

Caroline Chisholm Society

Annual Report 2010–2011



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Patron: Dr Rhonda Galbally

Locations:

1 Darebin Place, Caroline Springs 3023
41 Park Street, Moonee Ponds 3039
16 Broomfield St, Shepparton 3630

Established: 1969

Life Members

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

Board of Directors

President: Helen Cooney
Vice President: Paul Webster
Secretary: Frank Smit
Treasurer: Kate McCartney
Directors: Tess Fogarty, Wendy Hunt,
John Kennedy, Michael Christie, Lucia
Fitzgerald, Lizzie Blandthorn

Staff:

Chief Executive Officer: Esther Thomas,
BSW (Massey), BSocSc, MSocServices
(Auckland)

Director Clinical Services: Denise Lee,
BA & BSW

Director Programs & Quality: Alfina
Sinatra, Grad Cert Women's Study, Grad
Cert Front Line Management; Grad Cert,
Quality Review; Diploma Business and
Diploma Social Science

Finance Manager: Marie Panzera,
BB (business)

Employed staff including: Anne
Scott Wilson, Audrey Ciappara, Daya
Adelan, Glenda Rumble, Gwen Scott,
Joanne Hjorth, Karan Grieve, Karina
Rose, Kerry Cross, Lisa Autelitano,
Marisa Multari, Nanette Shone, Sue
Smith, Susan Farrugia, Tamara White,
Tamba Watts, Yvette McCormack

A dedicated team of volunteers

Vision, mission and values statement

Our Vision

To support pregnancy, children and families.

Our Mission

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

Our Values

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

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

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

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

Our Objectives

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

President's Report



Helen Cooney became President of the Caroline Chisholm Society following the 2010 AGM.

With great pleasure, I present the Annual Report of the Caroline Chisholm Society for the year ending 30 June 2011.

Looking back at 2010–2011...

...enthusies me (in my first report as President) about the future of the Caroline Chisholm Society. With a new CEO, a new property and other innovations, the Society is well placed to support pregnancy, children and families, as we have done for more than 40 years.

We have appointed a new CEO...

...to lead our pregnancy counselling and support, material aid and family support work. This followed the September 2010 resignation of our CEO, Ms Suzanne Sinni. Ms Sinni decided to move on from the Caroline Chisholm Society to focus on her PhD. Her departure marked a turning point for the Society as she leaves a legacy of openness to innovation and a reinvigoration of exchange with academia. The Board wished her well with her PhD in the Department of Obstetrics and Gynaecology at Monash University, which builds on her experience in midwifery. I hope her work will continue to inform good practice at the Society and other organisations. With the considered advice and support of a long-standing member of the Society, Ms Anna Krohn, the Board appointed Ms Esther Thomas to replace Ms Sinni. Ms Thomas joins us as an experienced health and community manager services in New Zealand. Ms Thomas has already begun to work on establishing the Society in Caroline Springs, guiding our future in the Moonee Valley area, and keeping us financially viable. I thank the staff

and volunteers for their patience while their leadership changed. We are truly blessed with the ongoing support of the senior staff. In particular, I would like to thank Ms Alfina Sinatra who aptly took on the role of CEO until Ms Thomas arrived. Ms Sinatra, along with Ms Denise Lee, has provided stability throughout 2010–2011.

We have moved much of our office based work...

...to 1 Darebin Place Caroline Springs. After many years of considering how best to place the society for continuing to offer services into the future, we settled on using resources gained from the sale of donated property to purchase in Caroline Springs. Moving some services to Caroline Springs will ensure that we are closer to our outreach clients and nearer to opportunities for a new support base with potential for donations of quality goods for young families. Our new site at Caroline Springs provides a friendly environment located near a kindergarten, schools, shops and playing fields. In a truly welcoming environment with additional counselling rooms and space for family and parenting group work, I look forward to clients feeling like they belong there just as much as our staff and volunteers do. While some of our work has moved, we continue to work from sites in Moonee Ponds and in the Goulburn Valley. One of the next exciting areas for us to consider is how we should best position ourselves for a strong future in the Moonee Valley area.

Our goals for effective services, strong finances and sound governance...

...are now more achievable as we have a plan; the Board has adopted a new strategy encapsulated in a strategic brochure. After Commonwealth Government funding changes put pressure on our pregnancy support work, we have a new funding strategy to address our immediate need for ongoing operational support (Project 20,000) and the redevelopment of 1 Darebin Place (Project Caroline Springs). Following our successful accreditation as a Community Service Organisation by the Victorian Government, we responded to feedback by setting out a new governance structure, a new committee structure and renewed eagerness to engage with members. Any reforms will continue to be underpinned by our desire to support pregnancy, children and families.

Our new strategy is to remain true to our tradition while continuously improving our service provision. Our strategy is not one of growth or contraction. Rather, our strategy is to provide the most effective support we can in the limited areas in which we operate, the North West of Melbourne and in the Goulburn Valley. The Society is planning that in five years time we will still be in the Moonee Valley area where we continue to offer responsive support from social workers, housing support and material aid. We will be doing our outreach and administration largely from Caroline Springs, which

is in Melbourne's mortgage belt. Our volunteer-based operations in the Goulburn Valley near Shepparton in regional Victoria will be making a quantifiable difference for the particularly disadvantaged community who live there. I hope you support this vision as we continue to build on the reputation established over many years by members, staff and volunteers of the Caroline Chisholm Society.

Our new strategy is to remain true to our tradition while continuously improving our service provision.

Our operations...

...in 2010–2011 were sound, despite the long-term trend toward increasingly complex social issues in Victoria. In our family support outreach program each case is remaining open longer and the complexity of issues has prevented us from working with more families. The average time spent has grown to 6–12 months and in some cases over 18 months. Our data shows that 25 per cent of our families are receiving well over 50 hours of service. Our traditional way of reaching more families is our privately funded system of offering responsive support from social workers for immediate material and referral support for stressed families. Known as 'duty', our team responsible for this service have noticed that the families attending appointments are

presenting with similarly increasing complexity of concerns. Twenty per cent of our appointments in this program have increased from two-hour to four-hour appointments. While the Society will always be here for those with complex concerns, our preference is to help those who need low-level support. We believe that this helps avoid people progressing to situations requiring intensive support.

It is comforting to know that we are not alone and many of our colleague organisations are trying to resolve challenges brought about by the complexity of cases. It is however important that governments fund social and community services in a way that helps support people with increasingly complex needs. Some governments are responding to other questions we face. For example, the slowing of allocation of child protection cases has led to a review by the Victorian Government into the Child Protection system. ChildFIRST Alliances, such as the Caroline Chisholm Society joined, are struggling to manage an influx of referrals. In the spirit of preventative social work, the Caroline Chisholm Society has offered to take on more cases should the Government wish to fund us to do so. Sadly, the waiting lists remain. The Commonwealth also needs to respond to the needs of our sector in their not-for-profit reforms and their participation in the Equal Remuneration Case being pursued by the Australian Services Union for staff in the social and community services sector.

Our finances...

...in 2010–2011 demonstrate our capacity to remain within a tight budget and our budget for 2011–2012 foreshadows surmountable challenges. I am pleased that this annual report includes statements indicating our finances are in good order. The greatest challenge in achieving our vision for the Society is to have stable regular sources of funding from places other than government. Our other priority is raising funds for the fit out of Caroline Springs. A full range of fundraising activities are on our forward plan so that we can achieve our goal of \$20,000 per annum to underwrite services not traditionally funded by governments and \$250,000, cash and in-kind, for the fit out of our new premises. There will be an annual fundraising event, we will be seeking philanthropic support and we will be continuing our other more localised activities. I am sure these will be occasions of great joy, which will help motivate our members and supporters.

Our governance...

...continues to be strong. We have adopted a new strategy for the organisation, initiated a directors' manual and, in July, adopted a consistent approach to risk management. The most significant change to our governance was the retirement from the Board of Ms Maria McGarvie. Ms McGarvie saw in the new financial year as President and saw it out as a recently retired board member who has been granted the honour of life membership. During her five years at the helm, Maria resolved one of

the greatest strategic issues the organisations has seen in the last decade – selecting and obtaining a new site for our administration office. In handing the chair over, Maria asked that we develop stronger strategic collaborations for the development of research projects. I hold that request close to my heart. I thank all of the board for their work, especially Mr Frank Smit, Ms Kate McCartney and Ms Lucia Fitzgerald. In their roles as company secretary, treasurer and property adviser (respectively), they have been invaluable. We are joined on the Board by Mr Paul Webster (the Vice-President), Ms Lizzie Blandthorn, Mr Michael Christie, Ms Tess Fogarty, Ms Wendy Hunt and Mr John Kennedy. I thank them all for their contribution and support in 2010–2011.

On a personal note...

...I would like to let members, staff and volunteers know why I have volunteered to support the Caroline Chisholm Society. I do so because we exist to support pregnancy, children and families. For our work to go on, the Society is in your hands. I hope you will continue to support the Caroline Chisholm Society in whatever ways you can. It is a very exciting time in our history.

CEO's Report



Esther Thomas became CEO of the Caroline Chisholm Society in April of 2011

This report is my first report as CEO for The Caroline Chisholm Society. Many of you will know that there is now a New Zealander (rapidly becoming an Australian) sitting in the CEO chair! I have come to Caroline Chisholm to hopefully guide the organisation into the future and along an exciting new path.

In doing so I draw on my 25 years of experience in Health Management across many sectors.

