



# 19-20

ANNUAL REPORT



marymead

# our vision

## Marymead transforms the lives of vulnerable children and young people

Marymead works to ensure that children, young people and their families, including those who are most vulnerable across Canberra and the surrounding NSW regions, are well supported through their key life transitions and are able to achieve positive life outcomes and live fulfilling, productive and happy lives.

# and mission

Marymead works with children, young people (aged 25 years or less) and their families, to address the complex issues that surround them and affect their lives. We provide specialist, early intervention, clinical therapeutic services and support programs and services.

- 1 We will achieve our mission by working in a way that is consistent with Catholic social teachings, beliefs and customs and the professional expectations of the social services community.
- 2 Relying on four key principles:
  - a. the dignity of the human person, made in the image and likeness of God
  - b. the promotion of the common good, of which the family is the primary unit
  - c. having a 'fundamental option for the poor'
  - d. promoting the healing and advancement of each person so that they may experience the joy of a responsible and fruitful life.
- 3 Working with and supporting children, young people and their families of all faith traditions, while demonstrating our values of:
  - a. focusing on **children and young people**
  - b. believing that every child and young person should have the **opportunity to reach their potential**
  - c. recognising the importance of **belonging** to the well-being of everyone
  - d. behaving with **integrity** and **compassion**
  - e. providing **responsive, caring** and **accountable** services
  - f. **respecting** and embracing **diversity**; and
  - g. **engaging with the community** to support us to do all of these things.
- 4 Using evidence-based practices to work professionally and collaboratively with children, young people and their families and with other services, including Catholic agencies (CatholicCare, Mackillop and the St Vincent de Paul Society), across all services within our own organisation.

### ACKNOWLEDGEMENT OF TRADITIONAL OWNERSHIP

Marymead acknowledges the traditional custodians of country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to the elders past, present and emerging.

# celebrating

194



staff

17,000+

client contacts

161



volunteers

100+

children  
young  
people

regularly  
accessing accommodation

103



foster care  
households

3866



counselling sessions

3

adoptions

5

guardianships



# contents

<b>Vision and Mission</b>	<b>i</b>
<b>Celebrating</b>	<b>1</b>
<b>Contents</b>	<b>2</b>
<b>Organisational Structure</b>	<b>3</b>
<b>Patron and Board Profiles</b>	<b>4</b>
<b>Board Chair's Report</b>	<b>6</b>
<b>Chief Executive Officer 's Report</b>	<b>7</b>
<b>Our Locations</b>	<b>8</b>
<b>Our Highlights</b>	<b>9</b>
<b>Accommodation and Support Services</b>	<b>10</b>
<b>Family and Relationship Services</b>	<b>11</b>
<b>Permanency Support Program</b>	<b>14</b>
<b>Skills Development and Community Engagement</b>	<b>15</b>
<b>Service Delivery through COVID-19</b>	<b>17</b>
<b>Projects</b>	<b>18</b>
<b>Communications and Fundraising</b>	<b>19</b>
<b>Marymead Supporters</b>	<b>20</b>
<b>Auditor's Report</b>	<b>22</b>
<b>Finance Report</b>	<b>24</b>

# our organisation

## BOARD



**CHIEF EXECUTIVE OFFICER**  
Camilla Rowland



**DIRECTOR CORPORATE SERVICES**  
Graeme Shearman



**DIRECTOR CLIENT SERVICES**  
Tracey Hall



**FINANCE**  
Max Hurlstone



**SYSTEMS & PEOPLE**  
Lucy Mitchell



**COMMUNICATIONS AND FUNDRAISING**  
Jaclyn Callaghan



**AZURE VILLAGE OPERATIONS**  
Aimie Wilkinson



**ACCOMMODATION AND SUPPORT SERVICES**  
Michelle Groeneveld

- Amaze
- Short-Term Accommodation
- In Home Support
- NDIS Support Coordination
- In Home Care Agency



**SKILLS DEVELOPMENT / COMMUNITY ENGAGEMENT**  
Helen Gardner

- *mulch*
- Autism Centre
- Kids' Companions
- Boundless Buddies



**FAMILY AND RELATIONSHIPS**  
Melissa Bennett

- Intake
- Emotional Well-being (New Horizons)
- Early Life Matters (ELM)
- Family Skills
- Post Separation Support (ARCK / KAYAKS)
- Contact
- Grandparent's Group



**CLINICAL LEADER**  
Matthew Thomas



**EXECUTIVE MANAGER PERMANENCY**  
Lara Crawford



**PERMANENCY**  
Kerri Cronan-Dixon

- Permanency Program (Out of Home Care)



**PRESERVATION AND PERMANENCY**  
Lauren Meischke

- Clinical Support
- Preservation
- Family Referral Service

# our board



**Margaret Carmody, PSM**

**BOARD CHAIR**  
JAN 2017 - DEC 2020

Margaret is a qualified and experienced company director. She has been a company director since 1988 spanning film and television production, rural self-cater tourism accommodation, and international aid. Margaret was appointed to the Marymead Board in December 2014 and was appointed chair in January 2017.

Margaret is also chair of the ACT Government Child and Youth Death Review Committee, appointed in August 2016. Margaret retired from the Public Service in December 2014. Prior to this she was the senior executive responsible for the operational launch of the first group of National Disability Insurance Scheme trial sites.

Margaret has extensive experience in strategic policy covering early childhood, disability and employment. She also has extensive experience in the strategic leadership of large service organisations, including chairing management committees across several organisations and has been a member of organisational risk and audit, and human resource committees.



**Greg Fraser**

**BOARD CHAIR**  
FROM DEC 2020

Greg had 25 years public sector management experience, with more than 16 years at chief executive and senior executive levels. Greg was Chief Executive of the ACT Department of Health and Community Care and had extensive involvement in intergovernmental forums, including representing the States and Territories at several international treaty meetings.

Since 1996, Greg has consulted to public, private and not-for-profit bodies on corporate governance, risk management, program evaluation, strategic/business planning and change management. He works independently and with PriceWaterhouseCooper, RSM Bird Cameron and Directors Australia. He is a specialist in not-for-profit governance and risk management.

Greg has been involved with Dementia Australia boards for over 7 years, chairing the ACT Board until unification in 2017 and being a member of the national Board since 2013. He is a member of its Audit and Risk Committee.

Greg is a Fellow of the Australian Institute of Company Directors and is a member of the Risk Management Institution of Australia, Centre for Strategy and Governance and Institute for Public Administration Australia. He is also a member of the ACT Ministerial Advisory Council on Ageing.



