



A tale of two years

**Council of Single Mothers
and their Children
Annual Report 2019-2020**



council of
single mothers
and their
children



One in eight families **Australian single mothers'** **lives revealed**

Report of a 2018 national survey by the
Council of Single Mothers and their Children

Council of Single Mothers and their Children's National Survey

CSMC undertook a national survey of single mothers in late 2018. We had over 1000 respondents from across Australia, making it the largest of its kind.

Our report on the findings was released in December 2019.

"The thing that would make a real difference is a general shift in society to valuing care and recognising the value and costs of raising children."

Survey respondent.



1112 single mothers in Australia

90%

are concerned about their long-term financial wellbeing.



73%

are raising their children on less than \$60,000 annually

20%

have less than \$20,000 annually to raise their family

25%

receive child support in full and on time

65%

are in paid employment

9%

are looking for paid work

15%

are parenting full-time



50%

live in private rental

31%

own their home, some with a mortgage

13%

live in insecure housing

6%

live in social housing



Council of Single Mothers and their Children
csmc.org.au/publications



From the Chair

Welcome to 1920-2020 Annual Report for the Council of Single Mothers and their Children in a year quite unlike any other.

The escalation of the COVID-19 pandemic and the economic and social impacts of restrictions are affecting all Australians, but single mother families are particularly vulnerable to hardship and isolation, compounded in some regional and rural areas by widespread bushfires only months earlier.

We have been mindful of the need to continue providing services and assisting single mothers and their children during this time, and in March 2020 all our staff moved to working from home. They continue to do so at the end of the financial year. I commend all staff for moving quickly to set up CSMC operations remotely and especially mention our wonderful CEO Jenny Davidson, who supported staff through the process and ensured a smooth transition. It is no small thing to move to working in the family home, while also parenting and in many cases supervising remote school learning for children.

This year we published the results of our national survey of single mothers, the largest of its kind in Australia, in which over 1000 single mothers from across the country gave us insight into their lives and the major challenges they were facing. Not surprisingly, financial hardship was widespread and significantly affects the quality of life for single mother families. We know that unfortunately the financial impacts of being a single mother can be long lasting, with the Australian Human Rights Commission reporting that women aged over 55 were the fastest growing cohort of homeless Australians between 2011 and 2016.

We remain concerned about the impacts of government programs promoted as supporting the financial and social wellbeing of single mothers and their children but often operating in ways that have the opposite effect. In the coming year we will continue to advocate for single mothers at all levels of government, with a strong focus on rectifying government policy that creates harm rather than good.

All members of CSMC have lived experience of being single mothers, including the staff and Board members. We are strongly committed to working and advocating to improve the lives of all single mothers and their children. In the coming year we are aiming to reach more diverse audiences of single mothers to ensure that every woman who needs us, can find us.

There are many people who help CSMC give single mothers a voice and a helping hand. I would like to acknowledge CSMC's hard working staff, the partner organisations and generous financial supporters who share our mission of supporting single mothers and their children. I thank my dedicated colleagues on the CSMC Board and those who retired in this term, particularly previous Chair Jessica van Dyk for four years' service.

We are, as always, inspired in what we do by the resilience of single mothers across the country, who are united in their determination to do the best for their children and lead happy, fulfilling and secure lives.

Barbara Schade, Chair

Board members 2019-2020

Barbara Schade, Chair (2017 -	Robyn Curnow (2017 -	Dinar Tyas (2018-2020 resigned)
Deirdre Bignell, Vice Chair (2017 -	Hannah George (2019 -	Fiona Healy (2019-2020 resigned)
Jackie King, Treasurer (2020 -	Kristy Lee Tyrrell (2019 -	Anne Lenton (2019-2020 resigned)

23 families visited Agnes's Cottage on the Mornington Peninsula



"The holiday was amazing... My child had a great time, it was warm and we swam in the ocean every day!!!"

We checked out Mornington, St Andrews and Rye beaches. It is such a great location.

