

“Supporting Local Families for over 30 Years”
1979 - 2012



2012 Calendar

Incorporating 2010-2011 Annual Report
ABN: 99 081 624 768 Reg No: A5357

UMFC President's Report

The past year for Upper Murray Family Care has seen the fulfilment of one of the organisation's strategic visions to establish a visible presence in Albury, New South Wales. On 19th July 2011 the Albury site was opened at 681 Young Street by the local member for Farrer Ms Susan Ley. This was an exciting event celebrating the efforts of the CEO Luke Rumbold, the former Chair of Upper Murray Family Care, Ms Susan Blake and members of the Board, Lester Sawyer and Doug Howard architects and the builders Connelly Constructions. This building reflects the ingenuity of Lester Sawyer as architect, the strategic management of the CEO, Board and Executive staff of Upper Murray Family Care. This has seen the completion of a major capital work which is the home to the Post Separation Services delivery programs such as Children's Contact Service, Integrated Mediation Program and the Parenting Orders Program.

The management of this organisation requires a committed and dedicated Chief Executive officer, and this past year has heralded continuing commitment to and enhancement of governance measures at CEO, Board and Senior Management Group level. A review has been undertaken over the past twelve months of policies and procedures within the organisation. It is anticipated that the recommendations of the review will overtime become incorporated into the general business of Upper Murray Family Care to serve as an adjunct to the existing policy and procedure framework on which all members of Upper Murray Family Care and clients can rely to ensure that the agency's reputation for excellent service delivery is maintained.

Again, the staff of Upper Murray Family Care have maintained their steadfastness to the task of quality service delivery to clients of this region and New South Wales during 2011. The care and attention that each staff member delivers to the clients in their care does not go unnoticed at the CEO and Executive and Board level. Staff commitment to the clients of UMFC is the springboard from which Upper Murray Family Care is able to confidently stride into the future allowing visions for the future development of this wonderful agency to flourish from dreams to fruition. We acknowledge the commitment of all staff and for those staff which departed the agency during the past twelve months, we thank them for their contribution and wish them well for their futures.

I, on behalf of all of the Board members, CEO and staff, thank Jeff Wittig vice president for his significant contribution as a long serving member of the Upper Murray Family Care Board since 1999 and wish him well for an exciting new phase of retirement as he departs this agency as a Board member. We congratulate him on becoming a Life Member of Upper Murray Family Care. We acknowledge the major contribution by Ms Susan Blake who retired from the Board this year. Ms Blake has served on the Upper Murray Family Care Board since 1999 and was Chair for seven years up to 2009. This is a major contribution to the history and accomplishments of this agency and we also honour her and acknowledge her life membership of Upper Murray Family Care. The third person awarded Life membership this year is Jill Knights. Jill was employed as a family support worker for over 27 years in our Wangaratta office. Jill personified the values espoused by the agency and was highly regarded by clients and colleagues alike. We wish her well in her retirement.

We hope that the next twelve months will see the vibrancy and energy which drives Upper Murray Family Care continue and formulate a new chapter for the agency. On behalf of the Board of Upper Murray Family Care we wish to acknowledge the excellent contribution by CEO Luke Rumbold to this agency over the past twelve months and we know that Upper Murray Family Care will certainly be in good hands for the coming twelve months ahead.



UMFC CEO's Report

The year just gone has been a hectic one. Possibly the most significant development for the sector in the past year was the establishment of the protecting Victoria's Vulnerable Children Inquiry by the new state government. This extensive inquiry's terms of reference included Out of Home Care and Family Services, which we provide, as well as the state's Child Protection service. It was pleasing to see the panel members conduct public hearings across Victoria and our agency followed up a written submission with a verbal presentation when they met in Wodonga on the 25th of July. The recommendation arising from the inquiry should shape the sector for at least the next decade. Two points we made to the panel were the lack of capital funding for the agencies like ours and the proposal to shift OoHC from Child Protection to the Department of Education and Early Childhood Development. It will be interesting to see what the panel recommends.

The other major development for our sector was the ASU fair wage campaign for increased salaries for our workforce. While we await the outcomes in terms of increases and concern over government support with additional funding to cover such costs, the improvement in wage conditions will be a significant boost to agencies like ours in respect of both recruitment and retention of a skilled workforce.

At a program level a number of positive changes occurred in the year. Our Child FIRST and Family Services programs came together under one program called Integrated Family Services and the seamless transition is a tribute to all staff involved. We received the great news that our federally funded financial counsellor for Albury and surrounds would be funded on an ongoing basis.

Our Interchange and Support Options programs have joined together under the banner of Aged and Disability services. Both programs, like others, have been working very hard on program standards in preparation for external audit.

I would like to acknowledge the outstanding dedication and professionalism demonstrated daily by our Program Managers in managing our diverse services in such a complex environment. On a similar note, I would like to express my thanks to the directors who comprise the Senior Management Group. I know I speak on behalf of UMFC staff in saying that the agency's success is due, in large part, to their leadership. It is a great pleasure to work with people of such quality.

