



Artwork by local Queanbeyan
artist Carolyn Brooks



ANNUAL REPORT 2019 - 2020

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ABOUT US

Celebrating 40 years of support to our community

Molonglo Support Services Ltd (Molonglo) is a not-for-profit organisation based in Queanbeyan and is committed to delivering responsive services that aligns with:

Our Vision

Everyone living in a secure and safe environment

Our Mission

To support people experiencing difficulties due to homelessness and domestic and family violence by providing responsive interventions and crisis support

Our Core Values

RESPECT

We act with kindness and respect, providing a friendly, safe confidential environment.

EMPOWERMENT

We treat people equally, with dignity and compassion, understanding an individual's right to make their own life choices.

EXCELLENCE

We are dedicated to providing an accountable, reliable and high-quality service.

COLLABORATION

We partner with our clients in their care and work collaboratively with other services to support them.

INTEGRITY

We are honest, trustworthy, and accountable in our work and relationships.

Our Strategic Goals/Aims

1. To increase safety and reduce harm arising from domestic and family violence by providing holistic early intervention, outreach, crisis and court advocacy support services.
2. To support people experiencing difficulties due to homelessness or at risk of homelessness by providing early intervention and crisis support services.
3. To build a strong organisation by remaining relevant, responsible and viable in a changing and challenging environment.
4. To be an employer of choice by attracting high calibre, motivated, diverse and resilient staff and providing a healthy, safe and stimulating work environment

OUR PROGRAMS

Louisa Domestic Violence Service

Louisa is a residential and outreach service based in Queanbeyan that provides:

- Early intervention and outreach support for people experiencing domestic and family violence to stay safely in their own home
- Secure crisis accommodation for women with or without children escaping domestic and family violence
- Supported accommodation for families, men and women with or without children through the Tenancy Service
- Assistance to find long term housing
- Emotional support, information relating to domestic and family violence, and referrals for financial, legal, health, education and employment matters
- Support for children experiencing trauma and stress due to family or domestic violence
- Childcare, parenting support, group work and school holiday activities for children

Your Place Housing Support Services

Your Place in partnership with Barnardos Australia, provides a referral and support service to anyone in Queanbeyan Palerang Region experiencing housing difficulty.

The team at *Your Place* work to solve immediate and long-term housing difficulties, supporting people through the process with practical and emotional support. Focusing on strength-based case management plans alongside clients, work closely with local support agencies to provide integrated case coordination. Through the *Tenancy Service* and *Louisa* they have access to some limited crisis and transitional accommodation in Queanbeyan.

South Eastern Women's Domestic Violence Court Advocacy Program

(From 1/7/2020 known as Monaro-Hume WDVCAS)

Women's Domestic Violence Court Advocacy Program assists women and children to obtain legal protection from domestic violence by delivering quality information, advocacy and referral services including:

- Consistent, effective and timely threat assessments, safety planning, case coordination, referrals and other support to women and their children
- An integrated and timely response to women assessed at "Serious Threat" by working collaboratively with government and non-government partners through Safety Action Meetings.
- Information, advocacy, referrals and support for women experiencing domestic violence throughout the Court process.

Tenancy Services

Molonglo manages 13 properties which provide crisis and transitional accommodation in Queanbeyan. Properties are maintained to a high standard and link residents with appropriate supports to sustain their current and future tenancies and provide access to social groups and activities.

OUR HISTORY

Molonglo Support Services (Molonglo) started as a safe place for women and children to escape abuse in the home.

1979: Louisa Women's and Children's Services was founded by a group of local women inspired by the ideas of feminism and women's rights that began to take hold in the late 1960s.

- The women's refuge was named after Louisa Lawson, Australia's first female journalist and mother to poet and writer Henry Lawson
- Leslie Norris (Snow), Helen Bridges and three other women negotiated two semi-detached cottages with Queanbeyan City Council (now QPRC) for a peppercorn rent of \$1, later being demolished for the entrance of Rutledge Street carpark

1984: QPRC and NSW Housing provided a house supporting women, children and teenagers.

- Originally self-funded, with help from various charities, it began to attract piecemeal government funding.
- An initial \$10,000 grant was funded by the Department of Youth and Community Affairs, being part of the International Year of the Child
- Later funded under Supported Accommodation Assistance Program (SAAP)

1987: provided transitional accommodation establishing Gunyah Women's Housing

1998: the new refuge, at its current location, was officially opened by Louisa Lawson's granddaughter

2002: Molonglo registered as a Community Housing Provider

2009: expanded to provide court support to develop a closer working relationship with police, courts and legal systems establishing South Eastern Women's Domestic Violence Court Advocacy Service (SEWDVCAS) funded by Legal Aid supporting Courts in Cooma, Queanbeyan, Yass and Goulburn

2014: NSW Government's Going Home Staying Home reforms included funding to replace SAAP by Family and Community Services (now NSW Department of Communities and Justice).

- Molonglo included services to support men escaping domestic and family violence assisting with accommodation options for families or anyone over 24 years.
- Louisa Women's and Children's Services changed its name to Louisa Domestic Violence Service to incorporate an outreach program and court support for men experiencing domestic violence.
- Gunyah Women's Housing ceased and Molonglo refocused support into a new tenancy program for Louisa and the newly established Your Place Housing Support Service (Your Place).
- Your Place partnered in a joint working agreement with Barnardos Australia to support families who are homeless and single people over 24 years who are homeless.

2017: SEWDVCAS included Safety Action Meetings in Queanbeyan (Monaro) and Goulburn (Hume).

2018: Molonglo's office co-located with Your Place and SEWDVCAS to upstairs at Riverside Plaza, Queanbeyan.

2020: Molonglo celebrates 40 years of operation

Many changes have occurred to meet the needs of our community, and providing services to those who have experienced abuse, homelessness and poverty is just as relevant and challenging today as it was at the beginning.

STRUCTURE AND MANAGEMENT

Molonglo's legal structure is:

- a Company limited by guarantee complying with the Corporations Act 2001
- a registered charity regulated by the Australian Charities and Not-for-profit Commission (ACNC)
- a Public Benevolent Institution to relieve poverty or distress for the people we support

Molonglo is managed by

- a voluntary board driving the strategic direction of the organisation
- the Executive Officer (CEO) enabling the organisation to obtain the resources, funds and personnel necessary to implement the organisation's strategic objectives (see Objectives and Activities)
- coordinators and managers guiding each program's team
- operating efficiently and effectively providing excellent support to the community while keeping costs to a minimum and employing under 20 staff

Diagram 1 provides an overview of our organisational structure.

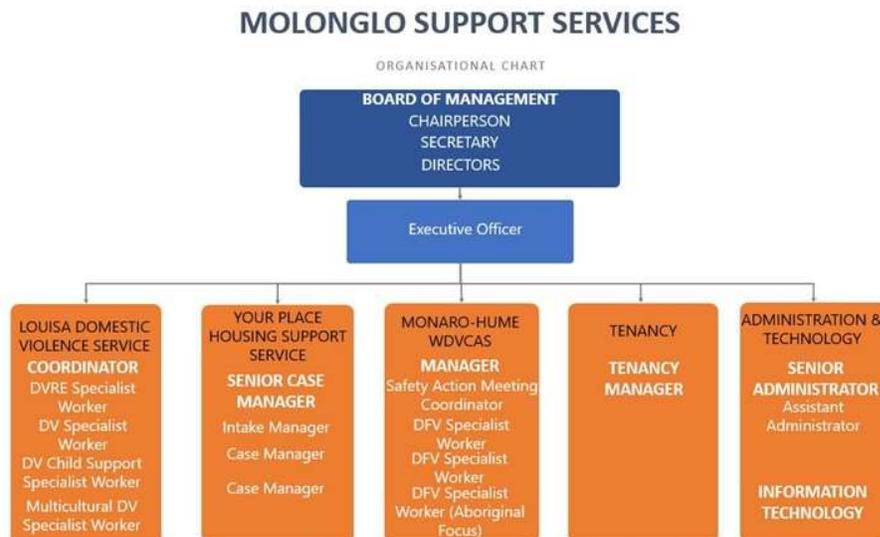


Diagram 1: Molonglo's Organisational Chart

FROM THE CHAIR

It is a great honour for me to introduce the Annual Report for Molonglo Support Services in its 40th anniversary celebration year. I am very privileged to be part of this organisation which has done so much over the last 41 years and continues to expand and improve its services supporting people affected by domestic violence and homelessness.

I would like to acknowledge the contribution to the organisation by Belinda Hendry, who resigned from the Board earlier this year. In Belinda's 24-year association with Molonglo, as a Relief Worker and then Board member, she brought many skills to support our services to clients. In addition, I would like to thank Narelle Sargent and Emma Hood who also resigned from the Board after several years of service. I also welcome our three new Board Members: Tanya Nadin, Esmá Livermore and Johnny Lange and thank them for their willingness to contribute to this important organisation. Thankyou Carol Willis, our outgoing Chairperson and Katrina Chisholm for another year of participation on the Board.

Most importantly, it has been an incredibly challenging year for our Executive Officer, Coordinators, Support and Administration Staff who have continued to keep all services running smoothly and to help more people than ever. I would like to acknowledge, congratulate, and thank each and every person for their professionalism and compassion.

Thanks also goes to:

- Our Patron Nichole Overall for her continued support and attending our launches this year
- Carolyn Brooks for donating her time and talent providing the artistic work for our fundraising card
- Department of Communities and Justice NSW, for funding Louisa Domestic Violence Service and Your Place Housing Support Service
- Barnardos for the Joint Working Agreement as lead agency for Your Place Housing Support Service
- The Women's Domestic Violence Court Advocacy Program with Legal Aid NSW, for their funding of the South Eastern WDVCS
- The Women's Legal Centre (ACT Region), for their fortnightly legal outreach sessions at Your Place Housing Support Service
- Department of Communities and Justice Housing NSW (Queanbeyan) for their support in our successful transitional housing partnership
- NSW Police and particularly the Domestic Violence Liaison Officers as well as the court staff at Goulburn, Queanbeyan, Yass, and Cooma local courts
- All local, regional, statewide and peak organisations we work with
- Local and statewide and ACT services
- Our Volunteers for donating their time and effort to a great cause
- And a big thank you to our donors and supporters



From left: Julie Hathaway (coordinator South Eastern Women's Domestic Violence Court Advocacy Service), Liz Martin (former staff member of Molonglo Support Services), Carol Willis (Molonglo Support Services board member), Carolyn Brooks (artist of the fundraising card), Nichole Overall (Molonglo Support Services patron), and Narelle Sargent (Molonglo Support Services chair). Photo: Supplied (taken prior to social distancing).
 (Image: RIOTACT Michael Weaver 9 May 2020: https://the-riotact.com/the-mothers-day-card-that-keeps-on-giving/374796?utm_medium=facebook&utm_source=ra&fbclid=IwAR18W0lyOa9VFCJKsitAu7xOARhT-wWuvtmM3SBllc289MB-IMAGB-eYv3l)

Louise Sailer

FROM THE CEO

This year the organisation experienced extraordinary challenges with NSW and ACT bushfires in the Summer and the COVID-19 pandemic that followed. Molonglo was identified as an essential service and operations continued to meet our service requirements, even though client need and complexity of circumstances increased. Teams were split during the pandemic to support continuity of service should an outbreak enter this region, and staff adapted quickly to remote communication practices assisted by our recent computer upgrade. In managing internal and remote workflows, staff wellbeing and business continuity, I was thankful to our team for their adaptability, resilience, and dedication. This is challenging work at the best of times and during such unusual circumstances, confirms the sincere commitment we have as an organisation in supporting people in our community who have had their safety compromised both in a physical and/or psychological context. During the COVID-19 restrictions many women, children and families were prevented from accessing support they required to achieve lasting safety, especially during lockdown. There was an increase in phone support but less movement within the refuge. I would like to express our gratitude to our funding providers (DCJ and Legal Aid) for the extra funding to address increased pressures on domestic violence support services (Louisa and WDVCS) during the pandemic, primarily for expenditure into the next financial year. With the government's stimulus relief, two cars were purchased in July 2020 to assist staff safety when visiting client homes or attending Courts.

The increased stress on staff during COVID-19 was reported around managing working from home, family, homeschooling, ensuring confidentiality and dealing with any vicarious trauma. This was supported by DCJ and Legal Aid providing free counselling to staff through their Employee Assistance Programs. In addition, online video conferencing for alternative learning options were extremely beneficial as staff were able to access split training sessions and any new staff received necessary training in a timely manner. The value of increased training options included reduced pressure on staffing resources, where usually staff are out of the office for days at a time and eliminates expensive travel and accommodation costs. We would like this to continue into the future as an alternative training choice, especially for services in rural and remote regions.

Molonglo played a key role in community projects and fundraising this year. The Queanbeyan Housing Action Committee (Q-HAC) were granted funding to partly-purchase a Sleepbus service, providing safe sleeping alternatives for community members forced to sleep out, sleep in their cars or couch surf. Other funds were raised via the community. We anticipate service users connecting with local services for long-term housing solutions.

Our Patron Nichole Overall launched Molonglo's 40th Anniversary in March and we launched a new fundraising card inspired and created by local artist Carolyn Brooks (see page one). Anyone can donate via our website fundraising page and request a card to be posted to the person nominated in lieu of purchasing them a gift. All money goes to directly to client supports.

Molonglo's new strategic plan for 2020-2024 commenced with reviewing our current practices in support of the upcoming ASES accreditation process. It has been a pleasure to work with our talented Board and I appreciate their support in my role and ongoing commitment of vision and direction throughout the year. I thank our amazing staff who consistently go above and beyond expectations to support our community and each other; our fantastic volunteers for donating their time and skills to support our vision; and the wonderful people we directly support in allowing us to assist you on your journey.