We were on PT (public transport) and managed to get around a lot. We had a ball."

52 children and their mothers saw Circus Oz perform in 2019

*"Thank you so much CSMC and Circus Oz for the tickets! My kids both loved it and marvelled at the skill of all the performers.
Thanks again!"*

*"My little one and I had a fantastic time and we clapped with enjoyment.
Thank you so much for the opportunity."*



Feedback from our service users

"CSMC is the most reliable and useful organisation I have ever dealt with."

"For me they were above and beyond helpful. I'm very grateful for their organisation, staff, resources and knowledge."

"Knowledge about schooling cost when I have no money in the budget for it."

"Keep doing what you've been doing"

CEO report

This financial year has felt like 12 months in two parts.

Part one commenced with a special event hosted by Governor Dessau in Government House to celebrate 50 years since the founding of the Council of Single Mothers and their Children. We commemorated the work of our founders and many members and staff over the decades, and the victories CSMC helped secure, including ending forced adoptions and the discriminatory treatment of children born out of wedlock. These reflections also clarified the ongoing need for our organisation to address the many challenges single mother families still face. Overall we celebrated single mothers' resilience, determination, and abilities to make change happen.

We expanded our organisational capacity with more staff on our Support Line, an additional phoneline and a professional database.

In December we launched our report of the largest survey of single mothers undertaken in Australia. Given the huge amount of data generated by over 1000 respondents, the report: *One in eight families: Australian single mothers' lives revealed*, is a significant contribution to research on single mothers and their children, and on Australian families generally.

2020 arrived wreathed in smoke, with dire outcomes for many families in Australia affected by bush fires or the subsequent smoke haze.

This catastrophic time had barely eased before the global coronavirus pandemic reached us, changing life as we knew it. The impact on single mothers was immediate. Analysis of ABS data shows sole parents lost employment at significantly higher rates than any other family structure: employment of single mothers with dependent children dropped 14%, compared with 3% for partnered mothers.

We were pleased the government responded with the Coronavirus Supplement, which raised social security payments to a liveable amount, and JobKeeper to protect others from unemployment.

In late March, CSMC staff began working from home, continuing advocacy and support via telephone, email and Facebook Messenger.

Stay-at-home restrictions increased isolation and cut access to support networks. The demands of home schooling and care of pre-schoolers, for some on top of remote work, made the lockdowns acutely difficult for single mother families.

CSMC has been advocating for recognition of single mothers' needs by State and Federal governments. This includes retention of the Coronavirus Supplement and its extension to excluded families, investment in social housing and flexible work opportunities.

We are concerned about the long term impacts of the recession on single mothers families and the lack of a gender lens on the Federal government's response.

Throughout the past year, we have supported single mothers, increased our membership to over 4000 and reached 93,527 single mothers and their allies through social media and our website. We distributed emergency relief and support for school costs to Victorian families facing hardship. We have written multiple submissions to Federal and State government inquiries on key issues, incorporating the voices of our members. We have expanded our advocacy networks and collaborations.

The generous support of our individual donors, trusts and foundations, and core funding from the Victorian government enables our work.

As 2019-2020 closes, CSMC is in a robust financial position, poised to continue our specialised support of single mother families.

I am so grateful for the support of our donors, allies and partners. In particular, I acknowledge our outstanding staff who have demonstrated their dedication, flexibility and expertise in particularly challenging circumstances. I would like to thank the current and previous Board members for their guidance and support.

Jenny Davidson, CEO



Growing our digital footprint

CSMC's online following has continued to grow steadily and in 2020 its importance took on extra significance.

COVID-19 restrictions mean that many single mothers have spent months working from home. Stay-at-home restrictions increased isolation for all, with some extreme circumstances, such as the single mother families living in public housing towers in Melbourne who were abruptly prohibited from leaving their homes at all.

As government policy changed rapidly, CSMC's Facebook page and website became key sites for many single mothers seeking information.

