

zoe
S U P P O R T
australia

2019 ANNUAL REPORT

CONNECTING – INSPIRING – LEARNING



Rebecca

I joined Zoe support when I was 17. I was pregnant with my son who is now 18 months old.

When I started at Zoe Support I was studying my Certificate IV in Community Services. Since completing that in 2018, I have continued my studies and I am now going to Mildura Latrobe University and studying my Bachelor of Human Services and Masters in Social Work. This is something I never thought I would be able to achieve. I have been able to continue with my studies due to the constant support that I have received from all the Zoe Support case workers and I want to be able to help someone in the way they have helped me.

Since the start of the year it has been a roller-coaster of emotions from starting university, having to be away from my son and finally getting out of an abusive relationship. If it wasn't for the friends that I have made through Zoe, who have been in similar situations throughout their life, I don't think I would have been able to keep attending university and the Zoe programs that kept my mind off everything.

Since being a part of Zoe, my son has thrived from the one-on-one time he gets with the Zoe Support family day care workers and the ability to engage with children from all ages and backgrounds. I believe that if it wasn't for Zoe I would never have met all of the amazing mums that I have and got to watch their children grow into the beautiful little humans they are.



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From the front cover: Ivone

My name is Ivone. I arrived in Australia as a refugee in 2018. My son was born in September last year. I found Zoe through the workers at SMECC. Before I came to Zoe I did not want to talk to people because I could not speak English well. I go cooking, sewing, Bridging and playgroup at Zoe as well as English classes at SMECC. I am very happy. Zoe has helped me and my family in so many ways and I hope to keep studying English and to get a job as a waitress.





Connecting – Inspiring – Learning

Zoe Support Australia ('Zoe Support') provides holistic, place-based support to young mums to re-engage in education. Since Zoe Support commenced in 2012, it has supported more than 150 young mothers (13–23 years) to address barriers to social connectedness, civic life and pathways to education and employment as they embark on their parenting journey.

Zoe Support provides a socially inclusive environment with connection to peers, support workers and the community, where young pregnant and parenting mothers can access and receive the support they need to increase their parenting capacity and improve their wellbeing.



Moira and Ruby

Our Vision

Young Mothers:
Connecting – inspiring – learning

Our Mission

To provide a supportive, place-based community for young mothers on their parenting and education journey

Our Values

Respect, Compassion, Courage, Diversity,
Dignity, Choice, Justice

Our Goals

- We will support young mothers at risk, in parenting and re-engagement in education.
- We will develop social enterprise models to assist Zoe Support social and economic outcomes.

Zoe Support

- Will foster strong relationships with our key stakeholders.
- Will be a proactive, well-governed and responsible organisation, focused on key outcomes.



Zoe mums attending Little Day Out Rebecca, Hannah, Sophie and Shanay



Chair's Report

As Chair and 'acting' Executive Director, it is my responsibility and privilege to introduce the Annual Report for Zoe Support 2018-2019. The Board acknowledge this conflicted role is not desirable, but one that is a short term and pragmatic necessity.

The work of Zoe Support continues to grow and to inspire us all. The lives of the many young women and their children, some of who have been bold enough to write their stories for this report for you to read, confirm to us the Vision – 'Connecting, Inspiring, Learning' – is the right one.

The wonderful reality of the operation of Zoe Support continues to be the way in which the vision statement is a mutual process. Our work, whether funded or voluntary, is motivated and reinvigorated by the relationships established. These truly inspire greater vision and hope for the future for the young families we work with, staff, volunteers and the wider community.

Growth is a daily experience for organic organisations like Zoe. Sometimes we measure that growth in numbers: people, programs, scores in tests, learning objectives, employment outcomes or education engagement, but at other times the growth is an inner change of character, a sense of self and the development of wisdom. Welcome to 2019.

The statistics contained in the following pages record the Zoe journey, largely in the things that can be measured. As you read them, I trust you will marvel at the reality of the achievements. But please stop to

absorb the growth that is portrayed by the stories of our inspiring young women.

Zoe staff and volunteers, work above and beyond and I am inspired by you all, too many to name. You are the heart and soul of Zoe and I know you all work tirelessly because of your passion for the work. However, I will pause to acknowledge one, Merinda Robertson. Merinda has stepped into the role of Manager to fill the need as our Executive Director Anne has stepped aside. Merinda carries the Vision of Zoe and cares deeply, which has enabled her to carry a much greater burden of responsibility than was part of her original job description.

Our Board remains committed to the oversight and development of strategy. We have farewelled two of our number during the year. Chris Crewther who joined us in 2016 stepped down after the AGM last year to focus on his hoped for re-election in the Federal seat of Dunkley. Gerrard Jose who joined us 2018 stepped down in 2019, as he moved from Mildura to take up a move and new job with Bendigo Health. We thank both directors for their input, wisdom and vision for the organisation and wish them both well in the future for all their endeavours. We have recruited two new directors who will join the Board shortly.

This year has seen several strategic objectives of the Board come to fruition and another almost:

Firstly, a partnership with Anglicare Victoria, made possible through sustainable funding from DHHS which will enable Zoe Support to transition to a service that



can be replicable in other areas of high teen birth rates and low education retention. This is the first time we have had the opportunity through Departmental funding to figuratively “lift our noses from the grindstone” and work towards the development of a pathway for a service that moves beyond Mildura.

Secondly, connected to this objective is the final approval of Zoe Support as a trade mark entity is an important step in preparation for the replication of the service delivery to other regions of high teen birth rate and low education retention. It would not have been possible without the ongoing pro bono support of Norton, Rose, Fulbright who have overseen this work and many other components of Zoe legal development to completion. We are truly grateful.

Thirdly, the official opening of the ‘Little Sprouts Op Shop’ in Pine Avenue meeting the intersecting needs for a drop-in centre for young mums needing clothing and equipment for their babies and a training hub for a variety of pre accredited training activities in retail and business. It is also a place of engagement with the wider community who have always been generous in donating clothing and baby items to the work of Zoe Support, but can now come into the shop to interact, conduct business, and enjoy a coffee and cake, and join the conversation.

Fourthly, we have a fantastic new Patron to represent us and advocate on our behalf. It is no secret that we have been sad to lose Anne as our Executive Director, due to the potential ‘conflict of interest’ in her wider role representing the communities of Mallee as its new

Federal Member. Anne continues to be the source of much inspiration for our ongoing work here in Mildura, having birthed and nurtured Zoe Support to become the mature organisation it is today. Anne tirelessly continues to promote Zoe Support and our needs to continue the work supporting young families to break the cycle of dependency and build strength and independence.

And finally, the development of Zoe College has required a step backwards but remains a future focus for us. The Board remains convinced that a dedicated College (Independent Specialist School) to allow onsite re-engagement in mainstream education though delivery of the VCAL course is the correct decision. Unfortunately, the registration body VRQA does not believe we have capacity to successfully deliver a high-quality service, while acknowledging that there is no current service delivering such outcomes to the cohort of young women managing the dual roles of parent and student. We intend to pursue this objective.

I would encourage you to look through our audited financial statements. These reveal how the service is funded and remains solvent while it lacks the detail to explain all that is actually delivered, because it does not measure or give account for your benevolence and good will. Thank you all.

Philip Webster

Chair and acting Executive Director



Philip Webster

Chair & Acting Executive Director

Philip is a medical practitioner working in family practice in Mildura for more than 40 years. Philip brings governance skills and board experience across medical, community and education sectors. He serves on several not-for-profit boards and sub committees. Philip is a graduate of the Australian Institute of Company Directors. He was a member of Mildura Senior College Council for 16 years and recently appointed to the Community Advisory Board of Mildura Base Hospital.



