



Olivia's Place

# Annual Report

2019 -2020

As a community funded charity we are especially grateful to Viatek Warragul for providing us with the means to print these annual reports and all other brochures and materials at no cost to us.



*Photo credit to Little E & D Photography for the photos of our Warehouse including some of our Team Members*

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## Our Vision

Supported parents, thriving children and connected families.

## Our Mission

To support and encourage families during pregnancy and early parenting through community engagement and the provision of resources, education and professional services.

## Our Values



### Community

We facilitate connectedness for new mums, dads and extended family members through the collective contribution of the 'village' and services around them.



### Integrity

We deliver reliable, professional, high quality services that accurately reflect the dedication, honesty and credibility of Olivia's Place and its team. We support and value those within our team in a way that reflects our message to and purpose within the community around us.



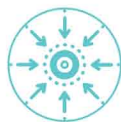
### Respect

We acknowledge the privilege of being invited to support a new family's journey by respecting the individual and their family's cultural background.



### Inclusiveness

We welcome all families with young children, regardless of age, race, culture or beliefs. All new parents should have access to services that meet their social, emotional, and material needs.



### Accessibility

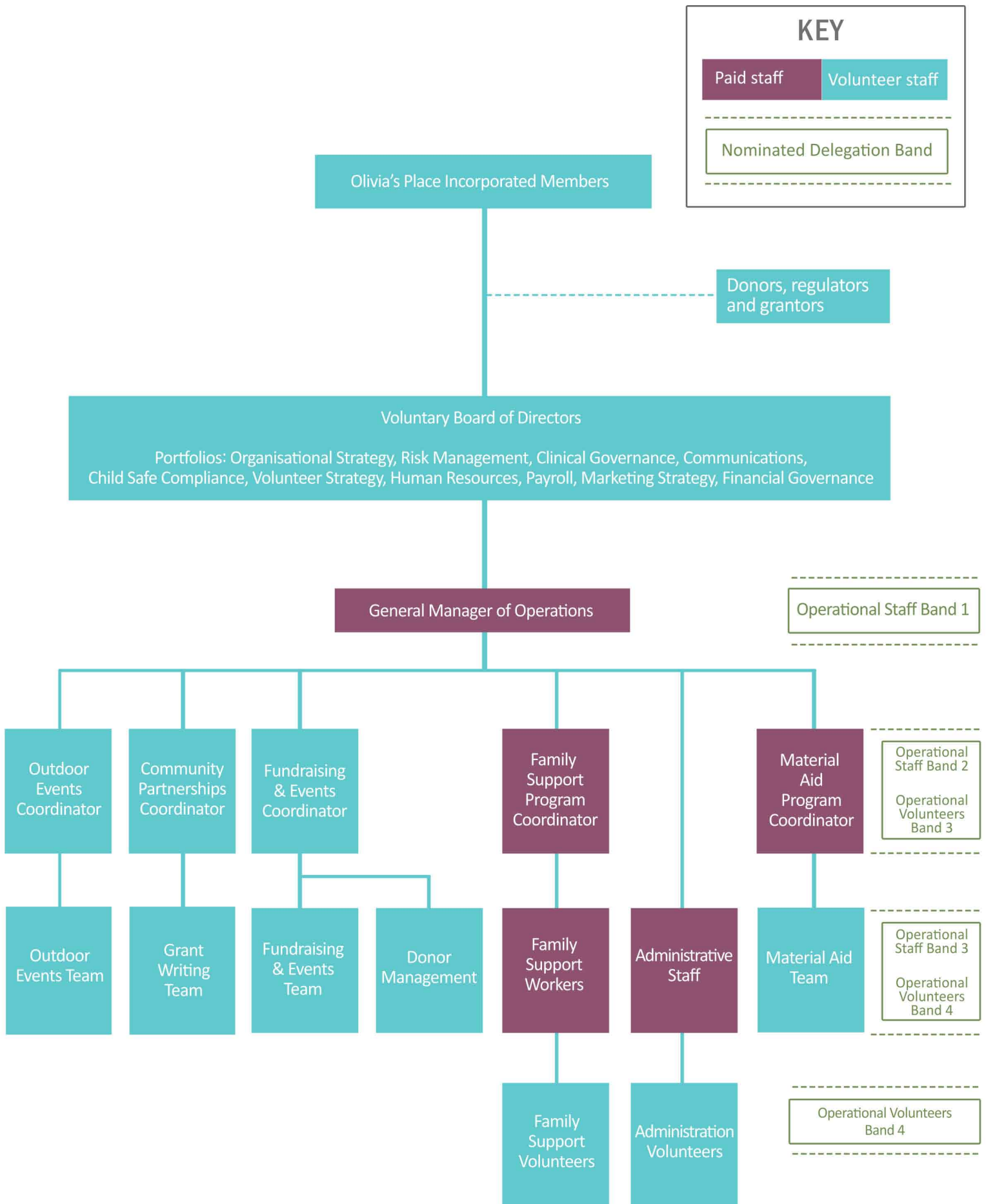
We offer open and direct engagement of families in innovative ways that suit their individual abilities and preferences.



### Empowerment

We connect families to services and programs that meet their individual needs and that give them the information, confidence and strength to make their own best decisions during all stages of pregnancy and parenting.

# Organisational Structure



# Our Board

Directors on our Board are passionate about Olivia's Place and proud to volunteer their time to provide governance for Olivia's Place and its services



**PRESIDENT**  
Dominic McInerney  
Commenced on Board:  
March 2019



**VICE-PRESIDENT**  
Jacinta Saxton  
Commenced on Board:  
October 2018



**TREASURER**  
Andrew Miklosvary  
Commenced on Board:  
January 2017



**SECRETARY**  
Kirsten Finger  
Commenced on Board:  
June 2016



**DIRECTOR**  
Julian Finger  
Commenced on Board:  
June 2016



**DIRECTOR**  
CJ Rovers  
Commenced on Board:  
June 2016



**DIRECTOR**  
Ainsley James  
Commenced on Board:  
November 2019



**OUTGOING DIRECTOR**  
Robyn Bayley  
Commenced on Board:  
September 2016



**OUTGOING PRESIDENT**  
Kylie Sharp  
Commenced on Board:  
September 2016



**OUTGOING DIRECTOR**  
Paul Fallon  
Commenced on Board:  
October 2018

# Meeting Attendance

BOARD MEMBER	NUMBER ELIGIBLE TO ATTEND	ATTENDED
Kylie Sharp	4	4
Kirsten Finger	13	13
Julian Finger	13	10
Dominic McInerney	13	13
Andrew Miklosvary	13	9
Robyn Bayley	4	3
Jacinta Saxton	13	6
CJ Rovers	13	13
Ainsley James	9	6
Paul Fallon	6	6
Kevin Bradford	1	1

# Our Strategy

KEY AREAS OF FOCUS	WE WILL ACHIEVE THIS BY:	ACHIEVED
Programs and services	<ul style="list-style-type: none"> <li>• Family Support program</li> <li>• Material Aid Program</li> <li>• Group education</li> <li>• Social network group for client families</li> <li>• Community projects (strategically focussed projects that engage our families and improve community connectedness)</li> </ul>	60%
Finances and funding	<ul style="list-style-type: none"> <li>• To be financially stable to enable future growth</li> <li>• Obtain sufficient funding per year for Olivia's Place operations (includes staffing and program delivery)</li> <li>• Be clear on the costs associated with running each program and operations at Olivia's Place</li> <li>• To continue to receive funding from community fundraising and external sources</li> <li>• Obtain a stream of recurrent funding for operations on a three year review</li> </ul>	70%
Human resources	<ul style="list-style-type: none"> <li>• Formalise recruitment, retention and performance management policies and procedures for staff and volunteers</li> <li>• Established position descriptions, with clearly defined roles</li> <li>• Establish a volunteer coordinator role to support the volunteer team</li> </ul>	66%
Governance	<ul style="list-style-type: none"> <li>• To have a cohesive and complete board with the identified skills represented and clear succession planning</li> <li>• Explore avenues for accreditation and professional membership</li> </ul>	90%
Built infrastructure	<ul style="list-style-type: none"> <li>• To have security and stability around our physical spaces</li> </ul>	60%
Partnerships	<ul style="list-style-type: none"> <li>• To have established partnerships with local businesses, government and stakeholders that are well maintained at all times (not just when funding is required)</li> <li>• Exploring collaborative partnerships or consortium opportunities for service delivery and improving outcomes for Gippsland families</li> </ul>	75%



## President's Report

### Dominic McInerney

Last August I was lucky enough to hear a former Olivia's Place client named Meg speak at our annual gala. Despite her nerves, Meg stood in front of a large room of Olivia's Place supporters and shared her experience; her initial loneliness when she discovered she was pregnant, her worry for her young children, and the support and guidance she received through the Olivia's Place Family Support Program.

