



annual report
2008-2009

a colourful year in review

capable communities
strong families
thriving children

Our Values

Respect

Inclusion

Empowerment

Community

Our Mission

To create caring, capable communities by:

Supporting and strengthening the most vulnerable families, children and young people.

Innovating and advocating for social inclusion.

Growing community connections and contributions for the benefit of all.



capable communities, strong families, thriving children

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Thank you to our families who so generously gave us permission to use their photos in this Report



A Family Life Story

A Maternal Child Health Nurse phoned the Child FIRST program to refer a struggling mother and her children, aged 14 years, 13 years, 8 years and 8 months*.

A Community Bubs family worker met with the mum for a chat. The mum explained that while she was finding having the new baby to be very stressful, what was really worrying her was her 14 year old daughter; the daughter had a 21 year old boyfriend and she was being 'very difficult' at home.

The Community Bubs worker referred the mum to the Youth and Family Team who took on responsibly for the case and began to help the family with their relationships.

The Men's Outreach Worker met with the partner to provide him with support and encouragement and to talk about ways he might be able to provide more help at home. The father was encouraged to ask his mother to help by minding the 8 year old on the weekends.

As mum's mental health problems were impacting on the 13 year old and the 8 year old, the SHINE Mental Health Team worker helped the children to develop coping strategies and improve their resilience.

Mum was encouraged to join the Family Life playgroup at the Edithvale Community House, where she made new friendships and started to develop a support network in her community.

A Family Life trained volunteer helped the mum with family budgeting and by taking her shopping each week. Together they had fun shopping at Family Life's PeopleWorx Opportunity Shop where mum bought low cost clothes and toys.

When things settle a little, mum would like to join the retail training course at the PeopleWorx program.

The volunteer will continue to be an integral part of the care-team as she is able to strengthen the strategies put in place by the workers. Mum and Dad are now working together to manage the needs of their children including making sure they are attending school and following a stable routine.

The Family Life workers and the family will review their progress every three months.

While this story is modified to protect the identity of the family involved, it illustrates Family Life's integrated service model, which supports the whole family.

* Adjacent photo is not of the child referred to in this story

Our Patrons

Mr Justice (John) Fogarty AM

John was a Family Court Judge and Head of the Child Support Consultative Group from 1976 – 1998. During this period he delivered major Child Protection Reports and in 1991 was awarded an AM for his work with children. John has been a supporter and Patron of Family Life for over 10 years.

Mr Graeme Disney OAM

Graeme is a former Mayor of Bayside and his contributions and service to our community have been recognised by many awards including the Attorney-General's Department Award for his voluntary work as a Justice of the Peace and a Federation Medal in 2002.

Our Board

The agency is a non-profit, incorporated association governed by a voluntary Board.

Mr Anthony Hurd – President

Elected September 2004

Tony is an experienced General Manager with extensive local and international experience in manufacturing, marketing and retailing 'blue chip' icon brands which include ACI, Nylex, Black & Decker and Westfarmers. His current position is Global Sourcing Manager with Bunnings Group Limited. Tony is a local Bayside resident enjoying the challenge of rearing a young family with four children.

Ms Jennifer Douglas – 1st Vice President

Elected November 2007

Jennifer is the Director of Operations Strategy for Telstra. Prior to this role, Jennifer spent many years as a corporate lawyer. She also has significant experience in reviewing areas of law and policy requiring reform including through private research and as a consultant to the Queensland Law Reform Commission. Jennifer lives in Bayside with her husband and three young boys and is an active member of school and community groups.

Ms Rosemary Addis – 2nd Vice President

Elected November 2007

Resigned July 2009

Rosemary is Assistant Director, National Reform in the Victorian Department of Premier & Cabinet. Prior to taking this role she had a portfolio of Board and consulting work leading governance, social and policy initiatives for a range of organisations, building on a background as a senior executive in law and management. She has helped shape the strategic thinking of a number of corporate, philanthropic and community organisations. Rosemary is an internationally accredited broker of cross sector partnerships and a graduate member of the Australian Institute of Company Directors.

Mr David Edney – Secretary

Elected November 2005

David is an Accredited Family Law Specialist and Partner of the firm CE Family Lawyers which specialises in Family and De Facto Law. David is Chair of the Family Law Advisory Group of the Law Institute of Victoria (which assists with the accreditation of Family Law specialists). David works as an Independent Children’s Lawyer, representing children in the Family Court and Federal Magistrates Courts. David lives and works in the Bayside community.

Ms Ann Corcoran – Treasurer

Elected November 2007

Ann works full time across two jobs - she is the Student Ombudsman at Monash University and the Data Manager at De La Salle College in Malvern. She was a Member of Federal Parliament, representing the seat of Isaacs for the Labor Party from 2000 to 2007. Ann is an accountant and has worked in senior roles in public hospitals, universities and schools over the last 20 years. Ann has four adult children and a growing team of young grandchildren.

Mr Joseph Cauchi

Elected October 2006

Joe is a social worker, having worked in Canada with the Children’s Aid Society, the statutory child welfare agency in Ontario. On his return to Australia he joined the Catholic Family Welfare Bureau’s adoption program. In 1991 he was appointed regional Director of Counselling at the Family Court of Australia. Joe is currently Director of Sustainable Communities at the Shire of Mornington Peninsula. He is married to Gloria and they have three children.

Our Board

Mr Grant Douglas

Elected October 2008

Grant is Director Vic/Tas for Star Track Express. He spent time with ANZ as Acting Managing Director of Regional & Rural Banking and Head of Agribusiness. Prior to this, Grant was General Manager Quarries SA/NT in Boral's Construction Materials division. Grant holds an MBA from London Business School and a Bachelor of Engineering (Mining) from Ballarat School of Mines.

Ms Karilyn Fazio

Elected October 2008

Karilyn is an Executive Coach, Facilitator and Keynote Speaker, running her own business and working for corporations such as PricewaterhouseCoopers and Nestle. She is completing her Masters in Organisational Coaching at The University of Sydney. Karilyn has served a term as a Board member at Family Life, including three years as President, from 2000-2007. She lives with her husband and three sons in Bayside.

Mr Len Gill

Elected June 2008

Len is a professional engineer, with a career in management in the electricity and gas industries. He is currently Chairman of Babcock and Brown Power and has his own energy and management consultancy. Len is convenor of the Enterprises sub-board. Len lives in Bayside with his partner and children.

Ms Philippa Godinho

Elected October 2008

Philippa's association with Family Life began just over ten years ago when she sought help in safely exiting a violent relationship. She then took on public speaking roles to help accelerate discussions around family violence and changes that needed to be made in the law, and also in public perception of the issues. She is passionate about helping women and families to overcome negative relationships and works towards this as a Board member. Currently Philippa is a National Account Manager for Fiskars Brands, a role which utilises her marketing degree and strong sales background. Philippa has three children and lives with her partner in the City of Glen Eira.