The Hume Riverina Community Legal Service, which the agency auspices, has moved to improved rental accommodation and Child FIRST in Wodonga relocated alongside Family Services. The next major building project for the agency is for all our Wodonga services to be collocated. The benefit for staff and service users would be obvious.

There is so much more to say but space prevents doing so. I would like to close with a personal note of thanks to staff, volunteers, donors, supporters and the community generally who encourage us to do our best. Our Board of Management deserve special mention as a leadership group who oversee the agency and demonstrate great commitment to the mission. I would like to personally thank Trish Devlin, Jeff Wittig and Sue Blake for their dedication to the agency and their support to me.



Upper Murray Family Care Organisational Chart



BOARD

CEO

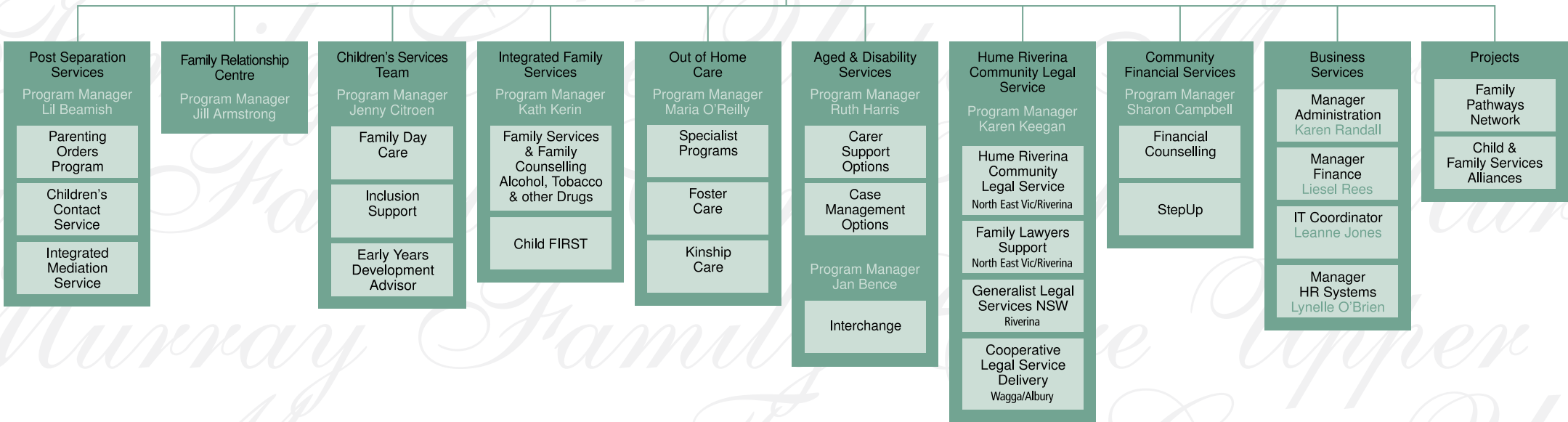
Luke Rumbold

SENIOR MANAGEMENT GROUP

Director Client Services
Sheri Brooks

Director Workforce Services
Fran Stoner

Director Business Services
Ray Woodhouse



Upper Murray Family Care



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DECEMBER 2011

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January

FEBRUARY

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Sunday Monday Tuesday Wednesday Thursday Friday Saturday

New Years Day 1	Public Holiday 2	3	4	5	6	7
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22	23	24	25	Australia Day 26	Start NSW School Term 1 27	28
29	30	31				

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Board of Management

Ten Tips for Successful Board Participation

As the governing body of an organisation (such as UMFC), a successful board is essential to the agency's performance. One of the aspects of a successful Board is a group of members actively engaged in the role. This includes:

- 1. Understanding, accepting and promoting the agency's mission.** The mission explains why the agency exists and it is important that all Board members not only actively promote this, but also that they reflect on what that means for all the work they do.
- 2. Fulfilling fiduciary duties.** The Board has ultimate authority for the agency and as such holds a position of great trust. This trust needs to be understood and respected by every Board member.
- 3. Attending Board meetings.** A Board is only as good as its membership and the effort they put in. Regular attendance at scheduled meetings enables effective and productive relationships to form amongst the Board members.
- 4. Engaging in recruitment of new board members.** Every Board is unique, reflecting the personalities of the individuals at the time. Existing Board members can actively promote the work of the Board and encourage a wide range of people to consider taking on a similar role to provide diversity and balance.
- 5. Performing delegated duties promptly.** Some tasks can only be done by the Board. For the smooth working of the agency these jobs need to be done on time.
- 6. Ensuring criticism of the organisation and Board is constructive and done appropriately.** Board members have a responsibility to respond to critical feedback in a constructive way. Any sensitive information that may be involved needs to be handled responsibly and ethically.
- 7. Attending agency functions.** Showing an interest in the people and day to day work of the agency by attending agency functions not only allows workers to get to know the Board, but gives Board members much greater insight into the workings and culture of the agency they lead.
- 8. Provide support to the CEO.** As the employer of the CEO, who has overall responsibility for the operations of the agency, the Board in turn has a responsibility to develop a positive relationship based on trust and mutual regard.
- 9. Participating in the organisation's fundraising.** Fundraising can enhance the agency's independence and accountability to the community. Being actively involved in fundraising activities demonstrates the importance of this.
- 10. Abiding by the organisation's confidentiality policies.** Having access to all levels of information across the agency requires a strong commitment to privacy.