As the challenge of Coronavirus has unfolded in 2020, Meg's story has been a source of encouragement to me, and a reminder of the importance of maintaining and improving our service to the community. I'm pleased to report that not

only has Olivia's Place negotiated the challenges of the year, but we have consistently delivered on our organisational mission to support and encourage families during pregnancy and early parenting through community engagement and the provision of resources, education and professional services.



Dominic & wife Erika on the red carpet at the 2019 Gala/Auction Night

The 2019 gala showed the breadth and depth of community support for Olivia's Place, raising more than \$56,500 to support our work. The gala is the main source of financial support for Olivia's Place. The generous community support shown on the night placed the organisation in a strong financial position for the remainder of the financial year. This is always important, but was particularly critical given the events that unfolded in March.

Like every organisation, the Coronavirus pandemic has deeply challenged Olivia's Place this year. That we were able to continue offering all of our services - almost uninterrupted - is an absolute credit to



the staff and volunteers, who clearly demonstrated our values of community, integrity and accessibility.

A grant from Drouin & District Community Bank in 2019, support from St Kilda Mums CEO Jessica Macpherson and Salesforce admin Rashmi Gupta had allowed us to move our paper-based staff and client records to Salesforce, a cloud-based platform. This was a significant project, and a timely one. Within 24 hours of Coronavirus restrictions being announced our Family Support team was set up to work from home, with all the tools they needed to continue providing care and guidance to our clients.

Similarly, the Material Aid Program was able to continue providing essential goods to new families, with stringent hygiene and social distancing procedures in place at our Normanby Street warehouse.

As with any disaster, Coronavirus has disproportionately impacted the most vulnerable members of our community. For many young families already struggling with young children and social isolation, the added anxiety of Coronavirus (and the associated restrictions) has been a heavy burden. During a year of uncertainty for these clients, we have been able to provide friendship and connection.

The pandemic has also impacted our financial position. Olivia's Place is eligible for Jobkeeper, which has been vital to offsetting the income lost from cancelled fundraising events. Several major financial contributors have also been forced to cease their financial support as their own businesses have suffered during the pandemic.

The financial implications will continue to unfold in the coming financial year, with our 2020 gala already cancelled.

With Coronavirus such a dominant theme for the year, it is interesting to reflect on everything else that has been achieved. Even if 2019-20 had been a 'normal' year for Olivia's Place, the agenda would have been considered ambitious.

During the year we secured a major two-year grant from Gippsland Primary Health Network to expand our Family Support functions in order to help more mothers cope with poor perinatal mental health. As part of the contract, Olivia's Place has commenced preparations for accreditation against the QIC Health and Community Services Standards 7th Edition. Accreditation provides a thorough and wide-ranging review of organisational systems across multiple areas, including governance, corporate systems, service delivery, and external relationships.

Achieving accreditation provides assurance to the community and potential funders that Olivia's Place delivers the highest quality services to the families we support.

It is a massive undertaking for a small organisation. However, the Board feels achieving accreditation will position Olivia's Place well for future funding opportunities, as well as further building of community trust.

After much work, in June the Board also approved a new strategic plan. The plan has a clear focus on achieving financial sustainability, and improved governance through the achievement of accreditation. We will report on progress against the strategic plan over the next two years.

This year the Board farewelled Kylie Sharp, Robyn Bayley and Paul Fallon. All three were really valued Board members who gave their time and expertise generously. We're

grateful for their contribution. The Board also welcomed new member Ainsley James. Ainsley has a formidable CV, and her experience with nursing and accreditation are valuable assets to Olivia's Place.

I'd also like to thank Kirsten Finger for her work as General Manager Operations. Kirsten's work ethic is simply unparalleled. Her leadership and deep investment in Olivia's Place is - as always - critical to the organisation's success.

Lastly I'd like to thank and acknowledge the staff and volunteers of Olivia's Place, who this year have gone above and beyond in their efforts. Whether through data entry, cleaning prams, folding baby clothes, running a fundraiser, speaking with clients, property maintenance, or the myriad other ways they contribute - thank you. All of their efforts add up to care for vulnerable children and families. I can't think of a better measure for community strength.





## General Manager's Report

### Kirsten Finger

The 2019/20 financial year has been a year of great highs and lows for both Olivia's Place as well and the community around us. From starting in July with great anticipation of our annual Charity Auction and gala dinner where we heard the stirring testimony of Meg, one of the mums we have supported and raising over \$56,500, to the 'year that was' in 2020 with Coronavirus. It has been a year that has been both rewarding and at times very challenging.

There have been a number of significant changes for Olivia's Place

this year. The first occurred shortly after our gala, with a major shift in the way we operate from being a paper-based service to one that is wholly cloud-based. Thanks to funding from the Drouin & District Community Bank in the previous financial year, we were able to move our program delivery and documentation (as well as tracking) into a customised client relationship management system - Salesforce. We worked very closely with the CEO of St Kilda Mums, Jessica Macpherson, and a Salesforce administrator, Rashmi Gupta (also from St Kilda Mums) to translate all of our workflows and forms from paper to

electronic. We began working 100% in Salesforce on September 18, 2019 and instantly fell in love with the impact on our service delivery and the reduction of paperwork processes for our team. Little did we know how important this would become in March 2020, with the introduction of lockdown and work from home government directives. Thanks to this system, we were able to transition from office-based work to home-based offices with no interruption to service delivery and no training or implementation of new work systems required for our Family Support Program. We were so grateful.

The second major change for Olivia's Place has been thanks to funding from Gippsland Primary Health Network (GPHN). Early in 2019 we applied for funding for our Family Support Program through the GPHN Ideas Bank and we were successful in receiving two phases of funding over two years, with the first implemented during this financial year period. Phase 1 focuses on Olivia's Place working towards achieving accreditation against the QIC Health and Community Services Standards 7th Edition. These standards outline 97 indicators that focus on best practice and minimum standards related to:

- Governance
- Service delivery
- Diversity and cultural appropriateness
- Management and systems
- Consumer and community engagement

These are areas we believe we already work well in, with the process of accreditation further strengthening this belief and allowing us to improve the systems of care that underpin the delivery of our programs, support of our team and engagement with our village. The accreditation preparedness process that has commenced in the latter part of the fiscal year has been supported by a consultant, Sally Rashbrooke and led by the General Manager of Operations overseen by the Board of Directors and supported by a mix of staff and volunteers across the team. We aim to continue this process in the new financial year, with a goal of achieving accreditation by the end of January 2021. After this time, Phase 2 of GPHN funding will be accessible, enabling expansion of our Family Support Program and delivery for a 12-month period.

With some movements in staffing this year, including trialling a new General Manager, Elisa Tumino, and the development of the Trinity Families funded role of Material Aid Coordinator, there has been a review and update of the organisational structure early in 2020. Moving towards a system that provides more support for the team working with families, and a division of the workload related to overseeing programs have been the goals of this restructure. We believe that doing this will ensure a stronger foundation for program planning and benchmarking, meaning better quality services for the families we are supporting.

