

Moree Family Support Inc.

Strengthening Families – Strengthening Communities

ANNUAL REPORT 2020 - 2021



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President's Report



Another interesting year marred by serious flooding in March, mice plagues and emergency lockdown. For several weeks the office was locked and staff had to carry out duties from their home address. This was very successfully achieved and the service continued to operate as close to normal as possible and I thank staff for their commitment and dedication to deliver as required.

One major change of the year was Felicity Curtis electing to take the personal assistant position and the appointment of Belinda Pring to the Operations Managers role. Both changes are working well and the committee are fortunate that they have the ability of Belinda while retaining the skills of Felicity.

Four new staff members were engaged in the early part of this year and a lot of training is underway that staff have taken up. One of those new staffers, Rachael Egan, was nominated as a finalist for the 2021 NSW Training Awards, Trainee of the Year category. Another interesting appointment was attracting Sharon Cooke to be a member of the committee and she will come with her own set of skills to assist.

KIDZ Club, Out of Schools Hours and Vacation Care was disrupted by the flood and had to operate from the Auburn Street address for some time. It is now back at the scout hall. Moree TAFE, as part of carpenter training, built a cubby house which they donated for the children's use. Keith Mayer donated his time and a forklift to transport and place the cubby in the grounds of the scout hall.

During NAIDOC Week a morning tea with staff and committee was held, organised by Carol French, who provided an overview of the history of NAIDOC. The committee have decided to hold this event annually from now on.

Thank you to Craig Wilson, Commissioning and Planning Officer, Department of Justice and Communities for keeping us in the loop with regard to programs, logistics and current and future funding agreements.

Thank you to our committee members for their participation in the successful operation of Moree Family Support and the time you have dedicated to attend monthly meeting and other matters when required.

The committee appreciates the commitment and dedication that Belinda and Felicity have put in to make Moree Family Support the success it is. With the backing of the committee I thank you so much for the efforts of both of you and thank you to all the other staff members for their dedicated commitment to Moree Family Support and I hope the next year will be as rewarding as the past.

Jim Crawford

President

19 October 2021

Operations Manager's Report



Let me start by saying how welcome everyone made me feel since joining Moree Family Support at the end of last year. I just love the passion staff have for making a difference in the lives of the people we support.

2020-2021 has brought its challenges, some of which we remember; catastrophic long-term drought, bushfires, major floods, a mouse plague all of which have tested our flexibility and adaptability. However, none more than the very real challenge of COVID-19 and the additional pressure it has placed on the vulnerable women, children and families already trying to survive difficult times.

The staff at the Moree Family Support have taken the challenge head on, changing work practices to adapt to working from home, using technology differently, maintaining contact with clients by phone and contactless interactions. Staff were also very creative around the delivery of service when actual supported playgroup and other group sessions were unable to be held.

Significant achievements include: -

- Commencement of After School Care; three years establishing the framework and complying with the strict regulations we finally got started in February 2021 and it continues to grow.
- Increase in the fee for service/other funds funding stream
- A modern set of technological devices for all staff
- A review and update of a range of policies, procedures, and processes.
- A refresh and implementation the organisations Vision, Values, Mission statements.
- Finalisation of the Strategic Plan.
- Revamp of worksite into a contemporary workplace.
- Continuation of a healthy financial position
- Maintaining strong professional links with community organisations and groups
- Only local supplier of "Escabags", escape bags for women and children victims of domestic violence that contain essential hygiene and care products.
- Commencement of Diploma of Early Childhood Education, with 10 enrolments.
- Rachel Egan, nominated for Trainee of the Year in the 2021 NSW Training Awards

I would like to acknowledge our funding body the Department of Communities and Justice and recognise the fee-for-service contribution of our participants.

I speak on behalf of the staff in applauding the committee members that provide guidance and support to the organisation.

However, the greatest recognition must go to Felicity Curtis who has navigated the organisation, supported the staff, and seized every opportunity for the past 10 years.

It is my privilege to work in this organisation and such a great team.

Belinda Pring

October 2021

Business Profile



VALUES

- Act with Integrity
- Advocate for Social Justice
- Embrace Diversity
- Practice Kindness
- Work Respectfully



VISION

A safe, equitable and inclusive society where children, families and communities are safe, healthy, resilient and connected

MISSION

We deliver high quality and responsive services working in partnership with our community to enhance the safety, health and wellbeing of children, young people and their families.

Our Committee

The Moree Family Support Committee has overall responsibility for the service over seeing the financial management, work health and safety requirements, funding and compliance as well as human resource matters. They help with planning, evaluation and guiding improvements.

The Committee members for 2020 - 2021 comprise of:

- Jim Crawford – President
- Penny Crosby – Vice President
- Stephanie Peters - Secretary
- Di Shields – Treasurer
- Jan Davies
- Steven Harris
- Alice Simpson
- Sharon Cooke (New member)

Thank you to the Committee for your ongoing work in supporting Moree Family Support in attending meetings, decision-making, questioning and other all activities. Your valuable input your ongoing support is greatly appreciated.

Our Strategic Direction



Goal 1: We deliver and develop quality service delivery, early intervention and prevention services across the Moree Shire Plains.

1.1 We ensure best practice principles and evidence underpin all our work, service development and planning.

1.2 We are identified as a practice leader in the development and delivery of integrated services to families, youth and children who require early intervention support including; case management, parenting, youth and mentoring programs, domestic violence specialised support, access to early education, homelessness support for young people and information and referral services

1.3 We develop strategic partnerships to strengthen our services.

Goal 2: We offer culturally appropriate and supportive services to Aboriginal & Torres Strait Islander people

2.1 We are focussed on promoting cultural awareness and respect of Aboriginal and Torres Strait Islander people with the aim of strengthening service delivery.

