

2010–2011



*Annual Report*



marymead  
children • families • community

A SPECIAL THANKS TO...



MAJOR SPONSOR AND  
BUSINESS SUPPORT PARTNER  
PROUDLY SUPPORTING MARYMEAD SINCE 2001



COMMUNITY PARTNERS 2008-2012



COMMUNITY PARTNERS 2008-2011



COMMUNITY PARTNERS 2008-2011



MAJOR MEDIA PARTNER 2011-2013



CORPORATE PARTNER 2009-2011



VEHICLE SPONSOR 2009-2011



COMMUNITY SUPPORTER

MALLESONS STEPHEN JAQUES

COMMUNITY SUPPORTER

AND OUR MANY OTHER GENEROUS SUPPORTERS



# Contents

Marymead Patron and Board	2	Kids And Youth Are Kool postSeparation (KAYAKS)	23
Senior Staff and Organisational Structure	4	Families Together Support Program	24
Strategic Plan	5	Indigenous Children's Program	25
Marymead Board Chair's Report	6	Indigenous Locational Supported Playgroup	26
Chief Executive Officer Report	8	Counselling Centre	27
<b>Services for Children &amp; Young People</b>	<b>10</b>	Horizons	29
Foster Care	12	Connecting Kids	30
Marymead Adolescent Placement Support (MAPS)	13	<b>The Thomas Wright Institute</b>	<b>31</b>
Marymead Disability Support (MDS)	14	<b>Marketing &amp; Finance</b>	<b>33</b>
Marymead Contact Program	16	Marketing & Community Relations	34
Kinship Advocacy, Representation and Support Service (KARSS)	17	Marymead Auxiliary	35
Grandparents ACT and Region 'Grandparents' Group'	18	At Home With Books (AHWB)	36
<b>Counselling &amp; Support Services</b>	<b>19</b>	Service Development	37
Family Skills Program	21	Financial & Administration Report	38
Assisting Responsible Care for Kids	22	Auditor's Report	40

# Marymead

## Patron and Board



**Patron of Marymead**  
Lady Helen Deane

---



**Mr Sam Hatherly**  
**Board Chair**

Sam is a Certified Practising Accountant and is currently employed by the Department of Resources, Energy and Tourism. He brings to the Board extensive experience and expertise in financial management, audit and risk management. Sam has previously been a member of Marymead's Audit Committee and Performance and Remuneration Committee.



**Mr Robert Kennedy**  
**Vice Chair**

Robert was one of the original founders and Executive Chairman of Acumen Alliance until it was acquired by Oakton in May 2007 and is now an independent management consultant in the Canberra region. Robert is a Chartered Account with consulting experience in strategic planning, finance and IT. Robert is a third generation Canberran and his association with Marymead commenced in junior school through fund raising and sponsorship activities over the last ten years.



**Mr George Kazs**  
**Board Member**

George is a former senior executive of the Australian Public Service. His expertise lay in financial and strategic management, audit and corporate affairs. He has also worked with Catholic Social Services on the development and management of national employment services contracts. He has served on the Catholic Development Fund Board and the Board of St Edmund's College. He is also involved with the Catenian Association in Australia and is currently on the Corpus Christi Parish Pastoral Council.



**Ms Cathi Moore**  
**Board Member**

A former senior Commonwealth public servant, Cathi has extensive experience in policy development and delivery in social services, disability services and community housing. She is currently Deputy Chair of Community Housing Canberra Pty Ltd, and has held several positions on the ACT Council of Social Service and the YWCA. She is immediate past Co President of the Marymead Auxiliary. Cathi is also Chair of the Accommodation Support Review Committee for Disability ACT.



**Fr John Armstrong**  
**Board Member**

Parish priest of Corpus Christi, Gowrie, Fr Armstrong has been resident in Canberra for 17 years and is particularly interested in developing the links between professional services and the pastoral care needs of children in the ACT.



**Ms Rita Daniels**  
**Board Member**

Rita is the Principal of Daramalan College and a former Principal of St Clare's College. She has strongly supported Marymead since its beginning as her father was an instrumental figure in ensuring government assistance for its creation. Rita will bring to the Board her experience in education of young people, management of complex organisations and also her extensive knowledge of the Canberra community and commitment to social justice.



**Ms Fiona O'Donnell**  
**Board Member**

A long-time Canberra resident, Fiona is a successful and entrepreneurial businesswoman with many years' experience in the child care sector. She brings to the Board an extensive understanding of the needs of children at risk, business development, and management in the profit and the not for profit sector.

## Senior Staff

### Chief Executive Officer

Ms Hilary Martin – M’Ed Mgt, Grad Dip Reading, B’Ed TC

### Director Counselling & Support Services

Ms Sandi McGowan – BA, BSW(Hons)

### Director Services for Children & Young People

Ms Amanda Tobler – BCE

### Director Thomas Wright Institute

Ms Diana Boswell – MA, PhD, MAPS

### Director Finance & Administration

Ms Emma Street – CPA, B Com(Acc)

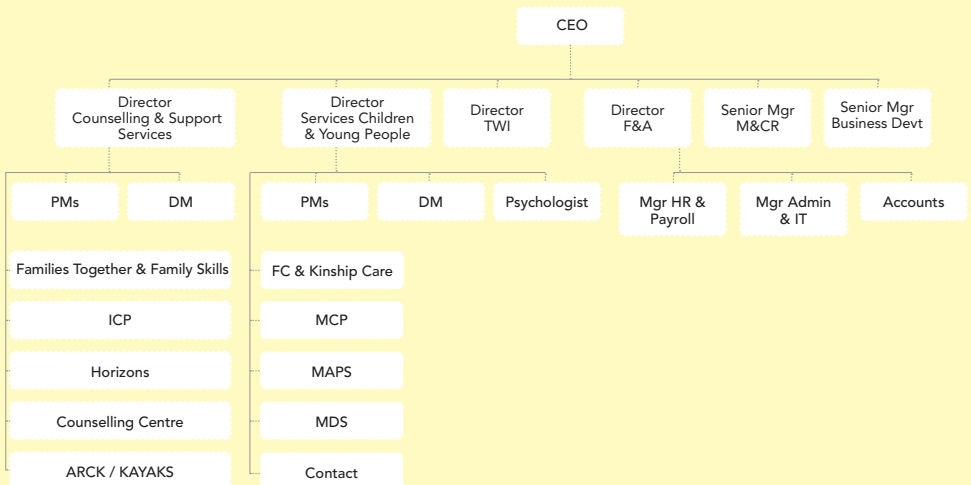
### Senior Manager Marketing & Community Relations

Mr Jeff Griffiths

### Senior Manager Business Development

Ms Sarah O’Connor – MA, Int Relations, BA Pub Admin

## Organisational Structure



# Strategic Plan

2012–14



## Our purpose

Building futures for children, young people and their families.

## Our commitment

Marymead is passionate about providing innovative, quality services for children and young people aged up to 25 years, and their families, during times of need.

## Our values

We:

- *focus* on children and young people
- *believe* that change is possible
- *recognise* the importance of belonging to the well-being of everyone
- *behave* with integrity and compassion
- *provide* responsive, caring, and accountable services
- *respect* and embrace diversity.