In addition to this, the Board of Directors has streamlined and brought greater clarity to our Strategic Plan, allowing easier implementation and tracking as well as more measurable goals. It will be my privilege to lead our team in meeting and achieving these strategic goals over time and to provide reports to our funders and supporters on the outcomes we are achieving.

I would like to specifically thank the funding bodies mentioned above as well as The Andrews Foundation and the Westpac Foundation for their significant and important support of Olivia's place, particularly as 2020 has been so difficult. I would also like to thank all of the Patron Partners, businesses and donors who have continued to support our charity through donations and partnerships. Thank you to our team who have given of their time and talent willingly and through unprecedented circumstance throughout the year and in particular early 2020. Without all of these facets of support we simply could not be doing what we do and I am eternally grateful for the dedication and commitment to our cause.





# Volunteers Report

## Grace Smith

Volunteers are the backbone of Olivia's Place and delivery of our programs, particularly our Material Aid Program, our Outdoor Events Program (which admittedly has been less active thanks to Coronavirus) and our Fundraising and events. Without our volunteers, we would be lost. Volunteering is different to being an employee, but is no less valuable. Volunteers don't get paid for their contribution so it's important for us, as a volunteer organisation, to understand what motivates our volunteers to give and in what ways they experience value and appreciation as a team members. We aim to work with our volunteers to bring their skills and interests to life in their volunteer roles.

We are so grateful for the commitment and passion of our volunteers in giving of themselves to support families across Gippsland.

Volunteers give a couple of hours or many hours each week to delivering our programs, from cleaning prams and bundling clothes, to

administrative tasks right through to governance and grants. On average, around 4000 hours of volunteerism keeps Olivia's Place going each and every year.

Here is a snapshot into the why of some of our current volunteers:

### Why do we choose to volunteer at Olivia's Place?

*"In my work I see many families in need. I have had a privileged life and I wanted to give back"* **Jill**

*"To get out of the house and help people"* **Sarah**

*"Meeting other people while doing something worthwhile"* **Pam**

*"Great to be able to contribute and increase my awareness of others outside my own family"* **Patsy**

*"For me when all the peripheral layers are peeled back - the primary reason was to give back in some simple way - let young families know*

*they are not alone. When I was a young mum of 24 years of age with a 4 week old baby, my husband had a job transfer. We moved from the city to a small country town hundreds of kilometres from family and friends. We did not have a phone and there were no mobiles. The baby had severe colic, the weather was very hot with no air-conditioning. We were sleep deprived and no matter what we tried it was nigh on impossible to settle him – worse so in the evenings. It was some weeks when a brave 'neighbour' – who actually lived 2 streets away but had heard the baby's distress - knocked on our door and asked if I would like to come for a cup of tea. I am not sure where I might have ended up – or the baby for that matter if it had not been for this stranger giving of herself by this simple, kind gesture! I realise this is not necessarily the same situation for many of our families and financial security was not an issue, but social isolation, feeling alone and unsupported, afraid and unsure of what to do affect many young families and it takes a village to raise a family".* **Grace**



# Team Member Anniversaries

Congratulations to the following team members on reaching these anniversaries in the 2019/20 financial year. Years of service pins will be awarded to those who have reached 1, 3, 5 and 7 years at our Annual General Meeting.

YEARS OF SERVICE	TEAM MEMBERS	YEARS OF SERVICE	TEAM MEMBERS		
1	Tegan Vincent Andrea Dickason Emily Court Kristy Telford Paul Fallon Katelyn Bjorksten Anna Fahey Dominic McInerney Aamal Wahid Kelsey Good Libby Heard Leah Stamm Ruby Collis Liana Egglestone Terri Wilks Gabby Dennis	3	Kylie Sharp Melissa Harrex Renee Fallon Dave Cann Carmel Riley Andrew Miklosvary Hina Wahid Grace Smith Deirdre Crawley		
	2		Pamela Villalobos Jacinta Saxton Mariam Wahid Pamela Wernert Rebecca Harris	4	Craig Chugg Marcia Boulton Amy Wishart Julian Finger
				5	Kristy Bateman Robyn Bayley
				6	Angie Ashman CJ Rovers
				8	Patsy Heffernan Kirsten Finger

## 2019/20 Lorraine Bradford Pin Recipients

Received for reaching the milestone of giving 300 hours of service. Pins are awarded in honour of late volunteer team member Lorraine Bradford, who gave 300 hours of volunteering in her 3 years of time with us prior to her passing in November 2018 from breast cancer.

**Pamela Wernert & Katelyn Bjorksten**

# Meet Two of our Volunteers

## Pam Wernert

**Volunteer area:** Material Aid Program

**Volunteer role:** Nursery equipment specialist,  
Jill of all trades

**Has volunteered for:** \*2 years

**What made you most interested in volunteering with us?**

*"I was looking for a change and have always wanted to work with babies and love the idea of supporting our village."*

**What advice would you give to anyone considering becoming a volunteer with Olivia's Place?**

*"Just do it! You can do as little or as much as you like, you get to meet lots of awesome people and it's a good feeling to support our village."*



## Rebecca Perston

**Volunteer area:** Material Aid Program

**Volunteer role:** Loves to pack our clothing and sleep bundles - learning the ropes in other areas as well

**Has volunteered for:** \*5 months

**What made you most interested in volunteering with us?**

*"I was interested in volunteering with Olivia's Place because they helped me during my second pregnancy and the early months after birth and so I was familiar with the fantastic work they do helping families in our community. I was also interested as I wanted to return to work, but with the flexibility to work only a few hours each week and to bring my baby with me. Olivia's Place was able to offer this for me."*

**What advice would you give to anyone considering becoming a volunteer with Olivia's Place?**

*"Olivia's Place is a fun and sociable place to volunteer and I am glad to be a volunteer for such a fantastic organisation. If you would like to spend time in a fun work environment where you can bring your baby, chat with other adults and help families in the community then volunteering at Olivia's Place may be right for you."*



Jess (with Paddy) volunteering at the Warehouse



Sarah volunteering at the Warehouse



Our Volunteer Team & their Families at our 2019 Christmas Party



Caitlin with Jack volunteering at the Warehouse



Social distancing Team Meeting to discuss how to run our services in lockdown



Finalists at the 2019 Gippsland Business Awards



Patsy cooking up a storm at the 2019 Bunnings Sausage Sizzle



Pam working from home, with Manny, at the start of the first COVID-19 lockdown



The 2019 Gala/Auction Team celebrating after a fun and successful night!



Some of our Team Members with four players from the Collingwood Football Club - Will Hoskin-Elliott, Steele Sidebottom, Jack Crisp and Scott Pendlebury, who dropped by the Warehouse to help clean car seats and prams!



# Coronavirus

## Kirsten Finger

2020 has been a very challenging year; for everyone. In March, after watching the pandemic unfold via a news report along with the rest of the state, we received a single day's notice that we needed to temporarily shut down some of our operations so that we could modify them and adapt to the new environment we found ourselves in.

On March 23, in preparation for the first lockdown, we spent the day putting in place the necessary policies, procedures and technology to support a transition to working from home. Mobile phones were purchased and supplied with prepaid plans to our admin and Family Support staff. Laptops were issued and Biz-IT has been instrumental in ensuring these remain functional for us in the ensuing months. DCSI (now Swoop Broadband) supported the process by placing a forward on our phone lines, enabling calls to be answered on mobiles from our homes.

The warehouse, our Material Aid Program, was shut down - on what was the first day of employment for our new part-time Material Aid Program Coordinator.

Funding in 2019 from Drouin & District Community Bank turned out to be much more significant than had been anticipated, with our program and client documentation moving to a secure cloud-based system, meaning that there was no perceivable interruption to services for our families. Had we still been functioning under our previous paper-based system, our programs would likely have ceased for a long period of time.

To say this has been a challenging time is an understatement, however we know we are not the only ones weathering this storm. With so many people impacted this year by this pandemic, we want to highlight just a few that have been significantly noticeable to us.

