



2023

ANNUAL REPORT

Connecting • Inspiring • Learning

Shaniqua, Rosavia
and Posie Mae



Shaniqua

“

My name is Shaniqua and I am 19 years of age. I joined Zoe Support in May of 2022 and have loved every minute of being a part of the organisation!

I attend most playgroups and as many programs as I possibly can as I can see a positive impact on both myself and my daughter when I do attend. My daughter is 12 months old. Her name is Posie-Mae. I have seen such a positive impact on her social skills since attending programs and playgroups.

Zoe Support has helped me in many ways including fuel vouchers, food relief, documentation support, mental health support and much more. My life before attending Zoe Support was quite hard. They offered

safe transportation for both myself and bubs whenever needed. I didn't have my license when joining so, before having the option to call one of the ladies to help with a lift, I would have to either walk around town or wait extended periods of times for a bus.

I don't know where I'd be today if it wasn't for Zoe Support's help. They are such an amazing organisation and we are so very lucky to have an amazing team of beautiful, supportive individuals.

”



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Welcome Introduction of our Chair



...much of the drive and commitment to grow the organisation over that time has come from many volunteers, a small group of key staff and most importantly, the vision, passion and energy of founder Anne Webster and her family.

I am pleased to present the Annual Report on behalf of the Board for 2023 and acknowledge that this year marks the 10th anniversary of the formation of Zoe Support Australia.

This milestone is a significant achievement, as much of the drive and commitment to grow the organisation over that time has come from many volunteers, a small group of key staff and most importantly, the vision, passion and energy of founder Anne Webster and her family.



2023 has been a year of stabilisation after COVID, with the organisation reinvigorating many face-to-face services and programs. This, in turn, has led to an increase in client numbers and the need to introduce more flexible supports, and explore new partnerships and funding opportunities.

Well done to our CEO, Merinda, who continues to lead the organisation with expertise and passion, devoting countless hours to ensure that programs and services are matched to the needs of mothers and their families. Thanks also to Jess who works tirelessly to seek funding opportunities and provides key support to Merinda and the organisation.

To all our current staff members and volunteers – A very big THANK YOU! Your continued commitment and work on behalf of the organisation is vital in ensuring our mothers and their families are well-supported. 2023 has seen a number of changes of staff and I extend best wishes to those who have moved on to other opportunities.

Thank you to our young mums and their families for engaging with Zoe Support and I trust that as an organisation we are continuing to offer programs and services that meet your needs.

I also thank my fellow Directors, who remain committed to delivering the outcomes contained in the Zoe Support Australia Strategic Plan, and to continually improving the programs and services offered for young mums and their families.

A challenge for the organisation at the moment is securing the future of the Little Sprouts Op Shop. This is a key resource both for young mums and the wider community, but is at risk due to lack of sustainable funding.

Moving forward, a key priority of the Board is to develop a new Strategic Plan to guide the organisation over the next four years. The plan will be developed in conjunction with staff and volunteers and is expected to be completed before the end of 2023.

The 2023 Annual Report highlights the great work of Zoe Support throughout this year and celebrates the achievements of this vital community service over the last 10 years.

Gary Green
Chair



Acacia
and Cain

Acacia

“

My name is Acacia and my son Cain is 2 and a half. I started at Zoe Support back in 2019 at age 17 when I found out I was pregnant with my son.

I disengaged in the service early 2021 when I moved away with my son and re-engaged when I moved back to Mildura in 2022.

Since becoming pregnant, not just myself but my son have gone through quite a lot, including domestic and family violence, unstable housing, and severe mental health issues (Cain is undergoing testing for ASD and I myself was diagnosed with BPD in 2022).

During this whole period, Zoe Support has been the biggest and most helpful support service available to me. Through Zoe Support, I have an amazing IFS worker who has supported me through a lot of mine and Cain's struggles. I have a great connection with her and she understands me so well. She has continuously supported me to do things out of my comfort zone, such as attending playgroups and other programs that Zoe Support holds for mums, which in turn has helped me so much with my social anxiety, and also benefits the relationship and bond I have with my son. We have continuously been supported with our mental and physical health, housing and financial issues, parenting, transport, daycare, and so much more. Cain and I are extremely lucky we have access to this support service and are so grateful to all the staff for making it what it is.

”





Message from our CEO

As I reflect on another year at Zoe Support Australia, I am excited to be able to share that it has now been 10 years since we opened our first centre! What we have achieved over the past ten years would not have been possible without our founder Dr Anne Webster's vision and compassion to support young mothers in Mildura.

I joined the Zoe Support team in 2013 which was 100% volunteer managed at the time with one centre supporting a small group of young mothers.

Over the past 10 years, we have established four centres and a social enterprise, Little Sprouts Op Shop. The continued success of the Zoe Support model would not be possible without our dedicated team of volunteers, board directors and staff who, as always, I cannot thank enough!

It has now been three years since I accepted the role as CEO from our Board of Directors, and our ongoing partnership with Department of Families, Fairness and Housing is heading in to its fourth year. We maintained accreditation at our mid-cycle review held in September 2023, meeting both Human Services and QIC Health and Community Services Standards. We continue to grow in this space, which is aligning with our vision statement to break cycles of welfare-dependence, increase mother-child attachment and family stability, improve mental health and physical wellbeing, decrease incidents of family violence and substance abuse, engage in higher education and find employment.

I have been privileged to be able to attend several conferences this year due to scholarships and philanthropic grant funding which have supported leadership growth. These were, Not-for-Profit People

“

The continued success of the Zoe Support model would not be possible without our dedicated team of volunteers, board directors and staff who, as always, I cannot thank enough!

conference in Melbourne, the Early Childhood Australia reconciliation symposium, ACFE Learn Local conference, and the Family Day Care National conference where I also took our Family Day Care Educators and Program Manager. Ongoing professional development and training continue to be at the forefront of my mind to ensure staff and volunteers are provided with required support and skills to achieve best outcomes for our clients and their families.

Over the past 12 months we have been provided with a range of media opportunities which have recognised the strength of the Zoe Support model, including local newspaper articles; a partnership with Southern Cross Austereo for free advertising for 12 months; an interview on the ABC Triple J Hack program and spotlight on their social media accounts; interviews on our local ABC radio; an article in Family Day Care Australia Jigsaw magazine and opportunity to deliver a presentation on our organisation to an engineering company Mott MacDonald in Melbourne who facilitated a fundraiser for Zoe Support.