Janette Dale

OBJECTIVES AND ACTIVITIES

<p>Aim 1: To increase safety and reduce harm arising from domestic and family violence by providing holistic early intervention, outreach, crisis and court advocacy support services</p>
<p>1.1 Provide immediate intervention to women and children experiencing domestic violence to enable them to move, to remain in their family home or be safely rehoused</p>
<p>1.2 Provide support to women before, during and after court procedures to obtain domestic violence protection orders</p>
<p>1.3 Coordinate the Safety Action Meetings/Pathways and for Monaro and Hume Local Coordination Points</p>
<p>Aim 2: To support people experiencing difficulties due to homelessness or at risk of homelessness by providing early intervention and crisis support services</p>
<p>2.1 Provide crisis accommodation for women and children and transitional accommodation to women, men and children and support to gain government and private rental options</p>
<p>2.2 Provide support, case management care coordination services and access stable housing</p>
<p>2.3 Manage transitional community houses, crisis units and a women's and children's refuge through a Tenancy Service</p>
<p>Aim 3: To build a strong organisation by remaining relevant, responsible and viable in a changing and challenging environment</p>
<p>3.1 Maintain high standards of governance, management and organisation performance</p>
<p>3.2 Manage risk and respond effectively to changes in government policy, community expectations and client needs</p>
<p>3.3 Ensure Molonglo has the financial resources to support a high quality and responsive service and is fully accountable for funding provided by government and other partners</p>
<p>Aim 4: To be an employer of choice by attracting high calibre, motivated, diverse and resilient staff and providing a healthy, safe and stimulating work environment</p>
<p>4.1 Recruit, train and retain high calibre staff and support them to deliver a continuous improving service based on Molonglo values</p>
<p>4.2 Ensure staff well-being is and is seen by the staff to be the foundation of Molonglo with staff safety a priority</p>
<p>4.3 Support a workplace culture that values high staff satisfaction and celebrates the uniqueness of the Molonglo workplace and its long history of achievement</p>

SERVICE REPORTS

Louisa Domestic Violence Service



FROM OUR COORDINATOR

Louisa Domestic Violence Service (Louisa) provides holistic case management and supports for women, men and children who are impacted by domestic and family violence (DFV). Louisa provides 24/7 phone support and crisis accommodation delivering with care and understanding to vulnerable community members. We acknowledge that our clients are victims but when they come to us, they are also be empowered to become strong survivors. Our staff work diligently for all clients, providing outreach to those who may still be in abusive relationships and assist with referrals and safety plans.

Over the past twelve months, Louisa has encountered two major issues which have impacted directly on the numbers seeking support. The NSW and ACT bushfires devastated many communities, and it became necessary for the evacuation of clients from the refuge. This was necessary and distressing for our clients and prompted many discussions in regards future fire plans. Some clients who were out of area on holiday were unable to return to us and we also had a client who was in a refuge out of area come to us.

During COVID-19 at its height in NSW, we worked as two teams, one from home and one from the refuge, alternating each week. A number of our supporting services also worked from home. During this time, our clients said they missed the face-to-face contact and found it difficult as they were used to "just dropping in for a chat."

STATISTICS

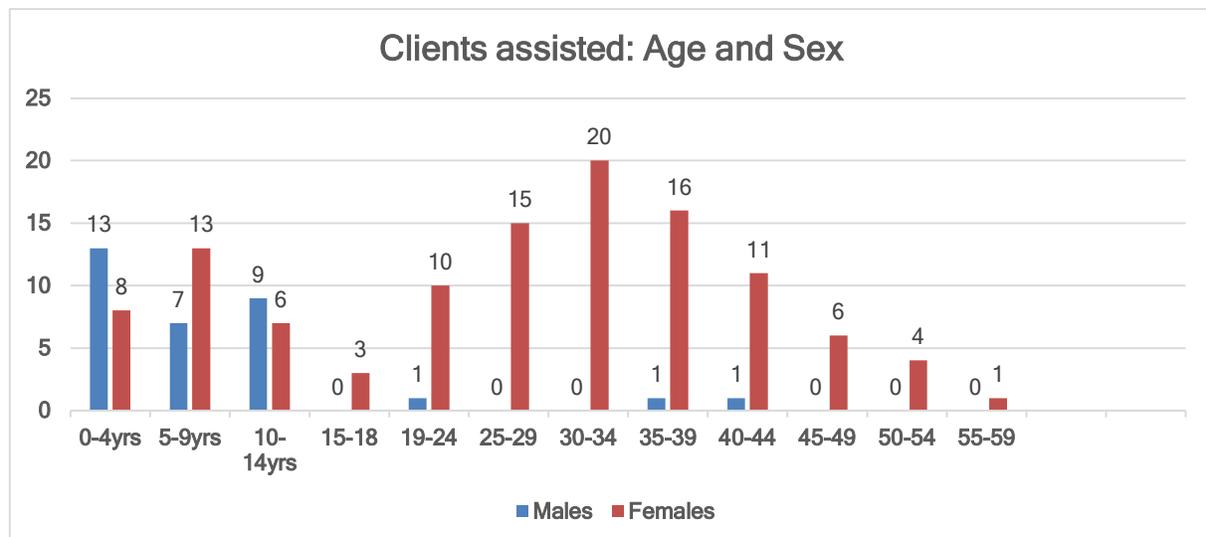


Diagram 2: Number of clients assisted by age and sex, the majority being female between 30-34 years

Louisa expected a large increase in domestic violence support requests (as did many other services and refuges) however this was not the case primarily as families were unable to move around, for example visit family or a neighbour until things cooled down. Clients reported that the extra money provided to families on

Centrelink relieved some household stresses. Another major factor was fear of isolation and concern for other members of their families, such as parents. Some women and children left the refuge to stay with extended family while they had access to family who lived out of area. Transport was another factor as many households only have one vehicle. The consideration of children also played a major factor as some mothers felt the insecurity of children already struggling with the uncertainty of COVID -19, and while not at risk of physical violence, would maintain the stability of a roof over their head. The fear of being homeless in uncertain times was another factor they considered before leaving a relationship.

Clients supported	2020	2019	2018	2017
Total number of clients supported	145	188	158	177
Total number of support period days	18,782	27,176	21,258	17,387
Total number of support periods	149	202	169	183
Average length of support for closed support periods (days)	227.3	212.1	155.5	101.5
Average length of support for closed and ongoing support period (days)	249.8	247.7	229.1	169.7

Diagram 3: Number of clients supported period days and length of support over 4 years

During the reporting period we recorded 145 clients and progressively, over the years as shown above, there has been an increase in the average length of days clients are being supported. This is due to the increasing complexity of supports required by clients with children, drug and alcohol and mental health needs.

When women victim/survivors are thinking about leaving the abuse the word “refuge” and the uncertainty of communal living can be daunting for some. However, women are usually pleasantly surprised at the child friendly and welcoming atmosphere of the house. Service visitors to the refuge often comment about the “warm and welcoming atmosphere”. The refuge is a purpose-built building which enables staff to work in the offices whilst residents live in the rest of the property.

Male clients do not reside in the refuge but have also been impacted by COVID-19 with less accessing the service when the courts closed. Men are more likely to engage when there is face-to-face contact at court.

SIGNIFICANT ISSUES FOR CLIENTS

Safety

As always, we were mindful of the dynamics of the women and children we support. Their safety is paramount and sometimes we must make some hard decisions. We make every effort to ensure we do not re-traumatise people being mindful of their needs. Alarmingly, we have had children as young as ten with suicidal ideation due to the trauma. All clients come to us with complex issues where no two situations are the same. Most experience anxiety and depression, which can lead to drug and alcohol dependencies, without adequate support. To provide a full wrap around service, we continue to build community contacts which are imperative to assisting client empowerment and to move forward.

Clients who have domestic violence orders against their partners often live in fear. Perpetrators of violence are incarcerated for breach of orders, however at some point they are released. It would be beneficial for the safety of victims if, upon release, it was mandatory for the perpetrator to be electronically monitored. These could be issued to those who have breached orders more than once and/or been incarcerated. Clients would benefit by carrying a personal safety device for extra protection through direct alarm activation. We support victim/survivors most at risk to have the costs of extra home security measures covered, however this is not

an immediate process and clients do not have the funds to cover upfront costs. We would benefit with a Staying Home, Leaving Violence program in this area, although there is no funding for this in our region. This would enable a quicker process to help keep victims to stay safe and take pressure of public housing.

Securing private rentals

There have been clients on the Start Safely Program who have been unable to find secure affordable rentals. Working closely with landlords, at times there is a lack of understanding of what the survivor is going through, and applications are rejected. A successful outcome for clients in this area is not common. One client, in one of our transitional properties, was rejected for private rentals 115 times even though her rental history with us was good and the property was well maintained. This can have a negative effect on women and we work closely with the local public housing office, who assists us with some partnership properties. To be on priority housing, clients must work with us in conjunction with housing. In our housing partnership properties, we work closely for twelve months increasing living skills and assisting with maintaining a tenancy.

Inability to access Legal Aid for Family Law

The legal system is paramount for a safe outcome for clients and their children. Our close connections with Legal Aid assists clients however it can be difficult to secure unless a grant is applied for. This is not the case for criminal matters; however, we have found this to be true in the case of one of our clients with a family law matter.

Through some extraordinary circumstances, a mother who has been described by friends, schools, and medical practitioners, as a very involved, warm, and caring mother, had not seen her children for several months. Sometimes men who have access to money and the woman does not, it can influence the outcome for children. When this lady sought immediate assistance, she was asked to leave the house. This is not common but does occur from time to time.

Until it is heard in court, making it harder when there were delays due to COVID 19, nothing can be resolved and without the assistance of a lawyer, important witness statements cannot be subpoenaed, and important facts are unable to be heard. Unfortunately for her, the partner having access to a legal team, he has a better chance of success than the victim of the crime. Women become depressed and require extra counselling. Staff provide long term assistance over many hours assisting clients with legal paperwork and emotional support. For people like this client, we provide advocacy by trying again on her behalf, when she is unable to.

Lack of family support

Recently a client had to go to the hospital in the middle of the night. Fortunately for her, another client in the refuge was able to watch her children until she returned in the morning. This raised a couple of questions and issues. What do women do who have no family support for the children if they have to be hospitalised and it is not safe for the children to stay with the father? Our client returned to the refuge; however, it was evident that she should have remained in hospital. She did not have any other family and our staff could only support in the very short term. We have contacted several services and there is no support for a mother and children who find themselves in this position. The hospital said they have had children accompany the mother, but not satisfactory for all concerned. This is an area we have explored with no proper answer. An emergency foster carer may assist, though we are told they are scarce in our area. Through our on-call DVRE funding we are able to assist in such an emergency situation for mothers residing in the refuge.

WOMEN'S GROUP

Once again, the highlight of our women's group was the annual camp held in February. This gives the women and children the opportunity to relax and enjoy a holiday, for some who have never been on a holiday. The

camp was extended by one night, as a night's free accommodation was provided by the facility. Due to the bushfires it was uncertain if the holiday would take place.

Women's group, held weekly, took on a different look and during restrictions with COVID-19 becoming a 'zoom women's group'. Several planned activities had to be cancelled and we came up with ideas to keep the women connected. Between bushfires and COVID-19 the ladies enjoyed:

- Visits to the movies
- Picnics
- Circle of Security to enhance parenting ideas
- Financial Planning with Salvation Army
- In house craft activities
- Cooking and lunches
- Pamper Day at Louisa. The Soroptimist International ACT & Monaro ladies consisting of President Chris and Assisting President Angela, Queanbeyan Physiotherapy's owner, Jane and a co-worker, Eva (who performed Massages for the ladies), a Henna Artist, a Chair Yoga Instructor, and another supporter for Soroptimist who helped us to look after the small children and provided a delicious lunch.

OUTREACH

Supporting clients outside of the refuge continues to be a big part of our service and now with the recruitment of an intake officer, the actual time spent with outreach clients is more accurately recorded. For example, phone calls from women who are unsure if they are in a DV situation and need to talk about it, can be very involved, and if we don't have a name or any contact details to record this information it is not captured in our regular client management system. We work with families in our transitional properties, partnership properties and all phone calls have outcomes, even when we are unable to assist, appropriate contacts are provided for other services to assist them. Louisa has supported male victims with Victim Services, schools and case management. The 24/7 phone support is also appreciated by clients and other services such as Police and hospitals.

ABORIGINAL PEOPLE

Aboriginal women reporting domestic and family violence is proportionately higher in Aboriginal Communities. When assisting Aboriginal families, it is helpful to know of any cultural beliefs pertaining to the individual. We do not assume cultural practices. Currently, we are looking at options to assist with Aboriginal clients with additional connections with Aboriginal Elders who are comfortable in advising us about cultural aspects.

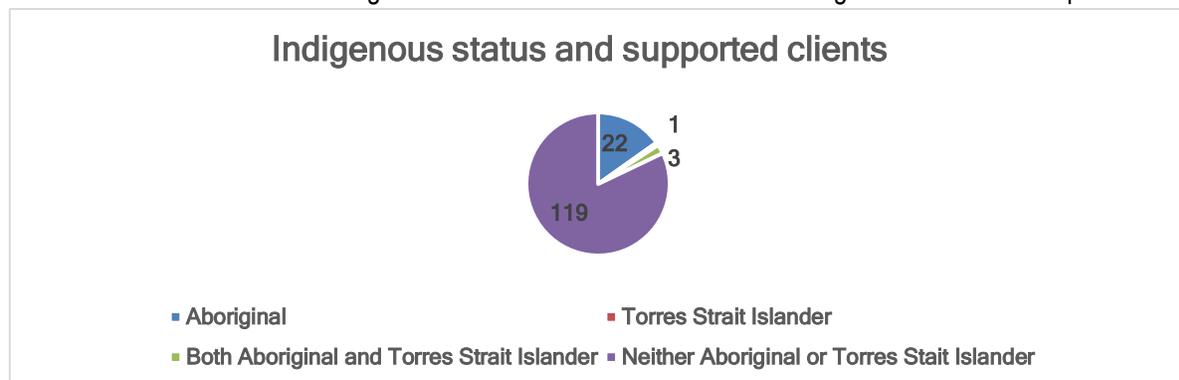


Diagram 4: Number of Louisa clients supported who acknowledge indigenous status

MULTICULTURAL PEOPLE

Louisa continues to support clients from culturally and linguistically diverse (CALD) backgrounds with appreciation and sensitivity to their cultural beliefs and practices. Clients dealing with domestic violence often

have visa issues and find it difficult to get Centrelink benefits. Sometimes, due to a lack of understanding, their benefits are cancelled due to problems when reporting so staff accompany clients to Centrelink to assist.

There is often reluctance for women to leave violent relationships because of income and fear of repercussions from their extended families. In some instances, a dowry is paid to families and clients fear that this may be withdrawn causing more hardship. In some cultures, it is the belief that the women must be subservient and only leave when the violence escalates, and they have no other choice.

Helping CALD women involves staff assisting with immigration and complex cultural issues. Sometimes things such as diet is a problem without transport to source special foods for example halal products. Staff are sensitive to religious practices and schedule meetings when appropriate to the client.

