

Caroline Chisholm Society

Annual Report 2013–2014



**Caroline
Chisholm**
Society

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Patron: Dr Rhonda Galbally

Locations:

1 Darebin Place, Caroline Springs 3023
12 Shuter Street, Moonee Ponds 3039
(Moving to 977 Mount Alexander Road,
Essendon 3040)

15A St Andrews Road, Shepparton 3630

Established: 1969

Life Members

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

Board of Directors

President: Paul Webster

Vice President: Michael Christie

Secretary: Phil Gatens (from November
2013) and Frank Smit (to October 2013)

Treasurer: Kate Rowsell

Directors: Lizzie Blandthorn,
Rosy de Castella (to October 13),
Lucia Fitzgerald, Tess Fogarty, Phil
Gatens, Wendy Hunt, Claudia Mollitor
PhD (to June 14), Stuart Rowland,
Caroline Stiglec (from July 14)

Staff

Chief Executive Officer: Helen Cooney,
BA (ANU) BA (Melb) MGov & CommLaw
(ANU)

Manager, Pregnancy and Family Services:
Gabriella Hendricks, BA & BSW (Melb)

Manager, Finance and Property:
Marie Panzera, BB (Business)

Senior Practitioners: Audrey Ciappara,
BSW, BPsych and Vicky Casey, DipCC,
DipWelf

Employed staff including: Jessica Adams,
Daya Adelan, Lisa Autelitano, Kerry
Cross, Aziza Elhila, Pina Frachea, Karan
Grieve, Janet Kappler, Erin Newman,
Margaret Price, Glenda Rumble,
Samantha Sacco, Sue Smith, Pattama
Street, Simone Tracey and Valerie Wegel
A dedicated team of volunteers

Our Vision, Mission and Values

Vision

To support pregnancy, children and families.

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.

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 service will utilise approaches that are characterised by the following:

- Positive pregnancy support
- Child focused and family centred
- Connecting families with communities
- Flexibility and responsiveness
- Promoting safety
- Acknowledging the expertise of families

Objectives

- To operate a Pregnancy Support Service
- To provide a service of counselling and practical support to meet the physical, psychological and social welfare needs of pregnant women, parents and young children and their families.
- To provide a comprehensive service of care and support that will free women from feeling compelled by physical, psychological or 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 the Society to function independently.

A proposed home in Moonee Valley

Nurturing Support: Mums in need on wait list

- Moonee Valley Leader
- Linh Ly
- September 03, 2014

Vulnerable mothers are in desperate need of an Essendon hub, family support workers say.

Caroline Chisholm Society, a pregnancy and family support organisation, needs money to fit-out its new base at 977 Mt Alexander Rd to house its operations as well as playgroups, counselling services and emergency relief.

Society chief executive Helen Cooney said the "demand for our services always outstrips our capacity", heightening the need to fast-track its facility.

"It doesn't matter how many appointments we offer, we always have a waiting list," Ms Cooney said.

"That demand will keep increasing (because) the growth in the western suburbs is extraordinary."

The organisation, which supports women during and after pregnancies, bought the Mt Alexander Rd site after it outgrew its former Park St house in Moonee Ponds.

It is fundraising to fit-out its new headquarters and the community has so far donated more than \$280,000, but more is needed.

Caroline Chisholm Society sees about 1500 to 2000 families each year while it rents at Shuter St, helping with clients mental health, depression, peri-natal, family violence and homelessness.

The society planned to renovate its new building for a stand-alone service, but is now pursuing a facility with space for playgroups, volunteering, counsellors and social workers.

"We would like to be able to offer space for services that wish to have counselling or emergency relief," Ms Cooney (pictured) said.

Among the organisations keen to move in is Playgroup Victoria, with Moonee Valley co-ordinator Rosie Dymus saying they could establish supported playgroups with Caroline Chisholm Society clients.

"If you get a group of mums who are in crisis, it gets them into stability and gets them to meet other

mums in similar situations as them," Ms Dymus said.

"It would certainly make a huge difference (to be able to) talk to someone next to you that is experiencing the same things as yourself."

"The beauty of playgroups is it's not just about the kids so it connects both generations."



Our President's Report



Paul Webster

In its current five year strategic plan, the Society expresses the aim of consolidating and expanding its services without becoming too big. One of the goals in the plan is to have established vibrant centres in Moonee Ponds, Caroline Springs and the Goulburn Valley by 2020. These centres must have strong roots in their local communities in order to have long term viability. To achieve this, the Society's staff and volunteers must focus on effective services, strong finances and sound governance.

The Society is making progress in achieving this objective.

Since the early 1970s we had operated from an old house in Park Street, Moonee Ponds which had antiquated facilities and was unable to support growth. In recent years, we were also leasing sites in Sunbury, Bacchus Marsh, Caroline Springs and Laverton to enable us to provide services for our outreach clients. To consolidate the Society's outer western Melbourne property expenses, in 2010 we acquired and fitted out the property at 1 Darebin Place, Caroline Springs, using funds from the sale of previously donated property. This office, which is near a kindergarten, schools, shops, and playing fields, provides a modern and very welcoming environment for the Society's clients in the outer west, with additional counselling rooms and space for family and parenting group work, and a pleasant workplace for staff and volunteers. It is now running well and the Society's networks in Caroline Springs are expanding.

In 2013 the Society's Shepparton branch moved to new leased premises, which it shares with another community group. There is a high demand for the Society's services in the Goulburn Valley region, and we are deeply appreciative of recent grants from the Helen Macpherson Smith Trust and the Ian Potter Foundation, which will enable the Shepparton branch to recruit a volunteer coordinator to staff its office with suitable volunteers.

Having operated in Moonee Ponds for 40 years, the Society has become a major service provider in the Moonee Valley region and has built up a large local volunteer base and strong relationships with the City of Moonee Valley and other community organisations. Not wishing to lose these advantages, in 2012 we sold the old house in Park Street, Moonee Ponds, which was in a residential street, and bought the property at 977 Mount Alexander Road, Essendon, which is a high profile commercial zone. The new property will allow us to create a fit for purpose building which will be easily accessible by public transport.

The new building represents the beginning of an exciting new era for the Society. However, the task of raising the funds to complete this project is a challenging one, and a great deal of further work is required. To date the Society's volunteers have achieved substantial success in their fundraising efforts, and the board is confident that this will continue.

On behalf of the board I thank all of the staff members and volunteers who have contributed to the work of the Society over the past year.

Our CEO's Report



Helen Cooney, briefing Stan Falloon and his granddaughter on plans for 977 Mount Alexander Road, Essendon.

What a remarkable organisation the Caroline Chisholm Society is. And what a remarkable woman inspires us to support women during and after pregnancy. Caroline Chisholm was the first woman in Australia to take a man to court and win, on behalf of a woman who had been water boarded on a ship on her way to Australia. Caroline was the first woman in Australia to publish on a matter of social policy, namely immigration. Mrs Chisholm was the first woman in Australia to be asked to present before a parliamentary inquiry. The reason she was able to pull off these remarkable feats was that she was driven by experience. Her knowledge was in the practice. She saw, she judged what needed to be done, and she acted to meet the need. The 2013–2014 year saw the Society highly engaged with this idea. This year, we had a significant focus on the quality of our practice.

The Lord Mayor's Charitable Foundation granted the Society funds to help us with "Evaluating Caroline Chisholm". As a result, we have implemented outcomes measures across our programs. This included an Outcome Star™ to measure our

impact on clients engaged with us for longer than 2 hours. For those clients who have brief contact with us, we check if we have met their need or referred them to services – be that to our own offerings or those services offered by partner agencies – in order to avoid them needing to return to our one-off service. With regard to our offerings of new and pre-loved baby and maternity goods, we measure them by the amount of money spend compared to the value of the goods we provide. With comprehensive information of this kind, we hope that we will be better able to meet the needs of clients, make a bigger difference to their lives, and demonstrate that impact to our members, funders and supporters.

The report that we present here tells you about our three programs. Firstly, it reports on our pregnancy counselling and welfare appointing, which remain in demand. There is a four week waiting list for our welfare appointments for goods and for help navigating the service system. We continue to receive calls to our 1800 number that is available full time so that women can get help when they need it. Our family support, that

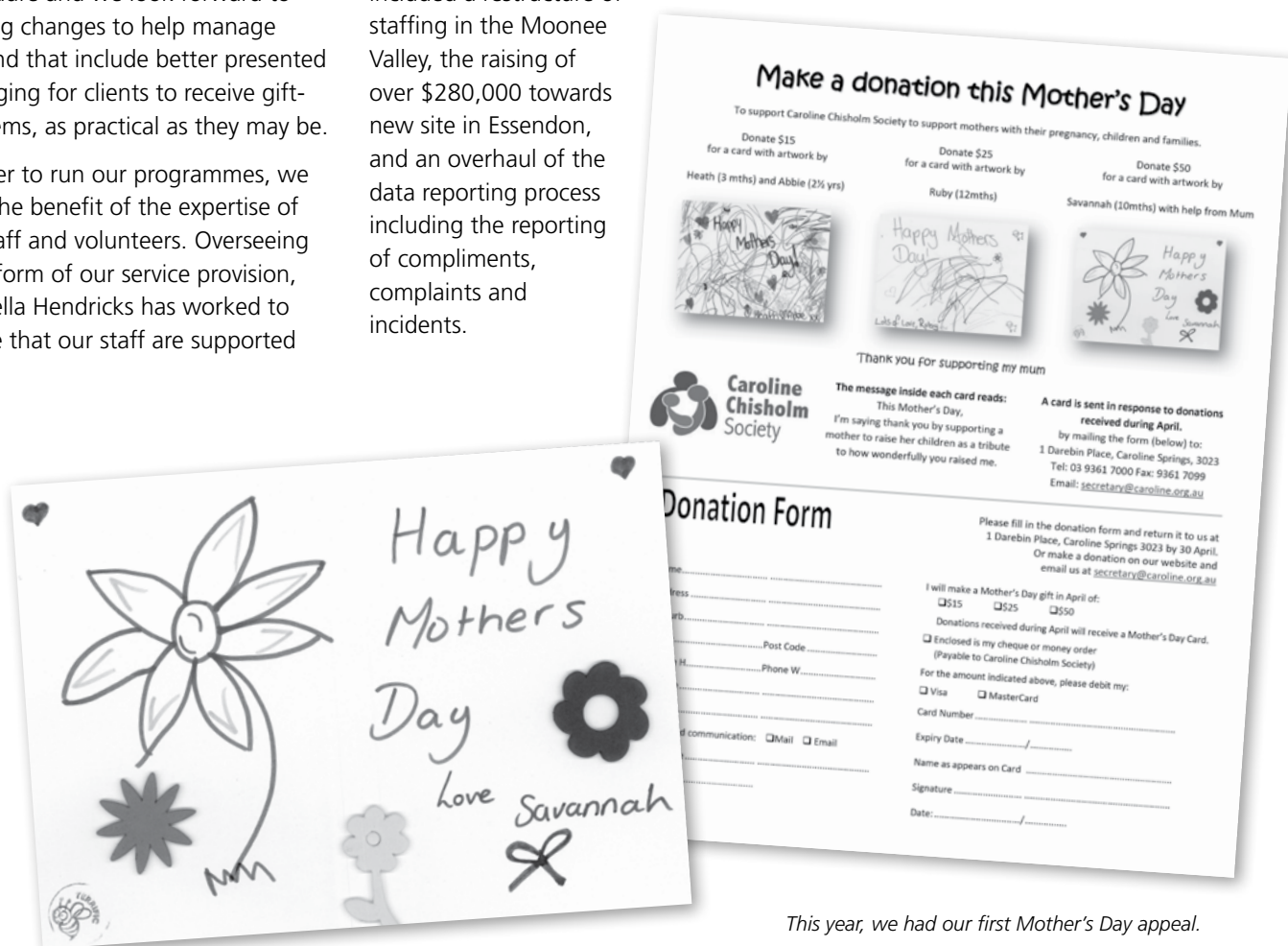


helps families in an ongoing way, has been enriched with a new program, Home Handy Helpers. This voluntary program was a direct response to a service gap identified by our team while serving our clients. We continue to seek to offer a wide range of services at each of our sites in Moonee Valley, Caroline Springs and Goulburn Valley. We have achieved co-location in Shepparton, which we seek for all our offices. In particular at 977 Mt Alexander Road, Essendon. We also hope – given our experience with integrated service provision as part of this program – to be able to help the Victorian Government achieve reform of the services sector. After 12 months of review process, our new and pre-loved goods team has achieved new policy and procedure and we look forward to exciting changes to help manage demand that include better presented packaging for clients to receive gift-like items, as practical as they may be.

In order to run our programmes, we have the benefit of the expertise of our staff and volunteers. Overseeing the reform of our service provision, Gabriella Hendricks has worked to ensure that our staff are supported

to achieve the best results for their clients that are now more measurable and focussed. The implementation of the Outcome Star was a great deal of work and I take this opportunity to acknowledge Gabriella and her team. Glenda Rumble has provided the equivalent support for our volunteers, including establishing the new program of Home Handy Helpers. Glenda offers support for mentors, new and pre-loved goods volunteers, our fundraisers and places volunteers with our administration. Glenda's tireless efforts in the past year are particularly notable. And, I thank Marie Panzera, who supports the finance, property and administrative processes. She holds a thankless role that keeps the society operational. Our enabling functions this year included a restructure of staffing in the Moonee Valley, the raising of over \$280,000 towards new site in Essendon, and an overhaul of the data reporting process including the reporting of compliments, complaints and incidents.

After a big year of reform and new programs, I look forward to my next report describing the future of our operations in the Moonee Valley and Shepparton. I believe we are well positioned for three strong sites. Once we have gotten over the initial demand for a new building I look forward to turning my energy into growth of services to respond to: the need in Shepparton and surrounds with a listening ear and practical parenting skills; the growth in the outer western suburbs, with integrated support for families across program areas; and the demand from the north and west of Melbourne for immediate needs to be met from an high quality front of house in the Moonee Valley.



This year, we had our first Mother's Day appeal.

Home Handy Helpers

We established a new volunteer program



Ken of Moonee Valley repaired a change table for our clients.

Handy Home Helpers is a volunteer maintenance program helping to maintain the homes of pregnant women and their children, increase self-esteem and house pride in parents, and increase healthy male volunteer engagement with families in order to benefit at-risk women and their children.

In 2012, after poverty and parenting, the top concern of Caroline Chisholm Society's clients was housing. We had received feedback from clients that they struggled to meet the demands of general household maintenance for reasons of genuine incapacity. This was putting pressure on them, increasing their stress and putting their relationships with neighbours and landlords at risk. Home Handy Helpers supplements the services that prevent engagement with child protection and prevent homelessness.

The first step was to recruit volunteers. We now have six regularly returning male volunteers in this program able to offer clients maintenance in their homes. In addition to those home visiting,

we have volunteers preparing and repairing donated material aid for example highchairs and bassinets which are then placed with clients by our practitioners. We also have access to teams willing to undertake large projects, particularly from local service clubs. We are particularly welcoming of the support we receive from the Men's Sheds at Moonee Valley, Werribee and Altona.

Then we were able to deliver services, which has been happening since January 2014. Some of the tasks have included general household repairs such as replacing a cupboard door and repairing damaged walls. Others have been around the house, like attaching a railing to a single bed, assembling prams, mowing the lawn and tidying the garden. The wheels on a highchair were replaced, as was the base in a bassinet and the legs of a change table. One family needed to have a lock attached to the inside of their front door.

A highlight was a visit to a family with six children. The client had advised the landlord of problems in the kitchen, where all the doors to the cupboards were damaged. The landlord refused



Jim and Anton at Moonee Valley Men's Shed who repaired a bassinet.



Our home handy helpers at their training.

to repair the doors, citing it as the tenant's responsibility. The client asked for our help. Our volunteers repaired the cupboards and while doing so were able to teach the children boundaries by letting them know what tools were okay to use and what was not, able to teach them how to be gentle and avoid damage in future, and demonstrate that their mother was the head of the household. The tenant was at risk of eviction, which was avoided.

In measuring its success, the program highlights the role in preventing homelessness by offering a helping hand around the home and in allowing mothers to focus their time with support services on parenting. 28.5% of the tasks were responsive to the expectations of landlords reducing the risk of eviction, 67% of the tasks were related to safety in the home, and increased the number male volunteers in the traditionally female orientated service from 5% to 15% in the first year.

Funded for its first year by the Lord Mayor's Charitable Foundation, the project will continue for two additional years with the support of the Moonee Valley City Council.

Our Organisation

Tradition

Caroline Chisholm (1808–1871)

Our inspiration to love women and their babies comes from Caroline Chisholm. Mrs Chisholm lived an admirable life responding to the needs of youth with patience and energy. With the support of her husband Archibald and her children, she assisted people in need, irrespective of their country or creed, by social reforms and charitable work. She re-united families, protected vulnerable girls, placed the unemployed in gainful work and achieved improvements for immigrants of little means.