2.2 We develop a business plan to guide us on our Reconciliation journey.

Goal 3: We have capable and engaged staff

3.1 We will have suitably skilled and qualified staff and leaders who are valued for their contributions and who care about the work they do.

3.2 Create a culture that empowers and enables people to succeed together.

3.3 We foster a culture of engagement, health and wellbeing for all staff.

Goal 4: We are a sustainable and dynamic organisation capable of achieving our purpose

4.1 We have effective corporate governance.

4.2 We are financially viable

4.3 Achieve and strengthen quality standards in all areas of service delivery.

Our Commitment to the Gomeroi People



Moree Family Support recognises the unique role that aboriginal staff play to enhance the life and outcomes for Aboriginal community members and families

We, the organisation

- use local knowledge to challenge the injustice and create a community where everyone can live a life that is safe valued and free from violence.
- will continue to build a workforce that will support and empower staff; providing access to appropriate training and career development opportunities.
- are committed to providing a safe and respectful working environment.
- focused on staff wellbeing where individual needs are realised.

Moree Family Support has implemented, initiated, and developed a range of great activities over the past year to support Aboriginal clients, families, and staff. Our achievements include: -

- Implemented Cultural Conversations to support cultural safety for staff.
- Supported a unique Sorry Business initiative
- Facilitated **Connecting To the Digital World Program**, a 7 week program that provided elderly women, affected by domestic violence, the skills to navigate the world of technology. The program was partnered with N’Gala Women’s Refuge.
- Initiated the “Red Vase” a self-care strategy for staff to support them dealing with the most complex situations and clients.
- Hosted a successful NAIDOC Day celebration which will become an annual event for staff and the Committee
- Stabilised the Aboriginal staff, and staff with aboriginal family connections ratio at 60% of the total staff.
- Engagement with Aboriginal clients at an average ratio of 75% of the total client base.

We look forward to our future as we develop a Reconciliation Action Plan for Moree Family Support, host Cultural Awareness training and have a fun creative cultural team building activity.



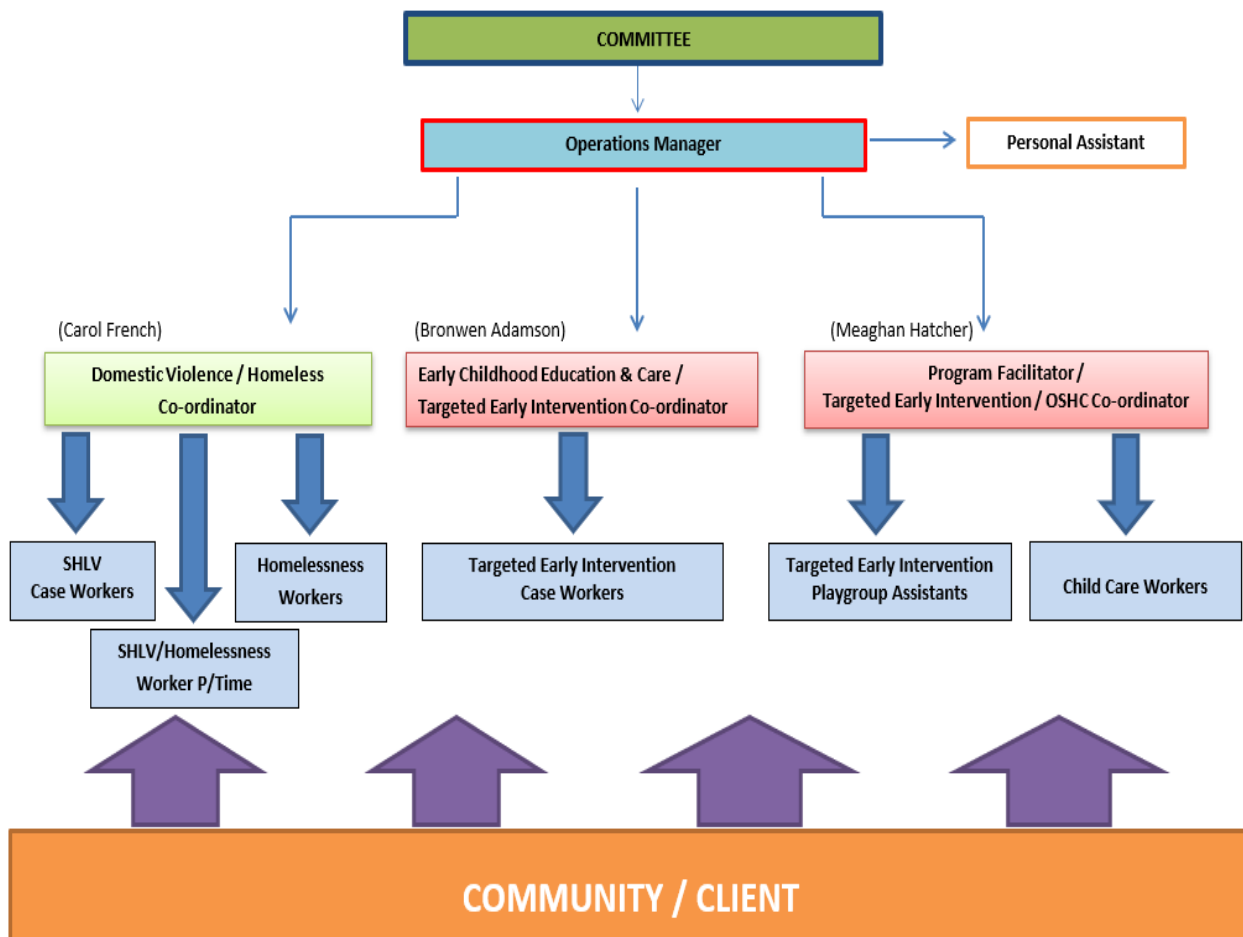


The focus of our work

Moree Family Support exists to serve families, youth and children across the Moree Plains Shire by supporting them to lead the best lives they can.

