNITED NATIONS DAY

S U N 25

M O N 26

T U E 27

W E D 28

T H U 29

F R I 30

S A T 31 HALLOWEEN

2. Accountability

MFC is committed to reporting and demonstrating its prudent management of resources. It believes in an obligation to account to funders, consumers and the communities served.

3. Community Strengthening

MFC believes that its endeavours should enhance the capacity and capability of the communities within its catchment.

4. Importance of Volunteers

MFC believes it has a role in unlocking community strengths through the engagement of the culture of volunteering. Volunteers will be respected and valued.

5. Commitment to Advocacy

MFC will speak-out without fear or favour on matters which are seen to be counter to the well-being of individuals and families and community interests.

6. Creativity and Innovation

MFC will seek to achieve continuous improvement through innovation and experimentation.

Its activities will not be constrained by the dictates of government policy.

10. Risk Management

Careful consideration will be given to all aspects of the partnership which present possible risk to the financial viability, the integrity, the reputation and/or the professional standing of MFC.

11. Best Practice

All parties must have a solid commitment to best practice.

12. Evidenced Based Development

Potential partners will demonstrate a commitment to evidence-based practice and strategies which inform their development.



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Cleaning
service pty ltd

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November

Independent Agency Network

- SUN 1
- MON 2
- TUE 3 MELBOURNE CUP DAY
- WED 4
- THU 5
- FRI 6
- SAT 7 PORT TO PORT CYCLING TOUR (7-8)
- SUN 8
- MON 9
- TUE 10
- WED 11 REMEMBRANCE DAY
- THU 12
- FRI 13
- SAT 14
- SUN 15 ISLAMIC NEW YEAR

During the year, an important partnership was established between Mallee Family Care, Upper Murray Family Care, Windermere and Oz Child: Children Australia.

Each of these organisations had at one time been a part of an Association known as Melbourne Family Care.

But it was their interest in common concerns that was the driver to joining forces once again and pursuing projects that would produce better client outcomes.

One such project is the development of an integrated data management system aimed at better informing the practices of each organisation.

The common problem which faces the member agencies is the complexity of their reporting requirements and the inability to integrate data from different programs when working to understand the circumstances of those clients in need of multiple services.

This is a challenge which is common to all service organisations but one which will take significant intellect and resources if solutions are to be found.

The importance of this project was quickly recognised by the Potter Foundation and a grant of \$500,000 was sourced from the Ian Potter Commemorative Grants Fund.

Similarly enthused was the Department of Social Work at Melbourne University.

In the words of Aron Shlonsky, Professor of Evidence Based Practice, "Integration of data will give each agency the opportunity to define practice across areas and build a system that houses the needed information to be truly outcomes driven."

“
MFC accepts the Potter Foundation commemorative award on behalf of I.A.N.



MON 16
TUE 17
WED 18
THU 19
FRI 20
SAT 21
SUN 22
MON 23
TUE 24
WED 25
THU 26
FRI 27
SAT 28
SUN 29
MON 30

In essence, the project has the potential to

- Obviate the need for repeated story telling
- Significantly reduce the training needs of staff
- Enable better understanding of the needs of the regions served
- Develop continuous quality improvement efforts that are data driven rather than opinion driven
- Facilitate the sharing of data for research and policy development

A highlight of the year was the grants presentation at the Ian Potter Gallery where the eleven successful organisations were recognised.

Mallee Family Care was pleased and privileged to be the lead organisation in the development of this proposal.

The project has won plaudits from numerous individuals including Deputy Premier Peter Ryan who wrote "Current data and information sys-

tems that require agencies to be accountable to government have proven to be rigid and restrictive. An agency inspired and constructed (but shared) database will enable all agencies to be much more constructive in analysis while fulfilling the reporting requirements of funders."

I.A.N. is an Ian Potter
Commemorative Grant Project



“

Integration of data will give each agency the opportunity to define practice across areas and build a system that houses the needed information to be truly outcomes driven. ”

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2013-2014

| | | |
|-----|----|---------------------------------------|
| TUE | 1 | |
| WED | 2 | |
| THU | 3 | INT'L DAY OF PEOPLE WITH A DISABILITY |
| FRI | 4 | |
| SAT | 5 | |
| SUN | 6 | |
| MON | 7 | HANUKKAH (7-14) |
| TUE | 8 | |
| WED | 9 | |
| THU | 10 | HUMAN RIGHTS DAY |
| FRI | 11 | |
| SAT | 12 | |
| SUN | 13 | |
| MON | 14 | |
| TUE | 15 | |