The Society

The Caroline Chisholm Society was established in 1969 to offer material aid and pregnancy counselling services. It exists so that women can be supported to continue their pregnancy. Within a decade, the Society responded to the needs of the community and providing home and family support. Today, the Society is a professional agency of social and community workers, service support staff and volunteers, who offer pregnancy counselling and support, material aid and family support. The Society provides services that respond to the needs of families and supports them to achieve and maintain a safe and nurturing environment. Caroline Chisholm Society is a non-denominational and non-political charity.

Strategy

Inspired by Caroline Chisholm, we support pregnancy, children and families. We were established in 1969 so that women are supported to continue their pregnancies.

Our strategy is to grow into three sustainable locally embedded sites in Moonee Ponds, Caroline Springs and Goulburn Valley by 2020. Our plan is for staff and volunteers to focus on effective services, strong finances and sound governance. Our plan outlines tasks that will ensure we have progressed towards our goal of being 'bigger but not too big' by 2015.

The organisation is clearly focussed on supporting women with their pregnancy and parenting to prevent poverty, homelessness, family violence and issues with mental health.

Effective Services

By 2020, the families supported by the Caroline Chisholm Society will be more able to keep children safe and healthy. Parents, families and communities will increase in confidence as a result of our support.

We will do this by providing quality family and pregnancy support, with authoritative leadership in social and community work locally and by influencing policy nationally. We will also do this by locating our services closer to our clients.

We will know we are on track if we are a free of charge, reliable and well-known service provider in Victoria, we are a quality service provider in the Goulburn Valley, and evidence-based evaluation illustrates our success.

Strong finances

By 2020, the finances of the Caroline Chisholm Society will include regular funding from diverse sources. We will continue to ensure that the Society is in a financial position able to support its services.

We will do this by fostering our relationship with government, corporate sponsors and philanthropists, and by growing our private fundraising income.

We will know if we are on track if we have secure ongoing financial support from government, members and the community.

Sound governance

By 2020, the Caroline Chisholm Society will be a model Community Service Organisation.

We will do this by regularly updating and implementing policies and procedures that are informed by best practice.

We will know we are on track if membership and volunteering is strong, our regulators are satisfied and our clients are engaged in our decision-making.

Evaluation and the Outcome Star™

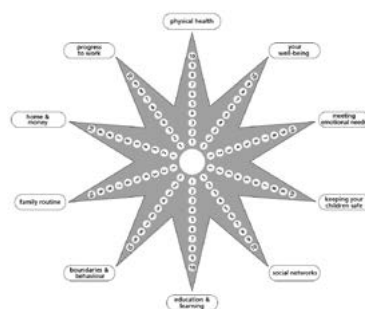
A new way of evaluating our services

In 2013, the Lord Mayor's Charitable Foundation granted \$40,000 to the Caroline Chisholm Society to enhance the effectiveness of our services by evaluating and monitoring our impact in accordance with our Strategic Plan. The project piloted a new data collection tool, which allows us to measure ourselves by outcomes rather than funded targets.

In preparation for data collection, Caroline Chisholm Society engaged the Nous group to help us achieve a shared mental map (in the form of program logic) of our services. We now consider that we have three program areas: 1) one-off support in the form of appointments for counselling or welfare support, 2) ongoing support in the form of home visiting case workers funded under the integrated family services and specialist homelessness services programs of the Victorian Government, plus our group work and our client related volunteer programs – mentoring and maintenance (known as Home Handy Helpers) – and 3) new and preloved baby and maternity goods. Respectively, we measure these 1) by the capacity for clients to be empowered to avoid returning to our one-off service, usually by being referred to ongoing support, 2) by the outcomes on the homelessness and family star place, and 3) by the dollar value of the goods we provide.

The funding allowed us to implement the 'Homelessness star' and the 'Family Star Plus'. As a result, our practitioners are heavily engaged in discussion of ideas of operating according to best practice. From this area of the project, we offer the following description.

Outcome Star



Caroline Chisholm Society implemented an Outcomes Star™. We use the Family Star Plus and the Homelessness Star. It allows clients to take a reading at or near the beginning of a their time with the Society. Using scale descriptions, the client identifies with the worker where on their ladder of change they are for each outcome area. Each step on the ladder is associated with a numerical score so at the end of the process the scores can be plotted onto the service user's Star. The process is then repeated at regular intervals and the data can be used to track progress, to measure outcomes achieved by the program and to benchmark with similar projects and client groups.

An Outcome Measure: Family Star Plus

Caroline Chisholm Society introduced the Family Star Plus in April 2014. Family Star Plus is one of many Outcome Stars, which are a set of tools for supporting and measuring change when working directly with people. For families, it provides them with a visual tool that highlights their progress in relation to the domains as listed below by considering the stage that they are at any given point.

The star is designed to be conducted collaboratively with families and assesses their journey of change along 10 domains, physical health, your well being, meeting emotional needs, keeping children safe, social networks, education and learning, boundaries and behaviour, family routines, home and money and progress to work. Change is measured along a 10 point scale measuring where the parent is on their journey to change towards meeting the needs of their children. Action plans are developed in conjunction with the family which outlines priority areas requiring further work in order to achieve better outcomes. Outcome Star reports outline the average outcomes for clients across the organisation, average outcomes for clients in the service, comparison of average outcomes for services and raw data which shows the individual change for all service users.

The implementation process took place over a twelve week period and involved undertaking training by Anicha Consulting in February 2014 and post implementation training in May 2014.

The implementation of the Outcome Star involved 3 phases, Pre implementation phase over 6 weeks which included the development of a written statement as to why Caroline Chisholm Society is implementing the Outcome Star, review the Case management policy to include Outcome Star, deciding on time lines for initial and review star reads, ensure that Caroline Chisholm Society documentation was changed, including supervision documents and ensuring all Outcome Star guides were printed and client folders developed.

Implementation phase which included a go live date of April 1, 2014 for all existing Caroline Chisholm Society clients, follow up training in May 2014, post implementation follow up training in May 2014 and the development of staff peer support groups to review practice and ongoing quality improvement. And the third phase is the post implementation phase which has included ensuring that all workers are using the Outcome Star as required, documentation and resolution of any ongoing issues

Family Star Plus: STAR in practice

Mary is a 21 yr old young mum with two children, aged 2 ½ and 1. The family was referred for family support in regards to addressing financial issues, isolation, and parenting issues. The initial or first star was completed after 6 weeks and highlighted the areas that the mother identified that she needed support with. The Areas that Mary wanted to focus on were:

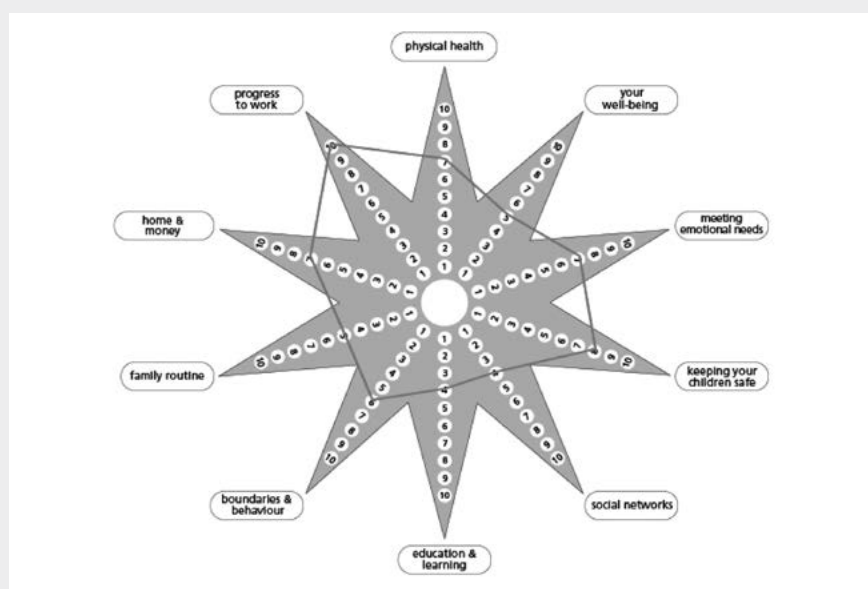
- **Your Wellbeing.** A referral was made to a counsellor and client has attended sessions.
- **Social Networks.** Mother and children were referred to a playgroup to meet new friends. Mother presented more motivated and confident to meet new people.
- **Education and learning.** Children are attending playgroup and developing new skills. Child care is still a working progress
- **Boundaries and behaviours.** Strategies and information have been provided.

An action plan was developed with the mother in relation to the above domains which identified specific, measurable, achievable, relevant and time framed goals.

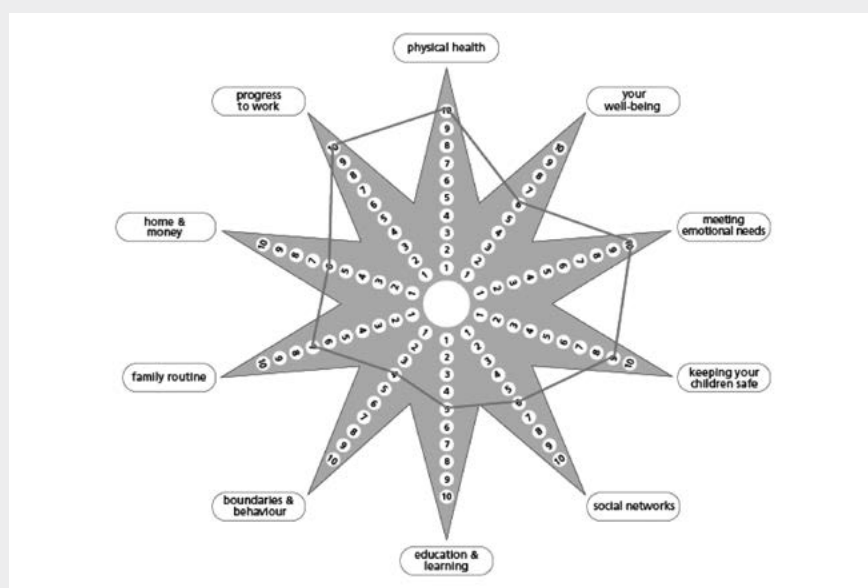
Tasks were assigned to help support Mary to achieve her goals.

A review STAR was conducted 12 weeks later and identified positive changes that the mother had made and in most of the domains the score had improved. Thus, she was able to have a visual representation of the gains she has made in the 18 weeks that she has been linked into family services.

Mary's star at 6 weeks



Mary's Star at 18 weeks



Mary's star shows improvement in many areas.

Engagement

We seek to be engaged...

...as locals in the communities in which we operate	...as leaders in the Social and Community Services Sector	...as experts in the national policy context for the concerns of our clients
1. Moonee Valley, where we've served as part of the neighbourhood since the early 1970s. 2. Caroline Springs, where we located ourselves in 2010, closer to families and part of a community we've been serving for 20 odd years. 3. Goulburn Valley, where our pregnancy support offers a listening ear and sound advice.	1. State-wide 2. In the municipalities in which we are locals and can identify the pocket of disadvantage and in our neighbouring areas of greatest growth: • Moonee Valley • Melton • Shepparton • Brimbank, and • Wyndham	1. Pregnancy 2. Early parenting 3. Early childhood education and care We are also interested in alleviating the key areas of risk for our clients: 3. Financial constraints 4. Homelessness 5. Mental health 6. Family violence

Services

The Caroline Chisholm Society supports families from the moment they learn of their pregnancy until their children go to school. To meet our clients' needs, funding and donations of goods are received from government, philanthropic organisations and families. Our Society offers a range of services delivered through three key program areas:

Pregnancy Counselling and Welfare Appointments

General counselling and support for families in person or over the telephone, pregnancy counselling referral to maternity services, and referral to other services where needed.

This program offers one-off support and support to access ongoing services. The purpose of this program is to meet immediate needs with counselling or new and pre-loved goods and to empower clients to engage with services that help avoid them needing to return. We measure the success of this program by looking at the number of referrals of clients to support services.

Family Support

Assessment, planning and action as part of Child FIRST for families and children at risk of entering or re-entering the child protection system, support services for families including case management and in home support, housing support including advocacy, and social support including volunteer mentoring, volunteer maintenance and staff supported peer groups.

This program offers ongoing support to help address underlying issues related to pregnancy, early parenting, early childhood education and care, poverty, homelessness, mental health and family violence. We measure the success of this program by looking at results of Outcome Stars.

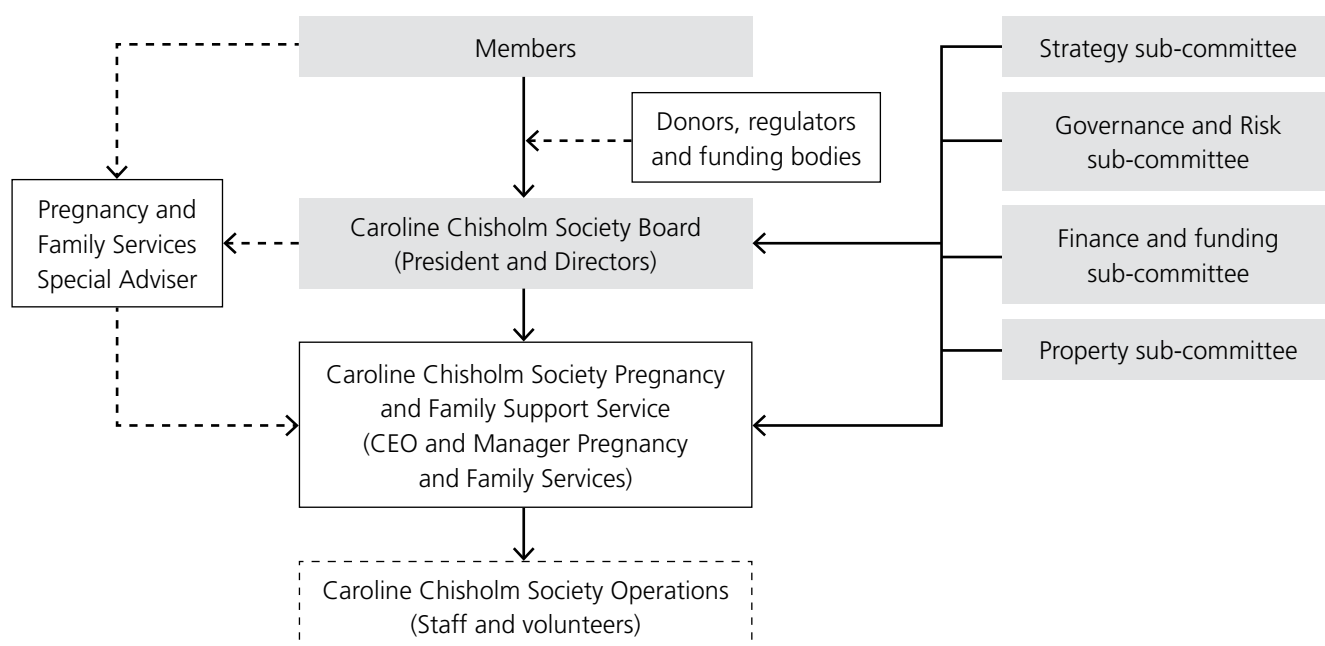
New and Pre-loved Goods

We supply new and pre-loved baby and maternity goods and services, and other emergency relief such as food and vouchers.