We created a COVID-19 page and updated it frequently to reflect the latest news and information. As a result, website traffic increased by 40% in March (compared with the same period in 2019) and remained high.

2019-2020	Total number	% growth
Website users	88,068	11%
Sessions	105,343	11%
Users - Australia	78,489 (89% of traffic)	21%
Users – Victoria	28,720 (35% of traffic)	24%

Similarly, our social media spaces were hives of discussion and sharing of information. While there has been increased usage throughout the year, since the pandemic single mothers have chosen Facebook to post questions to us on issues from managing shared parenting during periods of limited travel, to work permits and childcare.

While asking questions digitally was not entirely new, the quantum of contacts coming to us via social media was and it did not take us long to realise why. As waves of single mother families around Australia were restricted in their movements and particularly in those States where home-schooling was in place, single mothers had no private time or space to ring our Support Line. The pattern of digital contacts show an increasing concentration at night particularly from those in Victoria where the restrictions have lasted the longest.

2019-2020	% increase
Twitter followers	19%
Facebook - CSMC page likes	32%
Share house registry members	37%
Instagram followers	N/A

We launched on Instagram in June 2019, and now have over to 2280 members and 380 non-members signed up to receive fortnightly email bulletins from us.

We recorded new episodes of our podcast, Single Mothers Speak Out, on topics such as housing and workplace rights.

When the pandemic stopped us accessing the podcast studio, we moved to YouTube to provide updates to members. As members are responding well, we plan to develop our skill and content in this space, with members' stories becoming a regular feature.

Our 2020 tax appeal to help support single mothers facing particular hardships during the pandemic had a record response, raising over \$14,000. Touchingly, much of the funds were raised from smaller donations from allies and single mothers giving what they could to lift up other single mothers.

The media has been an important space to raise key issues, with the CEO appearing on ABC News Breakfast and in radio interviews, and with in articles printed in Sunday Life, The Conversation, and Women's Agenda.



An unusual year for the Support Line

This year brought an expansion of Support Line staff and infrastructure, including an additional phone line and a professional database, and saw both intense need and paradoxically, a drop in telephone requests for help as the government introduced the Coronavirus Supplement and froze its compliance regime.

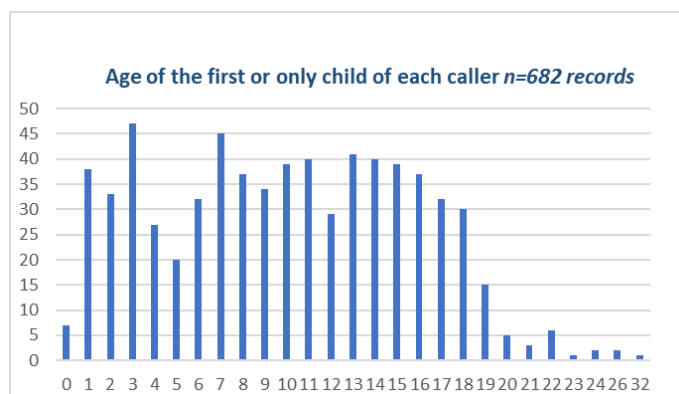
- ◆ Implementing the Salesforce CRM platform was a big undertaking. We invested significant time in tailoring it to our needs and training staff.
- ◆ Employing a third Contact Worker (0.4 EFT) further strengthened our service capabilities. We had barely finished training when COVID-19 took hold.
- ◆ As single mothers, CSMC staff faced many of the same issues as other single parents during stay-at-home restrictions, including having to reduce hours to home-school. We were reduced to one Contact Worker position and operated remotely to deliver Support Line services from March onwards.
- ◆ Contacts via email and social media increased as mothers had less capacity to phone.
- ◆ Holiday stays at Agnes's Cottage, other social activities and in-house volunteer work were suspended in March as per government directives.
- ◆ We provided weekly reports to the Federal government to explain the impacts of the pandemic on the operations of Emergency Relief providers and the changing needs of the community. The data will inform deliberations at the National Coordination Group on Emergency Relief and will help shape implementation of the Australian Government's \$200 million Community Support Package.
- ◆ Service requests were slightly lower this year. We attribute this to a combination of internal service adjustments, the Coronavirus Supplement easing the intense pressure of poverty for some families, and mothers too preoccupied to reach out.
- ◆ Calls to the Support Line changed with the onset of the pandemic.
 - ⇒ Single mothers on temporary visas, asylum seekers and international students who had lost employment and, with no other source of income, were desperate for help with basic costs of food and shelter.
 - ⇒ Mothers home-schooling sought assistance with internet access and devices.
 - ⇒ Single mothers with co-parenting orders and arrangements sought advice on how to manage these whilst observing the travel restrictions.



