

# Annual Performance Report

2015/2016

### **Meet Fams**

### **Fams Board**

### **Belinda Kotris**

Chairperson
Tamworth Family Support

### Marnel La Garde

Vice Chairperson (Metro)
Parramatta Holroyd Family
Support

### **Danielle Scoullar**

Vice Chairperson (Regional) Intereach, Deniliquin

### Louise Statz

Secretary
Creating Links

### Ken Cahill

Treasurer Co-opted board member

### **Carol Lockley**

Board member Barnardos

### Anita Mansfield

Board member Social Futures

### Liz Reimer

Board member
The Family Centre

### Helen Silvia

Board member WAGEC

### **Fams District Reps**

### **David Boutkan**

The Family Centre Northern NSW

### Gina Dellar

Mission Australia Far West

### Diane Garfield

Kempsey Family Support Mid North Coast

### Amber Gunn

Central Coast Family Support Central Coast

### **Mary Haiek**

Barnardos Western Sydney

### Elly Haynes

Orange Family Support Services Western NSW

### Lee-Anne Holmes

The Canopy
Hunter New England

### Melinda Rixon

CatholicCare Northern Sydney

### **Mary Lowa**

Eurobodalla Family Support Service Southern NSW

### Samantha Lukey

Family Services Illawarra Illawarra Shoalhaven

### **Diane Manns**

Sutherland Shire Family Service South Eastern Sydney

### **Robert Phillips**

Intereach
Murrumbidgee

### Nadia Saleh

Riverwood Community Centre Sydney

### **Kerry Thomas**

Gateway Family Services Nepean Blue Mountain

### Rachel Wood

Armidale Family Support
Hunter New England
Vacant Sydney South West

### **Government partners**

Minister for Family and Community Services, the Hon. Brad Hazzard MP and his staff, who continue to support our work

Department of Family and Community Services who support us with funding and consultation

### Other partners

Fams members who provide quality support services to vulnerable children and families across NSW

### LCSA and Youth Action

for persevering with making office co-location happen

Clear Impact USA for their continued trust and support

Mark Friedman and the Fiscal Policy Studies Institute, who support our RBA<sup>TM</sup> work

### Dr Michael McAfee who

supports our Collective Impact work, and generally for his guidance and wisdom

### Internet Vision

**Technology** and **Somerville** for IT provision and maintenance

John Ferguson
Accounting for financial
management, audit
preparation, and advice

### Meet Fams' current team

**Jessica Smith** 

Policy & Projects Officer

Jodie Abbey

Strategy & Relationships

Julie Hourigan Ruse

Chief Executive Officer

**Lynette Purton** 

Consultant

Kim Stace

Capacity Building Consultant

**Kate Tye** 

Senior Consultant

Ilka Walkley

Senior Consultant

### Fams' colleagues

Rebecca Hyland

Former District Rep, Northern Sydney

Jessica Lei

Former Capacity Building Consultant (child and family sector)

Louisa McKay

Former Director Policy & Projects

Peter O'Brien

Retired co-opted board member

**Yvonne Porter** 

Former District Rep, South West Sydney

Maya Romic

Former Consultant

**Beth Stockton** 

Former Capacity Building Consultant (child & family sector)

**Annette Tubnor** 

Retired board member and Treasurer

**June Williams** 

Former District Rep, Illawarra Shoalhaven

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- 5. Fams work
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### Chairperson's report

It is with great pleasure that I present to you the 2015/2016 Annual Report.

This will be my final Chairperson's report. It has been my privilege to serve as the Chair of Fams for the past four terms and lead the work of a very talented and dedicated board. I have every confidence in handing the reins over to the new Chairperson who will lead Fams into the next stages of its future.

The job of Chairperson would not be possible without the support of the whole board. To each existing and past board member I say thank you. Thank you, for your commitment, dedication and wisdom. The insights that you have bought with your positions on the Fams board have made every meeting informative and respectful. The ability to have open dialogue and arrive at decisions with which the board either agree and commit or disagree but still commit is a credit to individual's leadership skills. When decisions are made they are thoughtful, respectful and strategic.