OUR OUTCOMES	PERFORMANCE MEASURE	PRIORITY AREAS
<b>Our Clients</b> Our practices deliver positive client outcomes	Client feedback indicates that our programs increased wellbeing within target	<ul style="list-style-type: none"> <li>• Deliver quality and evidence based services</li> <li>• Integrate the CARE framework into our work</li> <li>• Develop internal collaborative practices</li> <li>• Expand the range of services delivered in the community</li> <li>• Provide inclusive services</li> <li>• Strengthen client feedback</li> </ul>
<b>Our People</b> Our staff and volunteers are valued and effective	Staff and volunteers feel valued and effective	<ul style="list-style-type: none"> <li>• Ensure Marymead is a place where people want to work</li> <li>• Expand a sustainable volunteer base for Marymead</li> </ul>
<b>Our Culture</b> Our culture reflects our values	Positive change to culture assessment after CARE implementation	<ul style="list-style-type: none"> <li>• Integrate the CARE framework into the Marymead community</li> <li>• Our people own and promote our values based culture</li> </ul>
<b>Our Relationships</b> Our external relationships are positive and reciprocal	Partners report satisfaction with relationship	<ul style="list-style-type: none"> <li>• Build relationships based on sharing, integrity, reciprocity and understanding</li> <li>• Increase our recognition as a preferred partner</li> </ul>
<b>Our Income</b> Our income streams are diversified	Proportional increase in diversity of funding sources	<ul style="list-style-type: none"> <li>• Maintaining existing funding streams</li> <li>• Identify and target funding opportunities</li> <li>• Increase corporate support</li> </ul>
<b>Our Assets</b> Our assets are managed effectively and used efficiently	Maximise the use of assets	<ul style="list-style-type: none"> <li>• Ensure that our facilities meet the needs of clients, programs and staff</li> <li>• Effectively manage Marymead's intellectual property, information and knowledge</li> </ul>



## Board Chair's Report

This is my first annual report as Chair of the Marymead Board. From my perspective as Chair, 2010–11 was a year of consolidation for Marymead but also a year of positioning Marymead for the future. I am confident that Marymead is well placed to assist and support children, young people and families in the ACT and surrounding regions for a long time to come.

The Board continues to invest a significant amount of time and energy into strategic planning for the medium and long term.

In December 2010, a number of Board members worked with the CEO and senior staff to define Marymead's clients. The culmination of this work was to clearly define Marymead's client group as well as articulating clear value statements that will guide the work of Marymead and its staff. This will assist Marymead in the future to focus its efforts on services where it is best able to serve its clients and build on its existing expertise, skills and knowledge.

In March and April 2011, the Board again worked with the CEO and senior staff to develop a new three-year strategic plan. This was a major review of the plan and gave the Board an opportunity to reassess its goals and priorities. The outcomes of the 'Who are our Clients?' session conducted in December 2010 was a valuable input to the new Marymead Strategic Plan which will cover the period 2012–14.

The need for Marymead to develop new income streams and attract funding to allow it to respond to changing and emerging community needs is a key challenge for Marymead and the Board. Marymead has a long history of delivering innovative services that address emerging needs or introduce new models of practice which are not yet part of government policy frameworks and funding priorities. An example of this innovative approach is Early Life Matters which the Board strongly supports. However, the lack of funding for innovative programs such as Early Life Matters means we rely heavily on the generous support of individual, community and corporate sponsors to deliver such services. The Marymead Auxiliary also continue their tireless work to fundraise and support the work of Marymead for which the Board is grateful.

The Board's Land and Facilities Committee continues to progress the concept plan for the development of Marymead's 'campus' over the next five to ten years. This work is important in ensuring Marymead's land and facilities meet the changing needs of clients. This work is also important in terms of achieving a sustainable income stream to support Marymead's services.

The Board also continues to devote considerable attention to governance matters.

The Board's Performance and Remuneration Committee reviewed the Board's performance during the second half of 2010 with a view to identifying areas for improvement in the way it operates. One such improvement is that the Board has moved to monthly Board meetings in 2011 (meetings were previously bi-monthly). The move to monthly meetings has assisted the Board to 'stay on top' of issues facing Marymead and provides better and more timely support to the CEO.

As flagged already, there have been a number of changes to the Board during the course of the year. The Board farewelled its longest serving members in December 2010. Louise Moran and Moira Najdecki retired from the Board both having served Marymead as Board members for 10 years. Louise was Chair for the majority of her time on the Board and oversaw significant growth in Marymead and substantial improvements in the governance provided by the Board. I thank Louise and Moira for their substantial and long-standing contributions to Marymead. Robert Kennedy took on the role of Deputy Chair of the Board at that time. The Board also welcomed Rita Daniels as a new member from January 2011. Rita is the Principal of Daramalan College and has been a long term supporter of Marymead. She brings to the Board her experience in educating young people, her knowledge of the Canberra community and commitment to social justice.

**Sam Hatherly**  
Chair, Marymead Board





## Chief Executive Officer Report

The past year has been one of significant change for Marymead. We are now refreshed and invigorated and are feeling particularly excited about the future.

With the introduction of a new strategic plan we have restructured our senior team to give us much greater flexibility and a broader skill set. It has been exciting for us to create four new positions : a Senior Manager of Business Development and three Development Manager positions. We have been extremely fortunate to employ Sarah O'Connor who came to us from the Department of Prime Minister & Cabinet in the Senior Manager position and Josie May, Lucy Mitchell and Lisa Donkin as the Development Managers. Our new staff have a very broad and varied range of previous experiences which are enormously beneficial to Marymead. We have unfortunately lost two senior staff in Shelley Atkins, after 14 years of contribution to Marymead, and Jana Sarnovski after five years. Both have been a great loss to Marymead. The vacated position of Director, Services for Children and Young People, has been very ably filled by Amanda Tobler who has brought about a number of positive changes within her teams.

Other significant changes have occurred on our Board, with 2 long standing members completing their terms of office. We have been greatly indebted to Louise Moran and Moira Najdecki for their contributions over the last 10 years but have welcomed Sam Hatherly as our new Chair, Robert Kennedy as the Deputy Chair and Rita Daniels as a new Board member. Our Board are particularly committed to the work that Marymead does and we are delighted and appreciative to have their support.

We have, of course, been heavily involved in writing tenders throughout the year. This is becoming a major element of our work in not-for-profit agencies and is both time consuming and costly. We are pleased though that the ACT Government is planning the introduction of a Prequalification Framework which will assist agencies in that we will not have to continually re-submit our basic generic organisational data.

We have seen some exciting developments in terms of our programs with the launch of the Kinship, Advocacy and Representation Support Service (KARSS) in May and the transition of the Counselling Centre to the new Centre for Early Life Matters. The official launch of ELM is expected in the near future.

Our Reconciliation Action Plan (RAP) has really taken shape over the year and is now close to finalisation. We are looking forward to rolling it out across the organisation and bringing about even closer harmony between Marymead and our Aboriginal and Torres Strait Islander communities.

A couple of weeks before the devastating Japanese tsunami, we had a visit from a Japanese judge to look at the way services are delivered to separating families and their children in Australia. It was an excellent opportunity to share our knowledge and to learn about services in



Japan. We hope to be able to continue our connection in the future, once the damage there has been overcome. We were pleased that our visitors were at least all safe, as they had returned to Japan by the time the tsunami occurred.

Finally, so much of our work would not be possible without the support of our wonderful Auxiliary, our many corporate sponsors and the Canberra community. We are eternally grateful to them all because they allow us the freedom to support children, young people and their families in ways that would otherwise be impossible. A huge thank you to everyone who has supported Marymead over the year. We are, however, devastated at the loss of Jim Murphy who has been such an excellent supporter of Marymead over the years. We wish his family well in the future and want to assure them that his legacy lives on in the improvements he has enabled in the lives of so many young people.

**Hilary Martin**  
**Marymead Chief Executive Officer**



## *Programs*

# Services for Children and Young People – Out of Home Care

DIRECTOR Amanda Tobler

This year has seen several changes to the structure and staffing of the Out of Home Care group.

Jana Sarnovski moved to the Australia Children Foundation in late 2010 after several years as the senior manager of Out of Home Care. I would like to thank Jana for her contribution to all of the programs and it is wonderful that she continues to work with Marymead in her new role.

In December 2010 I (Amanda Tobler) was employed as the new Director of Services for Children and Young People.