This year, less multicultural events were attended compared to past years due to COVID-19 restrictions and fires seeing the cancellation of some cultural events.

We said farewell to Cy in May, who was in the role for the past 5 years, and she will be greatly missed. We thank Cy for the amazing work she did with CALD clients and wished her well for her future endeavours.

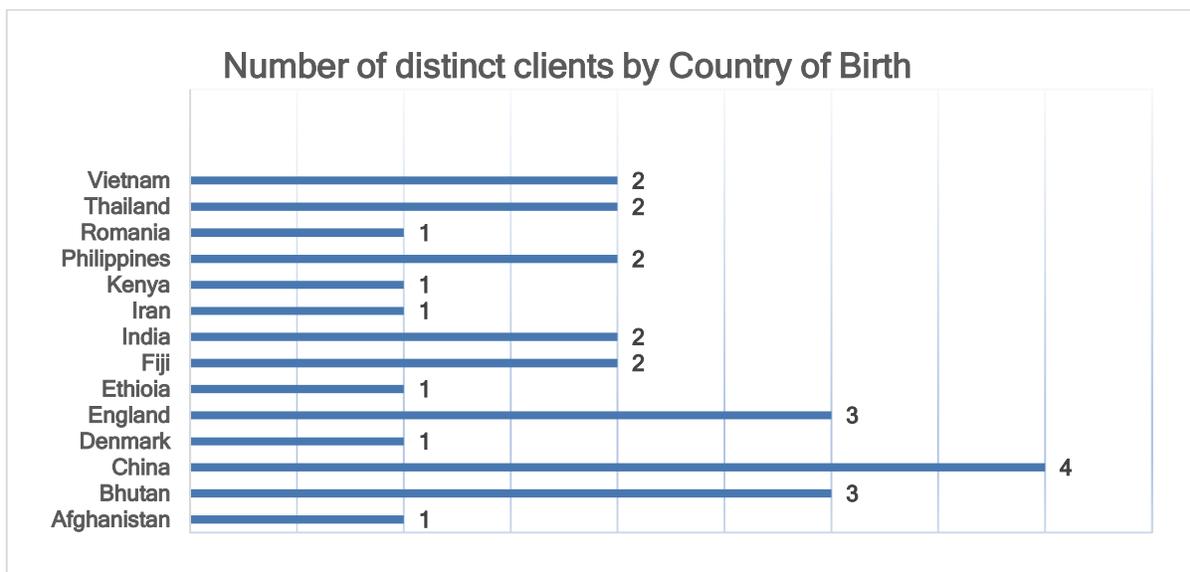


Diagram 5: Clients assisted by Louisa and country of birth

CHILD SUPPORT PROGRAM

The child support worker has supported children in the refuge and outreach clients with children. Staff made representations to schools advocating to ensure children had all the equipment required to school from home when it was necessary. After school activities, such as the homework group, was a success and the children looked forward to going to the support room for play time. The opening of child support assists women when they have appointments such as counselling, medical and legal sessions. Older children were linked to services such as Headspace as required.

Children and their parents are assisted, when changing schools, with enrolments and the acquisition of uniforms. The child support worker met with school principals to advocate for children regarding some distressing issues. In one instance a child was suspended for having a knife. The suspension remained in place; however, the child had the knife under the belief that the father was going to go to the school and take them away. This was a delicate issue and while the child had to understand that it was not a normal or

acceptable thing to do, it had to be acknowledged that it is not “normal” for children to be so afraid that they feel they need to go to such lengths to stay safe. The Police Youth Liaison Officer assisted in this area and an agreed safety plan was implemented with the school, mother and child. This highlights the importance of our role in supporting children victims of domestic violence.

DOMESTIC VIOLENCE RESPONSIVE ENHANCEMENT (DVRE)

This is an important service to respond to clients after hours. The DVRE specialist worker can help women and children afterhours, to provide food vouchers, clothing and sometimes transport to move to a safe place.

The benefits of having a DVRE worker are:

- Able to respond in person to victims of DV
- Assist with finding suitable accommodation if nothing available in the refuge
- Assistance with mothers and children in the refuge at meal and bedtimes
- Provide someone to talk to about needs and requirements assisting day staff
- Help fill out paperwork
- Meet with clients to address issues early
- Provide a safe feeling for the women in the refuge to feel safer at night
- Able to ensure security measures are in place at night for women’s safety
- Assist police with accommodation measures

	Distinct Persons 2019 - 2020	Distinct Persons 2018 - 2019
After hours assessment /risk assessment	26	28
Client received after hours intake	24	14
Client received after hours support	30	43
Client received outreach in Temporary Accommodation	4	25
Client received DVRE funded crisis or transitional accommodation	8	21
Client received or directly benefited from DVRE brokerage	17	22

Diagram 6: Clients supported by Louisa’s DVRE program over 2 years by support type

CASE STUDY

Alita (pseudonym) and her four-year-old daughter came to the refuge after continual physical abuse by her partner. Alita had been in the relationship for six years and the relationship became physically abusive when her partner began illicit drug taking. After two years of abuse and after her partner was charged, she finally made the decision to leave. Alita said this was a very hard choice as it made her and her young daughter homeless and she feared for their future. She said this fear made her stay in the relationship longer than she should have.

Alita moved into the refuge and settled in well, and with each passing week, we noticed that her self-esteem improved, and anxiety and depression decreased. She said she had gained confidence and felt she was able to make decisions about her future. It was expected that her partner, who was charged with assault, would be convicted but, after facing court the charges were dismissed.

During the following weeks we noticed a change in her mental and physical health. We had several conversations about her erratic behaviour and her growing impatience with her daughter. She finally admitted that she had been “using ice” to numb pain and fear and her addiction was becoming out of control. With our assistance, she told her family about her addiction and it was decided that her daughter would be safer with her family.

Alita went into rehabilitation and only stayed for three days. We received a phone call to say she had been asked to leave, and we were unable to contact her for a week. She finally called and we reassured her that we would continue to support her and encouraged her to get further help. When we saw her again, we were concerned about the obvious decline in her mental and physical health. Her face and upper body were covered in sores, she had lost a lot of weight and she continually fidgeted. She was adamant that she would not go back to the drug rehabilitation centre but agreed to participate in a day program. She said that she had once again lost everything, and the family would not allow her to have any contact with her daughter. It took some time, but finally she was able to start counting the days that she was drug free. Alita would call us, and we would count the days with her, congratulating her on her achievement and encouraging her to remain positive.

Alita decided to move interstate to be away from her ex-partner and wanted to start a new life away from drug influencers. She secured a rental property and her family agreed that her daughter could be returned to her. Alita is now studying certificates in welfare/drug and alcohol. We continually get updates and photos of her and her daughter. We are proud and happy that she has overcome the many challenges that she has had to face. Alita is very grateful and always reminds us that it is because of the “tough love” we had given her.



The staff of Louisa would like to thank our voluntary Board, our Executive Officer Janette, administration staff Julie and Jess, and all who have assisted us to deliver the service to our community and maintain the good reputation Louisa has had over the past forty years.

Your Place Housing Support Service



Your Place Housing Support Service (Your Place) is a Specialist Homelessness Service providing support to anyone in the Queanbeyan-Palerang region having housing difficulties. We support people who are homeless and engage with people to avoid becoming homeless. Your Place is in a Joint Working Agreement between Barnardos Australia and Molonglo Support Services. Your Place is a small team consisting of 2 full-time case managers, an intake and referral officer, a part-time tenancy manager, program coordinator and a part-time worker from Barnardos.

FROM OUR SENIOR CASE MANAGER

This year has seen a change in how we deliver services due to the impact of COVID-19. Services were delivered via telephone and minimal home visits were conducted, following the advice of the NSW Health and Department of Communities and Justice. Despite a change of environment and communications with our clients, it has not impacted greatly on the services provided to the clients. During the pandemic clients were entitled to an extension of the temporary accommodation outside the usual 28 days. In response to the pandemic, a rough sleepers meeting was established by DCJ to ensure people were not missed and assisted with utilising temporary accommodation and engagement with services. Information is shared to ensure the appropriate support is provided by all services involved and the clients are being housed in a timely manner. Rough sleeping refers to people sleeping on the streets and for people sleeping in cars or on a family or friend's couch.

The team have worked extremely hard together to ensure the needs of the clients are always met. We have had an increase in the number of referrals during this period and at times have had to cap the clients to ensure we were able to maintain a quality service, referring to other services as required.

We have maintained an excellent working relationship with child protection and continue to work collaboratively ensuring that we are keeping children safe. We work effectively with the parents on improving their situation which includes building confidence and providing hope that things will change for the better. There has been an increase in the number of clients that are escaping Domestic and Family Violence that require holistic case management and do not fit the criteria of the local domestic violence service due to complexities with drug use and mental health. Many clients have child protection involved in the case management due to the concerns for the children's instability. This has been difficult due to limited resources regarding staffing and emergency accommodation availability.

LOCAL ISSUES

There is a need for another refuge to accommodate women escaping Domestic Violence, in particular single women, that have complexities including but not limited to drug use and mental health issues. We have seen several clients who do not fit the criteria due to current drug usage where refuge arrangements are unsuitable, leaving mothers with children homeless and in unsafe situations. Often the victims are returning to the perpetrator and increasing their drug use.

There are limited options for temporary accommodation within Queanbeyan especially when motels are owned by one group; if a client is banned from one motel, then they are banned from them all. This has had an impact on brokerage as clients have had to rely on our service to accommodate them elsewhere.

We have seen several clients homeless whilst employed due to leases not being renewed. The clients are not eligible for housing assistance due to exceeding the income eligibility tests and are not successful in the private rental market. The local area would benefit from affordable housing within the region to accommodate middle to high income earners. There is only one affordable housing property managed under community housing. During COVID-19 there were laws in place against evicting tenants.

There has been an increase in the number of clients disclosing being the perpetrator of violent behavior. This has been difficult as the clients who do not have transport and/or the thought of travelling for services deters them from wanting the assistance to make changes.

There is a need for continuous supports for clients once they have been housed to assist in maintaining their tenancies and home living skills. We have found clients are returning to the service following eviction for property care. It would be beneficial if there were more transitional properties for clients that experience difficulties with home living and maintaining a tenancy. They could be housed and receive the appropriate longer-term servicing that will educate the clients on basic living skills especially beneficial for clients who have been classified as unsatisfactory tenants and are required to maintain a tenancy for six months prior to be eligible for housing assistance.

CLIENT SUPPORT

As the table below shows, every year for the past 5 years the service has had well over our contracted target client number of 217. This year, 276 clients were supported. We experienced low staffing levels, natural disasters, the COVID-19 pandemic lockdown period and lack of ability to move around. The complexities of the clients requiring holistic case management and time required to provide the necessary support significantly increased as the restrictions relaxed in this area.

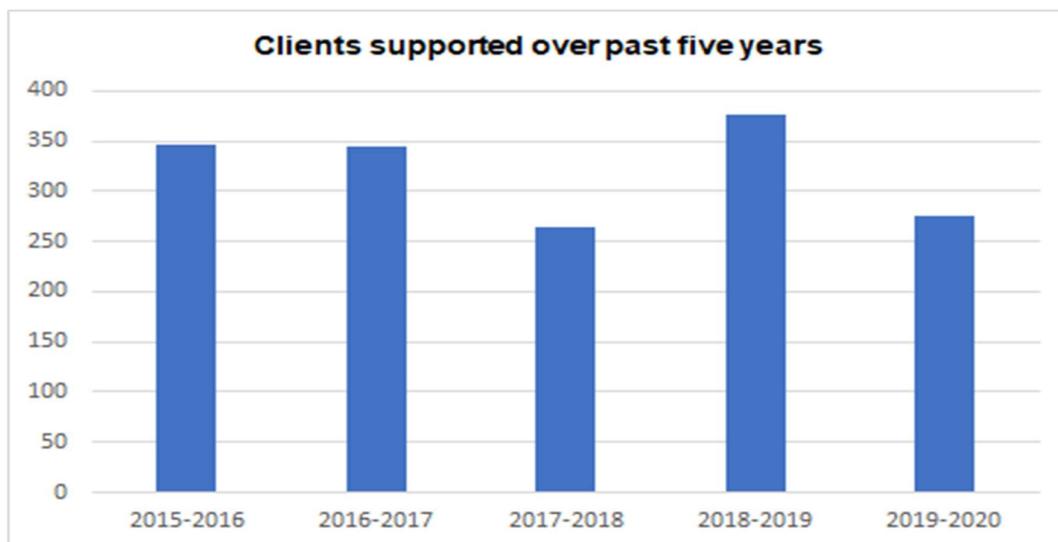


Diagram 7: Number of clients supported over the past 5 years by Your Place HSS

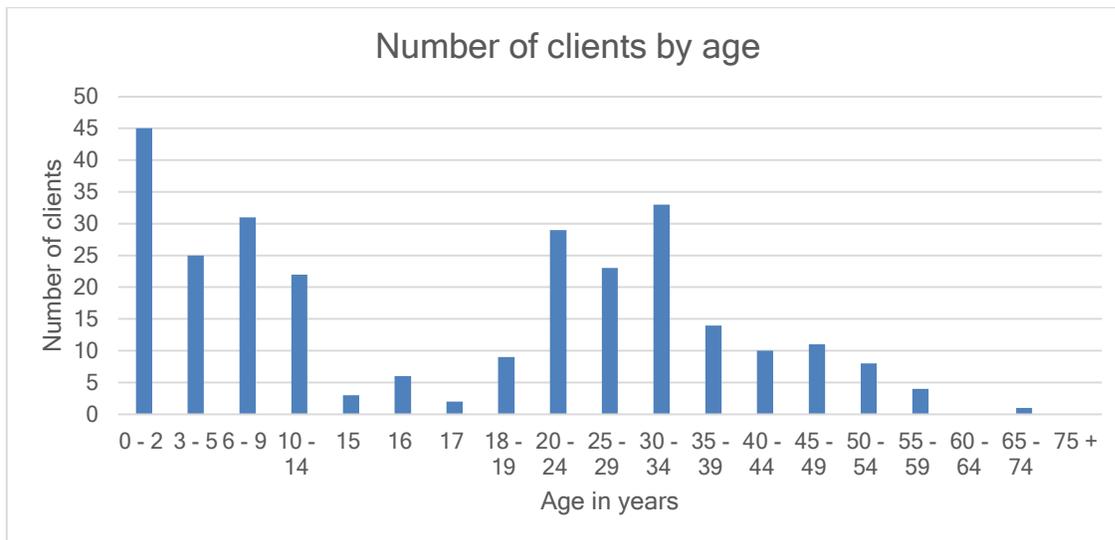


Diagram 8: Number of clients supported over this year by Your Place HSS by age

Referrals had been received from numerous agencies. There was an increase in the number of referrals from Child Protection in the past 12 months due to homelessness. Of the 276 clients assisted 128 clients (46%) were low income earners relying on government income. This is challenging for clients when working towards addressing homelessness and attempting to enter the private rental market as an alternate option to Housing NSW, as it is not affordable and places families into financial hardship.