Heather Young

Director

Heather has been working as a Family Day Care Educator with Zoe Support for 2 years. She is presently completing Certificate III in Child Care. She completed The Diploma of Community Services Work in 2015 and has been a therapeutic foster Carer with MFC and interchange for over 10 years.

Board of Directors



Anne Webster

Founder & Patron

Anne established Zoe Support Australia on her evidence-based research. She is a Social Worker (Hons), a Sociologist and researcher, and graduated her PhD in 2018, through the Australian National University. Anne has over 18 years' experience on governance boards including as chairperson. Anne is a Member of the Australian Institute of Company Directors.



Gerard José

Director

Gerard is CEO, MRCC, and is responsible for the implementation of Council decisions, policies and the Community & Council Plan; providing strategic advice to Councillors and management of Council staff. He has extensive experience working in the local government, community and not-for-profit sectors. Gerard is a White Ribbon Ambassador; an Alumni of the Cranlana Institute – Melbourne; a Member of the Institute of Public Administration Australia and a Fellow with the Local Government Professionals Association.



Chris Crewther
Director

Chris is the Federal Member of Parliament for Dunkley, Chair of Parliament's Foreign Affairs & Aid Sub-Committee and Chair of the Government's Home Affairs & Legal Affairs Policy Committee. Chris has previously worked in his own small business, as an international lawyer in Kosovo, as CEO of a regional economic development organisation, in private and public legal practice, and in project management. He has a B. Laws (Hons), a M. Laws specialising in International Law and a M. Diplomacy (Hons). Chris brings extensive legal, political and general knowledge to the board.



Gary Green
Director

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 is currently the Youth Engagement Services Coordinator, Mildura Rural City Council and leads a number of key programs focused on returning young people to education, training or employment.



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. Jenny is the CEO of Princes Court Homes. She has also been involved in many Board positions and is a Member of Australian Institute of Company Directors. Jenny's qualifications include an Executive Masters in Public Administration and she is a Fellow CPA.



Bodee and Luke



Annabelle

Key achievements

New Cafe

- Opening of Little Sprouts Op Shop Cafe in April 2019

Property

- Purchase property located at 270 Deakin Avenue which has been renovated and will house the new partnership with Anglicare Victoria in the Development and Implementation of the Zoe Support Early Help Program

Onsite Programs

- External Programs delivered onsite - Circle of Security and birthing classes delivered by SCHS

New Programs

- Financial Literacy
- Retail Taster at Little Sprouts Op Shop

Finalist In Netball

- Zoe Pride Netball team finalists in the 2018 Northern Mallee Sports Awards

Trademarked

- Zoe Support Australia Trademarked thanks to the commitment of Norton Rose Fullbright whom we acknowledge for their enduring support

New Collaborations

- Partnership Anglicare Victoria to meet accreditation requirements as a Family Services provider under the Department of Health and Human Services Standards.

Developments

Zoe College

- Submitted an application to VRQA to establish an Independent Specialist School for young mums - Zoe College

Volunteers

- Marg Armsden, Bev Arney, Sue Bowen, Cheyenne Cochrane, Daryl Hunter, Desley Kelly, Moira Parr, Bethany Scholar, Isaac Webster, Jill Grayling, Margie Wilson

Training

- First Aid and Food Handlers

Partnerships

- SuniTAFE, MDAS, MADEC, Sunraysia Learn Local with SMECC, MADEC, Red Cliffs Resource Centre and East End Community House, Mildura Senior College, Anglicare Victoria, Mildura Rural City, Council Family Day Care.

Working Towards

- Implementation and Development of Zoe Support Early Help Program with Anglicare Victoria
- To achieve accreditation as a Family Services provider under the Department of Health and Human Services Standards
- Zoe College registration of an Independent Specialist School offering VCAL

Young mums Community achievements

Finalist in the 2018 Northern Mallee Sports Start of the Year Awards were:

- Prue Dodemaide
- Rebecca Cupitt
- Lakisha Clough-Mitton

HomeBase Founders and Winners of the 2018 Youth Group Award

- Breanna Macfarlane
- Larni Edward





Some of our staff & volunteers, Merinda, Margie, Marg, Bev, Sue, Simone, Heather, Karen, Libbie, Paula & Moira

Who we are & what we do

Zoe Support is a not-for-profit, community based organisation currently operating within the Mildura region, with a vision to replicate the model to other regions of high teen birth rate and low education retention.

Our Focus

- Support services to assist pregnant and parenting young mums and other families
- Support services for young mums to re-engage in education
- Life skills programs focused on parenting and managing a home
- Child care with a focus on early intervention and early years, first 1,000 days principles

Our Commitment

To continuously develop ideas, programs, events and education to make a positive impact on the opportunities of each young person we support

Individual Intervention

Each mother and her child's needs are considered and addressed on a case by case and capacity basis

Our Model

The Zoe Support model is:

- Evidence-based
- Holistic/wraparound
- Place-based
- Partnership, collaborative and community- based
- Demonstrating measurable educational, social and welfare benefits

Innovation

Zoe Support responds to each person's primary need in a holistic manner - no other service provides this 'wrap around' approach

Why this service?

While Australia continues to make strides toward tolerance and diversity, young mothers continue to experience stigma and are largely marginalised and disengaged from mainstream education.¹ Research shows that many are excluded from or decide to leave school, often due to fears about being judged. Research also shows links between teen parenting and poor educational outcomes, and poor economic outcomes for themselves and their children. There are also heterogeneous factors that need to be considered. Young parents have a higher risk of long-term welfare dependency, associated with lower levels of literacy and numeracy, unemployment, social exclusion, poverty, family violence and crime²³⁴. Zoe Support seeks to address this by providing a welcoming and accepting environment and holistically addressing the complex needs defined by mothers themselves and evidenced in the research.



Claire with Brylie & Amelia and Tegan and Harper

Why this region?

Mildura LGA is situated in the North West of Victoria. With a population of 53,878 and 3.8% of the population identifying as Indigenous compared to only 0.8% of the Victorian population. The Mildura LGA ranked as the fifth most disadvantaged LGA in Victoria and has remained in the highest 10% of disadvantaged LGAs. Mildura has a strong community focus and good partnerships across health, welfare and the business community, and many have an optimistic outlook, there is also significant entrenched poverty.

In 2018, State of Mildura Report statistics show:

- The unemployment rate as 7.3% compared to 6.6% in Victoria.
- Higher proportions of young people aged 17-24 yrs are not engaged in employment, education or training with 16.2% compared to Victorian counterparts at 10%.
- 21.2% of young people ages 15-24 yrs are neither learning nor earning.
- 8% of households with children 0-12 yrs ran out of food and could not afford to buy more in 2013, compared to the state average of 4.9%.
- The number of jobless families with children under 15 years old is 20.2% compared to Victoria average of 12.3% (p.37);
- In 2016, Over 10% of households had rent payments greater than 30% of their household income. And, 30.8% of households in the bottom 40% of income distribution experience rental stress.
- The proportion of Mildura LGA mothers smoking during pregnancy is more than double (at 22.9%) the Victorian proportion of 10.1% (State of Mildura Report, 2018).

¹ Harden, A., Brunton, G., Fletcher, A., Oakley, A., Burchett, H., & Backhaus, M. (2006). *Young people, pregnancy and social exclusion: A systematic synthesis of research evidence to identify effective, appropriate and promising approaches for prevention and support*. London: EPPI - Centre, Social Science Research Unit, Institute of Education, University of London.

² Luttrell, W. (2003). *Pregnant bodies, fertile minds: gender, race, and the schooling of pregnant teens*. New York: Routledge.

³ Molborn, S. (2007). Making the best of a bad situation: Material resources and teenage parenthood. (2007). Retrieved from *Journal of Marriage and Family*, 69(1), 92-104.

