



25th Annual Report

2005 – 2006 Financial Year

Extended Families Australia Inc
ABN 97 470 256 857
Inc No. A0011648H

EFA Committee of Management 2004-2005

President	Norah Breekveldt
Vice President	Kay Gunn (until 9/05)
Treasurer	Russell Ridd
Secretary	Anne Kanaris
Members	Donna Laubli (until 3/06) Joanna Ivers Mary Whelan (from 3/06) Jim Maxwell (from 4/06) Jean Brewer (from 4/06)

EFA Staff 2004-2005

Manager	Julie Langdon
Regional Coordinators:	
Senior Coord	Lavinia Jenkin
Peninsula	Lavinia Jenkin
Eastern	Karen Purtle
Northern	Zoe Sweeney (maternity leave >4/06) Stephanie Kondos (from 5/06)
Southern	Tara Bolton (from 8/05)
Western	Rosemary Nicholls
Vietnamese	Mai Eames (from 2/06) Ahn Huynh (casual)
Administrative / Finance Officer	Manal Michaels (until 8/05) Tara Bolton (from 8/05)
Social Work Student on Placement	Fiona Nguyen (until 9/06)



Staff from the left: Rosemary Nicholls, Julie Langdon, Mai Eames, Zoe Sweeney, Karen Purtle, Lavinia Jenkin and Tara Bolton.

Current Committee – Credentials

President Norah Breekveldt	Norah is Director of Breekthrough Strategies Pty Ltd, a consulting firm that focuses on strategic planning, change and people strategies. Norah has over 20 years experience in strategic planning and human resources in corporate organisations, not-for-profit and government agencies. She has previously held Board positions with Very Special Kids and the Employment Services Regulatory Authority.
Treasurer Russell Ridd	Russell is a qualified accountant and is currently working as a Recruitment Consultant at Link Recruitment. Previously Russell worked as an Accountant at Mitchell Wilson & Partners Accounting Firm. His expertise includes taxation, compliance, and general financial skills.
Secretary Dr Anne Kanaris	Anne has extensive experience in a wide range of teaching and training environments, particularly in cross-cultural communication, as well as significant experience in management in large public sector organisations.
Member Joanna Ivers	Joanna Ivers is an environmental specialist with a background in corporate environmental management and public affairs. Previously a professional fundraiser, Joanna has several years experience in the voluntary sector, more specifically working for a national charity concerned with the welfare of older people.
Member Jim Maxwell	Jim is a qualified lawyer and is currently working as a Corporate Counsel at SingTel Optus. Jim has extensive corporate and commercial law experience (including in the areas of risk and corporate governance). Jim also has experience working in the voluntary sector through his involvement as a member of Optus' Charity Committee that oversees the various charity programs organised by the Optus Group.
Member Mary Whelan	Mary is the Director of Food Services Pty Ltd, which focuses on work procedure, menu planning along with food safety requirements for all sectors of the Health and Aged Care industries. Mary's key strengths are working with clients in seeking strategies that offer the best outcomes in relation to food services. Mary has held Board Positions for non-profit disability Organization along with industry associations.
Member Jean Brewer	Jean is a volunteer in the Eastern Region and has a rich and varied work history in the human services after training in anthropology and sociology. Now retired, Jean's previous work includes developing support programs for families and children with disabilities, working as a social worker in a school, and also as a University lecturer.

President's Report

The Committee of Management

I am delighted to be able to report to you this year on a strong financial position, which at last enables us to focus on longer term growth and development of our services and support.

Before I do, I'd like to introduce a number of new Committee members, who have injected energy and a new perspective on our governance responsibilities and strategic thinking. In particular, we welcome Jean Brewer on the Committee, who has a strong background in working with children with disabilities and is providing us with direct insights on issues from the perspective of a volunteer. We are also very fortunate to have Mary Whelan appointed to the Committee. Mary comes to us with strong and practical Board experience through her former role as Chair and Board member of Alpha Autism. Mary has been able to grasp strategic issues facing EFA quickly and brings a fresh perspective to our strategic thinking. Jim Maxwell also recently joined the Committee and brings an extensive corporate and commercial law background as well as a demonstrated commitment to the community sector through his chairmanship of the Optus Charity Committee. Jim's legal mind has been invaluable in that he brings a highly focused approach to issues and has been able to provide constructive advice on specific legal matters.

Our thanks also go to continuing members of the Committee, including our Secretary Ann Kanaris, our Treasurer Russell Ridd and Joanna Ivers, our fundraising specialist. All Committee members continue to provide a strong commitment to the work of EFA, despite being in highly challenging and demanding careers and personal lives.

Earlier this year we regretfully farewelled Donna Laubli from the Committee, who left to have a baby and to concentrate on her family. We also sadly accepted Kay Gunn's resignation, following her relocation with her husband to Hobart. We wish them both well for the future and thank them for their commitment, contribution and passion whilst on the Committee.

The Committee would not have been able to be effective without the strong support of Julie Langdon and the staff. We especially thank them for their patience and understanding in

introducing new Committee members into EFA's operations and way of doing things, and providing us with clear information, reports and advice to support our governance function and our strategic decision-making.

Financial results

I am very pleased to report that this is the second year running where we have achieved an operating surplus. In 2004/05 our operating surplus was \$30,865; in this financial year we have a strong operating surplus of \$40,319 thanks in part to a generous donation of \$20,000 given to form a base for EFA's long term development.

This financial strength means we have been able to commence new growth strategies, both in terms of meeting new needs in the community and also expanding our volunteer base.

Last year our surplus was largely due to strong cost cutting measure initiated by Julie and the staff. This year those cost savings have continued. Additionally the strong, long term and positive relationships we have been developing with the Department of Human Services and other funding organisations including Pilot Light and Portland House means we have had access to longer term funding. We have also had volunteer support from our association with Good Company, which has enabled us to start to review our website and prepare communication material.

We are also grateful for the fundraising activities of volunteers in each of the regions, as well as the contribution the Fundraising Sub-Committee is making to enhance our financial base.