During 2011 Marymead undertook a program restructure resulting in the following programs forming Marymead's Out of Home Care group: **Marymead Disability Support**, the **Foster Care Program**, **Marymead Adolescent Placement Support**, the **Contact and Changeover Program** and **Kinship Advocacy, Representation and Support Service (KARSS)**.

This year saw the outcome of the Out of Home Care tender in which Marymead was successful in securing continued funding for both the Foster Care and Adolescent Placement Support programs. This funding has ensured that Marymead can continue to care and support children and young people in residential and foster care environments. One of the major obstacles that the Foster Care program is faced with has been the limited numbers of new foster carers. This issue is not unique to Marymead, and will be a focus for the Foster Care team into the coming year.

Marymead was also successful in winning the tender to provide KARSS (Kinship Advocacy, Representation and Support Service). KARSS is a service that has been established to provide additional support to authorised kinship carers in their significant, yet often challenging, caring role. The service was officially launched on the 11th of May by Minister for Community Services – The Honourable Joy Burch. The service, whilst still in its infancy, has provided information and referrals via the KARSS website and phone line, as well as hosting social events for kinship carers and the children in their care.

The Marymead Disability Support (MDS) program continues to provide a high quality, professional and flexible service to young people and their families with high and profound needs, in a school, home and residential model. The MDS team have been working towards opening a horticultural centre, appropriately named *Growing Abilities*. This new project will promote positive change for children who have left school, by providing a place for young adults with a severe disability to continue developing living skills in a natural, social and supportive environment. The program is hoping to gain support from Government, the community and the private sector alike and it would be envisioned to be operational in the new year.

This year, the Contact and Changeover program farewellled Liz Preston and welcomed Debbie Harper as her replacement in the Program Manager role. The program continues to grow in numbers of clients and visits, and is working hard to make a foot-print in the South Coast region.

This year has also seen Marymead employ three Development Managers provide support with policy, standards and service delivery. In the Service for Children and Young people's group we have welcomed Lisa Donkin in this role.

2011 has seen Marymead continue to be an active member in sector-wide forums such as: the Out of Home Care Committee, Children, Youth and Families ACT, HACC/Disability Services forum, National Disability Services ACT and the Practice Partnership Group.

Lastly, I would like to thank all of the staff in each of the programs for their ongoing support, commitment and dedication to Marymead and the clients that they serve and support. The staff continue to demonstrate their absolute commitment to providing the highest quality, professional service, and for this I thank them.



**PROGRAM MANAGER**

Julia Rollings

**FUNDING BODY**

Office of Children, Youth and Family Support (OCYFS), ACT Government.

*Marymead*

## Foster Care Program

Foster Care has a staff of 12 who provide case management and auxiliary support services for approximately 60 children and young people at any given time. These vulnerable youngsters are unable to live at home, whether that is a temporary or permanent situation. Children and young people are placed in foster care following emergency action or with the voluntary agreement of their parents, and care might be provided for a few weeks or until adulthood. In addition, our Respite Care Program provides support to both foster and birth families by providing a break with approved foster carers. This care may be for regular weekends or for up to two weeks at a time.

**Program Highlights** Our highlights, as always, are primarily those involving the young people in our program – whether they have achieved a personal best at school or in sport, an award for efforts in a given area or have shown us in other ways that they are thriving in the care provided by our wonderful foster families.

Several young people reached adulthood and graduated from school late last year, and their foster families and Marymead workers were happy to see them reach these milestones. We have been particularly gratified at the number of families who embraced their foster child as a member of the family, with the young person remaining in the family home after exiting care orders on their 18th birthday.

The Foster Care Christmas Party is always a happy event as we watch the children and families enjoy themselves in a friendly, relaxed setting. This past year, the children delighted in the provided entertainment while everyone enjoyed the lovely meal.

**Future Areas for Growth** In the near future, a foster carer support group will be established and facilitated by Marymead. It is envisaged that this will allow for peer mentoring and support, so our carers can benefit from connection to others facing similar challenges and joys, as well as making good use of the wealth of experience of Marymead's foster carers. Similarly, a role is being created of Carer Liaison Officer, so carers will have an identified person they can approach to discuss concerns, ideas or areas for service development.

Our foster families have benefitted from training opportunities within Marymead and elsewhere, and the coming year will see closer collaboration between out-of-home-care agencies to provide joint training opportunities. This will allow for an improved use of resources, to maximum training opportunities for carers.

**PROGRAM MANAGER**  
Lesley McDougall

**FUNDING BODY**  
Office of Children, Youth and  
Family Support (OCYFS),  
ACT Government.



*Marymead*

## Adolescent Placement Support (MAPS)

The MAPS Program provides high quality 24 hour, 7day a week residential care for young people between the ages of 11 and 18 who present with high and complex needs.

The children entering this program are generally on permanent orders until they turn 18 and will continue to be in the care of the OCYFS until that age.

The program model aims to meet the young person's development needs in which the young people are supported to build life, educational and personal skills. The program actively works with the young people and other support agencies and Government to provide a holistic approach to their support and care.

**Program Highlights** There have been many changes to the MAPS program during the last twelve months. We have welcomed 3 new residents, who have made Marymead their home.

One of our residents who previously presented with regular aggressive and challenging behaviours has now settled significantly and has commenced a number of extracurricular activities.

Two of our residents hold part-time jobs. This is giving them both a great sense of independence and self-sufficiency. One of these young people will be transitioning out of residential care towards independent living in the coming months, and having the work role has provided confidence and structure which will support this transition process.

One of our clients is actively engaged in study and is enrolled in a fitness course with a view to becoming a fitness instructor on completion of the course. The residents and staff of the program are eagerly anticipating the renovations to the houses which is due to commence shortly. The program currently has a student placement working with us. She has been very helpful and we hope she is enjoying her learning curve.

**Future Areas for Growth** With the introduction of the CARE Framework, MAPS staff will all be formally trained in the CARE principles within the next year. This is a very exciting development for the organisation and MAPS staff are keen to get involved and support CARE. Senior staff have completed the course recently and are very excited about introducing this to the rest of the MAPS team.



*Marymead*

PROGRAM MANAGER  
Judith Ong

## Disability Support (MDS)

### KIDS' COMPANIONS PROGRAM

FUNDING BODY Home and Community Care

This program matches volunteers with young people affected by disability for recreational and social activities. It also facilitates fortnightly boys' and girls' groups with the support of committed volunteers, and runs a school holiday program, which is very popular with the young people who attend. In addition, the staff provide support, advice and referral to parents whose children participate in the program.

MDS provides quality services for children and young people, and their families, with a strong focus on tailoring services to meet their individual and changing needs. The program strives to continually improve all services and a Development Manager has been appointed to assist the program's quality assurance and service development.

Over the last year the program provided individual and group respite, and school holiday activities, for more than 55 children with the help of 56 volunteers. This was an increase from the previous year, enabling the program to deliver more than the contracted hours, and thus the number of young people and families benefiting from the services increased.

The Kids' Companions Program groups and school holiday program was enhanced by an increase in funding to provide additional support for young people to engage in social support activities.

The program also received funding to purchase a twelve seat bus to enable an increase in the number of young people who can be offered access to the program.

### WHEELIE FUN AFTER SCHOOL AND HOLIDAY PROGRAM

FUNDING BODY Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)

Wheelie Fun provides after school and school holiday care at the Black Mountain School for young people who are dependent on wheelchairs for mobility. The program was created in response to an expressed need by the community that young people in this group, and those with complex needs, have difficulty accessing existing services because of their individual needs. Fourteen young people have accessed the service over the last year, with the highest demand being during the school holidays.

In 2010 the program underwent an accreditation process through the National Childcare Accreditation Council Inc. and was rated as meeting the standards to a high degree in all areas.

## RESIDENTIAL AND RESPITE PROGRAMS

**FUNDING BODY** Disability ACT, NSW Department of Ageing, Disability and Home Care, and Carers' Association.

All of the young people in the programs have significant disabilities and challenging behaviours.