**Lady Helen Deane**

**PATRON OF MARYMEAD**



**Sean Worth**

**DEPUTY CHAIR**

Sean is an Executive Director with Synergy Group Australia, providing management advisory services to the Australian Government in the areas of governance, benefits realisation, financial management and operational efficiency improvement.

Before commencing his advisory career, Sean held senior financial leadership roles in the health, government and hospitality sectors, including as Chief Financial Officer of Calvary Health Care ACT. During this time, he developed a strong interest in supporting the public health and community services sectors to become more effective and financially sustainable.



**Peta Guy**

Peta is a consultant with 35 years as a senior manager and executive, and consultant in the private, public, not-for-profit sectors. Peta's areas of specialisation are in management consultancy, ICT and service improvement, business transformation and strategy and operations excellence. Peta holds a Bachelor of Science and a Certificate of Applied Science.

Peta has had a strong commitment to the community having been engaged in community focused organisations and sporting organisations since the late 1970s, including previous member and subsequent Chair of the Health Service Consumer Consultation Board at LaTrobe University, Secretary and President of Diamond Creek Badminton Club and ACT Badminton Association and represented Badminton Australia on the Confederation of Australian Sport. Peta chaired the Management Committee delivering badminton competitions at two Australian Masters Games, member, Secretary and Vice President of five cricket clubs in Melbourne and Canberra, Member of the Women's Council for ACT Cricket, provided volunteer counselling for two community organisations focused on vulnerable people in the ACT.



**Denis O'Brien**

Denis was a partner of Minter Ellison before his appointment by the Howard Government to head the Migration and Refugee Review Tribunals. He was later the Chief Lawyer of the Truth Justice and Healing Council, overseeing the response of the Catholic Church to the Royal Commission into Institutional Responses to Child Sexual Abuse. Denis is presently a part-time consultant with a national law firm.

---



**Nam Nguyen**

Nam is the Group Finance Manager for the Doma Group, bringing a strong background in finance and business advisory to the Board. Prior to relocating to Canberra, Nam held business and tax advisory roles at various accounting firms in Brisbane. Nam has previously volunteered with several organisations in Brisbane, primarily the Pyjama Foundation, working to improve numeracy and literacy rates of children in care. Nam holds a Bachelor of Business in Accounting and a Graduate Certificate in Applied Finance. He is also an associate member of Chartered Accountants Australia and New Zealand.

---



**Jennifer Kirkaldy**

Jennifer works for The Salvation Army Australia as the national General Manager of Policy and Advocacy, guiding that organisation's social policy and advocacy efforts to achieve social justice in Australia. Jennifer was appointed to the Marymead Board in February 2020.

Prior to joining the not-for-profit sector, Jennifer had a long career with the Australian Public Service. Jennifer has experience spanning legal, policy and practice implementation across the defence, climate change and regional development portfolios. Most recently Jennifer was a foundational member of the National Disability Insurance Agency and worked on establishing the legislative and policy framework for the National Disability Insurance Scheme and then delivering the Scheme across Australia. Jennifer is also currently a sessional lecturer at Charles Sturt University, teaching administrative law.

---



**Mat Franklin**

Mat's non-executive roles include directorships of an engineering consulting firm and Volunteering ACT and he is a former director of a national not-for-profit. He holds an advisory role with a Norwegian fin-tech startup and has consulted on Board effectiveness. Mat is a Harvard Business School Alumnus, holds a Masters in Management, a Bachelors of Computer Science and is a Graduate of the Australian Institute of Company Directors. He is a chartered fellow of the Institute of Managers and Leaders, the Governance Institute of Australia and the Royal Society of the Arts. Mat is currently a management consultant following senior executive roles in technology, federal government, civil engineering and Defence. In 2018 he was recognised in the national top 10 by Australian Financial Review's Young Executive of the Year Awards. In 2016 he was selected as one of 60 Emerging Leaders of Asia.

---



**Sharon Winks**

Sharon is a highly experienced and successful executive consultant and not-for-profit (NFP) board Director with a career spanning nearly thirty years in both the public sector (including with the Commonwealth and Northern Territory Governments) and private sector (including Stanton Partners, WalterTurnbull and PricewaterhouseCoopers (PwC) and Galent Management Consulting). Her public sector and consulting experience spans organisational review and restructures, job design, recruitment and selection training, shared services management, strategic and operational planning, HR strategy, evaluation and performance management frameworks, facilitation, secretariat and communications, change management, performance auditing, corporate governance, risk services and governance.

She is a Graduate of the Institute of Company Directors and has been the Chair and member of various NFP boards at a local and national level for over 10 years. Boards include Variety the Children's Charity Northern Territory (NT) and the National Variety Australia Board, the Automobile Association of the NT and Automobile Association of Australia, Alzheimer's ACT and currently on the national Board for Heart Support Australia. She also provides ongoing support in a volunteer and consulting capacity to a range of NFPs.

---

# board chair's

## REPORT

The past year has been very challenging for communities and staff across our region with many affected by bushfires and the COVID-19 rollercoaster. Our service response in this time, evidenced both resilience and flexibility, reflecting strong commitment from our Executive team and staff to step up to the challenges while maintaining quality services. In this uncertain environment, Marymead enhanced its capability to empower children, young people and families to thrive. The Board acknowledges the outstanding effort by our Marymead team.

We also acknowledge the critical support provided by stakeholders during COVID-19, including their trust in Marymead to deliver outcomes in partnership with the more than 17,000 client contacts.

The Board's focus has been on governance, risk management and strategic planning to ensure that Marymead managed risks and harvested service innovations refined during this period. The result has been that Marymead is now able to provide more flexible service options for children, young people and families. Our systems and processes have been honed to enable that flexibility.

During the year Marymead opened its award-winning redevelopment of the Canberra site in Narrabundah which now includes the Azure Retirement Village - providing over 55 living. In the longer term, the Village will provide a small but important income to enhance child, young people and family services projects. The Board acknowledges the significant assistance provided by our former Chair – Mr Robert Kennedy, and other advisors who contributed to the successful completion of the redevelopment.

The Board membership was refreshed over the year with long standing members finishing their maximum term and new members commencing. Farewell to Ann Northcote, Anne Marie Cooper and Father Tony Percy. My term expires in December 2020 with Mr Greg Fraser appointed as the incoming Chair.

The Board thanks all our volunteers, pro bono partners and sponsors for their wonderful support over the past year.

I also thank my Deputy Chair Mr Sean Worth and past and present Board members for their support. It has been a privilege to have been part of the Marymead Board over the past six years. I am confident that Marymead is well placed to continue to evolve and innovatively respond to challenges across our region for decades to come.