The main reasons for Your Place clients seeking assistance was:

- Housing Crisis (e.g. eviction) 40%.
- Inadequate or inappropriate dwelling conditions 39%
- Housing affordability stress 8%
- Domestic and family violence 2%
- Financial difficulties 3%
- Previous accommodation ended 3%

Our extremely disadvantaged clients had been supported through the Housing process with Your Place and Housing NSW strengthening communication and working together to ensure the process is accommodating to the needs of the clients. This is ongoing and we are always working on strengthening the relationship to ensure a positive experience, by providing feedback on the client's experience and suggesting ways to improve service delivery.

CHILDREN

This year 134 children, accompanied by their parent/s or guardian, were supported due to homelessness, compared to 104 children last year. The majority of children were aged 0-8 years as per diagram 8 above.

ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

Your Place Housing Support Service has housed 25 families that identify as Aboriginal in to safe and secure accommodation including 5 into housing through the Aboriginal Housing office, 13 into Community Housing and 7 into the private rental market. A high turnover of families transitioned out of Molonglo's transitional properties prior to entering long-term housing. This allowed clients to be safe whilst working through the housing process and for holistic case management to be provided. We have linked families in with Aboriginal medical services and other cultural appropriate services required to assist the needs of the families. There is an identified Senior Case Manager to provide culturally appropriate support. The Case Manager engages

regularly with Housing NSW and provides information to improve the housing process to accommodate the needs of Aboriginal and Torres Strait Islander Peoples. All staff are supported in cultural awareness and safe practices.

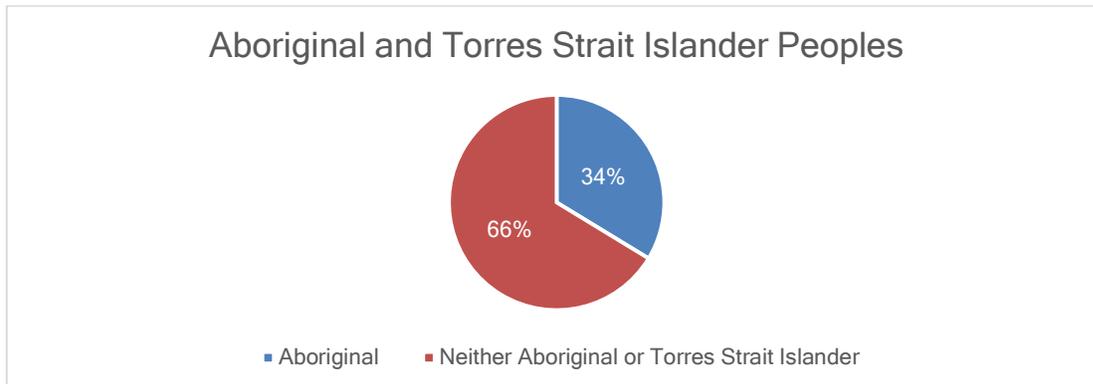


Diagram 9: Number of clients supported by Your Place HSS reporting indigenous status

CULTURALLY AND LINGUISTICALLY DIVERSE (CALD)

This year Your Place assisted 40 clients that identified as CALD. We respect people and their cultural identity and understand the importance of being aware of cultural protocols and apply culturally specific knowledge in our case management practices. We provide an interpreting service where necessary and advocate for the needs of the clients with Housing NSW.

Number of Distinct Clients by Country of Birth		
	Frequency	Percentage
Australia	270	97.80%
Central African Republic	1	0.40%
Ghana	1	0.40%
Italy	1	0.40%
Malaysia	1	0.40%
New Zealand	1	0.40%
Serbia	1	0.40%
Total	276	100%

Diagram 10: Number of clients supported by Your Place HSS reporting CALD status

ACCOMMODATION

OUTCOME FOR PEOPLE HOUSED BY YOUR PLACE	2019-2020 FINANCIAL YEAR
TOTAL PEOPLE HOUSED	83
NSW HOUSING	40
PRIVATE RENTALS	25
COMMUNITY HOUSING	11
AHO AND OTHER	7
HOUSED IN	
• QUEANBEYAN	69
• BUNGENDORE	2
• CAPTAINS FLAT	0
• ACT	4
• RURAL/REGIONAL NSW	3

COUPLES	7
SINGLES	15
CHILDREN	11
SINGLES WITH CHILDREN	13

Diagram 11: People housed by Your Place HSS over past 12 months

BROKERAGE

This year \$20,343 was provided to assist clients with the five payment types shown in Table 3. This was an extra \$5,142 above last year's amount. Clients repay the amount over an agreed period to enable us to provide further assistance to other clients. There was a decrease in the amount of brokerage used to assist clients in establishing and maintaining tenancies. With the COVID-19 supplement provided by Centrelink, clients were able to use the funds to meet the needs of establishing a tenancy and maintaining their tenancies. Clients have also been encouraged to be self-sufficient and explore payment arrangements for arrears such as empowering them to have conversations with their landlords/tenancy managers addressing their own financial responsibilities and independence.

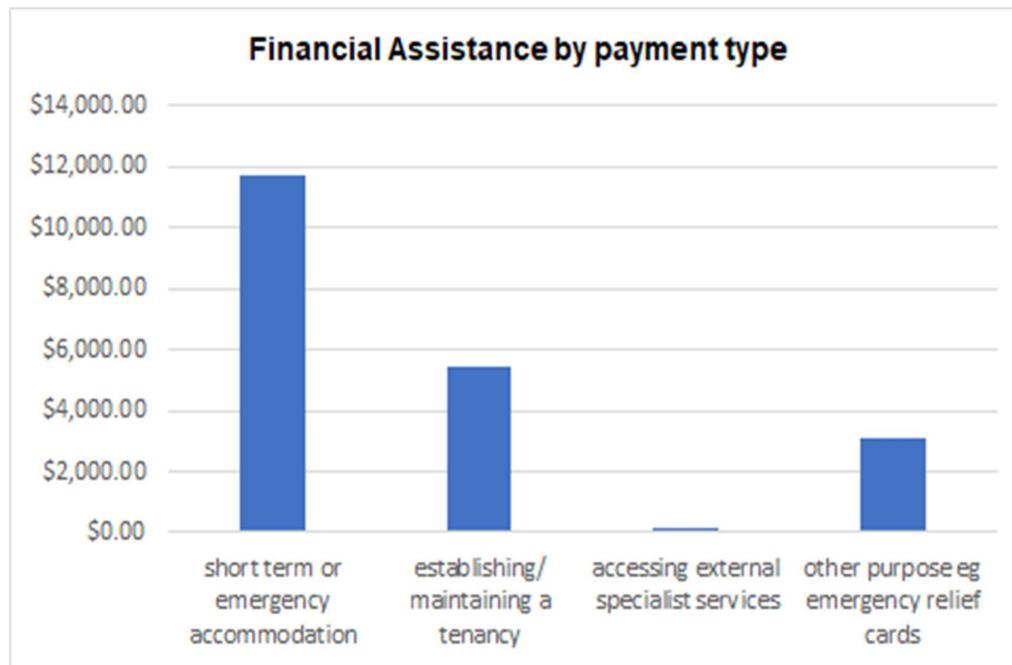


Diagram 12: Amount of financial support / brokerage provided to clients by payment type

Your Place has been working with single parents with children that have issues with drug use and mental health. We assisted people through the housing process as we acknowledge that it is a stressful process for all involved, we:

- negotiated on behalf of the clients
- ensured that the appropriate documentation was provided
- demonstrated a picture of what is happening for the client at the time
- ensured documentation identified the barriers and challenges
- assisted with abiding by the mainstream processes of Housing NSW and private rentals

At Your Place, we believe that everyone has their own unique story and appreciate the many journeys that have been shared with us. There is no situation that is too difficult, and we learn from everyone that enters our service and appreciate the experience.

Tenancy Management

FROM OUR TENANCY MANAGER

Molonglo currently manages 13 supported accommodation properties (3 crisis, 1 refuge and 9 transitional). Molonglo is a registered Community Housing Provider and utilises tenancy management software to record, track and process rental payments.

In total this financial year, Molonglo properties provided 13,643 bed nights for 192 distinct clients across all 13 accommodations (see Table 1 below).

Louisa provided 68 distinct stays for clients in crisis and 28 in the 6 transitional houses allocated to clients experiencing domestic violence: a total of 8561 bed nights.

Your Place provided 81 distinct stays for clients in housing crisis within the three separate crisis units, and 15 distinct stays for clients in 3 transitional houses providing 5082 bed nights.

Accommodation report for Molonglo Support Services

Accommodation	Louisa	Your Place	Total Number of distinct persons staying in accommodation	Total number of bed nights
Short term or emergency (crisis) Refuge or Units	68 clients, 2549 nights	81 clients, 2351 nights	149	4900
Medium term/transitional properties	28 clients, 6012 nights	15 clients, 2731 nights	43	8743
Total	96 clients, 8561 nights	96 clients, 5082 nights	192	13643

Diagram 13: Accommodation provided to clients and the number of nights overall for both programs (Louisa and Your Place)

Rent is subsidised and this covers the cost of:

- wages for tenancy manager and tenancy relief staff
- maintenance including properties repairs, cyclic maintenance for long-term forecasted improvements
- other associated costs eg: rates

All properties are provided as Supported Accommodation, where clients engage with a case manager and establish sound tenancy practices for future public or private rentals. This provides the resident with the opportunity to work together to find alternative long-term accommodation and identify any barriers to maintaining their current or future tenancies.

MAINTENANCE

Maintenance included 112 separate activities. See diagram below for the breakdown. The majority were undertaken by Molonglo with a small percentage for crisis properties.

Type of expenditure on Molonglo rental properties

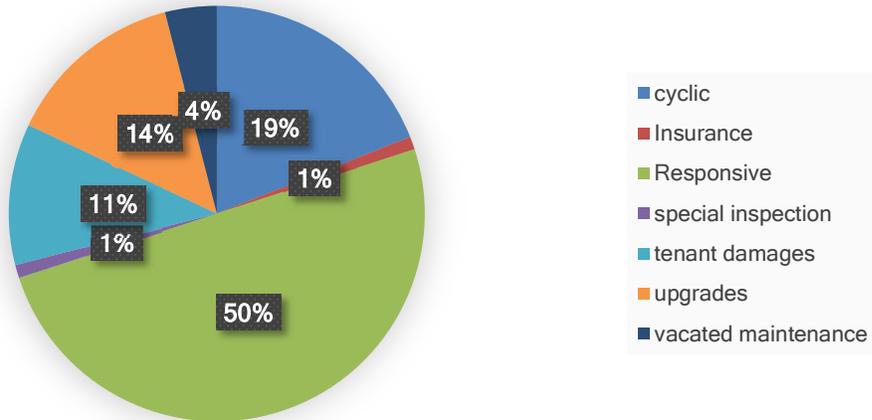


Diagram 14: How maintenance costs were divided by percentage of total spent

Responsive maintenance denotes general wear and tear and annual preventative maintenance such as ducted heater maintenance, termite inspections, WHS and smoke alarm inspections. Upgrades, known as cyclic maintenance, are usually within a long term 5 to 10 year maintenance plan such as painting, floor replacement, fence, roof and bathroom/kitchen renovations. Occasionally there is work under insurance, specialist inspections for asbestos and any client damages repaired.

Total expenditure on maintenance was \$45,708. The two main areas being cyclic maintenance and plumbing. Due to age of the properties there was a need this year to replace ageing tapware and hot water systems.

Responsive Maintenance Expenditures compared with Cyclic/Planned Maintenance

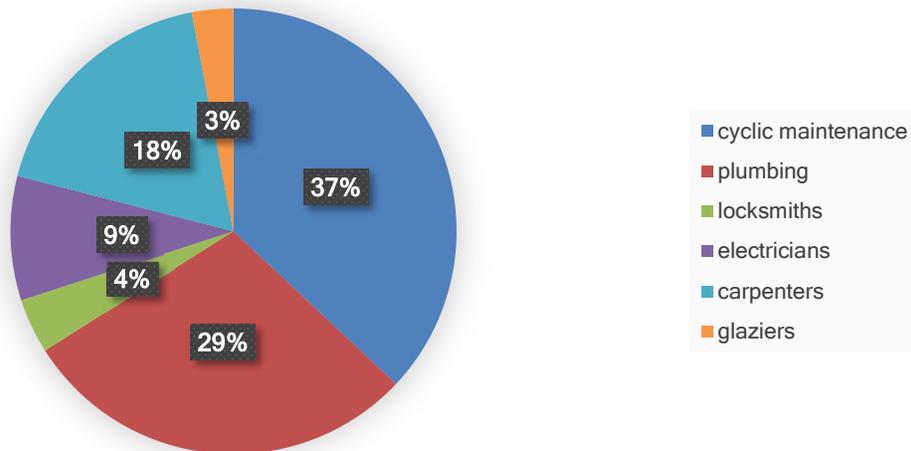


Diagram 15: Percentage of responsive or urgent maintenance required compared to cyclic or planned maintenance (37%)

NATIONAL REGULATORY SYSTEM COMMUNITY HOUSING (NRSCH)

NRSCH regulates Community Housing Providers and demonstrates their capacity to comply with the National Regulatory Code. We ensure evidence is available to verify that Molonglo is following the National Standards mainly in the areas of tenant and housing services, housing assets and management of rental collection.