## GOYDER STREET HOUSES

In April 2010, six young people from the above residential and respite programs moved to two new, purpose-built houses. These houses became their home for life. Able Australia was successful in tendering for the provision of their support services. The young people's transition to the new provider, in October 2010, was successful, largely thanks to the hard work and commitment of the staff who have known and supported them for many years.

## RESPITE

The program, which has operated since 1997, offers long and short term respite or emergency residential services for young people. In-home or community based activities are also provided. Funding for these young people is purchase of service by government services or brokerage agencies as well as individual funding arrangements. The service aims to form partnerships with families to provide flexible and person-centred services which best meets each individual families needs. Last year the program provided respite for 10 young people with high and complex needs.





Marymead

## Contact Program

The Marymead Contact Program promotes the wellbeing, safety and protection of children and young people while supporting them to maintain or develop a positive relationship with their parent, a family member or significant others in their lives.

The program delivers two services to clients: Facilitated Supervised Visits and Facilitated Changeovers.

- **Supervised Visits.** Children and young people are able to spend time with a family member or significant other in a safe and contained environment with a staff member present at all times.
- **Changeovers.** Due to high conflict in the parent's relationship it is necessary for a staff member to facilitate the changing over of children or young people from one parent to another.

In both programs children may live with one of their parents or be in an out of home care arrangement such as Foster Care or Kinship placements.

**Program Highlights** MCP farewelled Liz Preston in June and welcomed Debbie Harper into the role of Acting Program Manager. Liz's dedication and highly developed skills working with families is greatly missed. Debbie has worked in the program as a caseworker for the past six years and is enjoying the challenges of maintaining and developing MCP's high standards and MCP's reputation as a quality service provider.

MCP staff have completed a range of training opportunities which have been identified as core training requirements for the program such as first aid and mental health courses.

We are excited about major improvements in our physical environment. We now have new bathroom and change room facilities and freshly painted walls.

### PROGRAM MANAGER

Debbie Harper

### FUNDING BODY

The ACT Office for Children, Youth and Family Support (OCYFS) and the Australian Government Attorney-General's Department, administered through the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)

**Future Areas for Growth** MCP will continue to develop and strengthen relationships with other Marymead programs and external agencies, including other Children's Contact Services on a national level. MCP holds a position on the Australian Children's Contact Services Association Board.

We have established and are continuing to develop client reviews allowing us to continually reflect on service provision.

The contact staff are committed to upgrading their skills and qualifications. This includes but is not limited to Welfare, Psychology and Counselling. All staff undertake regular professional development and training to ensure their knowledge and skills are kept up to date.

**PROGRAM MANAGER**

Kerri Huett

**FUNDING BODY** Office for Children, Youth and Family Support, Community Services Directorate of the ACT Government with funding in the current contract to run until mid 2013.



*Marymead*

## Kinship Advocacy, Representation and Support Service (KARSS)

KARSS is a new initiative that was launched by Minister Joy Burch MLA on 11 May 2011.

KARSS is an information and referral service for authorised kinship carers. A dedicated phone line 02 6162 5846 is available for kinship carers to call between 10am and 2pm each weekday. A website [www.karss.org.au](http://www.karss.org.au) is also set up to provide information about the program and other community supports which are available to kinship carers. An enquiries email address allows carers to send a written query or request for information, which is responded to within one business day. Social events are coordinated every three months, as an opportunity for carers to gain some peer support from, and connection to, others who are in similar circumstances to themselves. The project officer works one day per week in the program and the service delivery model incorporates the use of volunteers to assist with the day to day operations of the program.

**Program Highlights** The highlight for KARSS this financial year has really been to have become fully operational for the first time. We look forward to the onward growth and uptake of the service. On a general level, the satisfaction that is achieved by providing meaningful support and referrals for callers who are experiencing a time of stress has been most rewarding.

**Future Areas for Growth** The way forward for the KARSS program is to hopefully engage more with the target service user group, and achieve feedback and ideas from kinship carers as to how to continue to shape the KARSS program so that it best meets their needs.



**PROGRAM MANAGER**  
Kerri Huett

**FUNDING BODY** Office for Children, Youth and Family Support, Community Services Directorate of the ACT Government with funding in the current contract to run until mid 2013.

*Marymead*

## Grandparents ACT and Region 'Grandparents' Group'

Marymead works in partnership with Relationships Australia and Canberra Mothercraft Society to offer support and education to people facing varied and demanding challenges in their role as grandparents.

The program is delivered by way of a monthly meeting at Marymead, providing peer support, friendship, education and social activities for members. Grandparents who are experiencing challenges in their grandparenting role are welcomed into the group. Guest speakers often present on issues relevant to the challenging circumstances that group members might find themselves facing. Group members enjoy a free lunch at each meeting and there are also occasional social outings and all members receive a monthly newsletter. A Grandparents' Information Pack is available free of charge and grandparents who are caring for their grandchildren can access free counselling through Relationships Australia.

**Program Highlights** The highlight for the Grandparent's Group this financial year was their last minute reprieve from losing their funding. Although the group had provided a valuable community support for eight years, it had become apparent earlier this year that the group was set to lose its recurrent funding at the end of the three year contract. Through the concerted and dedicated efforts of group members, the funding was successfully granted for the program to continue to provide its vital support to members.

**Future Areas for Growth** Ideas continue to be sought from group members as to how to take the program forward. There is a commitment to 'spreading the word' to the broader community of the support that is available through the group and some canvassing of such ideas as the introduction of free childcare for the meetings. An updated website would also be on the 'wish list' for the group.



*Marymead*

# Counselling & Support Services



*Marymead*

DIRECTOR COUNSELLING  
AND SUPPORT SERVICES  
Sandi McGowan

## Counselling and Support Services

- ARCK, KAYAKS and Family Skills
- Marymead Counselling Service
- Horizons
- Families Together Support Program
- Indigenous Children's Program (ICP) and Locational Supported Playgroup (LSP)
- Connecting Kids

During the past year significant work has gone into developing an ongoing sustainable model for the Marymead Counselling Centre. The outcome of this work has been the development and establishment of the Centre for Early Life Matters (ELM). ELM brings together the Counselling Centre and Horizon's Program in a more cohesive manner and sets out goals related to research, training and consultancy. The latter being an exciting step for Marymead and one which we believe will benefit not only ELM but all the programs offered through Marymead. The official launch of ELM is scheduled for later this year.

During the year we also heard that post-separation contracts would not go out for re-tender and this was a huge relief to all involved and especially those staff who work in those programs. As part of this process FaHCSIA also announced the merging of a range of funding streams into the one area, Family Support Programs. It is hoped that this will lead to greater coherence between the expectations placed on a number of our program areas which fall within this new group. Specifically ICP/LSP, Connecting Kids, ARCK, KAYAKS and Family Skills now all sit within this one funding stream within FaHCSIA.

**PROGRAM MANAGER**  
Jennifer Griffin

**FUNDING BODY**  
Australian Government:  
Attorney-General's  
Department, managed  
by Families, Housing,  
Community Services,  
and Indigenous Affairs.



*Marymead*

## Family Skills Program

### Subcontract to Relationships Australia, Canberra

The Family Skills Program provides a range of groups for men, women, and some couple groups. Groups are normally designed and advertised on a six-monthly basis. A group session is normally three hours and all groups are offered at a range of different times to suit the participants. A light meal, childcare and assistance with transport is also offered when needed. Family Skills also provides a parenting group for male prisoners at the Alexander Maconochie Centre, this being part of the Solaris Program. Family Skills also runs a group in cooperation with the Tuggeranong Community Centre, and a group at the Family Relationship Centre.