Government Support

The Committee of Management and staff of EFA are grateful for the ongoing support provided by the Department of Human Services during this year.



Norah Breekveldt
Honorary President



Manager's Report

Organisations go through phases and over the past few years EFA has been (at least in part) in survival mode. I am pleased to report that, whilst we will need to continue to closely monitor our finances, we have moved further into consolidation and growth.

Consolidation

Consolidation has occurred in many areas, in our financial position, staffing, practices, policies and procedures, organisational structures and in supportive relationships.

EFA has over the year

- Further consolidated our financial position with another positive result beyond budget expectations.
- Implemented the purchase of financial services from SCOPE as planned, to improve efficiencies.
- Moved the central office to Glenroy and brought together the Western and Northern Region staff; with resulting improved office accommodation, a central location in the regions, increased staff support and reduced isolation.
- Located the Southern Coordinator with the Peninsula Coordinator at the Mornington Office, generously provided by the Mornington Peninsula Shire, also increasing staff support.
- Operationalised the new structure with a Senior Coordinator supervising regional staff. This has worked well, providing increased staff support and resources to assist in general practice and policy development.
- Filled all staff positions and consolidated an excellent staff group who all bring different skills and strengths.
- Completed the 'Recruit a Grandparent' Project - an excellent project that has achieved great results, moved the organisation forward and helped to consolidate EFA's reputation for good practice and leadership in volunteer recruitment and management.
- Engaged in regular volunteer recruitment and started annual recruitment plans.
- Developed new recruitment material, specifically a postcard and banner.
- Developed a new Volunteer Handbook.
- Continued to review policies and develop new ones as needed.
- Undertaken a review of the volunteer cost allowance and planned changes.
- Continued to build a positive relationship with DHS; our improved financial and

responsible position also means we are no longer on the DHS 'watch list' of vulnerable agencies.

- Appointed some new and enthusiastic committee members with great skills to offer.
- Further established an ongoing supportive relationship with Portland House, Pilot Light and the Vodafone Foundation.

Resources

Having previously made cuts to management and administration, by the end of the financial year the organisation was able to increase the Manager position up to 3 days providing a greater opportunity to focus on longer term plans and initiatives rather than just responding to immediate needs.

We were also able to expand staff hours in the Eastern and Peninsula regions to assist with recruitment and making new matches, thanks to the support of the Portland House Foundation.

Despite these increases in management and staff hours EFA staff remain overloaded and there are a number of areas where we have failed to achieve our goals – most notably the production of regular newsletters. This remains a goal for the coming year, with a new strategy to help us achieve it.

Growth

Growth has included:

- Increased Volunteer recruitment, especially in the North West Region as a result of the recruitment project.
- Welcoming a wider range of volunteers, including younger volunteers and volunteers from a culturally and linguistically diverse (CALD) background.
- Research, development and obtaining ongoing funding for a program specifically for the Vietnamese community in the Western Region.
- Piloting a parent support group for parents on the waiting list in the Eastern Region.
- Laying the foundation for further service development.

The Future

The future is exciting, but there is still much to do to realise our potential. We are seeking a 'growth partner' to help achieve our vision of service expansion to meet

current demand and to support families throughout Victoria.

We also need to continue to work hard to support a more diverse group of volunteers and families, including younger volunteers and people from a CALD background.

Other key challenges in the coming year include updating the website, ensuring communication through a regular newsletter and developing a handbook or information kit for families coming onto the program.

We look forward to moving the Eastern office into the 'community hub' in the refurbished Box Hill Town Hall. The City of Whitehorse have been undertaking this development with great thought and support for community organisations like ours.

Reviewing safety will also be high on the agenda with the introduction of the Department of Justice new 'Working with Children Checks' requiring all volunteers to register and undergo more stringent safety checks. EFA will also introduce a 24 hour emergency contact paging service.

Service quality remains an important focus as EFA seeks continuous quality improvement. Another audit through the Home and Community Care program will occur in 2007.

EFA has a rich and valued history which we want to celebrate, record and preserve. In the next 12 months we will begin some new projects to do this, and all involved with EFA are invited to contribute. Projects include:

- 'Making Memories Project' – creating ongoing regional photo albums and brief stories of the special relationships between volunteers (past and present) and the children and families they support.
- Preserving our history – starting the process of scrapbook photo albums on EFA's history.
- Recording the story of EFA over 30 years through a book – as part of a 30 Years celebration in 2008. We will be seeking resources to engage a professional writer to assist with this.

I hope that these projects, along with the care that is given and friendships enjoyed every day will preserve the past, enrich the present and inspire hope for the future.

Julie Langdon
Manager

Volunteer Recruitment Project – North West Region

The 'Recruit a Grandparent Project' supported by funding from the R. E. Ross Trust and the Buckland Foundation has proven tremendously important for EFA. It has provided an injection of energy into EFA's recruitment activity and the north and west regional programs and has helped inform EFA practice in volunteer recruitment and management with valuable research and consultation. EFA has also gained a greater understanding of the N&WMR and the impact that the regional profile has had on volunteer recruitment.

The aims were to develop an understanding of the most effective methods of recruiting mature aged volunteers, specifically in the North and West Metropolitan Region of Melbourne (N&WMR); to increase the number of EFA volunteers, and to produce a report on the project that will assist other agencies working in the region to effectively recruit mature age volunteers.

A multi-method action research approach was employed. This ensured the ability to act on information as it came to light, to respond sensitively to issues, and to fine tune both research and recruitment activities as needed.

While the literature indicates an increase in the number of people volunteering in Australia, organisations such as EFA that have traditionally relied on recruiting and retaining older volunteers, have experienced a significant shortage of volunteers. Identified barriers to successful recruiting of older volunteers included the expectations of 'Baby Boomers', public policy that encourages a higher proportion of older people to remain in paid work, a possible mismatch between the styles and aspirations of individual potential volunteers and the volunteering opportunities offered by organisations, organisational practices, and the particular ways in which culturally and linguistically diverse (CALD) communities operate in the N&WMR. Additionally there are systemic and organisational barriers that reduce the chances of volunteers being aware of organisations such as EFA, and of relating effectively with them.