Ms Felicity O'Shannassy

Elected December 2003

Felicity is a consultant with SMS Management & Technology. She has experience across both the public and private sectors, particularly in the areas of strategic planning, change management, project and program management, strategic procurement, relationship and risk management, policy development and service delivery.

Mr Graeme Seamer

Elected September 2004

Graeme has a teaching background and was formerly a Senior Education Officer with the Southern Metropolitan Region of the Department of Education. He continues to work with schools and the Department as a consultant. Prior to joining the Board, Graeme was a member of the School Focused Youth Service Reference Group. Graeme is a resident of Glen Eira.

Ms Trisha Silvers

Elected October 2008

Trisha, one of the Reach Foundation's original 'crew' (young leaders), has been facilitating and inspiring groups of teenagers in activity based, educational programs and instilling feelings of self-belief and confidence in these young people since 2000. Throughout 2005, Trisha worked tirelessly to set up the Reach Broadbridge Fund which, together with the Melbourne Football Club, would be responsible for establishing an education centre on Phi Phi Island for children. In 2006 Trisha was awarded Young Australian of the Year for her work with young people in Australia and Thailand. Trisha is currently the Engagement Facilitator with The Reach Foundation.

Stephen Tickell

Elected October 2006

Stephen is a Licensed Estate Agent and Director of the Hocking Stuart Real Estate Franchise Group, having worked in the industry for over 20 years. He plays an active role in Bayside community life and has always been passionate about creating the best possible environment for youngsters in our community. Stephen lives with his wife Eileen and four children in Sandringham.

Board members who resigned or retired during the year

Mr Mark Vassella

Elected September 2004, resigned August 2008
President 2006 – 2008

Mark resigned from the Board as a result of his transfer during 2008 to the US with his employer, BlueScope Steel. He has been an active member of the organising committee of the Family Life Charity Golf Days 2003-2008 and the Children's Services Centre Appeal Committee.

Ms Vivian Keating

Elected September 2002, retired October 2008
A resident of Kingston and former staff member of Family Life, Vivian operates her own investment business and property management company called Balcombe Apartments, in Kingston.

From the President



It is my privilege to present to you the Annual Report for 2009. Family Life continues to respond to the needs of our local community and deliver on our vision of 'capable communities, strong families and thriving children'.

Anthony Hurd

Throughout 2009 we have seen some extraordinary events which included the near collapse of our financial systems with the advent of the global financial crisis and the devastating Victorian bushfires where 210+ people lost their lives and many thousands more were displaced and left destitute. I am proud of how Family Life responded in this environment and continued to focus on our charter while at the same time helping those who were in most need. It takes courage, imagination and persistence to respond to new challenges and opportunities – abilities which our very capable CEO – Jo, the management team, program managers and staff – demonstrate over and over again.

Family Life has continued its expansion throughout the greater bayside southern region with our Chelsea Service Centre officially opening in March 2009. A centre in Kingston had been in the planning for many years, and this was an important step forward for us.

From the Chelsea centre we are able to deliver government funded family services and coordinate the replication of our pioneering Creating Capable Communities program in a new geographic location. Creating Capable Communities is one of our innovative programs that build trust and hope in vulnerable families, children and youth. Feedback from past participants has indicated that they built healthier relationships, learned more about the services in their local community and how to make

the best use of them, and importantly, reached out to each other to offer and ask for help. In essence how a functioning community should engage.

One of my other favourite programs is our PeopleWorx social enterprise. PeopleWorx creates opportunities and pathways for social and economic participation with structured support. Participants have a personal mentor, develop sales, communication and personal interaction skills and work towards achieving a certificate of retail studies. These people, who are truly marginalised in our community, gain confidence and self esteem and ultimately re-engage in the broader community. It gives them a sense of purpose and belonging, coupled with opportunity and capacity that can make huge changes in their lives. It is often the disempowerment of not having knowledge or access that is the primary issue. I had the opportunity this year of attending the 1st graduation of our initial intake achieving their complete Certificate II in Retail Operations – a truly moving experience for everyone present.

All of our financial goals have been met over the year with the focus continuing on our sustainability strategy. This is essential for the whole of Family Life. The effectiveness of Family Life's work responding to the needs of at-risk and vulnerable families, children and youth have again been validated with increases in Federal and State Government funding and community and philanthropic donations.

On a personal note, I commenced volunteering with Family Life around eight years ago, initially as a community youth mentor. I wanted to do something different with my life that wasn't about business or making money; something with a bit more substance and enrichment. I am proud of my time with Family Life and the wonderful people I get to interact with. I am astounded at how enriching it is to apply energy, determination and experience to helping others. I encourage others to experience the fulfilment and rewards of volunteering.

Thank you to all our volunteers, board members, management, staff and donors for supporting Family Life over the past 12 months – your dedication and support have been outstanding. I am confident that we have a committed and flexible team that can adapt and tackle any challenge that we may encounter in the future and deliver on our vision of 'capable communities, strong families and thriving children'.

"Family Life is a wonderful service, on behalf of my children and me, thank you for your assistance and support; it has really helped us deal with our family problems." Client feedback

CEO's Report



Throughout 2008-2009 Family Life staff and volunteers have maintained our focus on generating solutions to solve problems and promote sustainable change for capable communities, strong families and thriving children. Our innovations, services and results are proudly presented in this report. We thank all partners, funding bodies and donors for your commitment to our Vision, Mission and whole-of-community approach.

Jo Cavanagh

Family Life has continued to implement government reforms in child protection, family services, family violence and family law. The effectiveness of our approach and programs for helping vulnerable children and families has been shared nationally and internationally through research partnerships, conference presentations, written reports and requests to join policy and advisory forums.

This effective work has occurred under increasingly difficult circumstances. The growing complexity of family needs and administrative requirements to ensure high quality, accountable services, are placing our service providers and agency under great pressure. This year we have also had the local impact of the global financial crisis with more parents becoming unemployed and families under financial stress. And then in February we had the terrible Victorian bushfires. We have many families whose lives have been dramatically changed. They now live with the loss of family, friends, property and community. Family Life has been supporting 65 families and providing professional counselling services for victims. We expect this work to continue for many months if not years.

Strengthening our Human Resources team over the year has been critical for responding to these additional challenges, supporting staff and maintaining our highly skilled workforce.

These are the people who take the frontline impact of the pain, conflict and trauma of vulnerable families and children. This comes at a personal and organisational cost. Our staff and volunteers are also the first to celebrate when neighbours help each other, parents learn new skills, grow and change, and risks for children are addressed and they begin to thrive. They are proud of the work they do and we are most grateful that they care and are so committed to helping others.

As CEO I am concerned that we invest strongly in our people and ensure we maintain skilled and motivated staff able to respond to today's and tomorrow's challenges. This has indeed been a tough year as a community service organisation. Careful management has ensured that we stayed on strategy and on budget.