Each November we hold a Service and Program evaluation and ask for feedback from all staff, volunteers and clients. From this evaluation, we update our Quality Improvement Plan which is then reviewed each month. Over the last 12 months we have implemented a number of actions from this plan. Ensuring we all have a voice in how our services operate is a vital resource to guarantee we can continue to implement a safe and evidence-based model. I would like to take this opportunity to thank all those who contributed to these surveys and evaluations. We could not do what

we do without this feedback and continued dedication to the services we provide. Over the next 12 months we will be reviewing and updating our strategic priorities for the next 3-5 years to ensure that we can continue to grow and remain financially sustainable while aligning with our purpose and vision.

“What we are most proud of at Zoe Support is the impact we see in the daily lives of the mothers and children we support.”

Recently I reached out to five past Zoe young mothers to ask if they would be part of our 10 year celebration and a local newspaper story on inspirational people showing courage through adversity. These five mothers are all willing to share their story and believe that Zoe Support changed their life.

*‘Zoe is one of the biggest reasons I have been able to make it where we are today,’
Prue Dodemaide.*

‘Zoe really did change my life trajectory. I am forever grateful and very proud of all Zoe staff,’ Amber Rose Patterson.

What we are most proud of at Zoe Support is the impact we see in the daily lives of the mothers and children we support. Some of our current clients have shared their stories which you can read within the report. You will also be able to read about the range of services and programs we have provided to our clients over the past year which have contributed to improvements in the health and wellbeing of young mothers and children in Mildura.

Merinda Robertson
CEO



Our Vision

Zoe Support Australia is a dynamic and compassionate Community Service Organisation with a vision of Connecting, Inspiring, Learning.

We understand that young mothers are extremely vulnerable when lacking the dedicated and practical support needed to raise happy, healthy children, making them more susceptible to financial difficulties and social isolation, and less likely to engage in education.

Connecting

Zoe Support Australia aims to connect clients with specialised case workers, services, volunteers, mentors and other young mothers in order to relieve the isolation that often comes with being a young mother. This is achieved through advocacy and removing barriers to participate in social programs.

Inspiring

Zoe Support Australia aims to inspire young mothers through their Life Journey Plan where they can determine parenting, education and employment goals for themselves and their children and be supported to achieve these aspirations. The community of young mothers at Zoe Support Australia inspire and support each other to dream big and take steps towards success.

Learning

Zoe Support Australia understands that engaging in lifelong learning enables higher education and employment outcomes and assists young mothers to become financially secure, breaking cycles of welfare dependence. Through case management, advocacy, tutoring and resource support, Zoe Support Australia assists mothers to participate in pre-accredited and accredited education to create better lives for themselves and their children.

Strategic Priorities

SHIFT	Thriving
OBJECTIVE	A fully funded organisation which is accredited and recognised as a valuable resource. Zoe is breaking the welfare dependence cycle and looking at ways to innovate and expand the model to introduce new initiatives.
INDICATORS	• Diversified funding from government and non-government entities • Influential and recognised by government and the community • Holistic, and transferable model • Quality evidenced based outcomes • Inter-generational disadvantage is being reduced

SHIFT	Well-connected, stable model
OBJECTIVE	A cohesive organisation that works more efficiently, has stable staffing and volunteers that want to work at Zoe, and a wraparound service that meets the needs of families.
INDICATORS	• Greater connection and collaboration between Zoe's staff across different sites • Integration of services, case management and programs • Community of belonging and unity • Capacity building for staff, improving efficiency and effectiveness

SHIFT	Recognised and Scalable
OBJECTIVE	A proven and recognised model with great governance and easily replicable, helping young mothers beyond home, state and nation.
INDICATORS	• Government, providers, business, entrepreneurs and media seeking partnerships with Zoe • Great storytelling to inspire others • Reduced welfare dependency • Greater impact around Australia and the world

SHIFT	Holistic
OBJECTIVE	Reducing the intergenerational disadvantage by supporting more young mothers' lives through a wraparound model with no service gaps and meeting young mothers' needs.
INDICATORS	• Increased parenting skills • Young mothers engaged with their community • Minimising welfare dependency • Mothers engaging in lifelong learning • Safe and healthy young families by reducing indicators of Risk



2022/2023 Events

**JULY
22**

Cultural Training at First People of Millewa Mallee
Staff & Volunteers
Mildura
(funded through Bank Australia Impact Grant)

**AUG
22**

ACFE Learn Local Conference
Merinda & Jess
Melbourne
(Funded by ACFE)



**SEPT
22**

Family Day Care Australia National Conference
Merinda, Jess, Karen, Heather, Simone
Hobart
(Funded through Foundation of Graduates in Early Childhood Studies Warrawong Professional Learning Grant)



**OCT
22**

Mildura Early Years Conference
Kylie
Mildura

**NOV
22**

CCI Giving Community Partners Event
Merinda & Jess
Melbourne

**FEB
23**

Not-For-Profit People Conference
Merinda
Melbourne
(funded through a NFP People Scholarship)

**JUNE
23**

Early Childhood Australia Reconciliation Symposium
Merinda
Hobart
(funded through an ECA Reconciliation Symposium scholarship)





Alexandra
and Sage

Alexandra

“

Motherhood in itself is unlike any other challenge, but probably one of the most rewarding. I was a young mum at 21. I came to be a member of Zoe Support referred by my child-nurse in August 2022, as I have a very small support system, and was quite often house-bound. It was one of the best recommendations yet.

They are one of the most welcoming and wonderful groups of women. I have received a lot of help through these ladies. They have in the past taken care of my Food Handlers & Barista certificates to help build my resume for work. The carers have gone over and

above for us and make it an incredibly safe, warm and kind environment; they answer any questions I have too.

I've also been very fortunate to start Sage's swimming lessons through Zoe as well when she was about 18 months (she's 2 now, still continuing swimming and being her cheeky self).

One of the positives of motherhood is being able to see how she changes and is becoming her own person, putting together her likes and dislikes. It's rewarding to wake up to her everyday shining brighter than the day before.

”

Service Delivery & Our Team

In working with young mothers over the years, we have come to realise that young and teenage motherhood comes with a whole range of complexities that act as barriers for them to engage in services, social programs, education and employment.

Coupled with these individual barriers are a number of regional disadvantages: Mildura is the fifth most disadvantaged LGA in Victoria, 70% of residents hold a Health Care Card and 54.7% of adults have not completed Year 12. Many of our clients also have self-disclosed backgrounds of child protection involvement, substance abuse, family violence, mental health and generational welfare-dependency, and many are single parents with minimal family, financial or transport support. In the past year, we have seen a significant increase in need for our services along with many more serious concerns for families, including homelessness, and cost of living pressures. To put it into perspective, in 2022, we averaged 2 new clients per month; in 2023, we had 20 new clients referred in the first two months of the year alone.