We provide early intervention support including; case management, parenting, youth and mentoring programs, domestic violence specialised support, access to early education, homelessness support to young people and information and referral services.

Our Structure





Kidz Club - After School Care Vacation Care

Kidz Club provides a safe and responsive environment for the provision of a childcare service for children aged between 5- 12 years of age; primarily while their parents are working, training or seeking employment. It aims to meet the broad range of a child's social, emotional, physical, intellectual, and creative outside school hours need.

Moree Family Support is guided by the **My Time, Our Place Framework for School Aged Children**. This framework assists services to provide young children with opportunities to maximise their potential and develop a foundation for future success in learning.

Kidz Club incorporates After School Care (during the school term) and Vacation Care (during school holidays)

Staff: Meaghan Hatcher

Vacation Care

It has been a very busy and exciting times we have dealt with a flood and then the COVID pandemic that consumed most of 2020 and again in July 2021. MFS worked tirelessly and managed to keep this must needed and valuable service accessible to our Moree working families.

June 2021 we returned to 233 Balo Street and have been gradually improving the venue with purchases of resources and we even got a cubby!!!

A big Thankyou to Moree TAFE Building students for building and donating it and to Keith Maher for his service of using his forklift to put it in place!!





Vacation Care enrolments increased very rapidly and often, we have a waiting list.

We were averaging between 15-28 children each day and participated in many fun and engaging activities that encouraged and fostered the children's imagination, creativity, and group participation skills.

April 2021 Vacation Care travelled by bus to the SHAE Academy to join in the fun of a **COLOUR RUN!!!**



After School Care

MFS commenced After School Care (ASC) in January 2021 and operate from Scout Hall. We pick up the students from Moree Public School, Moree East and St Philomena's on a Reynolds and Fogarty bus.

Hours are from school pick up until 5.30pm. Numbers have gradually increased and numbers each day vary between 8-14 children.

MFS has been attempting to recruit another staff member as numbers increase.



Staying Home Leaving Violence - SHLV

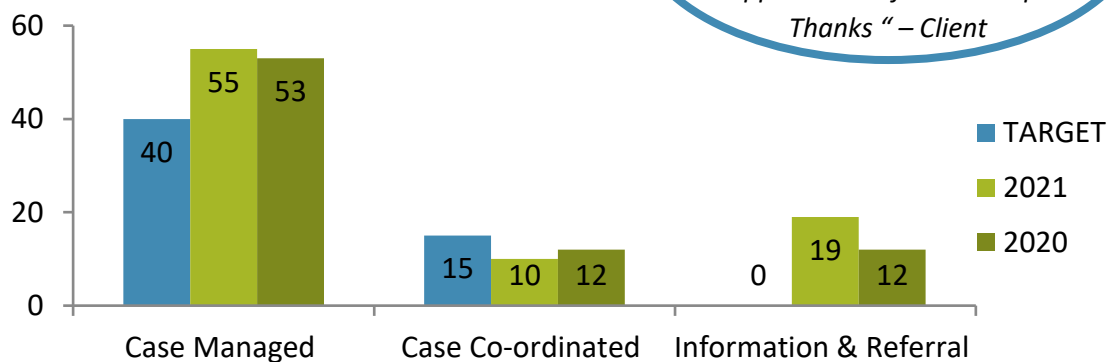


The SHLV program aims to prevent homelessness by working with NSW Police and in collaboration with a range of other services to remove the perpetrator from the family home so that women and children can remain safely where they are or within a home of their choice.

The program places accountability on the shoulders of the violent offender and provides a range of support for the victims.

Staff: Carol French, Michelle Tansey and Chelsea Bruem

"Everyone here is friendly and all helped me get my life back on track I am grateful and appreciated of all the help. Thanks" – Client



Our staff contribute to: -

Moree Just Reinvest (MJR)

MJR acknowledges there is a lot of work to be done in Moree to address: -

- the over representation of Aboriginal people in particular young people in the criminal system
- the rate of school suspensions
- the 76 services in Moree that overlap and don't work together

Moree NoVA

Moree NoVA aims to provide a forum that the community, service providers and government agencies can work collaboratively with each other to reduce incidents of domestic and family violence and to raise awareness around stopping violence and where anyone in our community can access assistance.

NoVA raises community awareness of all forms of violence and its effects on families and communities through education and community development programs

"I feel safer at home, and I am thankful for the support with safety upgrades, victims service and the legal process. I also was able to use services that I didn't know existed like the rent subsidy for victims of domestic violence. I am back at work and appreciate the help." – Client

Staying Home Leaving Violence - SHLV



Connecting To the Digital World Program

This Course was a partnership between Ngala Women's Refuge and Moree Family Support Inc facilitated by Julianne Farrell Community College Northern Inland Inc.

This 7-week course provided elderly women skills to navigate the world of Technology.

Each session was hands on with practical demonstrations and an opportunity to practice in a relaxed environment. All participants now have:

- Linked Medicare, Taxation, Medical Records to their MyGov
- Services NSW App with Digital Drivers Licences, Vouchers, Covid safe Check-in.
- Internet banking account
- MPSC Directory
- Knowledge to navigate through the school apps



"I find it easy and it is very well prepared and easy to comprehend. Julieann is very helpful and caring. She values our opinions. The best bunch of people to do a course with – ever – Group Participant



Sharing The Journey – November 2020

An Aboriginal women's program funded by Telstra Community Grant in partnership with Homes North and Moree Family Support ran for 6 weeks.