⁴ (Aboriginal Early Childhood Community Profile, 2009, p. 34-35 sourced <http://www.education.vic.gov.au/Documents/about/programs/aboriginal/abprofmildura.pdf>)

Barriers to Education

The research identified the following key barriers to young mothers re-engaging with education:

Financial constraints

Many young mothers cannot afford childcare. Many are unaware of available financial assistance, while others have an unreal expectation of how far government assistance will go.

Housing

Affordable, accessible, stable and safe housing is a daily challenge for many teen mothers. There is limited public housing in Mildura with long waiting lists. Temporary accommodation, such as couch surfing, places young mothers and their children at risk of harm.

Transport

Transport is unreliable, inadequate and costly, resulting in isolation and social disadvantage for teen mothers. Lack of transport makes the use of external child care centres impractical.

Childcare

Childcare needs are currently not met for teen mothers who wish to study, unless family members offer this support. Places in external childcare centres are competitive, with children of working mothers given priority. Childcare centres are also inflexible due to the requirement for permanent bookings.

Education

There are no flexible education delivery options or additional curricula to assist teen mothers to manage their student and parenting roles. Schools do not offer parenting training or additional tutoring.

Isolation

Support services do not meet the complex emotional and psychological needs of teen mothers, including those who live with domestic violence and substance abuse.

5 Recurrent Themes

- Diverse needs but limited choice
- Stigma
- Unreliable family support
- Pre-existing complex problems before pregnancy
- Costs of education and employment

4 Major Problems

- Poor quality housing
- Subdivisions with high crime, poverty, drug use and vandalism
- Isolation and loneliness
- Relationship breakdown and domestic violence



Case Managers Report

The case management team provide a placed-based, holistic, wraparound service that provides young mothers with individual, integrated intervention and advocacy.

Zoe Support Australia had 87 clients and 106 children opened at the end of the 2018/2019 financial year, the engagement and support that is offered varies from client to client depending on their individual needs. The case management team provide a placed-based, holistic, wraparound service that provides young mothers with individual, integrated intervention and advocacy. Supports offered can vary anywhere from pregnancy, birth, life skills, emotional & social, financial, child development & family issues, education, childcare, transport, housing, referrals & advocacy.

Zoe Support Australia received 42 new referrals during the financial year and have closed 48 clients during this time, case closures have resulted due to clients reaching 25 years of age, left the district miscarry, failure to engage, declined service or gained full time employment.

We have welcomed 23 new babies that were born whilst the mother was engaged with Zoe Support with 12 to first time mothers, 8 as the second child and 3 as the third child to the family. This financial year we have seen our biggest growth with clients that have secured employment, currently we have 28 mother's employed in either fulltime, part-time or on a casual basis.

We have seen 14 children in 2018 and 20 children in 2019 start Kindergarten and 7 children commencing school, we have 13 children transitioning to Kinder and 13 children will be attending Primary School in 2020.





Georgia

My name is Georgia, I have 2 children, Carlos who is almost 3 and Amethyst who is 4 months.

Before Zoe Support life was hard. We were struggling to find stable accommodation. I was studying but I was ready to give up on my studies.

My cousin works at TAFE and she told me about Zoe Support. Since engaging with Zoe Support we have found long term accommodation and I have almost completed my Diploma in Community Services.

Last year I had some difficulties with work placement which left me questioning my ability to successfully complete my course, I felt like dropping out. The staff at Zoe Support assisted me through this and provided me with support and encouragement to keep moving forward and continue with the course.

I participate in some Zoe Support programs and have found that I've gained a variety of new skills as a result of attending these programs.

My children really enjoy going to Zoe and spending time with the other children. This has been extremely beneficial in developing their social skills and building friendships.

Program Report



The Circle of Security is a program that has been developed to help mothers gain an understanding of their child's emotional world by learning to read emotional needs, support their child's ability to successfully manage emotions, enhance the development of their child's self-esteem and honour the innate wisdom and desire for their child to be secure. Sunraysia Community Health Services trained facilitators have worked in conjunction with Zoe Support to deliver this program to 8 Zoe clients during the 2018/19 financial year.



The Allied Health course was first introduced in 2018 in conjunction with Sunraysia Community Health Services and Sunraysia Institute of TAFE, the program provides an overview about the health industry and information on study options to gain the qualifications required for entry into the health services sector, the clients also had the opportunity to complete work experience at a variety of health services within the region.

The course was delivered to 16 Zoe clients and a number of these clients have since commence tertiary study within the Allied Health field.



The Zoe Pride Netball Team has continued to grow over the past financial year, the team has seen a vast improvement with their skills, fitness and have shown exceptional dedication to support each other on and off the court. The team has developed a sense of camaraderie and community for the players, allowing the Zoe clients to maintain and foster relationships and improve communication skills.

The team plays weekly in the Lifestyle Plus social completion and train once a week under the guidance of coach Desley.



earth TO Table

'Earth to Table' is preparing and cooking the delicious produce the children in Family Day Care grow in the Kitchen Garden at Centre 1. The vegetables, herbs and fruit are picked fresh and taken to the cooking class at the Mildura Senior College where Elena Nemtsas demonstrates, and assists Zoe mums, to make a tasty, nutritious dinner to be enjoyed by their families that day.

Recipes vary from staples like: shepherd's pie, stir fry, pumpkin soup, one pan wonders, traditional or modern, but always, delicious and satisfying fare. To healthy burgers, meatballs or a roast with all the trimmings or even a tummy warming chicken and vegetable soup to add to their repertoire.

From 'Earth to table' includes young mums learning to make lasagna, pasta, risotto and pizza from scratch with tasty and satisfying vegetarian options, some, for the first time.

Zoe mums learn how to shop for bargains seasonal vegetables and cheaper alternatives to take away, how to adapt recipes or replace ingredients when needed, or to their family's taste and make memories of 'mum's recipe' and 'real life' tips on how to store food, identify fresher options and how to make more economical choices to stretch the budget and taste test it too.



Bridging is a pre-accredited training program run by Paula Robinson, which aims to provide a pathway to reconnect back into education for our young mothers who have disengaged early or had a break in their schooling. The sessions work on skills to bridge the gaps the students have in numeracy and literacy and to build their confidence to return to formal education. The sessions include skills building, self-awareness activities, event planning, updating résumés, excursions, guest speakers and support to enrol in formal education courses when the time is right. An average of 8 students attended the sessions held each week with thirty-one young mothers attending throughout the 2018/19 year.







BUBBLES & babes

SWIMMING
CLASSES

Bubbles & Babes swimming program has been able to continue at First Stroke Swim School with funding support provided from Mildura Rural City, Community Partnership grant. Two sessions ran weekly in term 4, 2018 with 11 children and term 1, 2019 with 12 children. Bubbles & Babes continue to be popular with waiting list due to the importance of learning a skill for life. The course is a wonderful catalyst for improving bonding and attachment.



bibs & blankies

Zoe Support, Australia textiles and marketing social enterprise program, 'Bibs and Blankies' facilitates various learning opportunities in foundation sewing skills required to make burp cloths, bibs and quilted cot blankets. It is facilitated by Elena Nemtsas. These completed items go through quality control, are neatened, pressed, packaged and labelled to standard, in readiness for the Riverfront Boutique Markets held throughout the year in Sunraysia. Zoe mums are further involved in the displaying and selling of the unique stock which generates a great deal of interest and conversation with community members and buyers.

The profit from the sale of these beautiful handmade items funds Zoe Newborn Gift Baskets to be put together and gifted to young mothers through the booking in at the Mildura Base Hospital. Zoe Support clients are able to 'pay it forward' to other young mothers. This initiative further encourages connections and support.