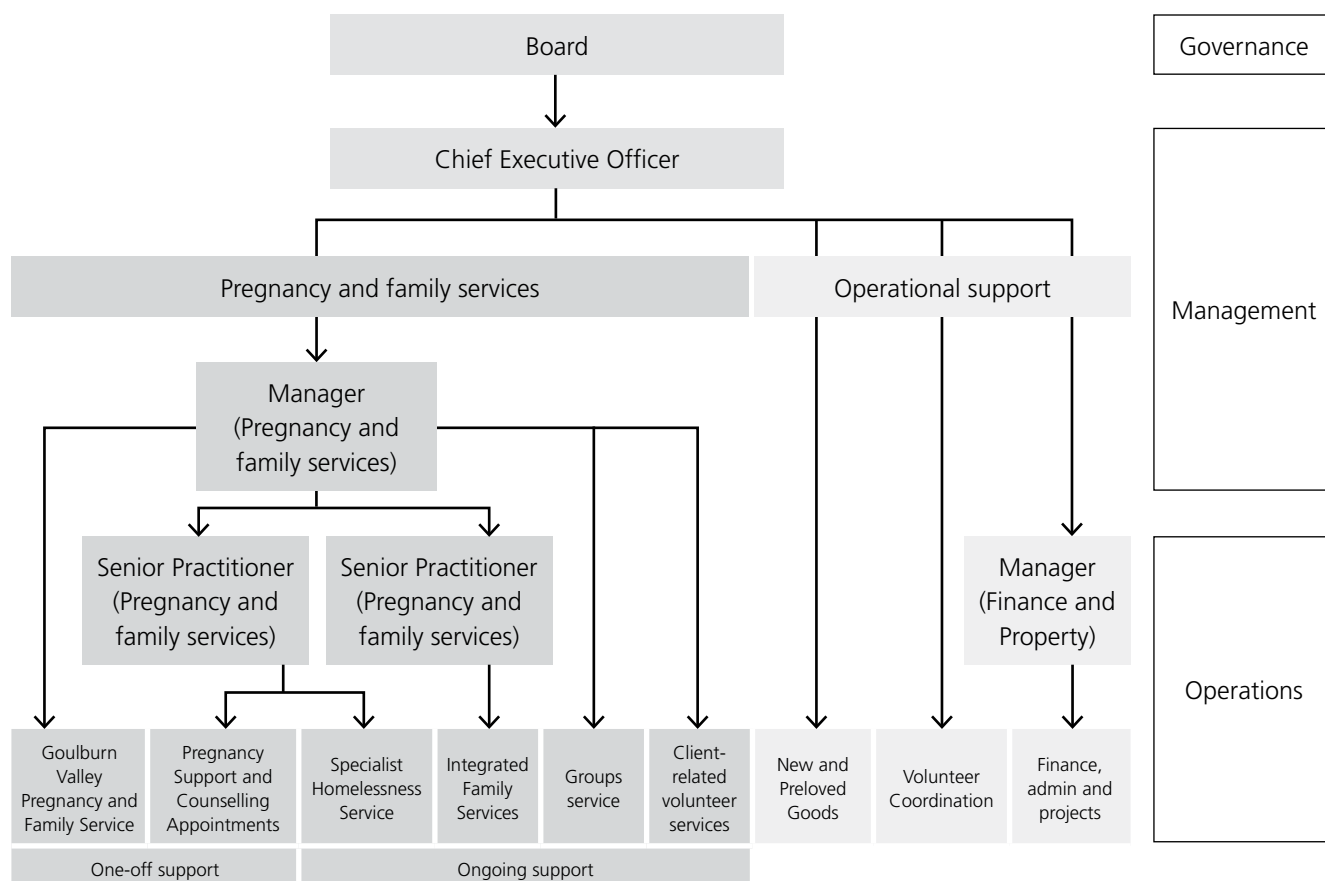
This program offers an immediate resolution to issues of access to goods, particularly in situations of stress or poverty. We measure this program by the value of the goods we offer, usually in reference to our expenditure.

Structures

Governance



Organisational



Our Programs

Following the Evaluating Caroline Chisholm Society project, the programs offered by the Caroline Chisholm Society were cast into three key program areas. Namely, Pregnancy Counselling and Welfare Appointments Program that incorporates services offered at appointments in Moonee Ponds and Shepparton at which counselling is offered and new and pre-loved goods are given. Family Support Program that incorporates our integrated family service, specialist homelessness service, parenting and play groups service, volunteer mentoring service and maintenance service. And, the New and Pre-loved Goods Program, which incorporates new and pre-loved baby and maternity goods and services, and other emergency relief such as food and vouchers. Our programs continue to operate in Moonee Ponds, Caroline Springs and Shepparton, resulting in a focus on Western Melbourne and the Goulburn Valley. We continue to offer a free call telephone service from around the state.

Pregnancy Counselling and Welfare Appointments

The Caroline Chisholm Society Pregnancy Counselling and Welfare appointments program operates from both the Moonee Valley office and the Goulburn Valley office. Counselling is available from Moonee Valley, in person or over the phone. The Moonee Valley office offers appointments two days a week, Tuesday and Wednesday during business hours and clients can drop in on three half days per week at Goulburn Valley.

Appointments are made for families to see a caseworker who provides new and pre loved goods, food vouchers, and food. The program also provides supportive counselling and provides referrals to appropriate services as required.

The Pregnancy and Counselling support program conducts a range of activities and outputs to measure outcomes for families such as assessments and reviews, this includes:

- supportive counselling sessions in person or over the phone
- referrals to other services such as psychological services , maternity services,
- counselling sessions offered each fortnight of between one to two sessions.

We believe we have supported families well if their lives have improved in two main areas:

- Social – mothers have a better level of social contact and
- Pregnancy related health and well being – mothers are better informed and empowered

to act, mothers are better able to manage their emotional and mental health throughout the term of their pregnancy, mothers engage in psychological treatment that they would not have accessed otherwise.

In 2013–2014, Caroline Chisholm Society had 843 contacts at the Melbourne offices and 205 Goulburn Valley clients sought support via the pregnancy and counselling support program. A total of 1048 contacts were made across metropolitan Melbourne and Goulburn Valley.

Pregnancy is the most relevant issue for our clients in this program. Once their children are born, they are supported through home visiting programs as opposed to this appointment based program. By far the greatest issue faced by clients presenting to our offices was financial, followed by issues related to housing stability or migration and/or being a refugee. There are several factors we believe are causing this. First, the nature of our service being emergency relief and provision of goods, but we believe the greater proportion of financial issues we have seen this year is due to the number of migrants or refugees living in the community without support of payments. This varies from our ongoing clients whose pregnancy and parenting concerns are combined with issues of mental health, housing and family violence. The clients data is presented on page 23.

An example from pregnancy counselling is below and the story of twins supported by our Goulburn Valley team is on page 14. This program is also often used to provide support for students, which is described on page 13.

An example of pregnancy counselling

The Society received an enquiry on the website from a young woman, 21 yrs of age currently in Australia on a working holiday visa who had recently discovered she was 6 weeks pregnant and unsure about her options. Her family is overseas and her boyfriend was not supportive of her continuing with her pregnancy.

She was contacted via telephone and was offered supportive counselling, provided with a listening ear, supported to consider options and the potential consequences of the choices. The worker suggested that she seek the services of a supportive GP, with whom she would feel comfortable in seeking information as they would be an important link in monitoring her pregnancy should she decide to continue with the pregnancy.

The case worker wished her all the best and acknowledged that her situation was a difficult one and commended her in seeking support. The young woman seemed happy at the conclusion of the conversation, was appreciative of the opportunity to talk through her concerns and felt better able to manage her situation given the information and support provided.

Support for Students

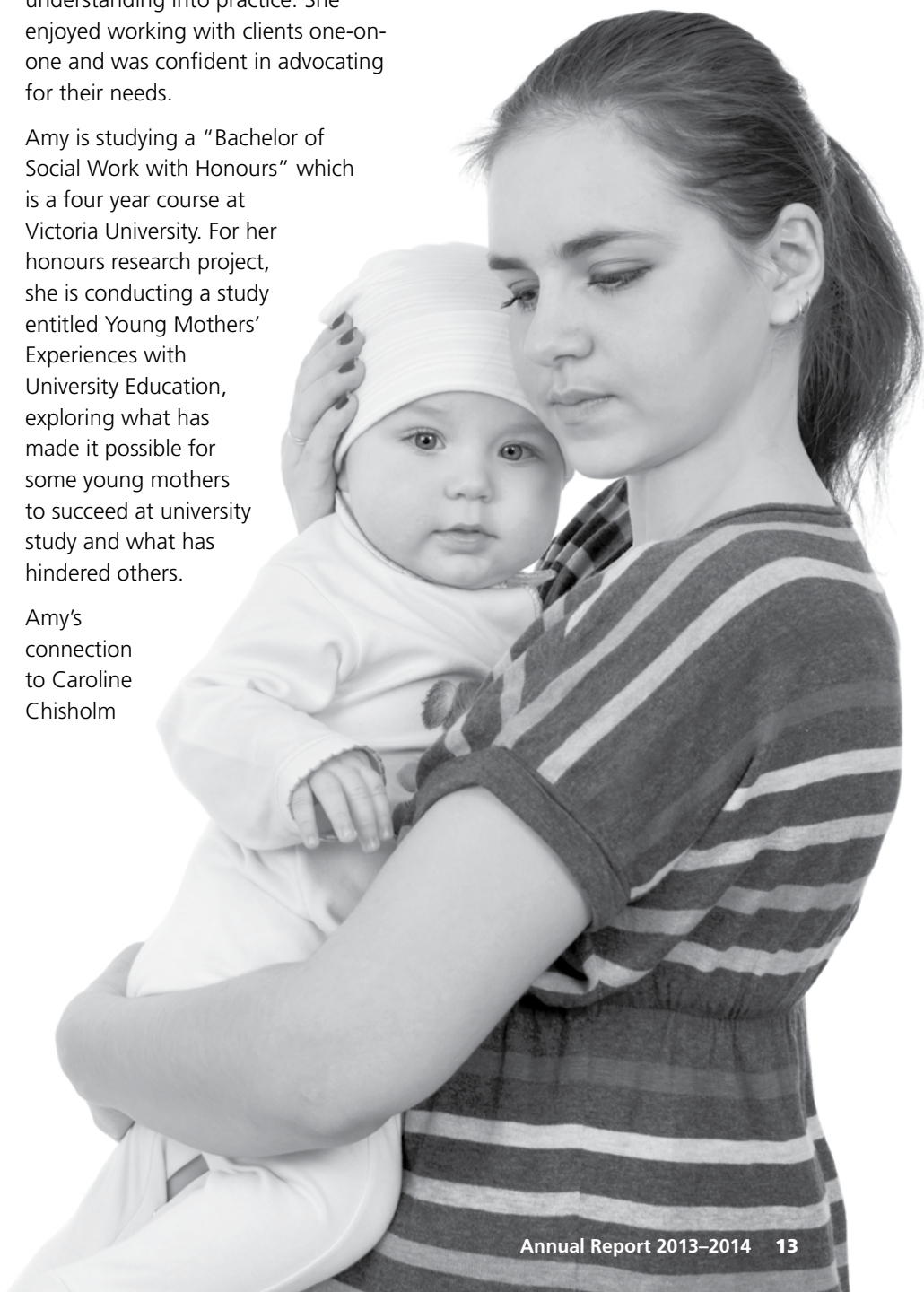
The Society supports the ongoing practical education of students preparing to enter the social work profession. We find that a good place for them to learn is in this program, at welfare appointments. For example, this year, we welcomed Amy who was drawn to us because she admires the work we do.

Amy undertook her placement in the first half of 2014 under the guidance of Audrey, our Senior Practitioner in Moonee Valley. First off, Amy offered welfare appointments, where she learnt new skills in assessing clients needs and helping them navigate the service system. With a small caseload of clients of her own, Amy responded to the challenge of home-visiting like a duck to water; she built rapport well and was able to put her theoretical understanding into practice. She enjoyed working with clients one-on-one and was confident in advocating for their needs.

Amy is studying a "Bachelor of Social Work with Honours" which is a four year course at Victoria University. For her honours research project, she is conducting a study entitled Young Mothers' Experiences with University Education, exploring what has made it possible for some young mothers to succeed at university study and what has hindered others.

Amy's connection to Caroline Chisholm

Society is wider than she realised when first joining the team. Not only is she a Mum herself, but her aunt Kerrie from Black Forest Quilting in Macedon was one of the master quilters who participated in the Lions Club of Dootta Galla Quilt – Esprit de Corps Project, which raised \$56,000 towards a new building to allow Caroline Chisholm Society to serve more women and their families.



Goulburn Valley's Little Miracles

Our support in the Goulburn Valley

Olivia and Zac were born at just on 24 weeks 5th November 2012. Olivia weighing 520grams made her entry in the car outside Goulburn Valley Hospital and was rushed up to special care nursery immediately. Zac's birthing occurred in the Emergency Department almost an hour later, weight 565grams. A traumatic experience for their parents Maree and Dave had begun. Two older sisters joined the grandparents and Dad in the special care nursery some time later as it was thought that this may be the only time we would see these two tiny babies. Little Olivia even then wrapped tiny fingers around each of our offered fingers, while Zac's breathing was closely monitored by the paediatrician and an intern for the several hours until the Air ambulance arrived to take them to the Royal Women's Newborn Intensive and Special Care section.

Before departure, they were wheeled in to see their Mum who could never imagine such tiny babes ever surviving. But survive they did with the wonderful care of all at RWH and sometimes, RCH expertise came in to operate on tiny hearts and eyes. Two uncles and an aunt, Melbourne based, took on strong roles as support for Mum and the babies from the day of arrival (Cup Day). Accommodation nearby was provided by the charity of RWH sponsors and the whole family could stay there at holiday times with Dad returning for weekends after work. RWH volunteer cuddlers are a wonderful element of support for the babies (what a great job-all children's wards should have them!)

Olivia, the stronger bub, was able to return in May 2013 to Goulburn Valley Hospital where the care provided was also exemplary. The paediatrician at their birth advised



Goulburn Valley's Little Miracles – Mothers' Day 2014.



Our Goulburn Valley Team, who ably help the community of Shepparton and surrounds.

that her early development program was to be commenced immediately. She was discharged to home in August with Zac still at RWH struggling with his respiratory setbacks, a major one for the month of June to July when it was thought he may not survive. They were often described by the staff as "amazing".

Zac flew back and forth from Goulburn Valley hospital a few times after his return to Shepparton in September and he was finally discharged to home the week before Christmas 2013. Neither of the babies has looked back since coming home to their family.

There are so many people to thank for support over almost two years and not the least of this was given

by Goulburn Valley Pregnancy & Family Support staff and volunteers – Caroline Chisholm Society's Shepparton site. From the date of birth the support continues with supply of the very smallest clothing to the size two needs now. "Love to Sew" volunteers provided a large basket of premmie goods and toys in the first week, a new pram and car-seat have been given as needed. Support and encouragement for the parents and myself, Nana, continues on. Olivia and Zac now walk, baby talk and weigh 11kg plus. Medical appointments are ongoing and essential and though the impact has taken its toll on the family the joys now far outweigh the sad times. All who have watched their journey this far are amazed by their resilience.

Family Support

During 2013–2014, Caroline Chisholm Society continued to provide support to vulnerable families and children residing in Western Melbourne encompassing the LGA's of Moonee Valley, Wyndham, Hobson's Bay, Maribyrnong, Melbourne, Brimbank and Melton.

The Caroline Chisholm Society provides support for families with young children six years and under. We seek to empower women and families and our philosophy is one that assumes that parents have an existing set of skills and it is within this context that we seek to assist them to further develop their parenting capacity in order to provide a safe and nurturing environment for their children and ultimately be better equipped to meet the developmental needs of their children.

The Integrated Family Services and Specialist Homelessness Service programs conduct a range of activities and outputs which we use to measure outcomes for families. Our activities include, home visits, assessment, planning, and review of goals and action plans, referrals to appropriate services, client advocacy, supportive counselling, parent education groups and volunteer support via the mentoring and maintenance programs.

Integrated family service

Casework is usually undertaken in the home and is focused in assisting parents to develop their parenting skills. Using the Outcome Star tool, we aim to strengthen the capacity of families to effectively parent their children. By reviewing progress along the Outcome Star domains and assessing their journey towards change, the client can receive immediate feedback on how they and the worker think they are travelling. Caroline Chisholm Society staff members work collaboratively with parents using the Family Star Plus to measure progress towards change along the following domains, physical health, parent well being, meeting the children's emotional needs, keeping children safe, social networks, education and learning, boundaries and behaviour, family routines, home and money and progress to work.

We have supported families well if their lives have improved in three main areas,

- 1) Housing and home life – Parents are better able to secure a safe environment for themselves and their children, parents are better able to maintain a positive family routine and better able to set appropriate boundaries for their children.
- 2) Social – Parents have a better level of social contact for themselves and their children.
- 3) Health and Well being – Parents are better informed and empowered to act, parents are better able to manage their own emotional and mental health, parents are better able to respond to their children's emotional needs, parents are better able to provide a healthy lifestyle for their children.

In 2013–2014 the Integrated Family Service program provided about 12,000 hours of casework support to 222 clients across these catchments. Of these, 76 were born in a country other than Australia, representing 27 different countries with 24 languages being spoken. Our data for 2013–2014 indicates that the Family Support program supports families experiencing a broad range of issues including, family violence, mental health, intellectual disability, alcohol and drug addiction, relationship issues, poverty, homelessness or at risk of homelessness, health issues, child behavioural issues, social isolation, migrant and settlement issues, parenting issues, issues in relation to separation, loss and grief all of which impact on the capacity of parents to provide for the needs of their children. The clients data is presented on page 23.