This program provided information on various aspects of life with an overall aim to increase their knowledge to have a more productive life. The topics covered included:

- Wellbeing & self esteem
- Effective & creative communication
- Nutrition
- Finding your happiness

"I looked forward to each week with the ladies, something different every time. The stories we shared which sometimes were sad where we all would cry" – Group Participant

SHLV Expansion Gwydir Shire – COVID funded for 2020 - 2021

SHLV Moree identified a need for geographical expansion of domestic and family violence services due to the service provision gap in the adjacent Gwydir LGA. The Gwydir Shire is sparsely populated over 10,000 km² and encompasses the urban areas and smaller villages of Bingara, Warialda, Warialda Rail, Gravesend, Upper Horton, Coolati, Croppa Creek and North Star.

A dedicated staff member was employed 1 day per week and supported seven victims.

Targeted Early Intervention



Case Management

Our focus is on delivering responsive and flexible prevention, early help and support services to meet the needs of children, young people families and communities experiencing or at risk of vulnerability.

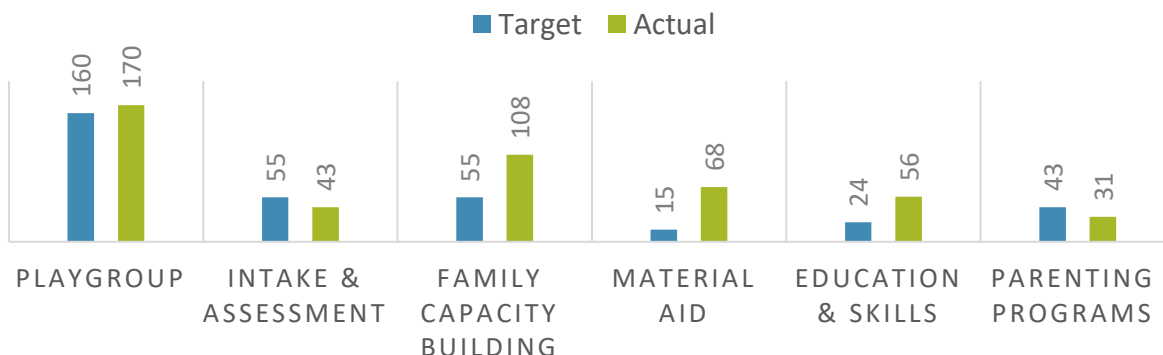
Moree Family Support provides advice, advocacy, support, case management, group or individual support and skills programs.

Staff: Rachel Egan, Bronwen Adamson and Lorilie Haines

Key Statistics:

- The age group 20 -24 was the greatest consumer of the service at 55
- The age group 70 – 74 and 75- 79 was the least consumer of the service at 1

60.1 % of total clients identified as Aboriginal or Torres Strait Islander



Case Study

Client self-referred to our service after completing rehabilitation for drug dependency. Client was requesting assistance for herself, and her four young children. The support requested and outcomes achieved included: -

- Housing – emergency accommodation and permanent tenancy- referral and advocacy provided, **Outcome: - temporary accommodation and permanent tenancy gained through Homes North**
- Personal identification- birth certificates, **Outcome: - birth certificates obtained by utilizing pathfinders' program**
- Access to education – school enrolment support for children, **Outcome: assistance given with enrolment forms, school transport and advocacy, outcome: - all children enrolled in school**
- Counselling – to support her completion of rehab and remain drug free. Referral made to drug and alcohol service, **Outcome: - client able to access to counselling services.**
- Material aid- for extra expenses with food and household items to setup tenancy once gained, **Outcome: - food vouchers and household items obtained by assisting client to access services from the Salvation Army**



Playgroups

Supported Playgroups in Moree and Outreach

Provide a fun and engaging program for parents and their children. Every week children have the opportunity to experience literacy, numeracy and gross motor skills and creative activities through pre-developed programs outlining the desired outcomes of each session.

Apex Playgroup – Monday

Part of 2020, Apex Playgroup was facilitated at MFS Office for a few months due to COVID restrictions and community parks were not open to the public. The families that participated in the playgroup each week expressed that they really enjoyed having the group at the office and were so grateful to MFS for still having the playgroup, especially during these stressful and uncertain times, having the social outing and exposures was important to not themselves but also to their children.

Mungindi Playgroup – Wednesday

Mungindi Playgroup is held every Wednesday 10-12pm during school term at the Mungindi Youth Centre. This supported playgroup is facilitated with Centacare Moree.

Predominately farming families and a small group of mothers attend, but they are regular each week and have mentioned in general conversations that their outing to Playgroup each Wednesday is sometimes the only opportunity for adult conversations.

Most of these mums and their families have struggled through extended drought, flood, COVID and September 2020 the town of Mungindi had to deal with their local and only supermarket, IGA, the butcher shop and another adjoining business burnt to the ground and then faced having to shop elsewhere.

Tuesday playgroup Guuma-Li (@MEPS)

Guuma-Li playgroup is held every Tuesday during the school term at Moree East Public School, Sarah works in partnership with Peony Daniels to run this playgroup. Our service offers a pickup and drop off service to this playgroup so it can allow people who haven't got transport to come along.





Programs

Parents as Teachers (PAT)

Parents as Teachers –provides information, support and encouragement to parents may their children develop during the crucial years of their life, 0-3 years. Topics are developed based on the parents interests and suggestions.

PAT runs every Thursday during school term 10am-12pm and averages 12 mums and 14 children.

We have delivered topics such as:

- Sleep patterns with our children
- Sibling Rivalry
- Self Care
- Skin conditions and how each other has treated it.

PAT allows the opportunity for the mums to share their own personal stories, suggestions, and ideas to support and empower each other in a welcoming and very relaxed environment



Jelly Beanz – Wednesday

Jelly Beanz is aimed at younger mothers, it provides an opportunity for parents to network and mentor. We provide a relaxed and non-judgemental environment where parents can share experiences and be given information on various topics. The group involves learning experiences with early childhood development and social and emotional activities.