A Regional Profile of the N&WMR showed a relatively low proportion of older persons

relative to the rest of the metropolitan area, and that a significant percentage of that older population is from a CALD background. The N&WMR is characterised by diversity in cultural and linguistic background, socio-economic status and incidence of cumulative disadvantage. A single strategy for recruiting volunteers will not work across the Region as a whole. The demographics indicated that EFA needed to review its current service model in the N&WMR.

A detailed study of the Vietnamese community in the N&WMR, as representative of a CALD community, yielded evidence that particular values and family issues pertinent to the Vietnamese community were not accommodated within existing EFA recruitment materials and practices. A significant need for EFA services among this community was discovered. Additionally, there were indications that volunteers from the Vietnamese community are more likely to come from the group aged 25 to 45 years of age, than from the older members of the community.

Existing procedures, materials and tools used by EFA were reviewed in depth and new approaches designed and implemented. This included the trial of several different strategies, supported by a new data base.

The outcome of these new approaches was the recruitment of 15 new volunteers within 12 months (in contrast to 5 new volunteers recruited over the previous year), and an enquiry rate from potential volunteers more than seven times the levels experienced in the previous two years. This indicates not only the effectiveness of the initiatives undertaken, but that EFA is successfully operating under its recently launched new name after 25 years as 'Foster Grandparent's Scheme, Inc'.

An unanticipated outcome of the project was the interest from a relatively high number of younger volunteers. Given the number of high needs and active children on the waiting list, these younger volunteers may be able to provide important support for children who would otherwise be unlikely to be matched with an older volunteer. The EFA Committee of Management has approved the seeking of resources to further pilot and develop a broader volunteer base in the N&WMR, particularly catering for a broader age group and 'extended family' model. This significant change in target volunteers will require further work and significant changes

within EFA to appropriately train, support and manage this different group of volunteers.

As a result of the project a number of recommendations are made to enhance the specific functions of EFA and at a systemic level to overcome barriers to volunteering.

The project has allowed the organisation to reflect on practices and to test a series of approaches and solutions over a period of time. This has been achieved with a degree of sophistication and depth that was not possible within normal program operation. The expertise developed through this project was recognised through the invitation of the Project Worker to speak with The Ministerial Advisory Council's round table discussion on volunteering and senior Victorians.

The project has been ably carried out by Zoe Sweeney and I am positive its legacy will remain and will continue to impact on outcomes for the organisation, our volunteers and mostly the families we work with. Challenges also remain for EFA to ensure resourcing this crucial work and we will be seeking support and exploring how we can maintain a specialised recruitment focus.

Whilst the project has focused specifically on EFA and its issues and needs, it is the desire of EFA and the R.E. Ross Trust that the report produced will provide a useful resource for other volunteer based services. The report is available on the EFA website.

*Julie Langdon – Manager
Zoe Sweeney - Project Officer*

Awards for Years of Service

We recognise and acknowledge the following volunteers for their achievement during 2005 – 06 of long service to EFA in the following categories:

Five Years Service

Barbara Dioguardi, Rita and Colin Durant, Mabel Wilkins, Anne and Don Wollmer

Ten Years Service

Margaret Luff, Agnes Mostard

Fifteen Years Service

Fay Longson, Freda Ternan

Twenty Years Service

Evelyn Crouch, Alice Tuttey

Twenty Five Years Service

Constance Looney (Constance has contributed 27 years, but has been missed previously).

Regional Coordinators' Reports

Peninsula Region

2006 has been a massive year for all the volunteers have been particularly busy and dedicated to the children and families they support. I cannot thank them enough for their continued support and caring towards each other, towards myself and of course towards the precious children. Yet again, you continue to go "that extra mile", and do me proud.

2006 saw the group

- Successful in applying for our 2nd community grant of \$2750.00 from the Mornington Peninsula Shire
- Receive a considerable donation – thank you to the Hansen's
- Achieve their level 1 first aid certificates
- Attend numerous opportunities to guest speak and continue to raise our public profile
- Establish the concept of "short term support and care" by providing an emergency volunteer worker in each key area of the region. Thank you Mary, Lyn & Barry. Sandra & Bob.
- Hold the 2005 Christmas party with style and grace, oh yeah and a lot of fun. Thank you to committee member Joanna and husband Richard for your extra help on the day
- Hold a successful garage sale to raise funds for the Christmas party
- Enjoy joint activities with our sister region, Southern
- Provide two fantastic family days at planet kids
- Welcome new volunteers to peer support meetings
- Successfully establish an email support system for those volunteers who work full time, and provide evening meetings each term
- And celebrate our friendships in the best possible way

You give me a reason to get up in the morning and begin the day with a smile. You are my rock!

Lavinia Gommers
Coordinator Peninsula Region

Eastern Region

Cheerful companionship is something we all appreciate and it is what we extend in the east – friendship, support, advice and encouragement. A volunteer recently expressed her disappointment that her family did not call on her much. "Mum is too shy" she said. "She doesn't like to ask, but I really want to help, that is why I joined". Once the mother understood that the role of the volunteer really is to be there as a friend and companion, she was more comfortable asking for some support and respite. In the tradition of Extended Families we have a team who care.

Whilst the Eastern program is a large one, it has reduced in recent years and needs to grow to meet the needs of the current waiting list and of the many families in the community who would benefit from the type of support we offer. This year we farewelled three volunteers; we hope those who have retired continue in good health and enjoy their many activities. We welcomed one new volunteer, but have a number of volunteers currently in training and look forward to their contribution.

Throughout the year there were a number of traditional activities. The Christmas party at Glen Park was a great success with the children loving the magician Bobby Dazzler and the Jumping Castle. A sausage sizzle and an ample supply of goodies for afternoon tea nourished all who attended.