**Program Highlights** This period saw steady growth in client numbers with groups being well attended.

Family Skills extended its group programs and developed intra program initiatives. Two new groups were presented in conjunction with other Marymead programs: a 'Circle of Security' group in collaboration with ELM and an Indigenous Women's group in collaboration with the ICP program as well as a parenting group for couples. These new initiatives were well attended and client feedback was uniformly positive.

**Future Areas of Growth** The Family Skills Program has been pro-active in collaborating with other agencies and other programs within Marymead, and it is hoped to further expand and consolidate these activities in the coming year. Family Skills is, in particular, looking forward to exploring the opportunities presented by its recent move to be co-located with ARCK and KAYAKS. Finally, Family Skills will undergo a full review of current programming during the coming year with a view to further enhancing its capacity to meet the need of its client group and to ensure that it is best placed to flexibly meet changing needs within the community.



**PROGRAM MANAGER**  
Jennifer Griffin

**FUNDING BODY**  
Australian Government:  
Attorney-General's  
Department, managed  
by Families, Housing,  
Community Services,  
and Indigenous Affairs.

*Marymead*

## Assisting Responsible Care for Kids (ARCK)

The Assisting Responsible Care for Kids (ARCK) program assists separated families who are in high conflict to work out parenting arrangements in a manner which encourages consideration of what is in a child's best interests. Separated parents are usually referred to the program by the Family Court (about half of our families this year), by other agencies or may be self-referred. The referrals are based on an understanding or acknowledgement that there are ongoing difficulties in communicating and negotiating workable co-parenting arrangements and that this is having an adverse impact on the children. The overall purpose is to help separated parents co-parent in a manner which supports the child emotionally, academically, socially and developmentally.

**Program Highlights** During the year ARCK has developed collaborative practice arrangements with other service providers in Queensland and NSW, collaborating together to meet the needs of families where the parents live in different locations.

The outreach service delivery model commenced in Moruya in 2010 has been very successful. The program has continued to network successfully and extend their profile in the South Coast region resulting in good referral rates and positive feedback from both clients and referrers. The outreach service in Goulburn is continuing to build their profile.

ARCK continues to review its service delivery model and the underlying processes required to deliver a quality service. The entrenched conflict experienced by the client group tends to require a lengthy involvement with the program. We continue to identify innovative and new ways to service our clients efficiently and utilising evidence based methods.

**Future Areas of Growth** ARCK is intending to expand on its current group provision and has investigated various group programs which can be utilised alongside the current service model and in conjunction with other post-separation services provided by Marymead. It is envisioned that the group program will be psycho-educative in its format and fulfil several outcomes:

- Provide a format to commence thinking about addressing and changing current co-parenting practices and parent interactions.
- Provide a different type of service model for clients who do wish to utilise an individual model.
- Provide an ARCK program for individuals experiencing lower levels of conflict or who may wish to introduce themselves to the program.

**PROGRAM MANAGER**

Jennifer Griffin

**FUNDING BODY**

Australian Government  
Attorney-General's  
Department, managed  
by Families, Housing,  
Community Services,  
and Indigenous Affairs.

*Marymead*



## Kids And Youth Are Kool postSeparation (KAYAKS)

Kids And Youth Are Kool *post*Separation (KAYAKS) is a program helping children and young people adjust to life after divorce or separation. KAYAKS complements the services for separated parents provided by ARCK, giving additional resources specifically to children and young people through education groups, counselling, therapeutic groups, and specialist child focussed input to other agencies' mediations.

Research shows that children generally receive little or no information about separation, and at the very time children particularly need connection and reassurance, parents are often pre-occupied with their own affairs and become less available to their children. In KAYAKS, children and young people are offered a 'bridging' relationship wherein they can be assisted to understand why parents separate, tell their story, normalise feelings which come up for them after separation, separate their individual identity from the effects of any parental conflict, and build confidence and relationship skills for the new shape of their lives.

### Program Highlights

- KAYAKS has developed a school based program in response to enquiries by various schools. This program involves a school presentation for 9–13 year olds and a half day workshop to be run in conjunction with the school counsellor for a smaller group. The first pilot of this program will commence in the second half of 2011.
- KAYAKS is developing its collaborative partnerships and establishing its reputation as a specialist therapeutic program in Canberra and regions. We are receiving referrals from a broad range of agencies and the referrals continue to grow.
- KAYAKS offered two group programs this year for 8–11 year olds. Both parent(s) and children found the group to be helpful.

### Future Areas of Growth

- KAYAKS is a specialised service and has extended both its reputation and its referral sources during the past year. It is envisioned that the school seminar program will result in more referrals for the program and KAYAKS envisages extending their group model to assist with the greater referral numbers.



**PROGRAM MANAGER**  
Ros Townley

**FUNDING BODY**  
Office of Children, Youth  
and Family Services, ACT  
Department of Disability,  
Housing and Community  
Services.

*Marymead*

## Families Together Support Program

Families Together Support Program (FTSP) is an intensive home visiting service for children and their families living in the Canberra area. We provide a continuum of support to families where there are child protection concerns. We can provide intensive support for a period of twelve weeks and then continue to offer support until the changes are firmly embedded in the family.

### Program Highlights

- The team has been fully staffed for the second half of the year. We have a great variety of skills and experience in the team. This allows some matching to occur which is always positive for families.
- The whole team has completed a qualification in group leadership which has given us many skills and greater confidence in developing and running groups for our clients in the new year.

**PROGRAM MANAGER**

Janelle Duncan

**FUNDING BODY**

Australian Government  
Attorney-General's  
Department, managed  
by Families, Housing,  
Community Services,  
and Indigenous Affairs.



*Marymead*

## Indigenous Children's Program

ICP & LSP are now funded under the Family Support Programs section of FaHCSIA. The Indigenous Children's Program is a voluntary service which aims to provide strengths based, culturally sensitive family support to Aboriginal and Torres Strait Islander families living in the Canberra and Queanbeyan regions.

The program is focused on meeting the individual needs of families and working alongside families in a culturally sensitive and respectful manner. The program also aims to work collaboratively and in partnership where possible, with existing Indigenous organisations, as well as mainstream services.

### Program Highlights

- The program continues to be well received and valued within the Indigenous community.
- The program is currently staffed by a full time Program Manager and one part time and 3 full time caseworkers, who provide services to Indigenous clients.
- ICP moved into House 5 at Marymead during 2011 which was extremely well received by client families and staff alike. Clients are pleased that they now have a place they feel comfortable in attending, because of its warm welcoming environment. Clients often choose to have their case meetings with other agencies at the house as they feel less intimidated than attending some formal office settings. A number of Government Departments have also requested that meetings be held at the house, for the same reasons.

**Future Areas of Growth** As mentioned in our last report and following feedback from service users, it is hoped that in the near future the ICP will expand and grow to include services such as:

- Specific groups for parents, women, men and children.
- Respite support services for children and families.
- Art and Craft groups for young people.
- Counselling for parents, women, men and children.
- School Holiday programs for younger school aged children who are not currently able to access the existing school holiday programs because they are too young.

ICP is also hoping to secure additional funding to increase our caseworker numbers within the program. During this funding period we have actually lost a large number of families from our waiting list because they have had to wait so long. We hope to positively address this problem as soon as possible.



**PROGRAM MANAGER**  
Janelle Duncan

**FUNDING BODY**  
Australian Government  
Department of Families,  
Housing, Community  
Services and Indigenous  
Affairs (FaHCSIA).

*Marymead*

## Indigenous Locational Supported Playgroup

The Locational Supported Playgroup for Aboriginal and Torres Strait Islander families aims to provide culturally sensitive support to families and assist them to develop the skills and confidence to play with their children and develop strong parenting skills. The current funding agreement provides for four playgroup sessions per week, with at least 3 families attending each session.

The Playgroup employs two part time workers. The Early Childhood worker, develops programs and organises culturally appropriate activities, in consultation with families and the caseworker for the group. The caseworker is available to provide support to the families whilst at the group, and to provide some follow up support and referrals to appropriate agencies according to the needs of families.