**Margaret Carmody PSM**

Board Chair  
JAN 2017 - DEC 2020



Azure Village



Azure Village residents at the opening 2020 (pre-COVID)

# chief executive officer's

## REPORT

The past year at Marymead will be remembered for the once-in-a-generation COVID-19 disaster event that followed closely on the heels of drought across our regions in NSW and the ACT, the bushfires in South Eastern NSW, and the hail storm in the ACT. These events confirmed for Marymead that we are indeed a recognised essential services agency, with our primary funding bodies from the Australian, NSW and ACT Governments liaising with us throughout these disasters to provide guidance and flexible funding support for our key client services.

During the time of the bushfires, the generosity of the Canberra and rural NSW communities was amazing and we received double the number of Christmas giving tree gifts in 2019. This enabled Marymead to help out communities from east of Canberra down to the NSW South Coast by providing donated Christmas gifts to families who had lost so much in the fires around Christmas. Throughout COVID-19, the big-heartedness of the community has been overwhelming with commercial organisations donating their time to assist with projects, and the community donating large numbers of high-quality goods for our famous garage and plant sales.

Our most significant project was achieving our goal to raise the funds required to build a second respite/emergency care cottage for children and young people, and although the building has been delayed as a result of the pandemic, we are aiming to commence building in early 2021.

During these many challenging months, Marymead has experienced significant increases in demand for our early intervention mental health services and emergency accommodation services for children and young people, as well as family relationship counselling (Particularly for separated families). Marymead now delivers services to more than 17,000 client contacts each year, through individual and group services, both face-to-face and by telepractice.

We have over 20 formal partnerships with other agencies to work in a coordinated and supported way for the benefit of families in our communities. A great example of this is the Safe & Connected Youth Program in the ACT, with five agencies partnering (Marymead being a key partner) to provide emergency accommodation and support to young people where required.

Marymead's Azure Village (over 55's retirement village) based in Narrabundah on the original Marymead site was completed at the end of 2019 and we have welcomed 64 residents in the past year. It has been wonderful to see this community form, with residents immersing themselves in village life and some taking up the opportunity to volunteer with Marymead.

With the support of a number of companies over this past year, Marymead has brought our systems into the future with finalisation of our Penelope Client Information system, elevating the design and security of our IT system and provision of new equipment to enable flexible work practices, as well as implementing a new payroll and rostering system. Our staff team's increased skill in using a number of technology platforms enabled us all to connect with clients in their times of stress and vulnerability. We are embracing telepractice as part of our way of delivering services in the future but also recognise that the vast majority of our clients prefer to continue to engage with our team face-to-face when they need support. In addition to receiving our QIP accreditation, we have maintained NSW Office of Children's accreditation, and achieved accreditation with the NDIS Quality and Safeguarding Commission earlier this year.

This year has really demonstrated the outstanding resilience and commitment of the Marymead staff team and volunteers who continued to deliver the services with little respite throughout the series of natural disasters, many of who themselves have been affected by one or more of these events. I extend my wholehearted thanks to each and every one of these extraordinary people for their efforts. Lastly, I would also like to thank all the supporters who donated time or funds for our projects, and despite our huge reduction in events, continued to support our efforts. We could not have served our purpose without you!

We look forward to 2021 for many reasons but also to deliver a new Strategic Plan for Marymead which serves our purpose of empowering children, young people and families to thrive!



**Camilla Rowland**  
Chief Executive Officer

# our locations

Young

NSW

Yass

Goulburn

Wagga Wagga

Canberra

ACT

Queanbeyan

Moruya

Cooma



Christmas giving tree collections 2019



International Volunteer Day 2019

# our highlights



## ACCOMMODATION AND SUPPORT SERVICES

---

**100 CHILDREN AND YOUNG PEOPLE** REGULARLY ACCESSING SERVICES

SUPPORTED AND COORDINATED **92 PARTICIPANTS** THROUGH THEIR NDIS PLANS

PROVIDED **VALUABLE SERVICE** TO THOSE REQUIRING INTENSIVE SUPPORT



## FAMILY AND RELATIONSHIPS SERVICES

---

PROVIDED **3866 COUNSELLING SESSIONS** TO CHILDREN, YOUNG PEOPLE AND THEIR FAMILIES

SUPPORTED **27 PRIMARY CARE-GIVING GRANDPARENTS**

ACHIEVED **3132 CONTACT AND CHANGEOVER SESSIONS**



## PERMANENCY OUT OF HOME CARE

---

**SUPPORTED 143 CHILDREN IN PERMANENCY** AND 103 CARER HOUSEHOLDS

PROVIDED VALUABLE SUPPORT TO **165 FAMILIES SEEKING ASSISTANCE** THROUGH THE FAMILY REFERRAL SERVICE

PROVIDED SERVICE TO **123 STUDENTS ACROSS 8 SCHOOLS** THROUGH THE FAMILY REFERRAL SERVICE

ACHIEVED **3 ADOPTIONS, 5 GUARDIANSHIPS AND 5 RESTORATIONS**



## SKILLS DEVELOPMENT AND COMMUNITY ENGAGEMENT

---

**156 SOCIAL AND SUPPORT GROUPS** RUN BY MARYMEAD AUTISM CENTRE

**32 PARTICIPANTS ARE ENGAGED** IN *MULCH* FOR A TOTAL OF 300 HOURS EACH WEEK

MARYMEAD AUTISM CENTRE HAS BECOME A PARTNER OF AUTISM CONNECT - **AUSTRALIA'S FIRST NATIONAL HELPLINE**

# accommodation

## AND SUPPORT SERVICES

**PROGRAMS** / Day Program, Short-Term Accommodation, In Home Support, Support Coordination and In Home Care Agency (ACT)

### DAY PROGRAM, SHORT-TERM ACCOMMODATION AND IN HOME SUPPORT

Marymead's Accommodation and Support Services provide short-term accommodation for children aged 5 to 12 years at Ricky Stuart House in Chifley and teenagers and young adults at Marymead's Care Cottage.

#### Key achievements / changes

- Demand for all services has grown with 47 children and young people regularly accessing services each month and an additional 35 accessing services sporadically throughout the year.
- Crisis accommodation and support has been provided to 20 young people from complex family situations, experiencing an overlay of trauma, child protection concerns, homelessness and mental health issues. Our service has responded within 2 hours and support has been offered for up to 10 months.
- Collaborated with the ACT Youth Coalition and other NGO's to provide accommodation to 8 young people involved in the Safe and Connected Program who are at risk of homelessness, resulting in positive outcomes for all young people and families.

