



## Our Vision

To be recognised as a leading independent provider of holistic children's services in early childhood and associated life issues. Creating a world standard place where families can and want to come.

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## Our Mission

Create and deliver in an extended family environment, services that are practical, reliable and responsive to the life issues experienced by families and their children, with an emphasis on early childhood.

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## Our Heritage

Robert Campbell Edwards, a Philanthropist and Melbourne Tea Merchant, established the Burwood Boys Home (Later Burwood Children's Homes) which operated until 1986 when, on relocation in Glen Waverley, it became Child & Family Care Network Inc. In 2006 the name was changed to **bestchance** Child Family Care representing our continued commitment to giving children and families the best chance in life.



**tomorrow**

Design of this Annual Report has been sponsored by tomorrow agency

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# The Organisation



Standing from left: Denis Liubinas, Arden Joseph, Derek Cheah

Seated from left: Geoff Milbourne, Des Dodds, Gary Edwards, Glenys Grant OAM

## Committee of Management

President

**Des Dodds**

Vice President

**Denis Liubinas**

Secretary

**Glenys Grant OAM**

Treasurer

**Geoff Milbourne**

Committee Members

**Gary Edwards**

**Arden Joseph**

**Derek Cheah**

# The Organisation

## Patrons

**Hon. Alastair Nicholson, AO RFD QC**

Former Chief Justice of the Family Court of Australia

**Dame Beryl Beaurepaire, AC DBE**

**Kevin Bartlett, AM**

## Executive Team

Chief Executive Officer

**Lodi Francesconi**

General Manager – Programs

**Chris Thompson**

Business Manager

**Brian Pountney**

## Program Leaders/Coordinators/ Senior Staff

Cheshire School

**Sharon Crowley**

Child Care Services

**Helen Kane**

Community Support

**Geraldine Ryan**

Early Childhood Intervention

**Karen Tytler**

Executive Assistant

**Jen Hardman**

Facilities and Events

**Verena Spencer**

Family Services

**Sophie Beasy**

Finance

**Jodie Dinnie**

Human Resources

**Chris Davern**

Kindergarten Cluster

**Lisa Paton**

Marketing and Business Development

**Margarita Herouvim**

Parent and Child Support

**Vikki Argent**

Projects Officer

**Candy Kuruppu**

Training

**Kirsty Brown/Sheryn Ogden**

Volunteers

**Vicki Teese**

## Financial Services

Auditors

**Lowe Lippmann Chartered Accountants**

Bankers

**Australian and New Zealand Banking Group Ltd**

Investment Managers

**Warakirri Asset Management Pty Ltd**

# President's Report

Des Dodds



**“bestchance has continued to provide a broader range of services to an increasing number of children and their families”.**

The past year has been an interesting one with several challenges, despite which **bestchance** has continued to provide a broader range of services to an increasing number of children and their families.

In these uncertain economic times, financial sustainability is our biggest challenge and the focus of the Committee of Management's strategic planning for the future. In particular, we are looking at our property resources to ensure we put them to their best use for the delivery of our programs and maximise their financial return to the agency.

Our new training centre saw it's first full year of operation and is now fully functional and moving towards optimal utilisation. A new entrance to the property has been completed and is both safer and more inviting.

Succession planning, both in terms of governance and management has been another objective. New membership on the Committee has been sought and due to the retirement of our long serving CEO, Mr Lodi Francesconi, an executive search for a new CEO has been undertaken.

My many thanks go to my fellow Committee members for their continued support and commitment in carrying out our governance responsibilities; to our dedicated staff and volunteers who continue tirelessly to carry out their work; and finally to our dedicated CEO of 15 years, Mr Lodi Francesconi. His support and friendship have helped me greatly in my role as President and the Committee of Management as a whole wishes him well in his retirement and thanks him for a job well done!

# CEO's Report

Lodi Francesconi



**“bestchance has grown from an organisation with strong links to welfare to one that we can always be proud of – strong; focused; resolved”.**

The 2010/11 financial year for me marks fifteen years of privileged service at the helm of a great organisation I have been an integral part of and seen grow.

**bestchance** has grown from an organisation with strong links to welfare to one that we can always be proud of – strong; focused; resolved; one that knows where it has been and where it is going. Add to this a committed staffing team and financial viability, and it is well positioned for the future.

As it continues to evolve to meet the changing needs of the community, **bestchance** has never lost sight of its reason for being, that of helping children and families. Answering that call with great gusto!

I have no regrets making the decision to work for **bestchance** – there have been many challenges however the outcomes have been so rewarding. It is about the positive change in the lives of many as well as the personal satisfaction, that sense of making a real difference. Would I have done anything different? I don't think so.

My last act is to show gratitude to all those wonderful people that have travelled this tremendous journey with me. First and foremost the supportive staff sharing our great vision and the Committee of Management that always gave me the opportunity to 'just be myself' not putting any restraints on any ideas no matter how impossible they sounded or seemed at first!

To the thousands of clients that we have been able to help, and the appreciation the families have shown over the years – I thank you – it was truly my purpose for being.

The network of friends and supporters, volunteers, our patrons, the service clubs and businesses that said – 'how may we help you?' – how can we not have succeeded?

I also leave in the knowledge that I have done my small part, leaving the organisation in good stead - I wish **bestchance** well in the future and thank you so very much for allowing me to be a part of this experience.

# bestchance Programs

Chris Thompson



## “bestchance continues to challenge itself to be a leader...”

During 2010/11 **bestchance** programs continued to make a difference in the lives of families who have been involved with us. It has been an absolute privilege to meet the parents and children utilising our programs at Glen Waverley, and those in kindergartens in our Cluster. Hearing the stories of their lives and the part **bestchance** has played in providing support for the development of their children or the increased confidence of parents in their role, provides encouragement and feeds the enthusiasm to continue to improve and develop our programs.

**bestchance** continues to challenge itself to be a leader in the provision of an integrated environment that combines the elements of care, learning and laughter in all programs. Staff have developed a framework for our integrated approach ensuring that there is no “wrong door” for any family and importantly no child or family will have their outcomes compromised through lack of access to program supports. This has been a challenge but the result to date has been that families are experiencing seamless service provision and a staff group that is responsive to any query about any level or type of support.

Through our work on integration, **bestchance** has had the opportunity to develop relationships with The University of Melbourne’s Graduate School of Education and the Charles Sturt University’s School of Education. Both organisations have offered significant value to **bestchance** and we look forward to developing these relationships into the future.

The last 12 months have seen early childhood undergo a period of learning and development. Staff across the organisation were involved in professional development on the National and Victorian Early Years Learning Frameworks and the National Quality Framework. Kindergarten staff and parents are preparing to move towards 15 hours of kindergarten for four year olds which is due for implementation in 2013. Corrigan Rex Kindergarten was involved in a pilot scheme designed to inform the sector, and the staff have done an amazing job with this work. A further three kindergartens joined the **bestchance** Cluster program bringing total numbers to 21.

Greater numbers of children and families were assisted with the introduction of a third classroom in Cheshire School and this demand continues to increase. All staff attended the Redbank School Conference in Sydney, coming back with some new approaches to apply in the classroom.

The Early Childhood Intervention team further developed their family centred approach which then allowed for their group room to be transformed to a fifth long day care room, offering more opportunities for families to attend the Centre.

The year gone brought with it the arrival of chickens and the development of vegetable gardens which have created great interest for the children. The garden has given them the opportunity to learn more about growing, harvesting and cooking healthy meals. The chickens have helped children learn and understand the responsibilities of caring.

**bestchance** has implemented a number of activities and initiatives in 2010/2011 to increase community engagement and appreciation of multiculturalism. It affirms to the broader community **bestchance**’s belief in helping the community to live in harmony and appreciate diversity by learning more about different cultures:

Some of these initiatives include:

1. The **bestchance** Multicultural Festival in partnership with Connections UnitingCare was held in March 2011 during cultural diversity week. This event was generously supported by City of Monash, Victorian Multicultural Commission and ANZ Staff Foundation. The event was to acknowledge, celebrate and encourage the cultural diversity of all nationalities living in harmony in the City of Monash.
2. **bestchance** children participated in a number of multicultural activities including music, song and dance and cookery during Children’s Week in October 2010.
3. Numerous activities have been organised within the **bestchance** programs to promote social and cultural benefits gained from diversity.
4. Professional Development opportunities were provided to staff and volunteers to enhance their cultural competence.

Overall 2010/11 has proved to be a year of growth and development in all programs. **bestchance** continues to advance as a truly integrated service for families where all are welcomed and supported to better face the challenges that life often presents.



# Integrated Services

## Karen Tytler

**bestchance** aims to provide an integrated service for children, families and individuals. Essentially this means there is seamless access to all of the **bestchance** programs with the aim of being a 'one stop shop'. Why do we do it this way? There are many reasons, and best highlighted by the following story:

Sue, a single mother of two boys, was concerned about her three year old son Jack's overall development. After discussing her concerns with her Maternal and Child Health (MCH) nurse they worked together to complete a Parental Evaluation of Development Status (PEDS) on both of Sue's boys. From this, it was evident that Jack was not developing as other boys his age, so the MCH nurse referred Jack to Central Intake to access Early Childhood Intervention, noting her preference to attend **bestchance**.