Specialist Homelessness Service

The Society's Specialist Homelessness Service provides short to medium term housing for vulnerable pregnant women, and families with young children. The Society operates four transitional properties in the Moonee Valley area. Intensive support is offered to families in these residences for an initial period of 12 weeks. If the family requires ongoing support in relation to issues other than housing, the housing worker is encouraged to refer the family to Integrated family services for parenting support and linkages to other services as necessary. The housing worker will continue to support the family until they are transitioned into a permanent residence.

Our Programs

Increasingly families come into the program with a range of complex needs and difficult personal situations. This causes a delay in being able to address the housing needs as the worker endeavours to address more urgent issues and problems that the family is facing, such as financial difficulties, violence, legal and medical issues and substance abuse. These issues associated with long-term homelessness further complicate a family's ability to find stable long-term accommodation.

To create the best possible environment in which families can work on the issues that led to their homelessness, workers adopt a holistic approach, building on the individual strengths of the family members. At Caroline Chisholm Society, we believe it is essential that families which have faced multiple challenges and have been homeless receive a timely response, with a high level of support to increase their chances of succeeding and breaking the cycle of homelessness.

During 2013–2014, the specialist homelessness service provided 28 (19 adults and 9 children) episodes of support for families in transitional housing and in supporting the work of other Caroline Chisholm Society staff. 46% of adult clients were aged between 26–35 yrs, in single households whose main source of income was parenting payment. These clients presented with financial difficulties, housing affordability issues, housing crisis issues, family breakdown, family violence and mental health issues. The clients data is presented on page 23.

An example of our integrated case work support, across family and homelessness support

Samira, and her young child, Susie aged, 6 months was referred to integrated family services via ChildFirst in July 2013. At the time of referral to Caroline Chisholm Society, Samira's issues related to parental mental health, risk of homelessness, social isolation and under developed parenting skills. Samira is a refugee from Ethiopia and has no other family in Australia. At the time of the referral to family services in July 2013, Samira was living with different friends and was at risk of homelessness. During the course of integrated family services involvement, Samira became pregnant with her second child. At the time, it was thought that the child may have had Spina Bifida. Samira's mental health deteriorated impacting on the care of her young child, Susie. Samira was unable to continue residing with her friends and was experiencing difficulty in obtaining suitable accommodation in the private rental market due to affordability.

The family services caseworker then worked collaboratively with the homelessness worker to address the homelessness issues faced by Samira and her child. After the initial consultation, the homelessness worker completed relevant public housing application forms and the two – working as a team – were able to obtain emergency accommodation for Samira and Susie before the baby was born.

The homelessness worker then worked with Samira to apply for public housing and advocated on Samira's behalf to ensure that she was placed on the transitional housing program with the Caroline Chisholm Society. Samira has been placed into transitional accommodation and given birth to a healthy baby girl.

Samira has been offered an Office of Housing property recently and now her baby is aged 5 months and she has returned to part time study.

Groups Service

Groups were reintroduced to our offerings in 2012, and we have continued to focus on delivering this critical service to reduce social isolation for families after the significant transition to parenting.

In particular, we have continued to run the "Bringing up great kids" parenting program and established the "Chisholm's Pals Playgroup". We aim to run one group per term for six once-weekly sessions. Attendance is usually between 5 and 10 mums with 7–15 children. In 2013, we ran the parenting group twice, and had 21 participants. We ran the supported playgroup during three terms of last year and are currently running our fourth. For the playgroup there is a core group of 8 young mothers with 26 participants. We are delighted that the playgroup has been able to continue beyond its original funded period. It was featured in the Melton Leader, see page 17 for their take on this great work.

Chisholm's Pals Playgroup

Haven for young mums: Support through groups

Group helps overcome feelings of isolation

- Melton Leader
- Ami Humpage
- June 11, 2014

Struggling to cope with isolation and judgment, teenage mothers in Melton are finding the support they need from their peers in playgroups.

Data from the Victorian Child and Adolescent Monitoring System shows the number of teenage girls aged 15-19 giving birth in Melton jumped from 37 in 2007 to 54 in 2011.

And last year 33 teen mums gave birth of the 900 babies born at Bacchus March and Melton Regional Hospital.

But groups like the free Caroline Chisholm Play and Learn playgroup are helping mothers and mothers to be aged 16-25 to get out of the house and support each other.

Stephanie Mumford, 20, was 18 and studying year 12 at Staughton College when she found out she was pregnant with now two-year-old son Mason.

She said she was lucky she was able to finish school and had the support of her now fiance and family.

But she said without the playgroup she would be stuck at home.

"Playgroup is great for both Mason and I as it gets us out of the house and socialising," Ms Mumford said.

Single mum Jessica McGillivray, 18, was only 15 when she fell pregnant with her now two-year-old daughter Ellie.

She said from the very beginning the healthy mums and bubs group really helped her, but as Ellie got older and she moved to other groups she found some people could be judgmental.

"The best thing about the young mums group is we are all the same, we don't feel like idiots and we learn from each other."

Alannah Nicholson, 19, agreed.

She was 17 when she fell pregnant with now 18-month-old Ruby.

For her the hardest thing was not only raising a child, but watching her friends walk away.

"I have great family and my partner and his family but this group has really helped us socially," she said.

Caroline Chisholm Society Family Support Case manager Daya Adelan said demand for groups like this was rising and the aim was to address issues of isolation for young mothers.

She said assistance from Melton Council and Playgroup Victoria helped keep the service free.



Some playgroup participants taking a break for a snack.



Santa and a helper at the Chisholm's Pals Christmas Party.



Our Programs



Play and learn packs

This year, educational books and activities were funded by the City of Moonee Valley to create tool kits for our workers and volunteer mentors to take with them on home visits. And they are particularly useful at the first visit to help the worker or mentor get a sense of the development stage of the children.

The packs support family service workers, housing worker and mentors (volunteers) in their work with families and children in the City of Moonee Valley. They are used to support families to better interact with their children and help us to model behaviours, such as how to read to your children, play games and improve problem solving via the use of puzzles.

The project supports diversity and social inclusion by assisting vulnerable and isolated families to understand the benefits of play and educational experiences for young children and thus assisting them to move towards a better future for them as they grow and develop into adolescents and young adults.

We know that learning is just one way towards achieving social inclusion.

Mentoring Service

A volunteer mentoring service helps women and their children through friendship, support and skills. Engagement of a volunteer mentor is identified and targeted as part of the clients case plan. We then have them matched with a suitable mentor.

We usually have 5 to 10 mentors working with our families at any one time. Some take on more than one client to mentor, so we often have 8 to 12 clients engaged with a mentor. 19 mentors are registered. Last year, 6 were trained, 13 have been available to be matched with clients and 11 have been engaged. They undertook 13 programs with clients.

We find many of our clients are located in the growth areas, whereas most of our volunteers are from the inner and central western suburbs. In that context we plan to focus our recruitment in the growth areas in the next year.

Some examples of the work last year included learning to read so that a client can get their learner driver permit, helping prepare healthy meals with unfamiliar vegetables and, like the example below, helping

a client get by while living with post-natal depression.

A few words from a mentor

I have been with the Mentor's Program since February this year 2014. Not long after I completed the course with Glenda Rumble, The Caroline Chisholm Society Volunteer Coordinator, I was asked to mentor a lady that had Post Natal Depression and two children. I was very excited to meet her as well as being nervous, hoping that I could be of some assistance.

I met Daya, her Family Support Case Manager, and she immediately put me at ease introducing me to her client and her two children.

Soon after that meeting, all parties agreed that the client and I can meet every fortnight at her house. As we spent more time with each other we became friends and found that we had many things in common. The client and I were both pregnant and we were able to share this experience together. We found that we have a common bond of being parents and have been able to talk freely about the ups and downs of looking after children and life in general. When we caught up it was more like catching up with a girlfriend, rather than me being the mentor, I feel that I have also learnt a lot from her in regards to her life experiences. I have really appreciated how open and receptive she has been in welcoming me into her house.

My experience with mentoring my client has been positive and we still keep in touch via text weekly, if I'm unable to see her in person.

Daya has been amazing and she has always kept me informed and messages me regularly to see how I am personally and how the mentoring

and my relationship is going with my client. I feel that the communication between all three of us is open and up to date and if I ever need anything Daya endeavours to do her best to help and she always responds to me the same day.

Overall, my experience with Caroline Chisholm Society and the Mentoring Program, has been extremely positive and professional and I love that I am a part of it.

Maintenance Service

Known as 'Handy Home Helpers' our volunteer maintenance program helps to maintain the homes of pregnant women and their children, increase self-esteem and house pride in parents, and increase healthy male volunteer engagement with families in order to benefit at-risk women and their children.

Last year, 28.5% of the tasks were responsive to the expectations of landlords reducing the risk of eviction, 67% of the tasks were related to safety in the home, and increased the number male volunteers in the traditionally female orientated service from 5% to 15% in the first year.

In the first half of 2014, the reporting year, the team undertook 19 tasks and assisted 16 clients in their homes. 7 support tasks were completed, for example replacing the bassinette base and 8 tasks to support the Caroline Chisholm Society, for example building some shelving at our Caroline Springs office. Since June, the program has grown with a further 11 tasks, suggesting we will be able to help many more clients with home maintenance in the 2014–2015 year.

We are delighted with the success of the program, and details can be seen on page 6.

A few words from a worker about Home Handy Helpers

In my role as a Family Support Worker I was able to utilize the Handy Home Helpers program this year with a family I was working with in the Brimbank Area.

I was working with a single mother with four young children who needed assistance with some repairs around her rental property.

The two oldest children have significant behavioural issues and this had resulted in some damage to kitchen cupboards and drawers, this became an issue for the mother with her landlord.

Mother was required to make repairs to the house or risk being evicted.

I was able to arrange with Glenda our Volunteer co-coordinator for two men from the Handy Home Helpers program to meet with myself and the client and look at the repairs required and then make two appointments to carry out the repairs to the kitchen and the back door of the home that would not lock which was a safety issue for the family.

The two Handy Home Helpers carried out the repairs and were fantastic with the client and her children and allowed the two oldest boys to watch them doing the repairs and hand them some of the items that they needed. They showed great patience and understanding with the children who often display quite challenging behaviours.

This program has prevented the client from being evicted from her home and has also allowed the children to witness some positive male role modelling.

I believe that this program is an asset to the Caroline Chisholm Society as we are often working with single parent families who do not have the resources to carry out repairs or garden maintenance around their homes.

New and Pre-loved Goods

Our New and Pre-loved Goods program offers a particular focus on goods that are helpful for families during and after pregnancy. We offer many baby and maternity goods



WestWaters Hotel and Entertainment Complex offered us a grant which allowed us to purchase and install a gas powered washer dryer at Caroline Springs. Here is Pina with the machine.

Integration and care team partnerships

The Caroline Chisholm Society operates as an integrated support service for women during and after pregnancy. For example, we manage our experience of duplication in the sector by supporting clients who attend our one-off appointments and are allocated to our home visiting team to navigate two intake systems (Integrated Family Services and Homelessness) and linkages clients to universal and specialist services such as child care for respite and peri-natal psychiatric support, while focussing on parenting and other skills. We are in many ways, specialists at being generalists for pregnant women and women with young babies.

Reform of the Services Sector

2013–14 has seen much talk of Sector Reform, including the Shergold Review. At Caroline Chisholm Society, clients approach the service from many directions, be that the GP, the maternity ward, the maternal and child health services, or a child care centre, and their intake is managed by a Senior Practitioner at the front of house. That senior team member manages appointments where local intake can occur, manages the allocation of the clients from ChildFirst and the homelessness access point and they undertake family services funded casework. If a client is capable of self support, the practitioner provides advice to help them navigate the service system and remains available for further appointments or discussions. If the client requires greater than 2 hours of support, the Senior Practitioner guides them through the intake processes of other services and if they are able to, allocated the clients into our team. The team members then support the clients for the longer term casework and case

management. This model of operation relies on the good will of partners to work together, which has been effective to date. However, the Society lives with a system that is impeded by funding boundaries and expectations outlined in MOUs. The Society sees great value in sector reform to help avoid duplication of assessments, plans, and leadership of case management support. We hope that the Department of Human Services tender for “Services Connect”, which is the result of Peter Shergold’s proposals for long term reform of the services sector in Victoria, helps us to achieve outcomes in a more efficient way.

Case Study: Support through a care team



Louise with one of her support workers at our Caroline Springs office.

Caroline Chisholm Society received a referral via Child First Brimbank Melton in February 2014 for a young mum. Louise (aged 21) needed support with in parenting her son Joshua (aged 6 months), especially with regard to establishing routines and managing household chores.

Louise had not long moved away from her family of origin and was learning to live independently but needing support in establishing and maintaining a home for herself and her son.

Louise was linked into a number of support services at the time of referral

and it became very clear about the importance of maintaining a strong care team and co-ordinated approach to supporting Louise and Joshua.

Louise is an active participant in the Care team meetings which take place on a monthly basis and include all relevant services. The team agrees on a plan of action and each member is allocated tasks to undertake in supporting Louise and her son.

The case worker and the Specialist Homelessness Worker from a local agency have worked together to ensure that Louise and Joshua are well supported.

The case worker has used the Outcome Family Star to assist Louise in identifying the life domains that she would like to improve, such as her well being, social networks, boundaries and behaviour, family routine, home and money and education and learning.

The case worker has developed goals with Louise to work on these areas and has linked in a volunteer mentor who is assisting Louise to develop her literacy and numeracy skills, budgeting and will support her in obtaining her driver licence into the future.

Louise has supplied the following comments in relation to her experience with the Caroline Chisholm Society,

‘I was happy when Caroline Chisholm Society came on board as I get great support and things for my son such as clothes. It is great as they come regularly and it is good that we get along. They also help me get to my son’s medical appointments and they have helped me get a Mentor to help me to read and write. It is good to have someone to talk to when I need help.’

Our Programs



After an office move, our Shepparton office was in dire need of storage, and the Community Fund came to the rescue! We were the beneficiaries of a grant for the fitout of storage for the goods we offer clients. He is one of our volunteers, Keren Traianidis, making good use of the facilities.

Continued from page 21

to our clients to help alleviate the immediate impacts of poverty. We do so with a view that clients accessing the goods should be empowered to access other services that can help them to prevent the need to return for more goods. The program is also a critical support to our other two programs pregnancy counselling and welfare appointments and family support. In addition, with thanks to the Moonee Valley City Council, we now offer this program to partner agencies. In short, we receive donations of nursery equipment and recycle prams, bassinettes, clothes and other baby essentials, and make sure they meet safety requirements. We then re-home these items to families in need.

In that context, our objectives in the program are diverse. With regard to our social objective, we aim that clients have a better level of social contact. For example, access to a

pram allows a mother to leave her home with her baby. The health and wellbeing objective is that parents are better able to sustain a secure living environment, including providing for their children's food and material needs. We do that by ensuring that the goods are provided through a social and community sector worker. There are also environmental benefits from our work. Environmental wastage from new and used goods is reduced. The program is only able to run due to the generosity of our volunteers who administer the program and our donors who provide the goods we pass on.

Last year, we placed a great deal of effort into identifying the processes in place, capturing them and writing a new policy that governs our work. We also focussed, in the context of the whole of organisation review process in getting better at measuring what we do and how we do it. In particular, we agreed that we will measure the success of all our programs by effectiveness and efficiency.

Under the new policy, we measure whether we are responding to need, by looking at the total number of clients helped. We also analyse new and closed client cases per year, and analyse client profiles. In relation to health and wellbeing objectives, we measure whether clients' material needs are reduced by asking them or their case worker in the client survey, keeping track of the total value of food and food vouchers we distribute; and keeping track of the total value of non-food related goods distributed. For measuring social connection, we ask clients if they have been better able to socially connect by asking them or their case worker in the client survey. We also measure the environmental waste, by considering

the value of the pre-loved goods we have redirected from waste and we compare that to the amount of money we spend on the program to demonstrate efficiency.

As this measurement process began during the financial year, it is not yet possible to report on the number of clients we helped or to use numbers to demonstrate our efficiency. At this time, we estimate we give out \$225,000 worth of goods each year. It is clear that every week 10 to 15 donations of pre-loved goods are received, sorted and prepared for clients. Each package is between 5 and 10 kilograms of goods that would otherwise be waste. We also benefit from about 5 donations each week of new goods. These are particularly precious and are usually given to clients within a week of us receiving the goods.



We are in receipt of funding from many generous sources, including emergency relief funding from the Australian Government Department of Social Services and the Youth in Philanthropy program and the Association of Civilian Widows with the Lord Mayor's Charitable Foundation. This year, the staff at Stockland helped by raising funds part of which we spent on new shelving for our appointments room.

Baby and maternity goods

Collecting and giving new and pre-loved goods



A young man enjoying giving at our Moonee Ponds office.

Have you ever wondered what happens to your donations? They get sorted and checked and presented neatly ready for clients!