**FUNDING:** INDIVIDUAL PURCHASE OF SERVICE AGREEMENTS WITH NATIONAL DISABILITY INSURANCE SCHEME (NDIS) PARTICIPANTS, FEE FOR SERVICE THROUGH ACT GOVERNMENT, NSW DEPARTMENT OF COMMUNITIES AND JUSTICE AND SAFE AND CONNECTED.

### NDIS SUPPORT COORDINATION

NDIS Support Coordination connects participants with an NDIS plan to supports and services in the community.

#### Key achievements / changes

- Supported 92 clients across Canberra and surrounding areas, representing 40% growth in the program.
- Expanded the service to the Eurobodella region.
- Recognised by external service providers and the National Disability Insurance Agency (NDIA) for our capacity to support participants facing complex challenges, requiring in the past year, intensive support to navigate the NDIS.

**FUNDING:** INDIVIDUAL PURCHASE-OF-SERVICE AGREEMENTS WITH NATIONAL DISABILITY INSURANCE SCHEME (NDIS) PARTICIPANTS.

### IN HOME CARE AGENCY ACT

An early childhood education alternative for families unable to access mainstream services.

#### Key achievements / changes

- Successfully linked 11 families (17 children) who were unable to access mainstream child care services with Early Education providers in their own homes.
- Managed considerable growth in demand for service and support of service providers.

**FUNDING:** AUSTRALIAN GOVERNMENT DEPARTMENT OF EDUCATION.

# family and relationship SERVICES

**PROGRAMS** / New Horizons, Early Life Matters, Family Skills, Post Separation Support (ARCK & KAYAKS), Grandparent's Support Group and Children's Contact & Changeover

## **NEW HORIZONS** EARLY INTERVENTION MENTAL HEALTH SERVICE

New Horizons provides early intervention mental health support to children, young people and their families through information, referral, intensive outreach and targeted group work in order to strengthen / improve the well-being of the child, family and community.

### **Key achievements / changes**

- 236 clients supported via 1801 counselling service events with an average of 17.5 sessions per client across the period.
- Ongoing facilitation of 5 education groups including - Seasons for Growth, DRUMBEAT, Circle of Security Parenting, Renavigating Anger and Guilty Emotions (RAGE).
- Increased collaboration with schools within the ACT and NSW surrounds to provide support to children through individual counselling and group facilitation.
- Formalised partnership with Victims Support, and the co-facilitation of a Yarning Circle for Indigenous children and their carers who have had exposure to family violence.
- Development of new partnership with Caroline Chisholm High School through the provision of DRUMBEAT to a cohort of Indigenous students.
- Strengthened partnerships and collaborations with Domestic Violence Crisis Service (DVCS), Gugan Gulwan, Child and Adolescent Mental Health Services (CAHMS) and Child Youth Protection Services (CYPS).
- Awarded grants to support increased service provision within the New Horizons program, including facilitation of 'Walk and Talk' groups to members of the community during COVID-19.

**FUNDING:** AUSTRALIAN GOVERNMENT DEPARTMENT OF SOCIAL SERVICES (DSS).

## **EARLY LIFE MATTERS** COUNSELLING FOR FAMILIES WITH YOUNG CHILDREN

Early Life Matters provides support in prevention and early intervention perinatal, infant and early childhood mental health. The program works with families with young children (0-8 years).

### **Key achievements / changes**

- 7 x Circle of Security Parenting (COS-P) groups were provided to 34 families with a 100% retention rate.
- 19 x Circle of Security Intensive (COS-I) pairs (consisting of parent/ carer and child) across 4 groups completed the 20 week intervention with a 100% retention rate.
- 6 x COS-I pairs (consisting of parent/ carer and child) across 6 individual clients completed the 20 week intervention with a 100% retention rate.
- Increased flexibility of presentation of groups across COVID-19. 3 x COS-P groups were delivered via Zoom. 2 x COS-I worked flexibility across both Zoom and face-to-face as deemed appropriate.
- Partnered with Karralika and Perinatal Wellbeing Centre to deliver COS groups.

**FUNDING:** AUSTRALIAN GOVERNMENT DEPARTMENT OF SOCIAL SERVICES (DSS) AND ACT HEALTH.

# family and relationship SERVICES

## FAMILY SKILLS PARENTING GROUPS

Family Skills is a program offering a variety of parenting, relationship, anger management and personal-development groups for clients who are responsible for raising children.

### Key achievements / changes

- 10 parenting education groups supporting 58 people. Family Skills provided 3 x Parenting After Separation, 3 x Resilient Mums, 2 x Navigating Parenting for Dads, 1 x Working with Strong Emotions, and 1 x Building Positive Connections group.
- 289 individual counselling sessions, including onsite, telephone, and outreach sessions, with 80 individual clients. 19% increase in individual counselling sessions during COVID-19. This was due largely to reduction

of accessibility barriers when counselling sessions were offered over Zoom or the phone. Three groups facilitated via Zoom during COVID-19. Groups reached less participants however sustained a 100% retention rate. Successful collaboration with Perinatal Wellbeing Centre to facilitate a DRUMBEAT group.

**FUNDING:** AUSTRALIAN GOVERNMENT DEPARTMENT OF SOCIAL SERVICES (DSS) AND FEE FOR SERVICE.

## ASSISTING RESPONSIBLE CARE FOR KIDS (ARCK) COUNSELLING FOR SEPARATED PARENTS

The ARCK program supports and assists separated parents who are in high conflict over post-separation parenting of their children.

### Key achievements / changes

- A total number of 848 service events were delivered across the Assisting Responsible Care for Kids (ARCK) program.
- The three stages of the ARCK program include Talking with Your Kids (TWYK) seminar; Keeping Kids in Mind (KIMM) parenting program and individual counselling to service users.
- The TWYK seminar provides introductory information about how parents can support their children through high conflict separation. The seminar was provided 10 x throughout the year and serviced 95 participants. KKIM is a five-week program providing parents with further information about how to support themselves and their children through high conflict separation.

- KKIM was provided 8 x over the year and serviced 263 participants.
- The third and final stage of ARCK provided individual counselling to 490 clients.
- Services are provided flexibly to cater to all presenting circumstances.
- Successfully secured Department of Social Services (DSS) Attorney Generals funding for a further five years.