I continue to be amazed at the generosity of the local communities with their donations of material aid. These articles generally made by hand for small children, fill a great need for our clients coming through our doors with very little to support a new baby or child. They are so grateful to be able to dress their children in warm clothing and also collect a pram or bassinet at the same time. The great name that Caroline Chisholm has in the community is enhanced by our dedicated and competent staff who continue to work with families to help and support them through difficult times.

Volunteers

Equally important is our volunteer staff. These women come in daily for different hours and lend a helping hand. They are invaluable in the support they give us and are able to do all the tasks that employed staff find so hard to get a spare moment for. We also have Michael who has an important role ensuring our prams are safe before they are given out to our Mothers and babies. These people who give so much of their time are incredibly important to our organisation and its work.

Tess, who has been with Caroline Chisholm for many years, continues her community work with monthly stalls and other innovative activities to raise money for the Society. She is a marvel and highly valued. She recently organised a Fashion Parade at Blue Illusions in Puckle Street that was well attended. This one event raised \$600. She also has stalls that are full of baby clothes and accessories that are donated by local knitters. These stalls raise \$600 per month and are looked forward to by the local community and Mothers who are looking for something unique and hand made for their children.

Mentoring Program

Our mentoring system is ongoing with volunteers coming in for training and advice on the wide range of people they are working alongside. I am particularly keen to see this program fully running as mentoring is a great way to help people progress forward. I would also like to see an "Adopt a Granny" program up and running. We will be looking at this mainly for our Caroline Springs branch. Also I would like to start running programs for Dads. They are parents also and a new Dad needs to see and understand why his wife is so tired at the end of the day when he goes out to work and she stays home with the children!!!

Finances

Caroline Chisholm has always been very mindful of its financial restraints and continues to be so. We have managed to relocate some of our staff to our new premises in Caroline Springs. The official opening of this building will be at 7.30 pm on October 25th this year. This new property will lend itself to many exciting new ventures that can be based at this lovely well-appointed centre.

Our Clients

Our clients come from a diverse background with many cultures, issues and needs. Again, I can only praise our team of social work and community trained staff for their dedication and understanding of the issues that people bring with them. Pregnancy is never an ideal time to have to deal with the harsh realities of mental health, drug and alcohol addiction and family violence.

As a Society we provide a holistic service to women and families and a listening ear to people who want to talk through their problems and receive some guidance. We work with many nationalities and use an interpreter service where needed. There are many and varied organisations who lend us a hand either by helping physically or providing material aid.

St Columba's College students ran a pamper day for some of our Mothers. They provided massage, manicure, morning tea, and looked after the children for the morning. This was a great break for Mothers – so, well done St Columba's!

The Helping Hand Mission provides us with a fabulous service of food for babies, and disposable nappies. Based at Airport West this organisation provides us with an indispensable service benefiting our very grateful clients.

The Fernwood Gym in Ascot Vale has provided us with toys for parents and children who otherwise may not have anything under the tree for Christmas.

I would also like to Fisher and Paykel and Bunnings who have generously donated products and time in the initial set up of our Caroline Springs Office.

The future

Caroline Chisholm is constantly researching new and innovative ways to support our clients in the community. We recognise the need for our team of social workers to keep up with modern world practices that are seen to be quality driven and proven.

Our new premises at Caroline Springs will become a vital service centre for the young community that surrounds us and enables us to provide the support and guidance that is so often needed.

Following our internal review (now completed) we have been able to fill in the service gaps we have discovered in our services, write up standards and policies that cover our delivery of service and ensure our working with the community has a quality outcome.

I see Caroline Chisholm Society moving forwards towards an exciting new phase to become a leading organisation in Victoria in our work with families. The delivery of services in Moonee Ponds and Caroline Springs are unique in that they fulfil an ongoing critical need in the community.

Our Tradition

Caroline Chisholm (1808–1871)

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

The Society

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

Our Strategy

Sound governance

By 2015, the Caroline Chisholm Society will be a model Community Service Organisation.

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

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

Effective services

By 2015, the families supported by the Caroline Chisholm Society will be more able to keep children safe, healthy and raised by confident parents, families and communities as a result of our support.

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

We will know we are on track if we are a reliable and well known service provider in North West Melbourne, we are a consistent and reliable service provider in the Goulburn Valley, and evidence-based evaluation illustrates our success.

Strong finances

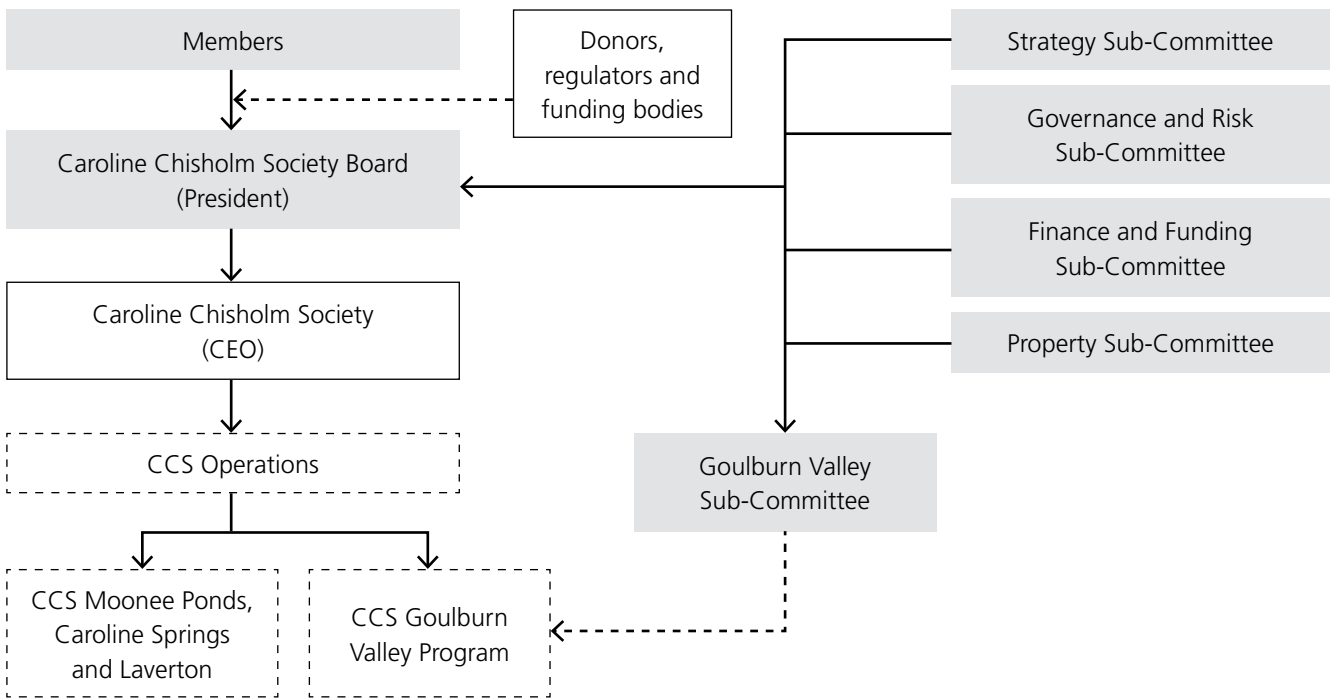
By 2015, the finances of the Caroline Chisholm Society will include regular funding comprised of government and non-government income. We will continue to ensure that the Society is in a financial position able to support our services.

We will do this by fostering our relationship with government and members, whilst providing regular communication of our community activities.

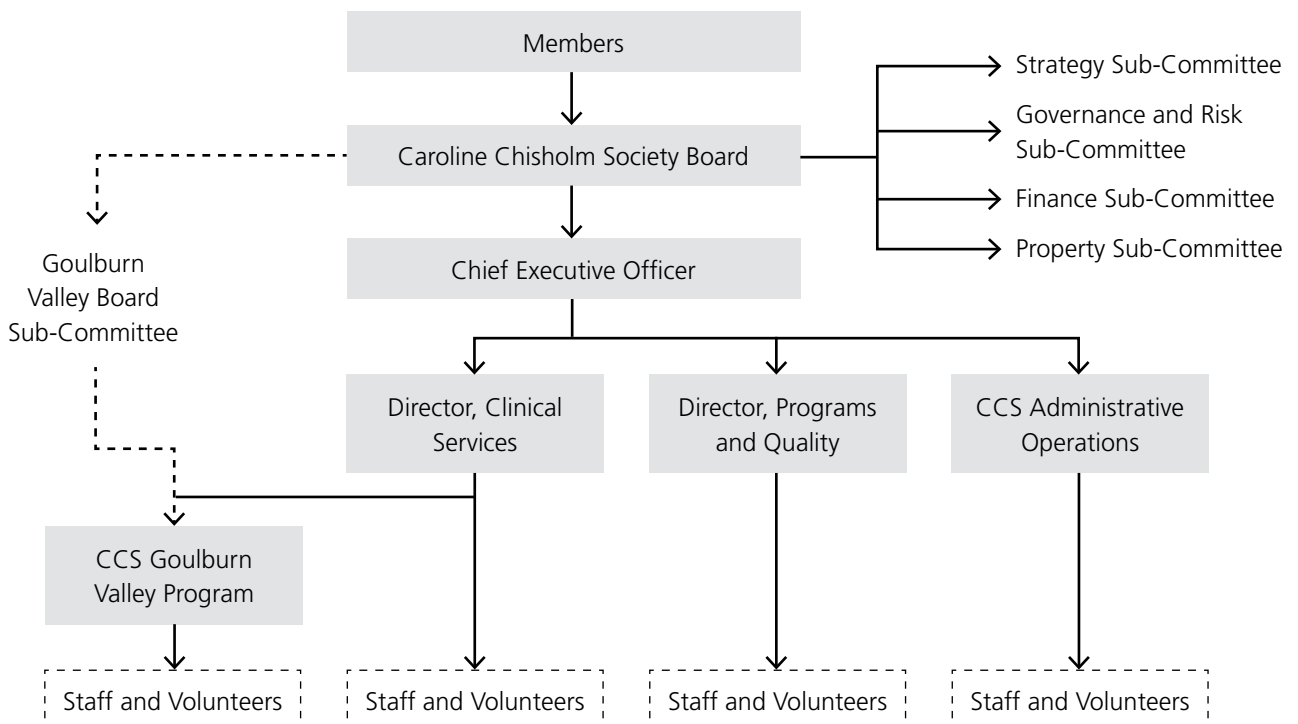
We will know if we are on track if we have secure on-going financial support from government, members and the community.