Increased community concerns about child protection have followed media reports of children being harmed, mistreated and dying. Family Life will continue to reach out to vulnerable parents and children and offer help. We are committed to partnership with government and sector colleagues to do the best we can to strengthen our collective effectiveness for protecting children. However, child protection systems tend to focus on "what happened in the past", whilst family support services focus on "what do we need to do to make things better for the future."

Investing in family support services is how, as a community, we can promote the wellbeing of children within their families and neighbourhoods, and reduce the long term costs of statutory systems of care. We need increased government and community support to achieve these outcomes.

Family Life is also here for local families who find themselves under pressure and in relationship difficulties. We have a regular presence in local schools, building mental health resilience with children, and communication skills to promote family problem solving. Our enterprises, Work and volunteer programs provide cost-effective pathways for people into community connections, learning and employment.

This Annual Report demonstrates how our whole-of-community model is the way of the future to help all children to thrive.

Thank you for your interest and we look forward to your continued support.

"Thank you. This is the service I've been looking for all of my life". (Participant in a Women's Support Group)

The Family Life Integrated Model

Family Life provides Family Services in the southern suburbs of Melbourne.

Contributions:

Federal Government	\$2.9 million
State Government	\$2.3 million
Local Government	\$100,000
Community	\$1 million
Volunteers	\$1.2 million (value of service)

The Family Life integrated model includes Service Centres, Creating Capable Communities programs in high-need communities, Community Houses and Enterprises.



Sandringham	Cheltenham	Chelsea	Frankston	Rosebud
□ Service Centre	\$ Enterprise	□ Service Centre	□ Service Centre	○ Proposed Community House
○ Community House		○ Community House	○ Proposed Community House	◇ Proposed CCC
◇ CCC		◇ CCC	◇ Proposed CCC	
\$ Enterprise		\$ Proposed Enterprise	\$ Proposed Enterprise	

Service Centres

Service Centres include:

- Counselling rooms
- Family therapy rooms
- Meeting rooms for community education
- Training facilities
- Support groups

Service Centres are safe and secure offices for clients and staff and a place where anyone can go for help.

Creating Capable Communities (CCC)

Staff work within high-need communities assisting people to improve their parenting, social and leadership skills.

People learn new skills and foster a sense of community through:

- Breakfast Clubs
- After-School Clubs
- Playgroups
- Leadership Training

Family Life staff keep a watchful eye on children's wellbeing and development.

Community Houses

Safe, secure, relaxed places where:

- Mums and dads go to make friends, join play groups and develop skills
- Family Life staff keep a watchful eye on children's wellbeing and development
- Staff and volunteers help parents to build local networks of support

Enterprises

Community businesses run in upmarket Opportunity Shops:

- Generate discretionary revenue
- Provide vulnerable young people and adults with training, personal support and work experience
- Recycle goods
- Mentor vulnerable young people
- Facilitate socialising and community engagement

The integrated model:

- Strengthens and supports families, helping to prevent family problems and breakdown
- Enables people to become active participating members of the community
- Links our core family support intervention with prevention and sustainable change.

Help for Families

Any family, at any time, may need help to deal with life's challenges.

While Family Life's services are available to any family, our special focus is on helping those families, teenagers and children who are most vulnerable. Our services are based on what people tell us they need. We help people set and achieve personal goals, and develop new skills, strengths and strategies for managing their lives – so they can become active, fulfilled and engaged members of their community.

Services Provided

2,600 families received counselling, family dispute resolution services and family support.

850 parents and grandparents participated in community development programs and seminars for relationship and personal skill development.

1,000 children participated in SHINE mental health resilience programs.

1,800 students, professionals, residents and special interest groups received information about services which promote wellbeing of children and family relationships.

This information will be disseminated via the attendees, into the broader communities with immediate benefit to 1,000s more families.

65 people looking to enter or re-enter the workforce attended retail training courses and undertook work experience at the Worx program in our Enterprises.

In total, Family Life has stretched our resources and services to benefit more than 5,000 families, including families who have received multiple services.

Counselling – at the Service Centres and Outreach

Families come to us for help with a range of complex issues. These include family violence, mental health problems, financial stress, underdeveloped parenting skills, unemployment, isolation, disability, access to services, child protection, low literacy and learning difficulties, unresolved grief, drug and alcohol addiction, physical health and relationship difficulties. Many of these issues are interrelated and occur together.

On satisfaction surveys, clients consistently report they:

- Had an increase in coping skills
- Would recommend the service

- Found their service was either helpful or very helpful
- Were very satisfied with the concern shown to them by their counsellor
- Had been helped to deal with other problems in the future

“My counsellor was great; he was a great listener which helped me to talk through issues and develop my own understanding of them.”

“All the time spent was beneficial and contributed towards improving our marriage relationship”.

Dispute Resolution and Mediation

In 2006, the Australian government established Family Relationship Centres where families can find out about a range of services to help them manage relationship issues, including agreeing on appropriate arrangements for children after parents separate. Family Life manages the Frankston Family Relationship Centre.

Work at the centre includes:

- Family Dispute Resolution
- Helping families to focus on the best interests of their children both during and after separation



Help for Families continued...

Professor Thea Brown from Monash University was engaged to evaluate the Family Dispute Resolution (FDR) model used at the Frankston centre.

Preliminary findings include:

60% of parents indicated they had achieved some agreement

Of those, 78% indicated that the agreement had endured for periods of 3 to 21 months

76% reported they had gained new ways of looking at the post-separation issues

47% indicated they had gained a stronger focus on their children

“The research identified considerable success in both assisting parents to reach agreement in mediation and the durability of agreements made.” Australian Family Relationships Clearing House – No 14, 2009

“Most heartfelt thanks for sorting out my issues. Four years of court case could not...”

“It prevented us from ending back in court and the outcome was infinitely preferable to any that could have been decided by the law.”

Family Support – Child Inclusive Practice

Family Dispute Resolution clients have the option to hear about the impact their dispute is having on their children. With the parents’ consent, children are offered the opportunity to talk to a qualified child practitioner, about their personal journey during family separation. This session does not involve interviewing the child, but rather exploring through the use of games and other tools, the child’s own experience. With the child’s permission, this information is then shared with the parents without the child present. Parents are encouraged to reflect on this knowledge during their separation process.

Family Support – Child FIRST

The welfare of babies and children is always a paramount concern. Recent State Government reforms implemented Child FIRST sites across the state, and Family Life is a provider of these services in the southern suburbs. The primary purpose of Child FIRST is to ensure that vulnerable children, young people and their families are linked effectively into relevant services. Through a collaborative partnership with other lead expert agencies, families receive assistance, specialist support and increased connections into the community. This service commenced in February 2009 and is still developing to capacity. Pleasingly, 36% of the referrals were self-referrals from parents, indicating that families continue to feel comfortable to seek help from Family Life.

Family Support – Links into Community Bubs

Where appropriate families were referred by Child FIRST through to Family Life's Community Bubs specialist program* where they received long-term family support and help linking into their communities.