Caregivers

Northern Mallee

Benton, Leanne & Paul
 Bray, Gwen & Geoff
 Burfitt, Helen & John
 Darby, Maree & Gary
 Davies, Maureen & Charles
 Dodd, Bernice
 Eerden, Shaylee
 Fisher, Donna & Woolfrey, Darren
 Ginman, Simone & Alastair
 Greenwood, Louise & Mark
 Herrington, Julie-Anne
 Hill, Alanna
 Hyland, Kim
 Jackson, Kelli & Tim
 Jensen, Marita & Steven
 Knight, Chris & Vernon
 Leeder, Melanie & Matt
 McFarlane, Simone & Ross
 Maddren, Sheryl & Shane
 Muller, Ann & Jeff
 Neri, Lee-Anne
 Orwell, Christine
 Pickering, Katherine & Jim
 Riordan, Vicki & Danny
 Rudd, Adrian & Judith
 Sherlock, Lynise
 Tilley, Jacqui & Cameron

Blaney Heather & Poth, William
 Connell, Jenny & Phillip
 Dannaett, Pat
 Gust, Tania & DavidHarvey, Bruce & Julie
 Hunt, Geoff & Leah
 Lamos, Cassie
 Lanigan, Dianne & Paul
 Munro, Julie
 Munro, Marion
 Paull, Deborah
 Peters, Gail & Peter
 Peters, Shawn
 Scott, Cassandra & Dean
 Sloan, Lisa & Greg (Rocky)
 Sloss, Lynda & Nield, Bryan
 Smith, Janet
 Taylor, Leanne & Russell
 Taylor, Lois
 Treweek, Kathy
 Vansteenis, Susanne & Cornelis
 Vanzanten, Ary & Margie

Assessment And Placement

Northern Mallee

Burley, Andrew
 Cavallo, Teresa
 Crouch, Kathy
 Fox, Maree
 Muller, Ann

Afl Respect & Responsibility

Carr, Naomi
 McCullagh, Hannah
 Taylor, Leanne

Sport And Recreation, NSW

Taylor, Leanne & Russell

Early Intervention

Costa, Karen
 Eagles, Danielle
 Lowe, Sam
 McMillan, Val
 Mitting, Althea

Reading Discovery

Armstrong, Charlotte
 Bell, Nyoli
 Collyer, Allie
 Costa, Karen
 Davis, Aleesha
 Rozario, Shimu
 Wheadon, Fiona

Total Learning Centre

Evans, Ruth
 Plant, Colin
 Jowett, Amy
 Jowett, Rebecca

WED 16 END SCHOOL TERM 4 (NSW)

THU 17

FRI 18 END SCHOOL TERM 4 (VIC)

SAT 19

SUN 20

MON 21

TUE 22

WED 23

THU 24

FRI 25 CHRISTMAS DAY

SAT 26 BOXING DAY

SUN 27

MON 28 BOXING DAY HOLIDAY

TUE 29

WED 30

THU 31 NEW YEARS EVE

Van Dijk, Chris & Anne
Young, Heather

Southern Mallee

Anderson, Carolyn
Belton, Loretta & Allan
Brown, Rhonda
Casey, Cathleen & Terry
Credlin, Viv
Dando, Marietta & John
Davey, Donna & Raymond
Howard, Rosie
Kearns, Charmaine & Rory
Lane, Joanne
McDonald, Christine
Mangano, Hazel & John
Martin, Sharon
Pumpa, Rachel & Craig
Stroobants, Rebecca
Thomson, Cara
Warburton, David & Marlene
Young, Cathy

New South Wales

Barnfield, Billy
Berriman, Joanne & Aaron
Burns, Melissa

Purchase, Gerald
Scambler, Penny

Southern Mallee

Batten, Jenny
Downes, Andrew
Fox, Maree
McKibben, Lyn
Vargas, Paulette

New South Wales

King, Dawn
McIntyre, Barbara
Sheahan, Brendan
Sloan, Greg (Rocky)
Taylor, Leanne

Quilters

Fields, Fred and Amelia
Handsyde, Betty
Keir, Gwen
Mammone, Nancy
O'Bree, Sue & Friends
Robinson, Val & Friends

