



Caroline Chisholm
Society

*Pregnancy & Family
Support Service*

Annual Report

2009/2010





Content

Vision, Mission & Values Statement	1
President's Report	2
CEO Report	4
Our Organisation	6
Programs we offer	7
Our Work with Families	12
Regional Data	13
Material Aid Program	14
Duty Program	14
Financial Support	15
Social Work Students	16
Group Work	16
Program and Quality Improvement	17
Goulbourne Valley (CCSGV)	18
Perspectives from our Staff	19
Financial Statements	21



Caroline Chisholm Society

Our Vision

To support pregnancy, children and families.

Our Mission

To deliver a range of pregnancy and family support services that respond to the needs of families and support them to achieve and maintain a safe and nurturing environment.

Our Values

We will develop services that are underpinned by the principles of :

- Respect for Life
- Compassion and caring
- Social Justice
- Empowerment
- Recognition of diversity
- Accountable Best Practice

Our services will utilise approaches that are characterised by the following:

- Child focus and family centred
- Flexibility and responsiveness
- Acknowledging the expertise of families
- Positive Pregnancy Support
- Connecting families with communities
- Promoting safety

Objectives of CCS

- To operate a Pregnancy Support Service
- To provide a service of counselling and practical support to meet the physical, psychological and social welfare need of pregnant women, parents of preschool children, and their families
- To provide a comprehensive service of care and support that will free women from feeling compelled by physical, psychological and social pressures to choose the termination of a pregnancy.
- To help alleviate poverty and distress through the provision of financial support material aid and shelter.
- To provide programs of health education.
- To develop a greater awareness and understanding of the welfare rights and needs of all people, including the unborn child.
- To assist those who seek and use the services of CCS to function independently.





Caroline Chisholm Society

As I sit down to my fifth report as President it is clear to me that it is not just this year that has disappeared so quickly but indeed the last five years! It is no boast that the past 12 months have been action-packed for the Society, its staff and volunteers. We have welcomed our new CEO, Suzanne Sinni. We have successfully undergone our second accreditation process, this time for our Housing Program. We are close to purchasing a property in Caroline Springs. We have made extensive changes to our internal management structures. We have seen Board members come and go. The Board has embarked on a significant strategic planning process. And all the while staff have continued to provide superb service to our clients.

Suzanne's leadership has been very productive for the Society this year. She has brought new ideas and enthusiasm for change. She has challenged staff and Board to perform more efficiently and has demanded that we question long-held assumptions about our services to engender a productive and critical assessment of the way things are done, all to drive positive change and development for the organisation while focussed on providing the best care we can give to our clients. I look forward to her ongoing contribution to the Society in the years to come.

The CEO and the Board have worked this year to significantly improve reporting to the Board and the CEO has made substantial changes to the internal staffing and management structures. Our small organisation has challenges aplenty but our more robust internal staffing structure should ensure that we are primed for further growth. I report that the 2009-10 financial year has ended better than predicted but with a financial year loss of \$25,619. At its last meeting the Board finalised a healthy budget surplus for the 2010-11 year based on an exhaustive planning process led by the CEO. I pay particular thanks to Marie Panzera in her new role as Finance Manager who has worked very hard to build the internal budget from scratch. The executive staff have finalised internal budgets and processes to ensure that we deliver to target.

I thank the Board for its work over this year. The positive response by the Board to the requirements of the Community Service Organisation accreditation process is admirable. Board members contribute their time freely and this year the Board has worked with an independent facilitator in strategic planning. The Board comprises Mr Frank Smit, Ms Kate McCartney, Mr Paul Webster, Mr John Kennedy, Dr Michael Christie, Ms Wendy Hunt, Ms Lucia Fitzgerald, Ms Helen Cooney, Ms Christina Giavris (resigned July 2010), and Mrs Tess Fogarty. In particular I would like to thank Frank Smit, our Secretary and Kate McCartney who has recently joined the Board as Treasurer and who has rapidly accepted a significant workload. I thank Ms Carmel Morgan, Ms Alana Patterson and Ms Maria Napolitano past Board members who have resigned during the past year.

Staff at CCS are a special group of people. They work with very vulnerable clients in difficult and trying circumstances. They have a special commitment to our clients and I thank them for their expertise and dedication. The executive team working closely with the CEO, Ms Denise Lee and Ms Alfina Sinatra also deserve special mention for their substantial contribution this year. There are several staff achieving significant milestones of service this year and I congratulate Ms Marie Panzera and Ms Denise Lee for 10 years of service, and Ms Tamara White and Ms Marisa Multari for 5 years of service. I take this opportunity to thank them for their years of service to the Society.

The Board has prioritised the completion of its strategic planning process by the end of this calendar year. We have been greatly benefited by the pro bono assistance of Mr Richard Rawling, Facilitator, Nous Group which specialises in working with Boards. Our aims in this process are many; ideally the process will resolve some of the long-term planning problems that we face which include, planning for the upgrade or sale of our Moonee Ponds site, developing stronger strategic collaborations for the development of research projects, developing greater financial independence through diversification of funding streams, and preparing for the development of new programs for our clients.





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President's Report (cont.)

Finally, I thank the volunteers both individuals and organisations who continue to work with us in a wide variety of ways, and make particular note of our life members.



Whoever has helped out CCS in the past, present or future really do have a loving and caring heart.

St Columba's College VCAL student





Caroline Chisholm Society

2009-10 has been an eventful year, although I can only speak directly about October 5 2009 onwards. This is my first role outside acute health since 1984 when I started my nursing career. Whilst I was very keen to learn as much as I could as quickly as possible about this sector, I was also surprised about how much is transferable across the various health systems. I am grateful for the support of the CCS Board President, Ms Maria McGarvie, other Board members and especially the staff of CCS. I know I asked lots and lots of questions and they might have been a little anxious about what the new person was like and how she'd fit in!

Having good experience in governance matters, I am fully aware of the tendency of new CEOs to restructure, something that I initiated as soon as it became apparent to me how we might streamline our processes. The restructure is working well and is now being embedded. We continue to 'tweak' areas of responsibility to best meet our needs.

I take this opportunity to thank Ms Denise Lee and Ms Alfina Sinatra who work extremely hard in order that we meet all our obligations. It is a huge challenge for such a small organisation to do much more than respond to immediate needs which limits the ability to explore new business opportunities. To this end, we now have formalised processes to make decisions with outcome based reporting. We are working very closely with our Shepparton colleagues to include them in the broader CCS governance framework and explore new opportunities in that region.

New Directions

Caroline Springs

Ms Maria McGarvie, has discussed our intention to purchase property in Caroline Springs in several recent CCS publications. This is because our largest workload is in the west. I am pleased to report that this is progressing. A property was identified and terms negotiated to ensure the best deal. Ahead of a signed contract, the vendors very graciously arranged for CCS to have access to the property in order that planning could proceed for our moving into the property as soon as possible. All staff were invited to visit the proposed new site to provide their input into how the property might be configured to best suit our needs. I then met with an architectural designer and discussed our collective views and our service needs before he measured the property in preparation for drawings of various design models which can then be costed, budgeted and planning commence for how and when we will commission the building.

I'm sure you can appreciate the sheer size of this task! Our aim is to have the best, most economical and functional building to suit our purpose.

Our future in Moonee Ponds

It is important to note that while much of our outreach work is in the west, our core Moonee Ponds functions will remain, although we are exploring where we are best placed to do this. Many of you will know our beloved old house in Park Street Moonee Ponds very well. One of our regular and very generous supporters used to play table tennis in the shed in the backyard when he was a boy! However, many of you will agree that the house, while steeped in a proud CCS history and tradition, is imposing limitations on our work. To this end, our Board will consider very carefully what our strategy should be in terms of property acquisition and disposal, and/or leveraging off our asset base. I remain very optimistic, enthusiastic and excited about our prospects.





CEO Report (cont.)

Programs we'd like to offer

Like other support services, we have an ever growing demand from people in need. There are a number of innovative programs to aid vulnerable families worthy of exploration. CCS is well known for support services available to pregnant women and their families. Unfortunately, many women who seek our support live with mental health issues, family violence, drug addiction, homelessness or a combination of these. Women living with these types of issues can experience an even harder time when they are pregnant or parenting young children. We also know that when women in such high social risk categories are pregnant, they can find it difficult to access the services they need to maintain optimal health of themselves, their unborn babies and any other children they may have.

CCS is well placed to explore opportunities to provide 'wrap around care' to such families if we are able to arrange co-located services such as antenatal care, lactation support and postnatal care. We are exploring this latter aspect of care through our volunteer workforce. We know that some women believe they are discharged from hospital after the birth of a baby before they feel ready, and certainly before their lactation is established. In other countries families with a newborn receive community support that includes assistance with cooking, cleaning, shopping, taking other children to school as well as maternity care to assist a woman in her transition to motherhood, particularly for first time mothers.