Butterfly birth & bubs

The Butterfly birth & bubs is a Zoe based program that is facilitated by qualified midwives from SCHS. The program provides information on what to expect during the last stages of pregnancy, labour and birth, breastfeeding and the first weeks following birth. The program is delivered on an as needs bases throughout the year dependant on the expectant mother's due date and is delivered in a group setting or individual sessions as required. 6 Zoe clients attended these sessions during the 2018/19 financial year.



PLAY GROUP

Zoe Support weekly supported playgroup sessions create an exciting area incorporating both structured and unstructured activities each week, providing stimulating and engaging activities that are interactive while continually endeavouring to meet the National Early Years framework. A number of guest speakers attend weekly playgroup sessions providing informative information. These have included Sunraysia Community Health sleep clinic, dietician and dental nurse, Mallee Family Care tenancy rights, family law and rights at work. Twice per term Bupa aged care visits are now a highlight for the residents, fostering and building connective trans generational relationships. There is a tangible dramatic change in the atmosphere every time the children and mothers enter the venue, with their excitement, laughter and joy radiating throughout the centre. Our fabulous Playgroup Program continues to be co-ordinated by the vivacious and lovely Libbie and a team of volunteers.

Wondering from the Womb

The Wondering from the Womb program was delivered twice to Zoe Support clients during the 2018/19 financial year. The program is facilitated by MDAS and is providing a self-determined antenatal yarning sessions that is written from the perspective of a baby in the womb, and encourages curiosity and wonder about their life, learning and healing for Indigenous babies, children and families.

14 Zoe Clients participated in the program during the 2018/19 financial year.



Cupcakes playgroup

Cupcakes Playgroup is a small group morning tea for first time young mothers whom are pregnant or have a baby up to the age of 8 months, it is a soft entry point into Zoe Support and a safe and supportive environment where relationships can develop. The cupcakes Playgroup is crucial in developing a sense of belonging and acceptance before clients transition to the main playgroup. The highlights of our weekly mothers group are Karen's amazing cupcake creations that are simply delicious.



Tutoring

A significant number of Zoe Support clients are supported and encouraged to return to formal education at secondary school, TAFE, registered training organisations or university. These students are able to access a study desk with a computer within the Zoe centres and can ask for assistance from our on-site tutor. Tutoring support provided by Paula Robinson, includes regular contact in person, by phone, e mail and/or messages to monitor progress; individual or group tutoring sessions as required; connecting students to course provider staff (eg TAFE and other RTO's); course selection and enrolment assistance and accessing and completing paperwork such as working with children, police checks, financial assistance for study. Thirty clients have accessed the Zoe Support tutoring program in 2018/19.



Retail Taster

A pre accredited Retail Taster course was established to provide sales assistant and customer service skills. The course covers OH&S procedures, communication, positive and negative behaviours, motivation, leadership, coaching and mentoring, team building, sales and marketing, and problem solving. There were a number of practical elements which included Barista and Coffee machine operation, EPTPOS and Point of Sale machine tutorials. This course was established through consultation with the Sunraysia Learn Local Shared Solutions committee.



Cake Decorating

Contemporary Cakes & Small Business is a pre-accredited training course run by Karen Mitchell at the Little Sprouts Op Shop & Cafe. It is designed to develop basic baking and decorating skills and the knowledge of how to begin a small business within the cafe industry. Students learn the components of baking and decorating cakes, cupcakes, slices, scones and cookies, which are then sold to the public in the Little Sprouts cafe. The course also enhances literacy, numeracy and budgeting skills through the reading and understanding of recipes and calculations of measured ingredients. The program provides pathways into further accredited cooking and hospitality courses, as well as employment and volunteer positions. Each week, the course is attended by five eager students who produce high-quality baked goods in a vibrant and engaging kitchen environment.





Little Sprouts Op Shop

The opening of the "Little Sprouts Op Shop" on Monday 29th April, 2019 brought to fruition another social enterprise project for Zoe Support. Appointment of a Project Officer at the end of January 2019 and taking over a leased property in the central business district in early March 2019, shop maintenance, shop fittings, volunteer staff and appropriate stock were brought together to commence trading on Monday to Friday 10.00a.m. – 3.00p.m.

Throughout April a Retail and Barista Taster program run at the shop which provided an opportunity to Zoe Support clients to get an understanding of the different facets of the workplace. This program was also made available to other Learn Local Entities in the Mildura area. The program covered 16 hours of face to face interaction including practical activities. Ongoing volunteer opportunities will continue to exist for the Zoe Support clients.

A Web page, Facebook page and email account were activated for the shop to enhance our marketing and interaction activities with our clients, volunteers and the general public.

Little Sprouts Op Shop partnered with the Bibs and Blankies Zoe Support enterprise program to provide a day to day sale point for the products produced by the Zoe Young Mothers sewing group. The proceeds go towards purchase of new products for Hospital Baskets which are also available for purchase at the shop.

The shop is currently in the process of implementing upgrades to meet the need for a permit to allow the café area of the shop to commence operating.



zoe
SUPPORT
australia

Little Sprouts

OP SHOP & CAFE



OPEN

37

OPEN

OPEN



Innovative Individual Intervention

Stages of individual, integrated intervention to independence

Continuum of flexible service provision and case management

Referrals

- Self Referral
- Maternal & Child Health
- Child Protection
- Base Hospital
- Secondary Schools
- MASP
- MDAS
- SMECC

Stage 1

Supported Playgroups:

- New pregnant or parenting mothers
- General playgroup
 - Focus on mentoring
 - Importance of play
 - Attachment
 - Peer support

Pre-Accredited Training:

- A range of pre-accredited courses are offered by Zoe Support and partners

Partnering Professionals:

- Dental Hygiene
- Maternal & Child Health
- Mental Health
- Birthing Classes
- Early Years Reading
- Domestic Violence
- Legal advice
- Family Violence
- Alcohol and Other Drugs
- Physical Fitness programs

Stage 2

Education pathways with flexible options:

- Completion of Secondary or equivalent
- VCAL or VCE both online or
- Enrolment and support for tertiary:
 - Certificates
 - Diplomas
 - Bachelors
 - Apprenticeships
- Scholarships
- Tutoring is provided onsite
- Financial support

Childcare and Early Years

- Onsite childcare as a priority
- Early years principles - *Belonging, Being, Becoming*

Advocacy for:

- Child Psychology as required
- Medical specialist support
- Mental Health
- Alcohol and other Drug counselling
- Legal aid
- Centrelink

Stage 3

Employment Support

- Job readiness
- Work placements
- Kinder enrolments
- Primary School enrolments

Supported exit from program



Christine

I am Christine. I am from Congo. I have been in Australia for one year and two months. I have two children. My son is at school and my daughter is almost two years old. I came to Zoe with my friend Ivone. I had nothing to do before I came here. I was very ashamed. Since coming to Zoe I have done Bridging, cooking, sewing and playgroup. Zoe has helped me and my family with clothes, toys, transport, education and new friends. I hope to study accounting next year.



Jess

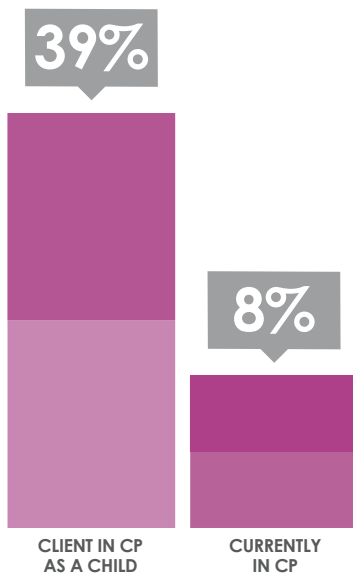
My name is Jess. I first joined Zoe Support in 2016 when I was 22 and heavily pregnant with my daughter Maisie Lynn. I was referred by MASP as at the time I was in emergency accommodation. Not being a local person, I didn't have contact with any of my biological family (except for my beautiful daughter now) and the father of my child left the country returning to the UK. As you can imagine, I was lacking support, I was stressed, alone, scared and fairly overwhelmed.

