



2017 Annual Report

index

1

mission, values
& child safety
commitment

6

our people and
org chart

2

president/ceo
report

7

Betty McLean
award

3

umfc by numbers

8

treasurer's report &
financial summary

4/5

board of directors

9

thank you

mission, values and child safety commitment

Mission

Strengthening families to build vibrant communities.

Values

Participation

By demonstrating a willingness to work co-operatively with others and contribute to Agency discussion and processes.

Respect

By demonstrating professional conduct towards others.

Excellence

By demonstrating a commitment to the highest standards in all practice and relationships.

Justice

By demonstrating a commitment to fairness in decision making and conduct.

Honesty

By using words and deeds that are clear, polite and truthful.

Commitment to Child Safety

All children and young people who access UMFC Services have a right to feel and be safe and to be treated with respect. We are committed to providing a welcoming and safe environment and working towards the best interests of children and young people at all times.



president/ceo report



It was opened on the 11 May 2017 by Victoria's Commissioner for Children and Young People, Liana Buchanan and won the Master Builders Association's award for development in its category in July 2017.

This achievement is notable for a number of reasons, it was accomplished by the agency's sound management over many years, supported by generous local businesses and without any public funding. It symbolises explicitly the value of independent community organisations in contributing to social and physical capital for current and future generations.

The year was also significant because of the roll out of the NDIS. The agency conducted a thorough examination of the scheme to make a decision about participating as a provider. The decision reached in March 2017, was that UMFC would not engage in the NDIS as a provider at this stage. The decision was formed on the basis that while the philosophy underpinning the scheme was uncontested, the implementation process, including the pricing model raised concerns. The NDIS is a model predicated on a highly casualised, low paid workforce with a high throughput of service users. None of these elements sits well with our core values and commitment to high quality service provision. We will watch the roll out of the NDIS and reconsider our position if these concerns are addressed.

In support of our reputation as a quality service provider, we had a very successful mid cycle audit for our DHHS funded programs. The assessment demonstrated our satisfactory progress across all areas.

The agency has been very active in participating with our Victorian government funder, DHHS, in various working

This year saw the culmination of many years of planning with the completion of our head office in Wodonga.

Our Out of Home Care, Child and Family Services and administration staff moved in November 2016, followed by the Hume Riverina Community Legal Service in March 2017. The site holds around half the agency's workforce.

parties associated with significant program reform. One of these involves the transfer of aboriginal children in Out of Home Care to the care and control of Aboriginal Community Organisations (ACCOs). In our area the ACCO is Mungabareena Aboriginal Corporation. There is universal agreement about this direction and a commitment to achieve this most worthy goal.

Another important aspect to the reforms is the focus in measuring and funding outcomes. Again this has universal agreement and the debate is on the details of what outcomes and how will they be interpreted. UMFC has accepted the importance of this work and has partnered with others (OZ Child, Mallee Family Care and MacKillop Family Services) in developing a client information management system (CIMS). This partnership developed from philanthropic funding from the Ian Potter Foundation to Mallee Family Care, Oz Child and UMFC in 2014. The agencies joined with MacKillop in 2016, who had a CIMS also underway. One part of the CIMS to be developed is on outcomes.

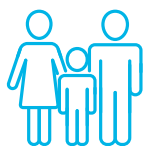
This is very exciting and challenging work and in line with public policy trends. The benefits of demonstrating the impact of our work are obvious and manifold.

The work outlined in this report reflects the dedication and skill provided by all our paid and volunteer workforce, the leadership of the Board and our constructive partnerships with government and community at all levels. We hope our successes are owned by all our supporters.

Greg Pearl President
Luke Rumbold CEO

umfc by numbers

Child & Family Services



992

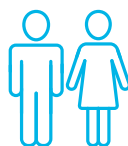
the number of families supported



2,530

the number of children supported

Community Legal Services



1,809

the number of clients supported



2,291

the number of legal advice

Foster Care & Kinship Care Services



256

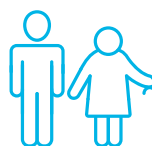
the number of children in placement



100

the number of placement households

Aged & Disability Services



19,981

the number of respite hours provided to people with disabilities and their families



11,490

the number of respite hours funded for people who are aged and/or have dementia

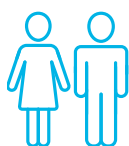
Family Relationship Services



378

the number of families supported

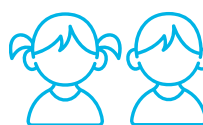
Financial counselling services



733

the number of clients supported

Trust in Kids Children's Fund



31

the number of children who received TIK assistance



\$10,320

the total value of assistance

board of directors



President

Greg Pearl Dip Ed, B Health Admin

Appointed to the Board on 8 June 2007. Greg was elected President on 25 October 2011. Greg was the Director of Infrastructure at Albury Wodonga Health until his resignation in July 2016.