Family Support – Integrated Family Services for Women and Children including Family Violence Services

Women were provided a range of counselling and support services, to help them set personal goals, resolve conflict, improve their communication skills and develop improved ways of interacting with their families and the broader community.

“Grief, sadness, inability to think objectively, chronic tiredness, anxious about situations that may arise and always being hyper-vigilant to my partner’s moods and needs.”

A participant describing the effect violence was having on her life.

Family Life provided women and their children, who were experiencing family violence, with a comprehensive range of services to help them address immediate concerns and develop happier and more fulfilling lives.

*Funded by the Cybec Foundation



Help for Families continued...

Services included:

- Support linking into emergency services
- Specialist counselling
- Support groups in which women:
 - Increased self-confidence
 - Developed assertive communication skills
 - Gained a deeper understanding of underlying issues and strategies for achieving happier lives for their families
 - Undertook leadership training and developed increased connections into the community
- 100% of the women felt that family violence had adversely affected their health
- 100% reported feeling better equipped to handle everyday situations since attending the group

“This group has enabled me to re-look at where I have been in the past, where I am today, and where I am going, and keep opening up to possibility in my life rather than just getting by each day. I feel the past is finally in the past and I can and will progress.”

“I feel more able to communicate effectively in a negative situation. I value myself!”

“The knowledge that we are all linked via an invisible thread to feeling empowered and less than perfect and still being loved.”

“We’ve learnt it’s not too late for new beginnings.. We’re ready now to start... Holding hands with happiness... holding hands with heart.”

Last verse of a poem written in collaboration by women attending the Making Choices group.

Family Support – Integrated Services for Men

During the year, counselling and support services were provided to men, both on an individual basis and through community education sessions, in a variety of locations including schools and service clubs.

Specialist services were also offered to men attending either the Frankston or Moorabbin Justice Centre (Court) in particular for family violence matters.

Most of the men phoned Family Life later to make an appointment to undertake a Couples Assessment. Following the assessment they were offered both individual and couples counselling and the opportunity to join MATES (Moving Ahead to Establish Changes), the Men’s behaviour change group.

The MATES program is a 16 week men’s behaviour change group, for men who have been abusive, violent and controlling towards the people in their lives. Men talk, share information, and challenge and support each other to be better men, partners and fathers.

Family Support – Links into Creating Capable Communities (CCC)

Families and children are linked into the CCC program where they participate in activities at the After School Club, Breakfast Clubs, Community Houses and Playgroups. These programs leverage the goodwill and generosity of our volunteers and community partners enabling clients to become active participating members of the community.

Seminars

Separating parents need to develop a plan for how they will continue to rear their children. At the seminars, they are encouraged to consider the best interests of their children. They learn how their conflict compromises their child's development and impacts on their child's wellbeing. Communication and problem solving skills taught at the seminars assist parents to plan together for the care of their children. Seminars include 'Consider the Children' and 'Working It Out'.



Consider the Children – Hands and Feet Wall



Help for Families continued...

“The most important thing I heard was to re-focus on the children in all discussion in relation to my separation.”

“I need to put myself and my ex-partner’s conflicts aside to ensure the best upbringing for our daughter.”

“I learned it is important to keep my son close to his father.”

Work Experience and Retail Training – PeopleWorx

Situated in the supportive environment of Family Life’s Opportunity Shop in Cheltenham, the PeopleWorx service provides unemployed people with real life work experience, retail training, personal support – and a pathway to employment.

“Thank you to everyone at PeopleWorx – I have learned so many new things and I feel really happy that I have a job.”

Community Education

Throughout the year, Family Life ran educational sessions for students, families, teachers and professionals. Community education offers parents the knowledge and skills to manage potentially difficult family problems. Educational sessions for teachers and other professionals promote collaboration and sharing of knowledge and experience.

Community Education sessions included:

Friends For Life and the SHINE mental health project – these sessions were run for students, parents, teachers and other professionals

Service Clarification – referral pathways, assessments and resources

Community Expo for service staff and special interest groups eg. Department of Defence at the Cerberus Base

Community Expo for residents of high-need neighbourhoods

Community Connections

People who sought our help were assisted to develop stronger connections into their communities, so they can access services, send their children to school, volunteer, and most importantly feel like they belong. This service is enhanced by the extended Family Life community of individuals, business people, schools, service clubs and philanthropic organisations, who offer our clients both in-kind and financial assistance.



Creating Capable Communities

“Your proposal, ‘Creating Capable Communities Measuring Impact and Change’, is an excellent example of the new thinking emerging in the prevention field that underscores the importance of context in shaping a child’s developmental trajectory... I was very impressed by your existing work in community-building, particularly with respect to your emphasis on instilling in residents a sense of obligation to help others and to engage in local volunteer opportunities to strengthen community. Your plan to replicate this program in three additional communities presenting varying levels of risk, along with a clear implication and impact evaluation design, offer a unique and important opportunity to advance policy and practice in the area of community prevention.” Deborah Daro Ph. D. Research Fellow, Chapin Hall, University of Chicago



Creating Capable Communities Leadership Group

The Creating Capable Communities (CCC) program operates in high-need neighbourhoods, where people may:

- Be experiencing social isolation
- Be abusing substances
- Have underdeveloped parenting skills
- Need to learn to trust service providers
- Have poor local support networks

70% of the families participating in CCC were experiencing social isolation

The CCC program incorporates five key strategies to help people lead healthier, happier and more fulfilling lives.

- 1. Breakfast Club** – promoting healthy eating and assisting children to get to school on time. Run at Westall Primary School and the Dunkley/Fox public housing in Highett.
- 2. After School Club** – promoting healthy eating and improved educational outcomes, ran at the Dunkley/Fox public housing in Highett.
- 3. Community Bubs** – promoting parent-child attachment and improved wellbeing of the child and the family. Made possible thanks to the Cybec Foundation. Helped 42 families, all of whom were experiencing at least nine serious issues.

Community Bubs Evaluation of 14 families January – June 2009

100% Reduced risks to children

100% Children continuing to live safely at home

90% Maintaining child's stability

100% Created and maintained community connections

100% Families have been able to link into community resources and regularly access these services

90% Bonding and attachment have improved during Community Bubs involvement

4. Community Houses – providing isolated families with a friendly and welcoming venue where they can make new friends, develop parenting skills and receive professional support, operated at 12 Keith Street Highett and 6 Lochiel Avenue Edithvale. Helped 30+ families every week.

“Early intervention is crucial in protecting children. There are so many families we know are at risk but we can't get to them. Having a community house there gives us hope.”

Margaret McGregor, Family Life's first Director

5. Creating Capable Leaders – from loneliness and isolation to becoming an active, participating leader in one's own community.

Through the Creating Capable Leaders program, participants develop improved social skills, connections into the community, increased self-confidence and improved job-readiness. During the year, participants developed their own community initiatives including:

- REFRESH – parents helping parents return to the workforce when their youngest child turns eight. 3 women ran course for 7 women.
- An advocacy group to support a young single migrant mother
- Drop-in-centre for community members with a mental illness
- Community kitchen for Edithvale families

With the pro bono support of Bain & Company, Family Life is developing an innovative methodology for measuring the return on investment of the Creating Capable Communities program.