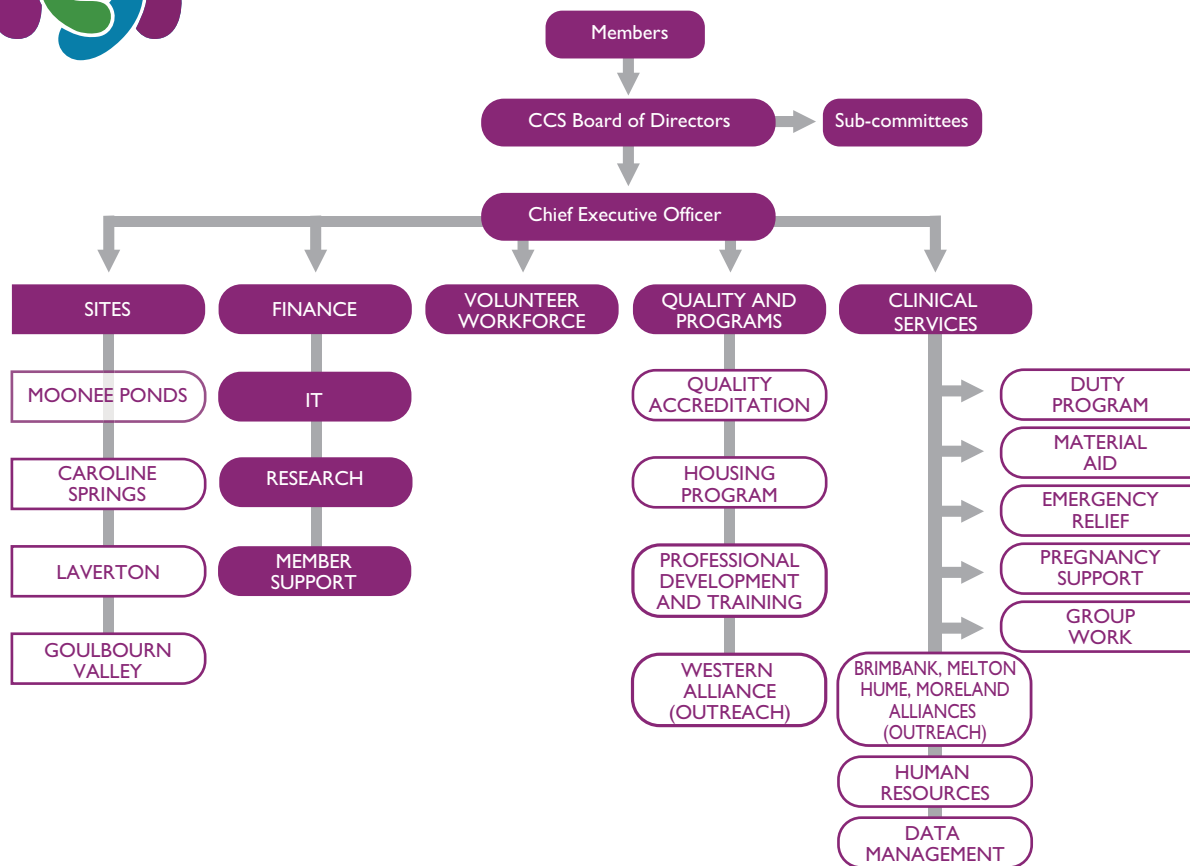
We believe we should explore how we can assist in this regard. To date, interest and support has been indicated by relevant stakeholders however we are yet to secure the additional funding required to formally explore such initiatives. In the event that we are able to implement new programs, it is imperative that we include a formal evaluation to assess the impact of the work. Favourable results are useful in gaining ongoing support.

We have been very fortunate in receiving grant funding from the Melton Council to run a support group for families experiencing housing stress. This will be an eight week demonstration model. Our partners in this exciting project are Melton Council Family Services and Housing Program, YWCA Victoria and St Columbas Secondary College. We are still in the planning stages but I can report that the program will include separate and combined educational and support sessions for parents and their children. CCS is contributing to the cost of the program because of the potential benefits, and in the hope that the pilot will demonstrate the benefits of this type of intervention at relatively low cost. We have similar types of demonstration models for the women and their families experiencing the various challenging issues as noted above, the aim being to tailor our intervention to the specific needs of the client group and empowering them to support each other. I look forward to being able to report our progress in these areas in subsequent CCS publications.





Caroline Chisholm Society



Patron:

Dr Rhonda Galbally

Registered Office:

41 Park Street, Moonee Ponds 3039

Established:

1969

Life Members:

Mr B Guinane, Mrs B Noonan, Mr F Smit, Mrs E Brennan, Mrs M Howes, Mrs H Pearson, Mrs P Coffey, Mrs L Joy, Mrs A Ronchi, Mrs L Tainton, Mrs T Fogarty, Mrs W Hunt, Mrs E Semmell, Mrs M Taverner, Mrs L Gibson, Miss M Napolitano, Sr M Sexton, Mrs P Way, Dr P Joshua, Ms Mary D'Elia, (Hon.) Christine Campbell, MP

Board of Directors:

CCS thanks our Board of Directors who have shown great commitment to the shared vision and mission of Caroline Chisholm Society and have given freely of their time and expertise during 2009/2010. The following Directors as at 30th June, 2009.

President:

Maria McGarvie

Vice President:

Paul Webster

Treasurer:

Christina Giavris from March 2009 to August 2010

Secretary:

Frank Smit

Directors:

Teresa Fogarty, Wendy Hunt, John Kennedy, Carmel Morgan (resigned January 2010), Maria Napolitano (resigned February 2010), Alana Patterson (resigned January 2010), Michael Christie (February 2010), Lucia Fitzgerald (May 2010), Kate McCartney (May 2010), Helen Cooney (May 2010)

Chief Executive Officer:

Suzanne Sinni October 2009

Director Clinical Services:

Denise Lee

Director Programs & Quality:

Alfina Sinatra

Auditor:

John Agostinelli, Level 2, 200 Lygon Street, Carlton 3053

Honorary Solicitor:

Ferdinand Zito and Associates, Suite 3, 251 Lwr Heidelberg Road, Ivanhoe East 3079

Bankers:

Westpac, Puckle Street, Moonee Ponds 3039
Bendigo Bank Strathmore Community Bank, Napier Street, Strathmore 3041,
Bendigo Bank, Centre Fair Plaza, Shepparton 3630

Staff

CCS comprises many wonderful employees and volunteers who work from CCS offices in Moonee Ponds, Caroline Springs, Laverton and Shepparton. We thank them for their ongoing support and commitment.





Caroline Chisholm Society

CCS provides self funded and Government funded programs. We are proud of the reach that we have to families all over Victoria. Strengthening the capacity of families to support children and young people is integral to the services provided by CCS. We work primarily through parents with a focus on the needs of the child, to encourage independence and supportive linkages. Our interventions are intended to empower families to self reliance and self determination. We are a small independent agency, with an array of programs to support clients and various funding means. These are:

- family services (state government funding),
- postnatal depression support (largely CCS funding*),
- parenting education programs (CCS funding*),
- pregnancy counselling (CCS funding*),
- housing support (state government funding),
- volunteer recruitment, training and development including mentors (non recurrent Federal Government funding secured to December 2010)
- material aid (CCS funding* complemented by one-off grants from government and non-government bodies)
- emergency relief (mixed non recurrent one-off grant funding).

** CCS funding = funds that CCS raises to provide the program derived from contributors, donations, one-off grants etc.*

Volunteer Program

CCS has a long and proud history of support through volunteers. Those of you who have been affiliated with CCS since its inception will be aware that it was fully staffed by dedicated volunteers who provided support around the clock to young women in need, often sacrificing the needs of their own families for those of the people who approached CCS for help. Today the CCS volunteer program continues to flourish thanks to the commitment of our volunteer coordinator, Ms Glenda Rumble. Glenda has graciously accommodated the increased and more formalised structure, and decision making processes, to support the program and strategic direction and expectations the CEO has set in expanding the CCS volunteer program.

Currently 94 volunteers are registered with CCS. Their roles include material aid sorting; coordinating and staffing street stalls to raise funds; assistance with organisational administrative duties; general maintenance of our Moonee Ponds site; carrying out safety checks on donated goods that must meet Australian Standards before being distributed to our clients; knitting goods for distribution to our clients or for sale, and direct client support through mentoring. We are also very privileged to be supported by a number of local schools through their various internal community support programs. We have expanded our mentoring and schools programs which has been hugely successful for all concerned.





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Volunteer snapshots:

Michael Lynch, CCS handyman, has worked with the Material Aid Coordinator, to safety check donated prams and repair items at the Moonee Ponds site. Michael's work has enhanced the quality and quantity of material aid distributed to clients. Maintenance work and assistance has also been completed by a group of talented handymen from the **Knights of the Southern Cross**. We are fortunate to have a regular plumber attend to the most minor works for us, like lighting the pilot light of our water system. **Geoff Woodhead** always comes to our aid. Thank you so much Geoff. We also thank **Mr Les Whiteley** who generously donated many hours in helping build robust business and reporting systems.

Tess Fogarty, CCS volunteer known to many of you, coordinates fortnightly street stalls selling baby and children clothing, toys and books, knitted blankets and dolls. Sale items are donated, many of which come from CCS' 39 knitters. One stall generates approximately \$800 for CCS per month.

A team of five dedicated women meet every Thursday to sort material aid and prepare baby bundles for distribution. Up to ten baby bundles are required for clients each week and the ready availability of clean, sorted clothing assists CCS caseworkers in their duty work.

Volunteers assist the administrative staff at the Moonee Ponds site by answering phones, welcoming clients and visitors, filing, carding and attending to many other tasks required on the day. Two long-standing administrative support volunteers resigned this year. **Loyis Gibson** left us in February after 34 years of dedicated service. Loyis is an amazing woman of great strength and determination. She, along with other longstanding CCS supporters witnessed many changes over the years, which she accommodated with ease. Loyis provided front line support to people seeking assistance from CCS in the days when CCS was fully staffed by volunteers. **Roma Shelton** left us in July after ten years of dedicated service providing administrative support. Roma is super efficient, diligent and pays great attention to detail.

She was an asset at CCS and we are sad to see her leave. CCS staff, management and the Board acknowledges the time and effort provided by both women and thank them for such commitment to CCS.

CCS has developed important and valuable links with several schools, which has enabled senior students to complete their Community Service or Victorian Certificate of Applied Learning (VCAL) commitments at the Moonee Ponds site while attending to many needed tasks for CCS.