Vice President

Robyn Gillis BSc, AssDip OHS, Mas HSM, GAICD

Appointed to the Board on 25 October 2011, Robyn is the Operations Director of the Albury Wodonga Regional Cancer Centre (AWRCC). Robyn also has a history of employment in Health Safety & Environment.



Treasurer

Dean Bocquet CPA

Appointed to the Board on 25th October 2012, Dean was appointed Treasurer in 2013. Dean has previously assisted UMFC in a strategic planning role before appointment to the Board. Dean has a strong background and connection to the region/community and acts as a business and taxation advisor to SME's across the country.



Member

Liz Heta BSW

Appointed to the Board on 26th August 2013, Liz is a Wiradjuri woman who has been an active member of the Albury Wodonga Aboriginal Community for many years. Liz is employed as an Aboriginal planner and Partnership Officer for DHHS and has a background in health, HACC and community development.



Member

Kerryn Mitchell AdvDipMgt (Com)

Appointed to the Board 10th December 2015 Kerry manages the volunteer, pastoral care and creative services at Northeast Health Wangaratta. She has a strong background in both community and health. Kerry and her family are also a respite foster family.



Member

Sunita Rama LL.B, BEc Solicitor

Appointed to the Board on 25 October 2011, Sunita is a Family Law Solicitor in her own business Rama Myers Family Lawyers and was previously employed as a Judges Associate to Justice Kay of the Family Court Melbourne. Sunita is also a Board Member of St David's Uniting Care.



Member

Paul Rob Solicitor

Appointed to the Board on 23rd February 2017, Paul practiced as a solicitor, most recently with Robb & Associates, specialising in Criminal and Personal Injury until retirement in June 2016. Paul has been involved with a number of community based organisations and is currently a board member of Hothouse Theatre.



Member

Anita Smith Grad Dip Regional & Community Development, GDip BA (Strategic Mang), B Bus (Acc)

Appointed to the Board in December 2015 Anita is passionate about regional economic and social development in particular within Northern/North East Victoria. Anita has worked in senior management/executive roles within state government and the health sector.



CEO & Secretary

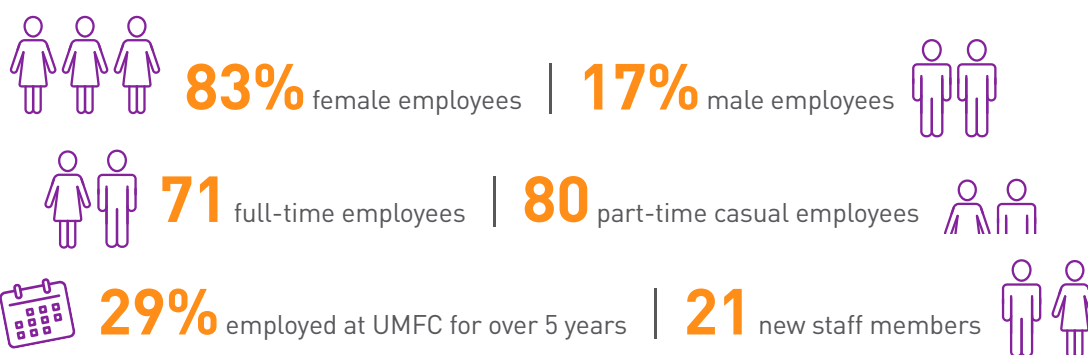
Luke Rumbold

BA, BSW, MSW, PhD, FAIM

Luke is currently the CEO of UMFC and has been with UMFC since 17 September 1984.

our people & org chart

In 2016-2017 the UMFC workforce was made up of **151** employees, of which:



Board of Management

Chief Executive Officer
Luke Rumbold

Director of Client Services
Sheri Moulton

Director of Workforce Services
Fran Stoner

Director of Business Services
Ray Woodhouse

Family Relationship Services

- Parenting Orders Program
- Children's Contact Service
- Post Separation Counselling
- Family Relationship Centre
- Financial Counselling

Out of Home Care Services

- Foster Care
- Kinship Care

Child & Family Services

- Child FIRST
- Family Services
- Early Years

Aged & Disability Support Services

- Support Options
- Interchange

Hume Riverina Community Legal Services

- HRCLS Generalist
- Family Violence & Youth Services
- Generalist Outreach NSW
- Cooperative Legal Service Delivery
- Child Protection
- Health Justice Partnership

Business Services

- Projects & Quality
- Finance
- Human Resources
- Administration
- Communications

Networks

- Family Law Pathways Network
- Child & Family Services Alliances

the Betty McLean award

The Betty McLean Award gives recognition to the work of the many volunteers who assist UMFC in achieving its mission of “strengthening families to build vibrant communities”. Volunteers give their time, skills and energy to our programs on a regular basis and without them we would not be able to function.