Summarised from Board Matters Vol; 10 No2 pg 6 2010

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JANUARY

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February

MARCH

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Sunday Monday Tuesday Wednesday Thursday Friday Saturday

			Start VIC School Term 1	1	2	3	4
	5	6	7	8	9	10	11
12	13	Valentines Day	14	15	16	17	18
19	20		Ash Wednesday	22	23	24	Launch Sunny Sizzle 25
26	27	Business Clean Up Day	28	29			

Senior Management Group

10 Tips for looking after yourself.

1. Laugh daily. Have at least one good belly laugh every day. Adults are said to laugh around fifteen times a day; children laugh about four hundred times. We could all learn something from them!

2. Spend time with people you care about. Our close relationships help inoculate us against the effects of stress and pressure. Spending time with friends and family is a good investment in our mental health and well-being!

3. Control your work. Strive to create a healthy work/life balance. Prioritise your tasks and learn to say "no" to extra and unnecessary commitments.

4. Eat regularly and well. Eating a well balanced diet and having regular meals helps keep energy levels up and contributes to a sense of well-being.

5. Do things you enjoy. Allocate time to doing things you enjoy - reading, gardening, going on a picnic, attending a sporting event, taking a course in pottery, or anything else that takes your fancy.

6. Take regular exercise. Regular exercise can improve sleep, decrease general fatigue and reduce the symptoms of stress. Try to exercise every day, even if it is just going for a walk.

7. Don't put pressure on yourself by trying to control the uncontrollable. Many things we encounter are beyond our control. We can't control the behaviour of co-workers or friends so need to focus on the things we can control, such as how we choose to respond to problems.

8. Pause, take a break, have a holiday. During the day stop for a minute, shut your eyes, concentrate on breathing gently and notice the sensations around you. Go for a walk, take a lunch break out of the office and plan for regular holidays for time out and relaxation.

9. Limit the use of tobacco, alcohol and other drugs. Using these as a crutch for dealing with stressful situations may lead to a range of health problems. If you think you are relying on these to get you through, it would be a good idea to seek some help.

10. Relaxation techniques. Meditation, yoga and muscle relaxation can help to combat the effects of stress. Less formal methods, like listening to music or sitting on a park bench watching the world go by, are also worth a shot!

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FEBRUARY

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APRIL

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March

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

				1	Schools Clean Up Day	2	3				
Clean Up Australia Day	4	5	6	7	International Women's Day	8	9	10			
11	Labour Day (VIC)	12	13	14	World's Greatest Shave (15-17 March)	15	16	17	St Patricks Day Cultural Diversity Week (17-25 March)		
Seniors Week NSW (18-25 March)	18	19	Autumnal Equinox	20	Harmony Day	21	World Water Day	22	Albury Gold Cup	23	24
Arthritis Awareness Week (25-31 March)	25	26	27	28	29	End VIC School Term 1	30	31			

Community Financial Services

10 top money management tips

1. Get hold of a good budget sheet and set yourself a budget. Keep a record of everything you spend over a period of time to identify your patterns and problem areas.
2. Keep your spending money and bill money in separate bank accounts. Calculate how much you need to pay into your bills account each fortnight and pay as many as possible automatically by Bank Transfer, BPay or Direct Debit.
3. Limit eftpos transactions by going to your bank on pay day. Take out all your spending money and allocate this to envelopes or purse. e.g. groceries, petrol, sport, medical.
4. Check your bank statement transactions every fortnight to make sure all are correct.
5. Get onto a Bill smoothing plan by negotiating a set fortnightly or monthly payment with your Gas, Electricity, and Water providers. Set up Centrepay if you are on a Centrelink Benefits or BPay from your Bills account if you do internet banking.
6. Organise to pay Council Rates fortnightly/ monthly via BPay from your Bills account. You can also pay registration fortnightly via BPay in the same way you would calculate your rates.
7. Shop only once per week/fortnight using a Menu Planner. Incorporate weekly specials and any leftover foods in freezer, fridge or pantry in your Menu Planner.
8. If you are in financial hardship, let your creditor, bank or utility provider know as soon as possible to see if they will give you more time to pay. See a Financial Counsellor if you are being harassed and can't afford to pay your debts or bills.
9. Centrelink income is protected income. Normal household goods and cars less than \$6,700 (owned outright) are also protected. Creditors and debt collectors cannot threaten to take protected property.
10. Avoid short term, high interest loans. For people who have a Health Care Card, find out if you would qualify for a No Interest Loan between \$800 to \$1500 or a \$3,000 low interest rate stepUP loan to purchase a second hand car, whitegoods, computers, furniture or to pay for future medical costs. For more information call UMFC 02 6055 8000 or 03 5720 0000.