Girls from **St Columba's College** and **Lowther Hall** have spent at least one hour per week sorting material aid, toys and wool, and photocopying and collating booklets for CCS programs which support participants attending group session. Year 9 students from **Penleigh and Essendon Grammar School**, in groups of 14, have attended CCS on Wednesday afternoons to learn about the work of CCS and to sort material aid. This awareness resulted in the girls organising a Christmas present drive for our clients.

Year 12 VCAL boys from **Aitken College** have maintained the garden, cleaned the fleet of cars, assisted with building much needed shelving and cleaned the material aid storage area.

Two boys from **St Bernard's College** have produced flyers to advertise for mentors and much needed wool for our knitters.

All of the students involved in this program have given their time generously and have been supportive of the work carried out by CCS. A very exciting partnership has been established between **St Columba's College** VCAL students and CCS. The class have performed Community Service once a week over the past year, run a Christmas present drive, produced a cookbook with all proceeds from sales given to CCS and organised a pamper day for clients. Taking this partnership further, CCS aims to engage the assistance of the girls in a program to be run in Melton in 2011 that will support families in transition from homelessness.





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Volunteer Mentor Program

Families supported by CCS can access a mentor from our **Volunteer Mentor Program**. The program initiated out of a need to assist new mothers who were isolated with no family or friends to lend a hand. While a caseworker can refer or recommend linkages to playgroups, parenting groups, counselling, advocacy or emotional support, they are unable to spend the time that some new mothers need making the connection with them. This gap is expertly filled by one of our twelve mentors. The mentor works closely with the caseworker in providing appropriate support such as minding the baby while Mum has a shower, assisting with the first outing with a baby, modelling parenting, assisting with bathing baby, or walking the floor when baby will not stop crying, role modelling play with children, cooking healthy snacks for pre-school children, going to the library, attending playgroup, taking an isolated mother to a café, shopping with a young mother and preparing the evening meal, teaching a new mother how to take a pram on public transport to name some of the support provided! CCS mentors may provide the stepping stone for Mum to feel less isolated and gain confidence. The mentor volunteers have expressed a great sense of achievement in assisting families and the caseworkers have observed positive changes of confidence in the new mothers that have had a mentor. The number of mentors has doubled in number from six to twelve in the past year. Mentoring connections have lasted for up to six months, by which time the clients have demonstrated skills in the areas they were seeking help. The women involved in the mentoring program are very talented, dedicated and experienced mothers who have expressed their delight at being involved in this program. Some insights from our mentors are provided below, with some modifications to protect the identity of our clients.

Personal reflections from CCS Mentors

Mentor A:

After moving closer to family from Mildura, I found time heavy on my hands. It was with great pleasure, through my sister and her friend Glenda, the CCS Volunteer Coordinator, that I offered my services to CCS. I feel I have found my niche (once again) in the Mentoring Program.

My first client was a mother who had a multiple birth. After six months of visits, we have a rewarding relationship of mutual benefit. It was a little difficult at first because, being a proud Asian woman, my mentee seemed to find it hard to accept an Australian as an unpaid helper, 'sounding board' and surrogate aunt to her new little ones! I have been able to teach this mother to knit and crochet for her little toddlers now aged twenty months. The children and I have a great time bathing, feeding and playing while their mother is able to do her household chores, such as stripping the beds, washing and hanging clothes on the line. A great joy for me last week was when Mother asked if I could come to the children's second birthday party in November, as the children would miss me...!!!!!!

My second mentoring family is most needy and also a great pleasure to visit: a young mother without a partner, and three children aged one, two and four years. This young girl has not had the back up of family that is needed in these situations. As a result she did not know how to cook or how to purchase the required ingredients for meals. With tuition in easy preparation of a meal she is learning to cook. We even made cup cakes with the help of her two little girls and lots of scraping of bowls and licking of spoons. Simple pleasures but with tears in her eyes, as I left that day, she called me her "Fairy Godmother" What more could a retired Great Grand-mother wish?





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Personal reflections from CCS Mentors

Mentor B:

I am meeting with my mentee tomorrow for a second visit. I felt our first session was very positive and I left 2 hours later with the feeling that something good came from it. The children are very easy to look after and very interactive and engaging...they call me "Aunty" now! The children decorated their own pot holders, then we repotted some small violas and pansies and made names individually for each pot that we decorated. Then I made an afternoon kindly snack for the 4 year old before I left. Their mother is a really nice person and a great mum to her 3 children despite the challenges she is currently facing. Tomorrow I will spend time with the children and playing games, and I hope that Mum will be able to find some-time for herself while I am looking after the children.

Venus Day Spa

Venus Day Spa held their second fundraising ball in June 2009 at Flemington Racecourse. Over one hundred people attended and whilst having a wonderful night they also raised \$5625 for CCS. This is a remarkable volunteer effort which was much appreciated.

We express our gratitude to all of the volunteers who have supported the work of CCS. It is through their tireless work and selflessness, that CCS is able to support vulnerable children and families in our community.



My feelings about helping others have completely changed since I first went to CCS. Seeing how badly some people need help and how they struggle just to get the simple things in life.

St Columba's College VCAL student





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CCS family services are provided as partners in three ChildFIRST (Child and Family, Information, Referral and Support Teams) Alliances: Western, Brimbank-Melton and Hume Moreland Alliances. Child FIRST were established in regional catchment areas to provide community based referral to family services. This is so that vulnerable children, young people and their families are linked effectively into services they need. It was seen as the best way of connecting children, young people and their families to the services they need.

Factors which affect a child's safety, stability or development are:

- significant parenting problems that may be affecting the child's development
- serious family conflict, including family breakdown
- families under pressure due to a family member's physical or mental illness, substance abuse, disability or bereavement
- young, isolated and/or unsupported families
- significant social or economic disadvantage that may adversely impact on a child's care or development.

Being able to give a helping hand to the CCS and take away from their work load made me feel better about myself. It is giving me a way to give back to the community, and feel I've contributed in some way or another.

St Columba's College VCAL student

What does it mean to be a ChildFIRST Alliance partner?

Participating agencies are obliged to be involved in all levels of Alliance activities. Governance of the Alliances is devolved to the relevant Executives. CCS executive representatives are Alfina Sinatra for the Western Alliance, and Denise Lee for both the Brimbank-Melton and Hume-Moreland Alliances. Each Alliance is also supported by an Operations Group which deals with operational issues and can be viewed as the conduit between clinical staff and the executive. Because we are such a small agency, Alfina and Denise also attend the operations meetings for CCS. Finally, there are weekly central referral intake meetings where cases are presented and allocated to family support agencies to casework. Again, due to our size, Alfina and Denise attend most of these meetings for CCS. Additionally, there are a number of important practice meetings which provide an opportunity to discuss practice principles, what works, what doesn't and how can we improve our approaches to link with the most vulnerable families. Strategies to engage these families is an ongoing discussion supported by education. To establish these connections with families the Alliances in all catchments organise systematic ongoing training such as the Best Interest Framework, Aboriginal Culture Competency, Enhanced Culturally Competency Practice, and how to Engage Difficult clients to name a few. This training enables all staff to engage and connect with other workers in the field which in turn leads to better client outcomes when several agencies may be involved with the one client.





Where? How long for? Why?

CCS Family Support Program delivers services to families in their own home living across the North Western corridor. This includes the Local Government Areas (LGA's) of Brimbank, Melton, Hume (Sunbury), Moonee Valley, Maribyrnong, Hobson's Bay and Wyndam (Hoppers Crossing).

This year CCS outreach caseworkers worked with 264 families. Several families also access CCS group work bringing the total number of families to 331 cases (*figure 1*).

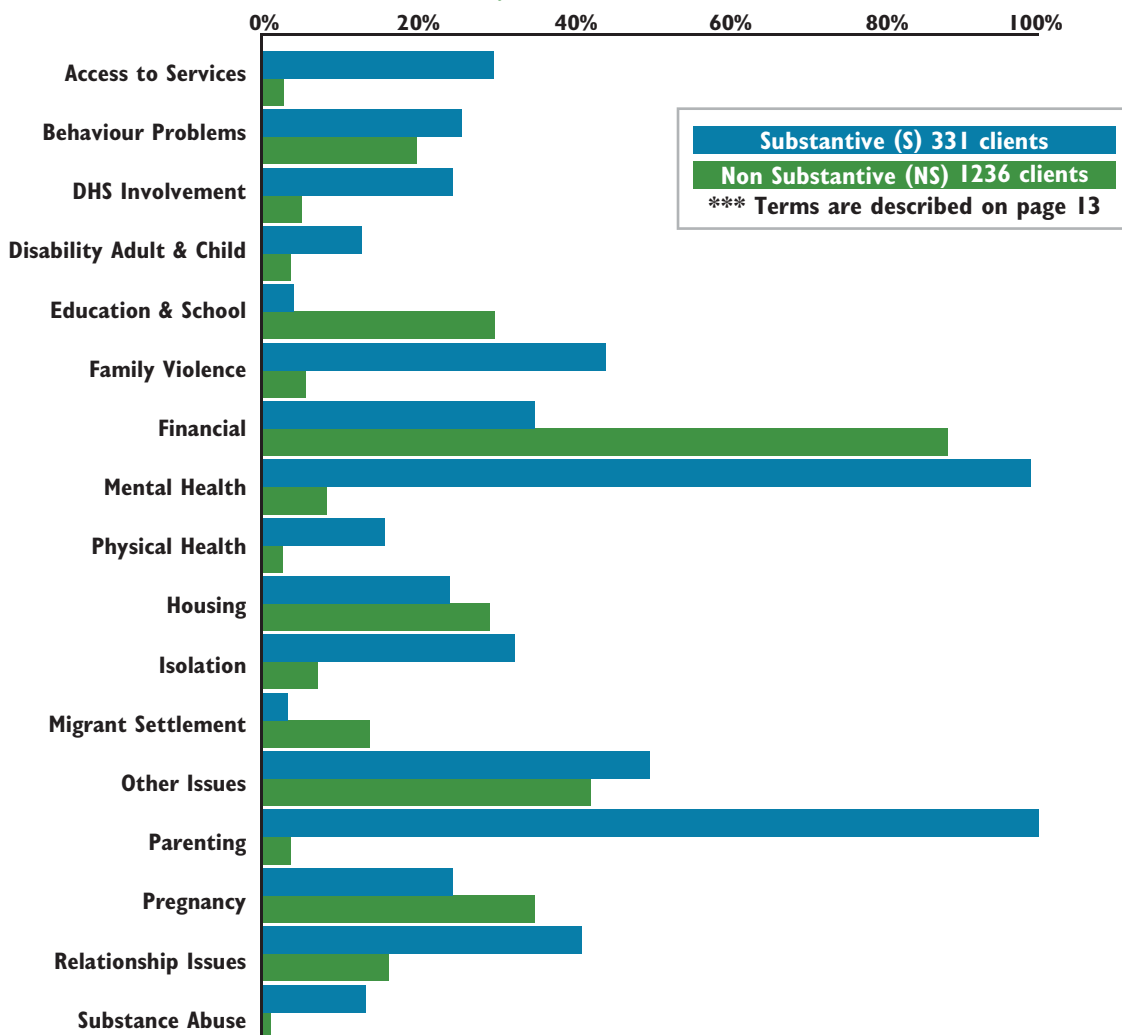
The complexity of issues that the families present with has seen caseworkers working