**Program Highlights** When ICP moved to House 5 during 2011, playgroup also relocated. This proved to be an excellent move as the children and parents now have their own facility and the freedom to leave their art & craft work on display. It has also been helpful for the staff of the program as they do not have to transport equipment and spend time setting up and packing away as often. We currently have 20 regular families attending playgroup with 27 children.

**Future Areas of Growth** We are still hoping that ongoing negotiations with FaHCSIA will provide us with additional funding to run at least one playgroup in the Queanbeyan Region in the near future, as well as increasing the length of time of the current groups in Canberra.

Families have also requested more outings with the group, and more regular guest speakers to visit the group to discuss particular topics of interest and ways to implement this suggestion are currently being explored.

PSYCHOLOGIST AND  
PROGRAM MANAGER

Anna Huber

FUNDING BODY

Various



*Marymead*

## Counselling Centre

The range of counselling and consultancy services undertaken in the program are funded in the following ways:

1. Fees are paid directly by some clients on a sessional basis. Some clients are eligible for Medicare rebates under the Australian Government Better Access program when referred with mental health plan by GP, Paediatrician or Psychiatrist for focused psychological strategies. A small number of clients are bulk billed under this program.
2. Centre based Family Mental Health Support Services (Horizons) for families affected by mental health issues are funded by Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA).
3. The ACT Office for Children, Youth and Family Support (OCYFS) funds some Therapeutic and Assessment Services on a fee for service basis for a small number of their Care and Protection clients.
4. ACT Government Health and Community Care funds 10 families to access the Circle of Security 20 week Intervention. Our Circle of Security work with families was also partly sponsored by Canberra Southern Cross Club during July to December 2010.
5. An MOU with ACT Government Child Youth and Women's Health enables one of their clinicians to provide one day a week of infant mental health work as part of our team.
6. The Australian Government Attorney General's Department funds one day of counselling for children in our program under the Supporting Children After Separation Program (SCASP), known as KAYAKS at Marymead.
7. Sponsorship funding has also been received from Calvary Private Hospital foundation, The Tradies Club and CFMEU to support our work with families who cannot afford to pay fees. Marymead auxiliary has also contributed a significant amount of funding sourced from fundraising activities to support this work.

The Marymead Child and Family Counselling Service is an innovative program that has been operating since March 2006 working with families of babies and children up to 8 years. The service is focused on mental health promotion, prevention and early intervention with young children and their families when behavioural and emotional difficulties are a concern. This includes working with families where children are showing behavioural or emotional difficulties, there are attachment problems, or there is parenting stress or

family conflict centred on the child. The range of therapeutic interventions used all use a relationship focused approach to address these issues within the family context.

Clinical services are provided by a team of experienced professionals with backgrounds in psychology, infant mental health, paediatric medicine, early childhood education, maternal and child health nursing, school counselling and adult education.

The service accepts direct enquiries from parents and carers as well as referrals from other agencies working with children and families.

**Program Highlights** A review of the four years of operation of the Counselling Service was completed in March 2010. The Marymead Board commended the work of the Counselling Service and decided that the program should grow and become more sustainable.

Separate operations of the Marymead Child and Family Counselling Service and Horizons outreach concluded on 30th June 2011. From July 1st 2011 the two programs will be amalgamated as the starting point for growth.

In January 2011 we were successful in winning an ACT Health Research Council research development grant to develop a research proposal to investigate the effectiveness of the Circle of Security Intervention with our clients. This involves a partnership with investigators in the Counselling Service, the ANU and Marycliff Institute, Spokane, USA.

Services provided to children and their parents/caregivers in the year to June 2011 included: four 20 week Circle of Security (COS) groups, two 8 session COS parenting groups, and the full range of individual and joint infant/child, parent and family counselling services.

**Future Areas of Growth** A five year business plan, approved by the Board at the end of the 2011 financial year, provides the platform for growth and development of an enhanced and newly branded service called the Centre for Early Life Matters (ELM). ELM brings together the outreach side of the Horizons program with the ongoing centre based activities of the Counselling Service as the starting point for an expanded range of activities. These will include clinical services, research and training and consultancy.



**PROGRAM MANAGER**  
Andrew McFarlane

**FUNDING BODY**  
Australian Government  
Department of Families  
Housing, Community  
Services and Indigenous  
Affairs (FaHCSIA).



*Marymead*

## Horizons

Horizons is a family support program for families who are experiencing difficulties due to the mental ill health of a family member. The program supports families through home visiting and centre-based counselling. The program has always been strongly linked to the Marymead Counselling Service which has provided the majority of the centre-based counselling services offered through Horizons. Marymead recently decided to bring together the two programs forming a larger more integrated service delivery model, the Centre for Early Life Matters (ELM).

The Horizons team works collaboratively with other service providers as many families require assistance from a range of services as well as offering home visiting and case management services as required. Some families require long term support due to the nature of mental illness.

The program has secured another three years of funding from FaHCSIA.

**Program Highlights** Horizons is highly regarded by clients and other professionals in the sector. Clients often state how grateful they are to the staff for their dedication in supporting them and their family. Other professionals also often comment on how effective the Horizons Program is for the clients we have in common. This in turn places pressure on our wait list of clients, however, clients inform us that they will wait for our service because they have heard how good the program is.

The program has been fully staffed. All staff have regularly attended quality training in order to build upon the skills and knowledge required to ensure the delivery of an effective service.

**Future Areas of Growth** As noted above both outreach and centre-based services within Horizons will come under the newly established ELM and with this greater synergies and continuity between the two aspects of service delivered are expected.



**PROGRAM MANAGER**

Andrew McFarlane

**FUNDING BODY**

Australian Government  
Department of Families  
Housing, Community  
Services and Indigenous  
Affairs (FaHCSIA).

*Marymead*

## Connecting Kids

Connecting Kids is a therapeutic group program for children aged between 9 and 11 years who have the potential to develop their strengths and leadership qualities and also have difficulty understanding their emotions.

The program is a six week program that is conducted in schools for groups of six children selected by the school and parents. Students participate in one session per week that uses creative therapies as a vehicle to help build their confidence and to strengthen their relationships with other children, their family and the school. Parents and teachers are contacted each week to discuss how to support their child's development and progression.

**Program Highlights** Marymead in partnership with the ACT Department of Education and Training has trained school counsellors and teaching staff to deliver the program more widely in ACT Public Primary schools. Fifty counsellors and teaching staff have now completed the training and are Connecting Kids Facilitators.

In January 2011 Kmart in Tuggeranong contacted Marymead offering to collect money for the Connecting Kids Program. They had heard of the program's success and offered to place a donation box on every checkout in the store for a period of 3 months. Over that time they collected over \$600. We are very grateful to Kmart Tuggeranong for their support.

Marymead has worked directly with six schools in the last year providing support in delivering

the Connecting Kids program to children and their families and consultancy to the school principal and teachers. Feedback from children, parents and teachers continues to be very positive about the Connecting Kids Program.

**Future Areas of Growth** The Connecting Kids program is a well evaluated program and is one of the few in the ACT that support this age group of children. New funding sources are constantly being explored to continue to fund and expand the program. To this end we are currently working towards a funding model that will lead to greater capacity for delivery of this program across the ACT and which more fully utilises the number of trained facilitators that currently exist.



## *The Thomas Wright Institute*

**FUNDING BODY** The Thomas Wright Institute is self-funded through fee for service. In 2010/2011 income was \$200,000 with the major part coming from contracted training for child and family social welfare agencies in the ACT and across Australia.