Support line snapshot

Age of children

The age of the mother's children is often related to content of the call. This graph shows the great majority of service users have dependent children and that single mothers with adult children, some with a disability, continue to contact our Support Line.



Current issues for callers

Multiple issues are a regular feature of calls for assistance. In a snapshot of 2057 records this year the following issues were raised by callers:

- ⇒ 37% Income security, poverty and financial counselling
- ⇒ 32% Emergency relief
- ⇒ 27% Housing / homelessness
- ⇒ 13% Health, mental health and/or disability
- ⇒ 12% School issues, including school costs
- ⇒ 10% Sole parenting
- ⇒ Other issues raised were Family Violence, Centrelink matters, Family Law, Child Support and employment.

Acting on the issues

Issues raised on the Support Line and email and Messenger queries were the basis of eight submissions to Federal and State governments this year.

Federal government:

- ⇒ Family law
- ⇒ The adequacy or otherwise of the Newstart Allowance
- ⇒ Homelessness
- ⇒ COVID-19 responses

Victorian government:

- ⇒ Residential Tenancy Amendments
- ⇒ Historic forced adoptions
- ⇒ Homelessness
- ⇒ COVID-19, remote learning and strengthening the school system.

Service user satisfaction ratings

Our annual survey of callers to the Support Line attracted positive feedback about the service they received.

We achieved a 100% overall satisfaction rate

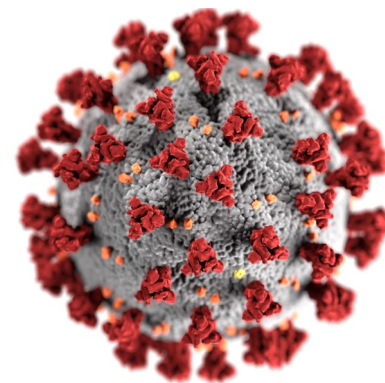
- ⇒ 91% were very likely to recommend CSMC to other single mothers or service providers
- ⇒ 83% felt it was important to speak to another single mother.

41% of callers were ringing for the first time. Of the remaining 59%

- ⇒ 36% had called once before
- ⇒ 36% had called twice
- ⇒ 18% had called three times
- ⇒ 9% had called four or more times.

Referrals through social media increased to 31% this year.

The onset of COVID-19 in Australia



With the announcement of coronavirus restrictions in Victoria and elsewhere in Australia, we began receiving urgent messages from single mothers and requests for action.

Key issues

Distress and confusion about the conflicting requirements of custody arrangements and State and Territory restrictions on movements.

- ⇒ We lobbied the Family Court for a statement about how parents could deal with these issues, and for courts to develop videoconferencing, telephone and other processes to prioritise urgent cases.
- ⇒ We urged governments to recognise movements of children between houses as valid reasons to travel.
- ⇒ We researched requirements around Australia and fed the information back to single mothers, updating as new information was released.

Insufficient digital devices and internet access to support home-schooling children.