Family Life SHINE



Support
Health
Information
Networks
Education

The Issue

13% of 10–14 year olds in Australia have a mental health issue and most were not receiving professional help.¹

74% of 21 year olds with a mental health disorder had a developmental history of a mental disorder.²

International research recommends targeted interventions at this life stage to mediate specific risks and enhance protective factors.³

Intervention and Prevention

Family Life was selected by the Australian Government to pilot a mental health initiative to improve the mental health of children aged 8–14, and their families.

The project focuses on early intervention and prevention and aims to reduce the risk of a child experiencing a mental health problem by helping them to strengthen their resilience and coping skills. Help is also provided for children who are coping with a mental illness in their family.

Family Life specialist staff work with whole classes in schools helping children to develop strategies for coping with stressful situations and improve their self-confidence. Children who display early signs of having a mental health problem, such as anxiety, depression or a conduct disorder receive specialist help at school and with their families.

The Family Life SHINE initiative incorporates aspects of the 'Friends For Life' program, a school-based anxiety prevention program.

Benefits

- Early intervention offers a better life for the child
- Prevention through early intervention reduces costs for the community
- Schools receive specialist support
- Families learn new skills for coping when a family-member has a mental health problem
- Evaluation of the Family Life SHINE project will contribute to the Australian Mental Health Framework

1 – Child and Adolescent component of the National Survey of Mental Health and Wellbeing (Sawyer et al 2000)

2 – (Zubrick et al 1999:572)

3 – (Giesen, Searle & Sawyer 2006)

Delivered

- Specialist individual case management support for 80 children
- Specialist classes and support for 9 schools
- Taught resilience and self confidence skills to 500+ children (many of whom come from linguistically and culturally diverse backgrounds)
- Trained 29 teachers to deliver the 'Friends for Life' program – anticipated that this training will help an estimated 1,740 children
- Assistance for 300 young people who attended a mental health forum in Brighton Town Hall
- Specialist groups for boys displaying aggression and violence
- Specialist groups for children who had experienced violence prior to moving to a women's refuge
- Programs and support for children whose parents have a mental illness
- Support for girls with self-harming behaviour

"It helps me be more positive and confident about being happy to be myself." Grade 4 Student in the SHINE program

"Instead of my mum yelling I ask her to stop, think, do and it really works" Student in SHINE program

The Results – What the Children, Parents and Teachers said:

- 94% were satisfied with Family Life SHINE service
- 91% reported a positive impact from participating in the SHINE service
- 62% reported an increase in awareness of effective communication and problem solving skills
- 88% reported an increase in emotional health and wellbeing following participation in Family Life SHINE.





GET LOST



in Tasmania

A Family Life SHINE Story

A ten-year-old boy named Thomas* was being raised by his single mother. He and mum have been part of the welfare system for many years as Mum has a severe mental health problem. Mum has also been diagnosed with Post Traumatic Stress disorder and has a history of domestic violence.

When Thomas first came to Family Life SHINE he was experiencing the following issues:

- anxiety
- sadness
- sleeplessness
- social isolation
- bed-wetting
- limited skills for being resilient

Family Life SHINE supported the family with psychological and educational strategies to strengthen Thomas's life skills, teach him techniques to reduce his anxiety and assist him with sleeping. The family received support from Family Life SHINE for six months.

Thomas is now happier, more confident and sees life in a more positive way. He has new friends at school. Thomas's sleeping patterns are becoming more settled as he implements the relaxation strategies. He has also been able to strengthen his coping skills and is now able to understand and separate his mother's issues from his own.

There has also been an improvement in Mum's behaviour. At first she appeared aggressive and over-protective of Thomas. This had caused issues with the school, however, with the help of the Family Life Case Manager, she has been able to develop a more productive way of communicating her needs.

The school is now more understanding of, and able to accommodate the family's needs.



*Not his real name or photo



Bob Standaloft, Bob Clark and Fred Stringer of the Lions Club of Sandringham looking after the BBQ at our Bushfire Information and Community Night

Support for People Affected by the Victorian Bushfires

Services for **65** families

“My case manager was very caring and concerned about my welfare. I was very pleased when she took the time to come and visit me at Marysville. After this visit, I felt as though there was one person who had some understanding of what I am going through and the difficulties that I face in the future...

I understand the additional cost in having case managers visit clients at their rural locations but feel it would be remiss of me not to bring this to your attention given the benefit I felt. Thank you.” Bushfire Survivor



Matt Tilley and Jules Lund helped to run the Trivia Competition at our Bushfire Information and Community Night

When the horrendous bushfires so tragically struck Victoria in February 2009, Family Life was one of the organisations called upon by the Department of Human Services, to provide case-management services, counselling and support to the 65 displaced families who were either living in, or relocated to, the southern metropolitan region. Family Life staff members rose to the challenge with everyone taking on an extra workload, enabling our senior staff to provide this critical support. The first stage involved helping families to access the myriad range of government grants and community support. This included hosting a community meeting attended by representatives from government services, at which families could access information in a warm and inviting community setting. Family Life volunteers rallied to put on a BBQ and delicious food. The Griffiths Trust generously licensed Family Life to use a nearby property as temporary accommodation for a displaced family with two small children. Once again, Family Life volunteers rallied to decorate the home, repair the fencing and landscape the garden.

By May the immediate needs of most families had been met, however, many were needing personal counselling to deal with emotional challenges. The Australian government provided a grant to expand our counselling services to meet this need. Family Life continues to support the affected families, and several children who lost parents in these fires. Over the next year, particular emphasis will be placed on providing specialist counselling and care for men.

Enterprises

Both volunteer teams at our Opportunity Shops achieved stellar financial, social and environmental results.

Bluff Road Enterprise and Results

The team of 79 volunteers at our **Opportunity Shop at 355c Bluff Road Hampton** contributed an extraordinary 16,000 hours to achieve a record sales result of \$205,000.

Situated adjacent to the local public housing estate, this enterprise provides local families with affordable clothing and household items and a friendly and welcoming shopping experience.

Money raised supports and enhances Family Life's Creating Capable Communities program run in the Highett public housing estate.¹

Charman Road Enterprise and Results

The team of 62 volunteers at our **Opportunity Shop at 316-318 Charman Road Cheltenham** also contributed an extraordinary 11,000 hours to achieve a record sales result of \$281,000.

This Op Shop incorporates Family Life's YouthWorx and PeopleWorx programs that offer unemployed young people and adults:

- Personal support and mentoring
- Retail Training (Certificate II in Retail Operations)
- Work experience in an up-market Op Shop
- Assistance returning to education and seeking employment
- Access to Family Life's other specialist counselling services

Thanks to the hard work of our volunteers and seed-funding from the Australian Government, the Bennelong Foundation and the Gandel Charitable Trust, the YouthWorx and PeopleWorx program is now a sustainable and replicable innovative model which addresses social problems including long term unemployment and youth homelessness and disengagement.

