



2021 ANNUAL REPORT

CONNECTING | INSPIRING | LEARNING



Prue and Savannah

Prue

My name is Prue and I am mother to Savannah who is 6 years old. I joined Zoe Support in 2015 and since then, the positive influences have had a major impact on my life and my daughter's.

Zoe Support has helped build my confidence, empowered me to be a better person not only for myself and my daughter but also for the community I live in. Zoe Support has helped me keep focussed and motivated with furthering my education. I have participated in the Zoe Support programs and Playgroup and my daughter attends the Zoe Support Family Day Care.

In 2020, I was fortunate enough to receive a scholarship with Chances for Children and I began My Diploma of Nursing at TAFE. I was also a Nominee for the Youth Awards in 2020. I have recently applied to do my Bachelor of Nursing at Latrobe University in Mildura next year.

Mahatma Gandhi famously said, "You must be the change you want to see in the world," and I see so many more opportunities for my future thanks to the assistance and huge amount of support I've had from Zoe Support. I wouldn't be half the mother and person I am today without them.



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Kadiesha

I joined Zoe Support in 2018 shortly after the birth of my first son at 17. I was halfway through my VCE and felt like I was isolated with a new baby. I made an appointment with the case manager at Zoe Support who supported me to get all of Jai's birth paperwork filled in and explained everything to me.

I started attending playgroups and programs at Zoe Support and then decided when Jai was 6 months old I was ready to get back into study and decided to start my Certificate IV in Community Services.

Without Zoe Support and Family Day Care, I wouldn't have been able to study and achieve my goals. Being a Zoe client has allowed me to make lifelong friends and supported me through the challenges that parenthood brings.

I finished my Community Services course in 2020 after finding out I was expecting my second child and was supported through my difficult pregnancy. I plan to study my Diploma in Community Services in 2021 after my third child is born but none of this would've been possible without the help of Zoe Support.

*Kadiesha
Jai and Jax*

Chair's Report

It is my privilege to report on behalf of the Board for the year 2021.

The success of Zoe Support Australia is built on original research undertaken by our Founder (now Patron) Anne Webster. The 'person centred, place based, wrap around service' has been fundamental in reaching out to and meeting the needs of young women and their families for nine years now. The success, 'the evidence', speaks for itself through the stories related in this Annual Report, and continue to inspire us all.

2021 has been a year none of us will forget. COVID-19 will forever be indelibly etched in our histories. Our responses at a personal and wider community level have been challenging, stretching and – well you could just add any adjective there and it would be hard to disagree. It has been instructive to again reflect on the three words of our vision – Connecting, Inspiring, Learning. Three words which feel familiar to us when put in the context of the journey we all share, and are so very powerful in guiding and motivating each one of us to be the best we can be. This applies equally across the whole of Zoe Support from the children and their mums, to the volunteers and our bus drivers, our case workers and executive staff, and the directors. And we inspire others to do likewise, to continue to invest in healthy relationships, to dream and encourage the best in one another, and to discover wonderful new things about ourselves.

The Annual Report details some of the statistics and the personal journeys of some of our clients - Inspiring. It is the perfect blend of dry numbers with the treasures of real lives lived to achieve amazing outcomes.

The Board has continued to develop the strategic objectives and seek the outcomes necessary for the success of our vision. Some goals have seen success and others are a little slower, particularly because of the impact of the COVID crisis. We have worked hard and been rewarded with recognition as a CSO and now have State Government funding under the IFS program. The first external review, part of the accreditation process, examined our operational and governance performance and recognised our high standards and achievements in all areas.

The conservative approach to mitigate risk and best manage our resources, both financial and staffing, keep our focus close at hand rather than toward the horizon. We return a balanced budget (small surplus of carry over funds under existing contracts and grants, yet to be fully expended) with sufficient capacity to ensure our future into the new year(s).

Unsurprisingly, we have not been able to progress the development of an Integrated Childcare Centre co-located with a Specialist School. Sometimes big dreams take a little longer.

We recognise and thank the hard work of our CEO Merinda and her dedicated team in enabling the achievements documented in this Annual Report. I acknowledge the continued enthusiasm and keen minds of my fellow directors. I praise the achievements of the mums and students (clients seems so impersonal). We are proud of you and look forward to your futures. Thank you for sharing this part of your journey with us.

Philip Webster
Chair



CEO Report

It was with great pride that I officially accepted my role as CEO from Chair, Philip Webster, in 2020. I have been part of the Zoe journey since 2013 and have witnessed each and every milestone as Zoe grew from one centre to four and now our social enterprise, Little Sprouts Op Shop.

As another year passes by, COVID-19 has again impacted the way we deliver our services to young mothers in Mildura and surrounds. Staff have continued to support clients through numerous lockdowns. All our pre-accredited courses and social programs continued onsite and face-to-face when they could with COVID-Safe protocols in place. In January 2021, we held our annual graduation dinner where 7 young mothers were invited to celebrate their achievements. This has now increased the number of young mothers who have completed an accredited certificate while engaged at Zoe Support to 16.