I would like to acknowledge the Fams CEO Julie Hourigan Ruse. Julie continues to balance between running the organisation on a daily basis and keeping the board well informed where needed to make the strategic decisions as required. Thank you to all the Fams staff and contractors who ensure that Fams delivers the outcomes that we set out to achieve. This has only been possible through your dedication and positive participation. I would like to personally say thank you.

This year we left Old Bidura House in Glebe and moved into William Street, Woolloomooloo co-locating with Youth Action and Local Community Services Association. The strategic plan has been reviewed to ensure its continued relevance in the changing environment. Fams will continue to represent our members and ensure that all member services have a voice.

Over the next year we will continue to support services to measure and treasure success, however small. This work means constantly seeking to uncover the inherent strengths of others. It means triumph and transformation. It means always keeping the faith and never giving up hope. And finally in closing it means asking yourself, "who am I not to change the world?" It means believing that you can, and do, make a difference every single day.

**Belinda Kotris** 

Chairperson

### Treasurer's report

Income for the year was \$978,549. A total expenditure of \$976,235 gave a small surplus of \$2,314. The organisation goes into the next financial year with reserves of \$281,201.

While we have ended the year with a surplus, this has been a year of change. Some staff resignations created the opportunity for a restructure. This allowed the organisation to consider afresh its aim, strengths, and value to members, FACS and the community

I would like to take this opportunity to thank the staff of Fams for the generosity and commitment that they brought to the consideration of our financial situation over this year. As well I thank John Ferguson Accounting for their support with the day to day management of the financial records and reports.

I wish Fams every future success to continue to attract funding that fits with its objectives and improves the ability of services to meet the support needs of vulnerable children and families.

In June 2016 Annette Tubnor retired from the Fams board after having served for more than a decade, including as Treasurer in recent years. We would like to thank Annette for her passion, commitment and thoughtful contribution to Fams over many years. We wish Annette well for the future.

### Ken Cahill

Treasurer

### **Financial health of Fams**

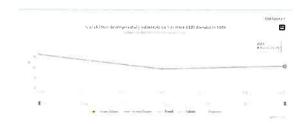
	2008	2009	2010	2011	2012	2013	2014	2015	2016
Reserves to Expenditure (* percentage greater than 18% is considered good)	. 37	11	14	22	23	42	20	38	30
Working Capital Ratio (* ratio of more than 2 is good)	2.9	1.4	2.1	1.4	2.0	2.1	2.5	3.33	2.86
Cash Reserves (weeks) (* greater than 10 weeks is considered healthy)	19.8	9.8	9.9	15.4	20.7	17.9	9.5	30.67	24.2

### What we contribute to

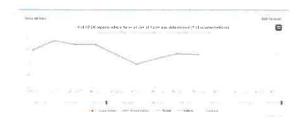
Fams contributes to safe children, strong families and supportive communities.

The following graphs depict the population results that our work contributes to.

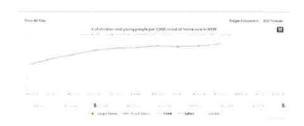
### Children developmentally vulnerable



## ROSH reports were harm or risk of harm was determined



### Children in out of home care in NSW



### How are we doing?

The latest Australian Early Development Census (AEDC) was released on 9 March 2016, and while it shows signs of improvement in areas like literacy and numeracy, it also tells us there is work that we all need to do to give Australian children the best possible start.

The AEDC measures five important population level domains of early childhood development that are closely linked to the predictors of adult health, education and social outcomes.

Data started being collected for the AEDC in 2009 and was captured again in 2012 and most recently in 2015. Now, for the first time, schools, communities and governments can track emerging trends in early childhood development. Since 2009, the census has included over 96 per cent of eligible children in their first year of full-time school – representing data on over 850,000 children to inform communities and governments of best practice in the important area of early childhood development.