Thanks to Zoe support I had the guidance a first-time pregnant mum needs. They assisted with stable accommodation, baby supplies, birthing classes and someone to be in the room with me during the birth. Being a sole parent is still challenging, but between playgroup and the connections I have made with other Zoe mums it definitely helps with the feelings of isolation and the occasional sense of being overwhelmed.

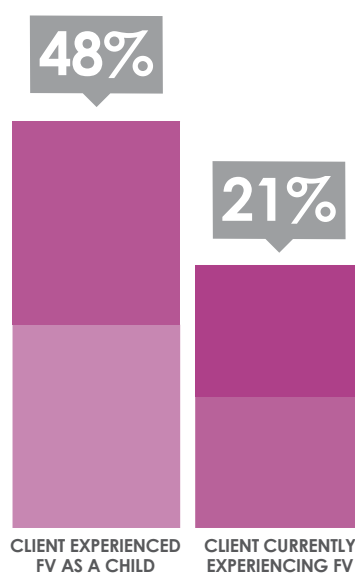
Last year Zoe helped me to participate in a week of work experience at Sunraysia Community Health Services and I genuinely loved it. I am now pursuing a career in the health field after being awarded a joint scholarship through Chances for Children and SuniTAFE. I am studying Allied Health and am more determined than ever to make something of myself, to make my girl proud and be a decent provider. I know the Zoe organisation will help me reach that goal. My baby girl and I will be forever grateful for everything they have done for us

Client Complexities: 2019

Child Protection



Family Violence



5%

of Clients have a Disability

Diagnosed Mental Health

45%

Substance Use Challenges

43%

SUBSTANCE USE

PAST



14%

SUBSTANCE USE

CURRENT



Hannah

I fell pregnant at 18 with my son Jacob and engaged with Zoe Support shortly after. I distanced myself near the end of my pregnancy and stopped attending Zoe until my son was over 1-year-old. Cindy, a Zoe case manager, kept checking up on me and asking if I wanted to come to play group. I finally decided to attend a playgroup and haven't left Zoe Support since.

It was through Zoe that I decided I wanted to give back to the services that have helped me and started studying my Certificate IV in Community Services - which I completed at the start of 2017. I then started my Diploma of Community Services. At the end of 2018 I fell pregnant un-expectedly with my daughter Mia. I stopped my study at the end of semester 1 in my second year. I gave birth to my daughter in August when I went into labour during a Zoe program called Wondering in the Womb! Since then I have returned to study and have 1 year left to complete my Diploma.

I have joined the Zoe netball team through which I have made amazing friendships with the girls. I have been attending many other programs in my spare time such as Bridging and cooking.

All through this, Zoe Support have provided me with affordable daycare for my child and transport to and from Zoe Support until I got my license and a car. They have provided me with constant support whether it be for my education, advocating for me and helping me identify my mental health issues and making sure I get the appropriate help through the right services.

Sadly 2019 is my last year at Zoe Support but I will forever be grateful to all the staff helping me through one of the most difficult times of my life and making me feel like I am not another statistic and I can be the role model for my children that I want to be.



Housing Report

Stable and secure housing is a major contributing factor when helping a young mother develop a plan and establish pathways to reach her goals. Many young mothers have had to improvise just to survive with inadequate accommodation ranging from couch surfing, living in houses with drug affected or violence occupants or sleeping rough.

Zoe Support has assisted 42 young mothers to gain private rentals. When young parents have stable and safe accommodation, risks are reduced and education and community connection become possible.

Zoe Support provided 3 clients with the Home Base package in the 2018/2019 financial year. The criteria for the Home Base package is being defined as homeless but successfully attaining a private rental property. The package has been developed to assist the young mothers to settle into their new homes with essential items they require, including cleaning products so they can maintain the property at required standards.

Homeless or at risk of homelessness



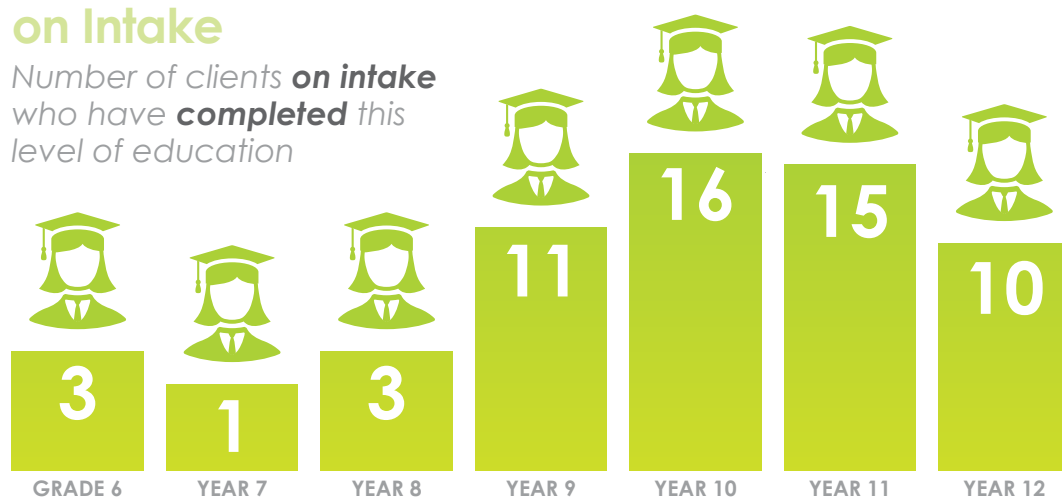
Private rental with ZS



■ On Intake ■ 2019

Education Level on Intake

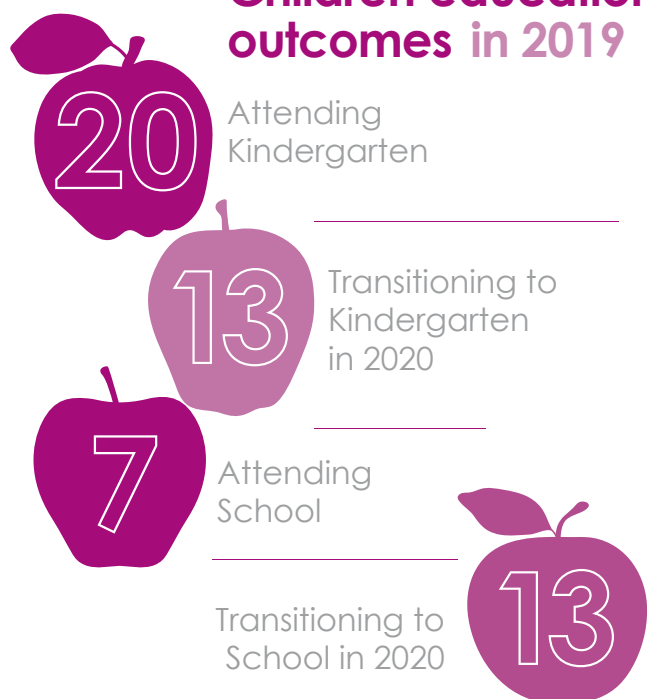
Number of clients **on intake** who have **completed** this level of education



Education Outcomes in 2019



Children education outcomes in 2019







Kya

My partner and I moved to Mildura to start a new life together. We lived with his parents when we first arrived. When my partner found work I would lock myself in my room or go for a drive. I had no family or friends here in Mildura, I felt so alone and unwanted. I became depressed and anxious so I started attending Headspace for support.

Things changed once I found out I was pregnant. It was a big wake up call. I was ready to change my life for my beautiful unborn child, I even found myself a job.