**FUNDING:** AUSTRALIAN GOVERNMENT DEPARTMENT OF SOCIAL SERVICES (DSS) AND FEE FOR SERVICE.

# family and relationship SERVICES

## KIDS AND YOUTH ARE KOOL POST SEPARATION (KAYAKS) COUNSELLING FOR CHILDREN AND YOUNG PEOPLE WITH SEPARATED PARENTS

The KAYAKS program supports children and young people 4–18 years of age to manage and enhance their relationships during and after family separation.

### Key achievements / changes

- 657 individual counselling sessions for children and young people.
- 394 intake, assessment and feedback sessions were undertaken with parents. These sessions aim to equip parents to support their child/ren appropriately.
- 4 x Family Counsellors trained in Child Inclusive Practice and other child focused therapeutic approaches such as play and art therapies.

**FUNDING:** AUSTRALIAN GOVERNMENT DEPARTMENT OF SOCIAL SERVICES (DSS) AND FEE FOR SERVICE.

## GRANDPARENT'S SUPPORT GROUP

Grandparent's Group supports grandparents who are the primary carer for their grandchildren aged 0–18 years. The service offers support and education to people who are facing varied and demanding challenges in their role as grandparents.

### Key achievements / changes

- Monthly meetings supporting 27 grandparents.
- Provision of ongoing phone and face-to-face support during COVID-19, Marymead staff checked in with group members via phone through regular calls or text messages. This was unanimously the preference for grandparents compared to Zoom.
- Establishment of monthly newsletter - The Grand View. The newsletter commenced to further connect and support group members outside of monthly meetings.
- Establishment of partnerships with schools and Canberra Senior Centre, resulting in increased referrals.
- Successful review of the group supported by Hands Across Canberra. The review resulted in increased case management, referrals, education and social opportunities within the group.
- Maintenance of a strong referral base internally and through external agencies including Council of the Ageing (COTA), Family and Child Services (FACS), ACT Disability Aged Carer Advocacy Service (ADACAS), Communities@Work and St Vincent de Paul.

**FUNDING:** ACT GOVERNMENT, COMMUNITY SERVICES DIRECTORATE AND HANDS ACROSS CANBERRA.

## CHILDREN'S CONTACT AND CHANGEOVER FOR SEPARATED FAMILIES

Marymead's Changeover program is for high conflict families, post separation. Supported Contact provides supported contact to children who are living in foster care or with an extended family member (kinship care), where child protection orders exist.

### Key achievements / changes

- The program underwent some major changes and development to adapt the service to a COVID-19 appropriate model. These changes supported further revision and efficiency of procedure.
- 932 Children's Contact visits delivered on behalf of OCYFS.
- Supported 1529 Changeovers and 671 Children's Contact visits delivered under the Department of Social Services funding across Canberra and the South Coast.

**FUNDING:** AUSTRALIAN GOVERNMENT DEPARTMENT OF SOCIAL SERVICES (DSS) - ATTORNEY GENERALS FUNDING, ACT OFFICE FOR CHILDREN, YOUTH AND FAMILY SUPPORT (OCYFS), NSW DEPARTMENT OF COMMUNITIES AND JUSTICE (NSW FACS) AND FEE FOR SERVICE.

# permanency

## OUT OF HOME CARE

**PROGRAMS** / Permanency Support Program, Preservation, Family Referral Support Services and FRS in Schools

### PERMANENCY SUPPORT PROGRAM INCLUDING PRESERVATION

#### Key achievements / changes

- The Permanency Support Program supported 143 children within 103 carer households in the foster care system and 13 families within the preservation service.
- Further imbedded a therapeutic approach through the introduction of Therapeutic Outreach Workers to support children/young people, carers and case management to work therapeutically, both individually and through Therapeutic Care Teams.
- Incorporated Attachment Style Interviewing (ASI) and Dyadic Developmental Psychotherapy (DDP) into practice model.
- Implemented Therapeutic Life Story Work, which enables children and their carers to understand their life story and journey.
- Commenced Minnesota Model within teams to develop a thoughtful, reflective approach to decision making and hold risk, which also builds the confidence, theoretical knowledge and skill within the teams.
- A focus on permanency with 3 children successfully adopted, 5 guardianship orders and 5 children restored (three households) home with parents.

**FUNDING:** NSW DEPARTMENT OF COMMUNITIES AND JUSTICE (NSW DCJ).

### FAMILY REFERRAL SUPPORT (FRS) SERVICE

The FRS provides advice and links families, children and young people in need of assistance with appropriate services and other community support available in their local area.

#### Key achievements / changes

- Supported 165 families across Southern NSW.
- Worked closely with the NSW Ministry of Health and the NSW Department of Communities and Justice (DCJ) in the co-design of the service transformation of FRS to Family Connect and Support (FCS).
- Successfully tendered for FCS within the Southern District in partnership with Mackillop.

**FUNDING:** MINISTRY OF HEALTH (IN PARTNERSHIP WITH MACKILLOP FAMILY SERVICES) AND DIRECT FUNDING FROM SCHOOLS.

### FRS IN SCHOOLS

#### Key achievements / changes

- Supported 123 students (83 families) across 8 schools within Southern NSW.
- Responded to specific local need in one school by developing a place-based recreational program for 25 vulnerable children and families, and successfully sought funding from NSW Stronger Country Communities Fund.
- Development of a tutoring support program providing 1:1 support for distance education to assist a vulnerable young person to attain their HSC.

**FUNDING:** MINISTRY OF HEALTH (IN PARTNERSHIP WITH MACKILLOP FAMILY SERVICES) NSW EDUCATION AND DIRECT FUNDING FROM SCHOOLS.

# skills development

## AND COMMUNITY ENGAGEMENT

### SUPPORT FOR FAMILIES WITH DISABILITIES

**PROGRAMS** / Marymead Autism Centre, *mulch* (Marymead's Urban Land Community Harvest), Kids' Companions and Boundless Buddies

## MARYMEAD AUTISM CENTRE

The Autism Centre provides information, education and support for people and families including information and referral services, NDIS supports coordination, facilitation of support groups, Early Days Workshops, a library, schools support and awareness raising for businesses and the wider community.

### Key achievements / changes

- Published a monthly newsletter to a subscriber base of 1,800.
- Managed the [marymeadautismcentre.org.au](http://marymeadautismcentre.org.au) website that had 26,723 page views in the past 12 months.
- Maintained a publicly available database of 343 service providers who are autism-aware.
- Launched Autism Connect as the ACT community partner of Amaze Victoria, Australia's first national autism helpline, providing information, advice and referral.
- Facilitated 35 support groups (Parents/Carers, Men's and Women's) and 121 social groups (Dungeons & Dragons and LEGO).
- Providing 5 Early Days workshops for families of children on the autism spectrum.
- Delivered tailored training to 15 businesses and corporates to enhance inclusion, including the ACT Brumbies, Royal Canberra Show and Qwestacon.
- Maintained a website of current events, resources and information and provides a physical library of autism-specific resources and books.
- Provided NDIS Support Coordination to 16 participants.