Speech therapist – 5 week program

Sarah worked in partnership with Peony Daniels at Moree East Public School for a fun and interactive supported playgroup with a fully qualified Speech Therapist Kelly Picone. This playgroup offers opportunities for parents/carers to interact with the speech therapist and discuss concerns and ideas to further enhance children's language skills. Start developing baby & toddlers' speech and language skills today.





Connecting Communities

The community strengthening stream aims to connect members of our community experiencing, or at risk of vulnerability within the broader community. It will strengthen the community as a whole strengthening service which often provides a soft entry to other services which include:

- Plan and organise events
- Provide a venue for meetings and programs
- Initiate or facilitate community activities
- Provide information and referral to the community for example supporting client with a No Interest loan or a Salvos application.

Mekayla Phelps - my journey

The highlight for me is gaining employment at Moree Family Support!

I had attended Moree Family Support playgroups with my 3 sons for the past 10 years.

While still attending playgroups I completed a Certificate 3 in Community Services which involved 80hrs work placement, I chose to do this with MFS. As I was completing the 80hrs of work placement, the Community Support Worker position was advertised.

I nervously applied for the position and was given the opportunity to attend an interview in January 2021. After 10 years of not working or having an interview the nerves were surreal.

A few days later I received a phone call from Belinda Pring (Manager) stating that I was the successful applicant for the position and offered me the position. Having the opportunity to be able to work beside an amazing team is beyond words. I have now been an employee of Moree Family Support since my commencement date of 6 January 2021.

I am very thankful that I was given this opportunity to thrive and better my future for myself and my young family.



Connecting Communities – Activities and Events

Joblink Plus Recruitment Drive – January 2021

Recruitment is always challenging especially if applicants are not familiar with how to compile and application addressing the criteria or how an interview works or how to find information about the job and/or organisation. The workshop idea was pitched to Joblink Plus and the two-day event was planned.

The workshop involved: -

- The first session included MFS staff providing an overview of the position and the organisation. Joblink Plus staff assisted the clients with how to apply for a job, helped with writing their cover letter, updated resumes and explained how to address the essential criteria.
- 10 people attend the workshop and two out of that 10 were successful in obtaining a position with Moree Family Support.

International Women's Day Breakfast – March 2021

International Women's Day breakfast was held in the Moree Family Support courtyard. Women of the Moree community were invited and the aim was to thank them for all they do both directly and indirectly.

There was approximately 50 community members and representatives from organizations that attended. Kylie, Assistant Manager from Woolworths Moree donated the food, and the amazing Anthea Hastings was our chef on the day. Belinda Pring welcomed the women and shared some background o the relevance of International Women's Day.



Youth Homelessness Service (YHS)



YHS supports young people (16 – 24) who are experiencing homelessness or at risk of homelessness through early intervention, crisis, and transitional support services. We assist young people to identify their own goals and to empower them to achieve those goals. Moree Family Support continue to work in partnership with Byamee and the Women's Refuge to deliver urgent supporter to clients in need.

The critical success of the of YHS is based on the valued partnerships with Homes North, New England Regional Sustainable Housing and Homelessness Group (NERSH) and Homeless Youth Assistance Program (HYAP). The Homes North Service Level Agreement has been negotiated to reflect contemporary practices in providing transitional properties and management for clients. The Rent Choice Youth program provides support young people (16 -25) to break the cycle of the social housing lifestyle and empower employment opportunities to gain independence and sustain private rentals.

Staff: Crystal Trotter, Carol French

*"When I'm down and out
and have no where to go,
Family Support/Crystal has
help keep me safe."*

Rent It Keep It – October 2020

The Rent It Keep It program, incorporating Independent Living Skills was delivered in October with six participants. The program included topics such as how to obtain and sustain a property, how to live independently for the first time and understanding their rights and responsibilities when renting. Six participants finished the program and as at June 30 2021, 2 participants have remined in the rental accommodation as a result of the program.





Youth Homelessness Matters Day – May 2021

The Youth homelessness Matters Day is a national campaign and is aimed at raising awareness of youth homelessness amongst political decision-makers and the wider community. The statistics gathered from the Census data (2016) shows 28,000 Australians aged 12 to 25 years are homeless on any given night.

The first and most common way young people experience homelessness is couch surfing. 70% of young people leave their homes to escape family violence, child abuse or family breakdown therefore 42% of the homeless population is under the age of 25 years.

The expo aimed to educate young people on mental health, income support, further education, health, housing, and support options appropriate for young people by housing providers, living and life skills. An astonishing 167 young people from years 8,9 and 10 from the three local Moree high schools attended the expo. The expo enabled the participants to:

- visit the 10 service provider stalls, having an opportunity to discuss the support they provide.
- test their skills to find out who could build a two-person tent or set up a swag the fastest.
- view a demonstration by fire New South Wales and learn how to manage safely within the home.
- listen to the local guest speakers share their homelessness story and highlight the challenges they faced and how they overcome those challenges to be the successful person today living in permanent accommodation without fear of homelessness.



Moree Early Childhood Education and Care Project



Moree Family Support was funded to undertake the Early Childhood Education and Care Project (ECECP) in the Moree LGA.

The purpose of the ECECP was to improve access to quality early childhood education for social housing tenants. The project ended in June 2021 and provided:

Early Childhood Education:

- ✓ As a result of the identified gaps reported by the Moree Early Childhood Education Centres. ECEC project coordinator has formed a partnership with Moree TAFE to provide early childhood education training to interested participants.
- ✓ Certificate III in Early Childhood Education was offered to new entrants interested in undertaking early childhood education to support the gap in recruiting qualified Educators.
- ✓ Diploma of Early Childhood Education was offered to employees already qualified to work in ECE Industry and support Centres with recruitment of room leaders and more significant roles requiring this qualification. 10 participants have enrolled in this course.