Our Structure

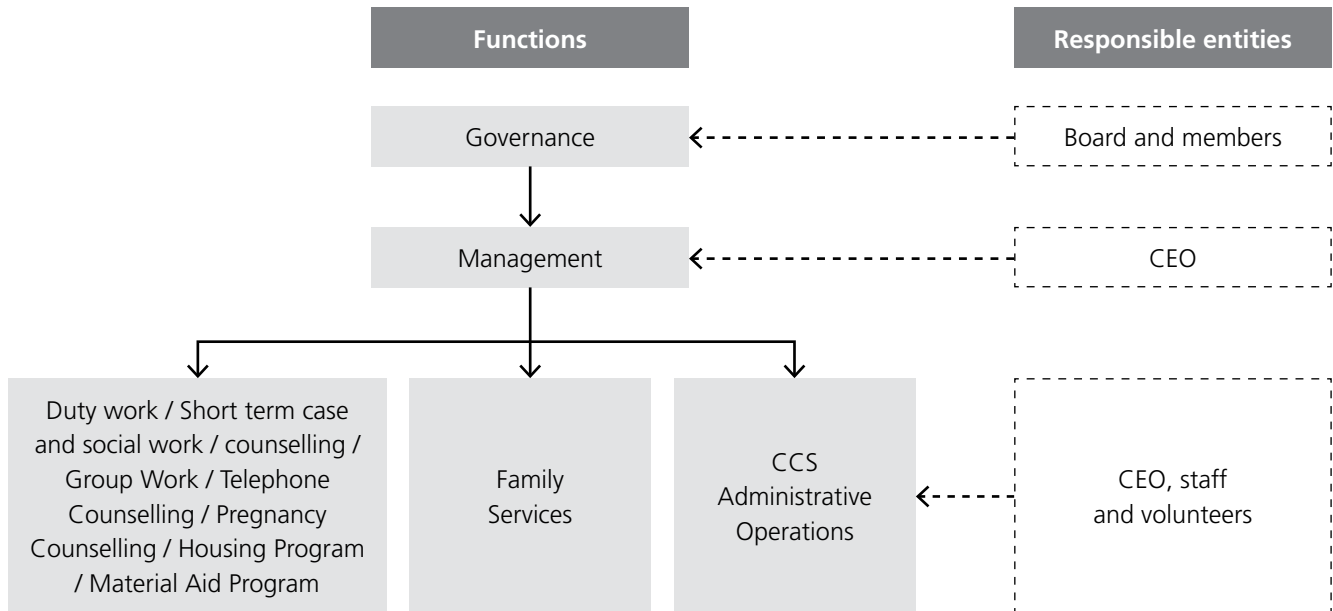
Governance



Organisational



Functional



Our Services

The Caroline Chisholm Society supports families from the moment they learn of their pregnancy until their children go to school. To meet our clients' needs, funding and donations of goods are received from government, philanthropic organisations and families.

Our Society offers:

Pregnancy counselling and support

- general counselling and support for families in person or over the telephone,
- pregnancy counselling including pregnancy loss and grief counselling that is respectful, compassionate and empowering,

- referral to maternity services including support with maternal nutrition, breastfeeding, child development and sleep and settling, and
- referral to other services where needed.

Material aid

- goods and services especially quality pre-loved baby equipment, bassinets and high chairs, and
- other emergency relief such as food and vouchers to help ease pressure on our clients.

Family support

- assessment, planning and action as part of ChildFIRST for families and children at risk of entering or re-entering the child protection system,

- support services for families including case management and in-home support,
- housing support including advocacy to landlords and government and assistance with priority housing applications, and
- social support including mentoring support and peer groups that encourage parents to be child centred and family focused as they tackle common challenges such as parenting strategy, challenging behaviours and postnatal depression.

Melbourne Metropolitan Regions

Pregnancy counselling and support

The Caroline Chisholm Society provides material aid, emergency relief, short term counselling, referral and advice through our duty program. While many of our team are operating out of Caroline Springs, our Moonee Ponds office continues to provide appointments between 10 am and 4 pm. As well as appointments, phone counselling is available across the state on our toll free number.

In 2010–2011, the duty program has seen over 500 clients.

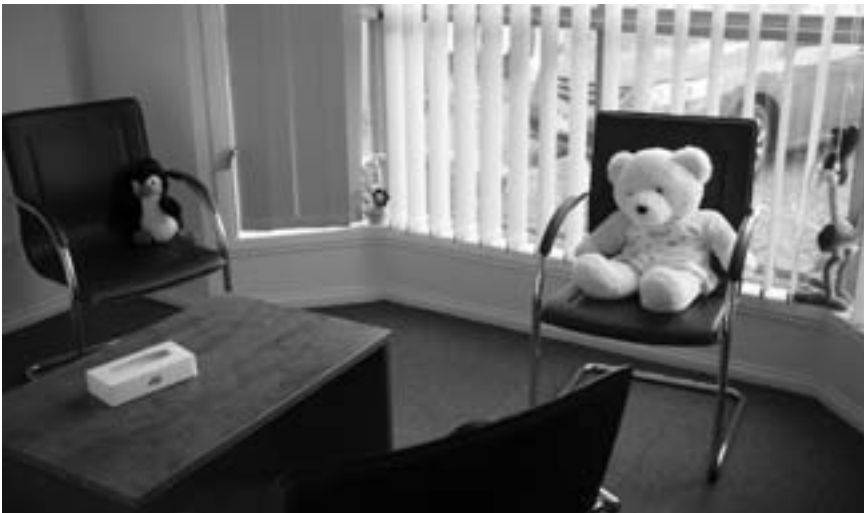
The program provides practical support to those who may find it difficult to engage with services. Many women return over the years of having a family to give clothes and baby equipment back after their children have grown. The Society provides items that many families may struggle to acquire for their babies' wellbeing.

Material aid

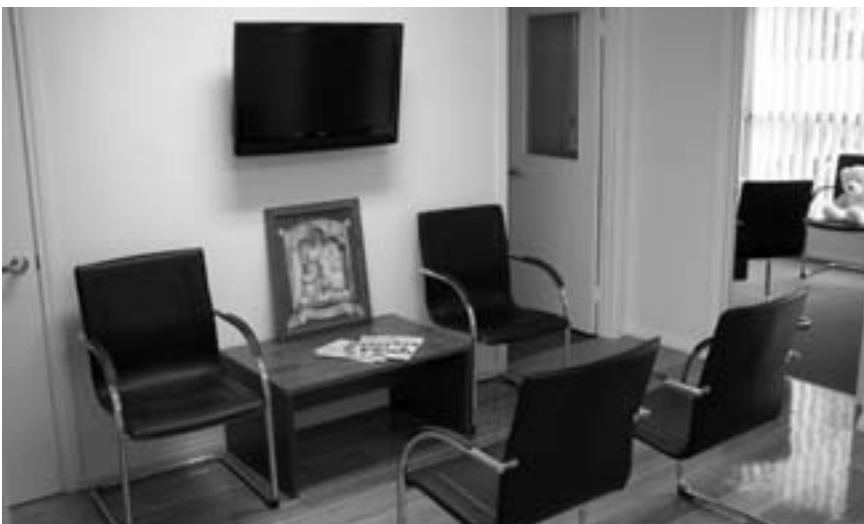
Our local community and various clubs generously support this program by dropping off preloved and new clothes, toys, prams on an ongoing basis at the door of our Moonee Ponds Office. Additionally cash donations from philanthropic organisations such as The Lord Mayor's Charitable Fund and The Lord Mayor's Charitable Youth Fund all benefit families in need.

All our goods are cleaned, repaired and safety checked prior to giving them away. In the past year over \$300,000 worth of goods has been given out to families in our duty and family support program. Our partnership with Essendon Rotary Club has grown from strength to strength over the last year. The Essendon Rotary has donated approximately \$6000 of new goods for the program over the last three years.

Through this association Denise Lee, Director of Clinical Services at the Caroline Chisholm Society was awarded the Paul Harris Fellow Recognition Award on behalf of the Caroline Chisholm Society at a luncheon on the 14th June 2011. Denise Lee collected the award with Gwen Scott (Material Aid Co-ordinator) beside her and together they gratefully accepted a number shoe boxes filled with baby clothes on the day.



One of our new counselling rooms in Caroline Springs



Our new waiting room and reception area at Caroline Springs

Denise was humbled and honoured receiving such a prestigious award and during her speech linked the support that Caroline Chisholm Society provides throughout the North and West Regions to Paul Harris's vision in helping whole communities to live better, healthier and safer.



