



DO NOT STORE HEAVY ITEMS ON THIS SHELF

Contents	Clothing
Gender	Girl
Size	0000
Packed for you by	
Date Packed	

Contents	Clothing
Gender	Girl
Size	0000
Packed for you by	P.H.
Date Packed	June 2021

Contents	Clothing
Gender	Boy
Size	0000
Packed for you by	
Date Packed	

Contents	Clothing
Gender	Boy
Size	0000
Packed for you by	P.H.
Date Packed	June 2021

Contents	Clothing
Gender	Girl
Size	00
Packed for you by	Grace
Date Packed	17/5/21

Contents	
Gender	
Size	
Packed for you by	
Date Packed	

Chairo kindergarten
Learning with God



Olivia's Place

Annual Report
2020 -2021



Olivia's Place is accredited against the QIC Health and Community Services Standards 7th Ed.

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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

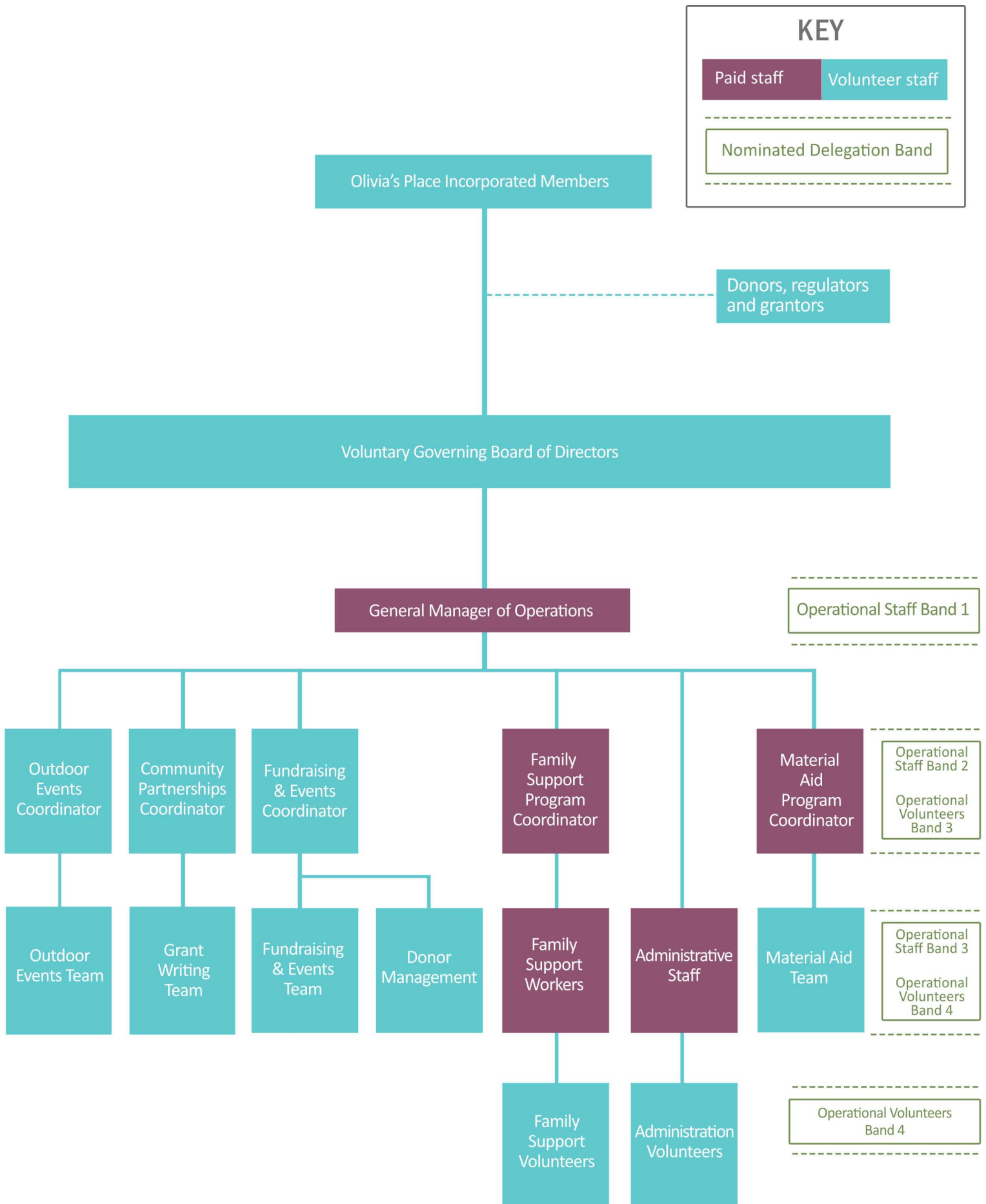
We offer open and direct engagement of families in innovative ways that suit their individual abilities and preferences.



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
Ainsley James
 Commenced on Board:
 November 2019



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
Lauri Stewart
 Commenced on Board:
 June 2020



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

Meeting Attendance

BOARD MEMBER	NUMBER ELIGIBLE TO ATTEND	ATTENDED
Kirsten Finger	13	13
Julian Finger	13	12
Dominic McInerney	13	13
Andrew Miklosvary	13	12
Jacinta Saxton	2	0
CJ Rovers	13	11
Ainsley James	13	10
Lauri Stewart	6	5



Our Strategy

KEY AREAS OF FOCUS	WE WILL ACHIEVE THIS BY:	ACHIEVED	OVERALL
1. Grow Income	1.1 Grow grants	75%	65%
	1.2 Grow and diversify fundraising sources	41%	
	1.3 Grow income from business partnerships	25%	
	1.4 Establish at least one stream of income from government funding	100%	
	1.5 Grow number and value of individual donors	85%	
2. Ensure our programs are safe, evidenced-based, and high-quality	2.1 Achieve accreditation against the QIP Health and Community Services Standards 7th Edition	100%	100%
3. Match workforce skill set to deliver growth and sustainability	3.1 Improve training and development	65%	58%
	3.2 Recruit specialist volunteers	50%	
4. Have security and stability around our physical spaces	4.1 Secure fit-for-purpose premises on at least a one-year lease agreement	75%	50%
	4.2 Prepare a plan for securing a purpose-built, Olivia's Place owned premises	25%	



President's Report

Dominic McInerney

The 2020-21 financial year was one of significant evolution for Olivia's Place. Despite the enduring challenge of Coronavirus, the organisation took some important steps that will help ensure our ongoing sustainability.

A clear highlight of the past 12 months was securing accreditation. This process provides independent recognition that an organisation meets the requirements of governing industry standards. Health and community service organisations are recognised for their commitment to best practice, quality, systems and processes and continuous improvement.

The assessors provided a glowing endorsement to Olivia's Place, commending the organisation for the sophistication and quality of our service delivery.

Achieving accreditation is an arduous undertaking. Few, if any, organisations the size of Olivia's Place even attempt it. The commitment of time and administrative capacity took a significant toll on the organisation, with many staff and volunteers diverted from their normal duties to ensure success.

However, accreditation also provides several benefits to Olivia's Place. Most importantly, it releases a second tranche of funding from the Gippsland Primary Health Network, which in turn allows us to help more families in the coming financial year.