- ⇒ We worked with government and partner agencies to ensure the extent of the problem was recognised and remedies aligned with the digital inclusion index, which identifies single parent households as the fourth most disadvantaged group in our community.
- ⇒ We provided information and support to single mothers who needed assistance to access government funded data plans and hardware.
- ⇒ We worked with individual fundraisers and philanthropists to provide financial support to single mother families not eligible for other support.

‘Welcome to my world!’ Single mothers are often socially isolated and in the early days many felt as though the rest of the world was joining them. As time went on though, their isolation intensified.

- ⇒ We worked with key influencers on social media to counteract the abuse many mothers were receiving when shopping in the supermarket with their children, as they couldn’t leave them home.
- ⇒ We advocated for single mothers caring both for children and elderly parents, and for single mothers without any support for their child should they become ill.
- ⇒ We posted resources, talked with mothers and urged government to recognise the burden of parenting entirely alone, often whilst trying to maintain paid employment and home-school children.

Relief from grinding poverty and the Centrelink compliance regime.

- ⇒ We contacted the Minister for Social Security and other Federal Members of Parliament to congratulate the government on implementation of the Coronavirus Supplement and to urge continuation of a liveable income. We also commended the government on relaxing reporting requirements on those receiving JobSeeker and urged them to extend the halt to mutual obligation for JobActive and ParentsNext.
- ⇒ We celebrated the impact of the Coronavirus Supplement, which enabled single mothers to purchase fresh groceries, pay bills, have a car or whitegoods fixed and purchase warm winter clothes and shoes.
- ⇒ We urged the Federal government to extend this payment to carers, those on a disability support payment, asylum seekers, international students and others on temporary visas.

Temporary workers, international students and those seeking asylum in Australia have struggled to survive during the coronavirus pandemic. Many live in insecure and inadequate housing. As businesses closed, many had no employment and were unable to purchase food and necessities, let alone pay rent and bills.

Single mothers in these positions have urgently and repeatedly sought our help.



Tiffany's story

Tiffany and her daughters escaped family violence and moved to a rural area. She lost casual employment early in the pandemic and enrolled in a Community Services Diploma course to improve her future prospects.

Tiffany found studying at home while home-schooling her children almost impossible but had no choice. Only children of a permitted worker or those deemed by the school to be 'vulnerable' or 'at risk', were allowed to return to school. Tiffany has been through family violence and still has a current Intervention Order in place, but she is reluctant to push the issue and label her children as being 'at risk'.

With her court date delayed and no capacity for safe handovers as the school had served this purpose, the burden of care work and home schooling have fallen entirely on Tiffany as on so many single mothers.

Information requests that were representative of many single mothers:

Trying to work out rules relating to movement and shared custody during COVID restrictions.

"Thanks so much for chasing this information, and for advocating for us in general".

A new single parent asking questions about the childcare subsidy and vaccination rules.

"Thank you for taking the time to reply with the facts and with non-judgment."

A mum with a disability, poor internet access and no social support.

"I was coping ok until last night when I saw a report that said we may have to live this way for 3 months or more. That was the straw that finally broke me. My daughter is missing the social side of school immensely. I've been trying so hard to keep things interesting but without decent access to the internet I can only do so much. Thank you for trying to help us with the Wi-Fi. I appreciate you taking the time for us. It means a lot as I have been feeling forgotten about with so many services being closed & everyone at home in lockdown."

Years of struggle in the Family Court, trying to have medical evidence of the abuse of her child recognised.

"I have finally been successful in obtaining a 5 year IVO and removal of the family court orders.

The magistrate was appalled that the police had themselves 'excused' from my IVO (the child's father and abuser is a police officer) and that I had to do it all myself. As the magistrate said "they have no right to do that..." but there you go, they did it anyway.

Gaetano is only 7 but the harm is done. He suffers nightmares and is alternately terrified and aggressive and I have only a small window of time to help repair the damage done.

It just isn't good enough. I am hopeful that our children as adults will find a way to get an apology and compensation from the courts and our government.

In the meantime, thank you for your support and advocacy."