The citation received by Denise Lee in 2011

Family support

Family services, parenting education and pregnancy support

Strengthening the capacity of families to support children and young people is an integral part of Caroline Chisholm Society's role within the communities in which we work. At times, this support is primarily through the parents; at other times, the focus is on the child, in developing their independence and supportive linkages with their family. In all our services, we seek to work with children within the context of their families.

During 2010–2011 the Society continued to provide substantial support for children and families who are vulnerable and at risk in Melbourne's Northern and Western suburbs. This support includes Family Support services, Post Natal Depression Support, Pregnancy Counselling and provides an integrated service including Housing, Volunteer Mentor Program, Parenting Education and Material Aid.

ChildFIRST for the Western Metropolitan catchment has been very busy both in the Inner and Outer West. Caroline Chisholm Society participates as a member in the Western Child and Family Services Alliance and is on the Western Alliance Allocation Group, the Operations Group, Practice Reference Group and the Executive Group. This service alliance provides a central point of intake and referral for family services across the catchment.

The Society accepts referrals in the Western Catchment within the following local municipalities; Maribyrnong, Moonee Valley, Hobson's Bay and Wyndham

Housing Support

Caroline Chisholm Society continues to be proud of its ongoing achievement in working with families who have experienced long-term homelessness. Families have stayed with Caroline Chisholm Society for the duration of the program and maintained independent housing when they exited the Society's Supported Accommodation Assistance Program.

Caroline Chisholm Society is proud that this year our housing program achieved formal accreditation meeting all the required Homelessness Assistance Service Standards as assessed by QICSA. We also adhere to all requirements of the formal agreements with relevant funding bodies and fully abide by the Residential Tenancies Act 1987. The Society currently has four transitional properties and supports the families living within them to access permanent housing through case management and applications for public housing so that they can maintain a secure roof over their heads into the future.

Program and quality development

Continuous Quality Improvement is embedded in all the work that we do at Caroline Chisholm Society. All staff are committed to supporting a strengthened emphasis on program and service review ensuring successful achievement of accreditation and registration obligations and to facilitate a service user participation strategy.

The Society's Board, CEO, Directors, Staff and Volunteers work together to ensure compliance with the two Registration and Accreditation Standards that the Service is required to meet and implement a quality improvement plan with a focus on performance evaluation and clinical reviews. This year the Society completed its Community Services Organisation Registration Internal Review as part of a three year external review cycle, with all standards met.

Special project: Western Early Childhood Development Pilot

Caroline Chisholm Society submitted and obtained an 18 month project to employ two Senior Early Childhood Development Project Workers to integrate, link and partner with early years services and the ChildFIRST/Family Services sector. This is being done on behalf of the Western Integrated Services Alliance.

The Early Childhood Development Project is a Victorian state-wide initiative to optimise pathways for vulnerable children (0–5 years) to reach developmental milestones. This is achieved by developing and enhancing partnerships between ChildFIRST/Family Services and Early Years Services, by identifying and strengthening partnerships, and by building capability and enhancing practitioner skills in assessing, planning and responding to the developmental needs of vulnerable children. The scope of the project includes community partnership and development across five local government areas in the western suburbs of Melbourne.

This collaborative approach will map service response, identify current partnerships/alliances and create the opportunity to develop further partnerships. A key activity is to encourage vulnerable children and families to access universal



Our early childhood development project team, Sue Farrugia and Tamba Watts

and secondary early years services and/or to remain engaged with support programs. This includes specific strategies designed for particular groups including children from indigenous and culturally and linguistically diverse backgrounds.

The Early Childhood Development Project is working to build on existing service systems within the western region of Melbourne and build capability to improve service access for all vulnerable children. Participant input will be encouraged to highlight further improvement opportunities particularly targeting the Early Years Services, Maternal and Child Health Nurses, Childcare Providers, Kindergarten Providers, Family Day Care Providers, Early Years Intervention Services, Child Protection Services and Family Services.

Who we help and why

The Caroline Chisholm Society Family Support Program delivers services to families in their own home living across the North Western corridor of Melbourne. We support a cluster of families in the Goulburn Valley in and around Shepparton. A small number of clients come to the Caroline Chisholm Society from across Melbourne.

Figure 1 illustrates the complexity of issues where it shows the substantive casework (more than 2 hours work) compared to the non-substantive casework (less than 2 hours work).

In the substantive cases, parenting, mental health and financial issues are the most prevalent. How you parent children in today's world is one of the most discussed conversations by experts and can be attributable to numerous difficulties. For example, parents can be isolated from support, children are often in single parent families, mental health issues present often, families without knowledge of parenting because they have not been parented themselves and families struggling to provide secure and safe housing.

In the non-substantive cases one of the main issues identified is financial as shown by the number of pregnant woman accessing the material aid for baby equipment and baby clothes. This demonstrates the number of clients who receive assistance from our valuable Material Aid Program.

Figure 1: Number of issues reported by clients 1 July 2010 to 30 June 2011

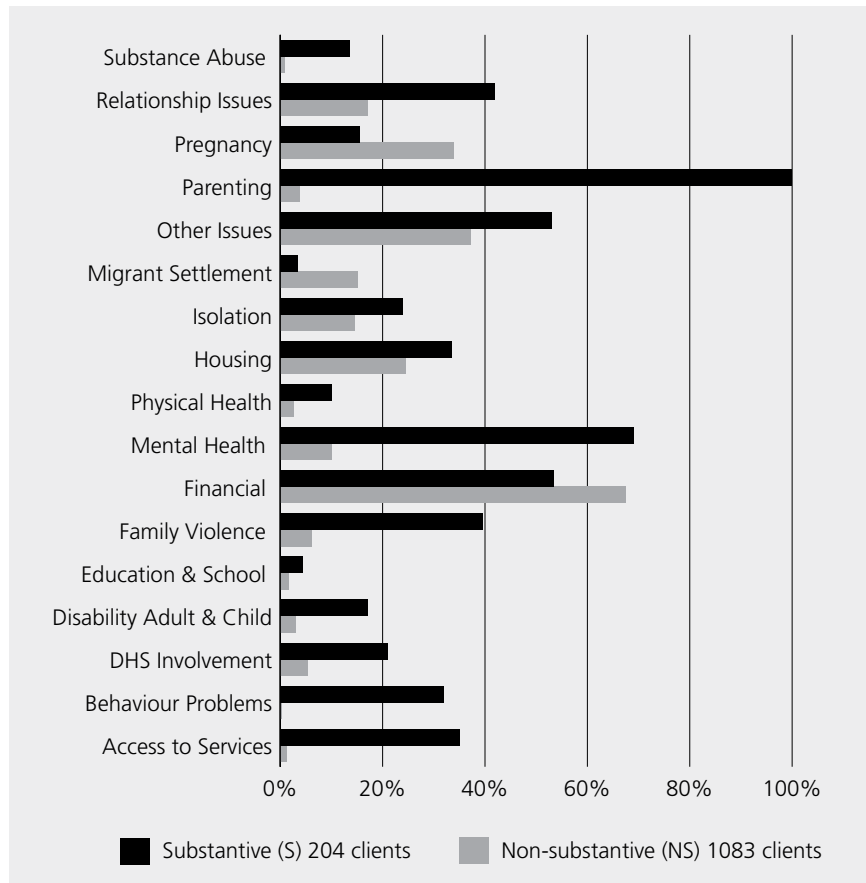
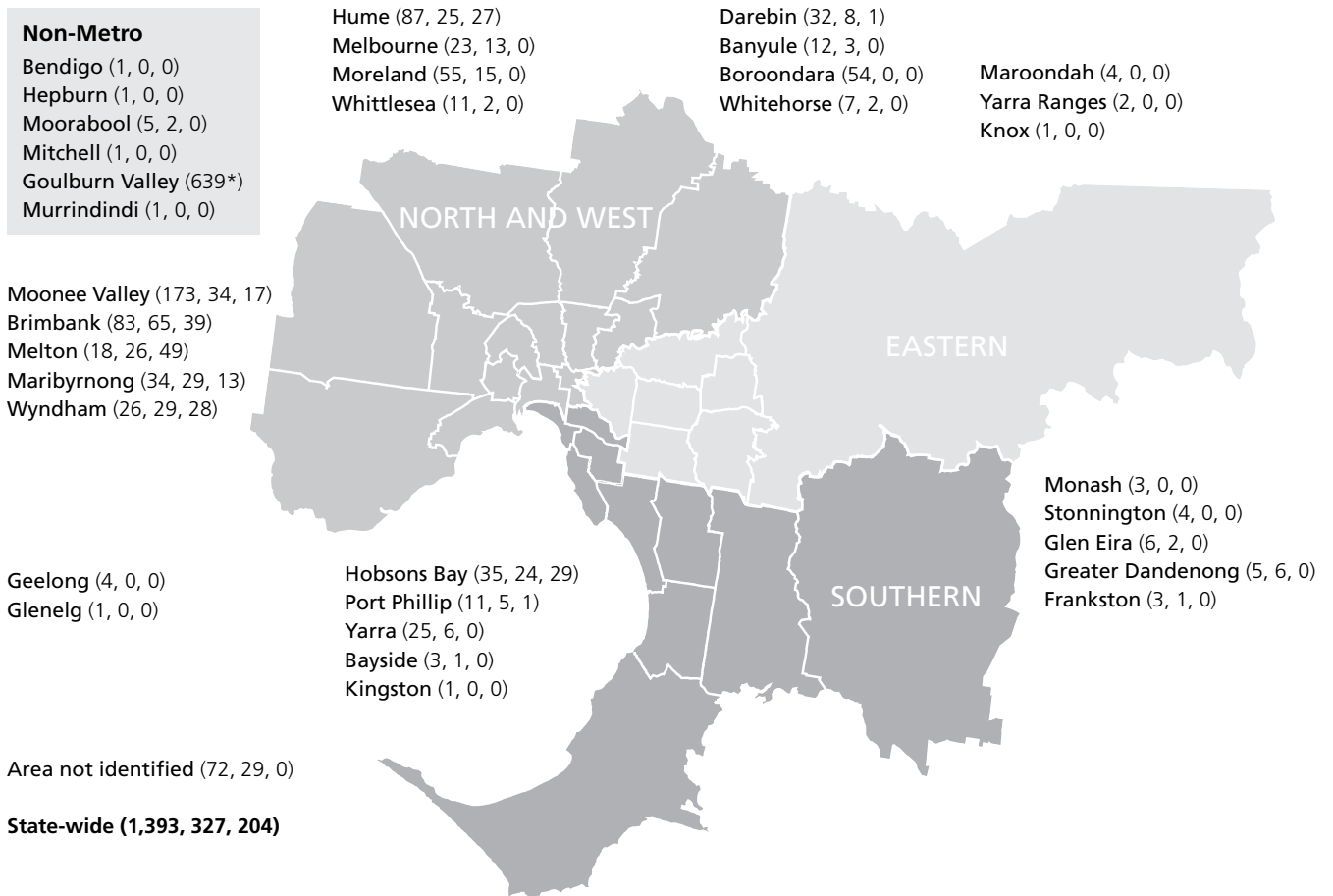