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MARCH

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April

MAY

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Sunday Monday Tuesday Wednesday Thursday Friday Saturday

April Fools Day Daylight Savings Ends	1	2	3	4	End NSW School Term 1	5	Good Friday	6	Easter Saturday	7
Easter Sunday	8	Easter Monday	9	10	11	12	National Youth Week (13-22 April)	13	14	
15	Start VIC School Term 2	16	17	18	19	20	21			
Earth Day	22	Start NSW School Term 2	23	24	ANZAC Day	25	26	27	28	
29	30									

Integrated Family Services

Top 10 Parenting Tips

1. Make time to play and have fun! It's quality family time that can help prevent needless conflict and behaviours that drive you crazy.
2. Look after yourself. It's hard to be a calm, relaxed parent if you are stressed, anxious or depressed. Make time each week to unwind or do something you really enjoy.
3. Make opportunities to listen to your children – even if you are just doing the washing up. The more you listen, the more you will hear and understand your children.
4. Be clear about rules and expectations. When they are broken, try to stay calm and not get upset. Children will learn that rules exist for a specific reason, not just to keep you happy.
5. Be sensitive to your children's feelings. Always try to use positive language and constructive criticism when correcting. Explain why a behaviour is not acceptable and allow children to think of why not to do it again.
6. Connect with other parents.
7. Children learn by watching you. Speak to children as you would like to be spoken to. Behave as you would like them to behave.
8. Praise your child's good behaviour.
9. If you think that your child is using swear words for effect, but doesn't understand what he's actually saying, explain to him that it is offensive to many people and can hurt their feelings.
10. Separated? Remember to show your child that you respect their relationship with their other parent.

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APRIL

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May

JUNE

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Sunday Monday Tuesday Wednesday Thursday Friday Saturday

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Mothers Day	13	National Volunteer Week National Law Week (14-20 May)	14	National Families Week (15-21 May) International Day of Families	15	16
	20	Drug Action Week	21	22	23	Biggest Morning Tea
					24	25
						National Reconciliation Week (26-31 May) Sorry Day
	27	28	29	30	31	World No Tobacco Day

Interchange

Tips for relating with people with disabilities

1. To start with, it is important to be yourself. This is the greatest attribute that you can have to share with someone. Be a real person, do not put on a false facade.

2. Treat people according to their age. We often make the mistake of assuming that a person with a disability is at an immature intellectual level. It is important not to trivialize or to talk down. Your initial interaction with a person will give you a cue to the person's level of understanding.

3. Talk directly to the person in preference to talking through a third person. For example, even when the third person may assist with sign language, look directly at the person with a disability you are talking to.

4. Never pretend to understand. If you do not understand what a person is saying, ask the person to repeat what was said. Some people may use communication boards or other aids that assist in communication.

5. Ask if you can be of assistance before jumping in and performing a task. The person may be developing independence in doing the task. Encourage independence by not offering to help all the time. Allow mistakes to be made, as these are great learning tools.

6. Avoid making assumptions. If you are not sure of what to do when your assistance is requested, ask the person you are helping to tell you.

7. Only talk about a person's disability when it comes up naturally. Be guided by the person's wishes to do so.

8. Appreciate the person's abilities and what they can do. A person's difficulties may stem more from society's attitudes than from their disability.

9. Be considerate of the extra time it may take for the person to say or do things. Let the person sometimes set the pace in walking or talking. Provide your whole, unhurried attention and help only when needed.

10. Consider that we all have a disability; on some of us they show.

Upper Murray Family Care



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MAY

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June

JULY

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Sunday Monday Tuesday Wednesday Thursday Friday Saturday

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3	4	World Environment Day	5	6	7	8
10	Queen's Birthday	11	12	13	14	15
17	18	19	World Refugee Day	20	Winter Solstice	21
24	25	26	27	28	End VIC School Term 2 End NSW School Term 2 Red Nose Day	29
						30

Family Relationship Centre

Tips for parenting after separation

1. What children need after separation is exactly what they needed before: a positive, secure relationship with both parents. Most children love their parents despite their flaws and want to be able to have a relationship with both of them without guilt or stress.
2. Parents who can make room for thinking about their children's needs, apart from their own needs, are the parents who help children adapt best to family separation.
3. Conflict is hard for kids. Children twist themselves into strange shapes when the people they love the most are in conflict. They do not like their parents' conflict and do not want to be involved in it or be a messenger between two warring parents.
4. Don't run down your ex-partner or talk to your child about them in a complaining or negative way. Children will feel torn between you and may feel pressure to choose. If you can't say anything nice, don't say anything at all.
5. Work on developing clear communication channels and information exchange with your ex-partner. Try and work out a plan for cooperative parenting. This helps children feel secure and keeps the relationship on a firm footing.
6. If you are parenting from a distance, keep in regular contact with your children. This can be done by phone, email, text, Skype or even via letters in the mail.
7. Record a bed time story so that when your children are not with you, you are still a part of their daily routine.
8. Children will want some input into decisions affecting their lives. As they get older this is even more important. Listen to what they have to say without judgement or criticism.
9. Adolescents will need to spend time with their friends as well as their families. Allow them flexibility in arrangements so that they do not feel forced to choose.
10. Above all, love your children and let them know that you are always there for them. You may not still be partners but you will always be parents.