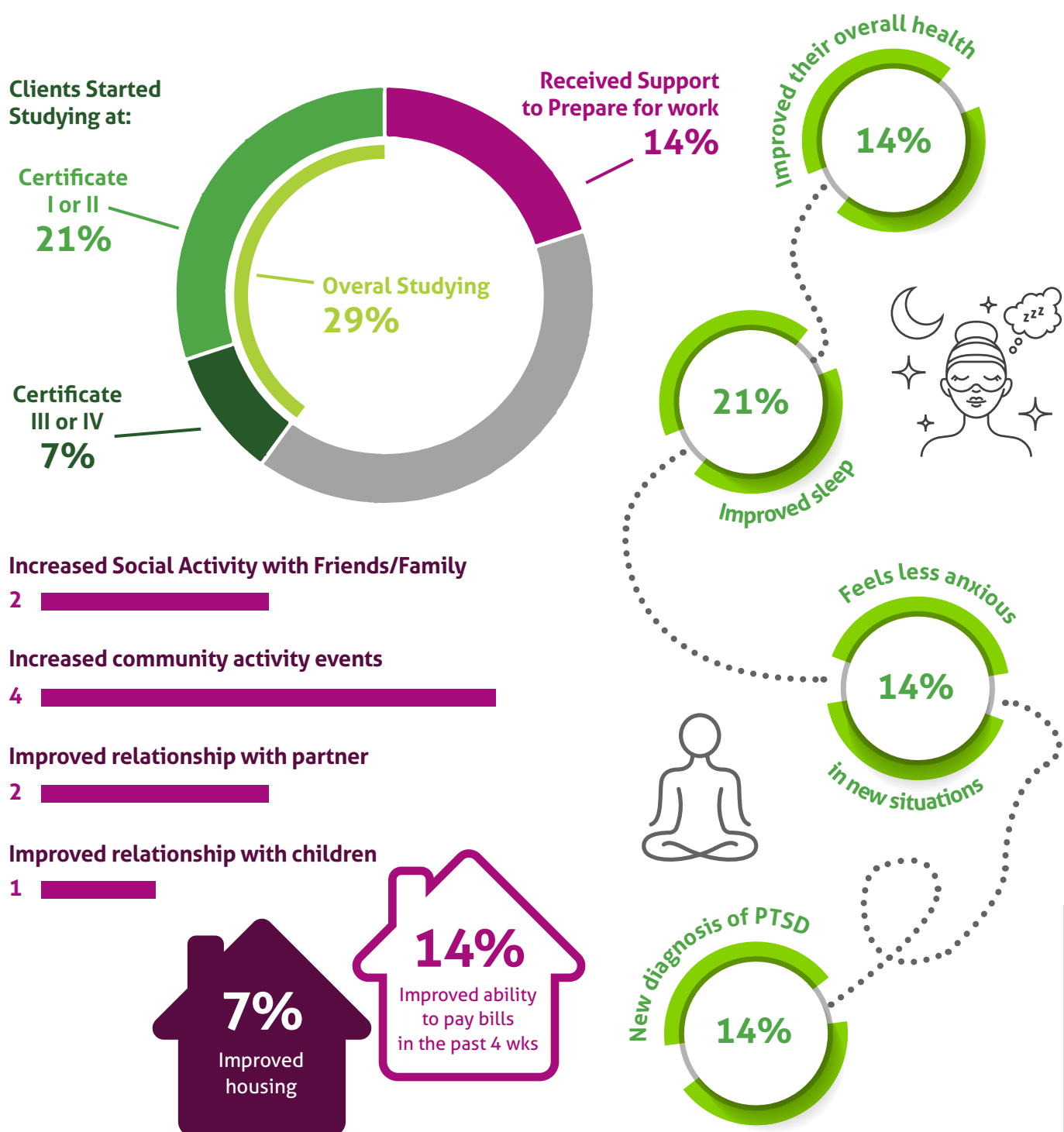
To support these families, we currently offer:

- Integrated family services
- Family Day Care
- Daily transport
- Practical and housing assistance, including provision of food, clothing, furniture and baby items through the generous donations of community members at our social enterprise, Little Sprouts Op Shop
- Referrals to specialised services and advocacy support
- Study hubs with computers, internet and printing, along with tutoring support
- Daily skill-based programs. We are a Learn Local provider and offer our mothers a range of pre-accredited programs including, cooking, baking, art, vehicle maintenance, wellbeing and job readiness.
- Weekly supported playgroup
- Social programs for mothers and children
- Any other wraparound support that a mother or family might need to improve their wellbeing and family stability, including support to attend appointments, access education, secure housing, support the development of their children and access mental health support

Through these services, we have seen significant improvements in the lives of the mothers we support and their children to achieve their wellbeing, education and employment goals.

Social Wellbeing Survey Comparison

January 2023 – May 2023 • 14 clients completed both surveys





Support to feel comfortable to seek further assistance



Referral to a mental health professional



Support to engage in programs to build confidence



Providing a safe space to make social connections



Providing food, clothing or other supplies to alleviate pressure on family



Providing a culturally safe environment



Providing mental health info sessions



Providing transport to attend appointments



Coordinating childcare



Feedback

Feedback published as provided by clients



Zoe support has helped me be more open and able to talk with new people without feeling overwhelmed

Zoe have been a great help with getting me to and from appointments.

I feel comfortable talking about situations that I am struggling with at the time

Such an amazing service and I have no idea where I'd be without it. No improvement needed.

No complaints at all, been pretty happy for the time sage and I have been apart of Zoe support programs. :)

Child care works around when I need the kids in for when I'm at school

I wouldn't change anything, Zoe support is doing amazing!

Zoe support has helped me in many ways... daycare, play group and also with baby items such as car seats, cot, blankets, clothes etc :)

I'm not to sure, transport really helped

Our Journey through a decade at Zoe Support



**Purchased
270 Deakin
Avenue**

Achieved registration

as a Community Service
Organisation under
the Children Youth and
Families Act 2005

Began the Integrated
Family Services program
funded through
Department Family
Fairness and Housing

Winner

HESTA Impact Awards for
Outstanding organisation

Winner Vic Health
Victorian Health
Promotion Award –
Driving Health Equity

Third vehicle purchased
for transport – Toyota
Tarago

20
18

20
19

20
20

20
21

20
22

20
23

Opened Little Sprouts Op Shop Café

Established partnership
with Anglicare Victoria
implementing the Early
Help Program

Zoe Support Australia
trademarked

Achieved Accreditation

under the QIC Governance
and Human Services
Standards

Winner Victorian Early
Years Awards – Supporting
parents to build their
confidence and capacity

Winner Community
Achievement Awards for
Regional Victoria

**Client
numbers
102**

Staff & Volunteer Feedback



Volunteer
Week

Volunteer

November 2022 - 4 Responses

Why did you decide to start/ continue volunteering at Zoe Support in 2022?