Figure 2 illustrates the number of cases or contacts the Caroline Chisholm reached across the region.

Material Aid and Duty Program is a statewide service with a number of contacts made outside the metropolitan region. Our Goulburn Valley Pregnancy Support is located in Shepparton and all contacts noted as being in Shepparton are attributable to our work with families who live across the Goulburn Valley and Shepparton region.

Program Reports

Figure 2: Regional Data 1st July, 2010 to 30th June, 2011



Legend

For each local government area, three figures are provided:

1st figure: CCS NS

2nd figure: DHS NS

3rd figure: Clients S

* Indicates number of contacts (less than 2 hours) at Caroline Chisholm Goulburn Valley (Shepparton)

NS: Non Substantive (less than 2 hrs contact)

S: Substantive (greater than 2 hrs contact and all outreach clients)

CCS: Caroline Chisholm Society

DHS: Department of Human Services

Goulburn Valley Pregnancy Support

Goulburn Valley Pregnancy Support assists families in the form of material aid, linkages to other services as well as emotional support through a listening ear by a volunteer or professional counsellor. Women who are pregnant can receive emotional support right through their pregnancy and can contact the program by phone or duty appointments.

The program has grown from strength to strength. The focus, this year, was on recruitment of volunteers and advertising the wonderful work undertaken in Shepparton by our long standing volunteers. This program that has been going for some 33 years and has been supported in particular, by seven special volunteers whose combined volunteering service is in excess of 180 years.

The year started with an advertising and recruitment campaign across the many services in Shepparton. Radio interviews resulted in several new people getting in contact with us. Another incentive was to encourage community assist with knitting items for babies as well as permission to sell items to raise money to support the program to assist families in emergency situations. This has been very successful and we are pleased to report that we are inundated with support.

Who we help and why

This program provides pregnancy and early parenting support for families throughout Shepparton and the Greater Shepparton area of Mooroopna, Kialla, Dookie and has assisted 639 families over the financial year of 2010–11.

Recent patterns of migrants settling in Shepparton are reflected in current statistics. Cultures from Iraq, India, Lebanon, Albania are a few of the diverse backgrounds that are now reflected in 30% of our client database. This suggests that the demand will grow for our service as the communities grow and settle in Shepparton.

Fundraising

It was decided by volunteers to hold an Easter Egg raffle over the two weeks prior to the holiday break. A late Easter at the end of the school holidays busied up the shopping arcade at the Shepparton Plaza and we set up our table over three days of each week, courtesy of Woolworths. What great publicity apart from raising \$470 for which we thanked the community in a public advertisement confirming the prize winners. Our Co-ordinator prepared two great gift boxes full of donated and purchased eggs and a fluffy toy – most attractive to the ticket buyers.

One mother had photos on her camera to show off the daughter we have helped her with over the past three years and thanked Margaret especially for her help. Another young mother was there at the time saying: "I want \$6 worth because this is the proof of the help I needed," pointing to a sturdy young chap of about 8 yrs. Two others were grandparents who had received help way back then!!

Our annual Bunnings BBQ funding profit was \$600 due to the great well-organised team of cooks, sellers and bottle-washers.

The Goulburn Valley program continues to apply for funding through different organisations to continue its valuable service. We take this opportunity to thank United Way Care for the \$5000 that has assisted us with the Volunteer training, Emergency relief and baby equipment we purchase for the families in need.

Perspectives from our community

Our people

Our Staff

Our team of social workers are all highly qualified and have a diverse range of skills that they bring with them. Qualifications vary from social work and counselling to early childhood – most are mothers with all the experience that brings! Most of our staff have been with us for many years and know the community at Moonee Ponds very well. We have about twenty staff that all work different hours – some are part time some full time. We have two senior staff – directors who work with the clinical and operational side of our organization.

Our Volunteers

Volunteer program

Volunteering is and always has been a vital part of the work of Caroline Chisholm Society. Over the past year 84 volunteers have generously offered their time and skills to expand the services and time offered to clients and to support the workforce at the Society in many capacities. The tasks performed by volunteers include:

- sorting material aid,
- assisting at reception at Moonee Ponds and Caroline Springs,
- knitting and crocheting baby clothes and blankets to be distributed to our clients or for sale,
- coordinating and staffing fortnightly street stalls in Moonee Ponds and Niddrie,
- maintenance and repair of donated goods such as prams,

- gardening,
- maintenance of the Moonee ponds premises and cars and
- direct client service through mentoring.

Several local schools engage their students with Caroline Chisholm Society through their Community Service Programs or Victorian Certificate of Applied Learning (VCAL).

Over the past year our Handyman Michael Lynch has safety checked all donated prams so they meet Australian Standards, repaired broken furniture in clients' homes, helped with the establishment of the Caroline Springs premises and maintained the Moonee Ponds premises. Through his dedicated work, Michael has allowed the Society to distribute safe, quality goods to our clients. The Knights of the Southern Cross support Michael with maintenance and last year they worked alongside VCAL students from Aitken College, teaching them general maintenance skills. Plumber Geoff Woodhead has also generously given his time to maintain heating and plumbing at Moonee Ponds.

Tess Fogarty and her team of ladies have raised, on average, \$600 per month through sales of baby and children's clothing, plants, toys and books on their street stalls. Many of these goods are hand knitted or crocheted by a team of 39 women or donated by charities that collect knitted goods. The support from all of these women enhances the quality and quantity of material aid distributed to our clients.

Each Thursday morning, a team of ladies sorts donated clothing and prepares around ten baby bundles of new and preloved clothing for pregnant women. Their work provides ready access to clean, sorted clothing for Caroline Chisholm Society caseworkers in their duty work with clients.

Administration Assistant Volunteers assist at Moonee Ponds and Caroline Springs by answering the phones, making appointments and generously performing any tasks requested of them by the administration staff.

Local schools have continued their involvement with the Society this year. Two year 9 students from Lowther Hall volunteered once a week as part of The Duke of Edinburgh Award. The girls sorted material aid, prepared ladies packs for our clients, sorted donated food and organised the stationary room. Penleigh and Essendon Grammar School Year 9 students visited the Moonee Ponds premises in groups of 14 to learn about the work of Caroline Chisholm Society and sort material aid and toys. St Columba's College VCAL students promoted the work of the Society at their school and held a clothing drive. A Year 10 student from St Bernard's College volunteered once a week for a term. He maintained the garden, collated training manuals and cleaned the fleet of cars. All of the young people who have volunteered this year have made a considerable contribution to the general functioning of the Society through their willingness to undertake tasks which support all of the staff.

The Volunteer Mentor Program has expanded over the past year to currently include 17 ladies. Four new mentors have been trained and are ready to work with clients in the Caroline Springs area. This expands the service to clients who were previously unable to access the program because of distance. Families supported by the Caroline Chisholm Society can access a mentor through their caseworker. Mentors and caseworkers work closely to set goals and provide support for clients. Programs over the past year have seen mentors attend playgroups with their mentee, plan and cook healthy meals, provide in home respite for mums, teach mums how to use public transport with a pram, go for a walk with their mentee, meet for coffee, role model play and parenting and assist with young children. Carolina, a Volunteer Psychologist conducted valuable training and supervision for the mentors until May of this year when she had her second child.

Volunteer Profiles

Barbara Rafter

Barbara is known at Caroline Chisholm Society as the teddy lady and last month she donated her 1000th knitted teddy. These teddies are placed in the baby bundles to be given to newborn babies. Made of wool and in bright colours, they are a wonderful, safe soft toy for a baby.



Barbara Rafter has been knitting Teddies for us for the past ten years. She came in and presented Esther Thomas with her 1000th teddy!

Janet Aylett

Janet crochets pram/bassinette rugs. She produces around 5 rugs each week in bright colours or beautiful baby blue or pink.



Janet Aylett in 2011 with her efforts in crochet.

Bev Vernon

Bev is a Foundation Mentor for Caroline Chisholm Society. She started mentoring in 2008 and worked with 13 families in her role as a mentor. Sadly for the Society, Bev and her husband have moved to the country in retirement so she has resigned from the program. We are indebted to Bev for her tireless work and dedication to the Mentor Program.



Glenda Rumble with Bev Vernon at our Caroline Springs site.