- 68 people enrolled in the YouthWorx and PeopleWorx programs
- 25 people were experiencing complex mental, physical and social issues including mental health concerns, anxiety and depression

¹ – For more details please refer to Creating Capable Communities on page 24

- 30 people enrolled in Certificate II in Retail Operations
- 5 people graduated with Certificate II in Retail Operations
- 10 PeopleWorx participants moved on to employment, training or other voluntary work
- Supported the REFRESH program² through which two women ran a 'back-to-work' program for a group of mums

Environmental results for both Enterprises

Several tonnes of goods were recycled and saved from landfill.

Donors

We thank our loyal donors, many of whom live in Bayside and Kingston, for their high quality and generous donations. Without them, none of this would be possible.



² – For more details please refer to Creating Capable Communities on page 24

The Family Life Staff

Family Life's 80 staff are highly credentialed...

Amongst the management team, the varied credentials, which enable a broad range of views and skills, and indicate vast experience, include:

Masters of Management

Bachelor of Arts

Bachelor of Social Work

Diploma of Teaching

Certified Practising Accountant

Graduate Diploma of Business Administration

Bachelor of Business Administration

Associate Diploma Art

Graduate Associate Diploma of Welfare

Postgraduate Applied Systems Theory and Family Therapy

Certificate IV Workplace Training and Assessment

Bachelor of Education

Certificate IV in Business (Frontline Management)

Graduate Diploma in Human Services (Counselling)

The team leaders and service delivery staff at Family Life also have a vast array of experience and qualifications including:

Bachelor of Social Work

Bachelor of Arts – Social Science

Bachelor of Social Science Psychology

Bachelor of Social Science (Education)

Graduate Diploma in Adolescents Health and Welfare

Associate Diploma of Welfare Studies

Postgraduate Child and Adolescents Psychiatry

Postgraduate Applied Systems Theory and Family Therapy

Diploma of Community Development

Advanced Certificate in Residential and Community Services

Graduate Diploma in Social Science – Health Services

Certificate IV in Drugs and Alcohol

Certificates in Family Mediation and Dispute Resolution, Solutions Oriented Counselling, Strength Based Practice, Positive Parenting, Family Support

Memberships of professional associations are encouraged to ensure staff are aware of best-practice standards and maintain their knowledge of relevant service areas.

An overarching professional development strategy is now part of the Human Resources function to ensure the agency maintains the training needed by our workforce.

In addition to receiving support to complete masters level studies and family therapy accreditation, staff participate in conferences and external workshops and forums.

The internal learning and development opportunities at Family Life are considered to be exceptional.

“The training opportunities are amazing, I have never worked anywhere where there are so many training opportunities and staff feel valued by that.”

“The staff are very experienced staff and the quality of work they produce is unbelievable.”

“I have grown both professionally and personally.”





Volunteers – Our Community Helpers

Founded by volunteers in 1970, Family Life continues to flourish thanks to the support and dedication of our volunteers.

Volunteers work across all aspects of Family Life providing expertise, enthusiasm, passion, hard work and an added dimension to the work being undertaken by staff.

Facts and Statistics:

- 313 active volunteers
- 8% growth in number of volunteers over last year
- Raised \$580,000 through the Op Shops and Events
- Volunteers contribute approx 940 hours per week
- That's 48,900 hours per year
- Valued at \$25 per hour, that's a contribution of \$1,222,500 back to the community

Family Life's best-practice volunteer program includes recruitment, police and 'working with children' checks, induction, training, acknowledgment, review, professional development, policies and a Volunteer Sub Board providing a two-way feedback mechanism.

During the year, 150 volunteers attended professional development training sessions including: Grief and Loss, Drug/Alcohol, Cannabis Awareness, Mental Health, Retail and Sales, using a cash/register, Crime Prevention and the Art Deco Exhibition.

Highlights of the volunteer program for the year 2008-2009

- Community Connections Awards – Hocking Stuart awarded a community recognition award to the team at the Bluff Road Op Shop
- Collaboration and integration of various business systems across the two Op Shops
- Several volunteers became employees
- Chelsea Community Day – Celebrating Our Community – Margaret Parsonson and Marjorie Griffiths were awarded certificates of recognition for their volunteer work
- The volunteer Sub Board toured Family Life's facilities and sites, providing them with a broader understanding of our work
- The three fabulous events run by our Open Garden, Ball and Golf Day Teams.
- Families thanked Family Support volunteers for their help, commitment and support
- Our volunteer program was presented and reviewed at the Social Enterprise Alliance conference in New Orleans. Delegates rated the presentation 4.5 out of a possible 5, for quality, value and usefulness. *"Great session, good info. Thankyou"*



Professional Associations and Partnerships

Research

'The Well Being of Children Following Parental Separation and Divorce'. Consortium funded by the Australian Research Alliance for Children and Youth, Director Prof Thea Brown Monash University

Monash University – Professor Thea Brown – Frankston Family Relationship Centre outcomes for children and parents

Parenting Research Centre – SHINE Mental Health Project for Children

Student Placements

Australian Catholic University

Holmesglen TAFE

Melbourne University

Monash University

RMIT

Youth Connect

Service Delivery

Bayside City Council Municipal Emergency Recovery Committee

Chelsea Community Information and Support Committee of Management

Child FIRST Alliance of Family Services for Port Phillip, Stonnington, Bayside, Kingston Glen Eira

Community Renewal Kingston, Rosebud West and Hastings

Local Government Family, Children and Youth Services Networks across Bayside Kingston Glen Eira Frankston and Mornington Peninsula Shire

Melbourne Family Relationships Consortium

Primary Schools in municipalities of Kingston, Bayside, Glen Eira, Frankston and Mornington Peninsula Shire

Reference Group for Family Relationship Services Frankston and Mornington Peninsula Shire

South Eastern Migrant Resource Centre

Southern Metropolitan Integrated Family Violence Services partnership

Southern Region Inner Middle Education Advisory Group

Victorian Aboriginal Child Care Agency (VACCA)

Victorian Family Relationship Centres partnership

Working Together Strategy (Southern Region)

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

Australian Attorney General's Department

Victorian Department of Human Services, state and southern metropolitan region.