If a client gets in touch with us directly, we either make an appointment for them at Moonee Ponds or just let them know our opening hours for dropping in at our Goulburn Valley office.

The client then comes in and has a chat with our pregnancy and

family services team. The team aims to meet their immediate need – usually with clothes, baby goods or maternity goods – and makes sure that they know about the services that are available for them from both the Caroline Chisholm Society and our partners.

With our help, the client might, for example, need help with navigating ChildFirst so that they can have home visits. Or, we might give them advice about housing access points. Most often, we find clients are in need of a little self assurance and help to build their confidence following a major transition into parenting.

If a case worker is in touch because a client of a partner agency needs goods, they are directed to our administrative support.

This process of having our Caroline Chisholm's new and pre-loved goods offered to partners has only been possible since April, with the help of a Women for Women grant from Moonee Valley City Council. This allows our women who donate, sort and clean goods help more women in the community through other

agencies. Since commencement, over 15 agencies have accessed urgently required material aid for their clients.

It is interesting to note that the families in need have hailed from 13 different countries, many of them asylum seekers and refugees. Caseworkers have typically described their clients as having little at all. Material aid items have included high chairs, bassinets, prams, nappies, baby bundles, cot packs and affectionately knitted little teddies and crocheted rugs provided by our volunteers.

We're really happy about this programme because it is enabling us to build closer relationships with partnering agencies.

For example McAuley Community Services For Women has established a new policy to direct all donations of baby and maternity goods to Caroline Chisholm Society. Recently the Department of Education and Early Childhood Development kindly donated a couple of boxes of much needed quality toys that they were unable to house in their new location.



Julie Pearce from Tobin Brothers with Helen Cooney donating on behalf of grieving families.



Simone Tracey with a case worker from the Crossroads Family & Housing Service, Salvation Army who will pass these goods on to a client in need

Our Clients

In a normal year, depending on funding available, Caroline Chisholm Society helps about 1000 to 2000 clients. Between 1 July 2013 to 30 June 2014, Caroline Chisholm Society helped over 1200 clients.

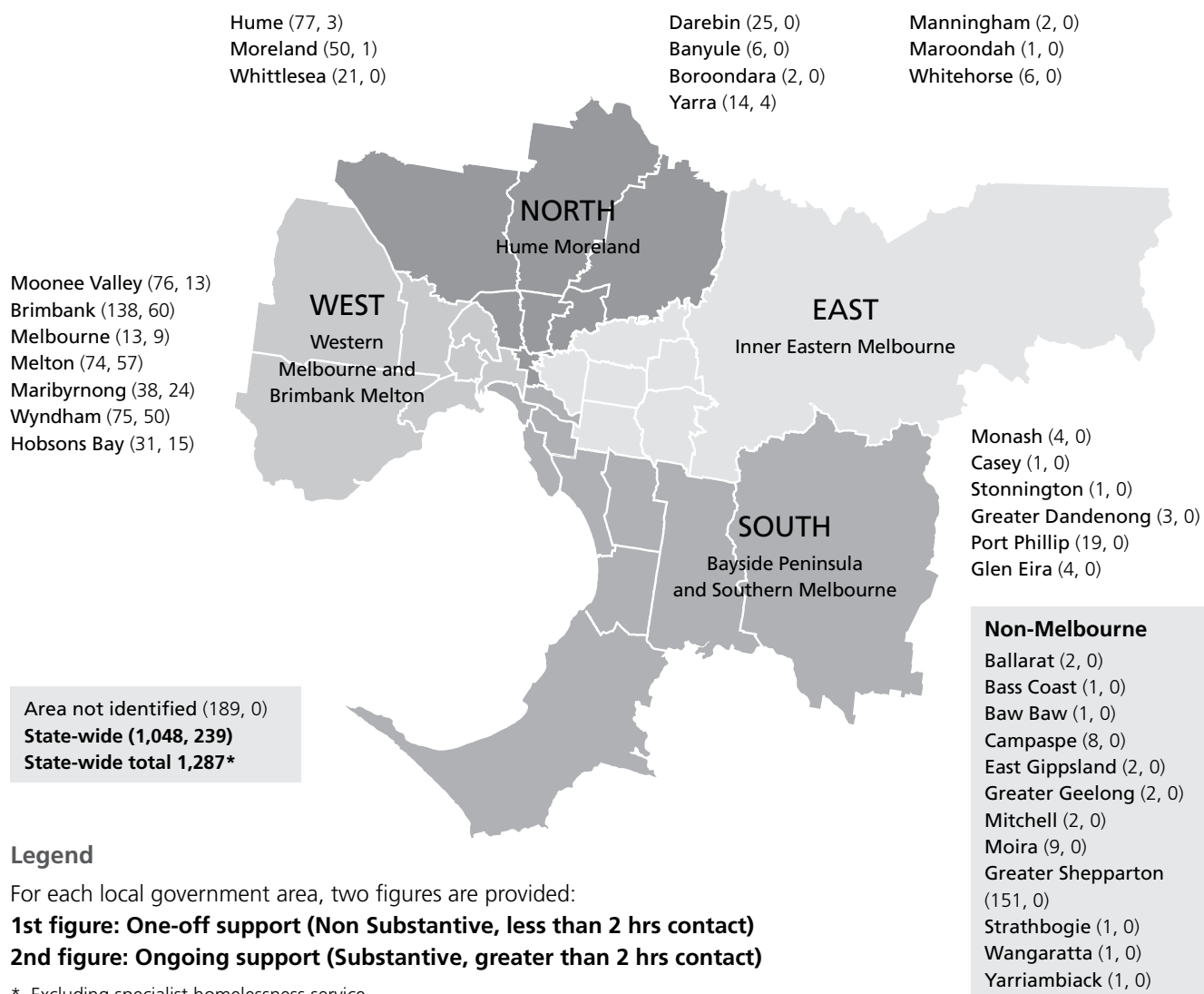
The majority of the clients (over 800) are seen at our Moonee Ponds office. Over 200 are contacts made in our Goulburn Valley operations. These clients access our one off

support appointments for pregnancy counselling and support or for new and pre-loved goods.

Over 200 clients were supported for the longer term. These are clients in our family services or homelessness programs. We work with them for 6 months to two years to help them set goals for themselves and achieve those goals.

Figure 1 (State-wide Location Data 1 July 2013 to 30 June 2014) shows that the Caroline Chisholm Society is focussed on the Western Suburbs of Melbourne, with a high client load from the Cities of Brimbank, Shepparton, Wyndham and Melton. We also have large numbers of clients in Moonee Valley, Hume, Moreland and Hobsons Bay.

Figure 1: State-wide location data 1 July 2013 to 30 June 2014



Our Clients

Our clients live in the communities that Caroline Chisholm Society operates. They are Moonee Valley, Melton and Greater Shepparton.

We also have clients in nearby areas including Brimbank, Wyndham, Maribyrnong, Hobsons Bay and Melbourne. We have a large number

of clients in Hume who access our Moonee Valley service. We know a lot about the issues faced by women during and after pregnancy, and indeed the needs of their children across these areas.

Figure 2: Indicators related to during and after pregnancy

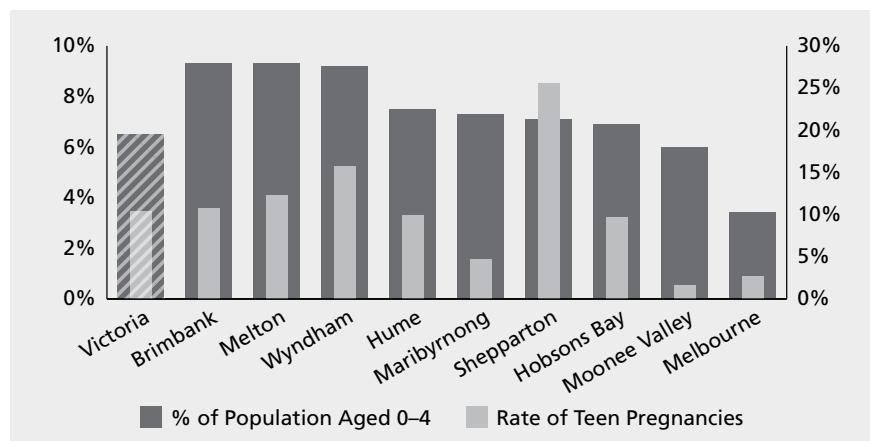


Figure 3: Indicators related to early parenting

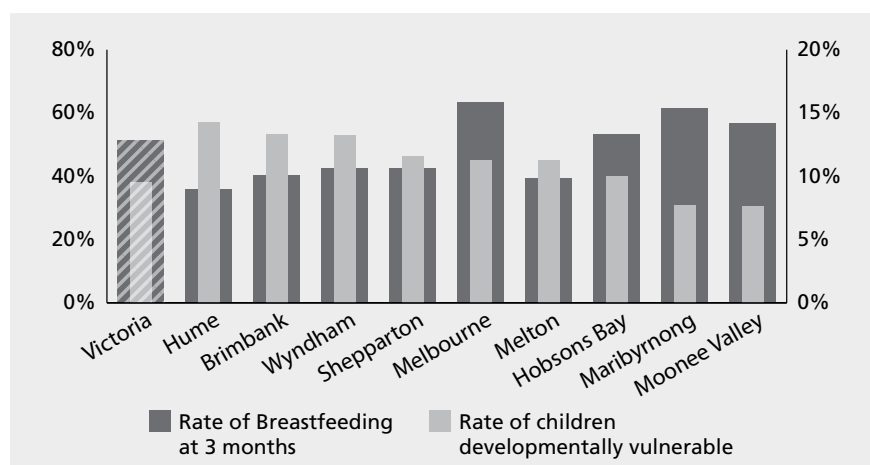
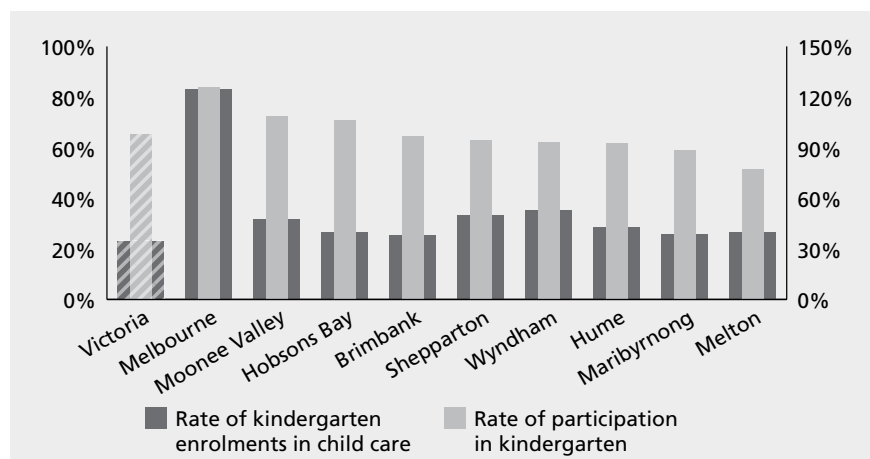


Figure 4: Indicators relating to early childhood education and care



Sources: 2012 VCAMS Indicators and 2011 ID Data by LGA.

To demonstrate some of their concerns, we offer here some indicators from the Victorian Child and Adolescent Monitoring System (VCAMS) 2012, the Australian Bureau of Statistics, Census of Population and Housing 2006 and 2011 as compiled by .id. This data set shows you that our neighbourhoods face the following issues:

- Figure 2: In relation to our focus on pregnancy, Brimbank and Melton have a high proportion of young children. Shepparton has a very high teen pregnancy rate, while Melton and Wyndham also have many young mums.
- Figure 3: In relation to our focus on early parenting, with the exception of Moonee Valley and Maribyrnong who have vulnerability rates of approximately 7%, all our communities (Hume, Brimbank, Wyndham, Shepparton, Melbourne, Melton and Hobsons Bay) have rates above the state average with identified rates of vulnerability due to developmental issues.
- Figure 4: In relation to our focus on early childhood education and care, the chart demonstrates the need for investment in kindergarten participation in all settings in Melton and Maribyrnong.
- Figure 5: For more detail of the proceeding data, see page 25.

Figure 5: Source data for indicators that offer some policy context for the concerns of our clients

	During and after pregnancy		Early Parenting		Early Childhood Education and Care	
	% of Population Aged 0–4	Rate of Teen Pregnancies	Rate of Breastfeeding at 3 months	Rate of children developmentally vulnerable	Rate of kindergarten enrolments in child care	Rate of participation in Kindergarten
Victoria	6.5%	10.4%	51.4%	9.5%	23.2%	98.0%
Moonee Valley	6.0%	1.6%	56.8%	7.6%	31.9%	108.7%
Melton	9.3%	12.3%	39.3%	11.3%	26.7%	77.3%
Shepparton	7.1%	25.5%	42.5%	11.6%	33.5%	94.6%
Brimbank	9.3%	10.7%	40.2%	13.3%	25.6%	96.9%
Wyndham	9.2%	15.7%	42.4%	13.2%	35.3%	93.2%
Hobsons Bay	6.9%	9.7%	53.4%	10.0%	26.6%	106.6%
Hume	7.5%	9.9%	36.0%	14.3%	28.5%	92.8%
Maribyrnong	7.3%	4.7%	61.6%	7.7%	25.8%	88.5%
Melbourne	3.4%	2.7%	63.3%	11.3%	83.0%	126.2%

Sources: 2012 VCAMS Indicators and 2011 ID Data by LGA

Our Clients

Figure 6: Types of issues reported by clients, by issue, 1 July 2013 to 30 June 2014

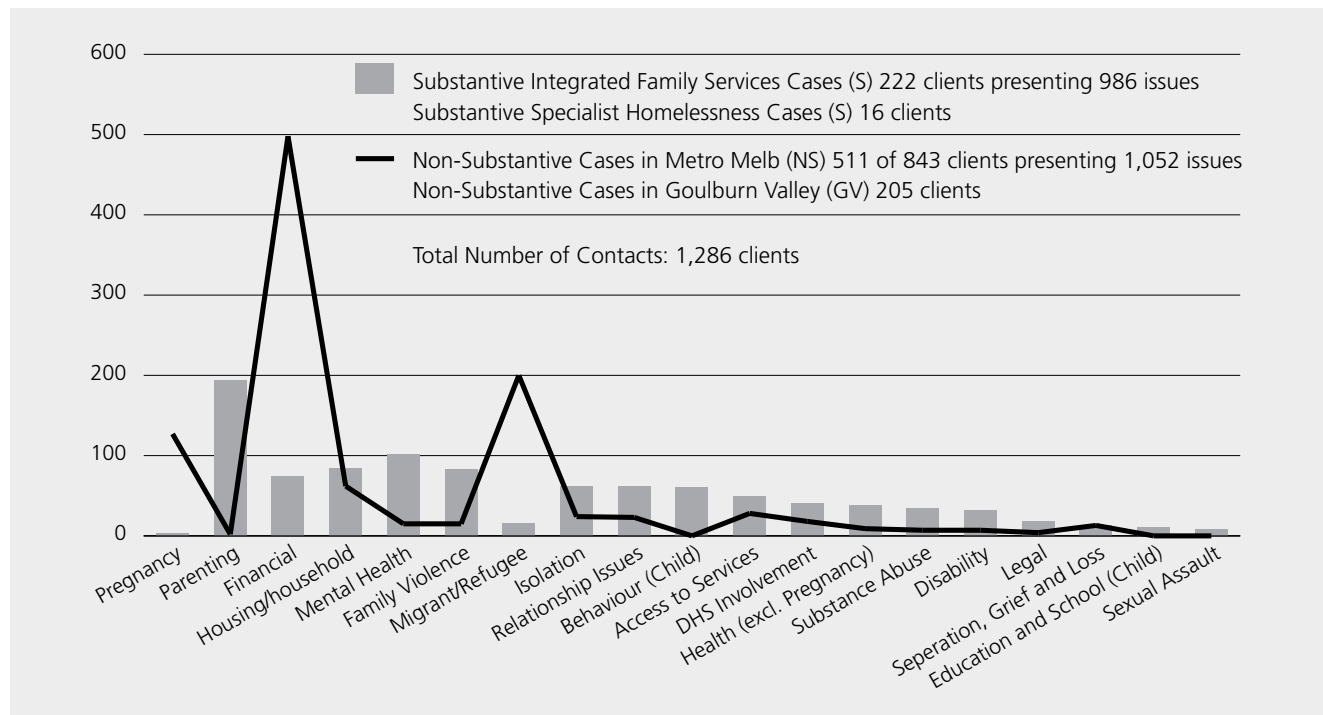


Figure 7: Reasons for seeking assistance from homelessness program, 1 July 2013 to 30 June 2014