It also sends a strong signal to potential funders that Olivia's Place is a professionally-run, high trusted to deliver services effectively.

Beyond this, accreditation provides a framework for us to ensure our policies, procedures, systems and governance are of the highest standard.

As part of this process, the Olivia's Place Board has improved its risk management framework to better monitor and respond to strategic organisational risks. We are also recruiting high-calibre Board Directors who have the skills and experience to oversee the operations of an accredited organisation.

We farewelled Jacinta Saxton from the Board during the year. Jacinta was a thoughtful, energetic board member, and I'd like to thank her for her contribution to Olivia's Place.

We also commenced a succession planning process that will allow Kirsten - Olivia's Place founder and General Manager of Operations - to step away from her day-to-day role for the first time in more than nine years. This is a big change for Olivia's Place but managed well, it will inject new energy and ideas into the organisation. It will also give Kirsten the well-deserved opportunity to reset after a long time at the helm. The succession is planned for October 2021.

Our staff and volunteers have done an amazing job of staying buoyant and resilient in the face of COVID-19, even though the repeated lockdowns and demands of working in a COVID-safe way has surely taken a toll.

Similarly, COVID-19 has also taken a toll on our fundraising options, with events effectively ruled out for the year. This has been offset somewhat by the extraordinary generosity of small businesses and individual donors, large and small.

For example our online end-of-financial-year fundraising campaign raised a staggering \$50,290.

With Jobkeeper payments also offsetting our wage costs, we were able to maintain a healthy financial position throughout the financial year.

I've already mentioned the resilience of our staff and volunteers this year. But I'd like to thank them all again for their tireless efforts in support of the Olivia's Place mission. At a time when many people are turning inwards, the team has steadfastly put the needs of vulnerable members of our community first. Thank you to them for their amazing work.

I'd also like to acknowledge Kirsten for her work over the past financial year; as always she gave every ounce of energy and effort she has to the Olivia's Place cause. Her efforts to ensure Olivia's Place achieved accreditation were herculean, and I am positive we would not have made it without her.

Lastly I would like to say thank you to every person who has supported Olivia's Place over the past 12 months. Our service has never been more critical. Our family support team is seeing more families with more complex needs; the stress and isolation of repeated COVID-19 lockdowns has further complicated already fragile family situations. Your support has helped us meet that need, ensuring that new parents and their children have the best possible start in life.



*This means so much
to me, as it really
makes me feel that
someone cares
about me*

1,512

appointments providing social & emotional support this Financial Year

190

Families supported this Financial Year





General Manager of Operations Report

Kirsten Finger

The 2020/21 financial year has stretched us as an organisation more than ever before, but as the saying goes, stretching leads to growth. The funding landscape has been very challenging, with so many charities seeking support to continue operations. Families in the community have been hurting, much more than they did at the start of the pandemic.

The primary function of my role as General Manager of Operations in the last 12 months has been a delicate balance between achieving accreditation and ensuring we have funding sufficient to continue our program delivery.

There are few words adequate to describe the process of preparation for first time accreditation. For those who don't know what accreditation is, it's a process of bolstering an organisation to meet a minimum set of standards, with the organisation assessed by independent, external assessors.

The Board of Olivia's Place, with the support of Gippsland Primary Health Network, chose for Olivia's Place to be assessed against the QIP Health and Community Services Standards 7th edition. Within these standards, there were 97 indicators we were required to meet.

Mobilising the team to meet the requirements of accreditation was an incredibly joyful (and exhausting) challenge. Over many months, paperwork was developed to support already well established

practices within Olivia's Place, for both team support and program delivery. We have taken great care, over many years prior to this accreditation process, to ensure we were built on a solid foundation of professionalism, high standards and good documentation - from our original establishment under Pregnancy and Parenting Resource Centre to our independent governance structure in 2016. This made cementing the practices in paperwork a formality, rather than a completely new system.

We were so fortunate to benefit from the support of Jessica Macpherson and her incredible team of volunteers at Blaze Your Trail this year. Thank you especially to Deepa and Archana for their assistance with our web forms and technology intelligence within Salesforce that helped us not only in the lead up to our end of financial year fundraisers but has helped streamline referrals into our Family Support Program. We are so grateful for this support as it is incredibly valuable to a charity like ours to have such mature systems.

The entire team was heavily involved in the accreditation preparation process. Through reviewing and developing anything new or supportive to existing systems, it was important to us not to increase the administrative burden on the team when it came to longer term maintenance of the accreditation once it was achieved. So, everything was put through the filter of whether or not there was a way to automate the process using Salesforce.

At Olivia's Place, we use Salesforce for confidential record keeping when it comes to client family care. We also use it to track contacts and, thanks to accreditation, it has further strengthened our tracking of relationships, grants and soon, fundraising. Everything that could be automated, has been. For example, we are required, as a part of accreditation (and good organisational management) to ensure that we have all the pertinent information regarding our personnel such as their recruitment milestones, background checks, contract renewals and training updates over time. To avoid the need to perform a manual audit of personnel records in Salesforce, we have instead built reports on the relevant fields and placed these reports on a dashboard where any anomalies are immediately obvious and can be rectified. There are many more examples of this automation that we have adopted to ensure we have adequate maintenance systems that are not draining of our human resources and allow us to focus on the more important goal of working with families.

After many months of working towards accreditation, an in depth two-day interview with external assessors took place in March. The interviews were conducted at every level of Olivia's Place - with the Board of Directors, myself as GMO, Program Coordinators, team members in program delivery, eight clients and six stakeholders

(including referrers and supporters). The feedback received from this process was exemplary and gave us validation the effort was indeed worth it.

Feedback from Assessors

"It was extremely satisfying and gratifying to be able to assess your organisation, an organisation of such highly ethical programs and services."

"The organisation is absolutely remarkable. This is a very impressive organisation that punches well above its weight."

"The feedback system that's in place is possibly the best system we've ever seen"

"The clients of Olivia's Place feel the impact of a quality service"

"Olivia's Place is far more advanced /established with the systems we have implemented than many organisations we have seen who are going through their sixth or seventh accreditation cycle (let alone their first!!)"

Olivia's Place met and surpassed all of the 97 indicators, with commendations received in some areas. There are few words to describe the pride I have in my team for the effort and commitment that has gone into this process both in the lead up and since. The result of this outcome is we have support from Gippsland Primary Health Network to deliver our programs for 12 months from the 1st of July, 2021 and we are grateful to them for their assistance through this process, as well as Sally Rashbrooke and Riley O'Hanlon of QIC for their guidance and work.

The whole team of Olivia's Place cannot go without a mention as part of this report. There has been an incredible amount of effort, passion and dedication from the volunteers cleaning prams and clothing at home through lockdowns; those safety checking goods and preparing packages in the warehouse for recipient families; those supporting families over the phone who are mentally and emotionally falling apart whilst simultaneously home with schooling children; and from the Board of Directors who have kept the strategy, mission and risk management on track at the governance level. When the world has felt upside down at times, these are the people who have made every effort to keep the world right side up not just for themselves but for the community around them. Thank you to all of our team, from the bottom of my heart, for what you have done and what you have brought to Olivia's Place and how you represent our village. You all live the values of Olivia's Place and you are a shining light to those in the darkness, even when your days are dim as well.