As Molonglo is registered as Tier 3, NRSCH compliance occurs every two years. Regular reviews of Tenancy Policies and Tenancy Management Letters include compliance in allocations, eligibility, terminations, managing rent, service standards, rent calculations and managing arrears. Using our social housing management software, we capture relevant data for occupancy rates, financial viabilities, eviction rates, tenancy turnover and days vacant. Previously this was a time-consuming task to manually collate, however, software developers provided an update during the year to allow reports on data required for NRSCH compliance. The software

reports on maintenance and associated job completion timelines and we have developed our own detailed tenant satisfaction database. Smoke alarm data is now available from our online portal with Smoke Alarms Australia. We have also downloaded the NRSCH asset template to populate with relevant data for our service. Lastly, we need to develop a risk assessment for business continuity and as part of this compliance we will be producing a Tenancy Manual.

South Eastern Women's Domestic Violence Court Advocacy Service



FROM THE COORDINATOR

SEWDVCAS provide women and their children with information, advocacy, safety planning and referrals. We support our clients before, during and after court.

We ensure clients are informed of what they can expect at court as well as explaining their Apprehended Violence Order (AVO) conditions to them and what constitutes a breach. We support clients at court as well as advising them the outcomes from court mentions when they have been excused from attending. We aim to ensure our clients have a say in their AVO conditions and are appropriate to their needs, we advocate on our clients' behalf with the Police and court staff to ensure their requests are heard.

SEWDVCAS provide support at 4 local courts: Cooma, Goulburn, Queanbeyan and Yass where we have been assigned a designated safe room for our clients to access where we work closely with the Court staff and Police to improve our clients experience in the justice system.

SEWDVCAS mainly receive referrals from the Hume and Monaro Police via Victim Services Central Referral Point. Our service agreement is that we must attempt to contact each referral within one business day of receipt with three attempts to contact within 5 business days of receiving the referral. When we contact a client, we discuss their situation, their safety, any referrals they may require as well as applying the Domestic Violence Safety Assessment Tool (DVSAT) to assess their level of risk.

We welcomed Donna (Dee) to our team in January, Dee has proven to be a diligent worker, an amazing advocate for our clients and an excellent addition to our team. Dee brings with her an air of composed thoughtfulness which has not gone unnoticed by team members, clients, and stakeholders alike.

2020 has been a trial on us all with bushfires, hailstorms, floods, and then the COVID-19 pandemic which has had a massive impact on our service delivery and changed how we operated from March until July. Our team have worked solidly and unwaveringly to ensure our clients always receive the best support possible. For the period where our clients were being told not to attend court for their AVO mentions, we made contact when their matter was listed at court to discuss the conditions on their AVO as well as any variations required to increase their safety. Where clients had not received a copy of their AVO we then contacted the Domestic Violence Liaison Officer (DVLO) requesting a copy to forward on to our clients. We discuss any issues or variations of the AVO required and advise the DVLO who would then pass on the clients' instructions to the Police Prosecutor.

In December we were advised by the Women's Domestic Violence Court Advocacy Program (WDVCAP) that we would not be required to submit a tender for ongoing funding as the WDVCAP were extending the funding for our service without the need to tender. I sincerely accredit this to the dedication and professionalism of the team as well as that of Molonglo. I was pleased we did not have a tender hanging over our heads as well as the bushfires and COVID-19 like some of the WDVCS's had. It is bittersweet that we were able to punch on through the stressful circumstances that 2020 bestowed upon us all, then having to say goodbye to two of the WDVCS's we have worked closely with, Wagga and South Coast, being unsuccessful in their tenders. In

2020/2021 we will be taking on 5 new courts, so encompassing area from Bombala in southern NSW to Grenfell in central west and Moss Vale in the southern highlands. We are all looking forward to increasing our service and meeting with stakeholders in our new regions.

INTAKE AND REFERRAL

The number of referrals we received over the 12 months to June 2020 is 2146, via the Central Referral Point has continued to increase steadily each year over the past 12 months we have had an increase of 27% from 2018/2019. We also receive referrals from NSW Health as well as other government and non-government organisations.

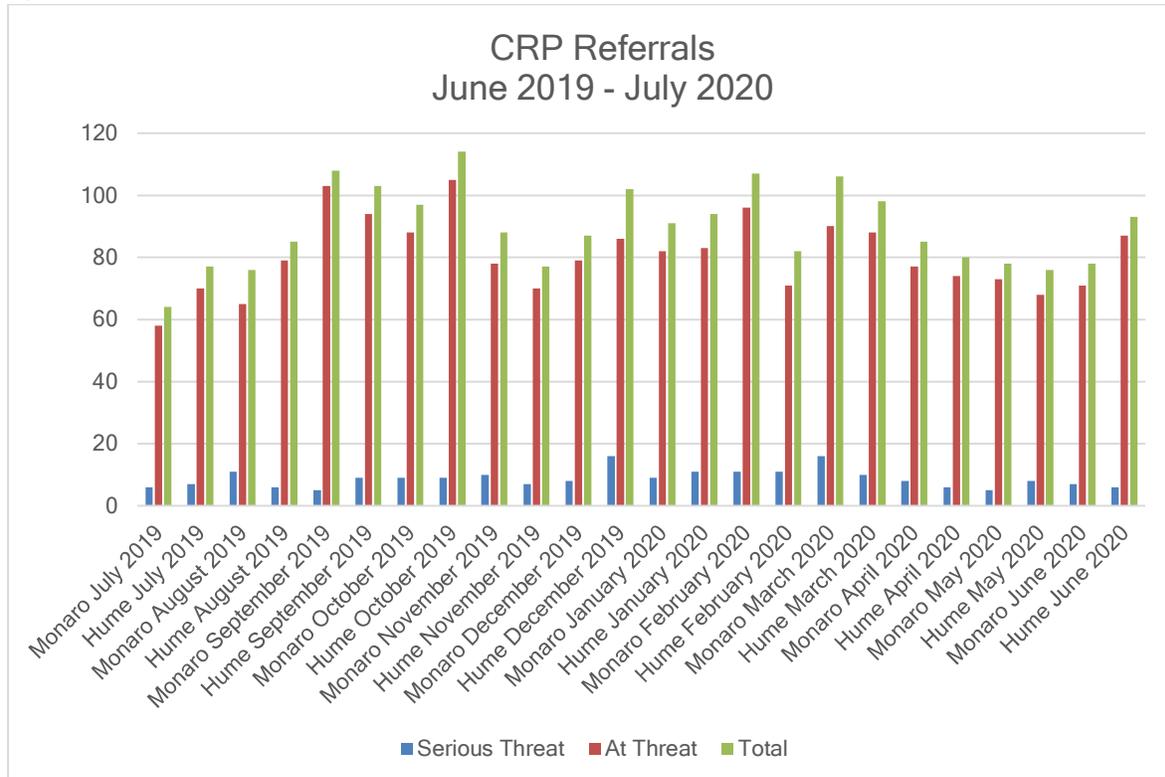


Diagram 16: Central referral point referrals receive over past 12 months by month and region (Monaro or Hume) by threat type.

CLIENTS

We have serviced 1131 clients, representing 53 percent of all clients referred to our service, with whom we able to contact. During COVID-19 restrictions we were anticipating a rise in referrals, which did not occur, however we received the standard 20% increase in referrals over this period as has been experienced consistently over the past 12 months. We did note a lot of our calls went unanswered and were not returned. Of the women we did speak to, we found an increase in complexity of needs and issues. More women were reporting abuse for the first time with a reduced ability to escape due to services having reduced capacity, and to increased financial hardship as well as finding it difficult to engage with support services whilst working from home as their abuser was present.

A lot of domestic violence websites were accessed during the COVID-19 lock-down period, these were mostly accessed very late at night according to statistics.

We experienced an increase of referrals by 49.64% over September and October 2019 compared to the same period the previous year.

Of the referrals we received from the Police, less than 50% have Apprehended Violence Orders applied for by the police at the time of the referral.

CLIENT PROFILE

SEWDVCAS supported 1131 women 01/07/2019 – 30/06/2020. Of these women 89 (8%) identify as Aboriginal or Torres Strait Islander, 66 (6%) women from culturally or linguistically diverse background (CaLD) and 75 (7%) women with a disability. We have accessed telephone interpreter services for 8 clients from CaLD backgrounds to ensure inclusive understanding. We have also supported 10 people who have identified as LGBTQI.

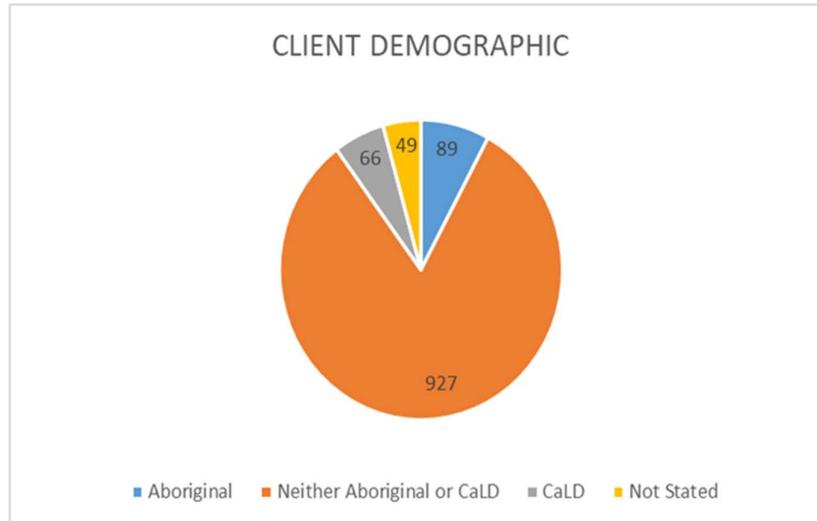


Diagram 17: Number of clients reporting indigenous, CaLD or neither status

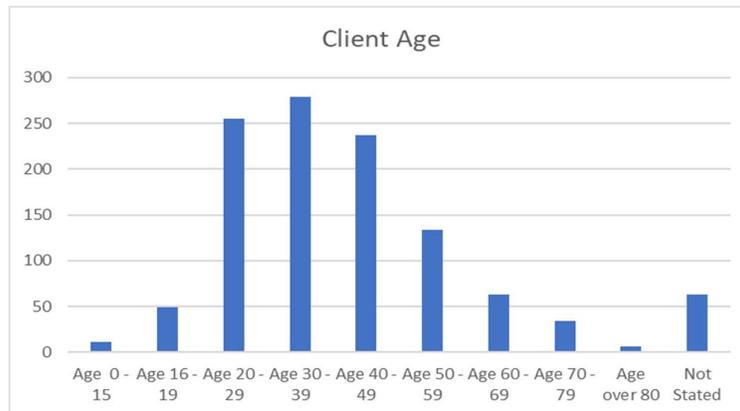


Diagram 18: Number of clients by age range. Majority of women in 2019-2020 were aged between 30 to 39

COURT SUPPORT

We provide a high level of support for our clients who are attending court for AVO applications, for their mention days and hearings where we have capacity to do so. We have received 100% excellent feedback from our clients and positive comments of the service they feel we provide. We have not been able to physically attend courts since March due to COVID-19 restrictions, our clients have also been asked not to attend. We had to improvise and modify the way we manage Court days and have worked closely with our DVLO's to ensure clients continue to have their say around the conditions on their AVO ensuring it is strong enough to protect them without causing undue inconvenience; we call clients after court and let them know the court outcomes.

We received the following email from the outgoing Queanbeyan/Cooma Magistrate in December:

"Dear Julie, Anna and Erin,

I thank you all for your professionalism, and your service to my Court. I can always relax when I know you are looking after the PINOPS, and know that they are being given accurate information about process and what to expect. It's such important work, and work which hopefully over time will become less necessary! For now, I fear you will only be getting busier. So glad you have secure funding– hooray!!

*I will miss you, but please keep up your outstanding work for the community down here,
Merry Christmas!*

Michael Antrum, Magistrate, Queanbeyan/Cooma Local Court"

At both Cooma and Queanbeyan Courts our Police Prosecutors (PP) will speak with clients at Court on matters that have been adjourned for hearing around their expectations and giving evidence. Instead of holding PP Clinics on another date when clients would be required to return to the court our Police Prosecutors address this on the same day our clients are attending for an AVO mention day.

Cooma Court – Long standing rapport with Court staff at Cooma as well as with PPs and DVLOs, we regularly attend Court User Forums. Cooma safe room is undergoing a complete change, there is a larger room being renovated with a kitchenette, TV and new paintwork and furniture. We are still able to utilise the old safe room at Cooma whilst the new room is under construction.

Goulburn Court – Continue to support clients with good rapport with Court staff, PP and DVLO's. The Canine Court Companion Dog, Lulu, has been in place for 2 years and has proven to be of great benefit to clients accessing the safe room. This year the Magistrate at Goulburn kindly changed the list day to Tuesday, a request to the Magistrate at a Court User Forum last year. This has greatly benefited our service as both Goulburn and Queanbeyan courts were held on Monday's for the past couple of years making it challenging for us to manage as Monday as it is our largest referral day. Due to COVID-19 restrictions, we have not been able to attend Goulburn Court since the end of March.

Queanbeyan Court – We maintain strong relationships with DVLO's, PPs, court staff and attend Court User Forums. Currently Nellies room is undergoing renovations, being extensively refurbished and extended. The room will have a toilet and Audio-Visual Link for remote witness purposes which will be of great benefit to our clients.

Yass Court – Continuing good relationships with Court staff, PPs and DVLO's supporting clients at Yass court, one Friday per month.

Moss Vale Court – The SCWDVCAS provide court support for Moss Vale, however SEWDVCAS receive the CRP referrals for this area. We liaise with SCWDVCAS and refer clients through for support at court. From July 2020, we will take over responsibility for the safe room at Moss Vale.

ELECTRONIC MONITORING

In 2015 it was made a priority to reduce DV reoffending by 5% by 2019. Electronic monitoring trial (EM) for DV offenders was included in the program of interventions aimed at meeting the target.

WDVCAS receive referrals for clients where the perpetrators of domestic violence are classed as high risk of reoffending and about to be released from prison, wearing a tracking device. They must be eligible for electronic monitoring anklet i.e. there must be a current enforceable AVO with an exclusion zone, a no contact condition and the perpetrator must be subject to supervised parole. In the 12 months from July 2019 – June 2020 we received 6 EM referrals. Our role is to contact our client to inform her of the perpetrators release date, formulate a safety plan, discuss her eligibility to wear a matched device and place her on the Safety

Action Meeting Agenda. The client's safety plan will be submitted to EM monitoring and Community Corrections so they are aware of her movements should a breach occur.