**FAMILY COURT
OF AUSTRALIA**

Council of Single Mothers and their Children Inc. 2019-2020 Financial Report

Balance sheet for the year ended 30 June 2020

	NOTE	2020 (\$)	2019 (\$)
Assets			
Current Assets			
Cash & cash equivalents	2	193,113	135,041
Term deposits	2	125,000	125,000
Non-Current Assets			
Office furniture & equipment	3	2,225	3,137
Total Assets		320,338	263,178
Current Liabilities			
Trade & other payables	4	9,193	14,754
Grants in advance	5	115,992	170,412
Provision for staff leave	6	62,583	46,688
Total Current Liabilities		187,768	231,854
Net Assets		132,570	31,324
Total Equity		132,570	31,324

Income statement for the year ended 30 June 2020

	NOTE	2020 (\$)	2019 (\$)
INCOME			
DHHS core funding		238,904	223,888
Donations & bequests		43,547	34,643
Grants		191,255	97,617
Interest received		2,456	2,722
Sundry income		55	314
TOTAL INCOME		476,217	359,184
EXPENSE			
Audit & finance fees		2,155	2,061
Board & volunteer expenses		827	504
Depreciation & losses on disposal		912	1,384
Fundraising ER distribution & expenses		973	4,933
Occupancy costs / office overheads		35,146	30,896
Planning & publicity		7,959	7,188
Project grant expenditure		191,255	97,617
Staffing costs		224,889	194,393
Stronger Together newsletter		1,633	4,548
TOTAL EXPENSE		465,749	343,524
PROFIT FOR YEAR		10,468	15,660
Plus Other COVID-19 Income			
Cash Flow Boost		22,491	-
JobKeeper payments		66,000	-
Rent relief		2,288	-
Total Other COVID-19 Income		90,779	-
NET PROFIT /(LOSS)		101,247	15,660

Council of Single Mothers and their Children Inc. 2019-2020 Financial Report

Statement of changes in equity for the year ended 30 June 2020

	Retained surplus (\$)	Total (\$)
Balance at 1 July 2018	15,663	15,663
Surplus/(deficit) for the year	15,660	15,660
Balance at 30 June 2019	31,323	31,323
Balance at 1 July 2019	31,323	31,323
Surplus/(deficit) for the year	101,247	101,247
Balance at 30 June 2020	132,570	132,570

Statement of cash flows for the year ended 30 June 2020

	NOTE	2020 (\$)	2019 (\$)
Cash from operating activities			
Receipts from customers		562,890	356,462
Payments to suppliers & employees		(508,924)	(215,327)
Interest paid		2,456	2,722
Net cash provided by/(used in) operating activities	7(b)	56,422	143,857
Cash flows from investing activities			
Payment for plant & equipment		-	-
Payments for investments		-	(50,000)
Cash flows from investing activities		-	(50,000)
Net increase/(decrease) in cash held		56,422	93,857
Cash at beginning of financial year		135,041	41,184
Cash at end of financial year	7(a)	191,463	135,041

The accompanying notes form part of these financial reports

Notes to the financial statements for the year ended 30 June 2020

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 Reform Act 2012 (Victoria) and the Australian Charities and Not-for-profits Commission Act 2012. The Board has determined that the association is not a reporting entity. These financial statements have been prepared in accordance with following Australian Accounting Standards:

AASB 101	Presentation of Financial Statements
AASB 107	Statement of Cash Flows
AASB 108	Accounting Policies, Changes in Accounting Estimates and Errors
AASB 1031	Materiality
AASB 1048	Interpretation of Standards
AASB 1054	Australian Additional Disclosures

The financial statements have been prepared on an accrual basis and are based on historical cost and do not take into account changing money values except where specifically stated.

The full statement of accounting policies and the Auditors Report from Alkemade & Associates, are available on request.

Council of Single Mothers and their Children Inc. 2019-2020 Financial Report

Notes to the financial statements for the year ended 30 June 2020 cont'd.