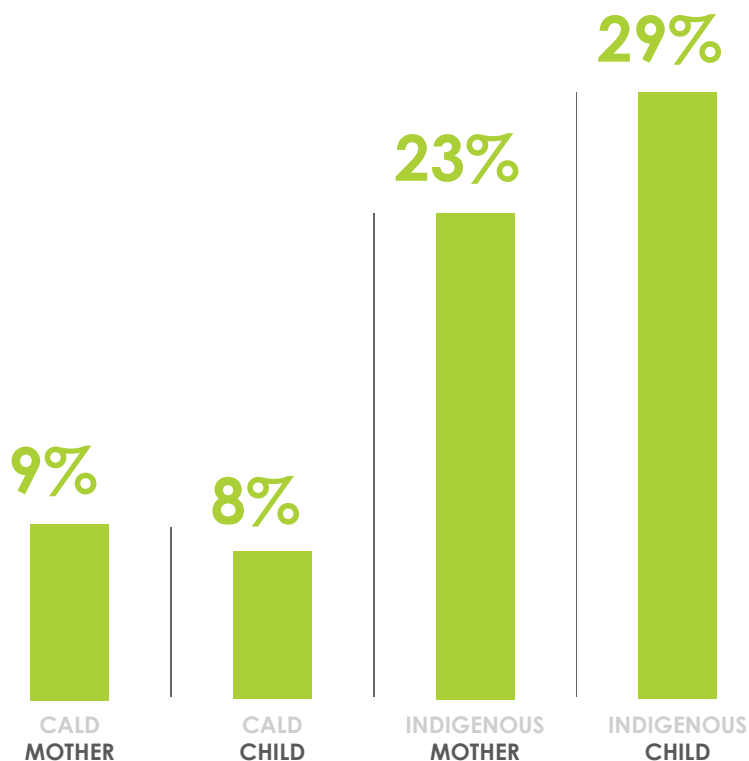
My Doctor referred me to Zoe Support. I made an appointment with the Case Manager and explained my situation, I told her I was looking to make friends. Zoe Support assisted me to find accommodation, once we had a place of our own everything started falling into place.

Zoe Support staff made me feel very welcome. I felt confident and comfortable when attending programs. I connected with a lot of the Zoe mums and I felt like I could be myself.

Zoe Support staff and volunteers make everyone feel welcome.

Having my daughter Leilani put my whole world into perspective. Motherhood has taught me the meaning of living in the moment and being at peace. Children don't think about tomorrow, they just exist in the moment. Being a mother has changed my life drastically, even silly things like my phone used to be full of photos of me, now it's full of photos of Leilani.

Diverse Families



38%
OF MOTHERS ARE
PARTNERED
IN 2019

Education & employment of clients parents: on intake

33% OF CLIENTS MOTHERS ARE CURRENTLY EMPLOYED

MOTHERS OF CLIENTS HIGHEST LEVEL OF EDUCATION	COMPLETED YEARS 7-9	19%
	COMPLETED YEARS 10-12	38%

36% OF CLIENTS FATHERS ARE CURRENTLY EMPLOYED

FATHERS OF CLIENTS HIGHEST LEVEL OF EDUCATION	COMPLETED YEARS 7-9	17%
	COMPLETED YEARS 10-12	27%

Births

From July 1st to June 30th



Family Day Care Report 2019

Family Day Care is provided by qualified early year's educators at three Zoe centres, enabling young mothers to attend school, study or programs.

The centres are located on Deakin Avenue, close to secondary schools and are operating on a full-time basis, each providing care for about 8 children each week. Some children attend 5 days a week where others may only have occasional care.

The childcare bookings are organised by the caseworkers and preference is given to the young mother's most needing care for their children.

The centres all have a dedicated study hub for young mothers enabling them to be close and available for their children while they study.

Educators are guided by the National Early Years Learning Framework and supported by FDC Mildura (Mildura Rural City Council) to provide children with opportunities to maximise their potential and develop a foundation for future success in learning. Play-based learning and the importance of communication has a specific emphasis along with social and emotional development.

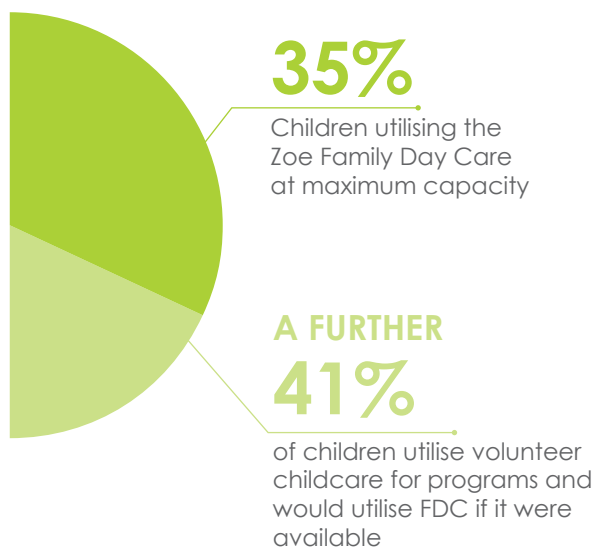
A safe, play based learning environment where learning is extended and enriched with the goal of transitioning ready for school, is provided.

Routines, stability and parenting skills mentored for the young mothers are important roles provided by the educators.



Family Day Care Allocations

Research shows that childcare onsite or in close proximity to education facilities is essential for young mothers to re-engage in education.



of kids require care but only 16 places are available at one time!



Transport

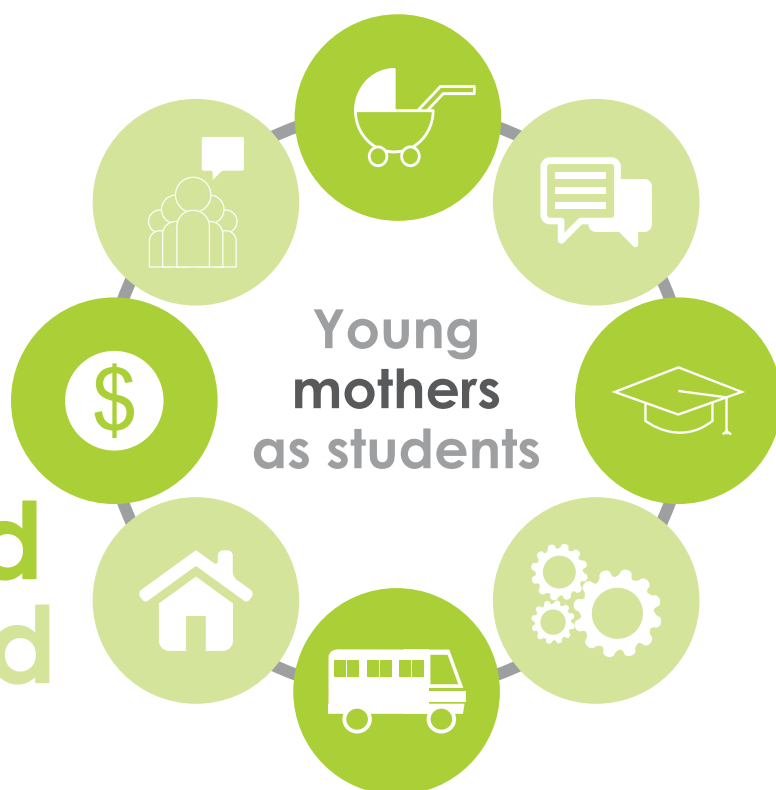
Both Zoe Butterfly buses provided transport to young mothers and their children, with 57% of clients requiring this daily service. On average the Butterfly buses complete 400 individual trips per month within Mildura and district area, including Irymple, Merbein, Gol Gol and Red Cliffs, with round trips of up to 40kms. By offering more efficient transport services, program attendance has continued to grow. Transport is a critical factor in offering consistent support to young Zoe families.