The next financial year brings some big changes to Olivia's Place and to me personally. I will be stepping down as General Manager of Operations (GMO) on 14th October. This is seven years to the day since we first opened our doors at Barkly St in 2014. After this date I will continue in my role on the Board of Directors and offer support to my replacement, Heather Kane. Heather started in our team first as a volunteer and then as our Material Aid Program Coordinator throughout 2020. She has proven to be a wonderful asset to our organisation and has shown great commitment to our cause and a great love of the long-established culture within our organisation. Our team looks up to Heather and have encouraged her move into the GMO role. I wish her every success and as much support as is needed moving forward.





Volunteers Report

Scarlett Wells - Material Aid Volunteer

The volunteer team here at Olivia's Place is a special group of individuals holding an array of skill sets, motivations, life experiences, and a shared vision for supporting Gippsland families. The past twelve months has seen several new faces jump on board and collectively we have kept busy collaborating between service areas and filling needs where possible.

2,305 volunteer hours have been given over the past 12 months for preparing mother-baby goods, assisting with administrative tasks, executing fundraisers, and contributing to the massive achievement of accreditation as a Community Service Organisation against the QIP Health and Community Service Standards 7th ed.

All of this is made possible through the time and effort freely given of volunteers to keep the organisation's gears turning. These hours do not account for those given by our Board of Directors or Kirsten as our GMO, who regularly gives in excess of 20 hours per week of her own time to support the team in delivering on our mission.

The volunteer team has continued to provide essential support to mothers in need throughout the pandemic lockdowns and has been fortunate to still be able to connect in person throughout this. The support that Olivia's Place brings to expectant mothers, family units, and volunteers alike has been instrumental in light of service delivery challenges this past year.

Our volunteer team works hard, gives recognition where it's due, and has fun – an atmosphere that will continue to grow over the next twelve months.

On a personal note, since joining the Material Aid team in October, mornings in the warehouse have become a welcome addition to my routine and I've enjoyed the many facets this volunteer position offers – flexibility, creativity, and a way to get busy. Joining amidst the Covid-19 pandemic hasn't flattened my experience, rather I quickly saw how committed the organisation was to continually learning, refining systems/practices, and overcoming obstacles all while keeping Gippsland families as the central focus.



Team Member Anniversaries

Congratulations to the following team members on reaching these anniversaries in the 2020/21 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	Sarah Hodge Jessica Penney Caitlin Twomey Sabrina Francis Ainsley James Rebecca Perston Heather Kane Fiona Schack	3	Pamela Villalobos Pamela Wernert Rebecca Harris
	Tegan Vincent Andrea Dickason Kristy Telford Paul Fallon Katelyn Bjorksten Anna Fahey Dominic McInerney Aamal Wahid Kelsey Good Leah Stamm Ruby Collis Liana Egglestone Gabby Dennis		4
2		5	Craig Chugg Marcia Boulton Julian Finger
		6	Kristy Bateman Robyn Bayley
		7	Angie Ashman CJ Rovers
		9	Patsy Heffernan Kirsten Finger

2020/21 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.

Andrew Miklosvary, CJ Rovers, Kirsten Finger, Dominic McInerney & Julian Finger



Why I love volunteering with OP

- Love being part of a village (Good to keep updated on latest baby safe recommendations)
- So many different areas to help in and OP are happy for you to try different areas to find what suits you best or just to try something different
- Doesn't matter if I'm away for months at a time, I'm always welcome and always included (part of the family/village)"

Pam



My favourite part of volunteering for Olivia's Place is that it is such a welcoming environment. Every volunteer is valued and everyone is so kind and caring. Walking into Olivia's Place feels like walking into home. It really is an amazing village filled with incredible people!



Renee



Volunteer Highlights



I enjoy being able to do what I can, when I can for Olivia's Place. Such a welcoming, fun and amazing organisation to be part of.

I've been so pleased to watch Olivia's Place grow in the ways it has - and to play a small part in it all. We are so lucky to have such an organisation in our community!

Kristy



Why is it such a pleasure to volunteer at Olivia's Place:

- We work as a team helping in our own area or helping anyone who needs a hand.
- The variety of tasks that have to be attended to, there is never a dull moment!
- A chance to chat to other people from different backgrounds, skills and age groups.
- Flexibility with times and what needs doing.
- Working with very nice people within a very organised and well run workplace.

Robyn



Sharing fresh cinnamon donuts with the team (thanks Heather).

Luke



Without a doubt, it's been a pleasure coming to work with Heather. She is always welcoming & doesn't stress whatever crops up. She laughs away & works with us no matter how 'ordinary' the task is. Then the amazing refurbishing & reorganising of the warehouse!!!! My last thought is how comforting to work in the warehouse with rain absolutely belting on the tin roof. What a sound.

Patsy





Coronavirus

Kirsten Finger

At the end of 2020, there were lots of memes on social media - people asking to see the terms and conditions for 2021 before agreeing to proceed. Funny at the time, but it has proven somewhat true with how the year has evolved!

The 2020/21 FY started off with the cancellation of our annual gala, which had raised close to \$60,000 the previous year.

In many ways, the Covid-19 pandemic has been a little bit groundhog day, with the yo-yo nature of lockdowns and working from home. The team at Olivia's Place has been very resilient in managing the ins and outs of working from home and then back in the office again.

The latter half of 2020, with each new lockdown our team's resolve stayed strong and we knew, 'we've done this before, we know what to do and we can do this again'. The first half of 2021 started

strong and we thought we were coming out of the turmoil of the previous year, and then we found ourselves locked down again, quite suddenly. This lockdown seemed to hit our community a lot harder than previously and our team was not unaffected. The swiftness with which the new round of lockdowns occurred, as our world was reopening, alongside the shift to home learning and working from home again meant we had to be there for each other just as much as we were there for our families.

Mental health impact, financial strain and unemployment have, anecdotally and statistically, been the biggest ongoing and growing challenges experienced by the families we are supporting. There has been a significant increase in each of these areas and the coalface workers of our organisation have listened to the sadness and isolation shared by the families they are supporting.

No longer are there any birth preparation classes. Births in hospitals where visitors are limited or banned and family/partner birth support is felt differently. Welcoming babies into homes where visitors haven't been allowed - no help with meals and house chores that may have happened in 'normal' times. No mum's groups are being started. All of the usual preparation and support we have available as new parents has been at a bare minimum and it's been a much more overwhelming time than usual.

More than ever before, our services have been needed to support these families and we are both humbled and grateful to be able to make a difference. We need our community's support to keep going, so when you are making a donation, participating in a fundraiser or recommending a charity to other people or your workplace, please think of us. Our families need us and we need you.

Everything I received
was so beautiful and
packed so well, even the
tiny little details.