	2020	2019
	(\$)	(\$)
2. Cash and cash equivalents		
Cash on hand	323	108
Cash at bank	192,790	134,933
Term deposits	125,000	125,000
	318,113	260,041
3. Office furniture and equipment		
Office furniture & equipment at cost	17,559	17,559
Less accumulated depreciation	(15,334)	(14,422)
	2,225	3,137
4. Trade & other payables		
Trade payables	6,211	3,322
GST payable	-	4,781
Payroll liabilities payable - superannuation, PAYG, union fees	2,982	6,651
	9,193	14,754
5. Grants in advance		
CISVic Emergency Relief (DSS)	3,596	28
DHHS Pathways to Family Violence Work	12,093	8,708
Gandel Philanthropy	-	21,050
Victorian Government Gender Equality Capacity Building	3,270	9,930
Phyllis Connor Memorial Trust	57,096	72,692
Ross Trust Emergency Relief	34,543	29,984
Ross Trust Capacity Building	-	18,848
Victorian State Government - Business Support Fund	5,394	-
Victorian Women's Trust	-	8,516
Westpac Foundation	-	656
	115,992	170,412
6. Employee provisions		
Annual leave	39,574	33,053
Long service leave	16,009	13,635
Personal sick leave	7,000	-
	62,583	46,688
7. Cash flow information		
(a) Reconciliation of cash		
Cash on hand	191,463	135,041
(b) Reconciliation of cash flow from operations with net profit		
Profit/(loss) from ordinary activities	101,247	15,660
Depreciation	912	1,384
Changes in assets & liabilities	-	-
Increase/(decrease) in trade creditors	(1,650)	-
Increase/(decrease) in trade creditors	3,078	1,633
Increase/(decrease) in other creditor & accrued liabilities	(63,060)	124,454
Increase/(decrease) in provisions	15,895	726
Cash flows from operations	56,422	143,857

Thank you

Council of Single Mothers and their Children receives invaluable support from the Victorian Government and charitable trusts and foundations who together enable us to deliver our Support Line and undertake policy work, expand our organisational capacity and grow our reach to single mothers and their children in diverse situations, locations and cultures. We thank them all.



We value and appreciate the individuals, networks and organisations who collaborate with us or donate funds, time, resources and skills to support our work with and on behalf of single mother families.

We give our heartfelt thanks to:

- ◆ ACOSS and VCOSS
- ◆ All our donors, large and smaller, who make our work possible
- ◆ Current and recent Board members for their time and expertise
- ◆ Centre for Excellence Child and Family Welfare and members of the Treating Families Fairly Network
- ◆ Circus Oz for free tickets for single mother families
- ◆ Clare Duggan for use of Agnes's Cottage for our members
- ◆ Community Information & Support Victoria (CISVic)
- ◆ Department of Social Services for emergency relief funds
- ◆ Gabrielle Williams, MP - Minister for Women
- ◆ Tech for Families fundraiser who raised funds to support single mothers' tech needs arising from COVID-19
- ◆ Office for Women
- ◆ Placement students – Lyn Robotham and Masa Mikola
- ◆ R.E. Ross Trust for a special COVID-19 grant
- ◆ Suzanne Baker, CSMC delegate on the Board of Fair Go for Pensioners Coalition and policy volunteer
- ◆ Tabitha Diaz, for probono Salesforce expertise
- ◆ Terese Edwards, CEO of the National Council of Single Mothers and their Children
- ◆ Thatch at Pretentia, for going above and beyond in website & social media support
- ◆ Thriving Communities Partnership
- ◆ Lant3k IT Solutions, for support beyond their contract
- ◆ Toorak Op Shop for a generous donation
- ◆ Victorian government and the Department of Health and Human Services
- ◆ Volunteers and members whose work and comments are always invaluable.

Image attributions

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Single mothers' names have been changed in all stories to respect their privacy.



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