longer with each client, a phenomenon experienced across the sector. Our data demonstrates that 42% of the cases are receiving an average of 40 hours which suggests most case remain open for 5 months or more.

The complexity of cases has increased due to the number of cases that are being referred through the Central ChildFIRST Intake meeting in each Region. The complexity of presenting issues for family support cases is reflected in figure1 and includes such issues as family violence (44%); financial issues (35%); relationship issues (41%) and in particular parenting issues (100%) and mental health issues (99%).

Figure 1

Number of issues reported by CCS clients 1 July 2009 - 30 June 2010





Caroline Chisholm Society

Figure 2

REGIONAL DATA 1/07/2009 - 30/06/2010

Department of Human Services Regional Boundaries based on Local Government Areas

(Australian Standard Geographical Classification 2006)
Hospitals current at 1 July 2008

LEGEND

1st Figures: CCS NS = 937 (293 area not identified)

2nd Figures: DHS NS = 658 (62 area not identified)

3rd Figures: S = 331

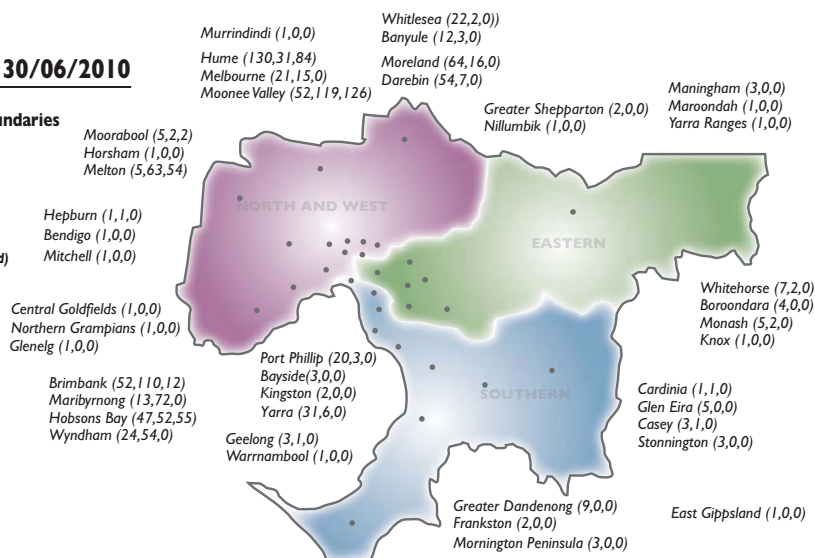
(Total number of clients seen 1936)

CCS: Caroline Chisholm Society

DHS: Department of Human Services

NS*: Non substantive (< 2hrs contact, through phone or appointment at Moonee Ponds office)

S*: Substantive (> 2 hrs contact all outreach clients)



Community participation

CCS is represented in important statewide initiatives that are rolled out through Local Governments to proactively support the health, wellbeing and development of all children aged 0-6 years living in the municipalities. It is important for CCS and similar organisations to participate in such activities to ensure that the needs of the communities' most vulnerable and at risk children are expressed so that they can be incorporated in planning processes. Two such initiatives are the Early Start Kinder program and the Early Years reference groups for Local Government areas in which CCS provide family services (Moonee Valley, Brimbank, Hobsons Bay and Maribyrnong). CCS is also represented in various working groups of these larger advisory/reference groups.

The Early Start Kindergarten Initiative provides 3 year old children known to Child Protection (including children referred by Child Protection to ChildFIRST) with access to kindergarten for up to 5 hours (typically 2-3 hours) per week for free. Early Start Kindergarten also provides 3 year old Aboriginal and/or Torres Strait Islander children with access to kindergarten of up to 10 hours per week for free. The Early Start Kindergarten Reference Groups help to implement the initiative and find local innovative solutions to the barriers affecting vulnerable children's access to quality early childhood education and care.

CCS is also a representative on a number of local government Early Years Groups that have representation from a range of organisations including Council staff, local health services, education services, children's services, community services and special interest groups.

These groups are key decision making bodies that guide strategic planning for early years services within the municipality.

New State Government Initiatives

The Victorian State Government introduced reforms to maximise the support offered to Victoria's most vulnerable families. One such initiative was the introduction of **Senior Early Childhood Development Coordinators** to each ChildFIRST Alliance to strengthen partnerships between Early Childhood Services and Family Services. These important roles were allocated to a host organisation from each Alliance. The Western Family Services Alliance selected CCS to be the host organisation for 1.8 fulltime equivalent positions. To this end, we are very excited about the prospects of this important work.





Caroline Chisholm Society

Material Aid Program

The Material aid program distributed goods worth \$325,701.00 in the 2009-10 financial year. Items included bassinets, prams, change tables and new and good quality used clothing. All these items are checked and cleaned before being given to our clients in the Family Support Program and the Duty Program.

We are grateful of the support of the local community members who drop off goods at the front door of our Moonee Ponds Office to allow CCS to continue with this unique service. This service is known and used by many agencies across the Western Region and is considered a valuable program to many families in need.

We would like to pay particular thanks to the Lord Mayor's Fund, the Essendon North Rotary, Essendon Rotary and members of the public who provide funds to allow CCS to purchase new goods for baby bundles which are distributed to mothers preparing for the birth of their baby. As has been reported in previous years and by similar organisations, we also receive goods which are not fit for re-use which costs us time and money in disposal. We have put measures in place which have enabled a more efficient means of collection.

A CCS funded Duty system is available by appointment on Tuesdays and Thursdays. Prospective clients come to CCS to collect much needed material aid for their pending birth or for their young children. This year CCS assisted 1263 families through telephone counselling and/or attending duty appointments.

During the appointment, an assessment of the woman and/or her family is made in order that appropriate assistance or intervention is arranged where necessary. The assessment follows the Best Interest of the Child Framework. The duty-worker will enquire about living arrangements to establish whether it a safe and secure place for baby to come home to; or for children to be housed in; whether there are supports in place such as family or friends who can assist in times of need; whether a pregnant woman has booked to birth at a hospital; and/or is attending antenatal appointments; whether a pregnant women has someone to support her during labour and birth; whether a family has a local doctor; whether there is a relationship with a maternal and health child nurse and, if there are other children in the family and

any other relevant issues, these are explored according to the individual needs of the clients. In some appointments workers advocate or assist with referrals to other agencies such as mental health, drug and alcohol or the ChildFIRST system.

Pregnancy Support Program

CCS is committed to funding this important supportive program. Pregnancy support is offered holistically based on the needs of the individual seeking our assistance. The support offered may be practical, informative or emotional. Mothers receive practical support by way of material aid which helps her prepare her home for her new baby, including new and used items (refer to material aid section). Whether a pregnancy is planned or unplanned, families can experience a range of emotions, particularly if the family is already experiencing stress. Families are supported by whatever means are available to us. Sometimes ongoing counselling is required.

An unplanned pregnancy can cause conflict in a relationship. The thought of being responsible for a baby can be overwhelming for some people. It is not unusual to have couples attend an appointment to discuss issues regarding the changes that will need to occur with the addition of a baby in the family. In some cases of counselling support, the woman or couple need an objective place to discuss any concerns about having a baby and how they can best provide a safe and loving environment, and confirmation that the feelings of ambiguity to this child can be a normal process. CCS provides a space for them to discuss any issues that arise during such sessions in a confidential, non-directional and non judgemental way, providing a therapeutic environment to explore their feelings, hopes and dreams and fears for themselves and their babies.

Pregnancy loss is also a reality for many women with one in four pregnancies ending in a spontaneous abortion (miscarriage) in the first trimester. There are also women who come to CCS after a termination of pregnancy for many and varied reasons. We provide a safe environment for ongoing support for as long as the woman and her partner require our services.





Caroline Chisholm Society

We are so very grateful for the donations of our generous supporters. CCS is in the privileged position of being able to support families in need. While the bulk of our income is from the Victorian Department of Human Services to provide family services, CCS also has important self funded programs which rely on ongoing financial support.

We thank the organisations and individuals noted below for their generous contributions.