Sue was able to access **bestchance** quickly, and during her initial visit ensured that staff knew that she was reluctant to have anyone visit her at home, preferring to come in. Sue was allocated a key worker who focused on Jack's language, social skills and behaviour. Sue wanted Jack to learn to make friends by being involved with other children on a regular basis. Sue also identified that she really needed a break. However, as a single parent she could not afford Child Care. The Early Childhood Intervention (ECI) team at **bestchance** introduced Sue to the Team Manager - Child Care. Together they decided that a combination of Child Care, three year old kindergarten and Early Childhood Intervention would be the best option for Jack. Sue was able to discuss her financial concerns with the Family Services Manager who completed a Special Child Care Benefit application to assist with initial Child Care fees. A plan was then instigated to allow Sue to feel comfortable and in control of her payments.

Before Jack started his programs, the **bestchance** team (Kindergarten teacher, Child Care room leader and ECI key worker) met with Sue to share the goals set for Jack, and the strategies they were using to achieve them. The team individualised the program by adapting and introducing new strategies that were able to be applied across Jack's day.

As the relationship between Sue and the key worker developed, she was able to discuss her own issues and Sue identified loneliness as a real one for her. It was suggested Sue attend the My Time group (run by the **bestchance** Community Support Program) which would give her the opportunity to meet other parents in similar situations. Sue did and was able to establish a friendship with another mum. She was also able to identify ongoing issues to do with her health, and sought individual counselling with the **bestchance** counsellor to work through them.

Jack is now going from strength to strength. Initially he wasn't able to approach his peers and spent most of the time playing alone. Over time, he has gained language and social skills, and has made several friends in kinder. Through this Sue has also broadened her network of friends. She is now organising babysitting and play dates with other families, and has been able to begin to pursue long forgotten hobbies – including a passion for cooking, which she delights in sharing.

Some days are still tough. Jack's behaviour can be really challenging. Sue, ECI, Child Care and kinder continue to have regular meetings to brainstorm ideas and strategies to assist both at home and **bestchance**. On really tough days, Sue feels safe enough to ask for help – usually in the form of a quiet cuppa and a listening ear, or a casserole from Community Support so that she has one less thing to worry about that night.

Jack is going on to four year old kindergarten next year. The transition into a new program is quite stressful for Sue, as it takes her a while to be comfortable with new people. To help this, that process has begun already – with the four year old teacher also being involved in some of the meetings. Jack is often in the playground at the same time as the older group, so he has the chance to get to know the teachers he will have next year.

Ultimately, the service at **bestchance** is about improving the outcomes for children and their families. At a recent meeting, Sue commented to the team that **bestchance** was her "safe place". Sue is now also able to create her own "safe places" – opening her home to other children and families as a friend, and sharing her talents as a great cook with them.



# Cheshire School

## Sharon Crowley

Cheshire School provides a 12-month intervention program for primary school aged children with a social, emotional and/or behavioural problems who are failing, or at risk of failure, within a mainstream school setting. The program aims to break the cycle and assist children in developing their social and academic competencies, build resilience and coping abilities, and teach strategies to assist students to regulate and self-manage their behaviour.

Over the past year, children have presented with issues related to Asperger's Syndrome, Depression, Anxiety, Oppositional Defiant Disorder, Attention Deficit Hyperactivity Disorder, Attachment Disorder and Post Traumatic Stress Disorder.

A key part of the Cheshire program is participation in activities and excursions designed to develop and affirm the importance of teamwork, social responsibility, confidence and pride as well as allow the children and their families to witness the change.

During 2010/11, students went sailing on the Enterprise, visited Toolangi State Park, fished at Mordialloc, put on a Mother's Day pamper session, walked at Badgers Creek, and developed a class garden.

A major milestone has been the addition of a classroom expanding the intake at any one time from 16 to 24 students. The school now has three classes, hosting two prep to grade 3 groups and one grade 4 to 6. Teaching in the third classroom began at the beginning of the 2011 school year and it has been a pleasure to welcome our new teacher, Ms Jennifer Daverington, to the Cheshire team. We are proud and excited to be able to assist even more children and their families to become happy and successful participants in their education.

Solar energy panels and water tanks were installed at the School during the year as part of the Australian Government's National Solar Schools Program enabling the implementation of power and water saving strategies. Coming to a close was the Cheshire Safe Access initiative resulting from the National School Pride and Building the Education Revolution (BER) Project. There is a new entrance at the rear of the school for safer pick up and drop off. Playground boundaries have been altered to facilitate new parking and a new front entrance to the main **bestchance** site allowing both entry and exit.



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### Josh's story

*Josh started prep at his local primary school. It was a disaster from the start. Josh was violent and would hurt both teachers and students alike. He was kept separated all the time spending most of the day in the office. It was awful as a parent too. Stephanie experienced some anger from other parents; she was yelled at and would drop off late and pick up early to avoid confrontation as others reacted to protect their children. Stephanie was stressed and isolated as she was unable to manage Josh's behaviour and as a result suffered severe depression.*

*After being told by the school that they could not help her son, it was at a visit to a psychologist that Stephanie became aware of Cheshire School. Josh started in Term 2 of 2010 and had his ups and downs. As the year progressed, Josh started to behave well at Cheshire School. With support from Cheshire teaching staff and the 123 Magic parenting group, Stephanie was able to gain the confidence and skills she needed to also manage Josh's behaviour at home.*

*Upon completion of the program in early 2011, Josh was happy and fitted in perfectly at his new school. He is now content and relaxed. Mum Stephanie says he is a different child and they both couldn't be happier.*

### Family home locations



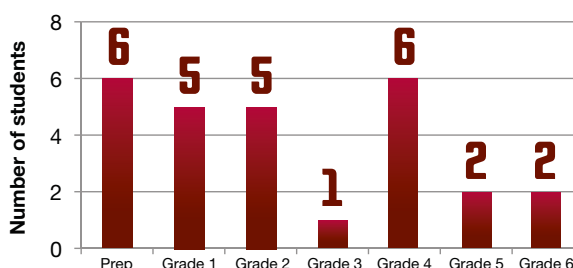
Cheshire students come from a broad geographic area. This is indicative of the commitment shown by parents to access this specialised and unique program.

## 27 Students enrolled at Cheshire

Cheshire school students had a 95.7% attendance rate as measured during the DEEWR recording period from May 2nd to May 27th this year.

**96% were male. 4% were female.  
15% were CALD.**

Number of students by grade



# Child Care Services

## Helen Kane

**bestchance** Child Care provides integrated, inclusive and developmentally appropriate programs for children up to 6 years, which reflect the latest research in play-based and child-directed learning. The service accommodates 108 children at any one time and has 30 staff directly involved in program delivery.

Accreditation in October saw the Centre obtain the highest quality rating in all areas of performance, with particular mention made of the positive and caring relationships with children.

A fifth playroom opened with the youngest children now being cared for in two separate rooms, one for 0 – 1 year olds and the other catering for 1 – 2 year olds. Also a number of children with additional needs were successfully included in playrooms which brought great benefit to all the children within the Centre.

Throughout the year, children enjoyed extra curricular activities including some incursions such as Safety with Animals, the Have to Dance program and a performance of The Mouse's Tail. Many happy hours were spent exploring our grounds visiting the chickens and vegetable garden, and using other buildings on site. Families joined in Easter, Mother's Day and Father's Day celebrations. The children were involved in National Families and Multicultural Day and the Centre through fundraising supported Red Nose Day, Jeans for Genes and Go Purple for Epilepsy.

Running for three weeks in January was the inaugural holiday program for children transitioning from kindergarten to school. Proving very useful for working parents and a resounding success with the children, the program will be offered again in 2012.

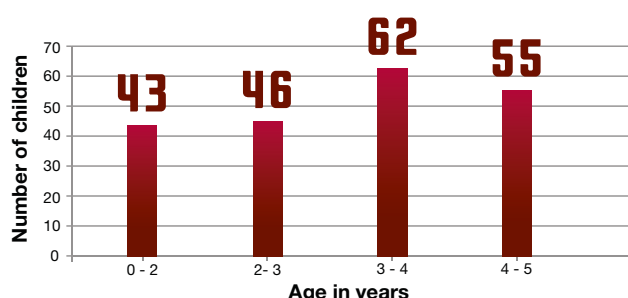
Professional development was also a strong focus during the past 12 months with staff continually striving to improve their qualifications studying for and/or completing their Bachelor of Education in Early Childhood, Diploma in Children's Services and Certificate III in Children's Services.

The Parent Reference Group was rekindled and a new Staff Reference Group established, both serving to encourage input into decision making and a sense of involvement.

# 236 Children accessed Child Care

**6% had additional needs. 49% were CALD. 8% used bestchance integrated services.**

Age range of children attending child care



Note: Distribution of Age range of children in this graph is prior to the opening of the 5th room in April 2011.