Lilydale Lake was the scene of a happy family day. The weather was cold and threatening but the rain managed to hold off till after the event. Entertainment was provided by participants themselves as they hit balls, ran over grass, slid through the mud against a background of the Commonwealth Games theme organised by Sue Thompson. The all abilities playground itself was the real winner and an excellent park for children.

Fundraising was again highly successful thanks to the organising ability of our volunteer team led by Ann and Don Wollmer. We had two sausage sizzles which and four craft markets.

Congratulations to all involved in the different aspects of the region that all come together to deliver a very relevant and valued service to our families.

Karen Purtle
Coordinator Eastern Region

Northern Region

Zoe Sweeney was the Northern Region Coordinator before taking a break from April to successfully accomplish her latest project, her beautiful baby boy, Finn. Stephanie Kondos came to the position in May 2006.

It has been a dynamic year for Northern region with diverse achievements and challenges. There continues to be a steady rate in volunteers and families who wish to be involved with EFA. We welcome all their enquiries. Stephanie is steadily working through assessments and making matches and has needed to 'hit the ground running' in coming into a busy program.

Supporting and enhancing skills and well being of our volunteers remains a priority. Our volunteers participated in training opportunities including yoga, working with children with autism, feldenkrais, dealing with difficult situations, infection control and an EFA refresher training to update skills and knowledge. Volunteers also benefited from presentation by guest speakers at peer support meeting including Asthma Vic and a very enjoyable 'laughter workshop'. Successful joint meetings with Eastern region and Western region volunteers yielded cross regional support. EFA has received funding from the City of Darebin to cover the cost of providing a venue for peer support meetings. The use of the Darebin Library meeting room is much appreciated.

Information and networking with other organisations is important with the coordinator attending the Darebin, Banyule, City and Western Managers of Volunteers meetings.

Zoe undertook the tasks of reviewing, updating and trialling the new EFA volunteers' training packages. She completed first aid and cross cultural training, reported to the EFA board about developments in the region and increased publicity activity including public speaking, radio interviews and newspaper articles.

The successful **Recruitment Project** and publicity strategies continue to impact in terms of the number of family and volunteer enquiries. Another outcome of this project is the changing profile of volunteers. We have a significant number of volunteers who are younger and / or working full time.

The challenge for the coming year is how best to build on the accumulated experience and wisdom of the established volunteers whilst welcoming the younger / working volunteers. Discussions in peer support meetings resulted in the planning of an informal social meeting in a central location, as a start to this process. Support via email, individual support, informal and formal social occasions, mentoring by experienced volunteers and if required, an evening support group meeting are all possible strategies for the coming year.

Another social occasion, one that involved a good deal of hard work, was Northern's **fundraising event** - a "sausage sizzle" at Bunnings; a new event for the region with help from the experienced Eastern Region.

The **Christmas Party** was once again a success held jointly with the Western Region. Next year we look forward to having the families and volunteers from the Vietnamese Program also participate.

Overall it was an eventful year providing clear directions for the coming year.

We thank the volunteers that assisted with publicity activities and also thank volunteers and families for their input and their patience with the transition between coordinators.

Most importantly we acknowledge and thank all who give their time and presence to make a difference to a child's life.

*Stephanie Kondos and Zoe Sweeney
Coordinator Northern Region*



Laughter is the best medicine – Participants in the Northern and Eastern 'Laughter Workshop'

Southern Region

On completion of my first year involved with Extended Families Australia (EFA) I would like to acknowledge how privileged I feel to be working with a dedicated, and enthusiastic team of professional staff, volunteers and committee. The volunteers never cease to amaze and inspire me. Their devotion and commitment provide the families with much needed support, and the children with love and companionship.

The Southern Region's Peer Support Meetings are held monthly at the Parkdale Library. It is a great opportunity to get together and share our experiences as well as provide ongoing support, training and supervision. In addition the volunteers were busy throughout the year collecting goodies to sell at the annual street stall in Chelsea to fundraise for the Children's Christmas party, which this year was held in conjunction with Peninsula. It was an excellent day and gave everyone the opportunity to catch up and enjoy the food, gifts, face painting and badge making and of course Santa. I would also like to acknowledge that the Twentyman family donated money towards this fun day for the children.

My aim for the coming year is to focus on promotion and recruitment within the Southern Region to increase the services we provide. I look forward to the challenge with confidence. Thanks to everyone who made this year a vibrant one, I am truly grateful to be involved with a wonderful supportive team and dedicated, committed volunteers. And on behalf of all the children I would like to say Thank You to each and everyone.

*Tara Bolton
Coordinator Southern Region*



Rosemary Nicholls and Tara Bolton

Western Region

Everything in the Western team has continued along smoothly with our small but committed band of volunteers. There has been two new volunteers join us this year and more are in the process. It's been great to have some new enthusiasm and some new matches happening.

Our annual Christmas party for Western and Northern families and volunteers was held in December 2005 in Glenroy. It was extremely well attended (about 90 people) and went very smoothly. We all enjoyed our entertainer (Bob-E-Dazzler) and fun was had by all. The annual event is always a great opportunity for everyone to get together and catch up with familiar faces. Thank you once again to the Western Benevolent Association who so generously donated \$700 to help fund this event.

Our group of volunteers has continued to meet on a six or eight weekly basis for peer support over the past year. On some occasions we have had a speaker, and on others we have had a social lunch or watched a video on a relevant topic. We have tended to rotate the venue between Braybrook and Melton.

A really positive change over the year has been the move from my previous office base in the Interchange office in Braybrook, to the new office in Glenroy. It has been great to be based with some of the Extended Families team (Manager, Northern worker, Vietnamese program worker, and administration) and work as part of a team on a more regular basis.

Finally, thank you so much to all the Western volunteers for your continued support and loyalty to both the families you are involved with, and to the staff at Extended Families.