1,298

items distributed
this Financial Year

\$110,264

in material aid given
this Financial Year



Family Support Program Report

Martina Jones - Family Support Program Coordinator

The Family Support Program [FSP] has undergone a year of expansion. In August 2020, Pheba, previously a mental health social worker, was employed as the new Family Support Program Coordinator to be based at the Queen Street premises. This new role, alongside the recently acquired role of Material Aid Program Coordinator, was to have oversight of the FSP, to grow and develop the program while supporting the two dedicated Family Support Workers, CJ and Pam, in their care of families and their babies. During her time working for Olivia's Place in 2020, Pheba was going through her own personal 'expansion' as she grew her third baby. Pheba, with husband John, welcomed son, Andrew, in March 2021 and is now enjoying her new baby on maternity leave.

Martina, who has previously worked in mental health nursing and health promotion, then joined the FSP to fulfil the coordinator role for 2021, seeing the team through various changes that came with the formalisation of the accreditation process which was a core focus of the Olivia's Place team during 2020/21. As a follow on from achieving accreditation, the FSP has been preparing for some valued external support from Gippsland Primary Health Network due to begin in July 2021, which will continue to expand the capacity that the FSP has to reach and support more families throughout Gippsland.

Regular lockdowns have brought their own unique challenges to the FSP as staff members have been

required to work from home often at short notice, for both brief and extended periods of time. While the team have done a wonderful job at adapting each time, continuing to care for Olivia's Place families, and expanding their multitasking skills (with the assistance of the new online database enabling documentation to occur efficiently at home or in the workplace), there was always much relief when the office could be reopened for Family Support Workers and clients to connect once again face-to-face.

A further expansion within the FSP was the recruitment of a third Family Support Worker and in March we welcomed Larissa. Larissa has a background in mental health social work and has been a great asset to the team, conducting regular intakes of new families and adjusting quickly to the program.

Over the past 12 months, the FSP has also been recruiting volunteers to work specifically within the program. Pam, Lauren and Mel support individual clients alongside our Family Support Workers. While there are some training requirements necessary for a Family Support Volunteer before they begin making contact with clients, we are thankful to those volunteers who have invested their time and skills supporting families this year.

The FSP has also welcomed and supported two placement students

Mel and Kate, who have had the opportunity to 'shadow' our Family Support Workers as they connect with families through Olivia's Place. We are very grateful for the projects they have also completed during their placement and wish them well as they embark on a career in this field.

Caring for the individual needs of each of our clients and their families is the ultimate core and focus of the FSP. We have had a steady flow of families coming into the program either for the first time or returning for consecutive pregnancies, eager to access the unique support that Olivia's Place offers during pregnancy and early parenting. Through the year of 2020-21, we have supported 190 families and welcomed 59 babies into the village. Financial strain 81%, mental health 60%, unemployment 59%, family violence 21%, and homelessness (or at risk) 14% are some of the common reasons for families seeking support with Olivia's Place. Covid-19 has continued to create instability in family situations, increasing risks for job insecurity, family violence, social isolation and mental health illness during and post pregnancy.

Thank you to all those within the FSP for your ongoing work, passion and dedication so that mothers, fathers, babies and families could receive unique, timely and regular support through Olivia's Place over this past year.



Pheba Abraham

I was very thrilled to know that I had gotten the position as Family Support Program Coordinator in August last year. As soon as I found out I was pregnant during the recruitment process I was apprehensive about how Olivia's Place would receive the news, but I told them before I knew the outcome of my application.

When they phoned me to tell me I had the job, I received all the reassurance I needed and more from Kirsten and the staff at Olivia's Place. It was clear that my value wasn't 'less' because of my pregnancy and that my pregnancy wouldn't be seen as taking away from my role or reducing my ability to perform ability to perform and achieve great things with the team.

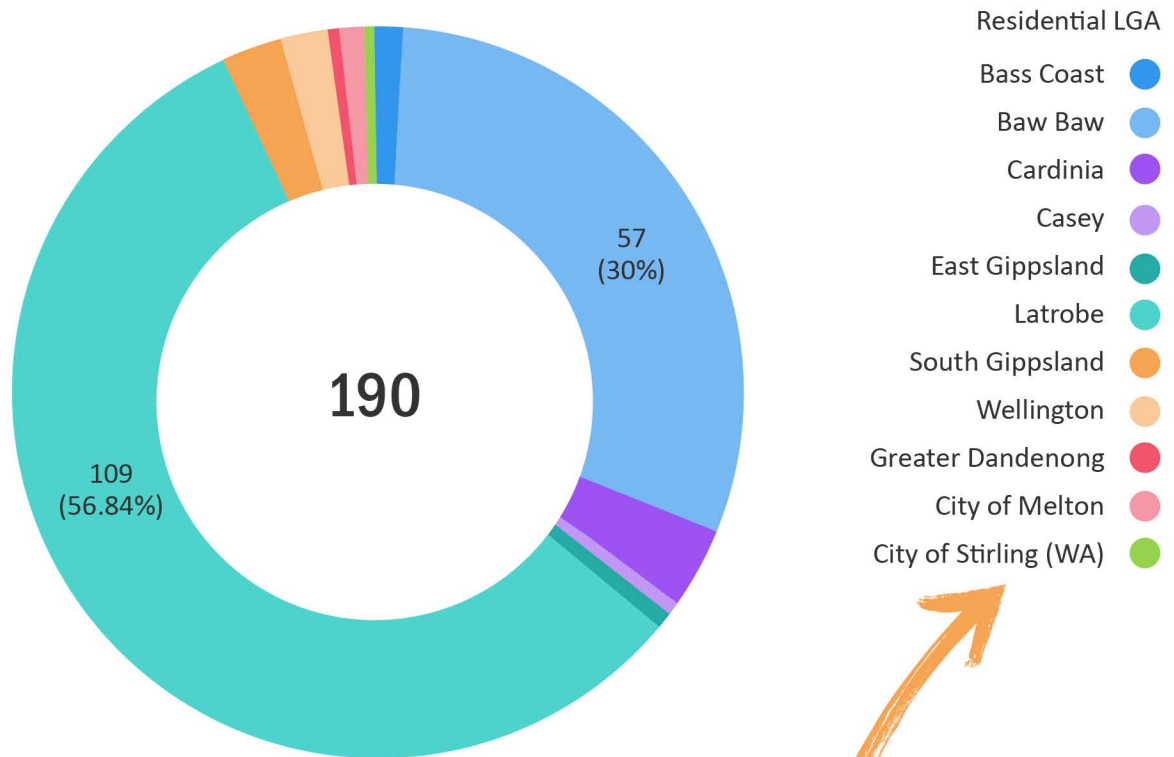
Rather, my journey was enhancing the experience and everyone made me feel as though I was valued and validated. Everyone was so supportive the whole way along, and since while on maternity leave and for that I am truly grateful.

Did You Know?

We hired Pheba for the role as FSP-C because she was a beautiful fit with Olivia's Place and the right person for the job. We knew she was pregnant when we hired her - it didn't change a thing!