The 2015 results show that around one in five children were developmentally vulnerable on one or more domain(s), which is in line with results from in 2012, and an improvement from results from 2009.

- Physical health and wellbeing: The proportion of children developmentally vulnerable in this domain was quite stable at 9.4 and 9.3 per cent in 2009 and 2012, but increased to 9.7 per cent in 2015.
- Social competence: Developmental vulnerability decreased from 9.5 per cent in 2009 to 9.3 per cent in 2013, and has increased to 9.9 per cent in 2015.
- Emotional maturity: The number of children developmentally vulnerable in this domain has fluctuated over time. It decreased from 8.9 per cent in 2009 to 7.6 per cent in 2012, then increased to 8.4 per cent in 2015.
- Language and cognitive skills (schoolbased): Significant improvements were made in children's language and cognitive

skills. The proportion of children who are developmentally vulnerable has decreased from 8.9 per cent in 2009 to 6.5 per cent in 2015.

• Communication skills and general knowledge: Developmental vulnerability has steadily decreased from 9.2 per cent in 2009 to 8.0 per cent in 2015.

It is not surprising that AEDC data suggests that where children live can have an impact on their development. Children living in very remote areas in Australia in 2015 were twice as likely as those living in major cities to be developmentally vulnerable on one or more domains, at 47 per cent and 21 per cent respectively. The percentage of developmentally vulnerable children in major cities and inner regional Australia has remained consistent since 2012 and improved from 2009.

However, developmental vulnerability for children in very remote areas has steadily increased since 2009. This increase in

vulnerability is contributing to a widening gap between these children and those in major cities, which has grown from 23 per cent in 2009 to 26 per cent in 2015. Positively, there has been a significant decrease over time in the percentage of Indigenous children vulnerable on one or more domain(s), from 47 per cent in 2009 to 42 per cent in 2015. While Indigenous children are twice as likely to be developmentally vulnerable than non-Indigenous children, promising results show that this gap is narrowing over time.

The 2015 AEDC results are encouraging as they show that the development of Australian children is improving on the whole, with developmental vulnerability among children in their first year of full-time school decreasing over time since 2009 nationally. However, differences in developmental vulnerability across the domains and among children from different demographic profiles, suggests there is more work to be done.

### Fams work

### Our role

Fams is the peak body for nongovernment, not for profit organisations working with vulnerable children and families. We support our members demonstrate their contribution to population results through:

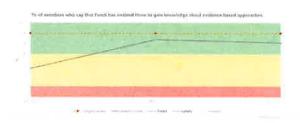
- enabling them to measure outcomes and use that data to inform practice and collaborate to provide better outcomes for clients;
- 2. building skills and knowledge about evidence informed practice; and
- 3. systemic policy and advocacy.

Fams is the international lead partner of Clear Impact (formerly Results Leadership Group), and is the only accredited provider of Results Based Accountability<sup>TM</sup> and the Clear Impact Scorecard<sup>TM</sup> in Australia.

This year Fams went through significant internal change. Even so, we managed consistent outcomes against our headline performance measures. This is a direct reflection of the hard work, commitment and passion of staff to deliver a quality service to those we work with.

### Service outcome 1

Services who work with families gain knowledge and resources about evidence informed approaches related to the child and family sector



The vital role of family work and critical importance of early intervention services in keeping children from escalating to risk of significant harm remained Fams' focus. We produced five policy position papers with input from our District Reps on issues identified as being areas of key concern:

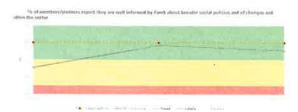
- · child and family sector;
- evidence based practice and programs;
- common language;
- outcomes measurement; and
- procurement.

An invitation to appear to give evidence to the Legislative Council Social Issues Standing Committee inquiry into service coordination in communities with high social needs presented another opportunity to showcase the value of the child and family sector.

Fams strengthened our collaborative relationship with Family Referral Services and progressed discussions for a joint project around common intake and assessment principles that would streamline access pathways for clients.