“

Because I believe Zoe Support is an extremely important organisation and as I'm retired have the time to help in any way that's needed.

I enjoy helping

Saw article in the local paper and really grateful that girls were given opportunities to be supported and further their education and role as mothers.

I thought the program was worth supporting

Overall, how supported do you feel in your volunteer position at Zoe Support Australia?



Staff

November 2022 - 13 Responses

What has been the highlight for you working at Zoe Support in 2022?

“ The clients and support I have from colleagues.

Seeing the clients make friendship groups and continuing these groups outside of Zoe

Friends and staff support



Seeing clients attended programs increasing. Continued funding to be able to support these programs

My highlight for 2022 would have to be how welcoming the Zoe Support Staff, Educators, Volunteers, Zoe Support Mum's and children have been towards me.



Seeing mums back at programs, having staff, volunteers, clients and children back onsite, networking opportunities in Melbourne at conferences and in Hobart at FDC Conference, seeing mums grow in confidence to enrol in education or go for a job. The amount of community support we have received with people wanting to offer services and workshops for our mums. Team building workshop.

I have no particular highlight. I am very grateful for those who continue to seek funding and marvel at your continuing efforts to just keep going and keep trying and always just getting us over the line.



Meeting new mums and bubs and listening to them and how their journey has been impacted by Zoe Support.

Our Year In Numbers

32
Referalls

102

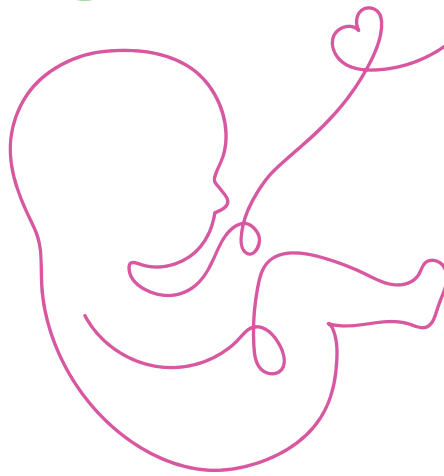
Client/Family
numbers including
closed clients

36

Client Closures

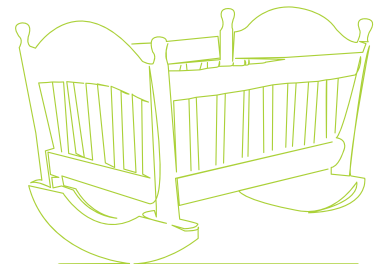
30

St Kilda Mums
resources provided



27

Number of
births



21

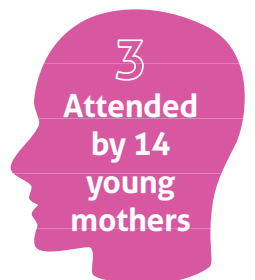
Baby Items

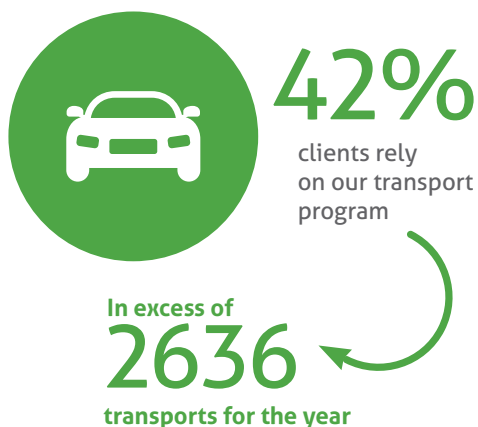


Mental Health
information Sessions

3

Attended
by 14
young
mothers



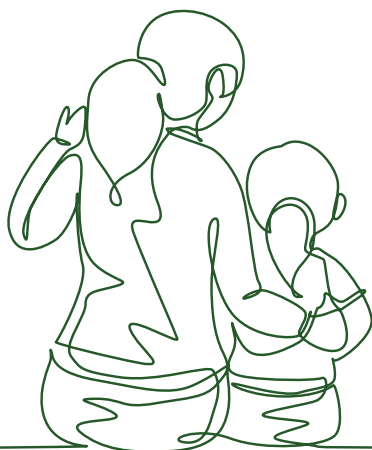


187 Food Packages

92 Grocery Vouchers

15 Furniture Donations Delivered

10 Housing Packages

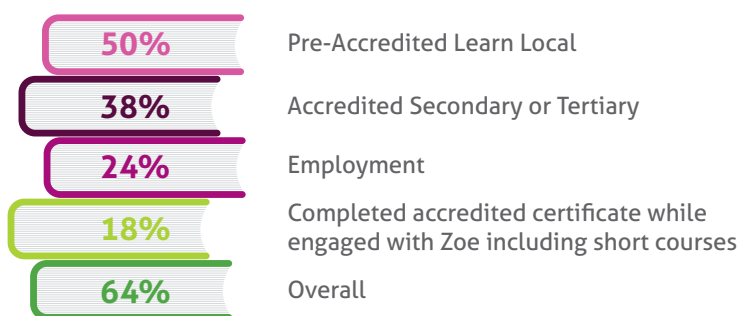


Integrated family service families supported

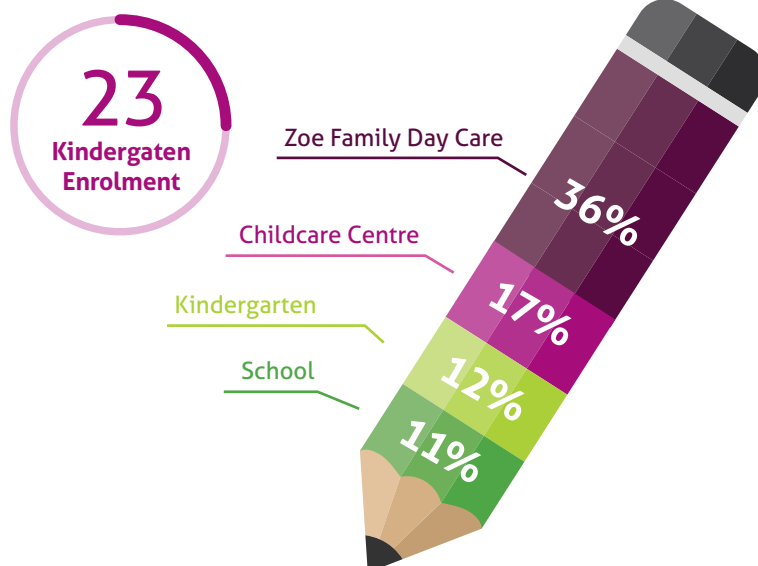
29 Families with
2404 hours!