**FUNDING:** DEPARTMENT OF SOCIAL SERVICES, NDIS FUNDED AUTISM CONNECT (THROUGH COMMUNITY PARTNERSHIP WITH AMAZE VICTORIA) AS PART OF THE NATIONAL INFORMATION PROGRAM, PURCHASE OF SERVICE THROUGH NDIS PARTICIPANTS' PLANS, FEE FOR SERVICE, DONATIONS.

## *mulch*

## MARYMEAD'S URBAN LAND AND COMMUNITY HARVEST

*mulch* is a social enterprise where young adults with disability have the opportunity to develop skills and build community connections. Participants are engaged in the seed-to-sale process in the *mulch* permaculture garden.

### Key achievements / changes

- 32 participants were engaged in the horticultural social enterprise for 300 hours each week.
- *mulch* provided productive skill development and community connection opportunities to adults with disability in a horticultural social enterprise.
- *mulch's* annual seedling and plant sale raised \$6,000.
- Successfully negotiated with the ACT Education Directorate to expand the garden site at Stirling from 2,300 to 3,200 square metres.
- Investigated establishment of a Food Forest and consulting Yurbay to learn more about bush foods and plantings.
- Explored expansion of composting business.

**FUNDING:** PURCHASE OF SERVICE FROM NDIS PARTICIPANTS' PLANS, GARDEN PRODUCE SALES, DONATIONS.

# skills development

## AND COMMUNITY ENGAGEMENT

### SUPPORT FOR FAMILIES WITH DISABILITIES

#### KIDS' COMPANIONS

Kids' Companions provides social group activities to children and young people who are socially isolated because of the impact of disability within their family.

##### Key achievements / changes

- Supported 40 children through approximately 70 social and recreational group activities in fortnightly sessions and school holiday activity days.
- Was supported by 10 adult volunteers as well as 14 senior college student volunteers from St Edmunds College and the Canberra Grammar School.
- Modified service considerably during COVID-19 lockdown to support families.
- Kids' Companions provided social and recreational group activities to children and young people who are socially isolated because of the experience of disability or mental health issues within their family.

**FUNDING:** ACT HEALTH DIRECTORATE'S COMMUNITY ASSISTANCE SUPPORT PROGRAM (CASP), PURCHASE OF SERVICE THROUGH NDIS PARTICIPANTS' PLANS, BROKERAGE FUNDING.

#### BOUNDLESS BUDDIES

Boundless Buddies hosts an all-abilities playgroup each Monday morning at the Boundless Playground in Kings Park with the support of ACT Playgroups staff.

##### Key achievements / changes



Boundless Playground

- 25 group sessions with a total of 1970 people attending organised a calendar of visiting professionals who provide child development information to parents in an informal setting.
- Distributed free books and activity packs and conducted a planting activity using plants and soil donated by Bunnings in Children's Week.

**FUNDING:** BOUNDLESS CANBERRA PLAYGROUND.

# COVID-19

## SERVICE DELIVERY

How Marymead quickly adapted its services to meet community need during the initial lockdown period March 2020–May 2020.

### ACCOMMODATION AND SUPPORT SERVICES

- Coral's Cottage and Ricky Stuart House were assessed and adapted to suit a safe and comfortable capacity.
- Individuals at risk of isolation, abuse or family breakdown were identified and prioritised.
- Clear and ongoing communication relating to changes in service were implemented.
- Staff were trained in the correct use of Personal Protective Equipment (PPE), using it at all times where possible.
- Disability support staff underwent virtual infectious training.

### FAMILY AND RELATIONSHIP SERVICES

- In consultation with international colleagues, staff delivering COS intervention program reviewed alternate and consistent ways to facilitate where required.
- COS-P and COS-I transitioned to Zoom facilitation.
- New Horizons adapted to FaceTime, Zoom and phone to provide individual counselling resulting in increased service delivery.
- Counsellors explored different measures of engagement to maintain relationships.
- Strategies to maintain client safety and confidentiality were implemented.

### PERMANENCY SUPPORT PROGRAM

- The Permanency program adapted quickly to ensure that there was service continuity early on in the COVID Pandemic.
- The teams incorporated the use of Microsoft Teams, Zoom and FaceTime to ensure that all children and carers were supported throughout the emergency response.

### SKILLS DEVELOPMENT AND COMMUNITY AND ENGAGEMENT

- COVID-19 adaptations were not just one-off but rather ongoing adaptations over months to changing restrictions within the unique context of each program.
- Marymead Autism Centre was able to continue services by phone or Zoom.
- Groups moved to digital platforms rather than face-to-face.
- Kids' Companions increased family and carer support when face-to-face groups for children were not possible.
- Delivered activity packs and free meals prepared by Marymead corporate partner, King and Wood Mallesons chef.
- Gradually smaller groups resumed activities and returned to regular sized groups over a few months.
- *mulch* maintained service at a reduced capacity, while maintaining regular contact with families.
- Over months, *mulch* gradually returned to full capacity with the support of an ACT Government grant and a donation from the Rotary Club of Hall, *mulch* was able to create heated outside work spaces that enabled appropriate social distancing for participants and staff.

# projects

## 2019 – 2020

Marymead is committed to conducting, facilitating and contributing to research into community needs, clinical approaches and service delivery.

### ACT YOUTH COALITION

The Safe and Connected Youth (S&CY) project is the ACT's only targeted service provision project for children and young people aged between 8–16 years of age who are experiencing or at risk of homelessness, and their families.

Marymead is proud to be a partner of this project led by the Youth Coalition of the ACT with other partners including Woden Community Services, Northside Community Service and Conflict Resolution Service Canberra

Marymead has been the primary provider of emergency children and youth accommodation in the ACT region since 1967 and we are keen to ensure that this project is continued into the future beyond this year, as the current COVID-19 crisis presents a heightened risk for these families, with the impact of isolation and social distancing restrictions predicted to unfold over the next 12 months.

### AUTISM CONNECT

Autism Connect is a free telephone helpline, email and webchat service developed by Amaze and funded by the NDIS, which provides information, advice and service referrals to support people on the autism spectrum and their support networks. Autism Connect also provides evidence-based resources and information drawn from Australia and around the world.