SAFETY ACTION MEETINGS (SAMs)

SAMs promote information sharing between service providers for victims rated at 'serious threat' to prevent domestic violence homicides, disability or injury as result of DFV. It is a process to reduce threat and increase victim safety, and their children, by services committing to actions and targeted information sharing. Stakeholders share information to build a comprehensive picture of a victim's circumstances and needs to develop a Safety Action Plan – a list of actions aimed at reducing the threat to the victim's safety. Actions are agreed by each agency who are then accountable to follow through with their actions. A client on SAM will not be removed from the Agenda where actions are outstanding.

SAMs in both the Monaro and Hume districts are held every two weeks in the two separate areas. During Covid-19 restrictions we hosted the meetings via teleconference working well for all stakeholders. Over the past 12 months there have been 221 clients at serious threat who have been placed on the SAM agenda in Hume and 214 in Monaro, totaling 435. Compared with last financial year, this was an increase of 23% additional clients considered to be at 'serious threat' on the SAM agenda.

We continue to maintain strong relationships with members attending SAM which include representatives from Police, Health, Housing, Community Corrections, Education, FaCS and NGOs. Erin has been liaising with NGOs and Legal Aid to enable representatives from crisis accommodation providers to be able to attend the full meeting providing better outcomes for clients. We have maintained positive and professional relationships with all stakeholders and received 100% positive feedback when surveys were conducted in June.

STAFFING

The team at SEWDVCAS have worked diligently without missing a beat, no matter what the past year has dished up, working through bushfires and COVID-19 isolation, showing their adaptability and flexibility around the way we service clients during this time. Finding it necessary to modify the way we work to suit ever changing conditions, not being able to physically attend courts, the added concerns of clients with complex needs and issues exacerbated by being trapped at home with the perpetrators of violence. We experienced a decrease in the number of calls that were answered or returned by clients during the lockdown, however calls became noticeably longer with clients needing to discuss the added complexities of their situation. We made additional follow up calls to clients to check on clients a week or so later for their continued safety.

PROMOTION OF THE SERVICE/NETWORKING/BUILDING RELATIONSHIPS

SEWDVCAS continued to promote our service, with invitations to attend community events and meetings in our regions as well as maintaining a high level of professionalism. We are actively involved in Domestic Violence Committees and attend regular meetings at Queanbeyan, Cooma, Goulburn and Moss Vale. We attend service interagency meetings in our areas to ensure WDVCS maintains a high profile in the community as well as keeping abreast of new services that become available as possible referral pathways for our clients.

October 2019 Monaro Domestic Violence Committee held a movie and girl's night attended by local women. We discussed healthy relationships, sipped tea and nibbles with sensational food provided by the multicultural group.

March 5th 2020, the Queanbeyan Domestic Violence Interagency organised a stance in solidarity against domestic and family violence. The event was held in the pouring rain attracting approximately 50 people including 5 police officers, however the media did not show up although they were invited. We were cheered on by passers-by with vehicles tooting their horns in support. The event extended to Bungendore and Braidwood.



Molonglo staff, local service, and community at the Queanbeyan bridge demonstration: Queanbeyan-Palerang says no to domestic and family violence in March 2020 responding to murder of Hannah Clarke and her children by her partner/children's father

Committees had planned White Ribbon Day (WRD) events for November, however, due to the folding of the Australian WRD organisation in October the DV Committees decided to change the way the events were held. Cooma held a DV information week at the library displaying resources and having a committee member available to answer questions, Goulburn held a walk against violence and Moss Vale had a DV Golf day.

PARTNERSHIPS WITH DVLO'S AND COURT STAFF

Our working partnerships with our DVLOs and Court staff is a priority, and we continue to maintain excellent relationships with Police, DVLOs, Court Staff, Police Prosecutors and Magistrates. We are very fortunate to have great working relationship with our DVLO's, with constant contact regarding the CRP referrals, requesting alternate contact numbers, gaining copies of Apprehended Domestic Violence Orders (ADVO) and advocating any expressed concerns for variations on their ADVOs. Court staff are very obliging, providing the court lists prior to the list date and court outcomes when requested. We have kept in close contact with Court Registrars around COVID-19 restrictions in relation to our provision of support. We are invited to Court User Forums which we attend regularly.

I would like to thank Molonglo Support Services and the Board for their ongoing support and dedication in providing services to improve safety and help rebuild lives of the people in our community who have been affected by domestic and family violence and homelessness. WDVCS are proud to be affiliated with and work alongside Louisa Domestic Violence Service and Your Place Housing Support Service.

A handwritten signature in black ink, appearing to read "Julie Hathaway".

Julie Hathaway

Coordinator

SEWDVCAS

ANNUAL GENERAL MEETING

Molonglo Support Services Ltd
Wednesday, 30 September 2020

*We acknowledge the traditional custodians of the lands on which we work and live,
and pay our respect to Elders past, present and future.*

MEETING OPENED: 5.35pm

PRESENT: Carol Willis, Johnny Lange, Tanya Nadin, Katrina Chisholm, Louise Sailer, Esma Livermore, Janette Dale, Julie Abrahams

APOLOGIES: Nil

MINUTES OF LAST MEETING:

Accepted: Carol Willis

Seconded: Katrina Chisholm

SERVICE REPORTS:

Accepted: Carol Willis

Seconded: Johnny Lange

FINANCIAL REPORTS:

Audited Financial Statements:

Accepted: Esma Livermore

Seconded: Tanya Nadin

Budgets:

Accepted: Tanya Nadin

Seconded: Katrina Chisholm

NOMINATIONS:

Chairperson:

Louise Sailer was nominated by Carol Willis and seconded by Esma Livermore

Company Secretary:

Katrina Chisholm was nominated by Johnny Lange and seconded by Carol Willis

Directors:

Carol Willis, Louise Sailer, Katrina Chisholm, Tanya Nadin, Esma Livermore and Johnny Lange were nominated by Louise Sailer and seconded by Tanya Nadin

Signatories:

Carol Willis, Louise Sailer, Katrina Chisholm, Johnny Lange, Tanya Nadin, Janette Dale and Julie Abrahams were nominated as signatories by Louise Sailer and seconded by Esma Livermore

Appointment of Solicitors:

Herring & Associates were nominated by Louise Sailer and seconded by Carol Willis

Auditor:

PKF – Di Bartolo, Diamond, Mihailaros were nominated by Tanya Nadin and seconded by Esma Livermore

Bank Operations:

Molonglo Support Services Ltd will continue to use National Australia Bank in Queanbeyan.

Accepted: Louise Sailer

Seconded: Esmā Livermore

GENERAL BUSINESS:

Louise Sailer thanked the board and staff for their commitment and hard work throughout the past the year in continuing to support Molonglo Support Services and acknowledged the importance of the organisation within the community.

MEETING CLOSED: 5.41pm

OUR FINANCES

Financial Highlights

Donations

We are grateful to the generous people who support us financially through donations of money and other items. Without such individuals, community groups and businesses we could not deliver the high level of support we provide to our clients. Thank you also to our wonderful supporters for your regular or one-off donations or pro bono support.

- Queanbeyan Whites Football Club
- Canberra Southern Cross Club
- Queanbeyan Rotary Club
- Queanbeyan Rugby Union
- Lions Club of Queanbeyan
- Precision Metals
- Queanbeyan Ladies Bowls Club
- Stello Management
- T Haitsma – Scentsy
- St Benedicts Community Centre Queanbeyan – food and clothing
- Anglicare Queanbeyan– food and clothing
- Ciao Café Queanbeyan – 40th Anniversary Cake and other birthday cakes
- Bunnings – vegetable gardens for refuge and transitional properties
- Zonta – kitchen packs for women leaving the refuge
- Queanbeyan Quilters – Gennis and ladies who made quilts
- Soroptomist International ACT & Monaro – Louisa Women’s Refuge pamper day
- Beth Dunn – Jerrabomberra Primary School – Christmas hampers and Easter gifts, vouchers
- Rotary – Christmas presents and vouchers
- Ray White – Christmas hampers
- Riverside Plaza – Jason with donations
- Queanbeyan Ladies Bowls Club – Christmas hampers
- Givit – people who donate goods through Givit
- Share the Dignity – bags and toiletries
- Alanna and Madeline Foundation – buddy bags
- Uniting Church Canberra- school clothing and food
- Joanne Blackwood – hairstyling for the women at the refuge and women’s group
- The Children’s Book Council of Australia ACT Branch – children’s books for Christmas
- C Rago, J Kamprad, B & A Wilson, J Duncan, A Moore, D Whiterod, K Harding, J Howell, R Bhati, E Vella, A Dindi, L Siharath
- To all those above and who have not been mentioned and to all who remain anonymous, we are very grateful

Volunteers

Thank you to our volunteers:

- Beverley Henman
- Beth Dunn
- Kellie Strawbridge
- Margaret Hands

Thank you to our staff, board members and volunteers who donate their time on weekends to attend fundraising events and raising awareness campaigns and collect donations.

Funding

Service	Funding Body	Amount Received (excludes grants in advance for 2020-2021)
Louisa Domestic Violence Service	Department of Communities and Justice NSW	\$520,329
Domestic Violence Responsive Enhancement	Department of Communities and Justice NSW	\$144,786
Your Place Housing Support Service	Barnardos in Joint Working Agreement with Molonglo	\$438,594
South Eastern Women's Domestic Violence Court Advocacy Service	Legal Aid NSW	\$421,746

Income and Expenses

DESCRIPTION	REVENUE	EXPENSES	EARNINGS
Operating Grants	1,521,441		
Donations	19,949		
Donations Workplace Giving	1,630		
Donations (for Sleepbus project)	47,187		
Rental Income or Boarding	216,005		
Interest	8,636		
Other Income	113,978		
Marketing Expenses		285	
Occupancy Expenses		133,435	
Administrative Expenses		223,857	
Employment Costs		1,237,794	
Sleepbus payments		84,507	
Other Expenses		95,693	
Profit/(Loss)*			153,255

*Molonglo Support Services Ltd is a registered charity regulated by the Australian Charities and Not-for-profit Commission (ACNC) and any "profits" are fed back into the service to support people.

Detailed service/program profit and loss statements

LOUISA DOMESTIC VIOLENCE SERVICE 2019-2020	
<i>Income</i>	
DCJ NSW - Recurrent Funding	\$516,978.54
DCJ NSW Non - Recurrent	\$2,469.90
COVID-19 Additional Funding (Adv Grant)	\$59,692.00
Unspent COVID Grant in advance carried over to next f/yr	(\$58,812.00)
Resident Contributions	\$22,796.03
Insurance Reimbursements	\$402.86
Total Income	\$543,527.33
<i>Expense</i>	
Bookkeeping Fees	\$9,356.10
Phones purchased	\$543.64
Audit Fees	\$3,090.91
Bank Fees including credit card fees	\$396.32
Cleaning Services non rental properties	\$10,840.00
Cleaning Supplies	\$86.62
Sanitation Expenses	\$1,950.99
Shredding sensitive documents	\$34.05
Child Support Program	\$1,797.17
Women's Group Program	\$2,040.05
Parking (client support)	\$106.92
Crisis pantry/client kitchen	\$1,142.98
Bedding	\$2,630.91
Toiletries incl paper	\$256.86
Server/domain/user subscriptions	\$426.36
Computer consumables	\$2,673.40
Depreciation Motor Vehicles	\$8,160.00
Depreciation Plant & Equipment	\$6,980.00
Health and Safety	\$5,816.90
Insurance - General Business Package	\$3,688.59
Management Fee	\$20,933.00
Meeting Expenses	\$252.06
Membership/Subs/Library Exp	\$1,282.00
MV Fuel and Oil	\$1,581.03
MV Repairs & Maintenance	\$1,292.69
MV Insurance	\$2,259.94
MV Registration	\$2,369.20
Postage, Freight and Courier	\$110.43
Printing and Stationery	\$1,175.23
Repairs & Maintenance	\$2,934.13
S&W Annual leave expense	(\$55.87)
S&W Long Service Leave expense	(\$904.73)
S&W Recruitment Expenses	\$1,295.63
S&W Superannuation	\$31,626.17
S&W Workers Compensation Premium	\$25,454.55
S&W Permanent Staff	\$335,617.66
S&W Casual Staff	\$4,735.88
S&W First Aid Allowance	\$833.56
S&W On-Call Afterhours	\$14,000.00
S&W Leave Loading 17.5%	\$2,954.08
Security Expenses	\$2,117.78
Staff Amenities	\$369.04
Telephone	\$9,344.98
Internet	\$1,224.88
Centrepay Fees	\$21.60
Training Workshop Fees	\$2,400.00
Airfare/Train/Bus	\$419.94
Mileage Reimbursed	\$29.64
Electricity/Gas	\$15,834.06
Total Expense	\$543,527.33
Net Profit/(Loss)	\$0.00

LOUISA DOMESTIC VIOLENCE SERVICE DOMESTIC VIOLENCE RESPONSIVE ENHANCEMENT (DVRE) 2019-2020	
<i>Income</i>	
COVID-19 Additional Funding (Adv Grant)	\$25,190.00
DVRE Funding (Adv Grant)	\$270,750.54
Unspent funds carried over to next f/yr	(\$41,470.94)
Grant in advance carried over to next f/yr	(\$151,154.53)
Brokerage recovered	\$3,059.66
Interest Income	\$1,735.72
Total Income	\$108,110.45
<i>Expense</i>	
Brokerage	\$4,614.95
Server/domain/user subscriptions	\$40.82
Computer consumables	\$367.36
S&W Annual leave expense	\$2,839.48
S&W Long Service Leave expense	\$5,021.30
S&W Superannuation	\$9,822.69
S&W Workers Compensation Premium	\$6,296.93
S&W Permanent Staff	\$56,744.26
S&W Casual Staff	\$8,795.88
S&W On-Call Afterhours	\$12,000.00
S&W Leave Loading 17.5%	\$937.68
Telephone	\$628.20
Centrepay Fees	\$0.90
Total Expense	\$108,110.45
Net Profit/(Loss)	\$0.00
TENANCY MANAGEMENT 2019-2020	
<i>Income</i>	
Properties Rental Income	\$135,079.48
Water excess properties	\$4,103.67
Mowing contributed by client	\$2,110.45
Client Damage repaid	\$12,875.21
Transfer to reserves/maintenance	-\$25,467.52
Total Income	\$128,701.29
<i>Expense</i>	
Bank Fees including credit card fees	\$23.49
Server/domain/user subscriptions	\$2,850.00
Depreciation	\$6,821.00
Insurance - Rental Properties	\$6,909.55
Rates - Properties Land & Water	\$29,601.24
R&M Properties Grounds	\$5,600.00
R&M Properties Responsive	\$19,441.48
R&M Properties Cyclic	\$9,823.80
S&W Superannuation	\$3,922.26
S&W Permanent Staff	\$40,442.93
S&W Leave Loading 17.5%	\$1,393.03
Centrepay Fees	\$749.69
Training Workshop Fees	\$140.62
Airfare/Train/Bus	\$802.02
Mileage Reimbursed	\$180.18
Total Expense	\$128,701.29
Net Profit/(Loss)	\$0.00