Upper Murray Family



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JUNE

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July

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15 <small>Start VIC School Term 3 Start NSW School Term 3</small>	16	17	18	19	20	21
22	23	24	25	26	27	28
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Post Separation Services

Ten tips for dealing with an ex-partner

1. Accept that developing a workable relationship to negotiate day to day parenting responsibilities with your ex-partner will take effort. It may not come easily.
2. Rethink your roles and how you can relate to each other as parents rather than partners. This will include separating out issues to do with being an ex-couple and focusing instead on your children.
3. Children generally want a strong relationship with both parents. Think about how you need to relate to your ex-partner to allow this to happen.
4. Shared respect, courtesy and clear communication are four of the main building blocks of a workable relationship.
5. Don't get stuck bringing up issues from the past, focus on the children and what they need.
6. Accept that the other parent might do things differently from you but that the most important thing is that the children are alright. Children can cope with different environments if they know both parents are OK with it.
7. If you have trouble communicating, try using emails or letters to clearly express what you want to say. If talking in person, write down a list of the things you need to talk about and tick them off as you go through.
8. Recognise what might push your buttons and prepare yourself to handle the situation as calmly as possible.
9. Look after your own physical and mental health as much as possible. You will be in a better position to deal with problems that way.
10. Give things time to work. Parenting as separated parents is an ongoing process and you won't always get it right the first time.

Upper Murray Family Care



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JULY

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SEPTEMBER

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August

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

			1	2	Jeans for Genes Day	3	National Aboriginal & Islander Childrens Day	4
International Friendship Day	5	6	7	8	9	10	11	
International Youth Day	12	13	14	15	16	17	18	
	19	20	21	21	23	Daffodil Day	24	25
Women's Equality Day	26	27	28	National Meals on Wheels Day	29	30	31	

Hume Riverina Community Legal Service

Tips for Social Networking

The good:

1. **Social networking** is all about **social connection and inclusiveness** - keeping in touch with friends and family, reconnecting with old friends and making new friends.
2. **Geographical location** is no barrier for **social interaction** - you can have friends from the other side of the world.
3. **Instantaneous and interactive means** to communicate through sending and receiving messages, uploading photos and videos.
4. **Social networking is a virtual meeting place** - people can share information, discuss topics and swap thoughts, feelings and opinions.

The bad:

5. Social networking can lead to **identity theft and fraud**. Be careful about the personal information that you give, such as your date of birth, email address and phone numbers.
6. Remember that once you post something online, it becomes **public** and is in the **digital universe** forever. You may unknowingly be **forfeiting your privacy and confidentiality rights**.
7. Postings, comments, status updates, photos and videos become a **public and permanent record** which **anyone can cut, copy and modify** to send to somebody else.
8. Social networking also lends itself to **security concerns** due to the display of personal information such as name and location. **Stay safe and secure** by not updating the world as to your current whereabouts.

The ugly:

9. Social networking can lead to **cyber bullying, stalking and voyeurism**. So be aware of what you say, what you upload, the information you give and who you are giving it to. The choice is yours as to how much information you release in such a public forum.

So remember:

10. Use it, enjoy it but be careful and if all else fails, before you post something ask yourself 'would your grandmother like to read or know that?'

Upper Murray Family Care



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AUGUST

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September

OCTOBER

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Sunday Monday Tuesday Wednesday Thursday Friday Saturday

	30					Foster & Kinship Care Month 1			
Fathers Day	2	Australian National Flag Day	3	4	5	6	White Balloon Day	7	8
	9	10	11	12	13	14	15		
Step Family Day	16	17	18	19	20	21	22	International Day of Peace End VIC School Term 3 End NSW School Term 3	
Vernal Equinox	23	24	25	26	27	28	29		

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Out of Home Care

10 tips for working with traumatised children

1. What causes trauma? Children can suffer trauma due to ongoing physical, sexual and emotional abuse; family violence; anything that causes them to feel worthless, unlovable and insecure; abandonment, neglect; the loss of loved ones or being witness to tragic events.

2. Don't be afraid to talk about the traumatic event: Children don't benefit from 'not thinking about it' or 'putting it out of their minds'. Don't bring it up on your own, but when the child brings it up, don't avoid discussion. Listen, answer questions and provide comfort and support.

3. Keep them close: Children who have experienced trauma often need to be kept close after they have misbehaved rather than be sent away, as this may reinforce feelings of rejection and abandonment – 'time in' rather than 'time out'.

4. Experiences of Success! Traumatized children need lots of experiences of success. Don't set the bar too high. Be happy with small achievements and successes.

5. A calm environment: Children who have experienced trauma do better in environments where there is less rather than more stimulation.

6. Have fun!! Traumatized children need to be taught how to have fun....they need to see these things in action and see that no harm comes to people when they are being silly and having fun.

7. Be nurturing, comforting and affectionate, but be sure that this is in an appropriate 'context'. They need time and patience to watch and learn how people interact with others in nurturing and safe ways.