*Rosemary Nicholls
Coordinator Western Region*

Vietnamese Program - NW Region

Development

The Vietnamese program has been an exciting and positive development for EFA during 2006. The program evolved out of researched need established in the North West Recruitment Project, with the x % ... EFA provided a 5 month practicum placement for a final year RMIT Social Work student Fiona Nguyen and engaged her in researching the culturally and linguistically diverse (CALD) aspect of the region, with particular emphasis on the Vietnamese community within the Western region. This project provided the foundation on which EFA has built a program to specifically meet the needs of the Vietnamese community in the West.

This 2005 CALD project was broken down into three phases:

- 1 *Literature Review*: The aim of the literature review was to provide a broad understanding of the Vietnamese community, their attitudes to disability, access to services, cultural beliefs, isolation, families and children, ageing and volunteering.
- 2 *Entering the Community*: This networking and exploratory process was strongly guided by professional philosophies as well as the cultural beliefs important to the Vietnamese community such as conveying respect to people.
- 3 *Participatory Assessment of Service Needs and Models*: Via networking, focus groups and participation in a Vietnamese support group, a sense of the appropriate means to approach and service this community was developed.

A summary of the CALD Project is included as Attachment 5 in the "Recruit as Grandparent Project Report" available on the Extended Families website www.extendedfamilies.org.au. This work identified that there were many Vietnamese families (particularly in the Western region), who have children with disabilities, needing family support. Following the project EFA appointed Ahn Huynh one day a week to maintain some of the contacts and to assess volunteers arising out of the project, whilst further funding was sought.

In late 2005 EFA successfully applied to the Department of Human Services (DHS) for funding as part of a non-recurrent respite funding round to enhance and expand the EFA program in the Western Region, specifically targeting Vietnamese children with a disability and their families. Six month funding was obtained which enabled the appointment of Mai Eames as the Vietnamese Program Coordinator for 2 days per week from February 2006.

The program has been highly successful thanks to the energetic and thoughtful work of Program Coordinator Mai Eames who has taken a small seed and helped it bloom into an ongoing and viable program. This has been a heavy workload. The program would not have been successful without the cooperation and interest of the 'Vietnamese Parents of Children with Special Needs Group' who provided support through the earlier focus group and have welcomed the program and worker. The group's coordinator Nga Do has been a generous and excellent advocate and support for families and the program. The relationships and trust she had developed with families have formed a foundation for the program. Thanks also to Rosemary Nicholls Western Region Coordinator, who provided valued practice supervision and support for Mai.

A further application for ongoing funding from the Department of Human Services for this program has since been successful. At this stage it remains a small program that can only meet a fraction of the need, but we are optimistic that the Vietnamese program can continue to develop over time. The program has been an exciting one, full of challenges and learning. We look forward to the next stage of the journey.

*Julie Langdon
Manager*



6 Month Pilot Program

The program has sought to meet the growing need of Vietnamese families for respite services and support, through further development and enhancement of the EFA extended family / friendship model. It has also formed effective partnerships for the planning, delivery and review of services to Vietnamese families.

The majority of families and volunteers speak limited English. The families have often been isolated and find communication with mainstream services difficult.

Key Outcomes

- Improved access for Vietnamese families to the EFA service.
- The link between the Vietnamese Program of EFA and the Vietnamese Parents Group in Footscray is well established.
- Increased awareness about the program among other related agencies, we continue to receive new referrals of families.
- The family fun day for the Vietnamese parents group and their children was organised at the Melbourne Zoo on 22 Apr, 2006 with 28 families and a total of 120 people participating. All enjoyed the day very much, especially the kids.
- 20 Vietnamese families have been registered to join the program.
- 10 prospective volunteers attended training in 23rd May; eight (8) have been assessed or are at various stages of assessment; four have been approved and have been matched with families.
- Four (4) matches have been established with seven (7) children with disabilities. Four (4) among seven (7) were diagnosed as developmental delay and other three (3) were diagnosed as autism disorder spectrum. The visit patterns of volunteers are various; however, they are still setting up a stable time table to meet both family and volunteer's availabilities.
- Brochures and information has been translated to Vietnamese, although further work remains.
- Training materials translated in Vietnamese – again this also remains a challenge.
- Significant networks developed with the Vietnamese community & organisations.
- Increased understanding of cultural issues and needs of Vietnamese families

who have a child with a disability and the development of a culturally sensitive service.

- Knowledge gained from the project is being shared with the wider community service sector.

Challenges

- Recruiting and retaining Vietnamese volunteers are most challenging. In Vietnamese culture, a concept of volunteering has not been well established. As a consequence, motivations of potential volunteers are various and sometime uncertain. That may lead to difficulty in attracting people to be a volunteer as well as to retaining them to stay with the program.
- Assessing and training volunteers in a language other than English has been a very intensive and time consuming one as it has meant so much material needed to be translated. Training material (including videos) and other resources is not readily available in Vietnamese, so this area requires further work.
- Further provision of knowledge in specific disabilities for volunteers who have been matched with families is another challenge for the program due to language barriers.

A report on the six month program has been completed and will shortly be available on the EFA website.

I would like to thank all the organisations, volunteers and families who have so generously given their time and support for the development of this program. I particularly want to acknowledge the Vietnamese Parents of children with Special Needs Group, Nga Do for fantastic support and assistance in training volunteers and to Mrs. Hang Nguyen who shared her experiences and assisted in training volunteers also. Thanks also Julie Langdon the manager of EFA, Rosemary Nicholls, Zoe Sweeney and the regional coordinators of EFA for their valuable support.

Mai Eames

Coordinator Vietnamese Program

Data for 2005-06

During the Year				
Region	New Volunteers Approved *	New Families Matched	New Families Referred	Total Families in Matches
Eastern	1	1	6	27
Northern	7	6	12	17
Peninsula	5	7	10	26
Southern	1	2	3	14
Western	1	2	11	10
Vietnamese Program	4	4	20	4
Total	19	22	62	98

As at 30 th June 2006				
Region	Active Matches (Families)	Active Matches (Children)	Current Volunteers*	Families Waiting for service
Eastern	22	26	20	17
Northern	12	19	16	15
Peninsula	17	19	24	15
Southern	12	15	13	5
Western	6	8	8	25
Vietnamese Program	4	7	7	15
Total	73	94	88	92

* Volunteers refer to volunteer households, where some are individuals and some couples.