Education

Education Outcomes in 2022-23



Early Years Education







Programs

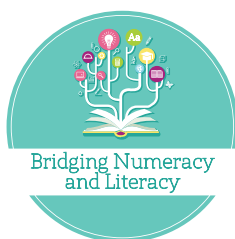
Our daily skills-based and social programs were vital to our service delivery again this year, providing opportunity for mothers to learn new skills and build valuable friendships.

In total, we had 138 enrolments across 14 programs offered July 2022 – June 2023 with some clients enrolling in multiple programs.

Client feedback collected through an online survey in May 2023 demonstrated the impact of these programs:

- “...attending...programs that Zoe Support holds for mums, which in turn has helped me so much with my social anxiety, and also benefits the relationship and bond I have with my son.”
- “I attend most playgroups and as many programs as I possibly can as I can see a positive impact on both myself and my daughter when I do attend.”
- “They supported me...being able to leave my house again as I struggle with mental health also...[they] made sure I was comfortable when coming back to the programs...they help[ed] me believe in myself and my capabilities of being a mother.”

Our programs have been supported by both Victorian government funding through our status as an ACFE Learn Local Provider and philanthropic grants, with thanks to Coca Cola Foundation Australia Employee Connected Grant, Flight Centre Foundation Giving Grant, VicHealth JumpStart! Program, Catholic Care Insurance Giving, and Foundation of Graduates in Early Childhood Studies Forest Hill Grant.



Bridging Literacy & Numeracy provided opportunity for clients to build their resumes, practise their reading, writing and budgeting skills and seek support with their accredited studies or employment journey.



Contemporary Cakes taught clients a variety of baking skills and techniques, including cake decoration and desserts for family meals. Some of our highlights were Easter cakes, strawberry cheesecake, churros, apple crumble and pink velvet donuts, just to name a few. This program also hosted a Cancer Council Biggest Morning Tea fundraiser in May, baking a variety of sweet and savoury treats to raise funds for vital cancer research.





Creative Connections provided a range of art projects and techniques for clients to build their artistic skills. Some of the highlights have been oil pastels and water colours; collage; painting; making beauty products using natural and organic ingredients; making dried floral wreaths; and candle-making.



Earth to Table taught clients a variety of affordable, healthy family meals. We used produce from our kitchen gardens onsite at our Zoe Centres and supported mothers to use a range of produce and ingredients. Some of the highlights have been curried sausages, crispy chicken parmesan, fried rice, shepherd's pie, one pot spaghetti and an excursion to the supermarket to complete a pantry challenge.

Intro to Wellbeing

Intro to Wellbeing provided a variety of workshops for clients about physical and mental health and wellbeing. We have had amazing guest speakers to provide in-depth and specialised information to clients. Some of the highlights have been Council nurses providing infant and toddler sleep settling information sessions; personal stylists and life coaches providing confidence and parenting workshops; gym sessions; group yoga sessions; Mildura Base Hospital mental health practitioners providing information sessions on mental health, perinatal mental health and family violence; and Sunraysia Community Health nurses providing information on women's health.



Intro to Retail was held onsite at Little Sprouts to provide a hands-on learning experience in the hospitality and retail environment. Clients served customers, learned how to use the coffee machine, assisted with re-stocking and displays in the shop and built their confidence to develop a resume and apply for work.



LEAP Into Beauty was a short course that provided clients with an introduction to the beauty industry as a career pathway. The course included an excursion to the SuniTAFE Beauty School for a tour and demonstration, makeup demonstrations from local makeup artists and opportunity to make natural beauty products.

LEAP into Industry & Job Readiness

LEAP Into Industry & LEAP Into Job Readiness were two short courses that offered clients an opportunity to understand the local jobs available and how to secure employment. During these programs, we were fortunate to have some of our past Zoe Support clients come back to share their journeys into working in various industries, including nursing, community services and childcare. These programs also included an excursion to the Mildura Jobs Fair and onsite resume writing support from employment service Workforce Partners Australia.



Vehicle Maintenance was a short course that provided opportunity for mothers to learn the basics of vehicle maintenance including how to change a tyre, check oil and water, check tyre pressure and how to keep up with scheduled maintenance.



Our supported playgroup program is an essential first contact for mothers and children to access the wraparound services offered at Zoe Support. It also helps combat the social exclusion often experienced by young mothers and children, building relationships amongst young women in similar situations and the volunteers and staff who become mentors. An online survey completed by clients in November 2022 showed that the Zoe Support Playgroup program is the most utilised service we offer. In the 2022/23 FY, we had 34 mothers and 50 children participate in our Playgroup program.

Zoe Support playgroup provides stimulating activities that meet the National Early Years framework, based on seasonal themes and events; hosts guests from a variety of community organisations to provide activities; and provides transport for mothers and children to attend on the Zoe Butterfly Buses.

Our Playgroup program also provides volunteering opportunities for community members; we currently have a team of four who volunteer with us every week at Playgroup, helping to set up, run activities and make morning tea. Our volunteers provide a warm and welcoming environment for young mothers and show genuine care for the children who come along every week, building positive relationships with the families we support.



Through generous philanthropic funding from the VicHealth JumpStart! Program and Forest Hill grant program, we were able to offer swimming lessons at First Stroke Swim School for our clients and children in Term 4 2022 and Term 1 2023. In total, we had 16 mothers and 16 children participate in swimming.



Little Sprouts Op Shop

It was another big year at Little Sprouts Op Shop. After receiving word from the owners of the Pine Avenue site that they wanted to redevelop the property meaning we had to vacate, we undertook the mammoth task of securing a new location and moving our premises into a shop space in the Langtree Mall.

In August 2022, our amazing team of Little Sprouts staff and volunteers packed up all of our stock and set up shop at 75a Langtree Mall. Through these efforts, we were up and running in no time, being closed for about two weeks in total during the move. We would like to take this opportunity to thank the Mildura City Heart team who put us in touch with our current landlord, helping us to secure the new premises.

While the move has meant that we no longer have a café onsite, the new location in the mall has certainly increased foot traffic into the store where we continue to sell quality secondhand baby and children's items, carefully sorted and presented by our staff and volunteers. We also have a feeding and changing room onsite that can be accessed by the public, one of the only changing facilities available in the Mildura City Heart shopping precinct, a valuable service for the Mildura community.