Reflections

Some thoughts from a Volunteer

"As a Volunteer with the Caroline Chisholm Soc. in the Mentoring program, I enjoy the opportunity to meet and visit Clients in their homes. I have been working with Mothers and families in diverse ways, such as helping to prepare meals for three children. Assisting with visit to Law Courts, as a friend assisting with triplets to a young Mother. Assisting a young Mother to be able to work towards her Learners License, for driving a car, working with toy cars, butchers paper and an interpreter... A great way to assist in retirement for myself."

After mentoring thirteen families I have many happy memories of them and the effect that they have had on me.

Some thoughts about mentoring from Bev Vernon

"I have been so glad to have had the opportunity of mentoring these families and to be of some assistance to them. Especially my first client, who had a very sick baby. Watching that baby grow and get well and to see the mother gain in confidence was a rewarding experience.

I was able to help mothers, by looking after their children, whilst they cooked, had a stress free shower and washed their hair, did their washing or cleaning or by just having a chat with them and listening as they voiced their concerns. These families I worked with included two sets of twins.

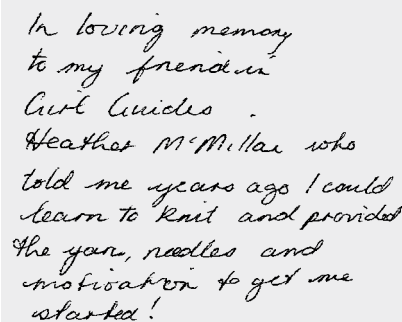
I discovered that regardless of religion or race, they all had similar concerns for their children and they welcomed someone to talk to, as quite a few clients lived in isolation and didn't have friends or family near them.

It was a two way relationship as I learnt about their culture and ways and they made me welcome in their homes. It made me more aware that we all have a lot in common in wanting the best for our children."

In memoriam

The Caroline Chisholm Society is a member-based organisation. We respectfully acknowledge those members who have died this year.

Kaye Annesley passed away this year. She had been a member of the Caroline Chisholm Society for forty years and was a founding member. The Society gratefully acknowledges the contribution Kaye made to it during her life.



*In loving memory
to my friend in
Curl Guides -
Heather McMillan who
told me years ago I could
learn to knit and provided
the yarn, needles and
motivation to get me
started!*

Friends of Heather McMillan also made donations in her memory.

Our places

Caroline Springs

Located at 1 Darebin Place, the Caroline Springs site of the Caroline Chisholm Society, a former community centre, needs to be fitted out to suit our unique services. One off donations and gifts will help us secure the \$250,000 cash and in-kind that we need for our premises to be of high standard for our work and our clients.

Thoughts from a Director, Lucia Fitzgerald

Caroline Chisholm Society Caroline Springs is the new heart of the administration hub for the organisation. The newly renovated building provides modern and

comfortable staff accommodation, including specialist consulting and counselling rooms along with a new demonstration kitchen / conference room and boardroom facilities. The hub allows the Caroline Chisholm Society to provide greater amenity to our clients and will allow the organisation to grow stronger links with the communities of the western suburbs. Ultimately the building has been renovated to accommodate the needs of the Society community into the future.

Thoughts from staff

Absolutely beautiful! A great working environment. I was overwhelmed when I first visited our new premises at Caroline Springs and now that I work there I love it. I have got to

know outreach staff that are also there and now know their work and what they do. The building is well set up with lots of personal space and I have all my working files at hand!

Its great!!

Thoughts from a volunteer

I have only just started at the new office at Caroline Springs. What a lovely building. It is so nice to be able to have a working relationship with my own community as I live close to here. Great staff and busy days and a big mix of work that will never bore me!





The Moonee Valley

Located at 41 Park Street, Moonee Ponds the Moonee Valley site of the Caroline Chisholm Society has been our home for more than 35 years. While many of the staff have relocated to Caroline Springs, Moonee Ponds continues to operate. The Board are considering the best way for the Society to keep its heart in the Moonee Valley.

Thoughts from a Director and volunteer, Tess Fogarty

I have been involved with the Moonee Ponds site since its conception about forty years ago. It is a wonderful building.

Now of course it does far more than that with counselling, material aid, and "pre loved" prams and highchairs. Caroline Chisholm Society has grown in leaps and bounds in the services it provides and has a great name across the whole of Victoria. We not only help Mothers to keep their babies, as Caroline Chisholm did, but we do far more to assist families who need support. I love this building and the work that has been achieved from it.

Thoughts from a staff member

Moonee Ponds has such a long history – many people who donate remember it from when they were children and their parents donated. It is a new

chapter for Caroline Chisholm in Caroline Springs however the history will always be present in the hearts of those who have lived and donated over the last 35 years. As a staff member working in both locations I can appreciate the memories attached to the Moonee Ponds site.

The Goulburn Valley

Located at 16 Broomfield St, Shepparton, the Goulburn Valley site of the Caroline Chisholm Society is home to our team aiming to make a quantifiable difference to the lives of the particularly disadvantaged community who live there.

Thoughts from a Director and volunteer, Wendy Hunt

"Being a volunteer in a smaller community is different. It's much more likely to be an ongoing relationship, when the person turns up next to you in the supermarket queue. Naturally the reverse is true – sometimes clients don't want to be recognized. It is important to smile (just a little) and wait for them to instigate conversation. Mostly you get a smile and a chance to admire the baby or whoever they have grown into. As an added bonus, some very good volunteers come to us first as clients."



Thoughts from other volunteers

"Enjoy the company of ladies which have turned in very good friendship. Like talking to the girls – see them coming out of their problems. Some bring their babies back."

"One client came back she was 14 year old and had a baby and gone and settled in Queensland returned

to Shepparton and called in to see the volunteers that assisted her."

"Seeing the babies well and the clients becoming good mothers. Very satisfying to see the clients grow and Goulburn Valley Pregnancy Support them to find a solution."

"Enjoy assisting others who do not have family support."



The Shepparton crew with the Director of Clinical Services

Our funders, donors and supporters

The Caroline Chisholm Society enjoys the support of many community organisations, businesses, philanthropic trust funds and service clubs, which donate goods, services and provide financial support. We are grateful to our donors, of cash and in-kind, for their ongoing support. We thank governments for their contribution to our work.

Government funding

- The Victorian Department of Human Services which funds ongoing family services
- The Commonwealth Department of Health and Ageing which funded a volunteering grant
- The Commonwealth Department of Family, Housing, Community Services and Indigenous Affairs for community which funds the housing program

Grant funding

- Shop Distributive and Allied Employees Association to provide a 1800 counselling line
- Lord Mayors Charitable Foundation for emergency relief and material aid
- United Way Community Funding for pregnancy support in Shepparton
- The Queens Fund, MacKillop family services for emergency relief and material aid

Donations

\$5,000 and over

- Strathmore Community Bank
- Lord Mayors Charitable Foundation
- Beverley Noonan
- Loyola College

\$1,000 and over

- The Grosvenor Foundation
- The Moonee Valley City Council
- Aggi Hanna

Under \$1,000

- St Mary's Primary School – Parents & Friends, Lions Club of Essendon, Rowan Smith, Carroll College, Christ Church of Essendon Opportunity Shop, Mary D'Elia, Frank & Pauline Smit, Northern Theresian Community, John & Yasmin Berrill, Donald and Judy Chisholm, Margaret Howes, WP Annesley, Tina Hebblewhite, Elizabeth Kelly, Ellen Dillon, Gleney's McMahon, Maria Napolitano, Marion Knox, Philomene Joshua Tenni, Tess Fogarty, Father Leo Griffin

Other acknowledgements

We also thank:

- our anonymous donors
- those who knit for and shop at our stalls, which raises in excess of \$5000 per year.
- those who have helped and supported us in our move to Caroline Springs in the financial year 2011–2012 including:
 - Ampson Builders, Patrick & Mario Sultana
 - Brian Mason, Lawyer
 - Bunnings Hardware
 - Cemcon Constructions, Steve Fitzgerald
 - Dulux Paint
 - Fisher and Paykel
 - Oliver Ramsay Security, Ray Ramsay
 - Steve Farren, Sign writer
 - Tolhurst Druce and Emmerson
 - Wire Industries

In summary

The 2010–2011 has set the Caroline Chisholm Society on a path to remain innovative and retain links with its traditions. The 2011–2012 year will see us embed ourselves in Caroline Springs, define our future in the Moonee Valley and continue to build our presence in the Goulburn Valley. The Society will spend the next few years securing our future so that we can continue to do what we do best, support pregnancy, children and families.



Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

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Directors' Report

The directors present their report together with the financial report of the Caroline Chisholm Society ("the Company") for the financial year ended 30 June 2011 and the auditor's report thereon.

Directors

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

Names	Appointed/Resigned
Franciscus Theodorus Maria Smit	20 September 2005–present
Maria McGarvie	22 November 2005–17 May 2011
Teresa Fogarty	10 September 1989–present
Paul William Webster	17 September 1991–present
Wendy Hunt	21 February 2006–present
John Kennedy	19 June 2007–present
Christina Giavris	17 March 2009–11 August 2010
Kate McCartney	18 May 2010–present
Michael Christie	23 October 2009–present
Helen Cooney	20 July 2010–present
Lucia Fitzgerald	18 May 2010–present
Lizzie Blandthorn	22 October 2010–present

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

Principal Activities

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

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

Company Secretary

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

- Franciscus Theodorus Maria Smit.

Operating and Financial Review

The net profit of the Company for the financial year ended 30 June 2011 was \$68,114 (2010: \$25,619 loss).