In addition another 11 families receive support through the joint FROP Program with Oz Child.

Welcome New Volunteers

We warmly welcome the following volunteers who joined the team supporting children and families in 2005-06:

Eastern – Mary Bowen

Northern Region – Kate Gallagher, Manelle Thalagaspifya, Xanya Mamunya, Jenny Ryan, Diane Oriander, Patrick Gordon.

Peninsula Region – Joanne Ball, Annette & Gary Hansen, Jacqueline Brasher, Carolyn Seivers, Kerry Leeds.

Southern Region - Jan & Tom Hughes

Western Region - Anne Lipscomb.

Vietnamese Program - Pha Thi Nguyen, Dao Xuan Nguyen, Quan Duc Quang, Van Thi Vu.

Farewell

We farewell the following volunteers and thank them for their care and contribution - Ellen Hanley, Margaret Luff, Diane & Des O'Connor, Heather Boreham, Sandra Allender and Glenys Morgan.

New Office for North, West and Central

In early May 2006 2 EFA offices (City and Braybrook) moved into one new office located with SCOPE in Glenroy. This brought the Northern and Western Programs together, including the Vietnamese Program along with the Central office. The result is better staff support, reduced isolation, more space, improved light, easier parking and a location right in the middle of the North and West Region, so more equitable access.

Whilst staff are missing the cafes of Flinders Lane, all are positive about the move. We thank SCOPE for generously sharing space and we look forward to continuing to build a positive working relationship.



Photos from the Office Warming.

Above: Volunteers Laurie and Billie Kempton and Past President Katherine Rechtman.

Below: Tara Bolton, Rosemary Nicholls and long time member and supporter Gayle McPherson.

Bottom: Volunteers Diane Messenger and Jean Brewer



Fundraising Sub-Committee

Our Fundraising Sub-Committee has been reinvigorated with the inclusion of two new members – Jim Maxwell and Mary Whelan. As a result it has been active on a number of new fronts.

Many of you will have seen the EFA Cookery Book, which has raised over \$500 to June 2006 and is still selling strongly. We would like to acknowledge the contribution of Alexander Drysdale in producing and arranging publication of the book and also staff and volunteers for their recipe contributions, marketing and purchasing efforts.

Our silent auction at last year's AGM raised over \$700, and we hope the auction at this year's AGM will raise a similar amount.

Thanks to the Bendigo Bank, we have initiated contact with a market research organisation, BDC Market Research, which will contribute \$15 to \$25.00 for each person participating in their product tasting research. We have Pastabake and tuna tasting on the agenda and are planning to hold more of these market research events in the coming year.

Joanna Ivers has also been leading the preparation for our first "Move-a-thon" planned for April 2007 – EFA's version of a traditional walkathon where all can participate, whether it be on foot, bicycle, wheelchair or scooter. Our aim is to raise up to \$20,000.

We would like to thank Katherine Rechtman for her skill and commitment to preparing the wills and bequests brochure. Brochures are available through Regional Coordinators and at EFA's Head Office, or ask one of the staff to mail you a brochure.

One of the lessons the Sub-Committee has learned over the last 12 months has been not to over-commit to unrealistic workloads given our resources and available time. Therefore we are somewhat more pragmatic about what we can achieve in the coming year. Our key focus will be on the development of standard templates, letters and funding proposals and a diary of dates to ease the burden of seeking philanthropic funds whilst also linking to our specific funding needs. We have also made a decision to focus on a smaller number of events that will raise a larger amount of money – such as the forthcoming Move-a-thon – or activities

that require minimal organisation – such as the market research activities organised by an external agency.



Showing off the Cookery Book

Donors and Supporters

It is encouraging to have supporters who have formed relationships with EFA and continuing to support the organisation to maintain and grow services. We thank the **Portland House Foundation** for their continued generous support for the important work of volunteer recruitment and growth in establishing new matches. Similarly we thank **Pilot-Light** and the **Working Dog Production Company**, Channel 10 and 'The Panel Christmas Special' for their generous contribution to support our work.

The Recruitment Project supported by the **RE Ross Trust** has clearly had a huge impact on the organisation and helped us establish some clear and exciting directions. We also thank the **Buckland Foundation** for their assistance with evaluation the project. These charitable trusts help us achieve outcomes that are not possible otherwise.

We are also grateful for the generous support provided by volunteers that came to EFA through **Good Company**.

The Vodafone Foundation has kindly provided funding towards a Family Fun Day and to help update our Website.

We also thank the following donors and supporters:

- Pratt Foundation
- Western Benevolent Association
- Bendigo Bank
- Mornington Peninsula Shire Council
- Southern Peninsula Community Fund
- Rosebud Community Police
- Community Radio 3MP
- Bunnings
- All the volunteers who donate back their volunteer cost payments

Treasurers Report

Mr Russell Ridd

It is my duty to present my report on the Financial Position of Extended Families Australia Inc for the year ended 30th June 2006.

The cash position of Extended Families Australia Inc as at 30th June 2006 is a cash surplus of \$139,046. The trading operations of Extended Families Australia Inc resulted in a surplus of \$40,319. It needs to be noted that \$40,558 of the cash surplus is held in trust for specific purposes.

The net asset position of Extended Families Australia Inc as at 30th June 2006 was \$76,543.

The financial position of Extended Families Australia Inc is discussed at each committee meeting and the general ledger has been reconciled on a monthly basis and the cash flow budget is reviewed on a monthly basis.

The generation of revenue over and above core revenue streams has been promising during the year ended 30th June 2006. Total revenue has increased by \$13,952 for the year ended 30th June 2006, due to increases in interest income and donations.

Continuing the close monitoring of costs during 2006, and following the implementation of various administration outsourcing functions, total expenses have only marginally increased.