The helpline was successfully trialled by Amaze in Victoria for a year, with the final program including extended hours and the introduction of email and webchat to provide greater access and flexibility.

Marymead Autism Centre is delivering the service in the ACT, meaning that people accessing it will be supported by a local autism advisor who is experienced in the needs of Canberrans on the autism spectrum.

---

### CORPORATE SERVICES

## marymead redevelopment project

### PETER'S PLACE

Peter's Place will be the second multi-purpose cottage to be built at Marymead. Peter's Place is a purpose-built house with six bedrooms which can cater for up to two families independently at one time. Its main purpose is to provide short-term accommodation including respite and emergency care for children and young people. It has a high level of accessibility for clients with disabilities. Peter's Place is named after Peter Lonsdale Webb. Peter passed away in 2019 and was a long-term serving Vikings Group Board member and former Vikings Group CEO. Vikings Group with its members raised an extremely generous \$100,000. We are extremely proud to have a cottage to honour Peter and this achievement. Building of this cottage has been delayed as a result of the pandemic, with the aim to recommence in early 2021.

### AZURE VILLAGE

Azure Village is Marymead's expansion into retirement living. The vision of Azure Village is to create a community which aligns with Marymead's values of belonging, integrity, compassion, respect and inclusion, whilst providing responsive, caring and accountable service.

Azure Village comprises of 84 independent living units, and community centre, green spaces and an orchard.

It is an environmentally friendly village with solar power available throughout. One of the village concepts is to encourage intergenerational volunteering opportunities for the residents.

Azure Village opened to residents in December 2019 and was half occupied by end of July 2020.

# communications

## AND FUNDRAISING

Marymead is extremely lucky to have two committed volunteering arms in both the Marymead Auxiliary and NEXGEN, Marymead's next generation of fundraisers. These volunteers raise in excess of \$50,000 each year through their various fundraising activities, with the last twelve months being no exception.



Auxiliary - Government House High Tea



NEXGEN - Pialligo Estate High Tea

### Key achievements / changes

- Adapting fundraising initiatives due to COVID-19 event restrictions.
- The regular Garage & Plant Sales continued to be popular. Other highlights included the Annual Fete, the Card and Games Day, and Government House Spring Morning Tea (all pre-COVID-19).
- A total of \$57,000 to Marymead as a result of their fundraising events.



Due to COVID-19, many of the planned face-to-face fundraising events were postponed. Fundraising was achieved via online raffles, online trivia nights and other clever initiatives.

# MARYMEAD supporters

Marymead's strong links to the community are invaluable in raising the awareness of Marymead's various programs and services. Corporate and community support continues to grow and whilst it is nearly impossible to list all partners, supporters and government that help make a difference, a special mention needs to go to the pro bono support we received from the following:



Efficiently Nutritious on site at Marymead prepping client meals



Bunnings Fyshwick supporting our Foster Care unit with new pyjamas



Canberra Royal Show sensory friendly access experience with Marymead

## KPMG

assisted in the development of an Accommodation Booking Model as well as participated in cooking activities for the accommodation houses

## Wainwright Facades

designed and created Marymead mural for redeveloped site

## King&Wood Mallesons

provided legal advice throughout the year as well as providing meals for clients during COVID-19 lockdown

## Marist, Canberra Grammar, Daramalan and St. Clare's

participated in various volunteer and fundraising activities throughout the year

## Tailored HR Solutions - Tanya Hammond

consulting services in regards to the Strategic Plan

## Efficiently Nutritious

supplied meals and treats for our *mulch* participants during COVID-19 lockdown

## Canberra Toyota

helped plant a native garden at *mulch* for National Tree Day and donated \$500

## Royal Canberra Show

worked closely with the Marymead Autism Centre to create a sensory friendly access experience for clients

## Carers ACT

partnered with Marymead during COVID-19 lockdown to purchase and deliver 73 activity packs to 95 children and young people with a disability

## Synergy Group

undertook a business review for Marymead

# MARYMEAD supporters

Thank you to those who generously help us support children, young people and families.



Canberra Toyota celebrated National Tree Day on site at *mulch*. Staff participated in activities across the garden and donated \$500 to the *mulchers*



LEGO received via GOOD360 to support the Marymead Autism Centre LEGO Group



Marymead were proud to be part of NAIDOC Week celebrations and supporting an Indigenous round of Rugby Union in Bateman's Bay



The Rotary Club of Hall are wonderful supporters of *mulch*!



ADFA cadets supporting Marymead through a volunteering initiative

- |                                     |                                      |
|-------------------------------------|--------------------------------------|
| <b>WIN Network</b>                  | <b>Brumbies Rugby</b>                |
| <b>Canberra Outlet</b>              | <b>Bunnings Warehouse – Fyshwick</b> |
| <b>Canberra Toyota</b>              | <b>Rotary International</b>          |
| <b>Capitol Chilled Foods</b>        | <b>Australian Defence Force</b>      |
| <b>Canberra Southern Cross Club</b> | <b>Good360</b>                       |
| <b>King&amp;Wood</b>                | <b>GIVIT</b>                         |
| <b>Mallesons</b>                    | <b>Hands Across Canberra</b>         |
| <b>Rolfe Property Services</b>      | <b>And so many more!</b>             |
| <b>Vikings Group</b>                |                                      |

# auditor's REPORT



## **Independent Auditor's Report To the Trustees of the Roman Catholic Church for the Archdiocese of Canberra & Goulburn as Trustee for Marymead Child and Family Centre**

### **Report on the Audit of the Financial Statements**

#### **Opinion**

We have audited the financial statements, being special purpose financial statements, of Marymead Child and Family Centre (Marymead), which comprise the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the board declaration.

In our opinion, the accompanying financial statements of Marymead, are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- (i) giving a true and fair view of Marymead's financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

#### **Basis for opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of Marymead in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards) (the Code) that are relevant to our audit of the financial statements in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Emphasis of matter regarding basis of accounting**

Without modifying our opinion, we draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial statements have been prepared for the purpose of fulfilling the Board's financial reporting responsibilities under the Australian Charities and Not-for-profits Commission Act 2012. As a result, the financial statements may not be suitable for another purpose.

#### **Emphasis of matter regarding significant accounting estimates**

We draw attention to Note 1 to the financial statements which describes the material uncertainty the valuer has identified in the investment property values. The valuation is reported on the basis of 'significant valuation uncertainty'. Our opinion is not modified in respect of this matter.