### Families

The families we have been working with this year have been hit very hard. Welcoming a baby is an overwhelming and emotional process for everyone in 'normal' times, but it's something else entirely in 'covid times'. Families are more isolated, more scared, more overwhelmed and more impacted by risk factors for mental health, and worsening mental health outcomes than we have ever seen before. They need more support in a time when there is less support available. Lack of access to technology, lack of access to face-to-face contact and lack of access to funding for organisations to function all have adverse impacts on available resources for families. It has been really challenging to navigate a new world with and for our families and these challenges are ongoing.

### Community / Business

Gippsland is a great community. We look out for each other and we see each others' hardships. 'Support Local' is a common catchcry across Gippsland and one that has been much used this year in covid times, particularly in the post-bushfire season that much of Gippsland endured in late 2019 and early 2020. Many community supporters and businesses across our region have suffered financial hardship.

Jobs have been lost, businesses have been forced to close and those fortunate enough to maintain employment have had significant wage cuts down to JobKeeper level (if they have been eligible and if this has been accessed). It has been hard to see so many people hurting - made even harder by having no firm end in sight to what we're enduring. We continue to 'support local' wherever we can and encourage our community to do the same.

### Funding / Fundraising

Financial hardship impacting businesses and individuals along with the restrictions around activities has, understandably, had a big impact on our ability to raise funds and receive donations in an ongoing way. Our regular fundraising activities have been cancelled and our regular donation streams reduced, because when times are tough benevolent giving is often the first thing to have to go. Local businesses are struggling and are not in a position to be approached to support fundraising initiatives like they would normally do. Charities across the state are hurting because fundraising and donations usually support overheads and operations to provide the programs - things which are generally excluded from philanthropic funding opportunities. We are keeping a close eye on how we move forward in light of having to cancel our 2020 Charity Gala. We are thankful for the Government business support funding streams and Jobkeeper which has helped ease more significant financial strain for us in the current climate and we look forward to reconnecting with businesses and our community once everyone is recovering.







# Family Support Program Report

## CJ Rovers and Pamela Villalobos

The Family Support team have had yet another busy year, with 169 families supported between July 1, 2019 - June 30, 2020. The number of consultations undertaken by our two, part time Family Support Workers over this 12 month period was 1,242 – this means an average of 24 families received phone calls, had face to face appointments, or online chats each week, ensuring families knew that we were there to support them. We continue to see families experiencing family violence (19%), mental health concerns (51%), financial instability (78%), and more than ever, social isolation.

The entire team was thrilled in August, 2019, when Family Support Worker Pam welcomed her fourth child - Emmanuel, “Manny” - a precious little brother for Emilio, Erick, and Emma. The village continues to grow!! During the period of Pam’s maternity leave, General Manager of Operations Kirsten stepped in to a Family Support role in addition to her usual role.

The first half of 2020 presented

many novel challenges within the Family Support Program. Making the move to working remotely due to COVID-19 was able to happen almost instantly, thanks to a 2019 grant from the Drouin & District Community Bank. This grant enabled us to move our client management system completely online, meaning we could work from home with secure access to all client files.

This change was able to occur instantly, without any interruption to the provision of support to families. Wonderful local businesses, BizIT and DCSI (now Swoop Broadband), continue to provide us with phone, internet, and technological support, which has been much appreciated, while Family Support services have been delivered remotely from Pam & CJ’s homes from March to beyond June 2020.

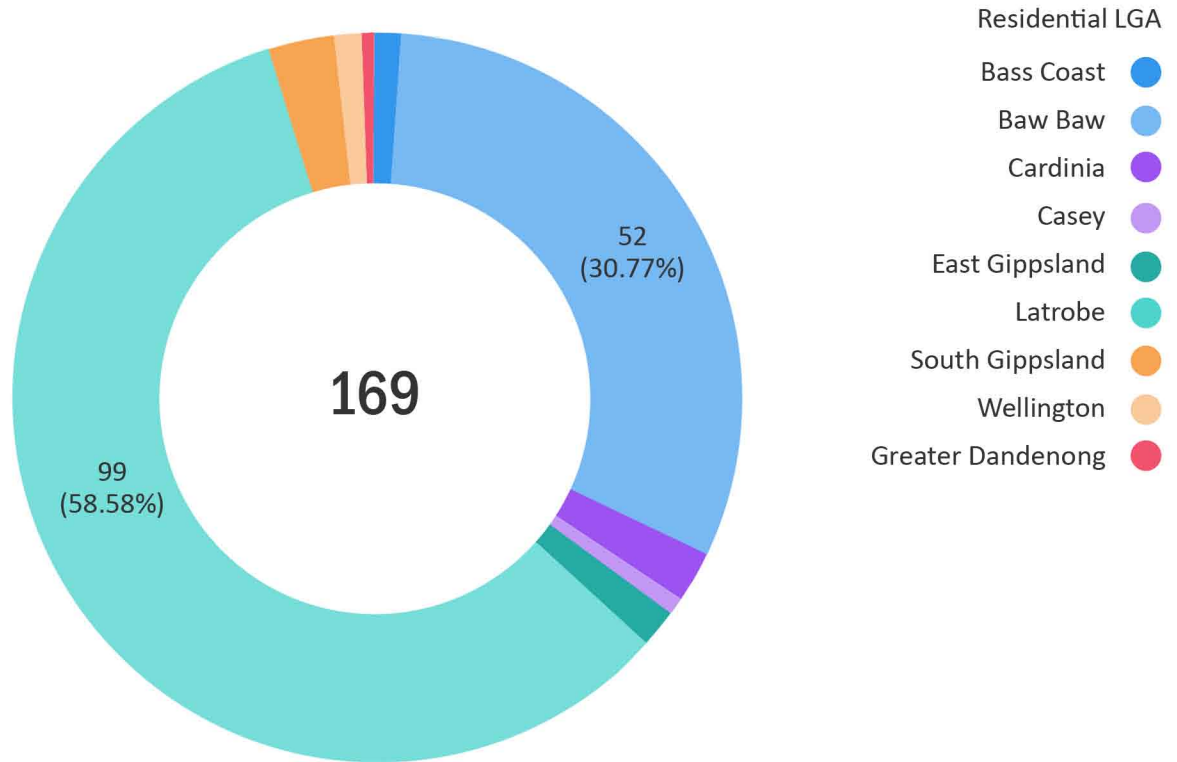
There has been a significant increase in the complexity of challenges families are facing during the COVID-19 pandemic. The number of families suffering from family violence, job losses and subsequent fi-

nancial hardship, worsening mental health conditions, and extreme loneliness and lack of practical support has meant that families have needed Olivia’s Place more than ever.