Russell Ridd

Honorary Treasurer

EXTENDED FAMILIES AUSTRALIA INC.

A.B.N. 97 470 256 857

**FINANCIAL REPORT
FOR THE YEAR ENDED 30TH JUNE 2006**

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COMMITTEE'S REPORT

Your committee members submit the financial report of the EXTENDED FAMILIES AUSTRALIA INC for the financial year ended 30th June 2006.

Committee Members

The names of the committee members throughout the year and at the date of this report are:

Norah Breekveldt - President
Russell Ridd - Treasurer
Dr Anne Marie Kanaris - Secretary
Jim Maxwell
Mary Whelan
Jean Brewer
Joanna Ivers

Principal Activities

The principal activity of the association during the financial year was to provide opportunities for mature – aged people to develop loving and caring 'grandparent' relationships with children who have a disability.

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

Operating Result

The profit from ordinary activities after providing for income tax amounted to \$40,319.

Signed in accordance with a resolution of the committee members:

Committee member



Norah Breekveldt (President)

Committee member

.....
Russell Ridd (Treasurer)

Dated this 4th day of October 2006

EXTENDED FAMILIES AUSTRALIA INC
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30TH JUNE 2006

	Note	2006 \$	2005 \$
INCOME			
DSD Operating Grant		198,633	175,027
Home & Community Care		109,725	109,183
Special Purpose Grants		-	24,083
Other (Minor Works DSD & HACC)		-	2,763
Philanthropic Grants		38,468	33,121
Volunteer Training Grant		2,486	2,178
Interest Received		4,737	1,709
Donations		37,483	19,350
Fundraising		5,254	14,814
Sundry Income		-	533
Memberships		282	355
		397,068	383,116
EXPENDITURE			
Accountancy Fees		5,000	220
Bank Charges		510	339
Committee, AGM, Staff Recruitment		2,984	2,133
Computer & Software Maintenance		638	-
Consultancy Fees		3,600	4,410
Contract Labour		379	-
Depreciation		2,725	5,792
Equipment Installation & Maintenance Costs		4,082	255
Fund Raising		3,224	1,916
Hire of Equipment		141	-
Insurance		-	595
Interchange / OZ Child Joint Project		50,281	48,959
Internet		1,270	535
Postage & Courier		1,933	2,187
Printing & Stationery		6,182	3,070
Publicity		3,486	2,339
Removal Expenses		728	-
Rent		10,812	13,037
Salaries & Wages		183,960	213,027
Special Events		6,207	8,302
Staff Training		718	2,098
Subscriptions		1,614	1,852
Sundry Expenses		378	819
Superannuation Contributions		16,902	-
Telephone		5,321	6,509
Travelling Expenses		23,119	17,532
Volunteer Expenses Including Police Checks		1,593	1,516
Volunteer Payments		13,569	14,595
Volunteer Training		1,565	214
Workers' Compensation		3,829	-
		356,749	352,251
Net Surplus / (Deficit) for the year		40,319	30,865

EXTENDED FAMILIES AUSTRALIA INC

**BALANCE SHEET
AS AT 30TH JUNE 2006**

	Note	2006 \$	2005 \$
ACCUMULATED FUNDS	5	76,543	42,778
REPRESENTED BY			
CURRENT ASSETS			
Cash assets		129,047	111,254
Receivables	2	1,176	-
TOTAL CURRENT ASSETS		130,223	111,254
NON-CURRENT ASSETS			
Fixed assets			
Plant and equipment	3	5,247	7,972
TOTAL NON-CURRENT ASSETS		5,247	7,972
TOTAL ASSETS		135,470	119,226
CURRENT LIABILITIES			
Regional Fundraising		12,529	10,385
Recruit a Volunteer		-	26,852
Fun In The Park		371	371
Minor Works		1,121	2,541
Special Training Grant		931	547
Vietnamese Program		5,606	-
Recruitment Project		20,000	-
Trade Creditors		3,356	-
Superannuation Payable		2,088	-
GST payable		1,492	1,202
Employee benefits	4	11,433	12,304
PAYG Withholding Payable		-	2,246
TOTAL CURRENT LIABILITIES		58,927	56,448
NON-CURRENT LIABILITIES			
Loans - Unsecured		-	20,000
		-	20,000
TOTAL LIABILITIES		58,927	76,448
NET ASSETS		76,543	42,778

EXTENDED FAMILIES AUSTRALIA INC.
A.B.N. 97 470 256 857

CASH FLOW STATEMENT
FOR THE YEAR ENDED 30 JUNE, 2006

	Note	2006 \$	2005 \$
Cash flows from operating activities			
Receipts from grants		316,451	305,659
Donations, Fundraising & Sundry		32,568	35,052
Payments to suppliers and employees		(305,613)	(354,513)
Net cash flows from operating activities	7	<u>43,406</u>	<u>(13,802)</u>
Cash flows from investing activities			
Interest Received		4,737	1,709
Repayment of Loan		(20,000)	20,000
Net cash flows used in investing activities		<u>(15,263)</u>	<u>21,709</u>
Cash flows from financing activities			
-		-	
Net cash flows from / (used in) financing activities			
Net (decrease) / increase in cash & cash equivalents		28,143	7,907
Cash & cash equivalents at the beginning of the financial year		110,903	102,996
Cash & cash equivalents at the end of the financial year	6	<u>139,046</u>	<u>110,903</u>

EXTENDED FAMILIES AUSTRALIA INC
A.B.N. 97 470 256 857

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30TH JUNE 2006

1 Statement of Significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act Victoria. The committee has determined that the association is not a reporting entity.

This financial report has been prepared in accordance with the requirement of the Associations Incorporation Act Victoria and the following Australian Accounting Standards:

- AAS 4 : Depreciation of Non-Current Assets
- AAS 5 : Materiality
- AAS 8 : Events Occurring after Reporting Date

No other Australian Accounting Standards, Urgent Issues Group Consensus View or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report is prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report:

Property, Plant and Equipment

Property, plant and equipment are carried at cost or independent valuation. All assets, excluding freehold land and buildings are depreciated over their useful lives to the company.