**Approximately \$100,000
in kind labour from CCS
volunteers**

\$20,000 and over

Strathmore Community Bank

\$5,000 and over

Lord Mayor's Charitable Fund

Shire of Melton

The R.E. Ross Trust

Matthew MacDonald

\$1,000 and over

Loyola College

Rohan Smith

NE Health Wangaratta

Hire for Baby Shepparton

The Nappy Shop Shepparton

United Way Goulbourne Valley

Community Fund

Under \$1000

St Georges Anglican Church

Jacinta Collins

Lions Club of Essendon

Donald and Judy Chisholm

St Columbas College

Paul Cameron

KSC Social Club

Northern Theresian Group

NP & CT O'Brien

Mowbray College

Des & Jo Kenneally

Keith Milesi

Christopher Baldwin

Angela Kenneally

Simon Lloyd

Stephen Howes

Joan Smith

Frank & Pauline Smit

Margaret Howes

Hugh Kenneally

Jessika Milesi

Justin Milesi

Edna Collins

Philomene Joshua Tenni

Keilor Nursing Home

Eileen Mount

Denise Kosnar

Susan Smith

Kay Annesley

Marian Knox

Fr Leo Griffin

Patricia Ann Joyce

Elizabeth Kelly

Brigid Dalton

Loyis Gibson

Elaine George

Sharyn Cameron - from her church

John Cotter

Hardy's

Fairley's IGA Supermarket

High Country Meats Shepparton

ittibitti.com

Gaia natural baby

If you are able to help us in any way, details for your contribution are available at the end of the report.





Caroline Chisholm Society

Social Work Students

At CCS we have a strong commitment to providing social work students with placement experience in order to assist them to prepare for their social work career. The learning opportunities are many and we as an agency benefit from the students' enthusiasm and interest in learning. Students are allocated two cases to manage (under close supervision and mentorship arrangements) and contribute to the duty and telephone counselling programs. Duty appointments provide opportunities for experiential learning in assessing new clients in a safe environment. CCS currently has 3 staff who initially undertook their work placement in years passed. CCS is hopeful that in the coming year as staff reach seniority, they become more active in participating and supporting future social work students.

Group work is an excellent way for vulnerable mothers and families to connect with other families to find similar interest and support each other in times of need.

CCS is well known for Postnatal Depression (PND) group work. Our CCS worker in Sunbury has been co-facilitating a PND Group with Sunbury Community Health Centre for many years. This group is run along the lines of an open forum where mothers have the ability to join the group at different stages of recovery. It is not unusual for a mother to return to the group following the birth of a subsequent baby. The Melton PND group has also become well known. The group runs twice a year with 8 sessions in each group. These groups are run in an environment that is both therapeutic and educational. CCS is excited about being able to run PND groups in Caroline Springs thanks to a community support grant from Melton Shire Council. Following a decline in attendance for Parenting Groups, CCS plans to find ways to involve parents in a positive and engaging manner so that they are able to develop new strategies to enhance and promote positive parenting and family life.

Housing support

CCS is proud of its work with families who have experienced homelessness in the Supported Accommodation Assistance Program (SAAP). CCS is funded to manage four residences. CCS meets its obligations and formal agreements with relevant funding bodies, abiding by the Residential Tenancies Act 1987 to deliver the program.

Demand for housing support far exceeds our capacity. The families who enter CCS managed properties have complex needs and are the most marginalised in our community. CCS housing program consistently delivers services to six or more clients at any one time as people are supported in their transition to more permanent accommodation. We are encouraged by their ability to maintain independent housing when they exit our program.

Our SAAP program was recently reviewed against the Homelessness Assistance Service Standards (HASS). The verbal report provided was favourable and we look forward to the final report informing our quality improvement activities.

I think that the people (clients) who belong to (are supported by) the CCS deserve at least one day of pampering to give them hope and so they know that someone out there cares ...

St Columba's College VCAL student





Caroline Chisholm Society

*“Good, better, best;
never let it rest till your
good is better and your
better is best.”*

(Anon)

External accreditation processes to provide housing and family services are enabled by CCS commitment to continuous quality improvement at the highest level. This is demonstrated in our new organisational structure with responsibility aligned to an executive director. Quality improvement is therefore seen as integral to our function. Service review and renewal are demonstrated by our achievements in recent accreditation and registration obligations. We are grateful of the support and guidance of our external partners who reviewed our services. Their feedback, both formal and informal, has enabled us to refine our quality improvement plans. These plans are developed consultatively through regular staff meetings.

In an important organisational initiative, all CCS directors are engaged in formal quality improvement training with Quality Improvement and Community Service Accreditation Incorporated (QICSA) with the aim of becoming reviewers themselves. CCS CEO is a surveyor with the Australian Council on Healthcare Standards (ACHS) and has extensive experience in developing quality systems, which means that the CCS executive team will have authentic leadership and commitment to driving quality improvement throughout the organisation. This will not only be of great benefit to CCS, but will also enable our contribution to quality improvement throughout the sector as Alfina and Denise review other services.

Locally, we have continued to work on our suite of organisational policies and procedures. We have recently added both a staff and board member portal to the CCS website where we intend to load all updated organisational documents. These and other initiatives will continue to be pursued.

Professional Development and Training

CCS is committed to ensuring our staff are provided with suitable opportunities to enhance their professional and personal growth. Consequently, we implemented a number of initiatives in support of this commitment.

Maximising staff capabilities

Peer Review, Reflection in Practice, Education and Professional Development programs were introduced as part of our internal capacity building strategy to use evidence to inform our practice through continuous improvement, and to measure our progress.

A Training Needs Analysis process helped us identify training requirements and core competencies for all CCS case workers. Throughout the year staff participated in a number of professional awareness activities both internally and externally to enhance best practice and keep informed of legislative changes which impact their work. The sessions included guest speakers from other agencies. In our redefined organisational structure, an overall coordination of staff professional development with a supporting budget has been identified in order that we can be strategic about our training needs and develop programs accordingly.





Caroline Chisholm Society

CCSGV has again moved and we hope that the new premises at 16 Broomfield Street, Shepparton will be its home for years to come. The move in March 2010 has provided the opportunity to continue the relationship with co-tenants, Community Care and Rad.Com for Youth Employment. The Apostolic Church purchased the premises for Rad.Com who invited us to remain with them in the new place. The three programs have co-located since January 2009. The advantage of the move is the lovely office and waiting room for our clients and the big shed in the backyard to store our material aid with Community Care's food relief storage.

This financial year CCSGV assisted 645 families with an average of 2 children per family translating to over 1200 children receiving material aid or support.

Another change for the CCSGV Committee, which commenced formally in 1978, was to become an Advisory committee to the head office of CCS. This new structure allows CCSGV to concentrate on providing the best service possible within its limited resources. CCS, under new governance and accreditation processes will now support CCSGV with legal compliance and obligations.

There are plans to expand CCSGV but this requires additional funding which will be explored by CCS executive staff. Volunteers are an integral part of all CCS work. At CCSGV we will focus on recruiting new volunteers to support the unique service which has already provided 33 years of support to the local community of Shepparton and district.

CCSGV Staff

Margaret Price continues to shine in her role of Coordinator. Margaret now has a closer working relationship with CCS metro which includes professional supervision and mentorship including assistance with operational management of CCSGV. The decision of Peita Mastin-Lundberg to resign was accepted with regret and sadness and the volunteers and other CCS staff wish her well and thank her for her great organisational skills in establishing the material aid support program. The success of CCSGV is due to the number of

extremely valued volunteers, donors, and the members of local community groups and businesses that donate their time and resources. We take this opportunity to extend our heartfelt thanks.

CCSGV Donors

- ittibitti.com, Gaia natural baby, Nappy Shop generously donate samples for us to distribute to families,
- United Way Goulburn Valley Community Fund have provided funding grant every year since 2001,
- The local community has donated baby furniture and clothing for us to distribute to families.

CCSGV Fundraisers

Kelly Rummery (Hire for Baby) and Maria Pignataro (The Nappy Shop) coordinated the GV Baby & Kids Expo on 16 May 2010 and generously donated proceeds of the event to CCSGV, presenting a cheque for \$1,000 to Margaret Price.

Margaret and CCSGV volunteers manned the door and had a stall which gave us a great opportunity to distribute information about the work of CCSGV as well as sell beautiful handcrafted baby clothes donated for our cause.

Annual Bunnings BBQ

Margaret and CCSGV volunteers organise this barbeque every year. We have the generous support of Fairley's IGA who donated bread and High Country meats who donated the sausages generating a profit of approximately \$700.





Caroline Chisholm Society

Pam (Princess) - Office manager

I have been asked for the very first time to write a piece from my perspective for the CCS Annual Report and as such let me introduce myself: my name is Pam and I have worked at CCS at the front desk since August 2006 as Reception/Administration. I am also known as "Princess" and my favourite colour is pink. In the almost 4 years I have been here, there have been minor staff changes. I have worked with a number of Volunteers at Reception and I would like to thank them for their valuable help and smiling faces.

Unfortunately 2 of my original Volunteers have left CCS. Loyis & Roma were invaluable to me when I first started as they knew "the ropes" and they provided my informal training. CCS is now seeing much younger faces as well, we have a number of schools who now attend CCS; it is good to have "new blood".

Recently CCS had a change of CEO, Suzanne. Suzanne is bringing CCS into the 21st century and although our address has not changed, we have new signage at the front and a tidy front garden. CCS is on the move! We have a new phone system which includes voice message and a head piece for the Receptionist. We will soon have a "message on hold" which will profile of CCS to callers who are put on-hold. Our computers have been upgraded with new systems installed including a new printer/fax/scanner. So for all this new technology to be introduced it has to be researched and costed, a responsibility that was given to me in my new role as "Office Manager". My life at CCS has become very challenging and interesting.