### Service outcome 2

Members are well informed about emerging issues, reforms and current policy related to the child and family sector



During the year, FACS commenced active consultation as the first step to reform in the early intervention and prevention service system. Release of the

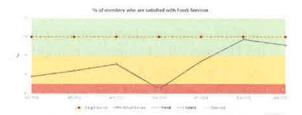
consultation report by FACS was delayed and this caused some frustration and uncertainty in the sector as they were left wondering what would be expected of them when their contracts expired in June 2016. Even though the Minister for Family and Community Services announced the rollover of funding until 30 June 2017, there are still many unanswered questions about how Targeted Earlier Intervention reform policy position papers are being drafted will ultimately impact on Fams' members.

Fams remains actively involved in the following committees ensuring our members have a strong presence and voice:

- Social Innovation Council and the two associated sub-committees on outcomes measurement and NGO benchmarking
- Safety and Permanency Advisory Group
- Early Intervention Council
- Brighter Futures Lead Agencies Forum
- NGO Peaks Working Group
- ACWA Best Practice Unit Statewide Reference Group
- FONGA including their outcomes measurement committee
- NCOSS Child, Youth and Family Alliance (formerly the Steering Committee on Child Poverty)
- NSW Child Support and Stakeholder Engagement Group

### Service outcome 3

Those we work with have increased capacity to work collectively, embed and measure outcomes in the organisations and at a community level



Fams was proud to host the second international RBA Summit in Sydney in October 2015. 230 participants joined us across three days to learn from, and share local success stories with, world leaders in Results Based Accountability<sup>™</sup> and Collective Impact.

We also co-hosted a Collective Impact Masterclass by Dr Michael McAfee with ARACY and Opportunity Child. The event was held in Sydney but live-streamed nationally with almost 200 people participating.

As the NSW Government commenced work on a NSW Human Services Outcomes Framework, Fams brought its expertise to the table, specifically how NSW population outcomes relate to the outcomes and data that Fams' members and clients are already collecting for their funded programs.

To build on our knowledge, Fams held a residential forum in May 2016 to develop child and family service performance measures that align with the NSW Human Services Outcomes Framework.

To make our introduction to outcomes measurement training more accessible, we trialled a new format webinar series for the first time. The format was five webinars over five weeks and was well

received by participants. Fams will be fine tuning this format and running the webinar series as a permanent fixture on our calendar.

Fams' was privileged to work with the following partners to implement outcomes measurement at scale:

- 10 child, youth and family services in the Nepean Blue Mountains district (jointly with Youth Action)
- Brighter Futures Lead Agencies
- family services in Newcastle/Hunter region
- six specialist homelessness services (pilot project)
- Aboriginal Affairs local decision making accord initiatives
- NSW Family and Community Services

   Illawarra district and Northern
   Sydney district
- clients in Tasmania, South Australia, Victoria and Queensland

### Service outcome 4

Fams is strong on governance and compliance

The sale of Old Bidura House in Glebe meant that Fams needed to relocate to new office premises. Under a pre-existing arrangement Fams paid only peppercorn rent in Glebe. While FACS partially supported the cost of relocation and office fit-out, there was no possibility of supplementary funding to support us to transition into the commercial rental market.

Strong leadership and financial prudence saw investigations for co-location opportunities begin. After a long process, Fams secured new offices in Woolloomooloo and entered into a co-location arrangement with Youth Action

and Local Community Services Association (LCSA).

Relocation provided a further opportunity to bring Fams' technology into the 21<sup>st</sup> century as we deployed a cloud based server, new client management system and a new website.

The 2015 statutory review of the Associations Incorporation Act 2009 led to changes to the Act being passed through NSW Parliament. In response, the Board critically reviewed our constitution to ensure it remained compliant with our legal obligations.

The timing also gave the Board the opportunity to reflect more broadly on who Fams is and what we do – and make sure that is reflected in our governing documents.