This year we are delighted to announce that the winner of the Betty McLean award is Linda Grellman.

Linda is a well-respected and valued community member who started her journey as a Foster Carer with UMFC back in 2014.

Within this period of time Linda with support from her husband Andrew, has taken on a diverse range of placements. These placements have included respite, short term and long term. It should be noted that Linda was also part of a Therapeutic Shared Care Placement which assisted a 17 year old young person with special needs in transitioning from Foster Care to

Independent Living - this placement was the first of its kind in the State of Victoria. Linda and Andrew still play an active role in this young person's life. To ensure success of her current placement, Linda has taken 12 months leave without pay from work.

Currently Linda is committed to providing a nurturing and loving home environment for two young people. The siblings are part of a larger family group and she has worked effortlessly in ensuring they retain connection, celebrate family events and have a sense of being part of a larger family dynamic. The complexity of this placement has displayed Linda's highly valued skill set in advocacy, team work, clear communication and selflessness.

Linda is a shining example of “strengthening families to build vibrant communities” through commitment, respect, nurture, advocacy, honesty and justice.

Previous Winners:

Margo & Kevin Fox	2000
Shirley Dobson & Brian Hayes	2001
Georgina and Niall Reidy	2002
David Milan	2003
Leigh Ferguson	2004
Roslynne & Neville Burgen	2005
Harry Johnson	2006
Pat Nimmo	2007
Eugene Butkowski	2008
Shani Robertson	2009
Dusan Jovetic	2010
Sharon & Jim Gambold	2011
Peter Bridle	2012
Chris Hollonds	2013
Jessica Thurling	2014
Peter Uniacke	2015
Yvonne Stevens	2016

UMFC Life Members

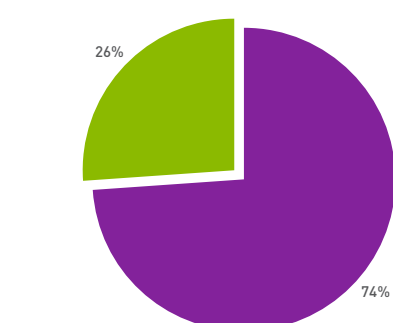
The Very Reverend David Thawley	1989
Frank Maestrioanni	1989
Shirley Rutherford	1991
Lou Lieberman	1993
John Taylor	1994
Graham Andrew	1994
Berta Laubli	1995
Betty McLean	1999
Rhonda Stein	2000
Violet Coles	2001
Nancy Mason	2005
Alan Cracknell	2005
George Pender	2005
Gillian Mallinder	2008
Sue Blake	2011
Jeff Wittig	2011
Jill Knights	2011
Phil Oates	2015
Lester Sawyer	2016

treasurer's report & financial summary

Treasurer
Dean Bocquet CPA

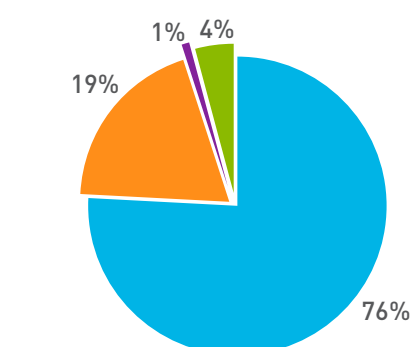


UMFC Expenses 2017
\$12.7m



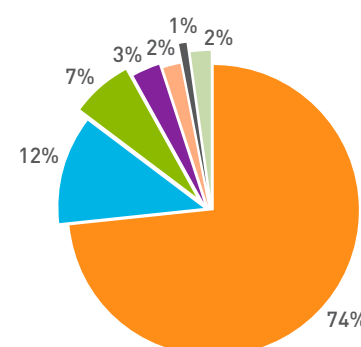
- Staff Expenses \$9.4
- Operating Expenses \$3.3

UMFC 2017 Revenue
Source Split \$13.8m



- State Government
- Federal Government
- Trusts, Grant & Fundraising
- Fees for Service
- Other Revenue

Expenditure 2017
by Percentages \$12.7m



- Employee Related Expenses \$9,407,041
- Direct Program & Client Expenses \$1,530,545
- Office & Administration Expenses \$849,480
- Depreciation & Amortisation Expenses \$381,910
- Occupancy Expenses \$196,329
- Borrowing Costs \$136,141
- Other Expenses \$269,782

As the Agency closes off another very successful year, the Board, members and staff should be very proud of our financial achievements.