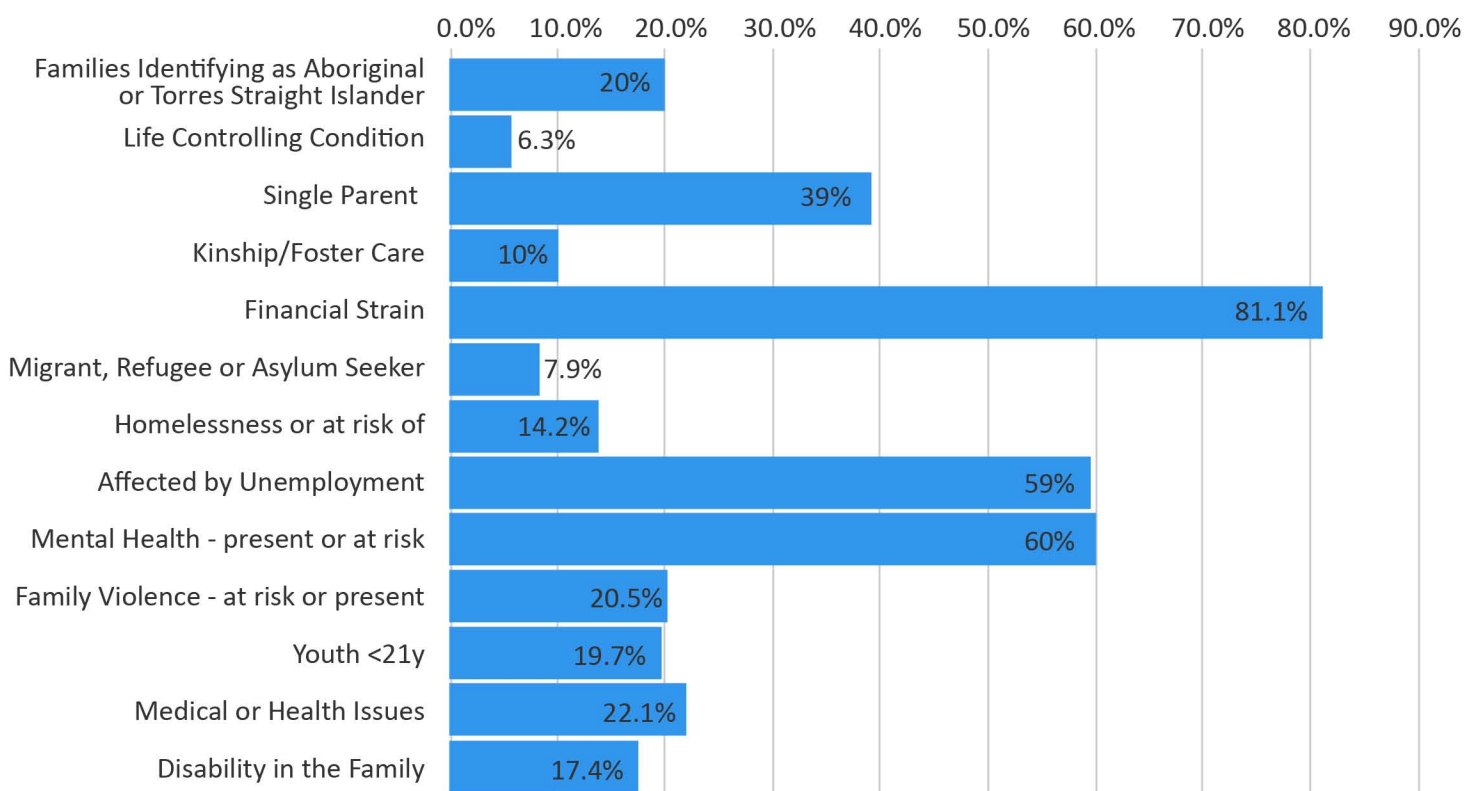
Family Support Program Impact

Where our families live



Yes, really!

Client/Family Circumstances





Material Aid Program Report

Heather Kane - Material Aid Program Coordinator

What a year! The material aid program has continued to evolve in the last twelve months.

To achieve our strategic goal of matching donations to demand we began to take a new approach to stock management. Historic statistics were assessed to establish desired stock levels, turning our demand for goods into a strategy for held stock. The incredible people power of our volunteers processed all held stock, cleaning and safety checking every item on site so that all material aid could be stored ready for distribution.

We are now quickly and easily able to recognise any items that are in need, and anything that is in oversupply.

Building on our great relationships with other organisations that support families, we have been able to share many of our resources over the last year, spreading our reach of support around the country.

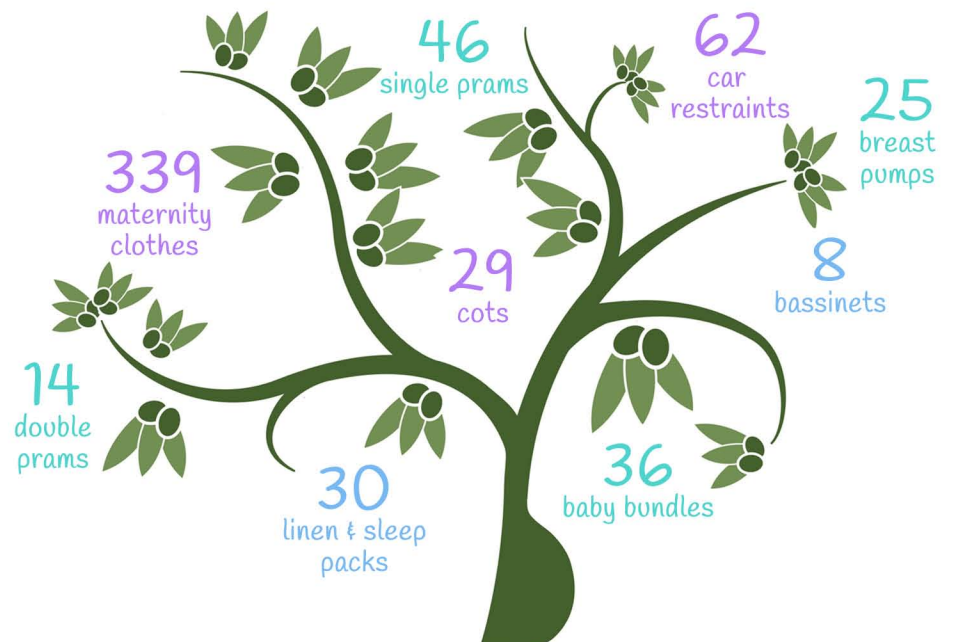
Our garage sales have been a wonderful way to engage the community and encourage sustainability by making preloved goods available, reducing our oversupply and raising funds to

support our program. Using part of these funds, we were able to purchase our branded boxes that are used for distributing clothing and linen packs to the families we support. This has increased and streamlined the quantity of items supplied in each pack and are more easily stored in our warehouse. This has also moved our program into an even more environmentally sustainable model of no longer using plastic bags or other companies' branded non-recyclable nappy boxes for our baby goods.