#### **Canberra Office**

Level 7, St George Centre  
60 Marcus Clarke Street  
Canberra ACT 2601  
GPO Box 500  
Canberra ACT 2601  
p +61 2 6279 5400  
f +61 2 6279 5444  
e mail@nexiacanberra.com.au  
w nexia.com.au

Liability limited by a scheme approved under Professional Standards Legislation.

Nexia Duesburys (Audit) (ABN 21 841 510 270) is an independent firm of Chartered Accountants. It is affiliated with, but independent from Nexia Australia Pty Ltd, which is a member of Nexia International, a worldwide network of independent accounting and consulting firms. Neither Nexia International nor Nexia Australia Pty Ltd, deliver services in their own name or otherwise. Nexia International Limited and the member firms of the Nexia International network (including those members which trade under a name which includes NEXIA) are not part of a worldwide partnership.

The trademarks NEXIA INTERNATIONAL, NEXIA and the NEXIA logo are owned by Nexia International Limited and used under licence.

# auditor's REPORT

## **Board's responsibility for the financial statements**

The Board of Marymead is responsible for the preparation of the financial statements that give a true and fair view and has determined that the basis of preparation described in Note 1 to the financial statements is appropriate to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and is appropriate to meet the needs of the members. The Board is also responsible for such internal control as the Board determines is necessary to enable the preparation of the financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Board is responsible for assessing Marymead's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board intends to recommend to the trustees to cease operations, or have no realistic alternative but to do so.

## **Auditor's responsibility for the audit of the financial statements**

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

A further description of our responsibilities for the audit of the financial statements is located at The Australian Auditing and Assurance Standards Board website at: [http://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf). This description forms part of our auditor's report.



**Nexia Duesburys (Audit)**  
Canberra, 25 November 2020

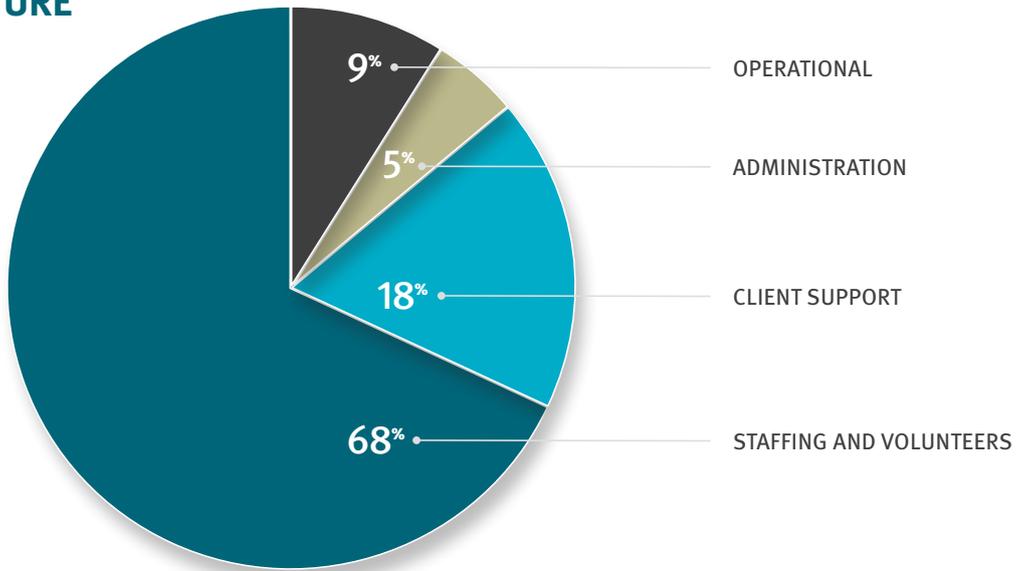


**G J Murphy**  
Partner

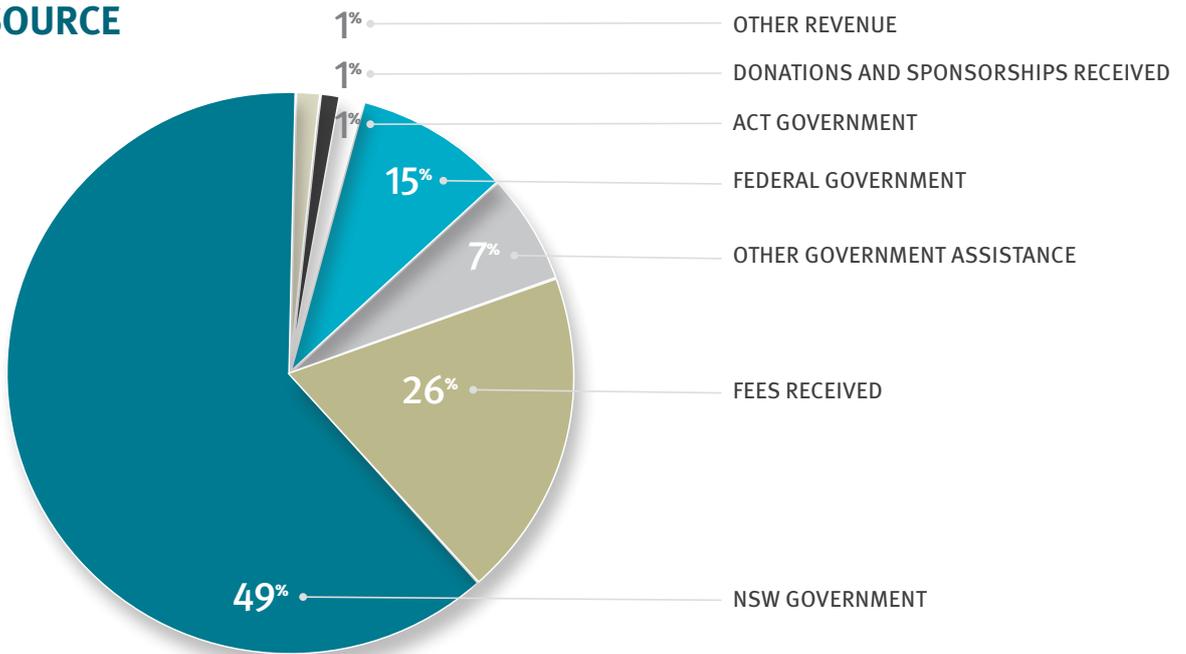
# finance

REPORT / 2019-2020

## EXPENDITURE



## INCOMESOURCE







PHONE 1800 427 920 › EMAIL [enquiries@marymead.org.au](mailto:enquiries@marymead.org.au) › [marymead.org.au](http://marymead.org.au)