Employee Benefits

Contributions are made to an employee superannuation fund and are charged as expenses when incurred.

	2006	2005
	\$	\$
2 Receivables		
CURRENT		
Sundry Debtor - Australian Taxation Office	1,176	-
	<hr/>	<hr/>
3 Plant & Equipment		
Plant & Equipment	31,565	31,565
Less: Accumulated Depreciation	26,318	23,593
	<hr/>	<hr/>
	5,247	7,972
	<hr/>	<hr/>
Total plant & equipment	5,247	7,972
	<hr/>	<hr/>
4 Employee Benefits		
CURRENT		
Provision for Employee Entitlements	11,433	12,304
	<hr/>	<hr/>
5 Accumulated Funds		
Asset Revaluation Reserve	8,145	8,145
Retained Funds brought forward	28,079	3,768
Surplus / (Deficit) for the year	40,319	30,865
	<hr/>	<hr/>
	76,543	42,778
	<hr/>	<hr/>

EXTENDED FAMILIES AUSTRALIA INC.
A.B.N. 97 470 256 857

2006 **2005**
\$

NOTES TO STATEMENT OF CASH FLOWS

NOTE 6: Reconciliation of cash

Cash at the end of the financial year as shown in the statements of cash flows is reconciled to the related items in the statement of cash financial position as follows:

Bank of Bendigo	23,885	54,367
Bank of Bendigo – Fundraising	37,571	51,582
Bank of Bendigo - Provisional Account	77,274	4,604
Petty Cash	159	350
Cash on Hand	157	-
	139,046	110,903

NOTE 7: Reconciliation of cash flows from operations with profit/(loss) from ordinary activities

Profit from ordinary activities	40,319	30,865
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Non cash flows in profit/(loss) from ordinary activities

Depreciation	2,725	5,792
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Changes in assets and liabilities during the financial year:

Increase / (decrease) in GST Payable	290	(1,700)
--------------------------------------	-----	---------

Increase / (decrease) in Plant & Equipment	-	(10,022)
--	---	----------

Increase / (decrease) in Bond on Premises	350	(350)
---	-----	-------

Increase / (decrease) in Funds in Transit	(139)	(37,856)
---	-------	----------

(Increase) / decrease in Provisions	871	1,715
-------------------------------------	-----	-------

(Increase) / decrease in PAYG Withholding	2,246	(2,246)
---	-------	---------

Increase / (decrease) in other Trade Creditors	3,356	-
--	-------	---

Increase / (decrease) in Superannuation Payable	2,088	-
---	-------	---

Increase / (decrease) in Other Liabilities	(7,524)	-
--	---------	---

(Increase) / decrease in Sundry Debtors	(1,176)	-
---	---------	---

Net cash (used in) / provided by operating activities	43,406	(13,802)
--	---------------	-----------------

STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report:

- 1. Presents fairly the financial position of Extended Families Australia Inc. as at 30th June 2006 and its performance for the year ended on that date.
- 2. At the date of this statement, there are reasonable grounds to believe that Extended Families Australia Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:



President:
Norah Breekveldt - President

Treasurer:
Russell Ridd - Treasurer

Dated this 4th day of October 2006

CERTIFICATE BY MEMBERS OF THE COMMITTEE

I, Norah Breekveldt, and I, Russell Ridd certify that:

- (a) We are members of the committee of Extended Families Australia Inc..
- (b) We attended the annual general meeting of the association held on 4th October 2006..
- (c) We are authorised by the attached resolution of the committee to sign this certificate.
- (d) This annual statement was submitted to the members of the association at its annual general meeting



Committee Member:
Norah Breekveldt - President

Committee Member:
.....
Russell Ridd - Treasurer

Dated this 4th day of October 2006

Region Specific Fundraising Report

For the Year Ended 30th June 2006

Fundraising on a regional level is used to support local events such as the regional Christmas parties and Family Fun Days and activities. Some regions also receive specific donations for this purpose. The following is a break down of the income and expenditure by region for fundraising. Monies raised by the central Fundraising Sub Committee have not been included in this report.

	Eastern Region \$	Peninsula Region \$	Southern Region \$	Western Region \$	Northern Region \$
<u>Income</u>					
Donations	-	1,500	-	700	-
Fundraising	3,541	336	700	-	1169
Carry over previous year	6,239	1,245	1,023	1,327	553
Total	9,780	3,081	1,723	2,027	1,722
<u>Expenditure</u>					
Special Events	1,715	1,174	416	576	559
Fundraising	1,051	27	-	-	283
Total expenditure	2,766	1,201	416	576	842
Surplus/(Deficit)	7,014	1,880	1,307	1,451	880

Notes:

EXTENDED FAMILIES AUSTRALIA

Mission

To give children with a disability and their families an opportunity to develop a loving and caring 'grandparent' or 'extended family' relationship with a supportive volunteer.

Goals:

1. To enrich the lives of children with a disability, their families and volunteers by facilitating the creation of caring and supportive friendships that provide positive experiences to all participants.
2. To foster the development of cross generational relationships through matching of children with a disability to a volunteer grandparent.
3. To offer support and opportunities for children with a disability to develop, socialise and participate fully within the community.
4. To provide respite and strengthen and support families who have a child with a disability.
5. To educate and encourage the community to be inclusive and welcoming of people with disabilities
6. To provide services and volunteering opportunities that are flexible and capable of identifying and meeting the changing needs of children with a disability, their families and volunteers.
7. To work in partnership with families, volunteers, other service providers and the community to provide quality services.
8. To provide services that are accessible and culturally relevant.
9. To be an open, transparent and accountable organisation.

Extended Families Australia

ABN 97 470 256 857

Inc No. A0011648H

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Website www.extendedfamilies.org.au



**extended
families** australia

supporting families
of children with a disability