8. Be aware of your own responses: A parent/carer who is calm in the face of the child's behaviour is better placed to truly be there for the child. They are also able to teach the child that there are other ways to respond in difficult times.

9. Protect the child. Do not hesitate to cut short or stop activities that are upsetting or re-traumatizing for the child. Try to restructure or limit activities that cause escalation of symptoms in the traumatized child.

10. If you have questions, ask for help: The more informed you are, the better you will understand the child and be able to provide them with the support and guidance that they need.

Upper Murray Family



are Upper Murray Family

SEPTEMBER

S	M	T	W	T	F	S
30						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

October

NOVEMBER

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

	Labour Day (NSW) Seniors Week (1-7 Oct) 1	2	3	4	5	6
Daylight Savings Begins 7	Mental Health Week (8-12 Oct) Start VIC School Term 4 Start NSW School Term 4 8	9	World Mental Health Day 10	11	12	13
Anti Poverty Week 14	International Day of Rural Women 15	16	Carers Week 17	18	19	Children's Week (20-28 Oct) 20
21	Pink Ribbon Day 22	23	United Nations Day 24	25	26	27
28	29	30	31			

Support Options

Top 10 tips for Healthy Ageing (no matter what your age!)

1. Keeping healthy, happy, active and connected.
2. Feeling safe, secure and supported (emotionally and practically), and being able to reciprocate support (it may be providing wisdom).
3. Getting the right services and supports at the right time.
4. Making your own decisions and choices.
5. Having freedom from negative attitudes about ageing.
6. Planning, including in relation to long term housing, financial needs and activities to keep active and productively engaged.
7. Participating in social activities by yourself or with other people, looking to take on new activities and learn new skills.
8. Being active in the life of your community.
9. Caring for yourself, the environment and family.
10. Being valued for yourself, your worth and your age.

Upper Murray Family Care



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OCTOBER

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

November

DECEMBER

S	M	T	W	T	F	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

				1	2	3
4	5	Melbourne Cup Day	6	7	8	10
Remembrance Day	11	12	13	14	15	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Children's Services Team

10 Tips for developing children's potential.

Each of us, parent, grandparent, uncle, aunt, friend or educator influences the lives of children.... our own and others.

1. Appreciate your children for who they are. Everyone is different – allow them to develop their strengths and celebrate their unique attributes.
2. Be a positive role model. What you do matters as children are learning about how to treat themselves and others from what you do even when we think they're not looking.
3. Be involved in your child's life. Give as much undivided unhurried time and patient attention to your children as you can.
4. Allow children to be children and have fun. Find time for unstructured open ended play.
5. Foster children's creativity and curiosity by encouraging them to explore and help them look at things in new ways.
6. Help your children develop resilience by praising their efforts and giving genuine, accurate feedback, encouraging them to see failure as a temporary event and teaching persistence and positive solutions.
7. Share family stories and pass on your family's culture and traditions. Tell them about your special memories of your own and their childhood and growing up.
8. Surround children with a rich, responsive language environment. Read to them every day and listen to and respect what your children have to say.
9. Make sure children have plenty of sleep, plenty of exercise and a healthy diet.
10. You can never be too loving. What we often think of as a product of spoiling a child is usually the consequences of giving a child things in place of love – things like indulgence, lowered expectations or material possessions.

Upper Murray Family Care



are Upper Murray Family

NOVEMBER

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December

JANUARY

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

	30		31						World AIDS Day	1
	2	International Day of People with a Disability	3	4	International Volunteer Day	5	6	7		8
	9	Human Rights Day	10	11	12	13	14	15		15
	16	17	18	19	20	21	22	22	End VIC School Term 4 End NSW School Term 4 Summer Solstice	
	23	24	Christmas Day	25	Boxing Day	26	27	28	29	29

7:● 13:● 20:● 28:●

Business Services

10 Time Management Tips!

Parents

1. Ready to Go?

Start one hour before you must leave home with kids to ensure everyone is ready. After a few trial runs, you will be able to cut that time in half easily.

2. Trying to Do One More Thing

Don't look for one more thing to do in order to have more time in the future. Generally, you will never slow down enough to use this "saved" time to your best advantage. In this mind-set, there will always be one more thing to do.

3. Same Time Next Year

Start next year's calendar in November. Have it ready to add info and dates to at all times. For example, hang it right behind your current Upper Murray Family Care calendar.

Teenagers

4. Make a "To Do" List Every Day.

Put things that are most important at the top and do them first. If it's easier, use a planner to track all of your tasks. Don't forget to reward yourself for your accomplishments.

5. Learn To Say "No"

Most of us are people pleasers who hate disappointing others. So we say "yes" more than we should and end up taking on more than we can handle. What's one thing you need to say "NO" to this week?

6. Determine What Matters Most

Until you answer the question of what matters most to you, then everything is important and nothing is important. How do you know what to say "no" to and what to say "yes" to? What matters most to you?

Workers

7. Don't overwhelm yourself with tasks

At the beginning of the day, list no more than five (three is better) 'must do' items for the day. Do the thing you hate, dread, don't want to do first and move on. Nine times out of ten you'll find it wasn't that bad and the tenth, you'll still be glad it's behind you.