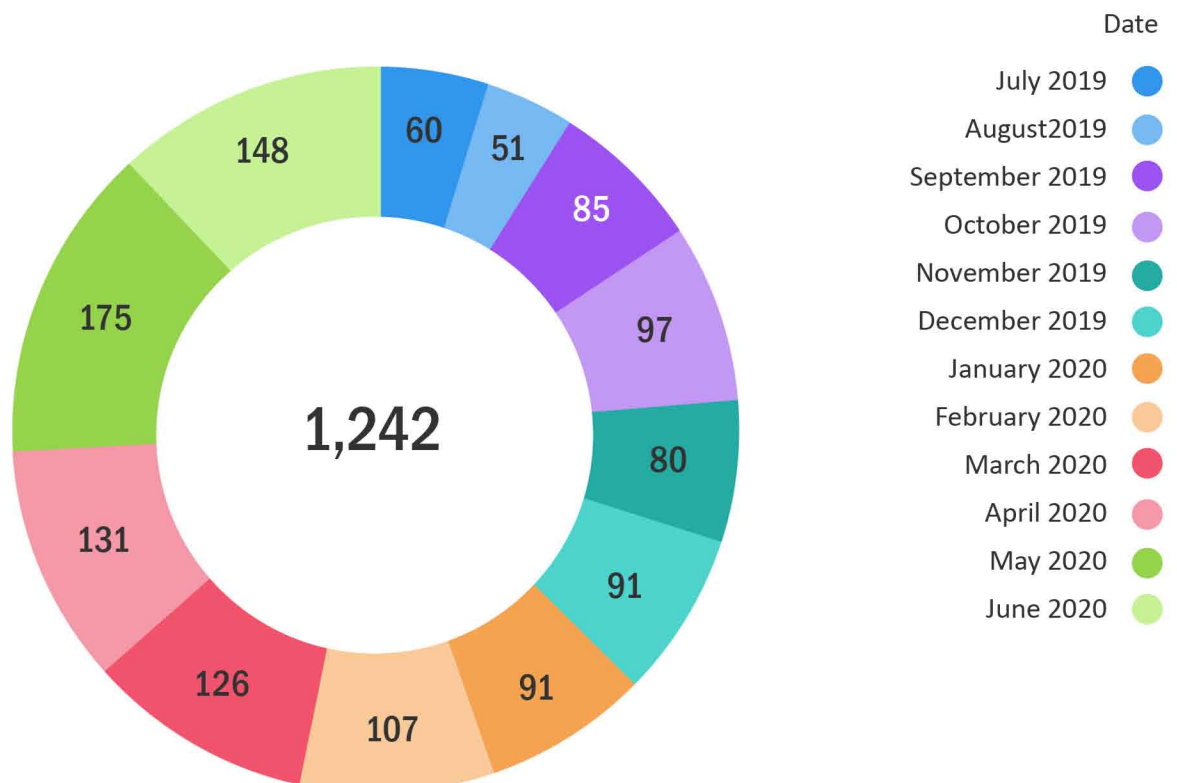
During the 2019-20 financial year, the Olivia’s Place Family Support Program was resourced with 20 hours per week of paid staff (0.5FTE) shared between two Family Support Workers - Pam and CJ - who are both tertiary qualified and provide high-level support. The program is supported by trained volunteers offering low-level support for families who appreciate a regular friendly ‘catch up’. Program oversight is by the General Manager of Operations, with the program delivered free of charge to families experiencing challenges around the time of welcoming a baby, using a client-led model of care and support. Funding in the amount of \$10,000 was received in the 2019/20 financial year from the Westpac Foundation supporting our delivery of services to families across Gippsland.

# Family Support Program Impact

## Where our families live



## Client consultation numbers for each month





# Material Aid Program Report

Kirsten Finger

The Material Aid Program has been volunteer-powered throughout the financial year, led by Pam Wernert as the volunteer Warehouse Manager who gratefully received significant support from fellow volunteer Katelyn Bjorksten and the broader team until the new part-time Material Aid Program Coordinator started in March.

A key strength of this program is the dedication of volunteers and their passionate commitment to supporting families across Gippsland. Together, the team rehomed over \$100,000 in value of material goods in the 2019-20 financial year. A feat that was only achievable through the generous support of our village - those who donate goods (and funds to purchase goods) all year round.

1,748 items were passed onto families to help clothe them, give them a safe place to sleep, safe travel and the freedom to roam.

The Material Aid Program has been generously supported by two significant funding sources in this

period. The Andrews Foundation once again approved an application for funding to support the overall costs of program delivery, particularly those related to rental premises. Without an adequate space from which to deliver this much needed service, we would not have been able to provide the enormous amount of material support that we have achieved. \$20,000 was received from The Andrews Foundation and we were also able to welcome Mrs Alice Andrews in for a tour and express our gratitude directly.

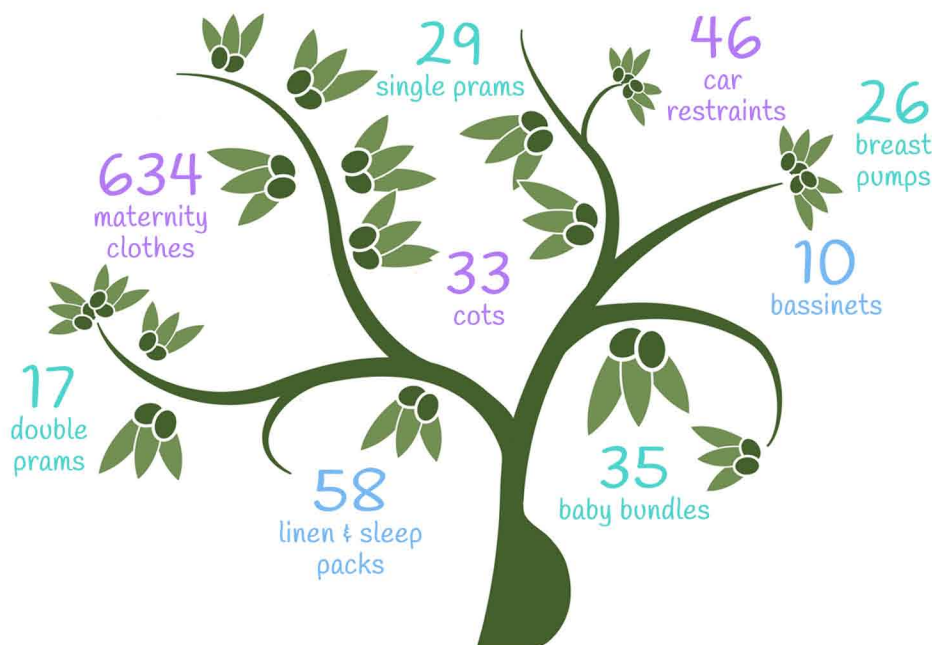


Duncan from Smith McCarthy Wilson & Mrs Alice Andrews from The Andrews Foundation with Kirsten & Nate at the Warehouse

The second funding source this year has been thanks to Trinity Families, providing funds for us to establish the new paid role of Material Aid Program Coordinator for a 7 month period at 16 hours per week (0.4FTE). The new role was filled in March by Kayla Dawson. It is hoped that we will secure further funding for this role into the future.

We were also fortunate to receive \$4,050 in funding through the Baw Baw Shire Community Development Grants program, assisting us to implement a better waste management system and to purchase parts for nursery items that might have otherwise been sent to landfill.

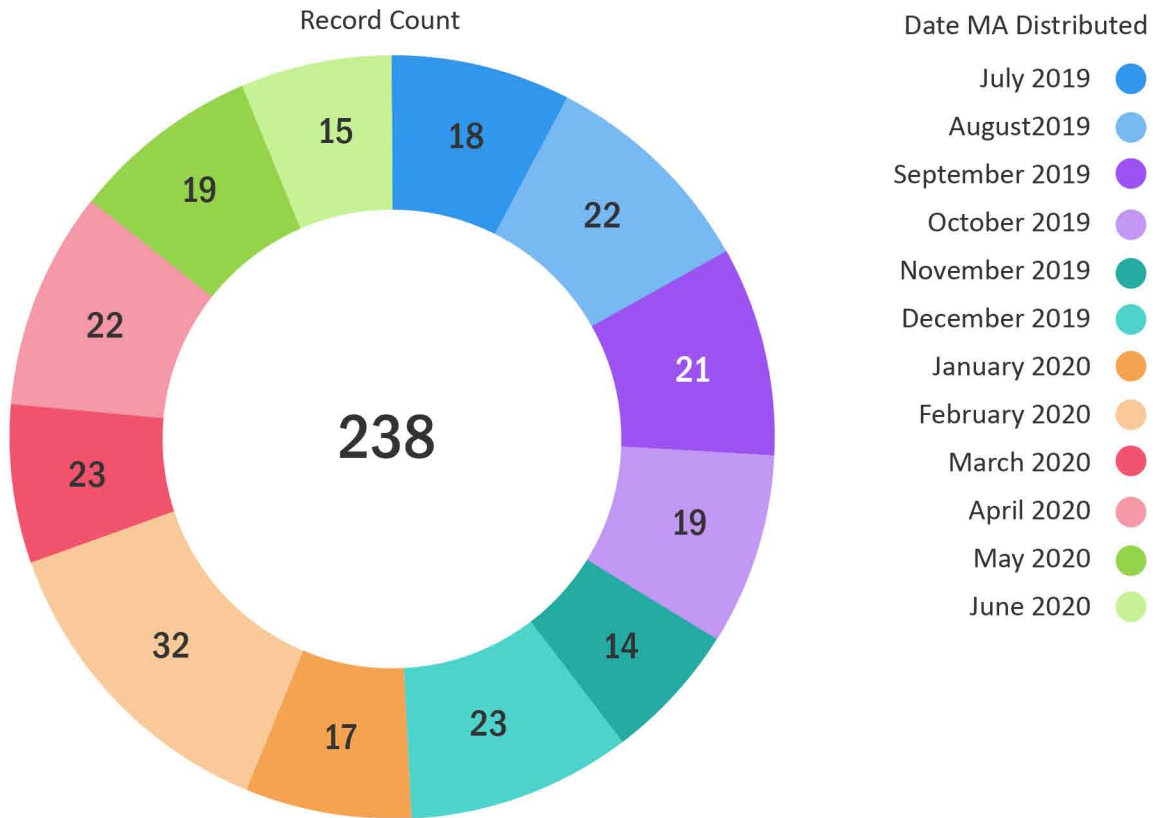
Material Aid Program Coordinator supported by the General Manager of Operations, with the program delivered totally free of charge to families experiencing challenges around the time of welcoming a baby. Not all families supported by Olivia's Place require material assistance, but those who do access the program through internal referral from our Family Support Program.