Review of operations

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

State of Affairs

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

Events Subsequent to Reporting Date

In July 2011, the Company relocated a number of its employees and operations to a new premises at 1 Darebin Place, Caroline Springs. The Company continues to operate from its existing premises at 41 Park Street, Moonee Ponds.

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

Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

Directors' Report

Future Developments, Prospects and Business Strategies

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

Environmental Issues

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

Meeting of Directors

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

	Directors' Meeting	
	Number eligible to attend	Number attended
Franciscus Theodorus Maria Smit	6	5
Maria McGarvie	6	5
Paul William Webster	6	5
Christina Giavris	1	1
Teresa Fogarty	6	6
Wendy Elizabeth Hunt	6	5
John Ormond Kennedy	6	6
Kate McCartney	6	5
Michael Christie	6	4
Helen Cooney	6	6
Lucia Fitzgerald	6	5
Lizzie Blandthorn	3	2

Directors' Report

Information on Directors

Franciscus Theodorus Maria Smit **Secretary**

Qualifications	–
Experience	30 years' experience as Managing Director of Small Business
Special Responsibilities	Ex Officio Member of all sub Committees

Maria McGarvie **President (resigned as president - October 2010)**

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

Teresa Fogarty **Director**

Qualifications	–
Experience	Area Representative
Special Responsibilities	Fundraising

Paul William Webster **Vice President**

Qualifications	MA, LLB
Experience	Lawyer
Special Responsibilities	Chair of Property sub-Committee

Wendy Hunt **Director**

Qualifications	Dip Teaching
Experience	35 years' education field; other 20 years in pregnancy support
Special Responsibilities	Goulburn Valley sub-Committee

John Kennedy **Director**

Qualifications	BA (Syd), BEd (Melb), BTheol (UFT), DipTG (NSW), FACE
Experience	Principal, Loyola College (1979–2007) and Trinity Anglican colleges Albury and Wodonga (2008). Professional Officer, Association of Heads of Independent Schools of Australia – Vic
Special Responsibilities	Governance and Risk sub-Committee

Christina Giavris **Director**

Qualifications	BCom (Acc/Fin), LLB (Hons)
Experience	Lawyer
Special Responsibilities	Property sub-Committee

Kate McCartney **Treasurer**

Qualifications	BBus (Acc) CA
Experience	Financial Accounting and Reporting
Special Responsibilities	Chair of Finance and Funding sub-Committee

Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

Directors' Report

Michael Christie

Director

Qualifications
Experience

MB, BS, FRACGP
General Practitioner, West Brunswick Clinic

Lizzie Blandthorn

Director

Qualifications
Experience

BA (Melbourne)
Policy and strategy development, managerial and representative roles across the labour movement including having worked as a senior adviser and Chief of Staff within state and federal jurisdictions of government and as a trade union official. Currently, the Senior Vice President of the Victorian Labor Party.

Helen Cooney

President (appointed as president – November 2010)

Qualifications
Experience
Special Responsibilities

BA (Melb) BA (ANU) MGov & CommLaw (ANU)
Policy and strategy in advocacy, government and university sectors including working in early childhood education and care policy
Ex Officio Member of all sub-Committees, Chair of Governance and Risk sub-Committee

Lucia Fitzgerald

Director

Qualifications
Experience
Special Responsibilities

BBus (Property), Masters of Project Management, Masters of Property and Construction
Development Manager – 15 years experience
Property sub-Committee

Indemnifying and Insuring Officers or Auditors

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

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2011 has been received and can be found on page 29 of the financial report.

Signed in accordance with a resolution of the Directors:

Director:



Helen Cooney

Dated this day of 2011

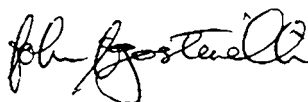
Auditors Independence Declaration under Section 307C of the Corporations Act 2001

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2011 there have been:

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



AGOSTINELLI PERLEN
CHARTERED ACCOUNTANTS



JOHN AGOSTINELLI
PARTNER

Dated at Carlton, Victoria

This Twentyfourth day of August 2011

Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

Independent Audit Report to the Members of the Caroline Chisholm Society

Report on the Financial Report

We have audited the accompanying financial report of Caroline Chisholm Society, which comprises the statement of financial position as at 30 June 2011, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended that date, a summary of significant accounting policies, other explanatory notes and the directors' declaration.

The Responsibility of the Directors for the Financial Report

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

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

Auditor's Responsibility

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

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

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

Independence

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

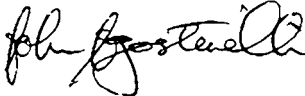
Independent Audit Report to the Members of the Caroline Chisholm Society

Auditor's Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Caroline Chisholm Society as of 30 June 2011 and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)



AGOSTINELLI PERLEN
CHARTERED ACCOUNTANTS



JOHN AGOSTINELLI
PARTNER

Dated at Carlton, Victoria

This Twentyfourth day of August 2011

Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

Statement of Comprehensive Income

for the year ended 30 June 2011

	Note	2011 \$	2010 \$
Revenue from funding bodies		1,221,083	1,006,588
Other income	5	81,271	103,956
Employee expenses		(1,017,394)	(886,041)
Program expenses		(35,258)	(58,401)
Depreciation	8	(23,150)	(26,645)
Occupancy expenses		(33,112)	(35,937)
Communications and IT		(51,704)	(54,011)
Travel expenses		(44,249)	(46,760)
Other expenses		(57,810)	(43,995)
Results from operating activities		39,677	(41,246)
Finance income		28,437	15,627
Net profit/(loss) for the period		68,114	(25,619)
Other Comprehensive Income:			
Revaluation of land and buildings	8	–	1,091,395
Total comprehensive income for the year		68,114	1,065,776

The accompanying notes form part of these financial statements.

Statement of Financial Position

as at 30 June 2011

	Note	2011 \$	2010 \$
ASSETS			
Current assets			
Cash and cash equivalents	6	406,902	572,247
Trade and other receivables		–	5,965
Other assets	7	44,970	2,711
Total current assets		451,872	580,923
Non current assets			
Property, plant and equipment	8	1,417,042	1,232,191
Other asset	14	382,500	
Total non current assets		1,799,542	1,232,191
TOTAL ASSETS		2,251,414	1,813,114
LIABILITIES			
Current liabilities			
Trade and other payables		13,311	22,460
Other liability	14	382,500	
Deferred income		19,716	35,592
Employee benefits	9	120,282	107,825
Total current liabilities		535,809	165,877
Non current liabilities			
Employee benefits	9	4,585	4,331
Total non current liabilities		4,585	4,331
TOTAL LIABILITIES		540,394	170,208
NET ASSETS		1,711,020	1,642,906
EQUITY			
Reserves		1,091,395	1,091,395
Retained earnings		619,625	551,511
TOTAL EQUITY		1,711,020	1,642,906

The accompanying notes form part of these financial statements.

Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

Statement of Changes in Equity

for the year ended 30 June 2011

	Revaluation Reserve (\$)	Retained Earnings (\$)	Total Equity (\$)
Balance at 1 July 2009	–	577,130	577,130
Loss for the year	–	(25,619)	(25,619)
Other comprehensive income	1,091,395	–	1,091,395
Balance at 30 June 2010	1,091,395	551,511	1,642,906
Profit for the year	–	68,114	68,114
Other comprehensive income	–	–	–
Balance at 30 June 2011	1,091,395	619,625	1,711,020

The accompanying notes form part of these financial statements.

Statement of Cash Flows

for the year ended 30 June 2011

	Note	2011 \$	2010 \$
Cash from operating activities:			
Receipts from grants		1,325,727	1,000,623
Receipts from fundraising		9,202	12,909
Receipts from donations		62,440	89,557
Receipts from other operating activities		15,594	5,555
Interest received		28,437	15,627
Payments to suppliers and employees		(1,356,244)	(1,094,967)
Net cash from operating activities		85,156	29,304
Cash flows from investing activities:			
Deposit paid for property		(42,500)	
Purchase of property, plant and equipment		(208,001)	(29,772)
Net cash from investing activities		(250,501)	(29,772)
Net increase (decreases) in cash held		(165,345)	(468)
Cash and cash equivalents at beginning of financial year		572,247	572,715
Cash and cash equivalents at end of financial year	6	406,902	572,247

Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

Notes to the Financial Statements

1. Reporting entity

Caroline Chisholm Society (“the Company”) is a public company limited by guarantee.

2. Basis of preparation

a) Statement of compliance

The Company early adopted AASB 1053 *Application of Tiers of Australian Accounting Standards* and AASB 2010-02 *Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements* for the financial year beginning on 1 July 2010 to prepare Tier 2 general purpose financial statements.

The financial statements were authorised for issue by the Board of Directors on 16 August 2011.

b) Basis of measurement

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

c) Functional and presentation currency

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

d) Use of estimates and judgements

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

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

e) Changes in accounting policies

Starting as of 1 July 2010, the Company changed its accounting policy in the following areas:

- Presentation of financial statement
- Application of reduced disclosure requirements.

3. Significant accounting policies

The accounting policies set out below have been applied consistently to all periods presented in these financial statements. Certain comparative amounts have been reclassified to conform with the current year’s presentation.

a) Financial instruments

i) Non-derivative financial assets

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

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

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

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

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

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

Cash and cash equivalents comprise cash balances and deposits.