**DIRECTOR** Dr Diana Boswell, MA, PhD Psychologist  
**SENIOR ASSOCIATE** David Zilber, MA, MSc Clinical Psychologist  
**ASSOCIATE** Jenny Howell, M Psych, Psychologist, CSOCAS Supervisor  
**ASSOCIATE** Tim Moore, Master of Child and Adolescent Welfare, Master of Youth Studies  
**OFFICE MANAGER** Vicki Brown, BA, Dip Ed, Dip Sec Studies

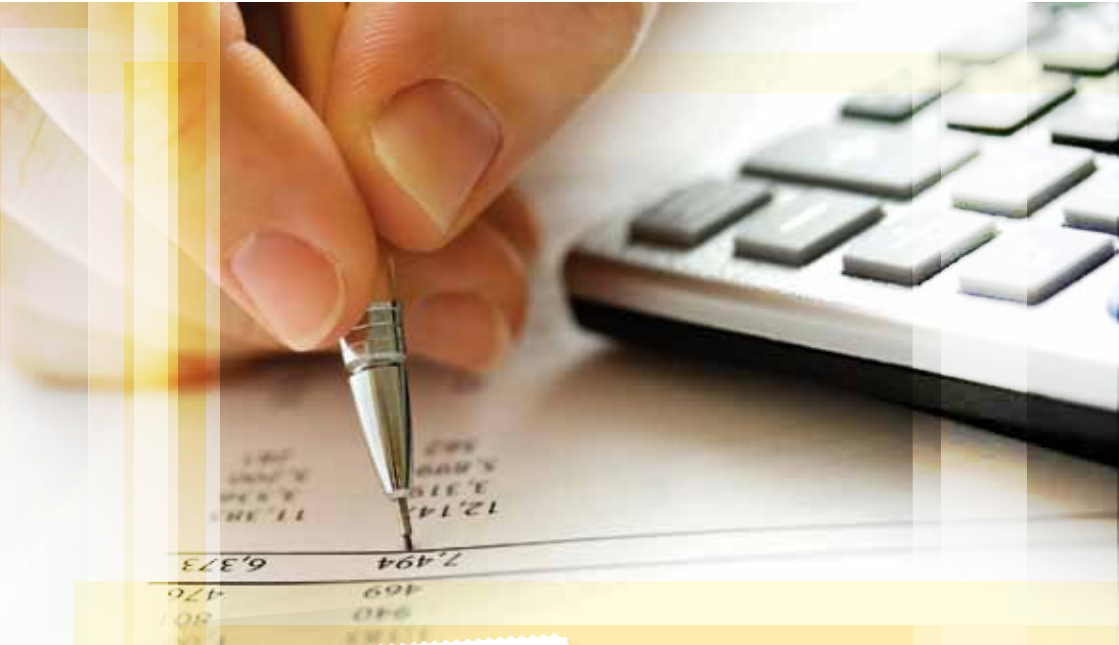
### **OUR WORK**

True to our mission, TWI has continued to provide a range of consultation, training and support services for both non-government and government organisations in the ACT and across Australia. The common thread in the work of TWI is the development of effective therapeutic and support services for children and young people and their families who have experienced complex trauma and have challenging behaviours. TWI also provides direct therapy for families and young people with complex needs and behaviours including problematic sexual behaviours.



**Program Highlights** During 2010/11 TWI joined with Cornell University to introduce the CARE model for organisational change in human services directed towards enhancing the positive outcomes for families, children and youth. Three agencies, including Marymead, are currently implementing the model over the next three years. It is exciting to be involved in implementing this evidence based approach and preliminary data suggest that this is an effective way for diverse programs to work together to enhance the culture and climate of an organisation and good outcomes for families and children.

**Future Areas of Growth** There has been considerable interest in how our existing training around trauma, crisis intervention, and strength and relationship based approaches can be helpful for children and families from an indigenous background. This is an area that will be explored in 2011/2012. We are also exploring e-learning as a modality for training delivery to remote areas. Further, there are two new programs from Cornell around responding to crisis behaviours, one for schools and the second for foster carers, that we will deliver in 2011/12 across Australia and in particular in the Northern Territory.



*Marketing & Finance*

## Marketing & Community Relations

The Marymead Marketing and Community Relations team is primarily designated with the task of promoting and supporting the vast number of programs and services that Marymead provides, which helps ensure that Marymead continues to remain well known and understood in relation to what we do throughout the local community. In addition to this, responsibility for communications and fundraising as well as providing support to the Marymead Auxiliary sits within this portfolio.

The Marketing team now has two designated employees, one full time (Jeff Griffiths) and one part time (Joanne Dean-Ritchie). Joanne is also responsible for the co-ordination of Marymead's 'At Home With Books' program.

With regard to Programs, this past financial year has proven to be extremely hectic, with a lot of work happening on the branding and launch of 'Early Life Matters', which is effectively an amalgamation of our 'Counselling Centre' that works in the area of early intervention, and 'Horizons' that provides support to families who are effected by mental illness. Another program with which we have worked closely during the year is our Foster Care program. As always, our demand for foster carers exceeds the supply, so promotion of this important

area of our work is of paramount importance. Special mention needs to be made here of the wonderful support we receive from local media, in particular 'The Canberra Times', for the assistance they provide in helping us promote the constant need for foster carers. Thank you.

Marymead is fortunate to have a host of supporters, both corporate and individual, for which we are extremely grateful. This support is pivotal to the success of our fundraising activities throughout the year, so to all our supporters, including our fabulous Auxiliary, another big thank you!

Next year, 2012, sees Marymead celebrating our 45th birthday. A number of events and celebrations will be held to celebrate this milestone, with a number of these to be held in May, Marymead's 'may-jor' fundraising month.

Finally, on a sad note, we recently saw the passing of Jim Murphy. Jim was a very strong supporter of many community organisations, including Marymead and will be sadly missed by all of us, including of course the Marymead Auxiliary, for which Jim provided a lot of support over many years.



PRESIDENT  
Anne-Marie Cooper



*Marymead*

## Auxiliary

The Marymead Auxiliary was established 44 years ago, to raise funds to support the work of Marymead. The Auxiliary has an active membership of about 30 members and is also supported by a wide group of volunteers who assist with particular functions including the Annual Fete, Government House Morning Tea, Card Day and Tennis Day. The Auxiliary has welcomed several new members this year and we continue to gain new volunteer members in the very active and successful plant nursery. The craft group continues to provide wonderful work and we gratefully receive so many home made preserves. All these contributions support our great success over the year.

**Program Highlights** At the Annual General Meeting in March at Oakton, the Auxiliary was delighted to contribute \$63,000 to Marymead. These much needed funds support the work of the Counselling Service. The Auxiliary was delighted to host a morning tea for the staff at Oakton to thank them for their ongoing support of Marymead.

The Tennis Day, Card Day, Jim Murphy Wine Lunch, Government House Morning Tea and the Perri Cutten Fashion Parade were all highlights of the fundraising year. A particularly noteworthy event was the Oakton Jim Murphy Wine-Off evening at the Southern Cross Club which took place only days prior to Jim's untimely and sad passing.

The Auxiliary was delighted to gain support and sponsorship of the catering for the Marymead Tennis Day from Bulk Water Alliance (BWA) who continue to support Marymead. BWA is delivered by ACTEW Corporation to

build the Enlarged Cotter Dam Project and the Murrumbidgee to Googong Water Transfer Project.

ACTEW organised a Cotter Open Day and worked with the Auxiliary to take bookings for the tours, with all proceeds to Marymead.

The Annual Fete was a great success and we appreciated the ongoing support of Bunnings Fyshwick, St Edmund's boys, Mallesons and many other volunteers who assisted on the day.

The Marymead Family Market & Fun Day was also a big event which became a mini fete.

The Auxiliary continues its commitment and support of Marymead due to the tireless work of many wonderful volunteer members and also the generous contributions of the Canberra community. This is my first year of involvement in and as President of the Marymead Auxiliary. I have been welcomed so warmly. A sincere thank you.