At the time of writing a new constitution has drafted and will be proposed to members in a special resolution. Most of the changes are machinery in nature and simply adopt the new wording of the model constitution, as well as reflect the diversity of work that our members do.

### Summary

Fams must, and will, continue to work hard if we are to maintain our relevance to members, government and the broader community sector. We are fully committed to playing our part to ensure a strong, diverse and viable sector that can respond to the needs of vulnerable children and families and deliver lasting positive change.

The priority at the heart of all work always remains the safety, health and wellbeing of children and families.

### **Financial statements**

The following pages are extracted from our audited financial report for the year ended 30 June 2016:

- Committee's report
- Income statement
- Balance sheet
- Cash flow statement
- Independent auditor's report

### **COMMITTEE'S REPORT**

Your committee members submit the financial report of the NSW FAMILY SERVICES INC. for the financial year ended 30 June 2016.

### **Committee Members**

The name of each member of the committee during the year and if different, at the date of the report;

**Belinda Kotris** Kenneth Cahill Helen Silva Elizabeth Relmer

Anita Mansfield

Danielle Scoullar

Louise Statz

Marnel Lagarde

Carol O'Lockley

### Principal Activities

The principal activities of the association during the financial year were:

provide support to non-government organisations in New south Wales that are providing services to families experiencing stress in NSW

### Significant Changes

No significant change in the nature of these activities occurred during the year.

### **Operating Result**

The profit of the association after providing for income tax amounted to \$2,314.00.

Signed in accordance with a resolution of the Members of the Committee.

Committee Member:

Belinda Kotris

Belinda Kotris

Committee Member:

Kenneth Cahill

Dated this 29 day of September 2016

# INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2016

		2016	2015	
	Note	<u> </u>	\$	
INCOME				
Membership Fees Received		42,685	46,643	
Sales		7,296	12,630	
Copyright Income		2,901		
Playpower Income		1,564		
Interest Received		11,962	6,892	
Training Income		136,007	124,053	
•		202,415	190,218	
OTHER INCOME	•			
Grants Received		640,831	520,440	
Commissions		2,511	10,825	
Consultants Income		45,798	9,700	
Conference Registration & Spon sorship	8	71,830	15	
Results Licence Fee		7,710	19	
Scoreboard annual Maintenance		6,878	3	
Sundry Income		576	4,339	
•		776,134	545,304	
		978,549	735,522	

# INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2016

*	Nata	2016 \$	2015 \$	
	Note	•		
EXPENDITURE				
Administration Costs		400	6,756	
Advertising & Recruitment		300		
Audit Fees		•	14,000	
Bad Debts		16,787	:*):	
Bank Charges		1,456	1,227	
Bookkeeping		33,671	50,582	
Cleaning		1,128	4,136	
Conferences & Meetings		10,994	37,194	
Contractors		15,819	11,055	
Depreciation		3,268	7,199	
Filing Fees			20,047	
General Expenses		211	550	
HR Review		2,727	T.	
Insurance		•	11,949	
Workers Compensation		3,686		
Other		5,537		
		9,223	11,949	
Leasing Charges		19,070	-	
Legal Costs		5,265		
Meetings Expenses		11,564	-	
Office Expenses		17,200	25,692	
Postage		2,216		
Printing Postage & Stationery		12,782	20,909	
Resource Production Costs		8,999	4,794	
Property Search & Upgrade		79,753		
Rent		37,640	4,800	
Repairs & Maintenance		18	4,931	
RLG		164,214		
Salaries		433,367	413,249	
Conferences & Training		10,817	5,536	
Subscriptions		5,984	3,510	
Superannuation		37,541	37,073	
Telephone		16,966	30,489	
Travelling Expenses		31,654	29,113	

# INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2016

		2016	2015	
	Note	\$	\$	
Provisions & Reserves				
Annual Leave		(19,568)	₹:	
Long Service Leave		(5,463)	*	
Employee Benefits			2,320	
		(25,031)	2,320	
Web Maintenance & Internet		10,250	2	
		976,235	747,111	
Profit (Loss) before Income tax		2,314	(11,589)	
Profit (Loss) for the year		2,314	(11,589)	
Retained earnings at the beginning of the		270 007	268,245	
financial year		278,887	•	
Equipment fully depreciated		-	(12,390)	
Equipment Replacement Reserve			(9,840)	
Retained earnings at the end of the financial year		281,201	278,886	

### BALANCE SHEET AS AT 30 JUNE 2016

	Note	2016 \$	2015 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	428,001	551,725
Trade and other receivables	4	55,210	28,363
Prepayments		427	4,960
TOTAL CURRENT ASSETS	-	483,638	585,048
NON-CURRENT ASSETS			
Property, plant and equipment	5	8,972	12,241
TOTAL NON-CURRENT ASSETS	-	8,972	12,241
TOTAL ASSETS	-	492,610	597,289
LIABILITIES			
CURRENT LIABILITIES			
Trade and Other Payables	6	160,927	181,071
PAYG Payments payable		5,468	6,402
Prov. for Superannuation		2,706	·*
TOTAL CURRENT LIABILITIES		169,101	187,473
NON-CURRENT LIABILITIES			
Borrowings	7	36,842	120,000
Employee benefits	8	5,466	10,930
TOTAL NON-CURRENT LIABILITIES		42,308	130,930
TOTAL LIABILITIES		211,409	318,403
NET ASSETS		281,201	278,886
MEMBERS' FUNDS			
Retained earnings	9	281,201	278,886
TOTAL MEMBERS' FUNDS		281,201	278,886

# CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2016

		2016 \$	2015	
CASH FLOWS FROM OPERATING ACTIVITIES				
Receipts from customers		867,561	320	
Payments to suppliers and employees		(920,089)	9	
Interest received		11,961		
Net cash provided by (used in) operating activities		(40,567)		
CASH FLOWS FROM INVESTING ACTIVITIES				
Payments for moving		(83,157)		
Net cash provided by (used in) investing activities		(83,157)		
Net increase (decrease) In cash held		(123,724)		
Cash at beginning of financial year		551,725		
Cash at end of financial year	3	428,001		



### **MEAGHER, HOWARD & WRIGHT**

CERTIFIED PRACTISING ACCOUNTANTS

ABN 42 664 097 441

PARTNERS
K.J. WRIGHT JP M COMM FC PA
G. MIDDLETON B COMM ACA

FINANCIAL PLANNING MARK MAYCOCK J P

ASSOCIATE
L.J. HOWARD O A M. J.P. B.Ec. F.C.P.A.

Suite 505 Level 5 / 55 Grafton Street BONDI JUNCTION NSW 2022 PO Box 653 BONDI JUNCTION NSW 1355

Phone: 02 9387 8988 Fax: 02 9387 8388 greg(d)mhw.net.au

# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE NSW FAMILY SERVICES INC. A.B.N. 97 130 562 119

### Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report of NSW Family Services Inc., which comprises the statement of financial position as at 30 June 2016, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the responsible entities' declaration.

### Responsible Entities' Responsibility for the Financial Report

The responsible entities of the registered entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the Associations Incorporation Act 2009. The responsible entities' responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I have conducted my audit in accordance with Australian Auditing Standards. Those standards require that I 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 responsible entities' preparation of the financial report that gives a true and fair view 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 registered entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the responsible entities, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

### Opinion

In my opinion the financial report of NSW Family Services Inc. has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012, including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2016 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the Australian Charities and Not-for-profits Commission Regulation 2012.

### **Basis of Accounting**

Without modifying my opinion, I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the responsible entities' financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose.

Name of Firm

Meagher Howard & Wright

**Certified Practising Accountants** 

Name of Principal:

Greg Middleton 24953

Address:

Suite 505, 55 Grafton Street BONDI JUNCTION NSW 2022

Dated this 29th day of September 2016