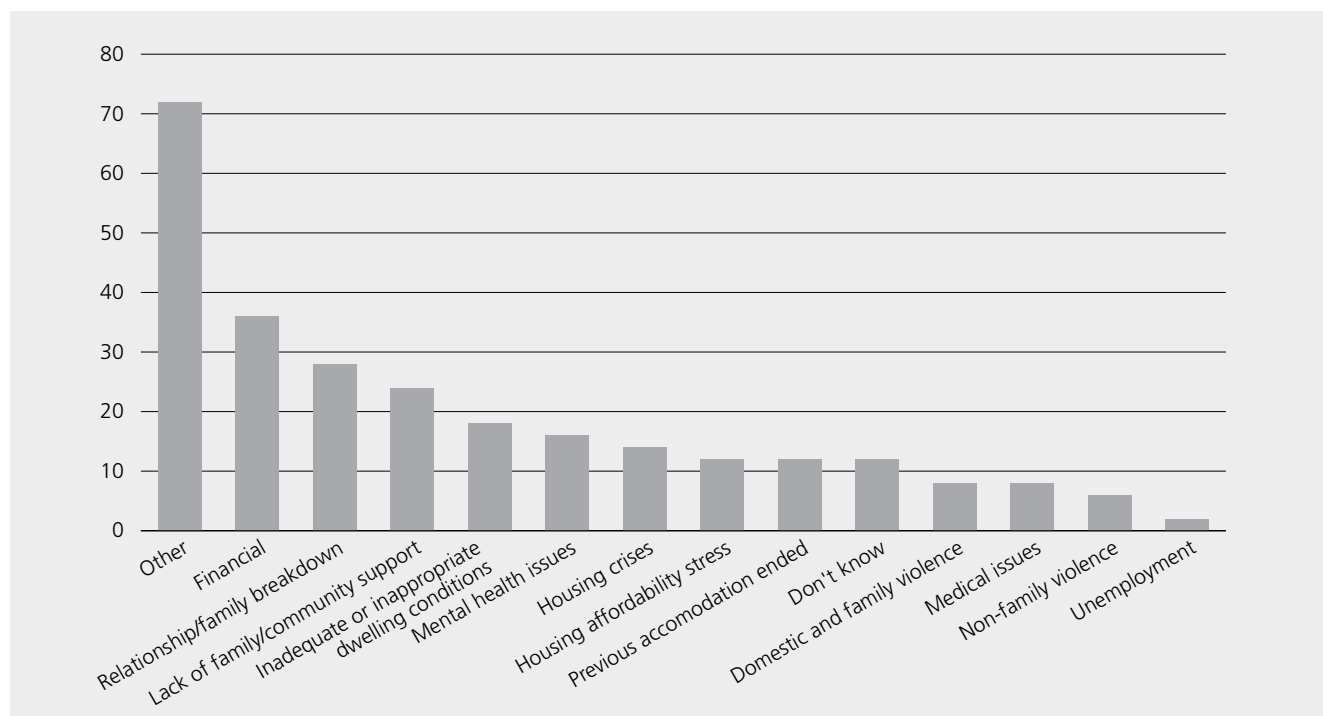


Figure 6 (Types of issues reported by clients, by issue. 1 July 2013 to 30 June 2014) shows, consistent with 2012–13, that our clients' most prevalent issues are pregnancy and parenting, followed by financial issues. Financial issues are particularly prevalent for those clients presenting at our appointments program, many of whom face challenges associated with being a migrant or refugee. The critical issues that clients face relate to housing, family violence and mental health. Figure 6 does not include clients of the specialist homelessness service or Goulburn Valley.

Figure 7 (Reasons for seeking assistance from homelessness program. 1 July 2013 to 30 June 2014) shows that there are significant issues of poverty, relationship breakdown and community support that drive homelessness of our clients.

Figure 8 (Ethnicity of clients, Goulburn Valley. 1 July 2013 to 30 June 2014) shows that 16% of our clients presenting in the Goulburn Valley are from Asia or Africa. There is also a large number of people who are Australian with 6% of the clients being Aboriginal Australians.

34.7% of our integrated family service clients were not born in Australia. Figure 9 (Birth place of family services clients not born in Australia. 1 July 2013 to 30 June 2014) shows where those families are from, with a large proportion from Asia and Africa.

Figure 10 (Country of Birth of homelessness clients. 1 July 2013 to 30 June 2014) represents a small number of clients, but it does illustrate that our homelessness service has a similar proportion of clients it helps from Asia and Africa.

Figure 8: Ethnicity of clients, Goulburn Valley, 1 July 2013 to 30 June 2014

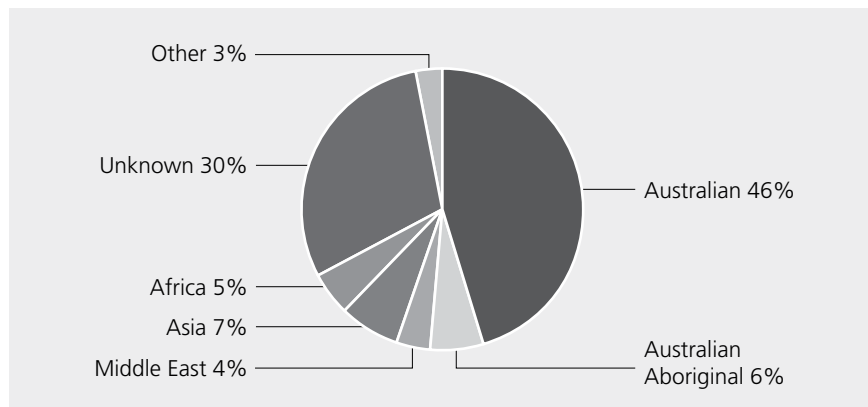


Figure 9: Birth place of family services clients not born in Australia, 1 July 2013 to 30 June 2014

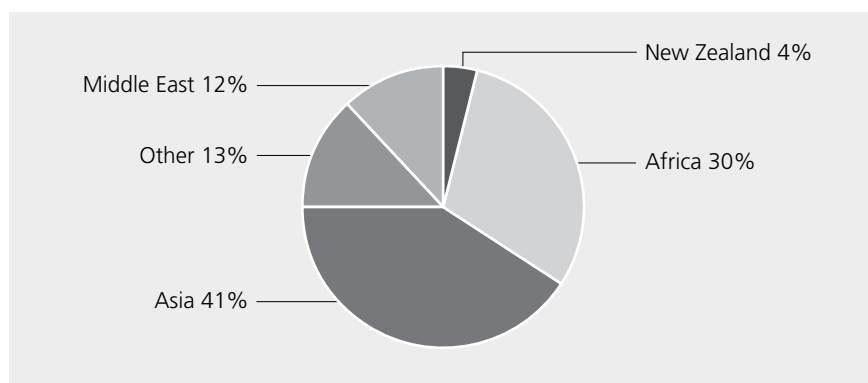
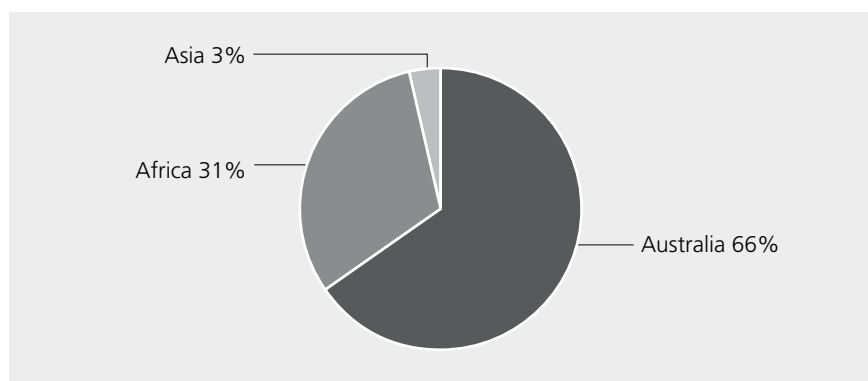


Figure 10: Country of Birth of homelessness clients, 1 July 2013 to 30 June 2014



Our local partnerships

Schools, Service Clubs, Villages and Friends



St Columba's students pampering a mum: St Columba's VCAL students support the Society by doing their placement with us. On a Pamper Day they offer child minding, lunch and beauty treatments to the clients.



Penleigh and Essendon Grammar students cleaning toys: Every week students from Penleigh and Essendon Grammar do their community service with our Moonee Valley team. Some days they clean toys, other days they sort clothes. The jobs are never ending.



Caroline Chisholm Catholic College had a goods drive, which included practical items like beautiful plastic tubs and bunny rugs. We share a name, but we also share a community. The Society has many clients in the catchment area of the school.



Keilor Village resident Judy, with Mary and Mary sorting baby clothes: Judy and Jan come each week to help with the sizes of clothes, while the Marys prepare the baby bundles.



Loyola College Chisholm House Captains safety checking prams: The Chisholm House sponsors the Society by fundraising with many activities including a walk-a-thon and selling chocolates.



CWA and KOGO packs ready for clients: The Country Women's Association have supported us for many years. On the right is the inside of a toiletries packs they prepared. KOGO (Knit One Give One) prepared the pack on the left.



Rotary Club of Essendon built a pergola, which allows us to process goods outdoors. At meetings, people bring a shoebox and fill it with goods for our clients. They also helped us with a remarkable pergola and wool for our knitters.



Taylors Hill Village invited Helen Cooney to speak about our work: Our Volunteer Coordinator, Glenda, and our CEO, Helen, are often invited to speak at local clubs and societies about the work we do.

Our partners include:

Altona Men's Shed
 Caroline Chisholm Catholic College
 Caroline Springs Seniors
 Chisholm House, Loyola College
 Watsonia
 Christ the Priest Primary School
 Country Women's Association
 of Victoria
 Essendon Ladies Rotary
 Essendon Quilters
 Federation Village Sunshine
 Handknitters Guild of Victoria
 Itty Bitty Knitters Group
 Keilor Evening View Club
 Keilor Village
 Knights of the Southern Cross
 Knitwit Group
 KOGO – Knit one give one
 Lions Club of Doutta Galla
 Lions Club of Essendon
 Lions Club of Shepparton
 Lionsville
 Love to Sew Shepparton
 Moonee Ponds Quilting Group
 Moonee Valley Men's Shed
 Nazareth College
 Our Lady of the Rosary & St Mary
 Magdalen, Combined Parishes
 and Schools, Kyneton
 Penleigh & Essendon Grammar School
 Probus Club of the City of Moonee
 Valley Ladies Inc.
 Rotary Club of Box Hill
 Rotary Club of Brimbank Central
 Rotary Club of Essendon
 Spring Stitchers
 Soroptimist International
 Shepparton Inc.
 St Mary's & Margaret's Parish
 and School, Ascot Vale
 Taylors Hill Village
 Werribee Community Shed
 WIGS
 Women of the University

Our People, Neighbourhoods and Finances



Georgina from Penleigh and Essendon Grammar sorting food.



Glenda Rumble and Helen Cooney at the Moonee Valley Festival.



Vicky Casey and Erin Newman at Caroline Springs on their way out to see a client.

Our People: Our members, Board, staff and volunteers

Established in 1969, the Caroline Chisholm Society is a member-based organisation. Our members engage our Board and staff to run a charitable family support organization. We are a non-religious and non-political organization. Our approximately 100 members elect a Board of 12, who appoint a CEO, who in turn appoints our staff. Many of our members are current or former volunteers who support our work with clients directly or in support functions. We currently have over 100 active volunteers. Our life members, Board, CEO and staff are listed at the front of this report. Our team of 21 staff are dispersed across our sites, with the majority being home visiting social workers based in Melbourne's western growth zone at Caroline Springs in the City of Melton. Our Moonee Ponds team is the most diverse, made up a team with skills in family support, counselling, homelessness, volunteer coordination and administration. Our Shepparton team is largely voluntary,

with a staff member to coordinate service provision in the Goulburn Valley. Our new and pre-loved goods team is spread across the three sites.

This year, we were lucky enough to receive the support of the Moonee Valley City Council in scoping an oral history of the Caroline Chisholm Society. We estimate that such a project would cost \$15,000 to complete. A plan has now been written for the project and we hope that a philanthropic donation will be forthcoming to allow the project to be undertaken.

Our Neighbourhoods: Moonee Ponds, Caroline Springs, Shepparton

Our neighbourhoods are special to us. While we started in 1969, by 1972, we had opened in Moonee Ponds. By 1978, Shepparton. We opened in Caroline Springs in 2010, as a way of consolidating our former offices in Laverton, Melton, Sunbury and Bacchus Marsh.



Board members Michael Christie and Tess Fogarty at the Variety Night Fundraiser with family and friends.



Briefing Members of the Victorian Parliament: Bernie Finn, Christine Campbell and Justin Madden discussing the future of Caroline Chisholm in Moonee Valley with Helen Cooney and Paul Webster. Also attending were Andrew Elsbury, Natalie Hutchins and Cesar Melham. Christine Campbell will be retiring from Parliament at the next Victorian election. We thank her for her service to the State, Pascoe Vale and the Caroline Chisholm Society. Christine is a highly valued Life Member of the Caroline Chisholm Society.

In Moonee Valley, we have longstanding relationships with many locals and organisations, and this is the community from which we receive the greatest number of volunteers. The children of our neighbourhood bring their pre-loved goods to us so that we can re-home them. We always attend the Moonee Valley Festival and our bonnet and shawl stall is held fortnightly on Puckle Street and in Niddrie. We are very grateful for the strong support we have from the retirement villages, local schools, service clubs and businesses. While most of our clients coming to the office in Moonee Ponds arrive from other parts of Melbourne that are on the transport lines, such as the City of Hume, we continue to serve many people from Flemington, Kensington, Ascot Vale and Avondale Heights. The Moonee Valley City Council helps us to help those who live, work and recreate in the area.

We also serve a large number of clients from the City of Hume from this office.

In Caroline Springs, we locate most of our staff so they can be close to the growth corridors of Melton and Wyndham. We have fine facilities that are increasingly being used by locals to help our clients. For example, our Caroline Springs office is used for a pamper day for clients organised by St Columba's school. Caroline Chisholm Catholic College, Christ the Priest Primary and Wirrigirri kindergarten have provided much support in helping us to help our growing neighbourhood. The City of Melton helps us to help meet the needs of the growing community in Melton, but also in Brimbank and Wyndham. We also serve Maribyrnong and Hobsons Bay from this office.

Our Shepparton office is now settled into its new site co-located with RadCom. In the Goulburn Valley, we work with Community Care (especially for emergency relief), the Bridge (a community service for women under 26 years of age), Primary Health Care Connect (who offer counselling), and Family Care (a family service provider that includes a ChildFIRST intake office) to achieve a stronger support network around our clients. With regard to volunteering, our partners in Shepparton include local schools such as Notre Dame, the local Special School who recondition prams, CentreLink and employment agencies, and clubs and societies (e.g. Lions & Seroptimists).

Our Finances

In financial terms, it has been a positive year for Caroline Chisholm Society. Following our process of review and repositioning, a revised logic to our programs resulted in a new staffing structure and a new way of collecting and communicating data. This will allow us to grow our understanding of our effectiveness and efficiency. Further, we have retained a focus on three strong locally embedded sites. That project was a response to the strategic review in the previous year that focused the Society on three key objectives being 1) effective services, 2) strong finances and 3) sound governance. Our strategic objective to have three strong sites, includes operating in the Moonee Valley at 977 Mount Alexander Road. A capital campaign for works is underway and resulting donation income drove a surplus. For detailed analysis of our financial position, see our financial statements for the year ending 30 June 2014 included in this report.

Our People, Neighbourhoods and Finances

Our Funders, donors and supporters

Government Funding



Our integrated family services and specialist homelessness services are supported by the Victorian Government.



Australian Government
Department of Social Services

Our emergency relief services are supported by the Australian Government through the Department of Social Services.

Philanthropic Grants and Donations



Our Home Handy Helper program was funded by the Lord Mayor's Charitable Foundation.

Our project to evaluate the Caroline Chisholm Society was funded by the Lord Mayor's Charitable Foundation.

Many of our new baby and maternity goods provided to clients were funded by the Lord Mayor's Charitable Foundation through the Youth in Philanthropy program and by the fund from the Association of Civilian Widows administered by the Lord Mayor's Charitable Foundation



Our "Play and Learn Education Packs" designed to support families during our home visits were funded by the Moonee Valley City Council.

Our Women for Women program, designed to offer new and preloved goods to families by engaging women in recycling and distribution to case workers from within and outside the Society, was funded by the Moonee Valley City Council.

Our scoping of an oral history of the Caroline Chisholm Society was funded by the Moonee Valley City Council.

The 2013 Mayoral Charity Race Night raised funds including for the Caroline Chisholm Society, which we have allocated to helping keep us in the Moonee Valley at the new site at 977 Mount Alexander Road, Essendon.