In October 2022, we had a record month of sales, taking just over \$3000, which was very encouraging for the team. While sales have remained steady since our move, we still require a certain amount of philanthropic funding to keep the doors open. This financial year, Little Sprouts was generously supported by funding from the Ian Potter Foundation, Foundation for Rural Regional Renewal ANZ Seeds of Renewal Program, HV McKay Charitable Trust and WDEA Works Foundation.

We also want to thank our wonderful team of dedicated volunteers, without whom we could not do what we do at Little Sprouts!



262	Volunteer attendances
390	Client product collection
397	Local community donations
128	Baby change facility
118	Breast feeding area

Little Sprouts Op Shop Community Survey

In October 2022, we held a community survey asking for feedback from our customers:

It's great to have a second hand store that's just for kids and has the clothes sorted into sizes. It's good the money is going back into the community as well. This is very important to me and I like to shop for this reason.

It's important for a couple of reasons. Excellent clothing at very cheap prices to help those on low incomes, the proceeds go to a fantastic local cause and it also provides training and employment opportunities for young Mums.

Yes it benefits our community greatly by providing great quality reasonably priced second hand items! Most op shops don't sort baby clothes and Little Sprouts has everything set up wonderfully by size and category which makes it so easy to shop. Having a parent room right in the mall is also fantastic.

Extremely important for the community to help young families and reduce waste

So many clothing items go to waste. This is an amazing way to create circular buying. The prices are so affordable which means everyone has access to affordable clothing.

Affordable items. Easy to donate to give back to the community. Proceeds help support young mums. Great community.

Sustainability - reducing clothes waste to land fill. Great quality pre loved clothes at affordable prices - great cost saving option for families. Benefits to those who work and learn through the shop. Financial benefit as money remains and supports those in the community."

Always very helpful and friendly staff. Most often I can find what I am in need of (and more). It is this, and the reasonable prices, which keep me coming back. It is such a great idea to have this type of store in a community!"

Board of Directors



Gary Green - Chair

Gary has a strong commitment to improving outcomes for young people and schools. He has worked in the education sector for over 30 years in various roles since completing his Education degree, including principal for over 20 years. He has been State Councillor with the Victorian Principal Association, and Chair of several other Principal Associations. He was the Youth Coordinator for Mildura Rural City Council and coordinated the FLO Connect Reengagement Centre. He is now semi-retired and became the Chair of the Zoe Support Australia Board in March 2022.



Heather Young - Secretary - Resigned from June 2023

Heather volunteered for Zoe Support attending Playgroup for 12 months before moving into the role of Family Day Care Educator. She is a Board Director and has carried the role of Secretary since 2017. Heather has completed a Diploma of Community Services and has been a therapeutic foster carer with Mallee Family Care for 15 years. Heather works as a Zoe Support Australia Family Day Care Educator.



Philip Webster - Director

Philip is a specialist general medical practitioner who has worked in a family practice in Mildura for more than 40 years. Philip brings extensive governance skills and medical and community knowledge to the board. He has served on several NFP Boards, as a Director and Chair, and on Audit and Risk Committees. Philip is a graduate of the Australian Institute of Company Directors and is currently appointed to the Credentialing Committee for Mildura Base Public Hospital. Philip was the inaugural Chair of Zoe Support Australia Board from 2012-2022.



Jenny Garonne - Director

Jenny has significant business, community and regional development experience through leadership positions held in local, state and federal governments over the last 25 years. She has also been involved in many Board positions and is a Member of the Australian Institute of Company Directors. Jenny's qualifications include an Executive Masters in Public Administration and she is a Fellow CPA.



Bethany Scholar - Director

Bethany has been working with Zoe Support since 2013 in a volunteer and behind-the-scenes capacity. As a qualified creative, she has designed each logo concept, brochure, pamphlet, website and photography that underpins the Zoe Support brand identity. More recently, Bethany completed her law degree at Deakin University, now working as a solicitor in a regional firm. She has strongly supported Zoe Support from the organisation's beginning and continues to do so as a director.



William Trimble - Director

Will is passionate about community development and access to appropriate services for all community members. He was employed at Department of Human Services predominately in the Community Services field for over 10 years. Recognising that education is often the factor in improving people's lives and the key to broadening choices and opportunities, Will transitioned to the Department of Education and Training and worked within the Adult Community and Further Education area for 4 years based in Bendigo. He then moved to Mildura to take up an opportunity with SuniTAFE before transitioning back to the Department of Education and Training as the Jobs Skills & Pathways Manager for the Mallee. Will has a strong social justice focus with a particular interest in gender equity and indigenous affairs. Will has sat on many Boards and is currently also a member of the Community Advisory Committee for Bendigo Health ensuring the Mallee's perspective is considered.



Directors Report

Your directors present their report on Zoe Support Australia ("the company") for the year ended 30th June 2023.

Principal Activities

The principal activities of the company during the financial year were;

- providing services to our target group of unsupported pregnant and early parenting families;
- providing non financial outcomes in response to funding body agreements; and
- providing turnover, cash flow and surplus to meet the financial objectives of the company.

There were no significant changes in the nature of the company's principal activities during the financial year.

Directors

The names of directors in office at any time during or since the end of the year are:

- Philip Webster
- Jennifer Garonne
- Gary Green
- William Trimble
- Bethany Scholar (appointed as a director 17th October 2022)
- Heather Young resigned as company secretary on 19th June 2023.

Meetings of Directors

During the financial year, 10 meetings of directors were held.

Attendances by each director were as follows:

	No. eligible to attend	No. attended
Philip Webster	10	9
Jennifer Garonne	10	6
Gary Green	10	10
William Trimble	10	5
Bethany Scholar	7	7

Directors Report cont...

Short Term Objectives of the Company

The company has identified the following short-term objectives;

- be viable and sustainable into the future; and
- provide service to the target group identified in our object.

The company has adopted the following strategies for achievement of these short term objectives;

- the preparation of a business plan;
- the preparation of an annual budget for financial performance and the regular review of the company performance against the budget by management and directors;
- the review of the company compliance with funding bodies, regulations as well as occupational health and safety; and
- An updated Risk Management plan.

Long Term Objectives of the Company

The company has identified the following long term objectives;

- grow the service and commit to long-term quality improvements
- secure long term recurrent funding;
- look at opportunities to expand the service;
- increase partnerships with key stakeholders
- provide mitigation of identified needs to the target group and improve social, educational and economic outcomes for this group which will impact on the community as a whole by reducing welfare dependency, improving engagement in education and social interaction
- be a leading service organisation in support for young parenting families and their return to education

The company has adopted the following strategies for achievement of these long term objectives;

- the preparation of a business and strategic plan to identify the opportunities and strengths of the company to provide sustainable services to the Sunraysia region;
- the preparation of a marketing plan to communicate the company long term objectives to the community, funding bodies, government and employees; and commitment to quality improvement in all service areas
- the development of a social enterprise

Performance Management

The profit from ordinary activities for the company amounted to \$63,061 for the financial year ended 30th June 2023 (2022: \$59,808).