Our program has been supported throughout the year by

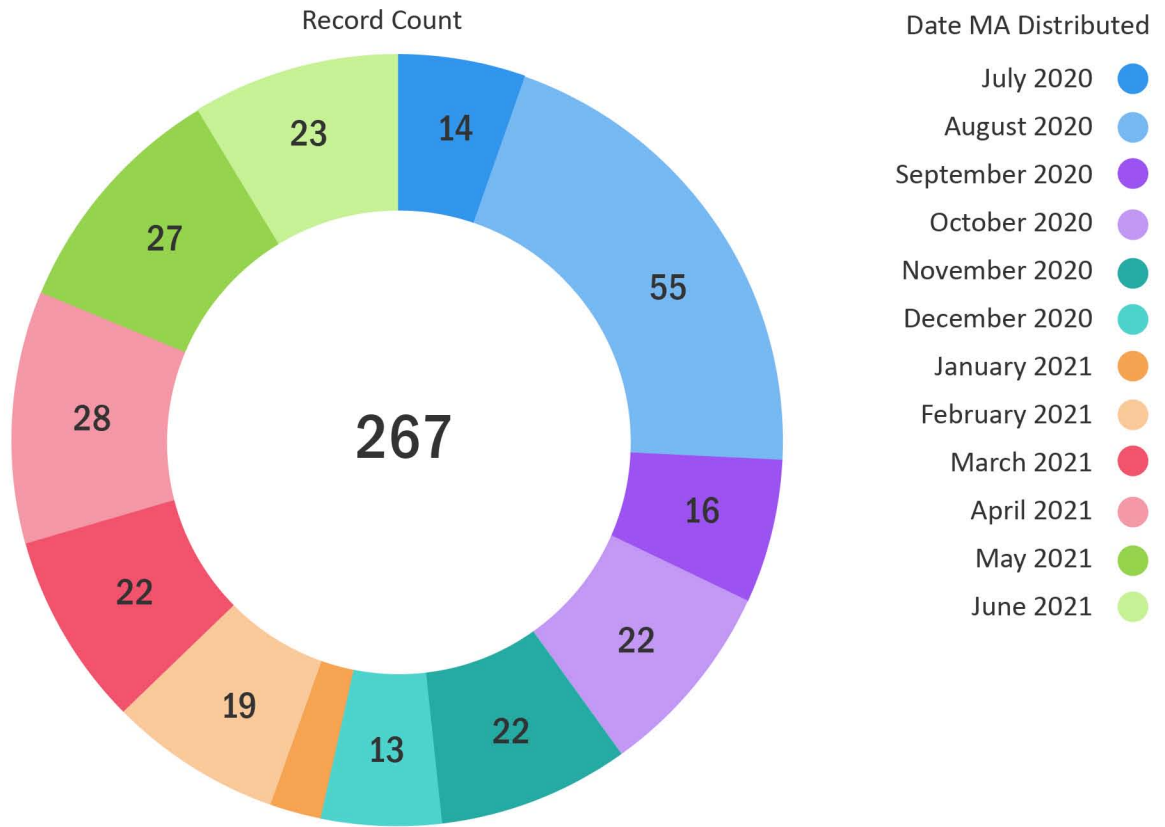
organisations including the Andrews Foundation, REIV Foundation, Queen Bee Maternity, Pumpables, Oricom, Givit and Haynes Apparel.

Together our Village distributed upwards of \$110,000 worth of material aid across Gippsland and into the south eastern suburbs of Melbourne. It has been a great honour to lead the fabulous team of volunteers over the last twelve months. I am thoroughly looking forward to seeing what our village can achieve in the coming year.

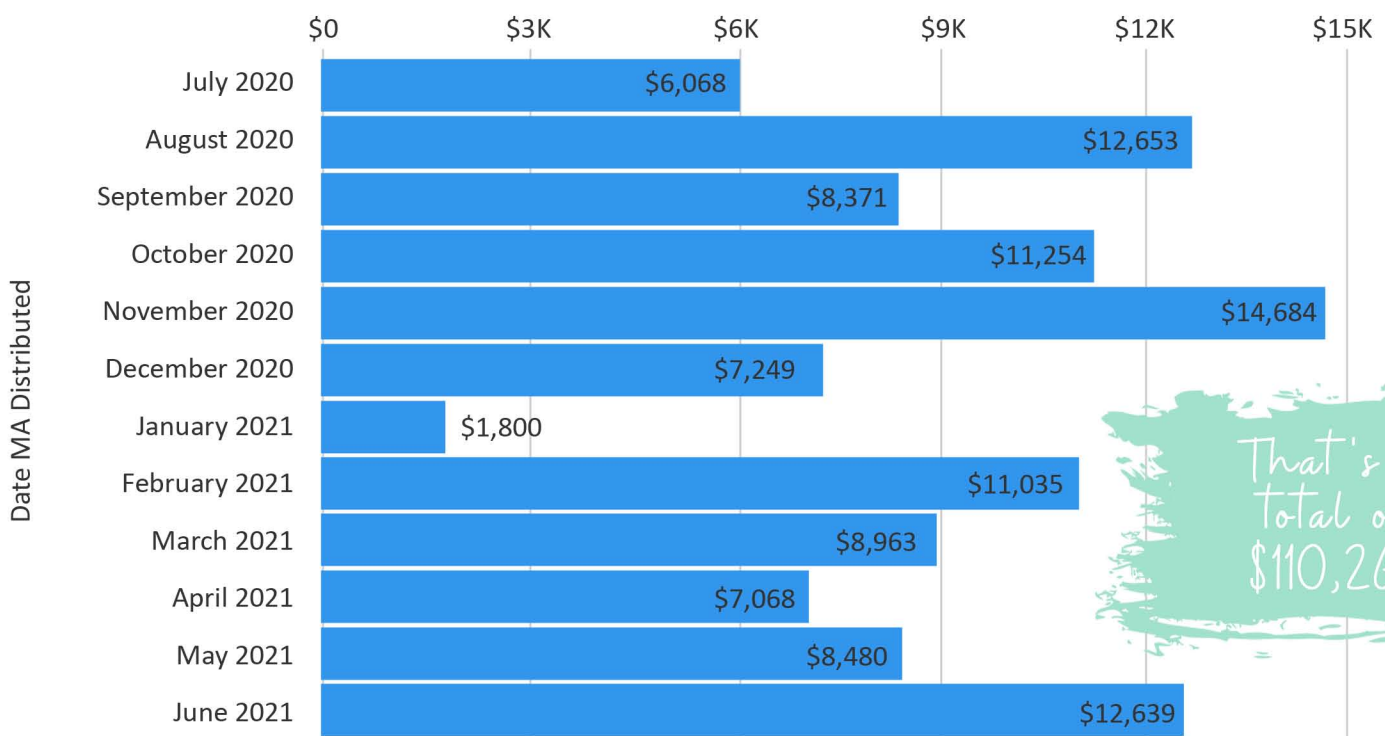


Material Aid Program Impact

How many times we distributed goods to families each month



Value of goods rehomed this year, broken down by month





Fundraising Report

Renee Fallon

The last financial year has been tough for fundraising and events, but we have worked hard to come up with new and creative ways to face the challenge. We are so proud of the volunteer fundraising team and the efforts they have gone to in engaging our community and givers over the past 12 months.