Our new storage capacity in our Shepparton office was funded by The Community Fund, Goulburn Valley. The investment followed our move to a co-located site at 15 A St Andrews Road, Shepparton.



The supply and installation of a new gas operated industrial washer and dryer to support our pre-loved goods program was funded by WestWaters Hotel & Entertainment Complex and Mercure Melbourne Caroline Springs.



On Foundation Day, Nelson Alexander Foundation donated their fees from an auction to the Caroline Chisholm Society, which we have allocated to helping keep us in the Moonee Valley at the new site at 977 Mount Alexander Road, Essendon. Nelson Alexander has also kindly donated signage in the Moonee Valley.



Our telephone line, allowing people from across the state to call us free of charge for advice or counselling is funded by the Shop, Distributive and Allied Employees' Association (SDA).



The staff at Stockland undertook fundraising, which we have allocated to shelving in our appointment room, material aid and to helping keep us in the Moonee Valley at the new site at 977 Mount Alexander Road, Essendon.

Fundraising Activities

Bonnet & Shawl



Our voluntary team coordinate a fortnightly stall throughout the year on Puckle Street, Moonee Ponds and on Keilor Road, Niddrie. We had a special stall this winter in Highpoint Shopping Centre, at which we sold those blankets that our volunteers knitted donated for that purpose. The stall sometimes has plants, jam and other goods as well as baby clothes. The stall is a vital part of our approach to public awareness. The funds raised from our stall are directed to services for clients.

Cocktail Fundraiser



Clonakilla



Our friends and supporters joined us in October for a cocktail fundraiser. The City of Melbourne supported us to locate in the historic treasure, Melbourne Town Hall. The prize for the wine raffle was donated by the Gourmet Traveller Wine Maker of

the Year, Tim Kirk of Clonakilla. We listened to jazz, offered by Yellow Bird Jazz Band and had a chat with ABC personality and disability advocate Stella Young. The funds raised were directed to services for clients.



Garden Party in the Goulburn Valley



In October, Robyn and John Pettigrew opened their historic home "Manaroo" at Bunbartha for a fundraising high tea. Built by William Orr in 1910, the home is surrounded

by a large garden that formed a beautiful setting for the 80 people who attended. We have directed the funds raised towards family support and baby and maternity goods for clients in and around Shepparton.

Teas for Caroline Chisholm Society



In Summer, we started campaign to raise funds by having people around for tea in our homes with the goal of funding the project at 977 Mount Alexander Road. In response to our call for help, supporters across Victoria are hosting tea, from Carlton to Shepparton. Carmel and Bernard Righetti opened their home, Smeaton House that was built in 1849. Eliza Hepburn, the first lady of the house, is said to have been a contemporary of Caroline Chisholm.

Donations

We thank those who have made significant personal contributions of funds to allow us to operate. There being more than 200 people to thank, we are not able to name them all. In addition to those much appreciated supporters, the organisations that made financial contributions to our operations last year included:

- Loyola College, Watsonia
- Penleigh & Essendon Grammar School
- Women of the University Fund
- Specsavers Moonee Ponds

Our People, Neighbourhoods and Finances

- Lions Club Community Fund – Shepparton
- Nazareth College
- Cemcom Constructions
- White Lady Funerals
- Keilor Village Residents
- Spring Stitches
- Taylors Hill Village
- Moonee Vale Medical Clinic
- Knights of the Southern Cross

We particularly thank those treasured individuals who make the gift of their time and offer us goods. There are also too many of them to name, with over 300 people to thank. The organisations that made in-kind contributions to our operations last year included:

- Altona Men's Shed
- Britax
- Bunnings Warehouse, Shepparton
- Caroline Chisholm Catholic College
- Caroline Springs Seniors
- Catholic Archdiocese of Melbourne Staff and Friends
- Christ Church of Essendon Opportunity Shop
- Christ the Priest Primary School
- Community Children
- Country Women's Association of Victoria
- Essendon Ladies Rotary
- Essendon Quilters
- Federation Village Sunshine
- Fernwood Women's Health Club
- Handknitters Guild of Victoria
- Itty Bitty Knitters Group
- Keilor Evening View Club
- Keilor Village
- Kialla Fire Brigade
- Knitwit Group
- KOGO – Knit one give one
- Lions Club of Doutta Galla

- Lions Club of Essendon
- Lions House Foundation
- Lionsville
- Love to Sew Shepparton
- Moonee Ponds Quilting Group
- Moonee Valley Men's Shed
- Our Lady of the Rosary & St Mary Magdalen, Combined Parishes and Schools, Kyneton
- Probus Club of the City of Moonee Valley Ladies Inc.
- Radcom
- Red Cross
- Rotary Club of Essendon
- Rotary Club of Brimbank Central
- Rotary Club of Box Hill
- Soroptimist International Shepparton Inc.
- Spring Stitchers
- Sts Peter & Paul Catholic Parish Doncaster Drop-In Centre
- St Mary's & Margaret's Parish and School, Ascot Vale
- St Vincent de Paul Society
- Tobin Brothers
- Werribee Community Shed
- WIGS
- Women of the University

We also thank the locals in our neighbourhoods of Moonee Ponds, Essendon, Caroline Springs and Shepparton. The generous donations we receive from locals is deeply encouraging to our team.

Capital Campaign

We are grateful to those who have given or committed funds towards our new premises in the Moonee Valley. Those donors, sponsors and supporters include:

- Essendon Fields
- The Noel and Carmel O'Brien Foundation

- The Lions Club of Doutta Galla
- Strathmore Community Bank@ Branch of Bendigo Bank
- Chisholm House, Loyola College Watsonia
- Lions House Foundation
- BHP Billiton
- Stockland
- Moonee Valley City Council
- Nelson Alexander
- Treasured unnamed supporters running marathons, hosting teas, and offering their skills and expertise
- Caroline Chisholm Society members and volunteers by hosting a Trivia Night, a Variety Night, and hosting fundraising meals

We look forward to the list of contributors to the new building growing. By moving, we are aiming for a building that allows us:

- to operate a community location able to serve the needs of partner agencies;
- to remain in Moonee Valley serving our community;
- to have clients and volunteers in a welcoming and fit-for-purpose space that satisfies our property needs for at least 30 years;
- to increase our support for pregnant women and young families in areas of demand, such as housing and mental health.

We also thank our local council representatives and officials in the City of Moonee Valley, the City of Melton, the City of Greater Shepparton and the City of Brimbank for their support.

We acknowledge the traditional owners of the lands on which we live, work and recreate as individuals, an organisation and as a community.

Our Year and Our Future

The 2013–2014 year saw a significant focus on quality practice by the Caroline Chisholm Society. We implemented outcomes measures across our programs, restructured to improve our efficiency and raised over \$280,000 towards our ongoing viability in Moonee Valley. Having focussed in 2012–2013 on revising our strategic statement and the resulting changes to financial and administrative operations, we were well positioned to implement the remarkable operational reform. We are now able to focus on sustainable and effective services in 2014–15. In particular, we need to assure the future for our operations in the Moonee Valley and Shepparton. We look forward to reporting next financial year on the outcomes of our support for women and their families during and after pregnancy, with pregnancy counselling and support appointments, ongoing family support services and new and pre-loved goods.

“I want to say a big massive thank you. For your support, patience, material aid, for listening, for giving honest advice. Caroline Chisholm was there when no one else was. We will miss not seeing you but it will be fine and I only hope to get better and stronger emotionally, and mentally.”

A client of Caroline Chisholm Society, 2014



Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

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Directors' Report

The directors present their annual report together with the financial report of the Caroline Chisholm Society ("the Company") for the financial year ended 30 June 2014 and the auditor's report thereon.

Directors

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

Names	Appointed/Resigned
Teresa (Tess) Fogarty	10 September 1989–present
Paul Webster	17 September 1991–present
Franciscus (Frank) Smit	20 September 2005–present
Wendy Hunt	21 February 2006–present
Michael Christie	23 October 2009–present
Lucia Fitzgerald	18 May 2010–present
Kate Rowsell	18 May 2010–present
Elizabeth (Lizzie) Blandthorn	22 October 2010–present
Rosemary (Rosy) De Castella	25 October 2011–22 October 2013
Claudia Mollidor	20 November 2012–10 June 2014
Stuart Rowland	20 November 2012–present
Philip (Phil) Gatens	21 May 2013–present
Caroline Stiglec	22 July 2014–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 Smit (Term ended 22 October 2013)
- Philip Gatens (Appointed 22 October 2013)

Operating and Financial Review

The net surplus of the Company for the financial year ended 30 June 2014 was \$49,974 (2013: \$37,343).

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Directors' Report

Review of Operations

In the directors' opinion, it has been a positive year for the Company. During the financial year, the Company undertook a process of review and repositioning, resulting in a revised logic to its programs and a new way of collecting and communicating data. This project was a response to the strategic review in the previous year that focuses the Company in three key areas, effective services, strong finances and sound governance. The Company's primary strategic objective is to have three strong locally embedded sites, including Moonee Valley at 977 Mount Alexander Road. A capital campaign for works on that site is underway and resulting donation income is driving a surplus. Total revenue for the period was \$1,249,606 which is consistent with the prior period revenue of \$1,117,057.

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

Effective services, strong finances and sound governance are the stated strategic objectives of the Company. Financial management 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.

Directors' Report

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:

	Directors' Meeting	
	Number eligible to attend	Number attended
Teresa (Tess) Fogarty	5	4
Paul Webster	5	4
Franciscus (Frank) Smit	5	5
Wendy Hunt	5	2
Michael Christie	5	5
Lucia Fitzgerald	5	4
Kate Rowswell	5	4
Elizabeth (Lizzie) Blandthorn	5	1
Rosemary (Rosy) De Castella	2	0
Claudia Mollidor	4	4
Stuart Rowland	5	2
Philip (Phil) Gatens	5	5
Caroline Stiglec	0	0

Information on Directors

Teresa (Tess) Fogarty

Director

Qualifications	–
Experience	Director since 1989
Special Responsibilities	Moonee Valley Representative

Paul Webster

President

Qualifications	MA, LLB
Experience	Lawyer
Special Responsibilities	Ex Officio Member of all sub Committees State and National Engagement

Franciscus (Frank) Smit

Secretary (Term ended 22 October 2013)

Qualifications	–
Experience	30 years' experience as Managing Director of Small Business
Special Responsibilities	Member Governance and Risk Committee Member Finance and Funding Committee

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Directors' Report

Information on Directors (continued)

Wendy Hunt	Director
Qualifications	Dip Teaching
Experience	35 years' education field; other 20 years in pregnancy support
Special Responsibilities	Goulburn Valley Representative
Michael Christie	Vice-President
Qualifications	MB, BS, FRACGP
Experience	General Practitioner, West Brunswick Clinic
Special Responsibilities	Vice-President
Lucia Fitzgerald	Director
Qualifications	BBus (Property), Masters of Project Management, Masters of Property and Construction
Experience	Development Manager – 15 years experience
Special Responsibilities	Property sub-Committee
Kate Rowswell	Treasurer
Qualifications	BBus (Acc) CA
Experience	Financial Accounting and Reporting
Special Responsibilities	Chair, Finance and Funding sub-Committee
Elizabeth (Lizzie) Blandthorn	Director
Qualifications	BA (Melbourne)
Experience	Policy and strategy, management and representative roles across the labour movement and within state and federal jurisdictions of government.
Special Responsibilities	State and National Engagement
Rosemary (Rosy) De Castella	Director
Qualifications	GradDipPsych, PGDipPsych, MPsych (Counselling), M.A.P.S., Assoc. Member APS College of Counselling Psychologists, BEng (Hons).
Experience	Management of counsellors and psychologist in private practice. Previously Manager and counsellor at Crisis Support Services.
Special Responsibilities	Practice Advice
Claudia Mollidor	Director
Qualifications	BA (Hons), MSc, PhD
Experience	Analyst and strategic consultant in private and public sector organisations and government. Researcher in policy and professional practice around teenage motherhood, crisis support in pregnancies and best practice service response.
Special Responsibilities	Member, Finance and Funding Subcommittee

Directors' Report

Information on Directors (continued)

Stuart Rowland	Director
Qualifications	Law; B.Th. (SCD); B.Litt. (Melb)
Experience	Lawyer
Special Responsibilities	
Philip (Phil) Gatens	Secretary (Appointed 22 October 2013)
Qualifications	BBus, Grad Dip (BIS), FCPA
Experience	Internal Audit Manager in Financial Services Sector
Special Responsibilities	Member, Governance and Risk Subcommittee Ex Officio Member of all sub Committees
Caroline Stiglec	Director
Qualifications	BA(Mon) MPracAcc (Mon)
Experience	Business operations and parenting
Special Responsibilities	

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.

Dividends

The Company's constitution precludes the payment of dividends.

Significant changes in the state of affairs

In the opinion of the directors there were no significant changes in the state of affairs of the Company that occurred during the financial year.

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Directors' Report

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2014 has been received and can be found on page 7 of the financial report.

Signed in accordance with a resolution of the Directors:

Director: 
Paul Webster

Dated this 23rd day of September 2014

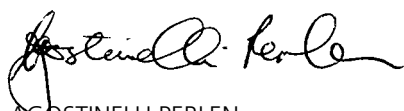
AGOSTINELLI PERLEN

CHARTERED ACCOUNTANTS

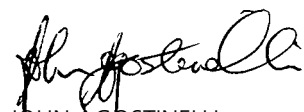
Auditors Independence Declaration under subdivision 60-c section 60–40 of the Australian Charities and Not-for-profits Commission Act 2012

As audit partner for the audit of the financial statements of Caroline Chisholm Society I declare that, to the best of my knowledge and belief, during the year ended 30 June 2014 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.



AGOSTINELLI PERLEN
CHARTERED ACCOUNTANTS



JOHN AGOSTINELLI
PARTNER

Dated at Carlton, Victoria

This Eighteenth day of September 2014

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

AGOSTINELLI PERLEN

CHARTERED ACCOUNTANTS

Independent Audit Report to the Members of the Caroline Chisholm Society

We have audited the accompanying financial report of Caroline Chisholm Society, which comprises the statement of financial position as at 30 June 2014, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, 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 company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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 company's preparation that gives a true and fair view 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 company'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 Charities and Not-for-profits Commission Act 2012. We confirm that the independence declaration required by the Australian Charities and Not-for-profits Commission Act 2012, which has been given to the directors of Caroline Chisholm Society, would be in the same terms if given to the directors as at the time of this auditor's report.

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Liability limited by a scheme approved under Professional Standards Legislation

AGOSTINELLI PERLEN

CHARTERED ACCOUNTANTS

Independent Audit Report to the Members of the Caroline Chisholm Society

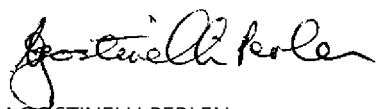
Basis for Qualified Opinion

Donations and other fundraising activities are significant sources of revenue for the Caroline Chisholm Society. The company has determined that it is impracticable to establish control over the collection of donations and funds from other fundraising activities prior to entry into its financial records. Accordingly, as the evidence available to us regarding revenue from these sources was limited, our audit procedures with respect to donations and other fundraising activities had to be restricted to the amounts recorded in the financial records. We therefore are unable to express an opinion, as to whether donations and other fundraising revenue the Caroline Chisholm Society recorded are complete.

Auditor's Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial report of Caroline Chisholm Society is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2014 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards and the Corporations Regulations 2001.



AGOSTINELLI PERLEN
CHARTERED ACCOUNTANTS



JOHN AGOSTINELLI
PARTNER

Dated at Carlton, Victoria

This Twenty-fifth day of September 2014

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Statement of Profit or Loss and Other Comprehensive Income

for the year ended 30 June 2014

	Note	2014 \$	2013 \$
Revenue from funding bodies		1,249,606	1,117,057
Other income	5	119,507	140,921
Employee expenses		(1,022,341)	(935,872)
Program expenses		(41,032)	(33,826)
Depreciation		(27,264)	(32,769)
Occupancy expenses		(59,048)	(46,185)
Communications and IT		(56,441)	(58,293)
Travel expenses		(22,812)	(38,811)
Motor vehicle financing costs		(3,434)	–
Other expenses		(97,503)	(81,164)
Results from operating activities		39,238	31,058
Finance income		10,736	6,285
Net surplus for the period		49,974	37,343
Other comprehensive income			
Total other comprehensive income		–	–
Total comprehensive income for the year		49,974	37,343

The accompanying notes form part of these financial statements.