Total Surplus from activities was **\$1,068,028** (a **75% increase** from the prior year).

Net assets increased to **\$9,783,207** as at 30 June 2017, with corresponding Cash & Cash Equivalents **increasing by \$1,187,769** (from \$6,555,614 to \$7,743,383).

Property and other Assets total **\$9,827,306** – these assets are predominantly carried at Cost (or Written Down value) and would bring a significantly higher realisation value in a commercial market.

We continue to record substantial future employee provisions (however within acceptable parameters) and our bank funding (and other finance) liabilities totalled **\$3,784,659** at 30 June 2017.

We now enjoy the benefits of a new office facility and whilst we carry some debt in this regard, our strong Net Asset position and exceptional financial governance and reporting will allow us to diligently navigate future fiscal periods whilst reducing this debt in a manageable manner.

That being said, The Agency is envisaging a more difficult 2017/2018 operational environment and expect (and plan) for a reduction in cashflow (and cash position) by 30 June 2018.

Thank you to the Finance team - hard working, diligent and perform the accounting and related functions on behalf of the Agency to the highest standard. **Well done.**



thank you

UMFC extend a warm “thank you” and our heartfelt appreciation to all who have supported us in the community for over 35 years, in particular, our donors, volunteers, carers and local communities and look forward to strengthening this bond for many years ahead.

Volunteers are the life blood of our community and at UMFC we are continually astounded by the strength of support, time, skills and experience given by our volunteers to help care for our children and families.

Numerous donors also sustain our agency with financial contributions assisting us to provide care and support to

families and individuals in our region. Thank you to our donors for your generosity and support – even the smallest contribution can help change a life.

If you would like to make a difference and work as a volunteer or carer, please call us on **02 6055 8000** or **03 5720 0000** for further information.

Government

Federal

Department of Social Services
Attorney-General's Department
Department of Health

State

Department of Health & Human Services
Department of Justice & Regulation
Department of Education & Training
Victoria Legal Aid
Legal Aid NSW
Victorian Legal Services Board

Carers and Volunteers

Partners

Local Government
Local Partners
Mallee Family Care
Mungabareena
Oz Child

Contributors

Sponsors

SS&A
Dutch Media
Rowly and Judy Paterson
2AY Ace Radio
Hume Bank
Connelly Construction Services
RE Ross Trust
The Jack Brockoff Foundation
Helen Macpherson Smith Trust
The Ian Potter Foundation
Adroit Insurance
Baker Motors
Best Western Travel Inn
Border Mail
Delited Cleaning
Discount Grocery Warehouse
HA Jacob and Sons
Homemakers Furniture

IT Connexion
Keith Marshall
Lavington Lions Club
MGR Solutions
Prime 7
Profolio Financial Planning
SJE Consulting
Southern Cross 9
Speciality Press
Star FM
The Printer Wizards
Usage Business
Wangaratta Lutheran Op Shop
Wangaratta Telstra Business Centre
Wodonga Football Club
Wodonga Life Activities Club
Zauner Constructions
... and many generous individuals.



Wodonga - Head Office

27 – 29 Stanley St, PO Box 725
Wodonga, Vic 3689

P 02 6055 8000

F 02 6022 8099

Wangaratta Office

36 Mackay St, PO Box 389
Wangaratta Vic 3676

P 03 5720 0000

F 03 5720 0099

Hume Riverina Community Legal Service

27 – 29 Stanley St, PO Box 31
Wodonga Vic 3689

P 1800 918 377

Aged & Disability Support Services

76 Nordsvan Drive, PO Box 725
Wodonga, Vic 3689

P 02 6057 8400

F 02 6057 8499

Family Relationship Centre

282 Beechworth Rd, PO Box 725
Wodonga Vic 3689

P 02 6057 5399

F 02 6022 8633

Family Relationship Services

681 Young St, PO Box 72
Albury NSW 2640

P 02 6057 5399

F 02 6021 2633



UMFC acknowledges the
support of the Victorian
and the Australian
Governments.



Australian Government

ABN: 99 081 624 768 Reg No: A5357