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

ii) Non-derivative financial liabilities

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

Notes to the Financial Statements

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

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

Such financial liabilities are recognised initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition these financial liabilities are measured at amortised cost using the effective interest rate method.

b) Property plant and equipment

i) Recognition and measurement

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

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

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

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

ii) Subsequent costs

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

iii) Depreciation

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

Depreciation is recognised in profit or loss on a diminishing value basis over the estimated useful lives of each part of an item of property, plant and equipment, since this most closely reflects the expected pattern of consumption of the future economic benefits embodied in the asset. Land

is not depreciated. Capital works in progress is depreciated when it is available for use.

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

- Buildings – 2.5%
- Plant and equipment – 20% to 40%

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

As from 1 July 2009, the Company has recognised its land and buildings at fair value. The land and buildings are located at 41 Park Street, Moonee Ponds Victoria. This resulted in a significant uplift to land and buildings and equity in the financial year ended 30 June 2010. This was adopted to more appropriately reflect the underlying value of the assets.

c) Impairment

i) Financial assets

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

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

Notes to the Financial Statements

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

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

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

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

ii) Non financial asset

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

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

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

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

d) Employee benefits

i) Other long-term employee benefits

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

ii) Short term benefits

Short-term employee benefit obligations are measured on an undiscounted basis and are expensed as the related service is provided. A liability is recognised for the amount expected to be paid under short-term cash bonus or profit-sharing plans if the Company has a present legal or constructive obligation to pay this amount as a result of past service provided by the employee and the obligation can be estimated reliably.

Notes to the Financial Statements

e) Revenue

i) Government funding

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

ii) Other income

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

Revenue from donations and fundraising is recognised in revenue upon receipt of funds.

f) Lease payments

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

Determining whether an arrangement contains a lease

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

to separate the payments reliably, an asset and a liability are recognised at an amount equal to the fair value of the underlying asset. Subsequently the liability is reduced as payments are made and an imputed finance charge on the liability.

g) Financial income

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

h) Goods and services tax

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the taxation authority. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of the expense.

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

i) Income tax

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

j) Presentation of financial statements and reduced disclosure

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

4. Determination of fair values

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

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

Refer to Note 3 for accounting policies.

Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

Notes to the Financial Statements

5. Other income

	2011 \$	2010 \$
Fundraising	9,202	12,909
Donations	62,440	89,557
Membership fees	1,300	1,490
Sundry income	8,329	–
	81,271	103,956

6. Cash and cash equivalents

Cash on hand	152	258
Cash at bank	91,849	60,868
Short term bank deposits	314,901	511,121
	406,902	572,247

7. Other assets

Prepayments	2,470	2,711
Deposit paid	42,500	–
	44,970	2,711

Notes to the Financial Statements

8. Property plant and equipment

	2011 \$	2010 \$
Freehold land and buildings at fair value	1,160,000	1,160,000
Fixtures and fittings at cost	111,240	92,516
Accumulated depreciation	(75,924)	(71,373)
	35,316	21,143
Motor vehicles at cost	102,571	102,571
Accumulated depreciation	(79,034)	(68,947)
	23,537	33,624
Computer equipment at cost	43,710	37,778
Accumulated depreciation	(28,866)	(20,354)
	14,844	17,424
Property improvements at cost	183,345	–
Accumulated depreciation	–	–
	183,345	–
Total property, plant and equipment net book value	1,417,042	1,232,191

9. Employee benefits

Current		
Annual leave	68,065	60,239
Long service leave	52,217	47,586
	120,282	107,825
Non Current		
Long service leave	4,585	4,331

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

Financial Report

Caroline Chisholm Society – ABN 42 005 066 919
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

Notes to the Financial Statements

10. Capital and reserves

The Company is a company incorporated in Australia under the *Corporations Act 2001* as a company limited by guarantee.

Reserves

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

There were no movements in the reserves in the current year.

11. Capital and leasing commitments

Operating leases contracted for but not capitalised in the financial statements

	2011 \$	2010 \$
Payable – minimum lease payments – not later than 12 months	2,502	15,698

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

12. Contingent assets and contingent liabilities

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

13. Related party transactions

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

14. Subsequent events

During the financial year ended 30 June 2011, the Company entered into a binding contractual arrangement to purchase land and buildings at 1 Darebin Place, Caroline Springs. The contractual settlement and final payment is expected to occur in November 2011. The Melton Council (the vendor) has provided the Company with possession of the land and building, allowing refurbishments to be conducted prior to 30 June 2011. As at 30 June 2011, the Company has recorded an asset and corresponding liability of \$382,500, which represents the land and buildings and balance payable on settlement, respectively, in the statement of financial position.

In July 2011, the Company relocated a number of its employees and operations to a new premises at 1 Darebin Place, Caroline Springs. The Company continues to operate from its premises at 41 Park Street, Moonee Ponds.

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

Directors' Declaration

The directors of the company declare that:

1. The financial statements and notes, as set out on pages 32 to 42, present fairly the company's financial position as at 30 June 2011 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations); and
2. In the directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

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

Director: 
Helen Cooney

Dated this 22nd day of August 2011

YES! I would like to support the Caroline Chisholm Society

The gift of financial support

My single gift of:

- \$ _____
 \$50 \$250 \$500

My monthly Project 20,000 gift:

- \$ _____
 \$15 \$25 \$50

I will regularly donate as indicated.

- Enclosed is my cheque or money order
(Payable to Caroline Chisholm Society) or
 Please charge my credit card:
 Visa MasterCard

Account Number:

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Expiry Date:

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Name as appears
on Card:

Signature:

Date:

In donor honour rolls, I/we wish my/our name
to read as follows:

- Please do not publicly acknowledge this gift.

All donations over \$2.00 are tax deductible.
Please complete your details for a receipt.

Personal details

Name _____

Address _____

Suburb _____

State _____ Postcode _____

Phone H _____

Phone W _____

Mobile _____

Email _____

My preferred method of communication:

- Mail Email

The gift of my time

Please contact me about:

- Volunteering
 Donating, sorting and transporting new and
quality pre-loved products for young families
 Attending functions and events

Thank you for your support

Capital Campaign

Ongoing Support

Project Caroline Springs investing in our future

Our new premises in Caroline Springs, a former community centre, needs to be fitted out to suit our unique services. One off donations and gifts will help us secure the \$250,000 cash and in-kind that we need for our premises to be of high standard for our work and our clients.

Building renovation and plumbing	160,000
Furniture and computer equipment	40,000
Relocation costs	15,000
Security, electricity and systems	15,000
Carpet and flooring	10,000
Appliances	5,000
Children play equipment	5,000
Fundraising target:	\$250,000 <i>(cash and in-kind)</i>



Our new premises at Caroline Springs

Project 20,000 sustaining comprehensive services

The Caroline Chisholm Society needs \$20,000 per annum to provide services that are not traditionally funded by government.



\$20,000 pays for 20 children to use cloth and disposable nappies for a year



\$20,000 pays for 250 mums to join breastfeeding classes



\$20,000 pays for 400 asthma pumps



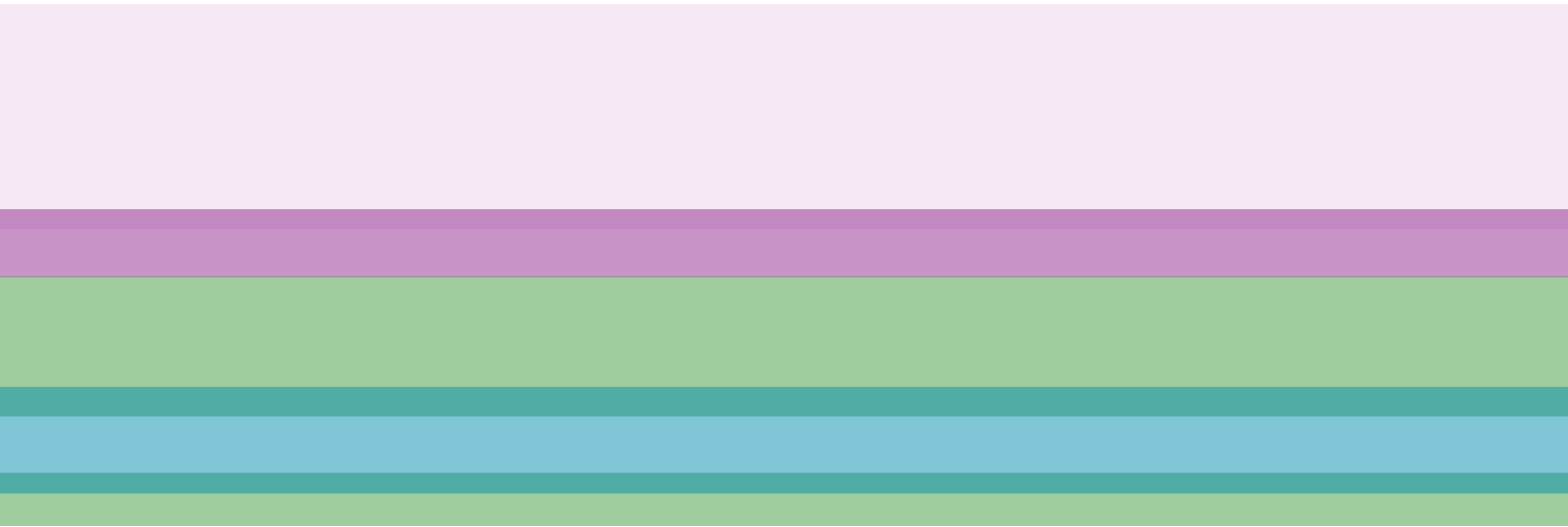
\$20,000 pays for 50 new cots



\$20,000 pays for 130 passes for 10 classes of kinder gym



\$20,000 pays for 100 families to get a set of educational toys



**Caroline
Chisholm**
Society