YOUR PLACE HOUSING SUPPORT SERVICE 2019-2020	
<i>Income</i>	
Barnardos Australia	\$438,594.24
Brokerage recovered	\$15,212.77
Rent Choice Youth Income	\$5,000.00
Total Income	\$458,807.01
<i>Expense</i>	
Bookkeeping Fees	\$9,626.36
Audit Fees	\$3,000.00
Bank Fees including credit card fees	\$426.90
Cleaning Services non rental properties	\$3,190.00
Shredding sensitive documents	\$34.08
Brokerage	\$22,172.38
Parking (client support)	\$6.36
Crisis pantry, client kitchen, saferoom	\$239.27
Server/domain/user subscriptions	\$308.22
Computer consumables	\$1,610.09
Depreciation Plant & Equipment	\$17,214.00
Health and Safety	\$5,223.33
Insurance - General Business Package	\$2,075.36
Management Fee	\$20,933.00
Meeting Expenses	\$191.18
Membership/Subs/Library Exp	\$809.37
Postage, Freight and Courier	\$104.01
Printing and Stationery	\$999.45
Rent office	\$17,023.13
Repairs & Maintenance office	\$1,706.78
S&W Annual leave expense	\$2,808.33
S&W Long Service Leave expense	\$111.79
S&W Recruitment Expenses	\$630.53
S&W Superannuation	\$26,676.24
S&W Workers Compensation Premium	\$24,545.45
S&W Permanent Staff	\$281,382.33
S&W Casual Staff	\$4,284.56
S&W First Aid Allowance	\$833.56
S&W Leave Loading 17.5%	\$2,950.40
Staff Amenities	\$175.48
Telephone	\$6,616.33
Internet	\$681.81
Mileage Reimbursed	\$36.66
Electricity	\$7,651.75
Total Expense	\$466,278.49
Net Profit/(Loss)	(\$7,471.48)

SOUTH EASTERN WDV CAS 2019-2020	
<i>Income</i>	
Legal Aid Funding	\$268,817.20
COVID-19 Additional Funding (Adv Grant)	\$27,294.62
Other - Non recurrent funding	\$63,400.00
Unspent funds carried over	(\$14,389.68)
Grant in advance carried over	(\$90,694.62)
Insurance Reimbursements	\$2,916.20
Total Income	\$257,343.72
<i>Expense</i>	
Bookkeeping Fees	\$4,318.32
Advertising and Promotion	\$285.00
Audit Fees	\$2,000.00
Bank Fees including credit card fees	\$63.07
Cleaning Services non rental properties	\$2,375.00
Shredding sensitive documents	\$34.07
Crisis pantry, client kitchen, saferoom	\$473.03
Server/domain/user subscriptions	\$156.12
Computer consumables & IT Support	\$3,891.09
Depreciation Plant & Equipment	\$765.00
Employment Support and Supervision Costs	\$260.00
Health and Safety	\$5,695.35
Insurance - General Business Package	\$1,681.01
Management Fee	\$13,225.00
Meeting Expenses	\$223.80
Membership/Subs/Library Exp	\$550.45
MV Fuel and Oil	\$482.91
Postage, Freight and Courier	\$71.98
Printing and Stationery	\$843.04
Rent - Office	\$17,023.01
R&M other than rental properties	\$1,618.99
S&W Annual leave expense	(\$34.13)
S&W Long Service Leave expense	(\$1,572.25)
S&W Recruitment Expenses	\$1,141.72
S&W Superannuation	\$13,217.92
S&W Termination Payments	\$10,733.90
S&W Workers Compensation Premium	\$24,090.91
S&W Permanent Staff	\$138,098.86
S&W Leave Loading 17.5%	\$2,414.24
Staff Amenities	\$174.58
Telephone	\$3,239.20
Internet	\$681.80
Training Workshop Fees	(\$80.00)
Airfare/Train/Bus	\$60.55
Mileage Reimbursed	\$3,460.01
Electricity	\$5,176.13
Total Expense	\$257,098.86
Net Profit/(Loss)	\$244.86

SOUTH EASTERN WDVCS LOCAL COORDINATION POINT 2019-2020	
<i>Income</i>	
Legal Aid LCP Funding	\$178,272.53
Unspent funds carried over	(\$10,954.44)
Total Income	\$167,318.09
<i>Expense</i>	
Computers/Laptops	\$614.55
Phones purchased	\$362.63
Office Furniture	\$2,342.69
Audit Fees	\$909.09
Server/domain/user subscriptions	\$140.90
Computer consumables	\$134.15
Employment Support and Supervision Costs	\$260.00
Health and Safety	\$453.75
Management Fee	\$8,760.00
Meeting Expenses	\$150.58
Printing and Stationery	\$803.19
S&W Superannuation	\$13,636.20
S&W Permanent Staff	\$130,803.09
S&W Casual Staff	\$1,251.60
S&W Leave Loading 17.5%	\$1,076.57
Staff Amenities	\$355.17
Telephone	\$2,696.66
Training Workshop Fees	\$200.00
Airfare/Train/Bus	(\$194.35)
Accommodation	\$244.55
Mileage Reimbursed	\$2,317.07
Total Expense	\$167,318.09
Net Profit/(Loss)	\$0.00

QUEANBEYAN HOUSING ACTION COLLECTIVE (Q-HAC) 2019-2020	
<i>Income</i>	
Grant Q-HAC Sleepbus Project	\$37,457.27
Fundraising Q-HAC for Sleepbus	\$47,187.44
Total Income	\$84,644.71
<i>Expense</i>	
Q-HAC project expenses	\$118.64
Q-HAC payments to Sleepbus	\$84,507.27
Total Expense	\$84,625.91
Net Profit/(Loss) (Balance in bank account)	\$18.80

AUDITED FINANCIAL STATEMENTS

MOLONGLO SUPPORT SERVICES LIMITED

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2020

PKF CANBERRA

Business Advisers ♦ Tax Agents ♦ Auditors

**Level 7
28 University Avenue
CANBERRA CITY ACT 2601**

PHONE: (02) 6257 7500

MOLONGLO SUPPORT SERVICES LIMITED

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MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948

DIRECTORS' REPORT

Your Directors present their report on the company for the financial year ended 30 June 2020.

Directors

The names of the Directors in office at any time during or since the end of the financial year are:

Carol Willis	Belinda Hendry – Resigned 29 March 2020
Louise Sailer	Narelle Sargent – Resigned 13 June 2020
Katrina Chisolm	Emma Hood – Resigned 18 September 2019
Esma Livermore – Appointed 7 April 2020	
Tanya Nadin – Appointed 7 April 2020	
Johnny Lange – Appointed 7 April 2020	

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal Activity

The principal activity of the company during the financial year was the support of persons who are victims of domestic violence and homeless. No significant change in the nature of these activities occurred during the year.

Performance measures

There is increasing general disruption to normal economic and business activity as a result of the COVID19 pandemic announced by the World Health Organisation in March 2020 and the Federal Government's subsequent announcements and protocols. The entity has sufficient cash reserves to fund operations and weather the estimated 2020 and 2021 financial impact of the COVID19 pandemic.

Objectives

To achieve better outcomes for women, men and children who are experiencing domestic violence and homelessness.

Strategy for Achieving the Objectives

To provide crisis accommodation and assistance, support housing and court advocacy.

Review of Operations

A review of the operations of the company during the financial year and the results of those operations found that during the year, the company continued to engage in its principal activity, the results of which are disclosed in the attached financial statements.

Significant Changes in State of Affairs

No significant changes in the state of affairs of the company occurred during the financial year.

After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in future financial years.

MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948

DIRECTORS' REPORT (cont...)

Likely Developments

The company expects to maintain the present status and level of operations and hence there are no likely developments in the company's operations.

Information on Directors

The information on directors is as follows:

Carol Willis	- Director since 8 October 2014. Appointed Chairperson 7 October 2015 to 18 September 2019
Louise Sailer	- Director since 10 May 2017. Appointed Chairperson 22 June 2020
Katrina Chisholm	- Director since 21 November 2018. Appointed Company Secretary 18 September 2019.
Esmal Livermore	- Director since 7 April 2020
Tanya Nadin	- Director since 7 April 2020
Johnny Lange	- Director since 7 April 2020
Belinda Hendry	- Resigned 29 March 2020 - Director since 5 November 2003 Chairperson 29 September 2004 to October 2015
Narelle Sargent	- Resigned 13 June 2020 - Director since 22 July 2015. Appointed Company Secretary 7 June 2017 to 18 September 2019. Appointed Chairperson 18 September 2019.
Emma Hood	- Resigned 18 September 2019 - Director since 10 May 2017

MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948

DIRECTORS' REPORT (cont...)

Meetings of Directors

DIRECTORS	DIRECTORS' MEETINGS	
	Number eligible to attend	Number attended
Belinda Hendry	5	3
Narelle Sargent	7	8
Emma Hood	2	0
Carol Willis	10	6
Louise Sailer	10	9
Katrina Chisholm	10	9
Esmā Livermore	5	5
Tanya Nadin	5	7
Johnny Lange	5	6

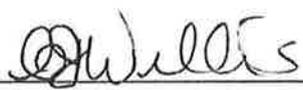
Indemnification of Officer or Auditor

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of the company.

Contributions on wind up

The company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to make a maximum contribution of \$1 towards meeting any outstanding obligations. At 30 June 2020, the total maximum amount that members of the company are liable to contribute if the company is wound up is \$6.

Signed by two directors in accordance with a resolution of the Board of Directors:

Director 
Carol Willis

Director 
Louise Sailer

Dated: 17 September, 2020

MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948

**AUDITOR'S INDEPOENDENCE DECLARATION UNDER SECTION 60-40 OF THE
CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012 TO THE DIRECTORS
OF MOLONGLO SUPPORT SERVICES LIMITED**

I declare that, to the best of my knowledge and belief, during the year ended 31 December 2019, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

PKF Canberra



Ross Di Bartolo
Partner

Level 7, 28 University Avenue
CANBERRA ACT 2601

Dated: 17 September 2020

MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948

STATEMENT OF PROFIT OR LOSS AND COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020 \$	2019 \$
Revenues	2	1,928,826	1,682,642
Marketing expenses		(285)	(1,578)
Occupancy expenses		(133,435)	(161,817)
Administrative expenses		(223,857)	(184,967)
Employment costs		(1,237,794)	(1,193,893)
Other expenses from ordinary activities	3	(180,200)	(101,747)
		(1,775,571)	(1,644,002)
Profit/(Loss) from ordinary activities		153,255	38,640
Other comprehensive income			
Net gain/(loss) on revaluation of non-current assets		-	-
Profit/(Loss) attributable to Members		153,255	38,640

The accompanying notes form part of these financial statements.

MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2020

	Notes	2020 \$	2019 \$
CURRENT ASSETS			
Cash and Cash Equivalents	4	1,153,651	725,427
Receivables	5	33,453	8,036
Other	6	7,002	4,722
TOTAL CURRENT ASSETS		1,194,106	738,185
NON-CURRENT ASSETS			
Property, plant and equipment	7	100,291	121,040
TOTAL NON-CURRENT ASSETS		100,291	121,040
TOTAL ASSETS		1,294,397	859,226
CURRENT LIABILITIES			
Payables	8	155,314	102,649
Provisions	9	150,777	136,606
Other Current Liabilities	10	369,427	144,786
TOTAL CURRENT LIABILITIES		675,518	384,041
NON-CURRENT LIABILITIES			
Provisions	9	17,771	27,331
TOTAL NON-CURRENT LIABILITIES		17,771	27,331
TOTAL LIABILITIES		693,289	411,372
NET ASSETS		601,108	447,853
EQUITY			
Reserves	11	76,968	3,500
Retained profits	12	524,140	444,353
TOTAL EQUITY		601,108	447,853

The accompanying notes form part of these financial statements.

MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948

STATEMENT OF CHANGE IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2020

	Reserves \$	Retained Earnings \$	Total Equity \$
Balance at 1 July 2018	3,500	405,713	409,213
Net Transfers to/(from) Reserves	-	-	-
Net Surplus/(Loss) for the year	-	38,640	38,640
Balance at 30 June 2019	3,500	444,353	447,853
Balance at 1 July 2019	3,500	444,353	447,853
Net Transfers to/(from) Reserves	73,468	(73,468)	-
Net Surplus/(Loss) for the year	-	153,255	153,255
Balance at 30 June 2020	76,968	524,140	601,108

The accompanying notes form part of these financial statements.

MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020 \$	2019 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers		370,159	177,263
Operating grant receipts		1,920,690	1,659,775
Payments to suppliers and employees		(1,891,423)	(1,702,569)
Interest received		9,109	8,873
GST Recovered/(Paid)		38,880	(1,790)
Net cash provided by operating activities	14(b)	447,415	141,552
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for property, plant and equipment		(19,191)	(22,619)
Proceeds from disposal of property, plant & equipment		-	-
Net cash used in investing activities		(19,191)	(22,619)
CASH FLOW FROM FINANCING ACTIVITIES			
Repayment of borrowings		-	-
Net cash used in financing activities		-	-
Net increase/(decrease) in cash held		428,224	118,933
Cash at beginning of financial year		725,427	606,494
Cash at end of financial year	14(a)	1,153,651	725,427

The accompanying notes form part of these financial statements.

MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

Molonglo Support Services Limited applies Australian Accounting Standards – Reduced Disclosure Requirements as set out in AASB 1053: *Application of Tiers of Australian Accounting Standards*.

The financial statements are general purpose financial statements that have been prepared in accordance with Accounting Standards – Reduced Disclosure Requirements of the Australian Accounting Standards Board (AASB) and the Australian Charities and Not-for-profits Commission Act 2012. The company is limited by guarantee, incorporated and domiciled in Australia for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied, unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs. It does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets. The amounts presented in the financial statements have been rounded to the nearest dollar.