Victorian Department of Education and Early Childhood Development

Victorian Department of Planning and Community Development

Memberships, Innovation and Professional Development

Australian Association of Marriage and Family Counsellors

Australian Association of Social Workers

Australian Institute of Family Studies

Australian Institute of Management

Australian Human Resources Institute

Australian Psychological Society

Australian Research Alliance for Children and Youth

Australian Society of Certified Practising Accountants

Bain & Company

Centre for Excellence in Child and Family Welfare

Centre for Social Impact

Family Relationship Services Australia

Melbourne Business School

National Coalition for the Safety and Wellbeing of Australia's Children

Not for Profit Network

Our Community

Psychotherapy and Counselling Federation of Australia

Social Enterprise Alliance (USA)

Victorian Association of Family Therapists

Thank you – Grants and Donations

Government Funding Bodies

Commonwealth Government
Victorian Government
Bayside City Council
Kingston City Council

Foundations, Funds and Trusts

Bennelong Foundation
Cybec Foundation
Helen Macpherson Smith Trust
Kingston Charitable Trust
Lord Mayors Charitable Trust
Myer Community Fund
Salter Foundation
Schieber L & M Bequest
Telstra Foundation
The Agape Charitable Fund
The AMP Foundation
The Gandel Charitable Trust
The Griffiths Trust

Clubs

Beaumaris Bridge Club
Beaumaris Lions Club
Bridging the Gaps Southern
Hampton Bowls Club
Kiwanis Club of Hampton
Lions Club of Brighton
Lions Club of Brighton North
Lions Club of Sandringham
Mawarra YWCA Golf Club
National Serviceman's Group
in Bentleigh

Red Cross Brighton
Red Cross Glen Waverley
Rotary Club of Aspendale
Rotary Club of Chelsea
Rotary Club of Moorabbin
Rotary Club of Sandringham
Victorian Golf Club
Victorian Golf Club -
Ladies Committee

Donors

Allison A
Andersen P and S
Balcombe Apartments
Beaumaris Bridge Club
Bendigo Community Bank - Highett
Black Rock Primary School
Bonsall G
Brighton Beach Primary School
Davidson M
Disney's Newsagent
Flavell S and M
Flynn J
Forsyth A
Gill L
Gillies D
Hadwen D
Hampton Baptist Community
Church
Hayland Foster
Hemming Street Uniting Church
Hofmann F and M
Holy Trinity Anglican Church

Holy Trinity Kindergarten
Judson W and P
Kay S and S
Lea D
Lee L
Leonard R
Loudon K
Louisa Rolfe
Ludecke G
Margate S
Mc Laughlin J
McCullough L
McCullough T
Moorabbin Uniting Church
Ong E
Ormonde S
Pennicuik S MLC
Pinkham K
Rendell G
Reynolds P
Schmidt P
St Augustine's Southern
Opportunity Shop
St David's Mothers Union
St Leonards College
St Stephens Anglican Church
St Stephens Church Mothers Union
Stedman J
Stobart M
Teeuwsen A
Uniting Church Moorabbin
Walloon Securities
Wieringa O
Wightwick I

Sponsors and Supporters

Adcon Constructions
Atkinson & Pontifex
Bain & Company
Bay Road Nursery
Be A Bayside Water Saver
– Bayside Council
Benns Books
Black Rock Village Meats
Boxtel Homes
Bramwell's Carpet and Timber
Brighton Medical Clinic
Bunnings Group Limited
Buonasera Pizzeria
C E Family Lawyers
CityWide
Classic Projects
Club House Café
Combe D
Commins C
Copper Rock
Corporate Karma/The Karma Studio
Cracker A
Craftsmanship Homes
Crop Care
David Marshall Property
Echo Sport
Empowerment Healing
Fairway Hostel
Fazios Restaurant
French Fantasies
Geoff Bade
Glen Huntly Primary School
Good Constructions

Good Guys Moorabbin Airport -
Ray Matchett
Goodchild Builders
Grange Road Kindergarten
Association
Hair Lab
Hocking Stuart
Holmesglen Institute of TAFE
Hoodcon
HPX Australia
IGA Brighton
Incremental Marketing Group
Inform Construction and Design
Intimo Lingerie
Justus Group
Kennards Self Storage
Kingston Charitable Trust
Knit One Give One (Ros Rogers)
Lavelle R & G
Le Cafeteria
Linfox
Locket Ms and Mr
Lowe Constructions
Lund J
M G F Financial Services
Masonic Lodge Bayside
Maxton
Me, Myself & I – Graphic Design
Meridian Essential
Middletons Lawyers
Moorabbin Uniting Church
Mothers Union
Nagle Preschool
Netship Brokers

New Zealand Steel
Nolan C
Norton Builders
One Steel
Palace Cinema Dendy Brighton
Parks M
Philip Morris
Plants Plus Bay Road Nursery
PPM Builders
Progressive Properties
Raven Records
Rezeko
San Sebastian Café Restaurant
Sandringham East Primary School
Sandringham Primary School
SAP Australia
Schelper P
Seafirth Contract Fleet
Selection Steel
Senetas
Shedden M
St Augustine's Southern
Opportunity Shop
St Leonards College
St Stephens Anglican Church
St Stephens Church Mothers Union
Sutcon Pty Ltd
Techtronic Industries
Total Balance
Trojan Specialised Structures
Vida Chiropractic
Wallers Bakery
Water Guys
Watercross Brasserie
Without Pier Gallery

Treasurer's Report

It is with great pleasure that I present this Treasurer's Report for 2008-2009.

Once again, Family Life has experienced a significant growth in income to deliver the new and expanded services described earlier in this Annual Report. Total income increased by 42% (\$1.8m) from \$4.3m in 2007-2008 to \$6.1m in 2008-2009.

- Federal government funding increased 44% (\$900,000) primarily due to this being the first full year of funding for our SHINE Community Based Mental Health Program.
- State government funding increased 78% (\$970,000), as a result of the new Child FIRST program, expanded funding for Integrated Family Services and \$350,000 emergency funding to provide urgent support services through the Victorian Bushfire Case Management Service.

With the economies of scale delivered through our integrated service delivery model, the strategic integration of community development programs with expanded government-funded programs, and the expertise and sound governance provided by our Finance and Property Sub Board, we have an operating surplus of \$253,203. Although only 4% of the \$6.1 total revenue, this is a very positive result.

The surplus represents community fundraising carried forward into the Program Reserve to ensure a full years funding in 2009-2010, ahead of expenditure, for community development and volunteer supported programs. Family Life can therefore ensure commitments to communities, staff and volunteers for continuity of services from one year to the next. This is a planned and excellent result.

Throughout the further growth this year, we have enhanced and strengthened our financial position relative to a few short years ago. We continue to maintain strong net current assets and full cash backing for all employee and other liabilities.

I join with our President, Anthony Hurd, in encouraging you to support Family Life's work. Donations may be made online at www.familylife.com.au

Ann Corcoran

Financial Statements

Income Statement for the year ended 30th June 2009

	2009	2008
	\$	\$
Income		
Government Grants	5,282,194	3,398,262
Non-Government Grants	193,500	200,180
Fundraising and Donations	134,851	186,649
Social Enterprises	486,035	415,613
Services Income	5,380	41,226
Other Income	72,313	104,549
	6,174,273	4,346,479

Expenditure

Staffing Expenses	4,536,740	3,257,992
Program Expenses	366,559	289,841
Operating Expenses	199,205	167,951
Property Expenses	818,566	622,090
	5,921,070	4,337,874

Operating Surplus/(Deficit)	253,203	8,605
Capital Grants, Bequests and Appeals (Net non-operating income)	80,508	1,416,540
Surplus/(Deficit)	333,711	1,425,145

Financial Statements continued...