*Marymead*

CO-ORDINATOR  
Joanne Dean-Ritchie

## At Home With Books (AHWB)

At Home With Books (AHWB) encourages the language and literacy development of children in out of home care, and children in vulnerable families. These children often have higher rates of learning difficulties and poorer outcomes educationally than other children. The regular enjoyment and reading of books is designed to address this imbalance. AHWB aims every month to give each child connected to Marymead a brand new quality book as a gift. This is intended to encourage listening, speaking, reading and writing.

We are grateful of the ongoing support provided by the patron of AHWB, Jackie French, who will be running further workshops which assist our clients in teaching strategies to help their children to read.

We also once again thank the Canberra community for their amazing book donations. This program is currently not funded and these donations enable us to keep this program running.

In early 2011 we sadly farewelled Sally Mordike, who was the AHWB Co-Ordinator. Sally did an amazing job of revitalising this wonderful program for which we are extremely grateful.

AHWB's new Co-Ordinator, Joanne Dean-Ritchie is carrying on the good work that Sally instigated and is actively promoting this wonderful and valuable program into schools, government departments and the local community in general.

Donations of books, gift vouchers and cash that will enable us to purchase more books are always appreciated.

DIRECTOR  
Emma Street

*Marymead*



## Service Development

Marymead is committed to service development with the establishment of a dedicated senior manager position, responsible for continuous review and improvement of organisational policy and practice, including quality, standards and risk management. The role is supported by development staff embedded within the service delivery program areas.

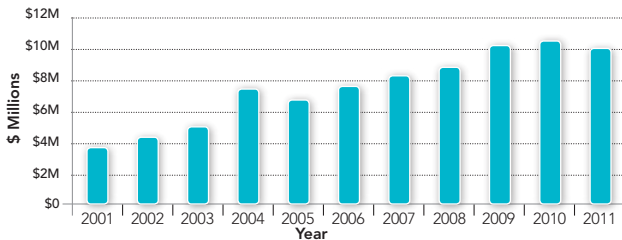
This year Marymead has been successful in obtaining pre-qualification for ACT Government tenders. We have used this process as a catalyst to review the entire organisational policy framework. The review of policies and procedures has been supported by the introduction of an organisational Intranet communication system. Service development continues to focus on cross organisational policy and processes which bring the various service delivery programs together, and supports collaborative and compliant practice. A major focus for the next twelve months will be on standards and quality.

## Financial & Administration Report

### Financial Performance

Funding levels have remained comparatively stable in comparison to the previous financial year. This is primarily due to an increase in Foster Care and Residential Care services offsetting a temporary reduction in Disability services. A successful outcome in the ACT Government Out of Home Care tender during the year, and renewal of major FaHCSIA funding contracts will provide a stable funding base for the majority of Marymead programs over the next three years.

### Marymead Gross Turnover 2001–2011



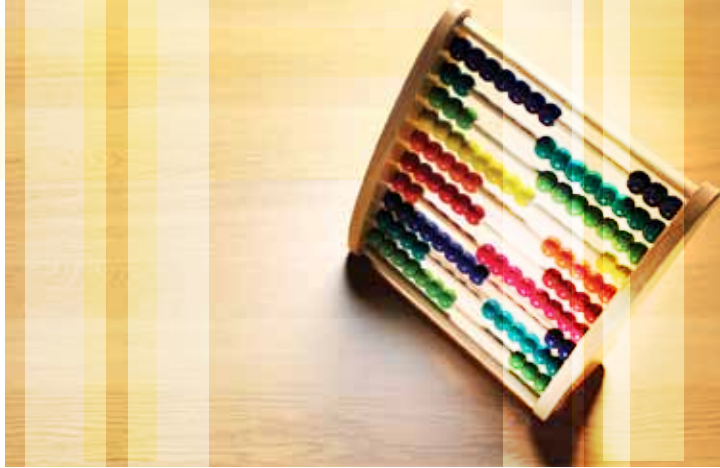
### Master Plan – Capital Works

**Buildings** – This year Marymead has invested extensively in our building infrastructure. Three of our five residential buildings were fully refurbished during the year, with plans underway to complete refurbishment of the remaining two residences in 2012.

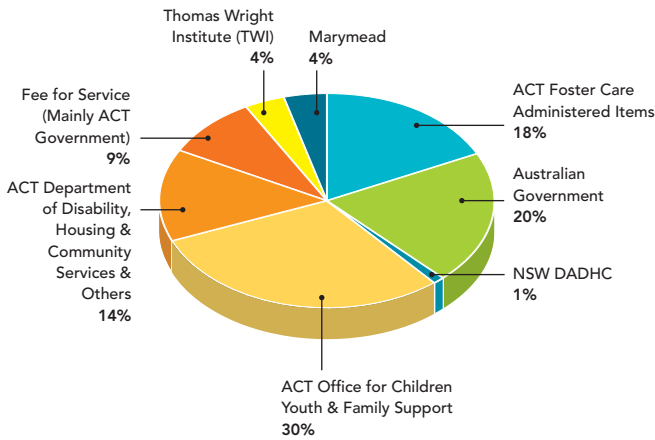
**IT equipment** – An upgrade of the IT infrastructure was completed in the prior financial year. This year we have upgraded desktop computers with the assistance of a grant from FaHCSIA. We have also expanded remote access capability, and established an intranet communication portal.

### Administration

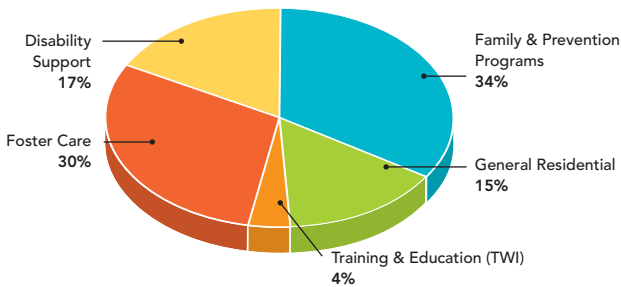
The finance and administration team consists of 9 staff in full-time and part-time capacities, delivering facilities and building management, IT services, Human Resources, Accounting and Payroll. The team supports Marymead staff across over 20 programs and multiple sub-programs.



Income by Source  
1 July 2010 to 30 June 2011



Expenditure by Segment  
1 July 2010 to 30 June 2011



**INDEPENDENT AUDITOR'S REPORT  
TO THE TRUSTEES OF  
THE ROMAN CATHOLIC CHURCH FOR THE ARCHDIOCESE  
OF CANBERRA & GOULBURN**

We have audited the accompanying financial report, being a special purpose financial report, of Marymead Child & Family Centre, which comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income, statement of changes in equity and the statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the chief executive officer's report.

*Board's Responsibility for the Financial Report*

The Board is responsible for the preparation of the financial report, and have determined that the basis of preparation described in Note 1, is appropriate to meet the financial reporting requirements of Marymead Child & Family Centre and is appropriate to meet the needs of the members. The Board's responsibility also includes such internal control as the Board 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 conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

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

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

**RSM Bird Cameron**  
Chartered Accountants

*Opinion*

In our opinion, the financial report presents fairly, in all material respects, the financial position of Marymead Child & Family Centre as of 30 June 2011 and its financial performance and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

*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 Marymead Child & Family Centre to meet its financial reporting requirements. As a result, the financial report may not be suitable for another purpose.

**RSM Bird Cameron**  
Chartered Accountants



**RODNEY MILLER**  
Director

Canberra, Australian Capital Territory  
Dated: 8 December 2011



| **marymead**  
children • families • community

Caring for Children • Supporting Families • Strengthening Community

255 Goyder Street Narrabundah ACT 2604 • PO Box 4260 Kingston ACT 2604  
Phone 6162 5800 • Fax 6295 9944 • Email [programs@marymead.org.au](mailto:programs@marymead.org.au)

[marymead.org.au](http://marymead.org.au)

ABN 90 677 510 841