I enjoy my time here and the staff I work with. Although busy, the workplace is often full of laughter. We have "Fun Casual Friday" (FCF) where each week a different lunch flavour is planned. At the moment we are in the planning stages of an after work get together for staff and partners. I am sure there are many more changes expected at CCS;

what will not change is CCS proudly caring for families as we have done for over 40 years. Princess

Anna – Graduate Social Worker

My name is Anna. I am a graduate Social Worker and have been at CCS for seven months. During this time I have been encouraged to develop my own professional identity as a Social Worker in the areas of pregnancy and family support. My role at the CCS is made up of two parts: I am a duty worker and case worker. My exposure to both roles has given me a greater understanding not only of the different issues facing families, but also the many supports that are both available to families and those which do not exist yet. CCS is the only service in Victoria that provides state-wide material aid. I think this a fantastic component of our service as there are many families who struggle to find items to assist in the preparation and care for their children. One of the really positive things I have picked up is the knowledge that although items might be as big as a pram or as little as a toy, every little detail and piece of assistance available to a disadvantaged family makes the world of difference.

Working at CCS has allowed me to gain valuable experience in the field of working with families and children which will prove invaluable for the rest of my career. I hope I can continue to contribute to our service in my role to ensure families are able to access our fantastic service for many years to come.

.. it makes me feel happy when I help out at CCS 'cause I know I've done something little to make things easier for someone else.

St Columba's College VCAL student





Caroline Chisholm Society

Grace – Social Worker

My name is Grace, and I am a social worker employed at CCS. I have worked at CCS for two and a half years now, with my role varying during this time. Previous to my role exclusively as an in home family support worker I worked in the CCS duty service, a service which I found to be invaluable and unique in the support that it provides to the community.

During my time at CCS, I have been encouraged to develop my skills as a social worker, and I feel that I have grown as a worker, being more confident in my work, especially when dealing with the complex issues that our clients face everyday. I have seen the first hand effects that family violence, economic uncertainty, mental health issues and drug and alcohol misuse have in our families' lives; how these negative influences often progress trans-generationally and the steps that our clients take to make a positive change in their own lives. I feel privileged to be able to assist clients to instigate positive change within their lives, to encourage them and provide assistance when needed and however needed.

Preceding my work as a Social Worker, I worked for a large retail chain, a position which afforded me little personal satisfaction in my work life, where the assistance that I provided people was superficial, monetary based and shallow in comparison to my work here at CCS.

I gain great personal satisfaction from my everyday work here at CCS. I feel in my work that I am making a difference, and know that I am providing our clients with assistance that truly impacts on their quality of life in a positive way.

We could never have too many charities or societies in Australia; they're full of beautiful caring people, who dedicate their life to helping others, who I admire, respect and look up to.

St Columba's College VCAL student

Social Work Student experience

My name is Lauren, I am in my final year of the Bachelor of Social Work degree at RMIT. This is my tenth week of placement at CCS, during which I have had a widely varied experience.

As part of the Social Work degree we are required to undertake two, seventy day placements, the first of which I undertook in 2009 with the Victorian Department of Human Services. I have therefore been very fortunate to have been able to follow my plan to gain exposure in both Government and Non Government organisations.

I heard of CCS, whilst conducting research for an assignment during my second year. My work group decided to explore the topic of postnatal depression (PND). I attended the Moonee Ponds site and spoke with a duty worker about CCS PND groups and how these benefited the women who attended. Since this assignment I have been keen to have work experience in a pregnancy/family support type organisation, as I have always been interested in children's development and working with families.

During the initial phase of my CCS placement I was required to study various policies, procedures and the legislation that underpins the work in this sector. This enabled me to become familiar with the requirements of this agency. Since then I have conducted numerous duty appointments and integrative family support sessions. I currently have two clients of my own, as well as assisting with telephone counselling and clients in "active holding". I have had the opportunity to attend home visits with other workers, which has been invaluable to my learning as I have been able to see firsthand how others operate with their clients to address and discuss challenging topics and view different techniques for effective relationship building.

CCS has provided me with a sound and supportive basis from which to develop and consolidate my social work skills. I am grateful to all the staff and volunteers at CCS for welcoming and encouraging me through my journey so far. Thank you





Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Statements for the year ended 30 June 2010

Contents

Directors' report

Auditor's Independence Declaration under Section 307C of the Corporations Act 2001

Independent Audit Report

Statement of Comprehensive Income

Statement of Financial Position

Statement of Changes in Equity

Statement of Cash Flows

Notes to the Financial Statements

Directors' Declaration

Directors Report

The directors present their report together with the financial report of the Caroline Chisholm Society ("the Company") for the financial year ended 30 June 2010 and the auditor's report thereon.

Directors

The directors of the company at any time during or since the end of the financial year are:

Franciscus Theodorus Maria Smit

20 September 2005 - present

Maria McGarvie

22 November 2005 - present

Teresa Fogarty

10 September 1989 - present

Paul William Webster

17 September 1991 - present

Wendy Hunt

21 February 2006 - present

John Kennedy

19 June 2007 - present

Alana Paterson

21 October 2008 - 19 January 2010

Carmel Morgan

17 March 2009 - 31 January 2010

Christina Giavris

17 March 2009 - 11 August 2010

Maria Napolitano

October 2008 - February 2010

Kate McCartney

May 2010 - present

Michael Christie

October 2009 - present

Helen Cooney

May 2010 - present

Lucia Fitzgerald

May 2010 - present

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal Activities

The principal activities of the Company during the financial year was the provision of support for pregnant women and families with young children. The objectives of the Company remain the provision of quality pregnancy and family support services, achieved via ongoing collaboration with our service partners, staff and community.

There was no significant change in the nature of the activities of the Company during the year.

Company Secretary

The following person held the position of company secretary at the end of the financial year:

Franciscus Theodorus Maria Smit.

Operating and Financial Review

The net deficit of the Company for the financial year ended 30 June 2010 was \$25,619 (2009: surplus of \$28,270).

Dividends paid or declared

No dividends were paid or declared since the start of the financial year. No recommendation for payment of dividends has been made.

Review of operations

In the directors' opinion, it has been another challenging year for CCS that has ended on a positive note, notwithstanding the absence of stable internal leadership at the beginning of the financial year. There are now clear internal structures with appropriate delegation for operations to run more effectively. Internal service, business and quality plans enable accountable leadership at the local level. These will be critical foundations as we relocate our services further into the west.



Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919 Financial Report for the year ended 30 June 2010

State of Affairs

In the opinion of the directors, there were no significant changes in the Company's state of affairs during the financial year, not otherwise disclosed in these financial statements.

Events Subsequent to Reporting Date

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the directors of the Company, to affect significantly the operations of the Company, the results of those operations, or the state of affairs of the Company in future financial years.

Future Developments, Prospects and Business Strategies

Corporate governance continues to be a major focus of the Company's directors. Facilitated strategic planning in collaboration with operational staff and relevant key stakeholders has provided clarity in decision making about the most appropriate use of our scarce resources. The Company is actively exploring opportunities for growth in areas aligned with existing services.

Environmental Issues

The Company's operations are not regulated by any significant environmental regulation under either Commonwealth or State legislation.

Meeting of Directors

The number of directors' meetings and number of meetings attended by each of the directors of the Company during the financial year are:

	Number eligible to attend	Number attended
Franciscus Theodorus		
Maria Smit	14	13
Maria McGarvie	14	12
Paul William Webster	14	12
Christina Giavris	14	8
Teresa Fogarty	14	13
Wendy Elizabeth Hunt	14	10
John Ormond Kennedy	14	11
Alana Paterson	7	6
Carmel Morgan	9	6
Maria Napolitano	9	6

Kate McCartney	2	2
Michael Christie	3	2
Helen Cooney	1	0
Lucia Fitzgerald	2	2

Information on directors

Franciscus Theodorus Maria Smit - Secretary

Qualifications	-
Experience	30 years' experience as Managing Director of Small Business
Responsibilities	Ex-Officio Member of all Sub-committees

Maria McGarvie - President

Qualifications	BA (Hons), LLB
Experience	Lawyer, Associate of the Institute of Company Directors
Responsibilities	Ex-Officio Member of all Subcommittees

Teresa Fogarty - Director

Qualifications	-
Experience	Area Representative
Responsibilities	Fundraising

Paul William Webster Vice - President

Qualifications	MA, LLB
Experience	Lawyer
Responsibilities	Property Sub-committee

Wendy Hunt - Director

Qualifications	Dip Teaching
Experience	35 years' education field; other 20 years in pregnancy support
Responsibilities	Goulburn Valley Branch

Alana Paterson - Director

Qualifications	BCom, BArts, Associate of Institute of Actuaries of Australia
Experience	-

Responsibilities	Events Organising Sub-committee
------------------	---------------------------------

Michael Christie - Director

Qualifications	MB, BS, FRACGP
Experience	General Practitioner, West Brunswick Clinic
Responsibilities	-

Maria Napolitano - Director

Qualifications	BBus (Acc) CPA
Experience	-
Responsibilities	QA/ Risk Sub-committee



Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Statements for the year ended 30 June 2010

John Kennedy - Director

Qualifications BA (Syd), BEd (Melb), BTheol (UFT), DipTG (NSW), FACE
Experience Principal, Loyola College (1979-2007) and Trinity Anglican colleges Albury and Wodonga (2008). Professional Officer, Association of Heads of Independent Schools of Australia - Vic
Responsibilities Chair of Board Staff and Equipment and IT Sub-committees

Christina Giavris - Director

Qualifications BCom (Acc/Fin), LLB (Hons)
Experience Lawyer
Responsibilities Property Sub-committee

Carmel Morgan - Director

Qualifications Reg. Nurse Division 1
Experience Over 25 years in Senior Management and Executive positions within Community Care; Residential Aged Care and Mental Health Areas
Responsibilities -

Kate McCartney - Treasurer

Qualifications BBus (Acc) CA
Experience Financial Accounting and Reporting
Responsibilities Treasurer/ Finance Sub-committee

Helen Cooney - Director

Qualifications BA (Melb) BA (ANU) MGov & CommLaw (ANU)
Experience Policy and strategy in advocacy, university sectors including working in early childhood education and care policy
Responsibilities Events Organising Sub-committee

Lucia Fitzgerald - Director

Qualifications BBus (Property), Masters of Project Management, Masters of Property and Construction
Experience Development Manager - 15 years
Responsibilities Property Sub-committee

Indemnifying and Insuring Officers or Auditors

The Company has paid premiums to insure each of the directors against liabilities for costs and expenses incurred by them in defending any legal proceedings arising out of their conduct while acting in the capacity of director of the Company, other than conduct involving a wilful breach of duty in relation to the Company.