8. The perfect is the enemy of the good.

Get it done – don't get it done perfectly. Move on to the next task, don't fret over whether the last task is good enough. Deep down you know the answer – if you gave it your best, it is.

9. Manage Yourself, Not Time

Make sure you set time limits on what you do. Without a deadline, you do not know exactly when to finish. So write down CLEARLY when you want to complete particular work.

10. Ask for help

Everyone is busy – but this is a double edged sword. If you are good about helping others when they need a moment, you will usually get help when you need a moment.

UMFC Treasurer's Report

For the year ended 30 June 2011 UMFC made a surplus of \$81,762.00 compared to a surplus of \$448,862.00 the previous year. The agency's total income for the year increased by over \$700,000.00 to \$9,539,754.00. Nearly all this growth came from existing programs, with little from new ones.

Our major expenditure for the year was the construction of the new office in Albury at a cost of \$1.1 million. Due to careful management of our cash flow the agency only had to borrow \$858,000.00 for the project.

The board has approved a balanced budget for the current year (we will spend what we receive) and consolidate the agency's financial position prior to taking on the next project. This will be the development of 27 Stanley St so one day we may get most of our Wodonga staff on one site.

I would again like to thank Ray and the finance team for all their hard work during the year. It has made my job as treasurer very easy.

Phil Oates
Honorary Treasurer

Upper Murray Family Care Incorporated Statement of Comprehensive Income

As at 30 June 2011

	2011	2010
	\$	\$
REVENUE		
Victorian State Government Grants	5,432,640	4,743,718
Commonwealth Government Grants	3,238,714	3,318,884
Interagency Grants	261,299	253,383
Other Program Income	70,060	10,110
Business Undertakings	19,378	27,030
Charitable Contributions	7,316	3,972
Interest	244,438	196,507
Other Income	259,226	260,106
Gain on assets disposed	6,663	2,318
Total revenue	9,539,734	8,816,028
EXPENSES		
Employee related expenses	5,879,837	4,983,767
Direct program and client expenses	1,952,967	1,966,662
Office and administration expenses	671,404	628,818
Depreciation and amortisation expenses	295,665	294,928
Occupancy expenses	192,510	173,454
Borrowing Costs	82,312	62,462
Loss on demolition of building	108,624	0
Other expenses	274,653	257,075
Total Expenses	9,457,972	8,367,166
Surplus for the year	81,762	448,862

This is a summarised Statement of Financial Position which is consistent with fully externally audited financial statements, which are available by calling 02 60558000.

Upper Murray Family Care Incorporated Statement of Financial Position

As at 30 June 2011

	2011	2010
	\$	\$
ASSETS		
Current assets		
Cash and cash equivalents	3,720,152	3,730,862
Receivables	174,653	112,927
Other	13,947	12,394
Total current assets	3,908,752	3,856,183
Non-current assets		
Property, plant & equipment	6,070,514	5,084,337
Total non-current assets	6,070,514	5,084,337
Total Assets	9,979,266	8,940,520
LIABILITIES		
Current liabilities		
Payables	318,929	303,946
Other	1,281,828	1,155,637
Employee provisions	771,765	705,549
Borrowings	194,413	178,599
Total current liabilities	2,566,935	2,343,731
Non-current liabilities		
Employee provisions	137,527	91,645
Borrowings	1,342,498	654,600
Total non-current liabilities	1,480,025	746,245
Total liabilities	4,046,960	3,089,976
Net assets	5,932,306	5,850,544
EQUITY		
Retained profits	5,932,306	5,850,544
TOTAL EQUITY	5,932,306	5,850,544

This is a summarised Statement of Comprehensive Income which is consistent with fully externally audited financial statements, which are available by calling 02 60558000.

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 support 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 recipients of the Betty McLean Award are Sharon and Jim Gambold.

Sharon and Jim Gambold have volunteered with Interchange for over nine years. During this time they have personified the UMFC mission of "strengthening families to build vibrant communities". Their relentless commitment to enrich and strengthen the lives of so many children with disabilities and their families is what makes them so special to UMFC.

Sharon and Jim's commitment is evident in their current and past Interchange Host matches. While both working full time, they currently sustain six different Host matches. This means that every weekend is committed to providing a full weekend of respite to one of five children (Friday to Monday) and in addition, providing respite to a sixth child who stays with them fortnightly during the week. All six children vary in age and disability and all have different physical and emotional needs. In addition to providing respite, the Gambold's ensure these visits are flexible in providing exciting opportunities for each child that enhances their life goals and abilities.

Sharon and Jim are gifted in making lifelong connections with these children and their families that is built on a strong foundation of trust and love. The UMFC Interchange Team is extremely fortunate and better off for having volunteers of the Gambold's calibre to strengthen the lives of our families and in turn, our community.