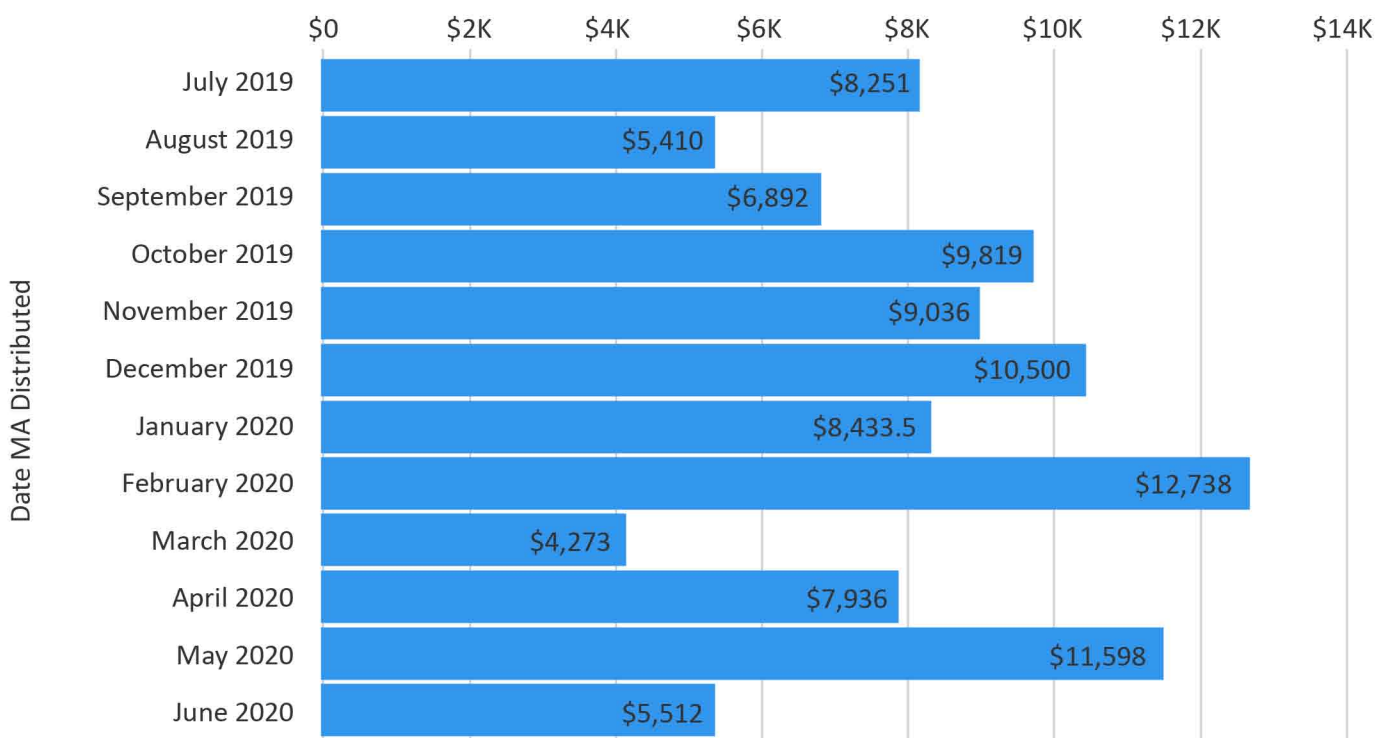
Client, Olivia came to Olivia's Place in November to choose some beautiful maternity items to dress her growing bump in during the warmer weather

# Material Aid Program Impact

How many times we distributed goods to families each month



Value of goods rehomed this year, broken down by month





# Fundraising Report

## Renee Fallon

On Saturday 17th August 2019, we held our annual dinner and auction at Lardner Park, with MC Luke Patterson from Warragul's Cheapest Cars. Joining us a guest speaker was local dad and owner of The Courthouse Warragul, Leigh Marino, sharing his journey of fatherhood. We were also extremely fortunate to hear from a previous client, Meg Laidlaw. Meg was extremely brave in sharing her very moving testimony. It was an experience that many of the 240 guests in attendance will be unlikely to forget.

Attendees enjoyed live music from Acoustic Reprise and helped us to raise over \$56,500 from ticket sales, silent auctions, raffles

and games plus an incredible live auction led by Paul Phillips from SEJ Livestock and supported by Luke Patterson's encouragement of the crowd. Event corporate partnership and donations from local business proved crucial to the success of the event as well.

On Saturday 16th November 2019, we held a Sausage Sizzle at Bunnings Warragul. We were lucky to get a beautiful and busy day and sell out of sausages raising over \$1,000!

The year of 2020 has been tough for all, the same goes for charities like us and trying to fundraise without being able to hold events. In March 2020 we were able to hold

our 'Bushies Bunraiser' for the second year in a row and although we raised half the amount of last year, as it was the beginning of the coronavirus pandemic in Australia, we were very grateful we had the opportunity to hold this fundraiser. With 765 packs of hot cross buns ordered we raised just over \$1,500, which was a fantastic effort all things considered.

Hot cross bun collection day on Friday 3rd April we were in lockdown, but we put strict hygiene and social distancing measures in place and had a successful pick up day with everyone excited to collect their delicious Bushies Buns. Thank you to Industry Studios for allowing us to use their big open dance studio for our Bushies Buns pick up day.



# Patron Partner Program

## Kirsten Finger

The end of 2019 saw us introduce for the first time a formal opportunity for longer term partnership with businesses to support delivery of our programs to families across Gippsland.

Since Olivia's Place commenced in 2012, the financial backbone of our operations has been the generous support of local businesses. They have provided funding and infrastructure support that has in turn allowed us to focus on caring for new mums, dads and babies.

Among those business supporters there have been a select few that have gone above and beyond to help. The Patron Partner program seeks to better recognise the support of those businesses – our Patron Partners.

The Patron Partner program provides Olivia's Place with something vital for a small not-for-profit: funding certainty. Businesses committing to supporting the work of Olivia's Place for 12 months allows us to better plan our operations for maximum impact. As a charity with no regular funding, this is vital to ensure our business continuity and the availability of services to families in Gippsland who need us to be there for them.

With full uptake, the Patron Partner Program has the potential to raise as much as \$78,000 in a 12 month period, and we had grand plans of achieving this in 2020. Then coronavirus arrived...

Businesses were understandably reserved in making longer term fina-

ncial commitments in the face of the uncertainty that this year's pandemic has brought.