Chances for Children

Armstrong, Felicity
Atkins, Lachlan
Barrile, Carl
Bastian, Jodi
Beilharz, Linda
Bell, Jason
Boschetti
Broadhead, Ron
Cain, Alicia
Chalmers, Felicia
Collins, Sean
Colman, Koden
Cox, Ashleigh
Crow, Luke
Daniel, John
Davey, Danielle
Dawson, Catherine
De Silva, Saranee
Devilee, Fiona
Doig, Peter
Duncan, Peta
Ellis, Liz
Fox, Ros
Gaffney, Matt
Haberfield, Tom



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2013-2014

F R I 1 NEW YEARS DAY

S A T 2

S U N 3

M O N 4

T U E 5

W E D 6

T H U 7

F R I 8

S A T 9

S U N 10

M O N 11

T U E 12

W E D 13

T H U 14

F R I 15

Chances for Children

Continued

Harley, Fiona
 Hilton, Jenny
 Hollingworth, Kellie
 Jackson-Findlay, Sian
 Joyce, Susan
 Lake, Ross
 Lloyd, Kirsten
 McDonald, Sr Marion
 Mansell, Anne
 Mooney, Mike
 Nalder, Gary
 Packer, Reg.
 Parseghian, Rebecca
 Patterson, Stephanie
 Pearce, Rod
 Powere, Jodi
 Prendergast, Paul
 Richards, Keith
 Rowlands, Loretta
 Royce, Darren
 Schlemme, Marie
 Sherer, Andrew
 Sparks, Kane
 Stepnell, Robyn
 Tan, Sarah
 Tompsett, Lee

Communities for Children

Bowden, Candice
 Carn, Reanne
 Hannah, Margaret
 Harradine, Ronnie
 Johnson, Sherry
 Kirby, Chantelle
 Kirby, Rose
 Wighton, Elvira

Community Legal Service

Edmanson, Bernadette
 Farnsworth, Millicent
 Garsed, Robyn

Kid's Stuff

Bishop, Chris
 Cairns, Hannah
 Jankowski, Bob
 McCarthy, Todd
 Mills, Renae
 Wagstaffe, Kylie

Mental Health Service

Alam-Rankin, Farjana
 Colling, Robert
 Gates, April
 Gordon, Hazel

Powell, Colin
 Sauer, Bill
 Smythe, Shane
 Speed, Rick
 Symens, Peter
 Tobin, Des
 Ward, Warren

Op Shops

Mildura

Aitken, Bet
 Barling, Georgina
 Benson, Brenda
 Collins, Dennis
 Collins, Yvonne
 Dixon, Susan
 Lane, Robyn
 Legin, Ashleigh
 Mathewson, Annette
 Meredith, Dale
 Munroe, Marion
 Newy, Gladys
 Surmam, Jennifer
 Williamson, Rosemary
 Woodfine, Shirley

Swan Hill

Brown, Denise

SAT 16
 SUN 17
 MON 18
 TUE 19
 WED 20
 THU 21
 FRI 22
 SAT 23
 SUN 24
 MON 25
 TUE 26 AUSTRALIA DAY
 WED 27
 THU 28
 FRI 29
 SAT 30
 SUN 31

Turlan, Evette
 Van Ravensteyn, Olga
 Ward, Katie
 White, Ellen
 Wilson, Marg

E-Mentoring

Barker, Peter
 Crilly, Karyn
 Dyke, Rachel
 Innes, Jenni
 Jetson, Samantha
 John, Dianne
 Laubscher, Anne-Maree
 Lawrence, Chris
 Marriott, Bill
 Mazza, Elvira
 Mooney, Mike
 Neuman, Rachel
 Rochester, Stephanie
 Testa, Melissa
 Watson, Robert
 Watson, Tegan
 Wheadon, Fiona

Graf, Jill
 Gray, Peter
 Hensgen, Sue
 Hocking, Renee
 Knights, Kim
 McIntosh, Fabienne
 Mahoney, Diane
 Miller, Eli
 Moll, Garry
 Plant, Colin
 Sutherland, Alma
 Taggart, Toni
 Williams, Wendy

Port to Port

Edwards, Zac
 Evans, Ken & Jan
 Gardner, Daryn
 Heald, Mark
 Lucas, David
 Mentiplay, Andrew
 Murray, Kevin & Sue
 Murray, Jess
 O'Connor, Les & Kay
 Perry, Ron