Statement of Financial Position

as at 30 June 2014

	Note	2014 \$	2013 \$
ASSETS			
Current assets			
Cash and cash equivalents	6	438,113	277,718
Other assets	7	17,418	15,868
Total current assets		455,531	293,586
Non current assets			
Property, plant and equipment	8	1,684,442	1,664,813
Total non current assets		1,684,442	1,664,813
TOTAL ASSETS		2,139,973	1,958,399
LIABILITIES			
Current liabilities			
Trade and other payables		48,305	13,896
Deferred income		97,569	44,989
Hire purchase liability		7,639	–
Employee benefits	9	101,624	92,610
Total current liabilities		255,137	151,495
Non current liabilities			
Hire purchase liability		27,958	–
Total non current liabilities		27,958	–
TOTAL LIABILITIES		283,095	151,495
NET ASSETS		1,856,878	1,806,904
EQUITY			
Reserves		–	–
Retained earnings		1,856,878	1,806,904
TOTAL EQUITY		1,856,878	1,806,904

The accompanying notes form part of these financial statements.

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Statement of Changes in Equity

for the year ended 30 June 2014

	Revaluation Reserve (\$)	Retained Earnings (\$)	Total Equity (\$)
Balance at 1 July 2012	1,091,395	741,003	1,832,398
Surplus for the year	–	37,343	37,343
<i>Other comprehensive income</i>			
Impairment write-down on revalued property	(62,837)	–	(62,837)
Reversal of revaluation reserve on sale of property	(1,028,558)	1,028,558	–
Total comprehensive income for the year	–	1,806,904	1,806,904
Transactions with owners recorded directly in equity	–	–	–
Balance at 30 June 2013	–	1,806,904	1,806,904
Balance at 1 July 2013	–	1,806,904	1,806,904
Surplus for the year		49,974	49,974
<i>Other comprehensive income</i>			
Total comprehensive income for the year	–	49,974	49,974
Balance at 30 June 2014	–	1,856,878	1,856,878

The accompanying notes form part of these financial statements.

Statement of Cash Flows

for the year ended 30 June 2014

	Note	2014 \$	2013 \$
Cash from operating activities:			
Receipts from grants		1,382,732	1,104,007
Receipts from fundraising		19,425	26,868
Receipts from donations		140,647	129,488
Receipts from other operating activities		4,592	4,565
Interest received		10,736	6,285
Payments to suppliers and employees		(1,387,683)	(1,109,949)
Net cash from operating activities		170,449	161,264
Cash flows from investing activities:			
Proceeds from the sale of assets held for re-sale		7,000	1,100,000
Purchase of property, plant and equipment		(52,651)	(1,106,231)
Net cash (used in) investing activities		(45,651)	(6,231)
Cash flows from financing activities:			
Drawdown of borrowings		–	–
Repayment of borrowings		–	(45)
Hire purchase funding		41,557	–
Hire purchase repayments		(5,960)	–
Net cash from financing activities		35,597	(45)
Net increase / (decreases) in cash held:		160,395	154,988
Cash and cash equivalents at beginning of financial year		277,718	122,730
Cash and cash equivalents at end of financial year	6	438,113	277,718

The accompanying notes form part of these financial statements.

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Notes to the Financial Statements

1. Reporting entity

Caroline Chisholm Society ("the Company") is a public company limited by guarantee. The Company is a not-for-profit entity and primarily is involved in the provision of support for pregnant women and families with young children.

2. Basis of preparation

a) Statement of compliance

The Company early adopted AASB 1053 *Application of Tiers of Australian Accounting Standards* for the financial year beginning on 1 July 2010 to prepare Tier 2 general purpose financial statements.

The financial report of the Company is a Tier 2 general purpose financial report which has been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements (AASB – RDR's) (including Australian Interpretations) adopted by the Australian Accounting Standards Board (AASB) and the Australian Charities and Not-for-profits Commission Act 2012. The financial statements were authorised for issue by the Board of Directors on 23rd September 2014.

b) Basis of measurement

The financial statements have been prepared on the historical cost basis except for land and buildings which is carried at fair value.

c) Functional and presentation currency

These financial statements are presented in Australian dollars, which is the Company's functional currency.

d) Use of estimates and judgements

The preparation of financial statements in conformity with AASBs requires management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimates are revised and in any future period affected.

3. Significant accounting policies

The accounting policies set out below have been applied consistently to all periods presented in these financial statements.

a) Financial instruments

i) Non-derivative financial assets

The Company initially recognises loans and receivables and deposits on the date that they are originated. All other financial assets are recognised initially at the trade date at which the Company becomes a party to the contractual provisions of the instrument.

The Company derecognises a financial asset when the contractual rights to the cash flows from the asset expire, or it transfers the rights to receive the contractual cash flows of the financial asset in a transaction which substantially all the risks and rewards of ownership of the financial asset are transferred. Any interest in transferred financial assets that is

created or retained by the Company is recognised as a separate asset or liability.

Financial assets and liabilities are offset and the net amount presented in the statement of financial position when, and only when, the Company has a legal right to offset the amounts and intends either to settle on a net basis or to realise the asset and settle the liability simultaneously.

The Company has the following non-derivative financial assets: trade and other receivables, deposits and cash and cash equivalents.

Loans and receivables are financial assets with fixed or determinable payments that are not quoted in an active market. Such assets are recognised initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition loans and receivables are measured at amortised cost using the effective interest method, less any impairment losses. Loans and receivables comprise trade and other receivables.

Cash and cash equivalents comprise cash balances and deposits.

Accounting for finance income is discussed in note 3(g).

ii) Non-derivative financial liabilities

The Company initially recognises debt securities issued and subordinated liabilities on the date that they are originated. All other financial liabilities are recognised initially on the trade date at which the Company becomes a party to the contractual provisions of the instrument. The Company derecognises a financial liability when its contractual obligations are discharged or cancelled or expire.

Notes to the Financial Statements

Financial assets and liabilities are offset and the net amount presented in the statement of financial position when, and only when, the Company has a legal right to offset the amounts and intends either to settle on a net basis or to realise the asset and settle the liability simultaneously.

The Company has the following non-derivative financial liabilities: trade and other payables and deferred income.

Such financial liabilities are recognised initially at fair value plus any directly attributable transaction costs.

Subsequent to initial recognition these financial liabilities are measured at amortised cost using the effective interest rate method.

b) Property plant and equipment

i) Recognition and measurement

Items of property, plant and equipment are measured at cost less accumulated depreciation and impairment losses except for land and buildings which are carried at fair value.

Cost includes expenditure that is directly attributable to the acquisition of the asset. The cost of self-constructed assets includes the cost of materials and direct labour, any other costs directly attributable to bringing the asset to a working condition for its intended use, and the costs of dismantling and removing the items and restoring the site on which they are located. Purchased software that is integral to the functionality of the related equipment is capitalised as part of that equipment.

Land and buildings held for use in the supply of services and for administrative purposes are stated at their revalued amounts being the

fair value at the date of revaluation, less any subsequent accumulated depreciation and subsequent accumulated losses. Revaluations are performed with sufficient regularity such that the carrying amounts do not differ materially from those that would be determined using fair values at the end of each reporting period.

When parts of an item of property, plant and equipment have different useful lives, they are accounted for as separate items (major components) of property, plant and equipment.

Gains and losses on disposal of an item of property, plant and equipment are determined by comparing the proceeds from disposal with the carrying amount of the property, plant and equipment and are recognised net within other income in profit or loss. When revalued assets are sold, the amounts included in the revaluation reserve are transferred to retained earnings.

ii) Subsequent costs

The cost of replacing part of an item of property, plant and equipment is recognised in the carrying amount of the item if it is probable that the future economic benefits embodied within the part will flow to the Company and its cost can be measured reliably. The carrying amount of the replaced part is derecognised. The costs of the day-to-day servicing of property, plant and equipment are recognised in profit or loss as incurred.

iii) Depreciation

Depreciation is calculated over the depreciable amount, which is the cost of an asset, or other amount substituted for cost, less its residual value. Depreciation is recognised in

profit or loss on a diminishing value basis over the estimated useful lives of each part of an item of property, plant and equipment, since this most closely reflects the expected pattern of consumption of the future economic benefits embodied in the asset. Land is not depreciated. Capital works in progress is depreciated when it is available for use.

The estimated useful lives for the current and comparative periods are as follows:

- Buildings – 2.5%
- Plant and equipment – 12.5 to 30%

Depreciation methods, useful lives and residual values are reviewed at each reporting date.

From 1 July 2009, the Company recognises its land and buildings at fair value. This was adopted to more appropriately reflect the underlying value of the assets.

c) Impairment

i) Financial assets

A financial asset is assessed at each reporting date to determine whether there is objective evidence that it is impaired. A financial asset is impaired if objective evidence indicates that a loss event has occurred after the initial recognition of the asset, and that the loss event had a negative effect on the estimated future cash flows of that asset that can be estimated reliably.

Objective evidence that financial assets are impaired can include default or delinquency by a debtor, restructuring of an amount due to the Company on terms that the Company would not consider otherwise, indications that a debtor or issuer will

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Notes to the Financial Statements

enter bankruptcy, the disappearance of an active market for a security.

The Company considers evidence of impairment for receivables at both a specific asset and collective level. All individually significant receivables are assessed for specific impairment. All individually significant receivables found not to be specifically impaired are then collectively assessed for any impairment that has been incurred but not yet identified. Receivables that are not individually significant are collectively assessed for impairment by grouping together receivables with similar risk characteristics.

In assessing collective impairment the Company uses historical trends of the probability of default, timing of recoveries and the amount of loss incurred, adjusted for management's judgement as to whether current economic and credit conditions are such that the actual losses are likely to be greater or less than suggested by historical trends.

An impairment loss in respect of a financial asset measured at amortised cost is calculated as the difference between its carrying amount and the present value of the estimated future cash flows discounted at the asset's original effective interest rate. Losses are recognised in profit or loss and reflected in an allowance account against receivables. Interest on the impaired asset continues to be recognised through the unwinding of the discount. When a subsequent event causes the amount of impairment loss to decrease, the decrease in impairment loss is reversed through profit or loss.

ii) Non financial asset

The carrying amount of the Company's non-financial assets, other than inventories are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, then the asset's recoverable amount is estimated.

The recoverable amount of an asset or cash-generating unit is the greater of its value in use and its fair value less costs to sell. In assessing value in use, management consider the depreciated replacement cost of an asset, when the future economic benefit of the asset are not primarily dependent on the asset's ability to generate net cash inflows and where the entity would, if deprived of the asset, replace its remaining future economic benefits. For the purpose of impairment testing, assets that cannot be tested individually are grouped together into the smallest group of assets that generates cash inflows from continuing use that are largely independent of the cash inflows of other assets or groups of assets (the "cash-generating unit").

An impairment loss is recognised if the carrying amount of an asset or its CGU exceeds its estimated recoverable amount. Impairment losses are recognised in profit or loss. Impairment losses recognised in respect of CGUs are allocated first to reduce the carrying amount of any goodwill allocated to the units, and then to reduce the carrying amounts of the other assets in the unit (group of units) on a pro rata basis.

Impairment losses recognised in prior periods are assessed at each reporting date for any indications that the loss has decreased or no longer exists. An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

d) Employee benefits

i) Other long-term employee benefits

The Company's net obligation in respect of long-term employee benefits is the amount of future benefit that employees have earned in return for their service in the current and prior periods plus related on costs. That benefit is discounted to determine its present value and the fair value of any related assets is deducted. The discount rate is the yield at the reporting date on Commonwealth Government bonds that have maturity dates approximating the terms of the Company's obligations.

ii) Short-term benefits

Liabilities for benefits accruing to employees in respect of wages and salaries, and annual leave represent present obligations resulting from employees services provided to reporting date. Short-term employee benefit expected to be settled within 12 months, are measured at their nominal values using the remuneration rate expected to be paid as at reporting date, including any related on-costs.

Notes to the Financial Statements

e) Revenue

i) Government funding

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

ii) Other income

Revenue from membership comprises annual membership fees and is recognised in revenue on a straight-line basis over the membership period.

Revenue from donations and fundraising is recognised in revenue when conditions of the donation have been met. Where the donation is not linked to specific conditions, donations are recognised upon receipt.

f) Lease payments

Payments made under operating leases are recognised in profit or loss on a straight-line basis over the term of the lease. Lease incentives received are recognised as an integral part of the total lease expense, over the term of the lease.

Determining whether an arrangement contains a lease

At inception of an agreement, the Company determines whether such agreement is or contains a lease. A specific asset is the subject of a lease if fulfilment of the arrangement is dependent on the use of that specified asset. An arrangement conveys the right to use the asset if the arrangement conveys to the Company the right to control the use of the underlying asset. At inception or upon reassessment of the arrangement, the Company separates payments and other consideration required by such an arrangement into those for the lease and those for other elements on

the basis of their relative fair values.

If the Company concludes for a finance lease that it is impracticable to separate the payments reliably, an asset and a liability are recognised at an amount equal to the fair value of the underlying asset. Subsequently the liability is reduced as payments are made and an imputed finance charge on the liability.

g) Financial income

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

h) Goods and services tax

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the taxation authority. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of the expense. Cash flows are included in the cash flow statement on a gross basis.

Receivables and payables are stated with the amount of GST included. The net amount of GST recoverable from, or payable to, the ATO is included as a current asset or liability in the balance sheet. Cash flows are included in the statement of cash flows on a gross basis. The GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the ATO are classified as operating cash flows.

i) Income tax

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

j) Presentation of financial statements and reduced disclosure

The Company early adopted AASB 1053 *Application of Tiers of Australian Accounting Standards*, AASB 2010–02 *Amendments to Australian Standards arising from Reduced Disclosure Requirements* and AASB 2011–2 *Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project – Reduced Disclosure Requirements*. This has resulted in a reduction of disclosures for item such as financial instruments, share-based payments, defined benefit superannuation plans, equity accounted investments and business combinations. Comparative information has been re-presented or removed so that it also conforms to the new disclosure requirements.

4. Determination of fair values

The carrying value of financial and non-financial assets and liabilities approximates fair value.

The fair value of land and buildings is based on an external valuation and the directors' assessment of fair value based on recent selling prices in this location.

Refer to Note 3 for accounting policies.

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Notes to the Financial Statements

5. Other income

	2014 \$	2013 \$
Fundraising	19,425	26,868
Donations	95,490	109,488
Membership fees	990	1,990
Sundry income	952	–
Rent	2,650	2,575
	119,507	140,921

6. Cash and cash equivalents

Cash on hand	352	461
Undeposited funds	–	255
Cash at bank	109,231	108,341
Short term bank deposits	328,530	168,661
	438,113	277,718

7. Other assets

Prepayments	14,368	13,118
Deposit paid	3,050	2,750
	17,418	15,868

Notes to the Financial Statements

8. Property, plant and equipment

	2014 \$	2013 \$
Freehold land and buildings at fair value	1,610,986	1,610,986
Accumulated depreciation	(12,069)	(6,110)
	1,598,917	1,604,876
Fixtures and fittings at cost	56,739	43,032
Accumulated depreciation	(23,256)	(20,318)
	33,483	22,714
Motor vehicles at cost	119,610	109,661
Accumulated depreciation	(86,820)	(92,633)
	32,790	17,028
Computer equipment at cost	67,217	62,496
Accumulated depreciation	(47,965)	(42,301)
	19,252	20,195
Total property, plant and equipment net book value	1,684,442	1,664,813

9. Employee benefits

Current		
Annual leave	53,857	45,886
Long service leave	47,767	46,724
	101,624	92,610

10. Capital and reserves

The Company is a company incorporated in Australia under the *Australian Charities and Not-for-profits Commission Act 2012* as a company limited by guarantee.

Reserves

The reserves balance relates to a prior period revaluation of freehold land and buildings.

The land and building to which the above revaluation reserve arose, was sold during the financial year ended 30 June 2013. As a result, the balance of the revaluation reserve was reversed via retained earnings during the previous financial year.

Our Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Notes to the Financial Statements

11. Capital and leasing commitments

Operating leases contracted for but not capitalised in the financial statements:

	2014 \$	2013 \$
<i>Payable – minimum lease payments</i>		
Not later than 12 months	18,025	19,120
One year or later and no later than five years	–	1,620
	18,025	20,740

The operating leases comprise rental premises and office equipment such as photocopiers.

12. Contingent assets and contingent liabilities

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

13. Related party transactions

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

14. Subsequent events

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 or 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.

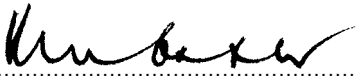
Directors' Declaration

In the opinion of the directors of Caroline Chisholm Society:

1. there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable, and;
2. the financial statements and notes, as set out on pages 10 to 23 are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including;
 - (i) complying with Australian Accounting Standards – Reduced Disclosure Requirements and the Corporations Regulations 2001; and
 - (ii) giving a true and fair view of the Company's financial position as at 30 June 2014 and performance of the Company for the financial year ended on that date.

Signed in accordance with a resolution of the directors:

On behalf of the directors

Director 
Paul Webster

Dated this 23rd day of September 2014