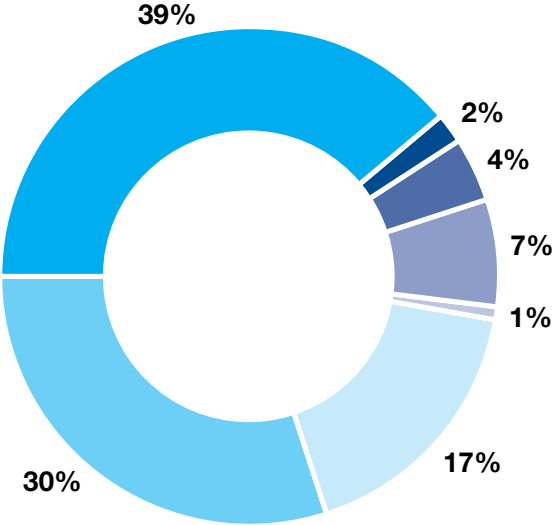
Balance Sheet as at 30 June 2009

	2009	2008
	\$	\$
Members Funds		
Accumulated Funds	2,722,069	2,605,429
Reserves	810,468	593,397
	3,532,537	3,198,826
Represented by		
Cash and Investments	2,223,235	2,070,741
Other Current Assets	39,389	54,725
Property, Plant and Equipment	2,481,736	2,459,966
	4,744,360	4,585,432
Liabilities	1,211,823	1,386,606
	3,532,537	3,198,826

This summarised financial information has been extracted from the Annual Audited Financial Statements of the Association. A copy of the full statements is available upon request.

Contributions to Services 2008-2009

Family Life provides services for the community by bringing together funding from Government contracts, grants, donations (in kind and financial) and social enterprise.



- 39% Federal Government
- 30% State Government
- 17% Volunteers*
- 2% Local Government
- 4% Community
- 7% Social Enterprises
- 1% Other

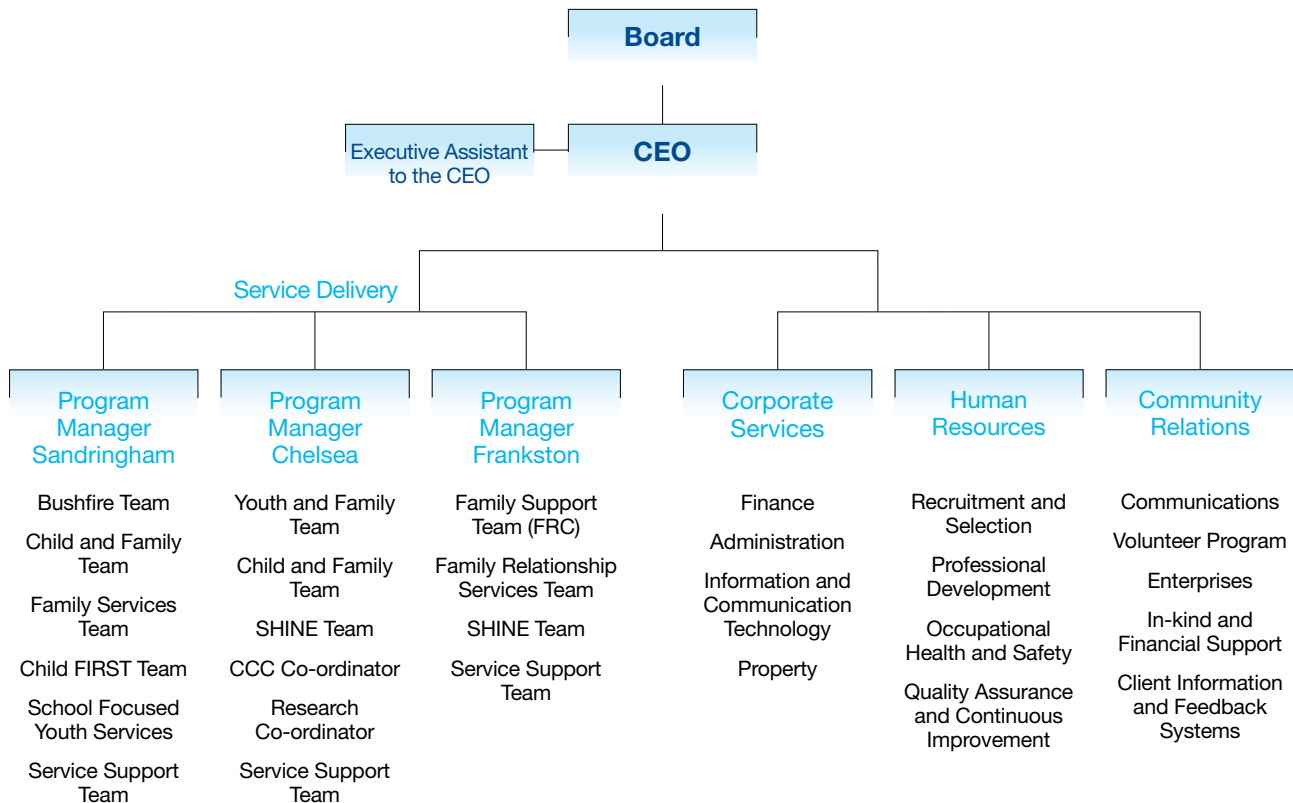
*Equivalent to 25 full-time workers





Organisational Structure and Functions

Across the Corporate Services, Human Resources, Community Relations, Service Support and Service Delivery teams at Sandringham, Chelsea and Frankston, Family Life achieved 100% with all quality audits.







Family Life SHINE 'Friends For Life' Program

F

N

D

S





capable communities, strong families, thriving children

Service Centres

Sandringham

197 Bluff Road Sandringham
Victoria Australia 3191
Phone +61 3 8599 LIFE
+61 3 8599 5433
Fax +61 3 9598 8820

Frankston

37 Playne Street Frankston
Victoria Australia 3199
Phone +61 3 9770 0341
Fax +61 3 9770 2906

Chelsea

Suite 2, 450 Nepean Highway
Chelsea Victoria Australia 3196
Phone +61 3 9782 7800
Fax +61 3 9773 4624

info@familylife.com.au

www.familylife.com.au

Enterprises

Opportunity Shop – Cheltenham

316-318 Charman Road Cheltenham
Victoria Australia 3192
Phone +61 3 9583 0305

Opportunity Shop – Hampton

355c Bluff Road Hampton
Victoria Australia 3188
Phone +61 3 9598 2795

Community Houses

Edithvale

8 Lochiel Avenue Edithvale
Victoria Australia 3196
Phone +61 3 9782 7800

Hampton East

12 Keith Street Hampton East
Victoria Australia 3188
Phone +61 3 8599 5433