## Sebastian's Story

*Sebastian is a four year old attending Child Care five days a week. At **bestchance** every day is an adventure in Child Care and what a week he has had!*

*Monday's wet and cold weather meant it was a 'no go' for outside play. Instead Sebastian went with one of his playroom educators and some friends to the gym. They had enormous fun expending energy and learning ball skills at the same time.*

*On Tuesday Sebastian was in the mood for exploration, feeding the water dragons, turtle and fish in the Centre foyer. Three cheers for the sensory room as Wednesday's wet weather saw Sebastian and his friends indulge in a fun packed hour before returning to follow their interests in their own room.*

*On Thursday the chickens beckoned. The chicken coop was enlarged and extra chickens had come to stay. They were laying eggs, enough to bake a cake for afternoon tea and this left no time to ride the bikes in the grounds of the playgroup.*

*Friday brings with it rain yet again. The expedition to ride the bikes was going to have to wait. There is a lot for Sebastian to do in his room and should he feel like a change of scenery, the library awaits - somewhere to go for that quiet time.*

*Next week Sebastian and the other children plan to harvest the broccoli in the Children's Centre garden, visit the community garden for vegetables ready to pick and kick the football on the grass on the way. After all it is the footy season!*

*While Sebastian was having an interesting and educational time in care, Julie, his mother had met with Family Services to talk about the family's dire financial situation – an application was made for Special Child Care Benefit to assist for the short term fee relief along with someone to listen to her story. Family Services accessed the Community Support team to provide food, vouchers and also counselling for Julie. Sebastian was able to stay in the much needed Child Care, enjoying his experiences while Julie was able to go out and look for work. Some short term support provided by **bestchance** for this family has ensured Sebastian's outcomes are much more likely to be very positive.*

*The early years are the building blocks for later life.*





# Community Support

## Geraldine Ryan

The Community Support Program supports individuals and families experiencing difficult times by providing material aid, food hampers, financial assistance, advocacy and emotional support.

Throughout the financial year 1,153 clients (of which 534 were children aged up to 16 years) were offered support. The Program assisted people experiencing financial hardship resulting from living on a limited income and unexpected expenses quickly becoming unmanageable. Others receiving assistance faced a range of personal difficulties.

A focus of the Program this year was on counselling and parent education. In all, 184 personal counselling sessions were conducted and 55 parent education sessions were held, catering for up to 15 parents per group. This includes My Time, a facilitated peer support group for parents and carers of children with a disability or chronic health condition, which met 32 times in the 12 months. Understanding and responding to children's behaviour, and promoting the emotional development of children were topics of other groups held.

Volunteers continue to be an integral part of Community Support working tirelessly for the Program. They receive and sort donations for the Recycle Room which provides material aid for clients including clothing, shoes, toys and household goods. Volunteers also support Wishing Tree and prepare casseroles which provide nutritious meals to families facing difficulty due to illness or other crises. Without the many hours donated by these generous women, the Community Support Program would not be able to help clients in the way it does.

Another component of the Community Support service is the Wishing Tree Program. It provides hampers and gifts making Christmas possible for parents who otherwise would be struggling to make it a special time for their family. A total of 213 families received hampers in 2010 and gifts for 440 children were distributed. This amazing result was made possible through the contribution of many volunteers and donations from the local community and business sector.

The Back to School Program provided assistance to families struggling to meet the costs associated with the beginning of the new school year. It helped 57 school aged children from 26 families.

2010/11 was a period of change for the Community Support Program. As well as the departure of worker Jessica and the arrival of Diane, the team continued to reflect on practice and consider the best ways to support families, developing plans to provide educational programs in financial literacy in the next financial year.



### Sasha's Story

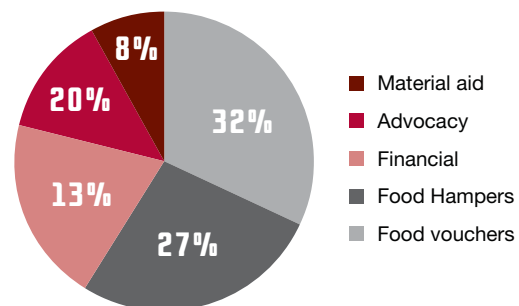
*Sasha arrived in Australia with high hopes and expectations that life would be better here than in her home country. She left a secure job, home and extended family to start anew in Australia. Unfortunately things did not turn out the way Sasha expected as she did not qualify for Centrelink benefits (they require two years in Australia) and so was referred to the Community Support Program.*

*Sasha was very despondent when she arrived at **bestchance**. She had an opportunity to talk, vent her feelings and have someone listen and understand how she felt. Together with Community Support staff, she looked at options to get a job that would result in income as well as work experience. After advice to link in with job network agencies, Sasha had her overseas qualifications assessed.*

*The support Sasha received both financially and emotionally meant a great deal to her. Although the initial two years would be difficult, Sasha could see light at the end of the tunnel and was feeling hopeful about life for herself and her family in their new home country.*

*During Sasha's next visit, life had taken a turn for the better; she had secured part time work, her son had settled in his new school and the family was starting to feel more settled in the community.*

### Assistance received by individuals



**1,153**  
Individuals accessed  
Community Support including  
534 children under 16

**28% of clients CALD.**  
**1% Refugee/Asylum Seeker.**  
**1% Indigenous Australians.**  
**74% female.**



# Early Childhood Intervention

## Karen Tytler

The Early Childhood Intervention (ECI) Program provides a range of specialist services for families with children who have a disability or developmental delay, prior to school entry. The range of services provided includes:

- Information that addresses the individual goals of the child and family.
- Supporting families to help their child's development.
- Linking families to services, and providing assistance to coordinate these services as required.
- Education and developmental programs.
- Additional support to improve access and participation in the community (including child care and kindergarten).
- Assisting with transition to school.
- Parent support.
- Assistance to access funding for additional services/resources.

All of these services are designed to complement and support the range of community based services in which the children and families participate. Within **bestchance**, ECI is part of the integrated service offered to families, and is able to both provide and use the expertise of all programs to assist families to receive a broad range of high quality services.

In response to the latest research, ECI moved to expand its ability to provide services within each child and family's community. Over 80% of families have chosen to receive services in the community. Families continue to have the choice to access individual or group based programs at the Children's Centre. These changes have made it possible for services to be responsive, flexible and delivered in the environment where each child is doing most of his/her learning.

In order to maintain the highest quality standards, the ECI team participated in ongoing professional development. Of note this year, the seminars and training attended were in the areas of family centred practice, leadership, facilitating early language development and family partnerships.

Training for preschoolers with autism and their transition to school was also delivered in partnership with **bestchance** Training, SCOPE and DEECD.

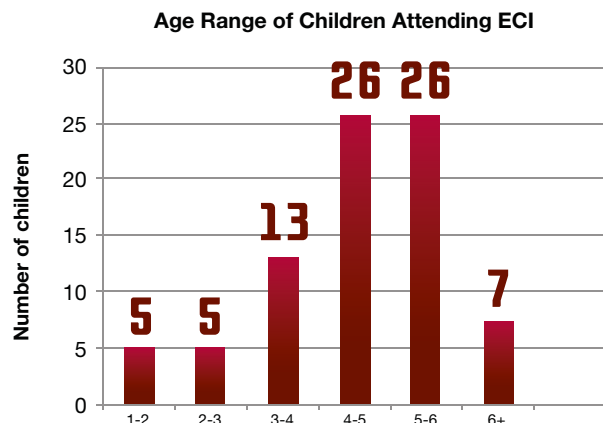
During the year, ECI was also represented at a number of statewide forums and consultations on reform and policy development.

Of particular note was the implementation of the Early Years Learning Frameworks (both Federal and State), the National Quality Standards for Children's Services, the second stage of the Early Childhood Intervention Reform process, and the development of the National Quality Standards for Early Childhood Intervention.



## 82 Children attended Early Childhood Intervention

**57% were CALD. 84% were male.  
16% were female.**



### Michael's story

*Michael is four. He has three brothers and sisters. His parents separated late last year and dad, John, is now caring for the family. Michael was recently diagnosed with Autism Spectrum Disorder, which for him means that his speech is delayed, and he finds it hard to interact socially.*

*Michael and his family were contacted by their ECI key worker, Nadine. Over several visits at home, John and Nadine came up with a plan to achieve the goals for Michael that John thought would make the biggest difference for him and his family.*

*John identified that one of the biggest issues was Michael learning to get along with others. John wanted more opportunities for Michael to practice. It was decided that a local playgroup was the best option as John found it too hard to leave Michael in child care at this emotional time.*

*Together with Nadine, John met with the coordinator of the playgroup to discuss ideas and strategies for Michael to work towards his social skills goals.*

*John and Michael attend the "drop in" playgroup for ECI at **bestchance**, and continue to receive home based services. The playgroup allows John to have regular contact, feedback and ideas from other members of the ECI team and meet other parents, while the home visits focus on John and Nadine designing strategies to help Michael learn through "everyday" experiences.*

# Family Services

## Sophie Beasy

The Family Services Program supports families who are isolated, lack family or community support, experience parental stress, have a parental intellectual disability, drug and alcohol misuse, mental health issues, or are affected by homelessness and domestic violence.

Family Services works alongside all other **bestchance** programs to establish strong relationships with families and assists them to cope with their challenging circumstances.

The Program plays an integral role in the application for grants and funding (Special Child Care Benefit and Early Start Kindergarten) for families who meet the eligibility requirements, provides information and referral to other agencies and is a vital link to **bestchance** programs and community services.

Family Services partners with Connections UnitingCare, City of Monash Children's Services and Maternal and Child Health Programs to assist families by optimising resources and strategies to ensure the best possible outcome for families. As reflected in the statistics shown, more than 50% of families require more than the standard 13 week funding of Special Child Care Benefit.