We are so grateful to the partners who came on this year to support our work with Gippsland families, at a time when we very truly could not have done so without them.

Having sought and received some feedback from existing Patron Partners, we are now recruiting for 2021 partners and would love to hear from businesses who, in spite of the pandemic, are in a position to give back to the community around them.

We were so fortunate to have received the support that we did this year from the following Patron Partners:



Duncan Smith, Heather McCarthy, Tim Wilson and Grant Duncan from Smith McCarthy Wilson were the first Gold partners to jump on board in late 2019, demonstrating their ongoing commitment to supporting Gippsland families. We have been fortunate to enjoy their support for a number of years now, with partnerships and attendance at our annual charity gala being gratefully received.



Jamie Power of Simonds Warragul took up a Gold partnership after jumping on board for the first time with our 2019 Charity Gala. The Covid-19 pandemic impacted Jamie's business forcing his withdrawal from the program in May.



The Gippsland arm of Metricon Homes took up a Gold partnership, with the fruits of their commitment to be seen later in 2020 with a 'matched giving' month incorporated with donation drives. We are grateful to Andy Younger, Jeff Telford, Kaitlyn Blanchard and Katie James for their efforts in getting the fundraising efforts underway.



Lukas Kelly from LMK Building Surveyors took up the Platinum partnership after being an eager supporter of Olivia's Place for a number of years. The partnership carried through until May at the time of the closure of his business.



Anand and Belinda Makwana from Warragul Dental Care came on board as Gold partners this year. Their team have been passionate supporters of Olivia's Place with workplace volunteering, regularly maintaining our maternity clothing rooms at Queen St. After Covid-19 restrictions forced closure of many of their usual services and a short break from partnership, we were excited to welcome them back on board and we look forward to their continued partnership in the future.

Our Patron Partner program is underpinned by the generosity of the following businesses who contribute in-kind services that offset our operational costs in significant ways, allowing us to make sure every dollar raised goes even further:



Andrew Schreyer and the team from the Warragul Drouin Gazette provide a large (one-third page) coloured ad space in the newspaper each week all year long - allowing us to spread the message of our impact and the support of our partners far and wide.



Viatek Warragul provides two print/scan/copy machines to both of our premises, including all maintenance, enabling us to print not only our daily printing needs but also all of our professional marketing materials such as services brochures and flyers completely free of charge. Thanks to Paul Lecher, Jeff Ashworth and the whole team.



Swoop Broadband (formerly known as DCSI) provide our phone and internet services year round - thus enabling families to be able to communicate with our team for the support they need. Thanks to Jacob Carr, Rob Rhodes and the whole team!



Darren and Jayne Murtagh and the team from Biz-IT provide for our tech needs through looking after all of our computers, antivirus software and internet security, ensuring our data is safe and we can communicate with each other and the community around us.



## Grants Report

### Kirsten Finger

In the 2019/20 FY a total of 11 applications for funding were submitted to local community grant opportunities or larger philanthropic foundations. Of the over \$141,000 applied for, just over \$80,000 in applications were successful funding a variety of aspects across our Material Aid and Family Support Programs.

On average, the costs to Olivia's Place in providing direct support to families is approximately \$1,000 per family. This cost allows us to provide a family with as many social and emotional support consultations as are required over the life of their engagement. We also facilitate referrals and collaborate with other agencies involved in the journey of client

care. Organisational costs also include any and all material aid that might be needed to provide for the needs of the new parents and new baby - from maternity clothing through pregnancy to infant clothing and nappies and/or provision of an entire nursery or any part thereof. Care and support is provided through a client-led model with the individual needs of the family at the heart of every interaction.

Key funders this financial year included:

- Gippsland Primary Health Network \$29,359 towards Accreditation
- The Andrews Foundation - \$20,000 towards the Material Aid Program

- Trinity Families - \$15,000 towards the Family Support Program
- Westpac Foundation - \$10,000 towards the Family Support Program
- Baw Baw Shire Council - \$4,050 towards waste management systems
- Drouin Family Hotel - \$2,000 towards staff and volunteer training
- Garfield Opportunity Shop - \$1,000 towards the Material Aid Program

We are grateful for this support as well as that of all our donors who give generously to Olivia's Place, enabling us to continue providing support to families across Gippsland.



## Treasurer's Report

### Andrew Miklosvary

An audit of the financial statements of the Association was conducted for the year ended 30 June 2020 and was completed in accordance with Australian Auditing Stan-

dards by Gippsland Accounting and Financial Services. The financial report gives a true and fair view of the association's financial position and performance.

The Board of Directors wishes to express its gratitude to Gippsland Accounting and Financial Services and the wider community for their ongoing support.





## John Mecklenburgh CPA

We have audited the Financial Statements, consisting of income and expenditure statements and associated schedules of OLIVIA'S PLACE for the year ended 30th June 2020.

The members of the Association are responsible for the preparation and presentation of the financial statements and the information contained therein. We have conducted an independent audit of the financial statements in order to express an opinion on them to the members.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable as-

urance as to whether the accounts are free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, these financial statements are presented fairly in accordance with Australian Accounting Standards and other professional reporting requirements, so as to present a view of the entity which is consistent with our understanding of its financial position and the results of its operation.

The audit opinion expressed in this report has been formed on this basis.

In our opinion, the financial report of OLIVIA'S PLACE gives a true and fair view of the OLIVIA'S PLACE financial position as at 30 June 2020, and of its financial performance and its cash flows for the year then ended on that date and complies with Australian accounting standards to the extent described in the financial reports.

## Finances

### Profit & Loss - Olivia's Place 1 July, 2019 to 30 June 2020

INCOME	
BBSC Grants	3,682
Donations	42,045
Farmers Markets	1,345
Fundraisers	62,054
Grants -	21,000
Grants - Other	3,000
Grants - The Andrews Foundation - 2020	20,000
Grants - Trinity Families - 2019	15,000
Grants - Westpac 2019	10,000
Hire Revenue	10
Interest Income	107
Other Revenue	4,067
Patron Partner Packages	21,000
<b>TOTAL INCOME</b>	<b>203,309</b>
<b>GROSS PROFIT</b>	<b>203,309</b>

PLUS OTHER INCOME	
Government Grant - Economic Stimulus CFB	10,000
Government Grant - JobKeeper	24,000
Government Grant - VIC DJPR	10,000
Paid Parental	13,331
<b>TOTAL OTHER INCOME</b>	<b>57,331</b>

<b>LESS OPERATING EXPENSES</b>	
Accounting	553
Advertising	777
Bank Fees	218
Compliance	85
Consulting	16,781
Equipment	3,956
Fundraiser Costs	24,683
General Expenses	753
Insurance	7,016
Interest Expense	420
IT and Web	29
Light, Power, Heating	3,542
Material Aid	4,719
Postage	235
Printing & Stationary	1,596
Recruitment Expense	355
Rent	18,066
Repairs & Maintenance	358
Subscriptions	285
Superannuation	9,239
Telephone & Internet	855
Training & Development	120
Wages & Salaries	125,730
<b>TOTAL OPERATING EXPENSES</b>	<b>220,370</b>
<b>NET PROFIT</b>	<b>40,270</b>

## Balance Sheet - Olivia's Place as at 30 June, 2020

<b>ASSETS</b>	
<b>BANK</b>	
Charity Account	87,568
Debit Card Account	1,413
Non Tax-Deductible	6,617
Solvency Account	10,000
<b>TOTAL BANK</b>	<b>105,598</b>
<b>CURRENT ASSETS</b>	
Accounts Receivable	2,950
Petty Cash	398
<b>TOTAL CURRENT ASSETS</b>	<b>3,348</b>
<b>TOTAL ASSETS</b>	<b>108,946</b>