In July 2020 we ran a very special fundraising campaign, a type of campaign we rarely do, but one of our clients Milly had very challenging circumstances and was in desperate need for the help of our village so that she could access antenatal care. Milly is here on a visa from another country and had to rely on her health insurance to access healthcare. Even with her insurance, the out of pocket antenatal and delivery costs would total almost \$3000. Milly is a single parent, has no family and very few friends. She works weekends to make ends meet and was really struggling to even think about what would happen financially after her baby was born. The Family Support Team helped her to focus on one step at a time, and the first step was to see if we could ask our village to help her get access to healthcare. Our community answered the call, raising \$3,000 in just a few days. Congratulations to the fundraising team on running the #CareForMilly campaign. It was a really uplifting time for everyone when we were all going through a tough time with the pandemic. The whole team was excited to hear of the safe arrival of Baby M in December, just in time for Christmas.

Like many other events that had to be cancelled, we unfortunately could not hold our Annual Gala and Auction Night in 2020. This was considered a great blow to our fundraising plan, given that we raised close to \$60,000 in 2019. It was fortunate that some of our employees, though part-time, qualified for JobKeeper which assisted us with offsetting some of this financial loss.

On August 23, we had a Bunnings Sausage Sizzle booking, but unfortunately we were in lockdown and this could not go ahead so we decided to hold an Online Sausage Sizzle! Crazy idea,

we know, but we needed to get creative. We asked our village to buy 'virtual sausage/s' to help us continue to raise much needed funds. Our amazing community got behind us and we reached our goal of \$2,000! Thank you to Bunnings Warragul for donating a \$250 gift voucher for us to give away to one lucky winner who purchased a virtual sausage.

When we came out of lockdown and Bunnings Sausage Sizzles were allowed to run again, Bunnings Warragul contacted us and offered us one of the first weekends back. On Sunday 15th November 2020, we held a Sausage Sizzle and raised over \$900! Our volunteer team on the day was fantastic, it was run differently than previous years with extra hands needed and cleaning every hour but our volunteer team, as always, was amazing.

November also bought us 'Metricon Matched Giving Month'. Throughout the month of November 2020, Metricon Homes Gippsland is matched every dollar donated to Olivia's Place, with a goal to raise \$15,000 to help us support 15 Gippsland families every week for an entire year. We exceeded our goal and raised an incredible \$23,799! This was an amazing and much needed effort given the loss of our gala this year.

In March 2021, Bushies Bakery offered us the opportunity to run a 'Bushies Bunraiser' for the third year in a row and once again, we were very grateful for this. With 1,147 packs of hot cross buns ordered we raised \$2,294. Hot cross bun collection day on the 18th March was a successful pick-up day with Industry Studios allowing us to use their building again, which enabled contactless collections straight into people's car boots!

In May we relaunched our Baby Shower Blitz and Baby Bottle Blitz, which had been inactive for a few years under new campaign names, 'Baby Shower to Empower' and 'Baby Change'. We encouraged people to, in the month of May, run their own Baby Shower in support of a Gippsland Mum. They could raise money online or hold their own baby shower in person and ask their guests to bring a donation of

cash and an item to go into a baby bundle. We had some great success with about five baby bundles worth of items donated and a total of \$1,150 being raised. Our 'Baby Change' campaign asked people to take one of our baby bottles into their workplace or home and collect coins for the month of May. We had a reasonable uptake of baby bottles and raised over \$280. We believe that in the absence of the pandemic, these campaigns will be great fundraisers in the future.

On June 1st we launched our end of financial year Winter Appeal. Four clients shared their personal stories - of challenges, sadnesses and joys through their support journey with Olivia's Place. We had a goal of raising \$30,000 and we were amazed to not only reach that but significantly exceed it thanks to a funding contribution from The Andrews Foundation. All in all, with several donations of up to \$5,000 from the community, \$3,000 from Metricon Homes, \$10,000 from one of our Patron Partners (who will remain nameless, but you know who you are and we thank you) and the \$20,000 from The Andrews Foundation, we raised just over \$50,000 from this campaign.

Throughout the year, Heather and the Material Aid team at the Warehouse have also done a fantastic job running Garage Sales from Normanby Street, selling excess stock or items that can't be rehomed to raise money that goes back into supporting the material aid program. This has meant the purchase of Olivia's Place boxes, cots and car restraints at times when they have been most needed. The new financial year plans include the opening of 'Little Livvy's Place' a preloved baby goods opportunity style shop. Well done to Heather and the Material Aid Team on their exciting plans for creating 'Little Livvy's Place', what a fantastic extension of Olivia's Place to offer to our community.

Lastly, we have had some wonderful people run community fundraisers for us, raising money as well as donations for our baby bundles. There was a movie night, a body shop fundraiser, a Thermomix raffle and St Ita's Primary School held a Casual Dress Day

There was also a swimming lesson campaign, raising funds for swimming lessons for three little ones in 2021 plus a year 7 student ran a lemonade stand. Holding a community fundraiser for Olivia's Place is an amazing way to raise money and awareness at the same time, so we really appreciate every

person and business who holds a fundraiser for us. Our community fundraisers this financial year have raised over \$3700 in funds and a great deal of stock for our baby bundles.

At the end of the year, whilst we have had trouble running in-person

events like our Gala, we really have had such a busy time adapting and have run some fantastic online campaigns. We always feel the love from our incredible community when they continually support our efforts and we are eternally grateful for that commitment to our cause and to the support of Gippsland families.



Patron Partner Program

Kirsten Finger

Our Patron Partner Program plays a vital role in ensuring our services continue to be available to families in the Gippsland community.

We love the relationships that we have with our local businesses and we love that we can encourage people to support local, knowing that we are able to provide a tangible conduit for this support being injected right back into our own neighborhoods.

Throughout much of 2020 and bridging the financial year we have been most grateful for the support of these businesses, our Patron Partners, those who have gone above and beyond to help us in our mission of supporting families through the time of welcoming a new baby and entering into their early parenting journey.

For the most part, these businesses choose to support us not for the promotion they receive, but because they have a heart for community and for families and they believe that the work we do is valuable to the Gippsland region that they live in and work in on a daily basis.

These businesses contribute a mix of goods and services, giving generously of their skills or assets to reduce the administrative costs that go with running a charitable organisation. This means that for each dollar donated or funded to Olivia's Place, less is spent on printing, phone or internet bills, technology support or advertising and more is spent on program delivery and working directly with families. The generosity of our in-kind partners cannot be overstated.

The financial contributors to our Patron Partner Program are helping make sure we can direct more of our financial resources into our services and programs. There are few words to express our gratitude for the commitment to our cause that these partners have made, particularly through what has been one of the most challenging times for businesses, from an economic perspective, with regards to the pandemic.

All of our Patron Partners truly keep the wheels of Olivia's Place turning. They keep our doors open, our phones on and our families connected.

We are still looking for ways to grow this program so if you or another business owner you know would like to be a real and significant part of making a difference to the lives of Gippsland families please contact us.

Our Patron Partner program is underpinned by the generosity of the following businesses:





Grants Report

Kirsten Finger

In the 2020/21 FY a total of ten applications for funding were submitted to local community grant opportunities or larger philanthropic foundations. Of the almost \$129,000 applied for, only \$32,500 in applications were successful funding a variety of aspects across our Material Aid and Family Support programs. This has been the most challenging of our grants years to date and the landscape in grants this year has been stretched beyond its ability to support those who need the funding most.