Outstanding results achieved in the Early Start Kindergarten Program in 2010 led to **bestchance** receiving an invitation to present at the Inner and Outer East Sharing Responsibility Knowledge Exchange Forums on the positive outcomes that can be achieved for vulnerable children and families when services work in collaboration with one another.

Also during the year, a Forum on current practices in Early Childhood Services in the City of Monash was launched and key stakeholders surveyed. Overall results indicated that funding coupled with flexibility, compassion and the relationship support provided through the Family Services Program assisted families in remaining connected with these services. The Program will continue to build on this strength in 2011/12.



### Tina's Story

*After a difficult separation with my husband, I struggled to support my daughters both financially and emotionally. I was left with the full responsibility of paying our family and living expenses. Living away from close family I had very little time-out to deal with the emotional hurt and ongoing legal battles. I had been attending the **bestchance** Parent and Child Support Program and was offered the opportunity to meet the Family Services Program Manager, Sophie, to discuss the option of Child Care and kindergarten for my girls.*

*Though most of our conversations were via telephone or email, Sophie negotiated a place for my eldest daughter to attend kindergarten and Child Care two days per week. This freed up some time and I was able to commence part-time study and gain the space to enable me to work on the issues surrounding my marital breakup. I also discovered I was eligible to receive funding which helped me enormously. Sophie continues to keep in contact and I am so grateful for this support; I don't know how I would have coped otherwise – **bestchance** has been my lifeline!*

## 17 Children referred to Early Start

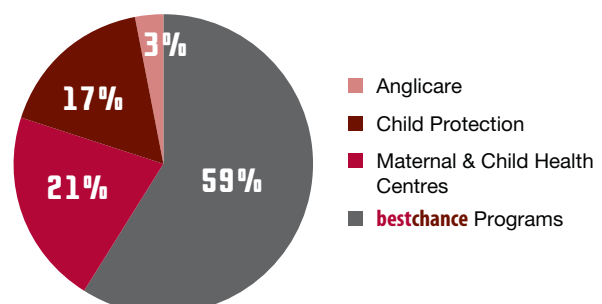
**Early Start July 2010 – June 2011**  
**6% of Early Start families were CALD.**

**Special Child Care Benefit has been running under Family Services from Jan 2011 – June 2011**

**Total referrals 12.**

**58% of families required more than one round of funding (each round is for 13 weeks).**  
**25% of families requiring Special Child Care Benefit were CALD.**

Referral Source



# Kindergarten Cluster

## Lisa Paton

The **bestchance** Kindergarten Cluster is a program that supports the staff and committees of participating kindergartens to provide quality programs to children. The Cluster operates in the Cities of Monash, Whitehorse and Greater Dandenong.

The Cluster takes on many responsibilities that would normally be shouldered by volunteer parents. These include staff management and payroll, Quality Assurance, licensing and ensuring that each centre meets all regulatory and funding requirements.

Staff receive consistent employment and are provided with professional development and support to enhance quality practice.

There have been many highlights during the past year including the receipt of a "Best Practice" award for the **bestchance** innovative committee partnership model. Three new kindergartens joined the Cluster bringing the total number to 21.

Each of the Cluster kindergartens offered four year old programs with 19 also providing three year old programs to their local communities.

As the Cluster membership grew, staffing also increased to three part time Program Support Coordinators supporting kindergarten staff with professional development, mentoring and advice.

A priority of the past 12 months has been preparing for the new National Quality Framework to be implemented from January 2012. The Framework incorporates a number of reforms including revised nationally consistent Regulations and a Quality Assessment and Improvement process.

These changes will have a significant impact on all Children's Services in Australia.

As a result, the Cluster has delivered a number of professional development sessions targeted at the practices and processes required by the reforms. Key staff from each centre have been meeting once a term to work as a team through the changes, and sessions have been provided to the other staff including programming for teachers of three year olds and behaviour guidance for assistants. Optional sessions were popular and included working with children on the autism spectrum and inspirational play spaces.

Further reforms to kindergartens are due in 2013 when the "Universal Access" policy is due to be implemented. This policy requires that all children receive 15 hours of kindergarten a week in the year before they start Primary School.

Due to limitations in facilities and workforce, this policy comes with many challenges. The **bestchance** Cluster is very pleased to be part of a pilot program trialling an innovative model of service delivery that delivers 15 hours of kindergarten to 50 children at Corrigan Rex Kindergarten.

The Kindergarten programs could not operate without the commitment and professionalism of the 92 teaching staff and approximately 200 volunteer committee members.

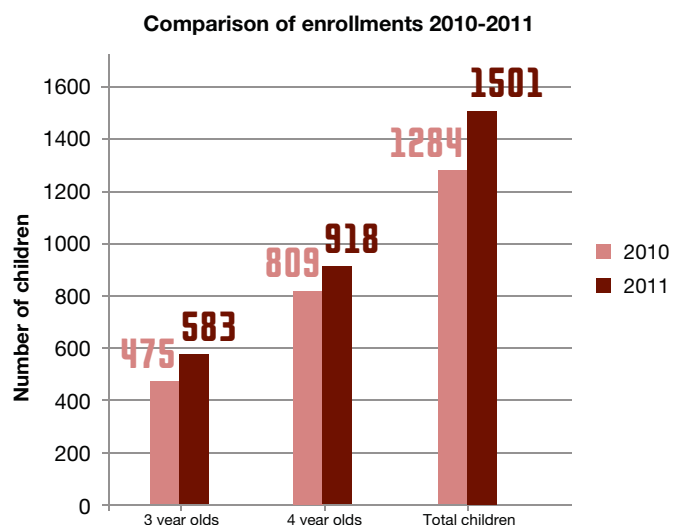
### Jane's Story

*I have been a kindergarten teacher for over 15 years and have always enjoyed working with young children. However, my job involves other challenges such as working with parents and colleagues with range of personalities and implementing the many new reforms required by government. Sometimes I think that these extra challenges take me away from my purpose which is the care and education of children!*

*I am lucky that my kinder is a member of the **bestchance** Cluster. Heather, the Program Support Co-ordinator that works with me has been amazing. She has personally supported the families and staff at my kinder that have been grappling with issues. But most importantly she has provided me with advice and strategies to have those difficult conversations myself. Her extensive knowledge of the new curriculum frameworks and Quality Standards has been so valuable. I have even said to her "how do you know all this stuff?"*

*Outside of the workplace, I have had my own challenges and I would not have been able to get through the last twelve months without Heather's support.*

**1,501**  
**Children attended a bestchance cluster kindergarten**  
**32% of families of 4 year olds received a government subsidy.**  
**51% of families of 4 year olds were CALD.**





# Parent and Child Support

## Vikki Argent

The Parent and Child Support Program provides services to parents with children aged 0-5 years who are isolated from community or family support, or need assistance to cope with their changed or challenging circumstances. The program plays a vital role in early childhood services by offering family assessment and referral, volunteer home-visiting support, and a weekly supported playgroup.

Family assessment and referral remain an important part of the Program with 97% of new referrals receiving assistance to link with relevant services. Sixty-five families took up referrals to complementary services offering Child Care, material aid, social, disability and parenting support. One third of these referrals were made to other **bestchance** programs reflecting the benefits of an integrated service.

The playgroup continued to provide parents with opportunities to come together and share information and support. A key highlight included a dance and movement program over several sessions. This activity supported children and parents on many levels with all agreeing it allowed them to slow down and enjoy their child. For many families, attendance at playgroup is their only means of social support, and one of few opportunities to engage their children through structured and guided play. It was rewarding to see three fathers and four grandparents joining mothers and children in play during the course of the year.

A team of dedicated volunteers continued to support families through home-visits and the weekly playgroup. Volunteers embraced opportunities to come together with training in cultural diversity, dance and movement, perinatal depression and first aid, having collectively provided over 3000 hours of support to local families through this Program. Retention rates reveal that the average length of time current volunteers remain is four years, with four serving in this valuable role for more than eight years.

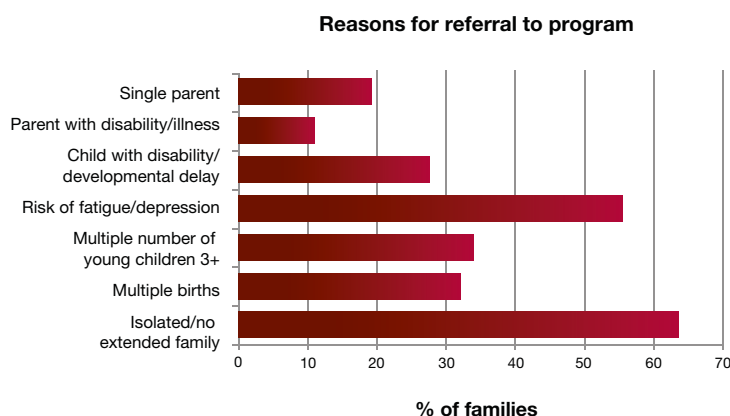
The Rotary Club of Glen Waverley and Pinewood Community Bank - Bendigo Bank generously provided funds for the playground upgrade in Playroom 8. This project provided a new shade sail, sand pit cover, bike track, trikes and even a pedestrian crossing with traffic lights. The age-appropriate outdoor play setting has brought delight to families, allowing young participants to safely explore and develop their social and motor skills. Oakleigh Lions Club also funded the purchase of safe climbing equipment for pre-walkers.