Previous Winners:

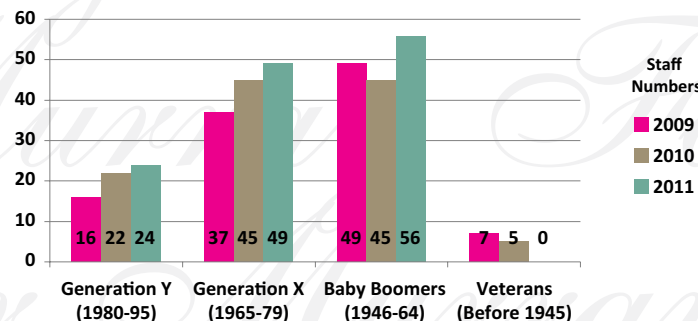
Margo & Kevin Fox	2000
Shirley Dobson & Brian Hayes	2001
Georgina and Niall Reidy	2002
David Milan	2003
Leigh Ferguson	2004
Roslynn & Neville Burgen	2005
Harry Johnson	2006
Pat Nimmo	2007
Eugene Butkowski	2008
Shani Robertson	2009
Dusan Jovetic	2010



UMFC Life Members

The Very Reverend David Thawley	1989
Frank Maestrianni	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

UMFC Generational Profile 2009-2011



Thank you to our volunteers, care providers, donors & supporters

Upper Murray Family Care extend a warm "thank you" and our heartfelt appreciation to all who have supported us in the community for over 30 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 Upper Murray Family Care 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.

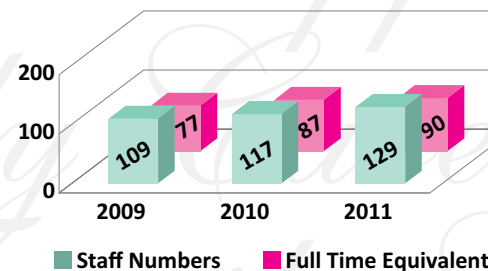
Numerous donors also sustain our agency with financial contributions assisting us to provide care and support to families and individuals in our region. Thank you to our donors for your generosity and support – even the smallest contribution can help change a life.

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.

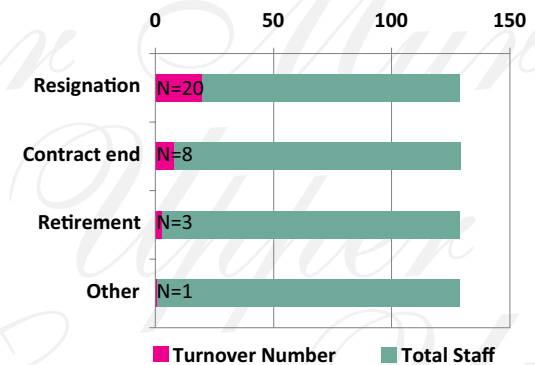
UPPER MURRAY FAMILY CARE INCORPORATED

Employment Profile for 3 years ending 30 June 2011

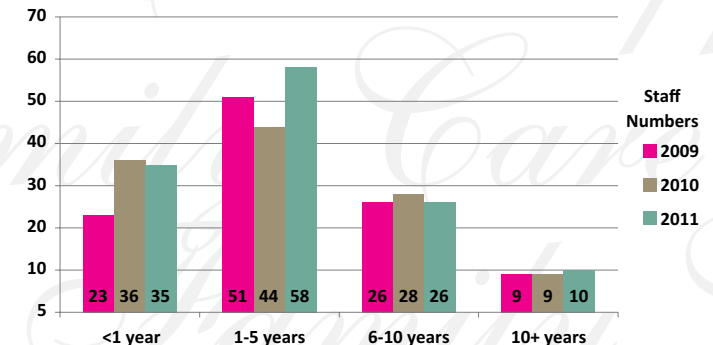
UMFC Employment 2009-2011



UMFC Staff Turnover 2010/2011



UMFC Staff Tenure



Upper Murray Family Care – Office Locations

Head Office
29 Stanley Street
PO BOX 725
Wodonga 3690
Ph: 02 6055 8000
Fax: 02 6022 8099

27 Stanley Street
Wodonga 3690
Ph: 02 6055 8000
Fax: 02 6022 8099

22 Stanley Street
Wodonga 3690
Ph: 02 6055 8000
Fax: 02 6057 5499

31 Stanley Street
Wodonga 3690
Ph: 02 6055 8000
Fax: 02 6022 8099

76 Nordsvan Drive
PO Box 725
Wodonga 3690
Ph: 02 6057 8400
Fax: 02 6057 8499



If you would like to contact us for any further information please visit our
Website: www.umfc.com.au or email us on: admin@umfc.com.au

Hume Riverina
Community Legal Service
Suite 5,
91 Hume Street
PO BOX 31
Wodonga 3690
Ph: 1800 918 377
Fax: 02 6056 8557

Family Relationship Centre
PO Box 725
282 Beechworth Rd
Wodonga 3690
Ph: 02 6057 5300
Fax: 02 6022 8633

Post Separation Services
681 Young Street
PO BOX 72
Albury 2640
Ph: 02 6058 0700
Fax: 02 6021 2633

36 Mackay Street
PO BOX 389
Wangaratta 3676
Ph: 03 5720 0000
Fax: 03 5720 0099