<b>LIABILITIES</b>	
<b>CURRENT LIABILITIES</b>	
GST	(2,987)
GST Clearing	(1,150)
Historical Adjustment	10
PAYG Withholdings Payable	14,078
Superannuation Payable	3,213
<b>TOTAL CURRENT LIABILITIES</b>	<b>13,163</b>
<b>TOTAL LIABILITIES</b>	<b>13,163</b>
<b>NET ASSETS</b>	<b>95,783</b>

<b>EQUITY</b>	
Current Year Earnings	40,270
Retained Earnings	55,513
<b>TOTAL EQUITY</b>	<b>95,783</b>

# From the bottom of our hearts, thank you

- Absolute Skin & Hair  
Acoustic Reprise  
Adams Financial Solutions  
Adventure Park Geelong  
Alamanda Palm Cove by Lancemore  
Alice Woolven  
Alison Brooker  
Alpine Storage Warragul  
Alzena Giftware  
Amcal Pharmacy Drouin  
Anon  
Aperloo's Family Bakery  
ARB Warragul  
Art By D Till  
Artist Photographer  
Audioworkz  
Aussie Wool Comfort  
Bakers Delight Warragul  
Barbara Dann  
Baw Baw Paws  
Baw Baw Shire Council  
Ben Kingwill  
Benefit For You  
Big Swing Golf Traralgon  
Bisho's Bait & Tackle  
Biz-IT  
Bohemian Strings: Silicone Bead Keyrings  
Brandy Creek Day Spa  
Brigid Howard  
Bunnings Warragul  
Bunyip Optical  
Buoyant Sea  
Bushies Bakery  
Cabello Style and Beauty  
Caitlin Twomey  
Cannibal Creek  
Caring By Nature  
Chemist Discount Centre Drouin  
Chris' Fine Take Away  
Colin and Sally's Organic Lamb and Beef  
Commonwealth Bank Business Centre Warragul  
Craig Debnam  
Crystal Braaksma  
Curves & Kisses Lingerie  
Dani McLennan Occupational Therapy  
DCSI  
Deebthika Blanchard  
Direct Appliance Rentals  
DJ Nige  
Drouin & District Community Bank Branch  
Drouin Cycles  
Drouin Family Hotel  
Drouin Golf Club  
Drouin Gourmet Café  
Drouin Health Barn  
Drouin Watch & Jewellery  
Drouin Wooden Toys  
Esis Tawfik  
Fairview Wool Group  
First National Warragul  
Flight Centre Warragul  
F M's Pump Service & Machining  
Frankie's Cafe  
Friendie  
Full Steam Ahead Carpet Cleaning  
Garden & Farm Pty Ltd  
Garfield Opportunity Shop  
Garratt Health Consulting Pty Ltd  
Gary Blackwood MP  
Gippsland Audiology  
Gippsland Cosmetic Laser Clinic  
Gippsland Accounting and Financial Services  
Gippsland Fresh Wholesale  
Gippsland Primary Health Network  
Gippsland Tool Discounts  
Gippsland Travel Centre  
Gumbuya World  
Hairworks Studio Warragul  
Harvey Norman Warragul  
Haze Hair By Design  
Herd Coworking  
Hill Earthworks  
Home & Willow  
Ian & Heather Sowerby  
Ian & Robyn Bayley  
In 2 Frames  
In2Food  
Industry Studios  
Inspired By You Designs  
Intersport Warragul  
Into the Country Tours  
Jacinta Saxton  
Jamie Power - Simonds Homes  
Jazala  
JD Portrait Art  
Jeanette Radford  
Jeff and Jeanette Hyde  
Jessica Macpherson  
Jigsaw Hair & Beauty  
John Ingham Photography  
John Riley  
Julian & Kirsten Finger  
Julie Powell  
Karawah  
Katie Parker Postpartum Support Gippsland  
Kelsey Good  
Khan's Hospitality Services  
Kitchen Thyme  
Kristian Thompson  
Kurinda Rose Nursery  
Kylie Sharp  
Lardner Park  
Laura Eddington  
Leader of the Pack Dog Obedience  
Leigh Marino  
Lions Club Warragul  
Little Bumble Reusable Food Wraps  
Little E & D Photography  
Little Teacups  
LMK Building Surveyors  
Loan Market - Benjamin Dennis  
Local Boys  
Loren Stratford  
Louis & Deanna Debeaux  
Love Macramé  
Lucy Browne  
Luna Park  
Mac&Ernie  
Maffra Vineyard  
Make My Day Macramé  
Marcia Boulton  
Mark & Hilary Kelly  
McFarlane Criminal Lawyers  
Meagan Laidlaw  
Megan Kelly  
Megan Fallon  
Mehreen Syed-Shamsi  
Melbourne Museum  
Mercurie Warragul  
Mick Bibby  
Moonlit Sanctuary Wildlife Conservation Park  
Moorings of Metung  
My Tea Leaf Pty Ltd  
Naomi Seccombe Photography  
Natalie Thorne  
Need 2 Read  
Nerida's Interior Landscaping  
Newmason Restaurant  
Nicholson River Winery  
Noojee Hotel  
Outthere 4x4 & Camping  
Paint Place Warragul  
Paper Daisy  
Paul & Renee Fallon  
Peninsula Cinemas Warragul  
Phillip Island Golf Club  
Pics & Props Photo Booth Hire  
Pinchapoo  
Port Phillip Shop  
Progressive Rehabilitation Group  
Pure Body Health  
Queen Bee Maternity Wear  
Rhys O'Pray  
Rotary Club Warragul  
Royal Hotel Drouin  
Ruby Collis  
Sarah Dickason  
Satin Edge Photography  
Sharkey's Uppercuts  
SJD Law  
Smith McCarthy Wilson  
Soul Sisters Café  
St Kilda Mums  
Stephanie French Music  
Stephen Jones  
String + Salt  
Suzy's Fine Jewellery  
That Vegan Hairdresser  
That's Gorgeous  
The Andrews Foundation  
The Australian Ballet  
The Church House  
The Colours are Brighter  
The Press Cellars  
The Willow Branch  
Through Life Physiotherapy  
Tilnak Fine Art  
Tiny Tonkin Tales  
Treat It  
Triangle Trophy Centre  
Trinity Families  
Ultimate Indulgence  
VC Traders  
Viatek Warragul  
Warragul & Drouin Gazette  
Warragul Bus Lines  
Warragul Country Club  
Warragul Dental Care  
Warragul Drouin Gazette  
Warragul Dry Cleaners  
Warragul Plaza Café  
Warragul Screens & Glass  
Warragul Sushi Bar  
Warragul Wellness Centre  
West Gippsland Arts Centre  
Westpac Foundation  
Whitegrain  
Wines By Design  
Zoe Hyde Transformations

Whilst we do our best to list everyone, sometimes we miss someone. We're sorry if your name isn't here and it should be - let us know and we will make sure you're included next year.

Olivia's Place is a registered, local not-for-profit charity based in Warragul, Victoria and provides services across Gippsland to families experiencing challenges around the time of welcoming a baby.

Operating under the philosophy that 'it takes a village to raise a family', the community is involved through the collective giving of goods, finances and volunteering of time.

The charity currently does not receive any regular funding, relying on the generosity of the local community, fundraising and success with grant applications to continue service provision to many families reliant upon access to Olivia's Place programs.

To support our programs or find out more please visit our website or contact us:

**ADDRESS:**

34 Queen St, Warragul, VIC, 3820  
(Family Support Program)

16 Normanby St, Warragul, VIC, 3820  
(Material Aid Program)

POSTAL ADDRESS: P.O. Box 688, Warragul, VIC, 3820

EMAIL: [info@oliviasplace.org.au](mailto:info@oliviasplace.org.au)

WEBSITE: [www.oliviasplace.org.au](http://www.oliviasplace.org.au)

PHONE: (03) 5622 1022

**YOUR FEEDBACK MATTERS:**

[www.oliviasplace.org.au/feedback](http://www.oliviasplace.org.au/feedback)

Olivia's Place is committed to working with local Indigenous services and families with individuals who identify as Aboriginal or Torres Strait Islander.



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