Partnerships with City of Monash and Monashlink have continued over the year with the New Family Connections Committee supporting families transitioning into parenthood. Initiatives included "Dads on Deck" seminars for first time fathers and the quarterly newsletter.



# 98 Families

**Including 212 children were supported through in-home support and playgroup. 53% of the families were CALD.**



Note: Families may have been referred for multiple reasons

### Leila's Story:

Following the birth of her second child, Leila suffered post natal depression and was referred to the Program by her Maternal and Child Health Nurse. Leila's parents were unable to provide support, and she had no other immediate family residing in Australia. As a young mum, Leila was isolated, exhausted and anxious about the stress she and her children were dealing with as she struggled to cope with a heartbreaking and complicated separation from her husband.

The program offered weekly home-visiting support from a suitably matched volunteer. Leila and her children were invited to attend the supported playgroup, and were offered material aid through the **bestchance** Community Support Program. Additional home visits coupled with advocacy and referrals supported Leila through the difficult circumstances related to her marriage. Practical and emotional support helped Leila and she was assisted to obtain affordable Child Care and much needed respite.

Courageously Leila found strength and confidence to deal with the difficult challenges and was able to create the warm and secure home environment she wanted for her children. Leila returned to further study and maintained friendships with families she met through the playgroup. Although her placement concluded after 18 months, Leila continued to attend the playgroup on occasion while her older child attended a **bestchance** kindergarten program.



# Training

## Kirsty Brown

**bestchance** Training is a Registered Training Organisation delivering both accredited and skills development courses for adults.

Training offers students nationally recognised qualifications as well as an individualised and 'hands on' approach to learning with small class sizes. Work placement is a key component of all vocational courses, all of which are aimed at providing training that will enable students to gain employment and life skills.

In the last 12 months, 212 students enrolled in **bestchance** Training courses. Those offered include Certificate III in Children's Services, Diploma in Children's Services – Early Childhood Education and Care, Certificate III in Education Support, Certificate III in Aged Care & Home and Community Care (dual qualification) and Community Information. A range of short computer courses including digital technology, introduction to MYOB and computers were also offered.

The new training centre, with its 'state-of-the art' facilities, was officially opened in March 2011 by the Hon Alan Griffin MP. The project was funded by a \$1.5 million grant from the Australian Government through the Teaching and Learning Capital Fund (TLCF) for Vocational Education and Training (VET). Generous philanthropic grants contributed to the cost of the fit-out. The aged care and children's services rooms have specialised equipment enabling students to undertake simulated activities to enhance their learning. An 18 station computer room offers teleconferencing and is wheelchair accessible.

From January 2011, all accredited courses are funded through Skills for Victoria while professional and personal skills courses are funded through Adult and Community Further Education (ACFE).

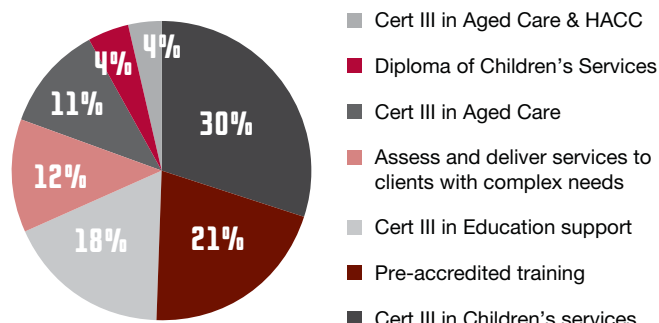
Centre facilities are also available for external use by businesses, leisure, sporting and service clubs/groups for functions, meetings or other activities.



# 212 Students were enrolled at **bestchance** training

## 28% were CALD.

% of student by course



16 students from the Victorian Arabic Social Services (VASS) participated in a skill set within the Certificate III in Aged Care course gaining a Statement of Attainment for 4 units completed.

### Anna's Story

Anna, a single mum with school aged children, had been volunteering at the local school and decided that she wanted to return to work. She decided to pursue her studies, a Certificate III in Education Support at **bestchance** Training.

Work in this field fitted nicely into Anna's lifestyle and the knowledge gained from it would assist with her child who had a disability. Upon course completion, Anna was uncertain whether this was the right career path so decided to undertake further studies – a Certificate III in Children's Services and then progressing to the Diploma. **bestchance** Training offered a career pathway for Anna allowing her to pursue and develop her knowledge and skills in her chosen vocation. As a result of her course placement, Anna has been asked to come onto the casual staff bank at the Child Care Centre working in an industry she enjoys and gaining practical experience.

# Volunteers

## Vicki Teese

Volunteers play an important role in the extension and successful delivery of **bestchance** programs and services. In the past year their assistance included organising the resource room with its large number of donated goods, sewing over 500 items for our children's programs, in-home visiting for new mothers, assisting at our special playgroups, maintaining our campus grounds, and working in administration, training and fundraising. Increasingly volunteers have also played a role in our expanding Kindergarten Cluster, children with additional needs at kindergartens in Dandenong, Mount Waverley and Oakleigh.

A number of special events during the year provided opportunities to recognise and thank volunteers. A highlight of the year was R&R Volunteers Day held in June, where volunteers were presented with certificates of appreciation at a special luncheon and entertained by performances from children attending Cheshire School and the **bestchance** kindergarten.

Our Volunteers Christmas lunch, Eggstra Special People at Easter, Valentines for Volunteers and National Volunteers Week in May were also occasions to convey our thanks to the valuable work of volunteers. Activities such as regular coffee mornings, acknowledgement of special birthdays and anniversaries for long serving volunteers, were held throughout the year. Our Volunteers Voice newsletter highlighted activities and kept volunteers up to date on important developments at **bestchance**.

A review of volunteer referral sources strongly indicates the importance of the Monash Volunteer Resource in recruitment (50%). Another significant statistic is that 24% of our volunteers have come from referrals by other **bestchance** programs. This suggests that **bestchance**'s emphasis on an integrated approach between programs is working well and has greatly benefited the Volunteer Program. Conversely almost every program at **bestchance** has received volunteer assistance during the year.

Widening the geographical catchment area for finding new volunteers is an increasing challenge. A postcode profile of where our volunteers live indicates that they too are coming from a greater spread of suburbs in the Eastern and South Eastern regions of Melbourne.

Our programs certainly have the advantage of offering a diversity of volunteer experiences, across our different programs. This factor, together with our proactive approach towards recognising and acknowledging the importance of volunteer contributions at **bestchance**, puts us in good stead for maintaining and expanding our active, hardworking and enthusiastic team of volunteers.

### Janet's Story

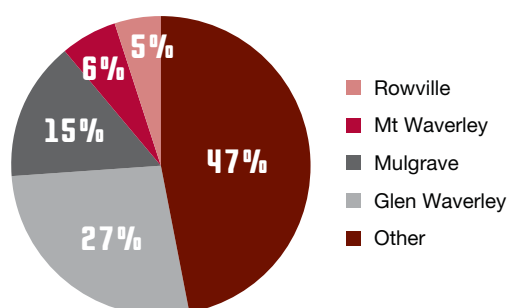
*Janet had recently migrated from China. She loved children and volunteered in the Child Care program for 18 months at the **bestchance** Children's Centre. Somehow interacting with children helped her bridge the language barrier and boosted her confidence. Unfortunately a series of health problems later forced her to stop volunteering with us. We kept in touch, but we didn't expect to see Janet volunteering again. Not so – in early 2011 Janet returned; keen to contribute, but no longer able to meet the physical demands of looking after children.*

*The enthusiastic bunch of volunteers in the Community Support Program welcomed her with open arms and Janet finds she can now successfully pace her volunteer activities to suit.*

*Why did she come back to us? With a broad smile Janet declared: "Because this is a very friendly place!"*

**90** Active volunteers  
Contributed a total of **9,943 hours**.  
**13% were male. 87% were female.**  
**26% were from CALD background.**

Geographic Location



# The Heritage Group

The Heritage Group have been busy during the year compiling records, photographs and memorabilia to preserve our history.

We were fortunate enough to receive a local history grant from the Public Records Office in Victoria and it was decided to invest in a display case that would showcase important documents, photos and books for the community to view. Additionally, an item of historical organisational significance was restored; the 'foundation stone' laid by the founder of the Burwood Boys Home Robert Campbell Edwards in 1937..

The Group has also been able to achieve the following with remaining grant monies:

- Shelving system to hold Annual Reports and photographs for the Heritage Room.
- History Enquiry Form for the website.
- Conversion of videos of our history and special events to DVD.
- Preservation and restoration of special historical photos and material.
- Production of mounted story boards highlighting key points and timelines in our history.







**Our photos:  
our inspiration...  
their achievements**







# Treasurer's Report

**Geoff Milbourne**



**“We look forward to the challenges of 2011/12 and will continue to monitor and adapt to changing circumstances”.**

The last twelve months has seen the continuing transition of **bestchance** to a broader based organisation, better placed for the opportunities of the future. During the period we recorded, with some one-off income, a relatively modest deficit of \$78 thousand. Government funding continues to be the single largest source of funds at \$4.2 million of the total \$7.4 million as well as contributing \$1.3 million of the \$1.8 million increased revenue.