Birth Certificates

- ✓ 11 families have been assisted to gain birth certificates. 5 of the families were assisted through ECEC project funding and other initiatives. The ECEC project coordinator commenced a partnership with Services NSW Moree to implement strategies in an attempt to address the many barriers. ECEC project coordinator is also working with Corporative Legal Service Delivery Program, Legal Aid and Pathfinders to gain birth certificates where people may not have enough identification documents.

Access to Early Childhood Education

- ✓ The ECEC project coordinator has worked directly with 18 families, 29 children – (100% of these families live in or are eligible for social housing), most are aboriginal (99%), 11 (63%) of families were supported to gain access to early childhood education.
- ✓ The 16 children supported to gain access to Early Childhood Education, are still attending.

Resources

- ✓ Funding was utilised to purchase resources to increase sustainability and inclusiveness in the Centres in line with the National Quality Standard.
- ✓ Goodstart Early Learning used their funding to contribute to the development of a garden space *"Our garden would not have been possible without funding from NSW Environmental Grants and the Moree Family Support Early Childhood Funding - thankyou so much!"*



Our people; the most valuable asset. Moree Family Support is committed to continuous professional development and training to ensure all staff have the skills and experience to meet the complex nature of their role and to support the individual needs of the client.

Succession planning has been a focus this year with Felicity Curtis stepping back into the Personal Assistant role and Belinda Pring employed as the Operations Manager.

Formal professional development include:

- Mekayla Phelps enrolled as a trainee in the Certificate IV in Youth Work
- Crystal Trotter, First Aid – October 2020
- Rachel Egan
 - Physical abuse and neglect of children – April 2021
 - Understanding child sexual assault - May 2021
 - Feeling Fantastic Facilitator Workshop - May 2021
 - Child Protection Part 1– Identify and Respond to Children and Young - June 2021
 - Child Protection Part 2: Dynamics - June 2021
 - People at Risk- online training
- Meaghan Hatcher
 - Unpacking critical reflection - August 2020
 - Spotlight on leadership - October 2020

Workshops and Training sessions include:

- GROW Workshop – May 2021
- Weaving The Net- Child Sexual Abuse – 2021 (8 sessions 5 staff)

We welcomed new staff:

- Belinda Pring - December 2020
- Mekayla Phelps - January 2021
- Chelsea Bruem, Nathalie Khodr and Lorille Haines - February 2021
- Rachel Egan - March 2021

We farewelled Jessica Chimfombo, Ngarijin Rosser and Marie O'Neil.

COVID – 19

We had lessons learnt from the previous year in relation to living with and managing in a COVID environment. As a result of the pandemic significant changes to service delivery and workplace practices were introduced. The well-being of staff, clients and the community were paramount. The organisation: -

- implemented the Health NSW COVID procedures and provided regular updates for staff
- implemented the Working from Home Policy and Agreement
- supported staff with paid leave while waiting for test results, to undertake the Infectious Control Training
- supported staff to be creative around the delivery of service when all face-to-face programs were cancelled due to the lockdown.

Our People



Belinda Pring
Operations Manager



Felicity Curtis
Personal Assistant



Rachel Egan
Targeted Early
Intervention Coordinator



Meaghan Hatcher
Program Facilitator;
OSHC Coordinator



Carol French
DV / Homelessness
Coordinator



Mekayla Phelps
Community Support
Worker



Sarah Craigie
Playgroup
Facilitator



Chelsea Bruem
DV & Homelessness
Case Worker



Crystal Trotter
Homelessness
Case Worker

Our Strategic Partnerships / Interagency



Moree Family Support relies heavily on other services, as resources continue to be scarce, we are committed to working collaboratively with other services within the community to deliver services, programs and events.

This year has seen a number of projects developed in conjunction with other services and we take this opportunity to thank those services and staff members who helped to provide this support.

Moree Family Support Inc. has formal and informal partnerships with local regional and state bodies. These strategic and community partnerships include: -

- Moree Women's Refuge (Ngala House) - SHLV Partnership, MAHS partnership
- NSW Police - SHLV (Jenna Aslon, Laleynana Ryan – DVLO)
- Women's Domestic Violence Court Support - Referral Pathway, Ongoing partnership / court support
- Moree Secondary College - Girls with a Purpose
- Byamee Homelessness Support Team - SHLV, MAHS partnership
- Homes North- Tenancy and Youth Homeless MOU, Rent Choice Youth, Start Safely, Service Level Agreement
- Thiyama-Li Family Violence – SHLV partnership
- Real Estates – North West, Ray White, Moree Real Estate, Property Excellence, LJ Hooker – Tenancy support, RIKI Presenters (LJ Hooker)
- Schools as Communities - Playgroup / Cooking / Class (Peony Daniels/ Lourinda Potter)
- Moree Salvation Army / Flourish / Anglicare - Christmas hamper appeal (Partnership)
- Sustainable Housing - Supporting homelessness needs, Rent It Keep It Facilitation)
- Samaritans - Homeless Youth Assistance Program - Supporting young people aged 12-16yrs – homeless/risk of homelessness
- Centacare – Playgroups, Programs and Early Start Project
- Moree Pre schools – Early Childhood Education Project
- TAFE NSW – Moree Campus – Traineeships, Early Childhood Education Project
- Moree Plains Shire, Human Resource Officer
- Department of Communities and Justice – contracting support
- Youth In Search – Youth Homelessness Support

Community meetings

- SAM – Safety Action Meeting – fortnightly
- JUST Re-Invest - monthly
- NOVA - monthly
- Homeless Action Team – bi-monthly
- Moree Round Table - monthly
- Rent Choice Youth PFG – monthly



Indigenous Literacy Day - AUGUST 2020

Moree Family Support worked with local childcare centres and playgroups to promote Indigenous Literacy Day. Local elder, Aunt Bronwyn Spearim came on board and supported the initiative by delivering 2 x dreamtime stories via video to present to each childcare centre and playgroup. Small packs with literacy handouts we provided in handmade bags designed by Moree TAFE students.