Auditor's Independence Declaration

The lead auditors independence declaration for the year ended 30 June 2010 has been received and can be found on page 7 of the financial report.

Signed in accordance with a resolution of the Directors:

Director:

cmorgan
Maria McGarvie

Dated this Twentieth day of September 2010

Auditors Independence Declaration under Section 307C of the Corporations Act 2001

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2010 there have been:

- no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

Agostinelli Perlen

AGOSTINELLI PERLEN
CHARTERED ACCOUNTANTS

John Agostinelli

JOHN AGOSTINELLI
PARTNER

Dated at Carlton, Victoria

Dated this Twenty First day of September 2010



Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Report for the year ended 30 June 2010

Independent Audit Report to the Members of the Caroline Chisholm Society

Report on the Financial Report

We have audited the accompanying financial report of Caroline Chisholm Society, which comprises the statement of financial position as at 30 June 2010, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended that date, a summary of significant accounting policies, other explanatory notes and the directors' declaration.

The Responsibility of the Directors for the Financial Report

The directors of the organisation are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the financial reporting requirements of the company's constitution. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

In Note 1, the directors also state, in accordance with Accounting Standard AASB 101 Presentation of Financial Statements, that compliance with the Australian equivalents to International Financial Reporting Standards ensures that the financial report, comprising the financial statements and notes, complies with International Financial Reporting Standards.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

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

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

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional ethical pronouncements.



Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Statements for the year ended 30 June 2010

Independent Audit Report to the Members of
the Caroline Chisholm Society (cont.)

Auditor's Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Caroline Chisholm Society as of 30 June 2010 and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)

AGOSTINELLI PERLEN
CHARTERED ACCOUNTANTS

JOHN AGOSTINELLI
PARTNER

Dated at Carlton, Victoria

Dated this Twenty First day of September 2010



Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Report for the year ended 30 June 2010

Statement of Comprehensive Income for the Year Ended 30 June 2010

	Note	2010 \$	2009 \$
Revenue	3	1,126,171	1,073,648
Other Income	4	4,065	22,980
Employee expenses		(909,561)	(848,909)
Motor vehicle expense		(19,450)	(18,077)
Program expenses		(34,181)	(28,483)
Occupancy expenses		(29,402)	(22,114)
Depreciation expenses		(26,645)	(25,129)
Administrative expenses		(59,105)	(56,827)
Other expenses		(77,511)	(68,819)
(Deficit)/Surplus for the year		(25,619)	28,270
Other comprehensive income			
Revaluation of land and buildings	9	1,091,103	-
Total comprehensive income for the year		1,065,776	28,270



Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Statements for the year ended 30 June 2010

Statement of Financial Position as at 30 June 2010

	Note	2010 \$	2009 \$
ASSETS			
Current assets			
Cash and cash equivalents	6	572,247	572,715
Trade and other receivables	7	5,965	-
Other assets	8	2,711	2,878
Total current assets		580,923	575,593
Non-current assets			
Property, plant and equipment	9	1,231,191	138,983
Total non-current assets		1,232,191	138,983
TOTAL ASSETS		1,813,114	714,576
LIABILITIES			
Current liabilities			
Trade and other payables	10	58,052	53,456
Employee benefits	11	107,825	46,133
Total current liabilities		165,877	99,589
Non current liabilities			
Employee benefits	11	4,331	37,857
Total non current liabilities		4,331	37,857
TOTAL LIABILITIES		170,208	137,446
NET ASSETS		1,642,906	577,130
EQUITY			
Reserves		1,091,395	-
Retained earnings		551,511	577,130
TOTAL EQUITY		1,642,906	577,130



Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Report for the year ended 30 June 2010

Statement of Changes in Equity for the Year Ended 30 June 2010

	Revaluation reserve \$	Retained earnings \$	Total equity \$
Balance at 1 July 2008	-	548,860	548,860
Surplus for the year	-	28,270	28,270
Other comprehensive income	-	-	-
Balance at 30 June 2009	-	577,130	577,130
Deficit for the year		(25,619)	(25,619)
Other comprehensive income	1,091,395	-	1,091,395
Balance at 30 June 2010	1,091,395	551,511	1,642,906

Statement of Cash Flows for the Year Ended 30 June 2010

	Note	2010 \$	2009 \$
Cash from operating activities:			
Receipts from grants		1,000,623	958,235
Receipts from fundraising		12,909	13,098
Receipts from donations		89,557	98,867
Receipts from other operating activities		5,555	19,083
Interest received		15,627	22,346
Payments to suppliers and employees		(1,094,967)	(1,049,765)
Net cash from operating activities	15(a)	29,304	61,864
Cash flows from investing activities:			
Proceeds from sale of property, plant and equipment		-	17,782
Purchase of property, plant and equipment		(29,772)	(37,366)
Net cash from investing activities		(29,772)	(19,584)
Net increase (decreases) in cash held		(468)	42,280
Cash and cash equivalents at beginning of financial year		572,715	530,435
Cash and cash equivalents at end of financial year	6	572,247	572,715



Notes to the Financial
Statements for the Year
Ended 30 June 2010

1
Summary of Significant Accounting
Policies

General information

This financial report covers Caroline Chisholm Society (“the Company”) as an individual entity, incorporated and domiciled in Australia. The Company is a public company limited by guarantee. The registered office is located at 41 Park Street, Moonee Ponds, Victoria 3039.

Basis of preparation

The financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, Australian Accounting Interpretations and the *Corporations Act 2001*.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in a financial report containing relevant and reliable information about transactions, events and conditions to which they apply. Compliance with Australian Accounting Standards ensures that the financial statements and notes also comply with International Financial Reporting Standards. Material accounting policies adopted in the preparation of this financial report are presented below. They have been consistently applied unless otherwise stated.

The financial report has been prepared on an accruals and historical cost basis, except for selected non current assets, financial assets and financial liabilities, measured at fair value.

(a) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and impairment losses.

Plant and equipment

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

Depreciation

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land, is depreciated on a diminishing value basis over the asset's useful life to the organisation commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Buildings	2.5%
Plant and Equipment	20% 40%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date. Asset classes carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the income statement.

As from 1 July 2009, the Company has recognised its land and buildings at fair value. The land and buildings are located at 41 Park Street, Moonee Ponds Victoria. This has resulted in a significant uplift to land and buildings and equity. This was adopted to more appropriately reflect the underlying value of the assets.

(b) Impairment of assets

At each reporting date, the organisation reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the



Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Report for the year ended 30 June 2010

(b) Impairment of assets (cont.)

recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

Where the future economic benefits of the asset are not primarily dependent upon the asset's ability to generate net cash inflows and when the organisation would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined on the depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of an individual asset, the organisation estimates the recoverable amount of the cash generating unit to which the asset belongs.

(c) Trade payables

Trade creditors and other payables are recognised when the company becomes obliged to make future payments resulting from the purchase of goods and services. Trade payables are non-interest bearing.

(d) Leases and hire purchases

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership that are transferred to the organisation are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values.

Leased assets are depreciated on a straight line basis over their estimated useful lives where it is likely that the organisation will obtain ownership of the asset or over the term of the lease. Lease payments are allocated between the reduction of the lease liability and the

lease interest expense for the period. Hire purchases are accounted for using the same method

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Lease incentives under operating leases are recognised as a liability and amortised on a straight line basis over the life of the lease term.

(e) Employee benefits

Provision is made for the organisation's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on costs. Other employee benefits payable later than one year have been measured at the net present value.

(f) Provisions

Provisions are recognised when the organisation has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at reporting date.

(g) Cash and cash equivalents

Cash and cash equivalents include cash on hand and deposits held at call with banks.

(h) Revenue

Revenue from funding bodies is recognised when the right to receive that revenue has been established.

Rental revenue is recognised on an accrual basis or straight-line basis in accordance with the lease agreements.



Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Statements for the year ended 30 June 2010

(h) Revenue (cont.)

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

All other revenue is recognised at the earlier of receipt or invoice date.

All revenue is stated net of the amount of goods and services tax (GST) and trade discounts.

(i) Finance income

Finance income comprises interest on bank accounts and term deposits. Interest income is recognised as it accrues in profit and loss, using the effective interest method.

(j) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown exclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(k) Financial instruments

Recognition and Initial Measurement

Financial instruments, incorporating financial assets and financial liabilities, are recognised when the Company becomes a party to the contractual provisions of the instrument.

Trade date accounting is adopted for financial assets that are delivered within timeframes established by marketplace convention.

Financial instruments are initially measured at cost on trade date, which includes transaction costs, when the related contractual rights or obligations exist. Financial instruments are classified and measured as set out below.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the company no longer has any significant continuing involvement in the risks and benefits associated with the asset.

Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expire. The difference between the carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non cash assets or liabilities assumed is recognised in profit or loss.