It is pleasing however to note the continued growth in Kinder Cluster Management with three additional kindergartens joining **bestchance**. These kindergartens are located in the Cities of Greater Dandenong and Whitehorse. In addition we saw the first full year of operation of the new Training Centre. However contained in these results were some challenges for **bestchance** as investment returns declined and rental income was lower than expected.

Naturally enough along with income growth was a significant increase in salaries raising \$1.2 million to \$6.3M or 85% of total expenses. Beyond the growth in service related salaries were increases in support related salaries. The latter are associated with our investment in new staff recruited specifically to explore our strategic vision of moving towards greater financial sustainability. Overall by the end of the year **bestchance** employed just over 180 staff.

On the capital side saw the completion of the Training Centre, and a further upgrade of the school's entrance way “the Cheshire Safe Access Project” as part of the Federal Government's Building the Education Revolution (BER) Program. As a result the balance sheet increased by nearly \$400 thousand with net assets approaching \$10 million.

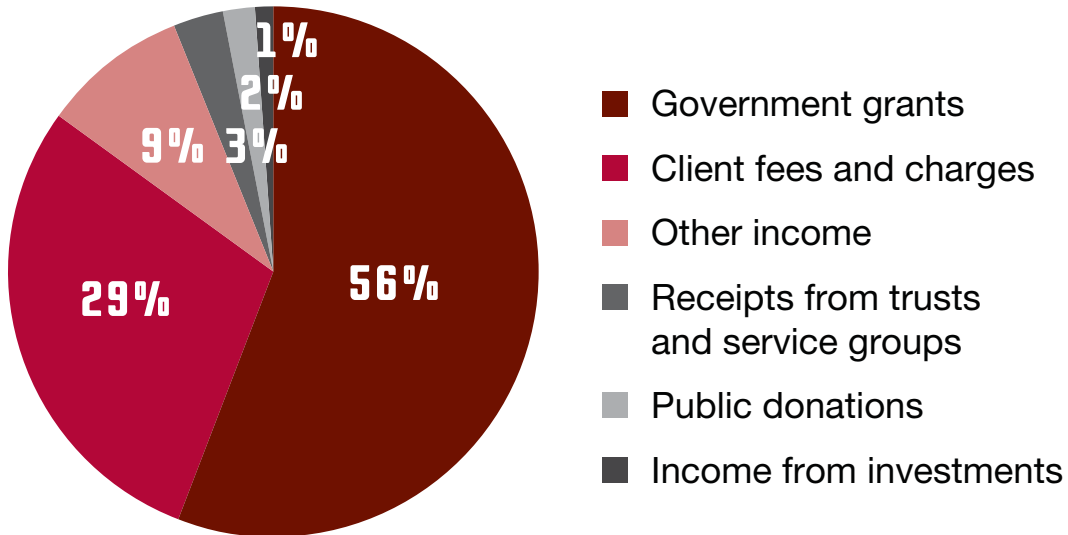
We look forward to the challenges of 2011/12 and will continue to monitor and adapt to changing circumstances to ensure the financial health of the organisation.

We again express our appreciation to all the funding bodies, organisations and individuals who unselfishly provide additional funding and other material support that enable **bestchance** to continue doing what it's doing.

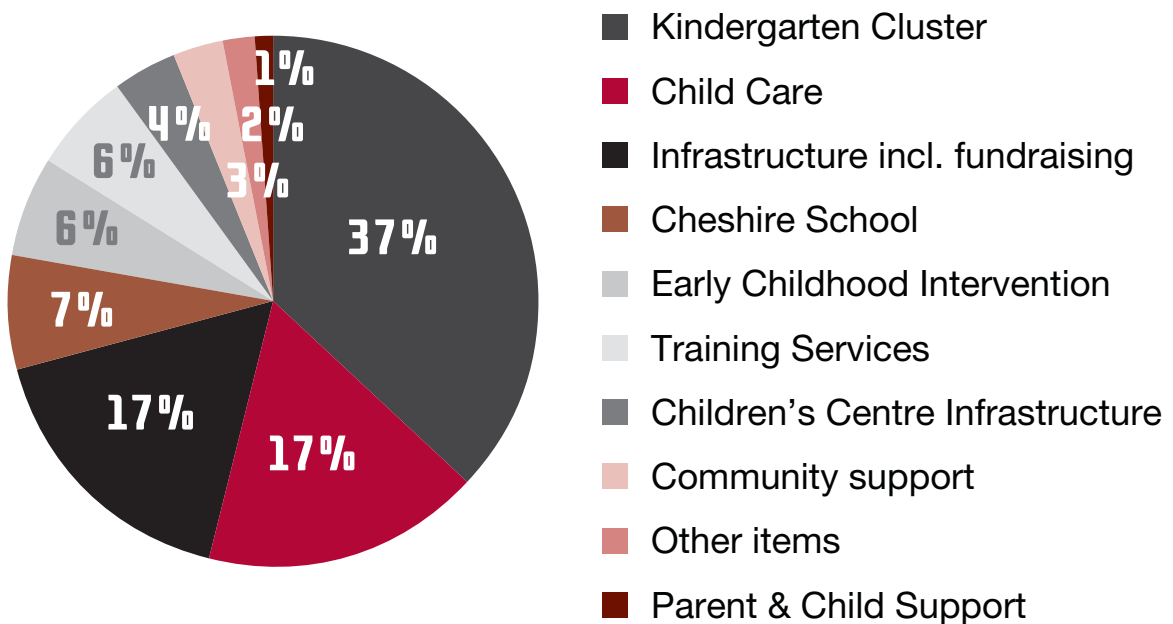
# Financials

Child and Family Care Network Inc. operating as **bestchance**

**2010-2011 Funding Source**



**2010-2011 Expenditure Distribution**





# Financials

Child and Family Care Network Inc. operating as bestchance

## BALANCE SHEET AS AT 30 JUNE 2011

	Notes	2011 \$	2010 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	41,274	246,145
Trade and other receivables	4	174,378	182,869
Inventories	5	3,550	1,250
Financial assets	7	1,726,815	1,484,889
Other current assets	6	11,190	53,338
<b>TOTAL CURRENT ASSETS</b>		<b>1,957,207</b>	<b>1,968,491</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	11,094,111	10,695,650
<b>TOTAL NON-CURRENT ASSETS</b>		<b>11,094,111</b>	<b>10,695,650</b>
<b>TOTAL ASSETS</b>		<b>13,051,318</b>	<b>12,664,141</b>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	519,517	611,443
Short term borrowings	10	1,250,557	818,929
Short term provisions	11	1,147,674	946,670
Other current liabilities	12	147,711	206,689
<b>TOTAL CURRENT LIABILITIES</b>		<b>3,065,459</b>	<b>2,583,731</b>
<b>NON-CURRENT LIABILITIES</b>			
Trade and other payables	9	150,000	200,000
Long term borrowings	10	6,852	14,348
Long term provisions	11	12,622	22,355
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>169,474</b>	<b>236,703</b>
<b>TOTAL LIABILITIES</b>		<b>3,234,933</b>	<b>2,820,434</b>
<b>NET ASSETS</b>		<b>9,816,385</b>	<b>9,843,707</b>
<b>EQUITY</b>			
Reserves	13	9,639,812	9,589,812
Retained earnings	14	176,573	253,895
<b>TOTAL EQUITY</b>		<b>9,816,385</b>	<b>9,843,707</b>



# Financials

Child and Family Care Network Inc. operating as bestchance

## INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2011

	Notes	2011 \$	2010 \$
Revenue	2	7,350,600	5,532,828
Depreciation and amortisation		(41,844)	(31,027)
Salaries & staff costs		(6,273,871)	(5,018,011)
Direct costs		(305,973)	(323,643)
Computer and equipment expenses		(282,484)	(169,360)
Property maintenance and security		(170,501)	(99,489)
Utility costs		(57,247)	(43,129)
Insurance & professional costs		(58,395)	(46,655)
Motor vehicle expenses		(22,844)	(20,800)
Hospitality & catering		(7,145)	(9,123)
Volunteer development		(9,033)	(5,881)
Other expenses		(198,585)	(131,493)
<b>Surplus/(Deficit) for the year</b>		<b>(77,322)</b>	<b>(365,783)</b>
<b>Net Surplus/(Deficit) attributable to the association</b>		<b>(77,322)</b>	<b>(365,783)</b>

## CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2011

	Notes	2011 \$	2010 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Revenue from operations		7,296,611	6,851,732
Payments to suppliers and employees		(7,775,337)	(5,371,965)
Interest and income received from investments		62,480	106,388
Net cash provided by/(used in) operating activities	15 (b)	<b>(416,246)</b>	1,586,155
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for property, plant, office equipment & capital works		(440,304)	(2,303,922)
Net cash used in investing activities		<b>(440,304)</b>	(2,303,922)
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>			
Proceeds from borrowings		498,569	-
Net cash provided by financing activities		<b>498,569</b>	-
Net decrease in cash held		(357,981)	(717,767)
Cash at beginning of financial year		1,422,753	2,140,520
Cash at end of financial year	15 (a)	<b>1,064,772</b>	1,422,753

# Financials

Child and Family Care Network Inc. operating as bestchance

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

### NOTE 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 of Victoria. The Committee has determined that the association is not a reporting entity.