Change in Accounting Policy

Leases - Adoption of AASB 16

The Company has adopted AASB 16 Leases using the modified retrospective (cumulative catch-up) method from 1 June 2019 and therefore the comparative information for the year ended 30 June 2019 has not been restated and has been prepared in accordance with AASB 117 Leases and associated Accounting Interpretations.

Impact of adoption of AASB 16

The impact of adopting AASB 16 is described below:

Company as a lessee

Under AASB 117, the Company assessed whether leases were operating or finance leases based on its assessment of whether the significant risks and rewards of ownership had been transferred to the Company or remained with the lessor. Under AASB 16, there is no differentiation between finance and operating leases for the lessee and therefore all leases which meet the definition of a lease are recognised on the statement of financial position (except for short term leases and leases of low value assets).

The Company has elected to use the exception to lease accounting for short-term leases and leases of low value assets, and the lease expense relating to these leases are recognised in the statement of profit or loss on a straight line basis.

At 30 June 2020 the company did not have any long term rental leases and leases are on a month to month basis. As such, there is no impact on the 30 June 2020 Financial Statements of the company.

MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

a) Income Tax

No provision for income tax has been raised as the company has self-assessed itself to be exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

(b) Cash

For the purposes of the statement of cash flows, cash includes cash on hand and at call deposits with banks or financial institutions, investments in money market instruments maturing within less than two months and net of bank overdrafts.

(c) Revenue

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets. Other revenue is recognised when the right to receive the revenue has been established. All revenue is stated net of the amount of goods and services tax (GST).

(d) Property, Plant and Equipment

Each class of property plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation.

Plant and equipment

Plant and equipment is measured on the cost basis.

The carrying amount of plant and equipment is reviewed annually by the directors to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining recoverable amounts.

Depreciation

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land, are depreciated over their estimated useful lives to the company commencing from the time the asset is held ready for use. Properties held for investment purposes are not subject to a depreciation charge. Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates and useful lives used for each class of depreciable assets are:

Class of fixed asset	Depreciation rates/useful lives	Depreciation basis
Office Equipment	15 – 40 %	Diminishing Value/Straight Line
Motor Vehicles	23%	Diminishing Value

(e) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

MOLONGLO SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

(f) Receivables

Trade receivables and other receivables are recorded at amounts due less any provision for doubtful debts.

(g) Payables

Liabilities are recognised for amounts to be paid in the future for goods and services received, whether or not billed to the company.

(h) Employee Benefits

Provision is made for the entity's liability for employee benefits arising from services rendered by employees to the statement of financial position date. Employee benefits expected to be settled within one year together with benefits arising from wages, salaries and annual leave which may be settled after one year, have been measured at the amounts expected to be paid when the liability is settled.

(i) Impairment of Assets

At each reporting date, the company reviews the carrying values of its tangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the Statement of comprehensive income.

Where it is not possible to estimate the recoverable amount of an individual asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

	2020	2019
	\$	\$
NOTE 2: REVENUE		
Operating activities		
Interest	8,636	12,265
Rent	216,005	123,011
Donations	67,136	-
Operating Grants	1,521,441	1,490,870
Other Revenue	115,608	56,496
	<u>1,928,826</u>	<u>1,682,642</u>

MOLONGLO SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
NOTE 3: OTHER EXPENSES FROM ORDINARY ACTIVITIES		
Other Expenses:		
Audit Fee	9,000	8,750
Computer Expenses	10,989	7,297
Depreciation	39,007	32,166
Fire Alarm Expenses	-	4,899
Fundraising	86,078	851
Memberships & Subscriptions	2,642	2,849
Mileage Reimbursement	6,024	10,232
Motor Vehicle Expenses	7,986	5,444
Printing, Postage & Stationery	4,152	6,061
Travel Expenses	1,333	7,565
Other Expenses	13,080	15,633
	180,000	101,747

NOTE 4: CASH AND CASH EQUIVALENTS

Cash on hand	350	650
Cash at bank	857,500	434,486
Deposits at call	295,801	290,291
	1,153,651	725,427

NOTE 5: RECEIVABLES

CURRENT

Trade debtors	18,034	4,644
Less: Provision for doubtful debts	-	-
	18,034	4,644
Accrued income	15,419	3,392
	33,453	8,036

Credit Risk — Trade and Other Receivables

The company does not have any material credit risk exposure to any single receivable or group of receivables.

Receivables that are past due are assessed for impairment by ascertaining solvency of the debtors and are provided for where there are specific circumstances indicating that the debt may not be fully repaid to the company.

The balances of receivables that remain within initial trade terms are considered to be of high credit quality.

MOLONGLO SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
NOTE 6: OTHER ASSETS		
CURRENT		
Emergency relief cards	2,700	-
Prepayments	4,302	4,722
	7,002	4,722

NOTE 7: PROPERTY, PLANT AND EQUIPMENT

Plant and equipment - At cost	401,061	409,302
Less accumulated depreciation	(328,088)	(323,740)
	72,973	85,562
Motor vehicles - At cost	73,219	73,219
Less accumulated depreciation	(45,901)	(37,741)
	27,318	35,478
Total property, plant and equipment	100,291	121,040

(a) Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year

	Plant & equipment	Motor vehicles	Total
	\$	\$	\$
2020			
Balance at the beginning of the year	85,562	35,478	121,040
Additions	19,191	-	19,191
Disposals	(933)	-	(933)
Depreciation expense	(30,847)	(8160)	(39,007)
Carrying amount at end of year	72,973	27,318	100,291

NOTE 8: PAYABLES

CURRENT		
Trade creditors and accruals	76,174	50,694
Sundry creditors	79,140	51,955
	155,314	102,649

MOLONGLO SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
NOTE 9: PROVISIONS		
CURRENT		
Employee benefits	150,777	136,606
NON CURRENT		
Employee Benefits	17,771	27,331
	168,548	163,937

Movement in Employee Provisions

Opening balance at beginning of the year	163,937	124,144
Additional provisions raised during the year	118,158	117,450
Amounts used during the year	(113,547)	(77,657)
	168,548	163,937

NOTE 10: OTHER CURRENT LIABILITIES

CURRENT		
Income In Advance	369,427	144,786

NOTE 11: RESERVES

(a) Reserves

Movements during the financial year:

Opening balance	3,500	3,500
Net Transfers to/(from) Reserves – Motor vehicles	48,000	-
Net Transfers to/(from) Reserves – Property maintenance	25,468	-
Closing balance	76,968	3,500

NOTE 12: RETAINED PROFITS

Retained profits at the beginning of the financial year	444,353	405,713
Net profit (loss) attributable to members of the entity	153,255	38,640
Transfers to reserves	(73,468)	-
Transfers from reserves	-	-
Retained profits at the end of the financial year	524,140	444,353

NOTE 13: SEGMENT REPORTING

The Company operates in the Community Services Segment in Queanbeyan, NSW

MOLONGLO SUPPORT SERVICES LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
NOTE 14: CASH FLOW INFORMATION		
(a) Reconciliation of cash		
Cash at the end of the financial year as shown in the statement of Cash Flows is reconciled to the related items in the statement of financial position as follows:		
Cash on hand	350	650
Cash at bank	857,500	434,486
At call deposits with financial institutions	295,801	290,291
	1,153,651	725,427
 (b) Reconciliation of cash flow from operations with profit from ordinary activities after income tax		
Profit from ordinary activities after income tax	153,255	38,640
Non-cash flows in profit from ordinary activities		
Depreciation	39,007	36,251
Net (gain) / loss on disposal of property, plant and equipment	933	-
Changes in assets and liabilities		
(Increase)/decrease in receivables	(25,417)	(5,636)
(Increase)/decrease in other assets	(2,280)	(1,555)
Increase/(decrease) in payables	52,665	16,043
Increase/(decrease) in unearned income	224,641	18,016
Increase/(decrease) in provisions	4,611	39,793
Cash flows from operations	447,415	141,552

NOTE 15: RELATED PARTIES TRANSACTIONS

The names of directors who have held office during the financial year are:

Belinda Hendry	Katrina Chisolm
Carol Willis	Emsa Livermore
Narelle Sargent	Tanya Nadin
Louise Sailer	Johnny Lange
Emma Hood	

No Board Member of the Company received, or became entitled to receive, any honoraria or fees during the year in their capacity as board members.

Key Management Personnel

Key management personnel comprise directors and other employees having authority and responsibility for planning, directing and controlling the activities of the company.

NOTE 16: MEMBERS' GUARANTEE

The company is limited by guarantee. If the company is wound up, the company's constitution states that each member is required to contribute a maximum of \$1 each towards meeting any outstanding obligations of the company.

**MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020**

NOTE 17: CONTINGENT LIABILITIES

The company had no contingent liabilities as at 30 June 2020.

NOTE 18: COMMITMENTS FOR EXPENDITURE

The company had no commitments for expenditure as at 30 June 2020.

NOTE 19: EVENTS OCCURRING AFTER THE REPORTING DATE

No matter or circumstance has arisen since 30 June 2020 that has significantly affected, or may significantly affect the company's operations, the results of those operations, or the company's state of affairs in future financial years.

NOTE 20: COMPANY DETAILS

The registered office and principal place of business of the company is:
Molonglo Support Services Limited
Office 104, Level 1
Riverside Plaza
131 Monaro Street
QUEANBEYAN NSW 2620

**MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948**

RESPONSIBLE PERSONS' DECLARATION

The responsible persons declare that, in accordance with a resolution of the Board of directors, in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Director 
Carol Willis

Director 
Louise Sailer

Dated: 17 September, 2020

MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF
MOLONGLO SUPPORT SERVICES LIMITED

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying special purpose financial report of Molonglo Support Services Limited (the Company), which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and comprehensive income, statement of changes in equity and cash flow statement for the year ended on that date, notes comprising a summary of significant accounting policies, other explanatory notes and the Directors' declaration of the consolidated financial statements giving a true and fair view of the financial position and performance of the Corporation.

In our opinion, the financial report of Molonglo Support Services Limited is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- i. giving a true and fair view of the Company's financial position as at 30 June 2020 and of the performance for the year ended on that date; and
- ii. complying with Australian Accounting Standards – Reduced Disclosure Requirements, 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 and the Australian Charities and Not-for-profits Commission Act 2012. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement. Our responsibilities under those standards are further described in the Auditor's Responsibility section of our report. We are independent of the Company in accordance with the requirements of the Australian professional ethical pronouncements. We believe the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

Other information is financial and non-financial information in the annual report of the Corporation which is provided in addition to the Financial Report and the Auditor's Report. The directors are responsible for Other Information in the annual report. The Other Information we obtained prior to the date of this Auditor's Report was the Director's Report, no other Information will be provided. Our opinion on the Financial Report does not cover the Other Information and, accordingly, the auditor does not and will not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the Financial Report, our responsibility is to read the Other Information. In doing so, we consider whether the Other Information is materially inconsistent with the Financial Report or our knowledge obtained in the audit, or otherwise appears to be materially misstated. We are required to report if we conclude that there is a material misstatement of this Other Information in the Financial Report and based on the work we have performed on the Other Information that we obtained prior the date of this Auditor's Report we have nothing to report.

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF MOLONGLO SUPPORT SERVICES LIMITED

Board's Responsibility for the Financial Report

The board of the Company is responsible for the preparation and fair presentation of the financial report to meet the requirements of Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

In preparing the financial report, the board is responsible for assessing the Company'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 wind up the Company or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibility for the Audit of the Financial Report

Our responsibility is to express an opinion on the financial report based on our audit. Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with 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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial reports. As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit.

The procedures selected depend on the auditor's judgement, including assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Directors, as well as evaluating the overall presentation of the financial report.

We conclude on the appropriateness of the Board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial reports or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.

We evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF
MOLONGLO SUPPORT SERVICES LIMITED**

We obtain sufficient appropriate audit evidence regarding the financial information of the Company to express an opinion on the financial report. We are responsible for the direction, supervision and performance of the audit. We remain solely responsible for our audit opinion. We communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We communicate with the board, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant audit deficiencies in internal control that we identify during our audit.

PKF Canberra



Ross Di Bartolo
Partner

Dated: 17 September 2020

MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948

DISCLAIMER TO THE MEMBERS OF
MOLONGLO SUPPORT SERVICES LIMITED

The additional financial data presented on the following is in accordance with the books and records of the company which have been subjected to the auditing procedures applied in our statutory audit of the company for the financial year ended 30 June 2020. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and we give no warranty of accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than Molonglo Support Services Limited) in respect of such data, including any errors of omissions therein however caused.

PKF Canberra
Level 7, 28 University Avenue
CANBERRA ACT 2601



Ross Di Bartolo
Partner

Dated: 17 September 2020

MOLONGLO SUPPORT SERVICES LIMITED
ACN 001 977 948

DETAILED PROFIT AND LOSS
FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
INCOME		
Interest	8,636	12,265
Rental income	216,005	123,011
Donations	67,136	-
Subsidies and grants	1,521,441	1,490,870
Other income	115,608	56,496
TOTAL INCOME	<u>1,928,826</u>	<u>1,682,642</u>
 LESS EXPENSES		
Accounting	23,661	23,391
Advertising	285	1,578
Audit fees	9,000	8,750
Bank charges	1,196	1,898
Brokerage	27,560	21,369
Computer expenses	10,898	7,297
Depreciation	39,007	36,251
Electricity	26,741	24,242
Fundraising	86,078	-
Gas	1,921	1,900
Holiday pay	(2,169)	17,904
Insurance	94,742	72,668
Long service leave	6,779	21,890
Motor vehicle expenses	7,986	5,444
Operating expenses	50,864	61,255
Printing, postage & stationery	4,152	6,061
Rates and taxes	29,601	28,626
Rent	34,046	32,737
Repairs and maintenance	44,374	64,057
Salaries and wages	1,128,372	1,059,866
Security costs	2,118	1,250
Staff training and welfare	7,601	9,337
Subscriptions	2,642	2,849
Superannuation	104,812	94,233
Telephone and internet	25,114	27,291
Travel expenses	6,137	10,407
Waste disposal	2,053	1,451
TOTAL EXPENSES	<u>1,775,571</u>	<u>1,644,002</u>
OPERATING PROFIT/(LOSS)	<u>153,255</u>	<u>38,640</u>

These financial statements should be read in conjunction with the attached Disclaimer.