In the previous financial year, Olivia's Place had received over \$80,000 in grants. To follow that success with the lows of 2020 has made us ever grateful for the diversification of our funding model

- that being we don't rely solely on one funding stream to keep us open and functioning. This has meant our alternate streams of funding have become more vital than ever before - our Patron Partner Program, fundraising activities and donations

Our grants funders this financial year included:

- The Andrews Foundation - \$20,000 towards the Material Aid Program
- StreetSmart Australia - \$500 towards our support of families facing homelessness
- Real Estate Institute of Victoria Foundation - \$6,000 towards baby bundle items
- Regional Development Fund - \$6,000 to replace our marquees

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. We are in need of more regular donors - any amount, small or large, is helpful. We just ask that you consider giving to our cause on a regular basis. To sign up, visit <https://oliviasplace.raisely.com> or scan the QR code on this page



Scan to Donate



Treasurer's Report

Andrew Miklosvary

I am pleased to present, on behalf of the Board of Directors, the audited financial statements for the year ended 30 June 2021.

"An audit of the financial statements of the Association was conducted for

the year ended 30 June 2021 and was completed in accordance with Australian Auditing Standards by Gippsland Accounting and Financial Services. The financial report gives a true and fair view of the Associations financial position and performance"

The Board of Directors are very appreciative and thankful for the community's ongoing support, and we remain committed to continuing the delivery of our programs, services and support to individuals and family's in need.



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 2021.

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

assurance 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 2021, 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, 2020 to 30 June 2021

INCOME	30 JUNE 2021
Donations	107,075
Fundraisers	7,907
Grants - Other	6,492
Grants - The Andrews Foundation - 2021	20,000
Grants - The Andrews Foundation 2021	20,000
Interest Income	36
Other Revenue	2,331
Patron Partner Packages	37,100
Primary Health Network (PHN) - Funding	5,690
TOTAL INCOME	206,632
GROSS PROFIT	206,632

PLUS OTHER INCOME	
Government Grant - Economic Stimulus CFB	21,824
Government Grant - JobKeeper	75,000
Government Grant - VIC DJPR	15,000
TOTAL OTHER INCOME	111,824

LESS OPERATING EXPENSES	
Accounting	615
Advertising	106
Bank Fees	135

LESS OPERATING EXPENSES CONTINUED	
Compliance	87
Consulting	14,413
Equipment	10,441
Freight & Courier	234
Fundraiser Costs	7,152
General Expenses	1,637
Insurance	6,784
IT and Web	1,969
Light, Power, Heating	3,450
Material Aid	11,190
Office Expenses	1,004
Postage	203
Printing & Stationary	1,779
Recruitment Expense	275
Rent	21,758
Repairs and Maintenance	133
Subscriptions	528
Superannuation	17,908
Telephone & Internet	1,450
Training & Development	2,756
Volunteer Expenses	1,547
Wages & Salaries	208,922
TOTAL OPERATING EXPENSES	316,476
NET PROFIT	1,980

Balance Sheet - Olivia's Place as at 30 June, 2021

ASSETS	30 JUNE 2021
BANK	
Charity Account	93,387
Debit Card Account	661
Non Tax-Deductible	328
Solvency Account	17,820
TOTAL BANK	112,196
CURRENT ASSETS	
Petty Cash	300
TOTAL CURRENT ASSETS	300
TOTAL ASSETS	112,496

LIABILITIES	
CURRENT LIABILITIES	
GST	(4,419)
GST Clearing	(8,881)
Historical Adjustment	10
PAYG Withholdings Payable	25,754
Superannuation Payable	4,469
TOTAL CURRENT LIABILITIES	16,933
TOTAL LIABILITIES	16,933
NET ASSETS	95,563

EQUITY	
Current Year Earnings	1,980
Retained Earnings	93,583
TOTAL EQUITY	95,563

From the bottom of our hearts, thank you

Alpine Storage Warragul
ARB Warragul
Aussie Wool Comfort
Bakers Delight Warragul
Baw Baw Food Relief
Beauty by Becki
Billie Rose Creations
Biz-IT
Blackwoods Readymixed & Garden Supplies
Blaze Your Trail
Blossom Ultrasound for Women
BONDS
Brightwood Blooms
Brigid Howard
Brooke D
Bunnings Warragul
Bushies Bakery
Chemist Discount Centre Warragul
Commonwealth Bank Business Centre Warragul
Dani McLennan Occupational Therapy
Debbie Garratt
Drouin & District Community Bank Branch
Drouin Anglican Opp Shop
Drouin Rotary Club
Drouin South CWA
Drouin West Fire Brigade
EnergyAustralia Yallourn
FGM Consultants Warragul
Garratt Health Consulting
Gary Blackwood MP
Gippsland Accounting and Financial Services
Gippsland Couriers
Gippsland Creatives Etsy Team
Gippsland Metal Recyclers
GIVIT
Hodge Plumbing, Heating & Cooling
Honnee Birch Body Shop
Hoskins Electrical
Industry Studios
INIX GROUP
Inner Wheel Club of Warragul
Ione Rijs
Jacinta Saxton
Jak's Music
Janice Eshuis
Jessica Macpherson
Jessie May's Solutions
Jindi Jems
Julian & Kirsten Finger
Katie Parker Postpartum Support
Kelsey Good
Khan's Hospitality Services
Kim Wright
Kirra Photography
Kristian Thompson
Lardner Park
Lashes by Beth
Latrobe Valley Express
Lauren Dransfield
Lialah Rovers
Lions Club of Traralgon Inc
Lions Club Wellington/Latrobe Inc
Little E & D Photography
Lucy Browne
Marcia Boulton
McDonald's in Baw Baw
McFarlane Criminal Lawyers
Medela Australia
Megan Gray
Mehreen Syed-Shamsi
Metricon Homes
Monica Wheeler
Natalie Thorne
Paint Place Warragul
Paul & Renee Fallon
Progressive Rehabilitation Group
Pumpables
Pure Body Health
Revive Health and Fitness
Ruby Collis
Salesforce
Satin Edge Photography
Scarlett Wells
Share the Dignity
SJD Law
Smith McCarthy Wilson
St Ita's Primary School
St Kilda Mums
Stephen Jones
Stevie McDonald
Stewart Administrative and Migration Lawyers
Suave Studio
Swoop Broadband
Thankyou
The Andrews Foundation
The Colours Are Brighter
therealthermojem
Tim Cannon Landscapes
Timothy Coughlan
Totally Baked
Trafalgar Lions Club
Traralgon Lions Club
Tumble Train Gymnastics
Viatek Warragul
Ward Two - West Gippsland
Warragul & Drouin Gazette
Warragul Dental Care
Warragul Discount Pharmacy
Warragul Lions Club
Warragul Sheetmetal
Warragul Wellness Centre
Warragul Woodworkers Club Inc.
West Gippsland Upholstery
Yarragon Children's Centre
Yarragon Lions Club

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

WEBSITE: www.oliviasplace.org.au

PHONE: (03) 5622 1022

YOUR FEEDBACK MATTERS:

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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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.