57%

OF CLIENTS RELY ON ZOE TRANSPORT

Place based wrap around support



Childcare Onsite



- Family Day Care In-Venue Care is provided by qualified early years educators at four centres while their mother attends school, study or programs

Emotional Support



- Intensive Case work by a team of qualified case managers, housing case worker, education support worker
- Peer Mentoring. Peers who are successfully engaging in education and managing their parenting role encourage newer mothers to engage in the Centre and offer positive support for their own futures.

Flexible Education Options & Tutoring



- Study Hubs at each venue, allow for workstations with computers for each mother at each centre.
- Tutoring support provided by a qualified teacher
- Pre-accredited training. Zoe Support is a Learn Local and delivers multiple courses: Bridging Numeracy and Literacy; Bibs and Blankies textiles and marketing; and Earth to Table Cooking Nutritious Food straight from the Kitchen Garden.
- Pre-accredited training courses - Introduction to Allied Health, Retail Taster, Contemporary Cakes and Small Business

Life Skills



- Life Skills programs including parenting skills, birthing classes provided by Sunraysia Community Health midwives, Wondering from the Womb delivered by Mildura District Aboriginal Service; Maternal and Child Health visits to encourage breastfeeding and early years development, and self-care.

Transport



- Transport: 2 vans transport mothers and babies to and from education, medical, and other appointments.
- 57% of mothers rely on Zoe butterfly buses

Housing



- Zoe Support has assisted 42 young mothers gain private rentals. When young parents have stable and safe accommodation, risks are reduced and education and community connection become possible.

Financial Support



- Zoe Support works with other agencies including Chances for Children, Haven and Mallee Domestic Violence to ensure finance is not a reason to not engage in education pathways.

Advocacy



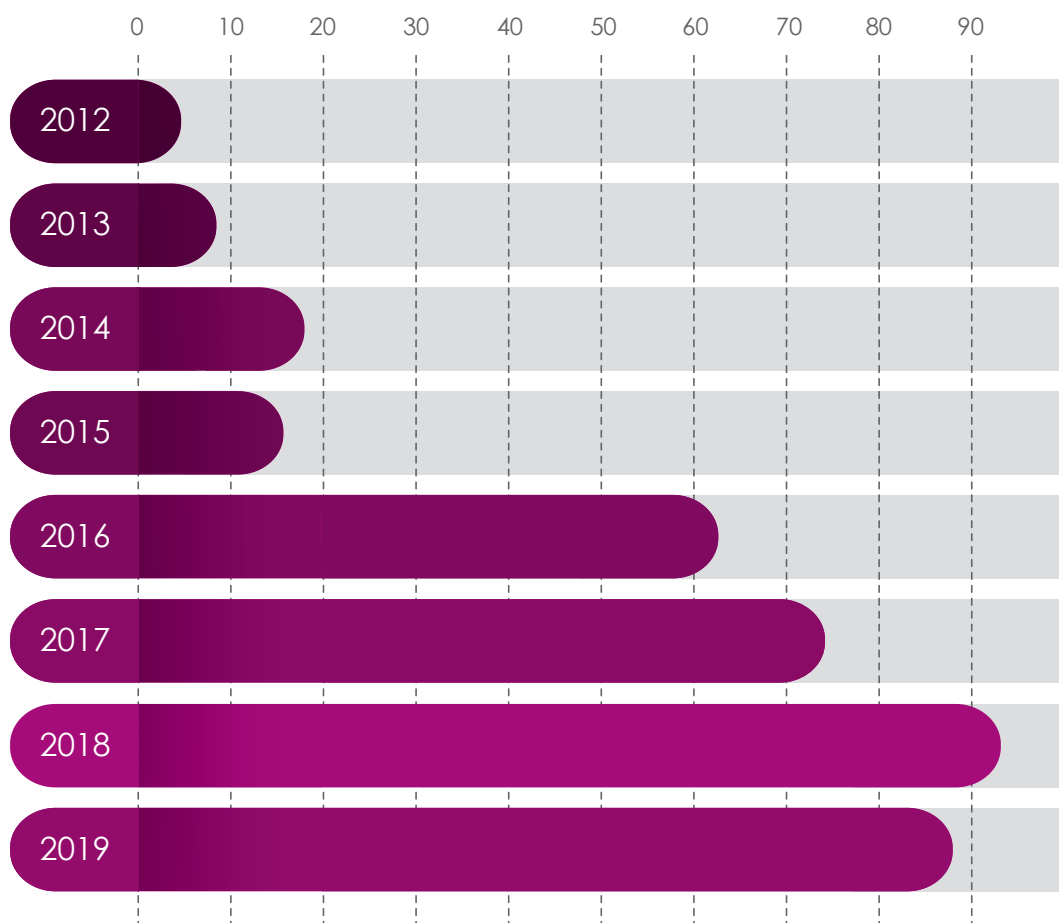
- Advocacy and referrals with valued partners in health, education, welfare and employment.

Why the ongoing success?

The overall growth represents the 'safe place' that young mothers experience and reflects the philosophical commitment to 'unconditional positive regard' which creates the culture at Zoe Support.

Teen birth rates are not increasing regionally but there are many young mothers who remain isolated and have yet to discover their own place in the community. Zoe Support values peer support and it is a naturally occurring phenomena.

There is a sense of acceptance and being 'enough', which individual mothers experience at Zoe, which in turn allows them room to breath, and for dreams to surface. Each mother has the opportunity to make steps to a better future for her child and herself.



Young Mothers engagement
age group 13 - 25 years



Elena, Kamryn & Connor Bibs & Blankies stall at Sunraysia Boutique Market



Directors Report

Your directors present their report on Zoe Support Australia ("the company") for the year ended 30th June 2019.

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
- Anne Webster
- Chris Crewther (resigned 27th November, 2018)
- Jennifer Garonne
- Gary Green
- Gerard Jose (resigned 15th February, 2019)
- William Trimble (appointed 19th August, 2019)
- Heather Young held the position of company secretary at the end of the financial year.

Meetings of Directors

During the financial year, 9 meetings of directors were held. **Attendances by each director were as follows:**

	No. eligible to attend	No. attended
Philip Webster	9	9
Anne Webster	9	8
Chris Crewther	4	2
Jennifer Garonne	9	6
Gary Green	9	7
Gerard Jose	5	4

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 Register and mitigation 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 loss from ordinary activities for the company amounted to \$81,736 for the financial year ended 30th June 2019 (2018: Profit \$193,189).

During the financial year ended 30th June 2019, the company established and launched a social enterprise "Little Sprouts Op Shop". Many of the company expenses for this financial year, relate to grants and revenue disclosed in prior years.

Membership Details

The company is incorporated as a company limited by guarantee that requires the members of the company to contribute \$50 per member towards the company liabilities on the winding up of the company. At 30 June 2019 the number of members was 8 (2018: 8).