#### Basis of Preparation

The financial report has been prepared on an accrual basis and is based on historical 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.

The following is a summary of the material accounting policies adopted by the association in the preparation of the financial report.

#### Accounting Policies

##### (a) Income Tax

The association is a Public Benevolent Institution endorsed to access the following tax concessions:

GST Concession.

FBT Exemption.

Income Tax Exemption.

The association is endorsed as a deductible gift recipient. It is covered by item 1 of the table in S30-15 of the Income Tax Assessment Act 1997.

##### (b) Property, Furniture, Equipment and Vehicles

Each class of property, furniture, equipment and vehicles is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and impairment losses.

###### *Property*

Land is stated at independent valuation. Buildings and improvements are stated at cost and predominantly relate to recently constructed facilities. Depreciation has not been charged on these facilities.

###### *Furniture, equipment and vehicles*

Furniture, equipment and vehicles are measured on the cost basis less depreciation and impairment losses. The carrying value of these assets is reviewed annually by the Committee of Management to ensure it is not in excess of their recoverable amount. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining recoverable amounts.

###### *Depreciation*

The depreciable amount of all fixed assets are depreciated on a diminishing value basis over their useful lives to the association commencing from the time the asset is held ready for use.

##### (c) Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the association are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

##### (d) Financial Assets

Financial assets in the accounts are at market value. Gains and losses on revaluation are reflected in the Income Statement.

# Financials

Child and Family Care Network Inc. operating as bestchance

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

### NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

#### (e) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

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

#### (f) Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the balance sheet.

#### (g) Revenue

Revenue is measured at the fair value of consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose deferred consideration is not discounted to present values when recognising revenue.

Revenue from the rendering of a service is recognised upon the delivery of the service.

Revenue from sale of goods is recognised at the point of delivery as this corresponds to the transfer of significant risks and rewards of ownership of the goods and cessation of all involvement in those goods.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument.

Donation income is recognised when received.

Grant income is recognised when there is reasonable assurance that the association will comply with the conditions of the grant and that the funds will be received. Grant funds are recognised as income over the periods necessary to match them with the related costs which they are intended to compensate, on a systematic basis.

All revenue is stated net of the amount of goods and services tax (GST).

#### (h) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the Balance Sheet are shown inclusive of GST.

#### (i) Comparative Figures

When required by Accounting Standards comparative figures have been adjusted to conform to changes in presentation for the current financial year.

#### (j) Impairment of Assets

At each reporting date, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is any indication of those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell the value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

#### (k) Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

#### (l) Change in Accounting Policy

The accounting policy on Financial Assets has changed to reflect market values. Previously, Financial Assets were shown at lower of cost or net fair value. This change has resulted in a gain of \$403,431 as at 1 July 2010 representing the unrealised gain upon adoption of the new policy.



# Financials

Child and Family Care Network Inc. operating as bestchance

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

	Notes	2011 \$	2010 \$
<b>NOTE 2: REVENUE</b>			
<b>Operating activities</b>			
- participants fees and charges		2,095,920	2,047,763
- interest	2 (a)	62,480	106,388
- government grants		4,165,824	2,881,715
- donations and other grants		368,739	454,359
- other revenue		657,637	42,603
		<b>7,350,600</b>	<b>5,532,828</b>
(a) Interest from:			
- bank and investments		62,480	106,388
<b>NOTE 3: CASH AND CASH EQUIVALENTS</b>			
Cash on hand		2,900	2,200
Cash at bank		38,374	243,945
		<b>41,274</b>	<b>246,145</b>
<b>NOTE 4: TRADE AND OTHER RECEIVABLES</b>			
CURRENT			
Trade receivables		113,875	208,572
Less provision for impairment		(20,923)	(38,339)
		92,952	170,233
Other debtors		81,426	12,636
		<b>174,378</b>	<b>182,869</b>
<b>NOTE 5: INVENTORIES</b>			
CURRENT			
Inventory		3,550	1,250
<b>NOTE 6: OTHER ASSETS</b>			
CURRENT			
Prepayments		11,190	53,338
<b>NOTE 7: FINANCIAL ASSETS</b>			
Current			
Capital and income growth funds		1,726,815	1,484,889

The Association's constitution prescribes that assets and income shall be applied solely to the furtherance of its purposes and objectives. CFCN relies on the income generated by its investments to contribute to the funding of current operations, and therefore retains an investment base for its future needs. When practical and prudent, a portion of the investments is also spent on specific long-term capital development projects.

# Financials

Child and Family Care Network Inc. operating as bestchance

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

	Notes	2011 \$	2010 \$
<b>NOTE 8: PROPERTY, PLANT AND EQUIPMENT</b>			
<b>LAND</b>			
Freehold land:			
At independent valuation		4,900,000	4,900,000
<b>BUILDINGS AND IMPROVEMENTS</b>			
At cost		5,811,330	5,626,514
Total land and buildings		10,711,330	10,526,514
<b>PLANT AND EQUIPMENT</b>			
(a) Plant and office equipment			
At cost		526,560	296,013
Less accumulated depreciation		(199,361)	(165,492)
		327,199	130,521
(b) Motor vehicles			
At cost		158,974	178,565
Less accumulated depreciation		(103,392)	(139,950)
		55,582	38,615
Total plant and equipment		382,781	169,136
Total property, plant and equipment		11,094,111	10,695,650
<b>NOTE 9: TRADE AND OTHER PAYABLES</b>			
<b>CURRENT</b>			
Unsecured liabilities			
Trade creditors		421,317	611,443
Sundry creditors and accruals		98,200	-
		519,517	611,443
<b>NON-CURRENT</b>			
Unsecured liabilities			
Sundry creditors and accruals		150,000	200,000

Freehold land was revalued 18 May 2005 by independent valuers. The valuation was made on the open market value. The revaluation was credited to the Capital Reserve.

# Financials

Child and Family Care Network Inc. operating as bestchance

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

	Notes	2011 \$	2010 \$
<b>NOTE 10: BORROWINGS</b>			
CURRENT			
Secured liabilities			
Bank overdrafts		233,843	308,282
Bank bills and loans		1,000,000	500,000
Other secured loans		16,714	10,647
		<b>1,250,557</b>	<b>818,929</b>
NON-CURRENT			
Secured liabilities			
Other secured loans		6,852	14,348
<p>Bank borrowings are secured by a registered first mortgage over the property situated at 583 Ferntree Gully Road, Glen Waverley Vic 3150.</p> <p>Other secured loans are secured by chattel mortgage over respective motor vehicles.</p>			
<b>NOTE 11: PROVISIONS</b>			
CURRENT			
Kinder Cluster leave entitlements		786,516	602,125
Annual leave		200,949	183,013
Long service leave		160,209	161,532
		<b>1,147,674</b>	<b>946,670</b>
NON-CURRENT			
Long service leave		12,622	22,355
<b>NOTE 12: OTHER LIABILITIES</b>			
CURRENT			
Grants received in advance		147,711	206,689
		<b>147,711</b>	<b>206,689</b>



# Financials

Child and Family Care Network Inc. operating as bestchance

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

	Notes	2011 \$	2010 \$
<b>NOTE 13: RESERVES</b>			
Capital profits reserve	(a)	234,673	234,673
Capital reserve	(b)	8,960,065	8,910,065
Capital maintenance fund	(c)	445,074	445,074
		<b>9,639,812</b>	<b>9,589,812</b>
 (a) Capital profits reserve			
Movements during the financial year:			
Opening balance		234,673	234,673
Closing balance		<b>234,673</b>	<b>234,673</b>
 (b) Capital reserve			
Movements during the financial year:			
Opening balance		8,910,065	7,375,065
Add grants and donations used for Training Centre Project		-	1,485,000
Add grants and donations used for Children's Centre Building Project		50,000	50,000
Closing balance		<b>8,960,065</b>	<b>8,910,065</b>
 (c) Capital maintenance fund			
Movements during the financial year:			
Opening balance		445,074	445,074
Closing balance		<b>445,074</b>	<b>445,074</b>
 <b>NOTE 14: RETAINED EARNINGS</b>			
Retained earnings at the beginning of the financial year		253,895	619,678
Net surplus/(deficit) for the year		(77,322)	(365,783)
Retained Earnings at the end of the financial year		<b>176,573</b>	<b>253,895</b>

# Financials

Child and Family Care Network Inc. operating as **bestchance**

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

	Notes	2011 \$	2010 \$
<b>NOTE 15: CASH FLOW INFORMATION</b>			
(a) Reconciliation of cash			
Cash at the end of the financial year as shown in the statement of Cash			
Flows is reconciled to the related items in the statement of financial			
position as follows:			
Cash on hand		2,900	2,200
Cash at bank		38,374	243,945
Capital and income growth funds (net of non-cash revaluations)		1,257,341	1,484,890
Bank overdrafts		(233,843)	(308,282)
		<b>1,064,772</b>	<b>1,422,753</b>
(b) Reconciliation of cash flow from operations with profit from ordinary			
activities after income tax			
Deficit after income tax		(77,322)	(365,783)
Non-cash flows in profit			
Depreciation		41,844	31,027
Unrealised gain on investments		(469,474)	-
Changes in assets and liabilities			
(Increase)/decrease in receivables		25,907	(36,518)
(Increase)/decrease in prepayments		42,148	(28,288)
(Increase)/decrease in inventories		(2,300)	1,298
Increase/(decrease) in other liabilities		(58,978)	(72,013)
Increase/(decrease) in payables		(91,926)	346,854
Increase/(decrease) in capital reserve fund		-	1,485,000
Increase/(decrease) in provisions		173,855	224,578
Cash flows from/(used) in operations		<b>(416,246)</b>	<b>1,586,155</b>