Bulliss, Glenis
 Corbani, Renatta
 Develyn, Willis
 Dunstan, Cynthia
 Dunstan, Edwina
 Franklin, Mary (Co-ordinator)
 Heil, Coral
 Jones, Edna
 Kilpatrick, Marg
 Livingstone, Mary
 McKenzie, Jenny
 McQueen, Shirley
 Oliver, June
 Poyner, Irene
 Priest, Elaine
 Rogers, Irene
 Rogers, Marj
 Scougal, Sheryl
 Scown, Thelma
 Sharam, Jan
 Smith, Carol
 Ward, Lynette
 Williams, Maggie
 Wilson, Gloria

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Argus, Sue
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Arumpo Bentonite Pty Ltd
Baer Family Charitable Trust
Barham High School
Barham Koondrook Lions Club
Barham Time Out Craft
Baulch, Marnie
Benham, Audrey
Benham, Laura
Bennett Couriers
Bertalli, June
Birchip P-12 College
BioAg
Body Torque
Boundry Bend Olives
Boyd Plumbing
Braslis, Karl
Brooks, Wendy
Bruton, Alicia
Bunting, Terry & Barb

Dea, Geoff, Jillian, Matthew & Rebecca
Devilee, Peter & Fiona
Dichiera, Verity
Donaldson, Peter & Sue
Douglas, J M
Drummond, George & Lois
Dunai, Ian
Eastern Star, Swan Hill Chapter
Ellery, Ken
Ellis Chris & Loretta
Emmett, Marilyn
Ersoy, Ferit
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Mr Francesco De Maria
Faulkner, Elizabeth
Filipi, Tony
Filiz, Renk
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Fishers Family Trust
Fishers Stores
Ford, Sherrin
Foreman-Sheean Electrical
& Communications
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McCarthy, Anthony
McCarthy, Todd
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McKenzie, Mary
Mentiplay, G & B
Meroiti, Julianne
Mertz, Fiona
Mildura & District Real Estate
Mildura Fruit Company
Mildura Golf Resort
Mildura Rural City Council
Mildura Senior College
Mildura Truck Centre
Mildura Veterinary Clinic
Mildura Weekly
Mildura Working Man's Club
Milner, Mara
Minney, Norma
Moody, M
Mooney, Mike & Tracey
Moras, Bruno & Anne
Morrell, Sharon

Sloan, Chloe
Smith, Rhonda
Southern Cross Business Advisers
Soward, Alan & Bev
Stalker, Krystle
Stephen Jones & Associates
Sturre, Sharon
Sullivan, Bob
Sunbeam Foods
Sunrise Rotary
Swan Hill Uniting Church
Swan Hill & Kerang Toyota
Swan Hill Kia
Swan Hill College
Swan Hill Secondary College
Swan Hill Rural City
Tamashi Tigers Karate Club
Tankard Dental Surgery
Tankard, Henry & Pam
Target - Swan Hill
Tasco Petroleum
Taylor, John
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The William Angliss Charitable Trust
Thomson, Lloyd & Kate
Toms, R
Totally Workwear Mildura
Tripodi Gaye

Campbell Edwards Trust
Caribou Publications Pty Ltd
Cash Tyre Service Tyrepower
Ceniti, AR
Ceniti, Caterina
Ceniti, Guiseppina
Central Mallee Co-op Parish
Chaffey Secondary College
Chances for Children Port to Port
Team
Chandler, Maren
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Collins, Jane
Collyer, Allie
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Community Fund
Connell, Rosemary
Cook, Ian & Chris
Cooke Industries
Coomealla Club
Coonanit Conveyance Committee
Cordoma, Lesley
Country Hearing Care
Coveney, Allan & Joan
Credlin, Gordon & Janet
Cristal Mining Australia Ltd
Cross, Sam & Diana
Crozier, T & M
Curwood, John & Sue
CWA - Cowangie Branch
CWA – Culgoa Branch
CWA – Murray Valley Group
D.S. Kerr Charitable Trust
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Gill, Shirley
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Gultekin, Riza
Hadfield, Katherine
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Irwin, John & Liz
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Jayet, Bruce & Yvonne
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Jones, Anthony
Karra Organic Farm Ridgewell
Kelner, G
Kennedy, Gayle
Kennedy, Mariah - Reaching Out
Knight, Vernon & Chris
La Trobe University - Mildura Campus
Lake, Ross
Lazzara, Joe & Frances
Lord Mayor's Charitable Fund
Lowe, Amanda
Lowe, Anne
Lower Murray Water Staff & Ratepayers
Mackie, Shannon
MacKillop College
Mallan School Bus Committee
Mallee Family Care Swan Hill