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



Philip Webster

Director

Dated: 16th October, 2019

STATEMENT OF PROFIT OR LOSS & OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
Income		
Grants	463,046	574,240
Donations	6,272	12,440
Programme Income	3,511	892
Interest received	5,921	4,727
Other income	19,792	17,782
Total income	498,542	610,081
Expenses	\$	\$
Advertising and marketing	2,888	1,013
Audit fees	1,100	1,100
Bank Fees And Charges	472	214
Contract payments	81,264	15,694
Depreciation	9,577	12,271
Entertainment	2,563	2,145
Fuel & oil	933	823
Gifts & Donations	1,429	3,326
Hire/rent of Plant & Equipment	12,318	4,649
Insurance	2,367	825
Interest - Australia	7,625	8
Light & power	11,305	10,204
Memberships & Subscriptions	6,690	3,061
Motor Vehicle expenses	6,680	7,807
Office expenses	7,035	6,604
Programme Expenses	59,716	23,913
Provision for Employee Entitlements	-7,280	3,704
Rates & land taxes	4,100	2,450
Rent on land & buildings	58,613	58,185
Repairs & maintenance	11,217	10,027
Setup costs		46
Staff training	3,719	3,405
Superannuation	22,954	19,155
Telephone	6,731	6,458
Travel expenses	2,420	2,124
Wages	252,019	208,739
Website and software expenses	5,690	4,101
Workcover Premium expenses	6,129	4,842
Total expenses	580,278	416,892
Profit (Loss) from Ordinary Activities before income tax	-81,736	193,189

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2019

	Note	2019	2018
Current Assets		\$	\$
Cash Assets			
bankmecu - Community Access Acct		200,898	459,988
Load & Go Card		166	87
		201,065	460,074
Receivables			
Accounts Receivable		2,536	4,322
		2,536	4,322
Current Tax Assets		\$	\$
GST payable control account		2,185	-8,433
		2,185	-8,433
Total Current Assets		205,786	455,963
Non-Current Assets		\$	\$
Receivables			
Loans other related companies		6,552	
		6,552	
Property, Plant and Equipment			
Property - 270 Deakin Ave, Mildura		283,237	
Lease improvements		37,545	37,545
Less: Accumulated depreciation		-14,463	-11,503
Plant & equipment		47,223	42,706
Less: Accumulated depreciation		-23,994	-17,452
Office equipment		3,878	3,878
Less: Accumulated amortisation		-3,830	-3,784
Furniture & Fittings		725	725
Less: Accumulated depreciation		-621	-592
		329,700	51,523
Total Non-Current Assets		336,252	51,523
Total Assets		542,038	507,486

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2019

	Note	2019	2018
		\$	\$
Current Liabilities			
Payables			
Accounts Payable		1,225	
Accrued Expenses		4,560	4,560
		5,785	4,560
Financial Liabilities			
Credit Card		350	672
		350	672
Current Tax Liabilities			
Amounts withheld from salary and wages		9,730	9,984
		9,730	9,984
Provisions			
Employee entitlements			7,280
			7,280
Other			
Grants in Advance		-836	65,263
		-836	65,263
Total Current Liabilities		15,029	87,759
Non-Current Liabilities		\$	\$
Financial Liabilities			
Bank loans	8	189,018	
		189,018	
Total Non-Current Liabilities		189,018	
Total Liabilities		204,047	87,759
Net Assets		337,991	419,727
Equity			
Retained profits / (accumulated losses)		337,991	419,727
Total Equity		337,991	419,727

STATEMENT OF CHANGES OF EQUITY

FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
Operating profit (deficit) before income tax	-81,736	193,189
Income tax (credit) attributable to operating profit (loss)		
Operating profit (deficit) after income tax	-81,736	193,189
Retained profits at the beginning of the financial year	419,727	226,538
Total available for appropriation	337,991	419,727
Retained profits at the end of the financial year	337,991	419,727

STATEMENT OF CASH FLOWS

AS AT 30 JUNE 2019

	2019	2018
	\$	\$
Cash Flow From Operating Activities		
Receipts from customers	494,407	603,558
Payments to Suppliers and employees	-646,102	-332,500
Interest received	5,921	4,727
Interest and other costs of finance	-7,625	-8
Net cash provided by (used in) operating activities (note 3)	-153,399	275,777
Cash Flow From Investing Activities		
Payment for:		
Loans to other related companies	-6,552	
Payments for property, plant and equipment	-287,754	-11,693
Net cash provided by (used in) investing activities	-294,306	-11,693
Cash Flow From Financing Activities		
Proceeds of borrowings	189,018	
Repayment of borrowings	-322	-25
Net cash provided by (used in) financing activities	188,696	-25
Net increase (decrease) in cash held	-259,009	264,059
Cash at the beginning of the year	460,074	196,015
Cash at the end of the year (note 2)	201,065	460,074

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

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

The financial statements were authorised for issue on 16th October, 2019 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 dependant 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 mandatory 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 accruals 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.

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 on a diminishing value basis 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 liability 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 revenue 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 services 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 Australian Taxation Office (ATO).

g. New Accounting Standards for Application in Future Periods

The AASB has issued a number of new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods, some of which are relevant to the company.

The directors have decided not to early adopt any of the new and amended pronouncements. The Company does not expect that these changes will have a material effect on its financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

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:

	2019	2018
bankmecu - Community Access Acct	200,898	459,988
Load & Go Card	166	87
	201,065	460,074

NOTE 3. RECONCILIATION OF NET CASH PROVIDED BY/USED IN OPERATING ACTIVITIES TO OPERATING PROFIT AFTER INCOME TAX

	2019	2018
Operating profit after income tax	-81,736	193,189
Depreciation	9,577	12,271
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	1,786	-1,796
(Increase) decrease in prepayments		46
Increase (decrease) in trade creditors and accruals	1,225	-1,672
Increase (decrease) in other creditors	-66,099	63,236
Increase (decrease) in employee entitlements	-7,280	3,704
Increase (decrease) in sundry provisions	-10,873	6,800
Net cash provided by (used in) operating activities	-153,399	275,777

NOTE 4: CONTINGENT LIABILITIES

At 30 June 2019 the Directors are unaware of any liability, contingent or otherwise, which has not already been recorded elsewhere in these financial statements.

NOTE 5: CAPITAL COMMITMENTS

At 30 June 2019 the Directors are unaware of any capital or leasing commitments, which has not already been recorded elsewhere in these financial statements.

NOTE 6: EVENTS SUBSEQUENT TO REPORTING DATE

Since the date of these financial statements, there have been no events occurring after reporting date which require specific disclosure.

NOTE 7: UNEXPENDED GRANT INCOME

The profit reflected in the income statement includes unexpended grant income. These amounts are expected to be fully expensed by the completion of the grant period. All grants receipted in this financial year have grant periods due to be completed within the 12 month period following 30th June 2019.

NOTE 8: BANK LOANS

The bank loan is secured by a registered first mortgage over freehold property and buildings at 270 Deakin Ave, Mildura. The loan is interest only for 3 years, ie. until September 2021 and has therefore been disclosed as a Non-Current Liability.

DIRECTORS DECLARATION

ZOE SUPPORT AUSTRALIA

ABN 76 161 029 705

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 2019 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.

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



Philip Webster
Director

Dated: 16th October, 2019

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 2019, 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 2019 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 judgement 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



Kellie Jane Nulty

Dated this 16th day of October 2019





FEBER

2018 - 2019 FUNDERS

PHILANTHROPIC FUNDING ORGANISATIONS

- William Buckland Fund
- Bank Australia
- Jack Brockhoff
- Mary MacKillop
- Collier Foundation
- Street Smart Australia
- Helen Macpherson Smith Trust
- RE Ross Trust
- Australia Post
- Matana Foundation

LOCAL GOVERNMENT

- MRCC Community Project
- MRCC Community Partnership Grant
- MRCC Environmental Grant

DEPARTMENT EDUCATION AND TRAINING ADULT COMMUNITY FURTHER EDUCATION - LEARN LOCAL

LOCAL COMMUNITY DONATIONS

- Psychology & Wellbeing Worx Pty Ltd
- My Giving Circle
- Mildura Lawn Tennis Club
- Lower Murray Water
- Charitable Club
- Northern Mallee Anglican Parish
- Mildura Private Hospital
- Day Theatre Staff
- Northern Mallee
- Christian Fellowship
- Mildura Garden Social Club
- Freemasons Foundation

In addition, we are grateful for local individual donors
Family Day Care in Venue Care
Four Centres with the newest one opening this year.