### NOTE 16: ASSOCIATION DETAILS

The principal place of business of the association is:

Child and Family Care Network Inc. operating as **bestchance**

583 Ferntree Gully Road

Glen Waverley Victoria 3150

# Financials

Child and Family Care Network Inc. operating as **bestchance**

## 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 as set out on pages 1 to 10:

1. Presents a true and fair view of the financial position of Child and Family Care Network Inc. operating as **bestchance** as at 30 June 2011 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Child and Family Care Network Inc. operating as **bestchance** 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:



**Desmond Dodds** - President



**Geoffrey Milbourne** - Treasurer

5th October 2011

## INDEPENDENT AUDIT REPORT TO THE MEMBERS OF CHILD AND FAMILY CARE NETWORK INC. OPERATING AS **bestchance**

We have audited the financial report, being a special purpose financial report, of Child and Family Care Network Inc. operating as **bestchance**, for the financial year ended 30 June 2011 being the Income Statement, Balance Sheet, Cash Flow Statement, notes to the Financial Statements and the Statement by Members of the Committee.

### *Committee's Responsibility for the Financial Report*

The Committee of Child and Family Care Network Inc. operating as **bestchance** is responsible for the preparation of the financial report, and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Act 1981 of Victoria and is appropriate to meet the needs of the members. The Committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

### *Auditor's Responsibility*

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

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

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



### *Independence*

In conducting our audit, we followed applicable independence requirements of Australian professional and ethical pronouncements.

### *Qualification*

As is common for not-for-profit organisations, it is not practicable for the Child and Family Care Network Inc. operating as **bestchance** to maintain an effective system of internal control over fundraising activities, until their initial entry into the accounting records. Accordingly, our audit on the association's income was limited in this regard and therefore we are unable to express an opinion whether income including fundraising activities is complete.

### *Qualified Audit Opinion*

In our opinion, except for the effects on the financial statements of the matter referred to in the qualification paragraph, the financial report of Child and Family Care Network Inc. operating as **bestchance** presents fairly in all material respects, the financial position of Child and Family Care Network Inc. operating as **bestchance** as at 30 June 2011 and of its financial performance for the year ended 30 June 2011 in accordance with the accounting policies described in Note 1 to the financial statements and the Associations Incorporation Act 1981 of Victoria.

### *Basis of Accounting*

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the Associations Incorporation Act 1981 of Victoria. As a result, the financial report may not be suitable for another purpose.

Lowe Lippmann  
Chartered Accountants  
5 St Kilda Road  
St Kilda Victoria 3182



LOWE LIPPMANN  
CHARTERED ACCOUNTANTS

**Tony Tassone** 2011  
Partner St Kilda

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# Financials

Child and Family Care Network Inc. operating as bestchance

## DISCLAIMER TO THE MEMBERS OF CHILD AND FAMILY CARE NETWORK INC. OPERATING AS bestchance

We have compiled the accompanying Income and Expenditure Statement. The purpose for which it has been prepared is to provide information relating to the performance of the entity that satisfies the information needs of the Committee of Management.

### *The Responsibility of the Committee*

The Committee of Management are solely responsible for the information contained in the Income and Expenditure Statement and have determined that the basis of accounting used is appropriate to meet their needs and for the purpose that it was prepared.

### *Our responsibility*

On the basis of the information provided by the Committee of Management we have compiled the accompanying Income and Expenditure Statement in accordance with the basis of accounting adopted and APES 315: Compilation of Financial Information.

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the Committee provided, in compiling the financial statements. The financial information has been subjected to our audit procedures on the financial statements, however we do not provide any audit opinion on the Income and Expenditure Statement.

The Income and Expenditure Statement was compiled exclusively for the benefit of the Committee of Management and members. We do not accept responsibility to any other person for the contents of that report.

Lowe Lippmann  
Chartered Accountants  
5 St Kilda Road  
St Kilda Victoria 3182



LOWE LIPPMANN  
CHARTERED ACCOUNTANTS



**Tony Tassone** 2011  
Partner St Kilda

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# How you can help?

Each year **bestchance** relies on the generous support of individuals, families, service organisations, philanthropic trusts and foundations, businesses and community organisations. Whether this is in the form of an in kind contribution or monetary donation each contribution helps **bestchance** to continuously provide much needed services to children and families that access our programs.

You can help by:

- Making a donation
- Volunteering
- Leaving a bequest
- Becoming a corporate sponsor
- Workplace giving
- Attending and supporting our events
- Giving an in kind gift or pro bono support
- Donating items for auctions/raffles
- Fundraising at work or in the community





# Acknowledgements

Abrecht Bird Jewellers  
Adult, Community and Further Education  
AMP Foundation  
ANZ Staff Foundation  
ANZ Trustees  
Australian Government Department of Education,  
Employment and Workplace Relations including the Teaching  
and Learning Capital Fund for Vocational and Training  
Australian Government Department of Families, Housing,  
Community Services and Indigenous Affairs  
Bakers Delight, Brandon Park  
Barracuda Security  
Barry Plant Real Estate, Wheelers Hill  
Bartercard Melbourne East  
Bell Charitable Fund  
Besen Family Foundation  
Bunnings, Notting Hill  
Campbell Edwards Trust  
Chesterfield Farm  
Chocolateria San Churro  
City of Greater Dandenong  
City of Maroondah  
City of Monash  
Collier Charitable Trust  
Connections Eastern Region Chinese Men's Services  
Connections UnitingCare  
David Israel Master Photographer Pty Ltd.  
Department of Climate Change and Energy Efficiency and  
Water  
Department of Education and Early Childhood Development  
Diamond Valley Railway Inc.  
Equity Trustees  
Fiona McCoy Photography  
Fonterra Australia New Zealand  
Frank & Sybil Richardson Charitable Trust  
Freemasonry Victoria:  
    Board of Benevolence  
    Australia Felix Lodge No.1  
    Old Scotch Collegians Lodge 396  
    Maroondah Region  
    Monash Gully Region  
    The Y2K'ers Group  
Greek Orthodox Ladies Auxilliary, Box Hill  
GRV Printers  
Henry Brough Smith Charitable Trust  
Huntingdale Golf Club  
Independent Schools Victoria  
Jack Brockhoff Foundation, The  
Kimberley Foundation  
KU Children's Services  
Leigh & May Price Trust  
Lions Clubs including:  
    Lions Club of Waverley Inc.  
    Lions Club of Glen Waverley  
    Lions Club of Wheelers Hill  
Lord Mayor's Charitable Fund  
Mars-Stride Trust  
McArthur Management Services  
McLauchlan and Associates  
Multiple Births Association  
Office National, Mulgrave  
Old Scotch Collegians Lodge  
Perpetual Trustees  
Peter & Lyndy White Foundation  
Pinewood Community Bank Bendigo Bank  
PlayConnect Playgroup  
Public Records Office (Local History Grants)  
Rinoldi  
Rotary Clubs Including:  
    Rotary Club of Huntingdale  
    Rotary Club of Glen Waverley  
    Rotary Club of Monash Inc  
    Rotary Club of Wheelers Hill  
Skills Victoria  
Subway  
Telstra Kids Fund  
The Chums Club  
Timelli Jewellery  
Tomorrow Agency  
Victorian Multicultural Commission  
Victorian Skills Commission  
Victorian Teachers Credit Union  
Waverley Breastfeeding Association  
White Owl Creative  
Wilkore Construction  
William and Bessie Lennox Trust  
William Buckland Foundation

*Note post publication: Mr Brian Pountney left the organisation in December 2010 and Ms Jodie Dinnie left the organisation in May 2011.*

# Notes



**bestchance** offers a range of early intervention, development and support programs for children, individuals and families.

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**Early Intervention**

Early Childhood Intervention  
Parent and Child Support  
Family Services

**Child Care and Kindergarten Services**

Long Day Child Care  
Kindergarten  
Kindergarten Cluster Management

**Primary Education**

Cheshire School

**Youth and Adult Programs**

Vocational Training  
Community Education  
Community Support  
Volunteers

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Further information can be found at [bestchance.org.au](http://bestchance.org.au)

**bestchance** is the operating name of Child and Family Care Network Inc.

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**Child and Family Care Network Inc.**

Assoc. Inc Reg No A0023502D  
ABN 53 094 161 974  
583 Ferntree Gully Rd, Glen Waverley Vic 3150  
PO Box 4190, Mulgrave Vic 3170  
p (03) **8562 5100** f (03) 8562 5111  
[info@bestchance.org.au](mailto:info@bestchance.org.au)

**Privacy Assurance**

**bestchance** abides by the *Privacy Principles contained in the Commonwealth Privacy Act 2000* and the *Information Privacy Act (Vic) 2000*. Any information you provide will be held securely and your privacy respected.