Membership Details

The company is incorporated as a company limited by guarantee that requires the members of the company to contribute \$10 per member towards the company liabilities on the winding up of the company. At 30 June 2023 the number of members was 8 (2023: 8).

Signed in accordance with a resolution of the Board of Directors:



Gary Green
Director

Dated: 13th November 2023

Statement of Profit or Loss & Other Comprehensive Income

For the year ended 30 June 2023

	2023 \$	2022 \$
Income		
Grants	402,524	246,627
Donations	26,921	18,041
Program Income	389,984	471,027
Little Sprouts Op Shop income	26,005	19,997
Interest received	308	179
Other income	13,886	11,318
Total income	859,629	767,189
Expenses		
Administration	1,536	
Advertising and marketing	2,492	2,037
Audit fees	3,263	6,048
Bank Fees And Charges		1
Contract payments		700
Depreciation	20,438	16,641
Entertainment	1,088	1,390
Fuel & oil	440	225
Gifts & Donations	287	666
Hire/rent of Plant & Equipment	6,522	6,653
Insurance	5,212	4,875
Interest - Australia	9,782	6,193
Light & power	15,155	17,163
Memberships & Subscriptions	3,750	1,892
Motor Vehicle expenses	10,115	9,247
Office expenses	14,952	10,112
Programme Expenses	55,952	41,714
Provision for Employee Entitlements	(7,481)	14,129
Rates & land taxes	1,968	2,779
Rent on land & buildings	67,663	69,749
Repairs & maintenance	8,168	7,420
Staff training	5,442	10,428
Superannuation	52,497	41,005
Telephone	7,426	8,099
Travel expenses	12,331	3,291
Wages	488,344	415,556
Workcover Premium expenses	9,225	9,365
Total expenses	796,568	707,381
Profit from Ordinary Activities before income tax	63,061	59,808

Statement of Financial Position

as at 30 June 2023

	Note	2023 \$	2022 \$
Current Assets			
Cash Assets			
bankmecu - Community Access Acct		405,086	231,019
Westpac Bank Account			3,827
Petty Cash - Little Sprouts		377	61
		405,463	234,907
Receivables			
Accounts Receivable		2,507	27,515
		2,507	27,515
Total Current Assets		407,970	262,422
Non-Current Assets			
Receivables			
Loans other related companies			983
			983
Property, Plant and Equipment			
Property - 270 Deakin Ave, Mildura		283,237	283,237
Property improvements		52,341	52,341
Less: Accumulated depreciation		(29,645)	(25,612)
Plant & equipment		101,915	98,649
Less: Accumulated depreciation		(56,267)	(41,771)
Office equipment		25,086	13,301
Less: Accumulated depreciation		(13,228)	(11,329)
Furniture & Fittings		725	725
Less: Accumulated depreciation		(679)	(669)
		363,485	368,872
Total Non-Current Assets		363,485	369,855
Total Assets		771,455	632,277

Statement of Financial Position

as at 30 June 2023

	Note	2023 \$	2022 \$
Current Liabilities			
Payables			
Accounts Payable		328	283
Accrued Expenses			15,622
Superannuation Payable		6,862	
		7,189	15,905
Financial Liabilities			
Bank loans		16,481	
		16,481	
Current Tax Liabilities			
GST payable control account		11,556	11,996
Amounts withheld from salary and wages		10,214	6,106
		21,770	18,102
Provisions			
Employee entitlements		24,976	24,976
Employee entitlements - Annual Leave		10,676	
Employee entitlements - LSL		203	
Other			
Grants in Advance		100,000	
		100,000	24,976
Total Current Liabilities		156,320	58,983
Non-Current Liabilities			
Financial Liabilities			
Bank loans		162,801	184,021
		162,801	184,021
Total Non-Current Liabilities		162,801	184,021
Total Liabilities		319,121	243,005
Net Assets		452,333	389,273
Equity			
Retained profits / (accumulated losses)		452,333	389,273
Total Equity		452,333	389,273

Statement of Cash Flows

For the year ended 30 June 2023

	2023 \$	2022 \$
Cash Flow From Operating Activities		
Receipts from customers	884,330	763,084
Payments to Suppliers and employees	(685,492)	(669,114)
Interest received	308	179
Interest and other costs of finance	(9,782)	(6,193)
Net cash provided by (used in) operating activities (note 3)	189,363	87,956
Cash Flow From Investing Activities		
Payment for:		
Payments for property, plant and equipment	(15,051)	(57,495)
Proceeds from disposal of:		
Loans to other related companies	983	
Net cash provided by (used in) investing activities	(14,067)	(57,495)
Cash Flow From Financing Activities		
Repayment of borrowings	(4,740)	(4,838)
Net cash provided by (used in) financing activities	(4,740)	(4,838)
Net increase (decrease) in cash held	170,556	25,623
Cash at the beginning of the year	234,907	209,283
Cash at the end of the year (note 2)	405,463	234,907

Notes to the Financial Statements

For the year ended 30 June 2023

Note 1: Summary of Significant Accounting Policies

Zoe Support Australia is a company limited by guarantee, incorporated and domiciled in Australia.

The financial statements were authorised for issue on 13 November 2023 by the directors of the company.

Basis of Preparation

The directors have prepared the financial statements on the basis that the company is a non-reporting entity because there are no users dependent on general purpose financial statements. The financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the Corporations Act 2001.

The financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations, and the disclosure requirements that are mandatory under the Australian Accounting Standards applicable to entities reporting under the Corporations Act 2001 and the significant accounting policies disclosed below, which the directors have determined are appropriate to meet the needs of members. Such accounting policies are consistent with the previous period unless stated otherwise.

The financial statements, except for cash flow information, have been prepared on an accrual basis and are based on historical costs unless otherwise stated in the notes. The material accounting policies that have been adopted in the preparation of the statements are as follows:

Accounting Policies

(a) Property, Plant and Equipment

Each class of property, plant and equipment are carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses.

Property

Freehold land and buildings are carried at their fair value (being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction), based on periodic, but at least triennial, valuations by external independent valuers, less

subsequent depreciation for buildings. Increases in the carrying amount arising on revaluation of land and buildings are credited to a revaluation surplus in equity. Decreases that offset previous increases of the same asset are charged against fair value reserves directly in equity; all other decreases are charged to the statement of profit and loss and other comprehensive income.

Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

Plant and equipment

Plant and equipment are measured on the cost basis and therefore carried at cost less accumulated depreciation.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the asset's employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

Depreciation

The depreciable amount of all fixed assets, excluding freehold land, is depreciated over the asset's useful life to the company commencing from the time the asset is held ready for use.

(b) Employee Benefits

Provision is made for the company's obligation for employee benefits arising from services rendered by employees to the end of the reporting period.

(c) Cash and Cash Equivalents

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

(d) Revenue and Other Income

Interest income is recognised using the effective interest method, which for floating rate financial assets is

the rate inherent in the instrument.

Grant Income is recognised in the income statement when it is controlled. When there are conditions attached to grant revenue relating to the use of these grants for specific purposes, it is recognised in the statement of financial position as a liability until such conditions are met or serviced provided.

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

(e) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

(f) Income Tax

Zoe Support Australia is a not-for-profit company limited by guarantee and is therefore exempt from income tax. This has been confirmed by the Australian Taxation Office (ATO).

(g) New and Amended Accounting Policies Adopted by the Company

The AASB have issued a number of new and amended Accounting Standards and Interpretations that have mandatory application, some of which are relevant to the company. In accordance with applicable Accounting Standards, the comparatives for the 2022 reporting period have not been restated.

Note 2. Reconciliation Of Cash

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts. Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:

	2023 \$	2022 \$
bankmecu - Community Access Acct	405,086	231,019
Westpac Bank Account	0	3,827
Petty Cash - Little Sprouts	377	61
	405,463	234,907

Note 3. Reconciliation Of Net Cash Provided By/Used In Operating Activities To Net Profit

	2023 \$	2022 \$
Operating profit (loss) after tax	63,061	59,808
Depreciation	20,438	16,641
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	25,008	(3,926)
Increase (decrease) in trade creditors and accruals	(8,716)	2,488
Increase (decrease) in other creditors	100,000	
Increase (decrease) in employee entitlements	(14,096)	8,427
Increase (decrease) in sundry provisions	3,668	4,518
Net cash provided by operating activities	189,363	87,956

Directors' Declaration

The directors have determined that the company is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies prescribed in Note 1 to the financial statements.

The directors of the company declare that:

1. the financial statements and notes are in accordance with the Corporations Act 2001:
 - (a) comply with Accounting Standards described in Note 1 to the financial statements and the Corporations Regulations; and
 - (b) give a true and fair view of the company's financial position as at 30 June 2023 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. in the directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

The directors are responsible for the reliability, accuracy and completeness of the accounting records and the disclosure of all material and relevant information.

This declaration is made in accordance with a resolution of the Board of Directors.



Gary Green

Director

Dated: 13 November 2023

Independent Audit Report

to the members of Zoe Support Australia

Auditor's Opinion

The financial report of Zoe Support Australia has been audited. This comprises the statement of financial position as at 30 June 2023, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended and notes to the financial statements, including a summary of significant accounting policies, and the directors declaration.

In my opinion, the financial statements of Zoe Support Australia is in accordance with the Corporations Act 2001 including giving a true and fair view of the company's financial position as at 30 June 2023 and of its performance for the year ended on that date; and complying with Australian Accounting Standards [and Corporations Regulations 2001].

Basis for Opinion

The audit was conducted in accordance with Australian Auditing Standards. Responsibilities under those standards are further described in the 'Auditor's responsibilities for the audit of the financial statement' section of the report. I am independent of the organisation in accordance with the ethical requirements of the Accounting Professional and Ethical Standard Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to the audit of the financial report in Australia. I have also fulfilled our other ethical responsibilities in accordance with the Code.

The audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

Director's Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Corporations Act 2001 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement,

whether due to fraud or error.

In preparing the financial report, the responsible persons are responsible for assessing the organisation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible persons either intend to liquidate the organisation or to cease operations or have no realistic alternative but to do so.

The responsible entities are responsible for overseeing the organisation's financial reporting process.

Auditor's Responsibility

The auditor's objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, professional judgment is exercised and professional scepticism is maintained throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 registered entity's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.
- Conclude on the appropriateness of responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I'm required to draw attention in the auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify the opinion. Conclusions are based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with responsible entities regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that are identified during the audit.



Kellie Jane Nulty

Dated this 13th day of November 2023



2022 - 2023 Community Partnerships & Supporters

Community Partnerships

- St Kilda Mums
- SMECC
- Feed the Hungry
- Anglicare Victoria
- MADEC
- Northern Mallee LLEN
- WEDA Works
- AXIS Employment
- Best Start Mildura Partnership
- Mallee Child Family Services Alliance
- Charles & Partners Account Firm – *Katie McCoy*
- MRCC Family Day Care Educators – *Karen Mitchell, Heather Young and Simone McFarlane*
- Mallee Family Care
- Sarah from Three Birds Lavender Farm
- Megan from Painting Imperfect Pieces
- Jayne from Mildura Pottery Studio
- Georgie from Fire and Bloom
- Mildura Rural City Council
- Aligned Leisure
- Child Youth Mental Health Services
- Headspace
- Perinatal Emotional Health Program
- Lyndsie Storer
- Mosaics Mildura
- Intereach
- Sunraysia Community Health
- Robertson Mechanics
- The Bogan Hippie – *Katrina Lee*
- Technado
- Southern Cross Austereo
- Workforce Partners Australia
- Tanya Black Beauty
- Mildura Toyota

Funders

- 5 point foundation
- Department of Jobs, Skills, Industry and Regions
- Brian M Davis
- CCI Giving
- Coca Cola Foundation
- Collier Foundation
- Danks Trust
- Department of Families, Fairness and Housing
- Alfred Felton Bequest
- Flight Centre Foundation
- Flora and Frank Leith Trust
- The Foundation of graduates in Early Childhood studies
- Foundation for Rural and Regional Renewal
- ANZ
- H V McKay Charitable Trust
- HESTA
- Helen Macpherson Smith Trust
- The Ian Potter Foundation
- Inger Rice
- Jack Brockhoff
- Mallee Volunteer Department of Social Services
- Matana Foundation
- Mildura Court Fund
- MRCC Community Childcare Fund
- The Pierce Armstrong Trust
- Russell and Womersley Foundation
- Sidney Myer Fund
- Sisters of Charity Foundation
- Streetsmart
- Vic Health
- WDEA Works

Donations

- Anglican Parish of Northern Mallee
- David Carson Electronics
- Lower Murray Water Staff Charitable Fund
- Phillip and Anne Webster
- Susan Bowen
- Pat and Mary Curran



Thank you to all
our wonderful
supporters



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