Women's Health Week - SEPTEMBER 2020

Moree Family Support worked with Health Wise to provide information to parents attending playgroups and programs. Healthwise was available to answer questions and provide information on important health checks for women.



"Thank you Megan and Jess for a lovely morning. On R U Ok day today was just what I needed. A friendly, safe place to chat with grownups while babes can just cruise, play and learn. The informative and caring guests were a wonderful addition - providing not only valuable resources for ourselves and our families but lots of giggles. " – Participant Feedback

NAIDOC Week –“Always was Always Will Be” - NOVEMBER 2020

With covid-19 limiting the number of events and types of events, Diihyaan Centre, Homes North and Moree Family Support collectively held a:

- Colour competition for the school age children 5 - 11yrs.
- Traditional dress portrait photo competition for high school students



These activities were put in place to create a positive image of the beautiful emerging young aboriginal people in the community, reduce stigma assumed by society in regard to the use of alcohol and other drugs and enrich young people with positive messages.

The Community Drug Action Team sponsored this event by providing prize packs for each category.



Toy Donation, Northcott - NOVEMBER 2020

Moree Family Support received a donation of toys from Northcott Disability Service, these toys were distributed to families during our Christmas hamper drive.

Christmas Hamper deliveries - DECEMBER 2020

Christmas hampers were delivered to 36 elderly residents' units and we received this from message; *"Margaret received a hamper this morning and she was so excited and thankful. Margaret looks forward to this every year. So from her family to Moree Family Support, they thank us and wish us all a very Merry Christmas."*

Foodbank – MARCH 2021

Foodbank allocated a pallet of food hampers to support families affected by March floods and Moree Family Support distributed hampers to clients and community members in need.

Share the dignity – "It's in the bag" Initiative

Supported our community by proving sanity items, handbags filled with sanitary, and toiletry supplies, and Moree Family Support distributed the bags.

Early Start Project

Moree Family Support participated in the Early Start Committee which provided valuable input into applications for the Early Start grants. Moree East Public School (MEPS) and Pius X - Mums and Bubs program were successful in the Early Start grants

The MEPS School Readiness Building Resilience (SRBR) in which MFS contributed to the following outcomes: - social inclusion /equity outcomes- sitting and eating the same lunch together, healthy eating opportunities, the cafeteria initiative - a holistic approach with greater outcomes

Joblink Plus Recruitment Drive – January 2021, see page 15

International Women's Day Breakfast – March 2021, see page 15

Youth Homelessness Matters Day – May 2021, see page 16

Share the Journey – November 2020 – See Page 12

Connecting to the digital World Program – May– June 2021 – see page 12

"I am writing to let you know how much we enjoy having your Ladies come to the College on Thursday Morning for training. It is so nice to teach and support such a lovely group who are keen to learn more. The difference in their confidence and skills since they commenced with the College in May has been so inspiring to watch.

We are looking forward to the continuation of this programme, where they can practice and build on the digital skills they have learnt to date. This has been made possible with your presence and support, especially in arranging transport for those who need. Thank you! " – Julieanne Farrell – Connecting to the digital world program facilitator (Community College)



Some exciting initiatives are on the horizon for 2021 and beyond: -

- Staff recruitment, stabilisation, and professional development activity
- Expansion of SHLV services
- Upgrade Information and Communication Technologies to ensure sound, confidential and reliable access.
- Revamp the MFS business image and initiate the rebranding project which incorporates a new website with linkages to social media.
- Investigate new fee for service opportunities
- Source additional funding streams
- Evaluate existing systems and process and make the relevant improvements for example the Childcare management tool, a Client Manage system for TEI etc
- Future proof MFS business and delivery locations
- Consolidate staff training opportunities and priorities for example First Aid, Cultural Awareness Training, and industry specific training

Quote of the year!!

“When I’m down and out and have no where to go, Family Support has helped me keep safe , helped me with food, housed me and helped with financial support.

Even through the most difficult times they have supported me, just knowing I have somewhere safe I can come to, even just to speak to someone who will listen, makes me feel supported. Wouldn’t be made feel this way if it wasn’t for ya’s”

I have been receiving support now for 2 years I think, and the support that I have been given is more than I have ever expected or felt before.

I’d give ya’s a million stars rating!!!



Statement of Profit & Loss as of 30 June 2021

	2021	2020
INCOME		
Government Funding	1,201,079	1,178,600
Auspiced Income	3,676	5,771
Fee for Service	66,436	30,339
Interest	467	1,214
Other Income	141,776	80,656
TOTAL INCOME	1,413,434	1,296,580
EXPENSES		
Employee Expenses	860,048	898,567
Depreciation	54,604	19,400
Marketing Expenses	26,579	28,351
Occupancy Costs	56,355	100,745
Administration Expenses	120,066	63,256
Phone, Fax, Internet	12,420	22,486
Program Expenses	164,064	121,004
Total Expenditure	1,294,136	1,253,809
Net operating profit for the year	119,298	42,771