Classification and Subsequent Measurement

(i) *Financial assets at fair value through profit or loss*

Financial assets are classified at 'fair value through profit or loss' when they are either held for trading for the purpose of short term profit taking, derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Realised and unrealised gains and losses arising from changes in fair value are included in profit and loss in the period in which they arise.

(ii) *Loans and receivables*

Loans and receivables are non derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost using the effective interest rate method.



Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Report for the year ended 30 June 2010

Classification and Subsequent

Measurement (cont.)

(iii) Held to maturity investments

Held to maturity investments are non derivative financial assets that have fixed maturities and fixed or determinable payments, and it is organisation's intention to hold these investments to maturity. They are subsequently measured at amortised cost using the effective interest rate method.

(iv) Available for sale financial assets

Available for sale financial assets are non derivative financial assets that are either not suitable to be classified into other categories of financial assets due to their nature, or they are designated as such by management. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments.

(v) Financial liabilities

Non derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost.

(l) Income Tax

The Company is exempt from income tax under the income tax legislation.

(m) Presentation of Financial Instruments

The Company has applied revised AASB 101 Presentation of Financial Statements (2007) which became effective as of 1 July 2009. Comparative information has been re-presented so that it also is in conformity with the revised Standard.

2

Financial Risk Management

(a) Financial risk management policies

The Company's financial instruments consist mainly of deposits with banks and accounts receivable and payable. The Company does not have any derivative instruments at 30 June 2010.

(b) Financial risks

The main risks the company is exposed to

through its financial instruments are interest rate risk, liquidity risk and credit risk.

Interest rate risk

Interest rate risk is managed with a mixture of different floating rate debts. At 30 June 2010, the Company's total debt liabilities amounted to nil.

Liquidity risk

The Company manages liquidity risk by monitoring forecast cash flows.

Credit risk

The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance date to recognised financial assets, is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements.

The Company does not have any material credit risk exposure to any single receivable or group of receivables.

(c) Interest rate risk

The Company's exposure to interest rate risk, which is the risk that a financial instrument's value will fluctuate as a result of changes in market interest rates and the effective weighted average interest rates on those financial assets and financial liabilities, has been disclosed where material in the notes to the financial statements.

(d) Net fair values

For assets and other liabilities, the net fair value approximates their carrying value. No financial assets and financial liabilities are readily traded on organised markets in standardised form other than listed investments. Financial assets where the carrying amount exceeds net fair values have not been written down as the company intends to hold these assets to maturity.

The aggregate net fair values of financial assets and financial liabilities approximate their carrying amounts as disclosed in the statement of financial position and in the notes to the financial statements.



Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Statements for the year ended 30 June 2010

3 Revenue

	2010 \$	2009 \$
From Operating Activities		
- Grants and sponsorship received	1,006,588	958,235
- Fundraising	12,909	13,098
- Donations	89,557	79,009
- Member subscriptions	1,490	960
- Interest received	15,627	22,346
	<u>1,126,171</u>	<u>1,073,648</u>

4 Other Operating Income

Other operating income

Workcover insurance recoveries	2,398	12,048
- Sale of assets	-	10,932
Other revenue	1,667	-
	<u>4,065</u>	<u>22,980</u>

5 Surplus / (Deficit) for the year

Surplus/ (deficit) has been arrived at after charging the following expenses:

Depreciation of non current assets:

Property, plant and equipment	26,645	25,129
Rental expense on operating leases		
Minimum lease payments	15,698	8,528

6 Cash and Cash Equivalents

Cash on hand	258	16
Cash at bank	60,868	76,765
Short-term bank deposits	511,121	495,934
	<u>572,247</u>	<u>572,715</u>

7 Trade and Other Receivables

Current

Trade receivables	<u>5,965</u>	<u>-</u>
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Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Report for the year ended 30 June 2010

Notes to the Financial Statements for the Year Ended 30 June 2010

8

Other Assets

	2010 \$	2009 \$
Current		
Prepayments	2,711	2,878
9		
Property, Plant and Equipment		
Freehold land & buildings – at fair value	1,160,000	68,700
Plant & equipment - at cost	232,864	228,913
Accumulated depreciation	(160,673)	(158,630)
	72,191	70,283
	1,232,191	138,983

The Company's land and buildings were revalued in 2010 to \$1,160,000. Valuations were made on the basis of open market value.

(a) Movements in Carrying Amounts

Movement in the carrying amount for each class of property, plant and equipment between the beginning and the end of the current financial year

	Freehold land & Buildings \$	Plant & Equipment \$	Total \$
Current Year			
Carrying amount at 1 July	68,700	70,283	138,983
Additions	-	29,772	29,772
Disposals	-	(1,314)	(1,314)
Depreciation expense	(95)	(26,550)	(26,645)
Revaluation of land and building	1,091,395	-	1,091,395
Carrying amount at 30 June	1,160,000	72,191	1,231,191
Prior Year			
Balance at 1 July	68,797	64,290	133,087
Additions	-	37,875	37,875
Disposals	-	(6,850)	(6,850)
Depreciation expense	(97)	(25,032)	(25,129)
Carrying amount at 30 June	68,700	70,283	138,983



Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Statements for the year ended 30 June 2010

Notes to the Financial Statements for the Year Ended 30 June 2010

10

Trade and other Payables

	2010 \$	2009 \$
Current		
Trade payables	1,378	-
Sundry payables and accrued expenses	21,181	23,683
Income in advance	35,493	29,773
	<u>58,052</u>	<u>53,456</u>

11

Employee Benefits

Current

Annual leave	60,239	46,133
Long service leave	47,586	-
	<u>107,825</u>	<u>46,133</u>

Non-Current

Long service leave	<u>4,331</u>	<u>37,857</u>
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Long service leave has been accrued for all employees having served greater than five years of service. The value of long service leave for all employees with less than five years of service is not considered material to these financial statements nor probable that it will eventuate into an actual liability.

12

Capital and Leasing Commitments

Operating leases contracted for but not capitalised in the financial statements

Payable - minimum lease payments		
- not later than 12 months	<u>15,698</u>	<u>8,528</u>

The operating leases are for rental of premises with a 12 month term, with rent payable monthly in advance.

13

Contingent Assets and Contingent Liabilities

There were no contingent liabilities, nor any contingent assets as at the balance sheet date.



Caroline Chisholm Society

Caroline Chisholm Society ABN 42 005 066 919

Financial Report for the year ended 30 June 2010

14

Related Party Transactions

There were no related party transactions during the year. No directors received any remuneration or compensation for their services.

15

Cash Flow Information

(a) Reconciliation of Cash Flow from Operations with Profit after Income Tax

	2010 \$	2009 \$
(Deficit)/ Surplus from operating activities	(25,619)	28,270
Cash flows excluded from profit attributable to operating activities		
Non cash flows in profit		
Depreciation expense	26,645	25,129
Add back loss from sale of property, plant and equipment	1,314	(10,932)
Changes in assets and liabilities		
(Increase)/decrease in trade and term receivables	(5,965)	6,075
(Increase)/decrease in prepayments	167	-
(Increase)/decrease in other assets	-	8,220
Increase/(decrease) in trade payables and accruals	4,596	30,983
Increase/(decrease) in employee benefits	28,166	(25,881)
	29,304	61,864

16

Events after the Balance Sheet Date

There have not been any material events between the balance sheet date and the date of the signing of directors' report

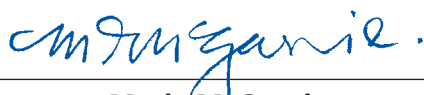
Directors' Declaration

The directors of the organisation declare that:

1. The financial statements and notes, as set out on pages 10 to 24, present fairly the organisation's financial position as at 30 June 2010 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations); and
2. In the directors' opinion, there are reasonable grounds to believe that the organisation will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.

Director:


Maria McGarvie

Dated this Twentieth day of September 2010



How Can You Help Caroline Chisholm Society?

- All donations \$2.00 & over are tax deductible.
- We welcome donations of babies' and toddlers' clothing, nursery equipment, toys and maternity wear.
- We rely on the work of volunteers to support the programs provided by the Society.
Your time would be greatly appreciated.
- You may be interested in contributing to the Caroline Chisholm Society through full membership and participation in our fundraising and promotional events.
- You may be in a position to make provision for the Society's work in your Will. The following clause will ensure your support of the Society's work with young families:

Your Opportunity to Support the Caroline Chisholm Society

☐ Yes I would like to give a donation of \$ to assist the Caroline Chisholm Society

☐ My Cheque/money order is enclosed. Please make cheque payable to "Caroline Chisholm Society or

Please debit my ☐ Visa Card ☐ Master Card ☐ Bank Card

Card number

Expiry Date

Signature

Address Postcode

Phone number (.....) Email

Would you like further information about

☐ Volunteering ☐ Bequests ☐ Membership ☐ Events and fundraising

For further information regarding this report and/or donations or gifts please contact our head office on (03) 9370 5122 or visit our website. www.carolinechisholmsociety.com.au

Please Note

Photos and images of children depicted in this report are not related to services and programs of the Society and are used with permission. Stories used with permission and identifying details have been changed to protect privacy.



**Caroline Chisholm
Society**

*Pregnancy & Family
Support Service*

HEAD OFFICE

41 Park Street (PO Box 846)
Moonee Ponds 3039
Administration (03) 9370 5122
Counselling (03) 9370 3933

OUTREACH OFFICES

Caroline Springs

Springside Children's
& Community Centre
22-50 Becca Way
Caroline Springs 3023
Phone (03) 9449 9627

Goulburn Valley

16 Broomfield Street
Shepparton 3630
Phone (03) 5821 0826

Laverton

Laverton Children's Centre
15 Crown Street
Laverton (03) 9369 8360