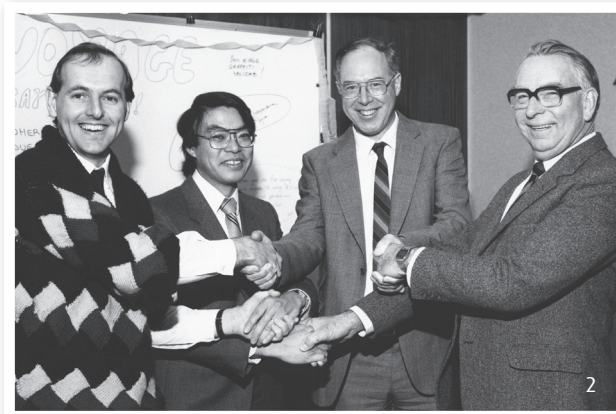
Morris, Pamela
Mossop, Mandy
Murphy, Cath
Nalder, Gary
Newland, JC
Noyce, Max & Helen
Nyah West Uniting Church
O'Donnell, Peter
Order of the Eastern Star
Parseghian, Rebecca
Pasquale, Jacqui
Peterson, P & E
Pizza Cafe
Prime TV
Prime Super
Qualia Wine Services Pty Ltd
Quambatook Womens' Group
Ramsay, Barbara
RE Ross Trust
Red Cliffs Secondary College
Redpath, John & Nikki
Richards, Keith & Jan
Robbins, Judith
Robinson, David & Dorothy
Rodger, Tim
Rogers, Tanille
Rotary Club Of Mildura
Rotary Club of Swan Hill
Rowe, Freda
Royal, Peter
Saunders Design Group
Scott, Peter & Wendy
Sexton, Richard
Sheed, Claire
Shire of Campaspe

Tschirpig, RW & AM
Tsoukatos, Metaxia
Turk, Kevin
Turner, John
Turner, Meredith
Tyrrell College
Underbool Ladies Guild
United Panel Works
Victorian Women's Benevolent Trust
Wakefield Transport/Iron Horse
Intermodal Pty Ltd
Wakool Shire Council
Walder Real Estate
Wentworth & District Community
Bank Branch
White, Jeremy & Jessica
Woomelang Uniting Church
Wright, Hon Ken & Valda



Looking Back

1979-2014





7
Tim Fischer and Russ Witcombe launch the MFC (Mallee Family Care/Mildura Fruit Company) Community business partnership



8
Richard Haselgrove, Rupert Hamer, Milton Whiting and David Hunt celebrate the naming of Haselgrove House.

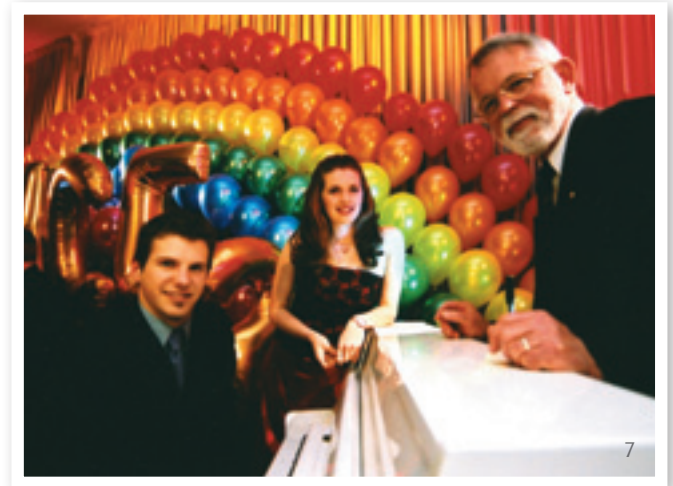


3
Richard Haselgrove, Bronwyn Pike and Milton Whiting celebrate the opening of the Red Cliffs Community Centre.



4
Bernie Currow and Maureen Skelton at the 1st Birthday of Bernie's Bazaar.

9
Nathan Whitton, Lara Francis and Vernon Knight pay tribute to "Chances for Children".



5
Deb Quin and Marie Schlemme "sell" the International Community Development Conference in Melbourne, 1996.



6
Milton Whiting cuts the cake to celebrate the 1st Birthday of the Milton Whiting Family Centre.

12
Sharyon Peart, Tony Vinson and Vernon Knight at the launch of the Mildura Social Indicators, 2006.





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