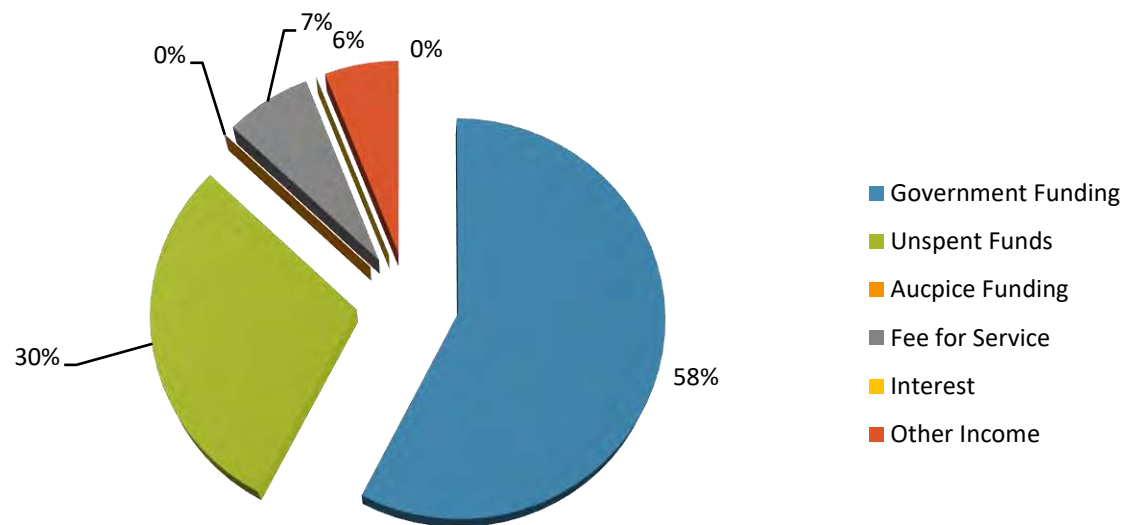
Statement of Financial Position as of 30 June 2021

	2021	2020
Current Assets		
Cash and cash equivalent	911,733	1,064,553
Trade and other receivables	477	128
Prepayments	108,475	20,719
Total current assets	1,020,685	1,085,400
Non-current Assets		
Property, plant and equipment	83,197	105,067
Right of use assets	126,458	-
Total non-current assets	209,655	105,067
Total Assets	1,230,340	1,190,467
Current Liabilities		
Trade and other liabilities	335,575	61,804
Contract Liabilities	114,340	671,998
Non-Government auspice/other liabilities	118,050	29,703
Employee benefits	69,229	47,298
Lease liabilities	73,090	9,124
Total current liabilities	710,284	819,927
Non-current liabilities		
Employee benefits	38,049	49,234
Lease liabilities	76,541	35,138
Total non-current liabilities	114,590	84,372
Total Liabilities	824,874	904,299
NET ASSETS	405,466	286,168
TOTAL EQUITY	405,446	286,168

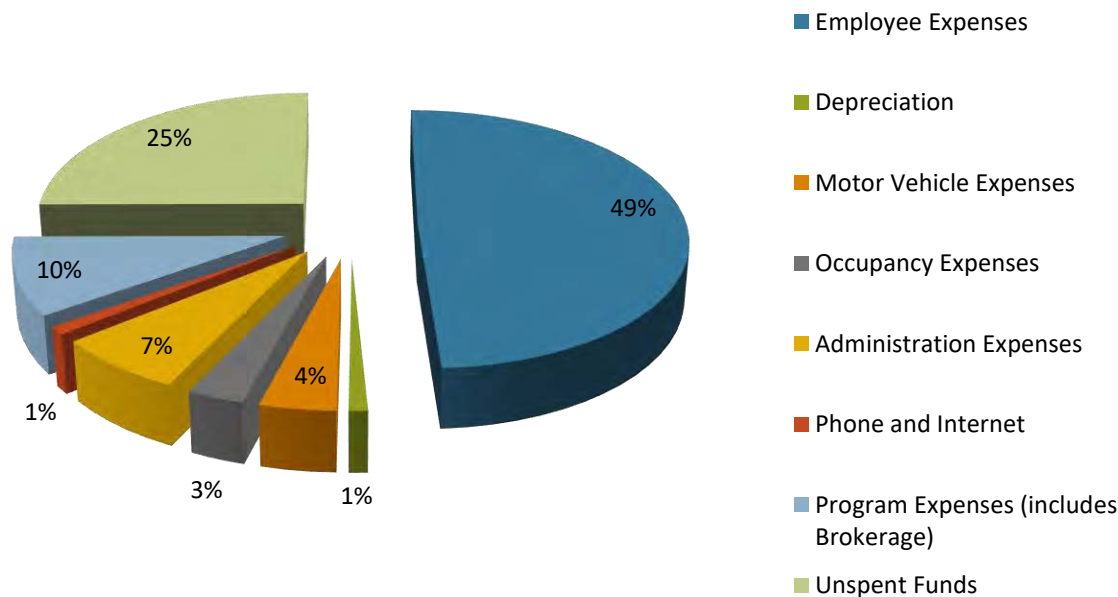
Where did our money go...



INCOME 20-21 FY



EXPENSES 20-21 FY



Our Thanks & Acknowledgements



FUNDING

Moree Family Support receives core funding from the Department of Family and Community Services.

We extend our gratitude to our dedicated Community Project Officer: Craig Wilson and Manager of Commissioning and Planning: Sarah Bradfield; We thank you for your support and commitment to our service and area throughout the last 12 months. We look forward to continuing our partnership with you.

ONE OFF GRANTS

Social Sector Transformation Fund

Moree Family Support received a one off grant - \$40,000 from the Department of Communities and Justice to help modernise their operations so they can remain efficient, effective and viable

COVID-19 Domestic and Family Violence Funding

Moree Family Support received a one of grant - \$48,474.87 from the Department of Communities and Justice as a response to support providers specialising in domestic and family violence service delivery to respond to risks associated with the COVID-19 pandemic including expansion of support to respond to increased demand or complexity

OUR COMMITTEE

To our long standing committee who have been involved in ensuring the organisation's well-structured governance systems, accountability, financial obligations and proven ethical and business practices. Your long standing commitment is recognised and appreciated.

OUR GRATTITUDE

Thankyou for your kind donations

- Staff at Best Employment – Food Hamper
- Moree Drought Muster - pallet of toys, personal products, and gifts
- Peter Le Haye – lawn and yard maintenance at the Scout Hall
- Tamworth Family Support Services – 20 Street Swags available for homeless clients
- TAFE Moree – donation of the wooden cubby house
- Food Bank – donation food hampers – March Floods