In July 2020, Zoe Support was successful in submitting all necessary documentation to the Department to achieve registration under Section 46 of the Children, Youth and Families Act 2005 as a community service organisation, and the Integrated Family Services (IFS) program transitioned from Anglicare Victoria to Zoe Support Australia in September 2020. We cannot thank Anglicare Victoria enough for their support and collaboration during this process. This initial registration gave Zoe Support twelve months to ensure we were meeting Department and QIC standards across our organisation, including completing an independent audit of all processes and client files through QIP. The IFS Case Managers and myself worked together to set up effective processes and compiled 46 updated policies and procedures and 4 new practice manuals. We have so far had 25 Zoe Support clients engage with the IFS program, delivering 1596 funded Department case management hours, exceeding our annual target of 1466. In April 2021, QIP carried out an onsite audit as part of the accreditation requirements and gave us a glowing report, informing us that we meet every Department and QIC standard to ensure our ongoing registration as a Community Service Organisation. The auditors informed us that it is very rare for a community service organisation to achieve this in a first audit without having to rectify any gaps in standards not met.

Through these measures, our IFS program has been set up and is on track to enable us to further support our clients to achieve their education, employment and social goals.

In November 2020, we held our annual service and program evaluation which is vital for ongoing quality improvement and providing a service that is client-led and supportive. A survey was sent out prior to all staff, volunteers and clients, providing feedback and ideas for ongoing quality improvement. This led to some immediate changes in early 2021, including a Welcome back BBQ each term attended by clients, their partners and children, and staff and volunteers. Some community outreach has also happened with a Bunnings BBQ in May and a Cancer Council morning tea fundraiser at Little Sprouts Op Shop in June which raised over \$700 for cancer research! You can find some of the feedback from this evaluation meeting through this annual report, highlighting the benefits of this process and our services.

The dedication of all who have influenced the outcomes you will see throughout this and previous years' Annual Reports has not gone unnoticed. I would like to take this opportunity to thank each staff member, board director and volunteer for their continued passion and commitment to Zoe Support. We could not have achieved these outcomes without the support of our dedicated team!

Merinda Robertson
CEO



*Tijana Azna
and Ruby*



Tijana

My name is Tijana and I am a mother to two gorgeous girls, Azna and Ruby.

I began my journey with Zoe Support in 2017 when I was pregnant with Azna. When I joined, my reason was aimed more at the social side. I had my mum, sister and partner for support, but the more I went, the more I realised that I did need the support of other young mums. With this, it helped me to not care that society has standards. Being a young mum is hard, but a lot of young mums at Zoe say their children saved them.

I didn't have my license when I joined, so for four years Zoe supported me with transport to and from all the programs I wanted to be a part of, as well as doctor's appointments, going to the supermarket and even as far as taking me to my family and friends houses just so I could be around people and not be stuck in my four walls.

In 2019, I became a full time single mum, with no financial or emotional support from their father. This was the time I leant on Zoe Support the most. They helped me get my finances and budgeting back on track, they helped me get my licence, and even helped me find a place that Azna, Ruby and I now call home. Azna and Ruby have both been in Zoe Support family day care for years and this has helped with creating bonds between them and others. Their social skills are amazing and Azna has transitioned into kindergarten with absolutely no problems.

I almost didn't join Zoe Support because I felt it wasn't cool, or I would be looked at funny, or silly things like that, but to be honest, without their support, I wouldn't be who I am today. I would still be in a dark place. I am very blessed to have been a part of such an incredible organisation that has now become much like family.





Amity ↗

ANNIE

The Wiggles

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The Wiggles

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Wiggles

Our Vision

Zoe Support Australia is a dynamic and compassionate Community Service Organisation with a vision of Connecting, Inspiring, Learning.

We understand that young mothers are extremely vulnerable when lacking the dedicated and practical support needed to raise happy, healthy children, making them more susceptible to financial difficulties and social isolation, and less likely to engage in education.

Connecting

Zoe Support Australia aims to connect clients with specialised case workers, services, volunteers, mentors and other young mothers in order to relieve the isolation that often comes with being a young mother. This is achieved through advocacy and removing barriers to participate in social programs.

Inspiring

Zoe Support Australia aims to inspire young mothers through their Life Journey Plan where they can determine parenting, education and employment goals for themselves and their children and be supported to achieve these aspirations. The community of young mothers at Zoe Support Australia inspire and support each other to dream big and take steps towards success.

Learning

Zoe Support Australia understands that engaging in lifelong learning enables higher education and employment outcomes and assists young mothers to become financially secure, breaking cycles of welfare dependence. Through case management, advocacy, tutoring and resource support, Zoe Support Australia assists mothers to participate in pre-accredited and accredited education to create better lives for themselves and their children.

Strategic Priorities

Shift

Thriving

Objective

A fully funded organisation which is accredited and recognised as a valuable resource. Zoe is breaking the welfare dependence cycle and looking at ways to innovate and expand the model to introduce new initiatives.

Indicators

- **Diversified funding from government and non-government entities**
- **Influential and recognised by government and the community**
- **Holistic, and transferable model**
- **Quality evidenced based outcomes**
- **Inter-generational disadvantage is being reduced**

Well-connected, stable model

A cohesive organisation that works more efficiently, has stable staffing and volunteers that want to work at Zoe, and a wraparound service that meets the needs of families.

- **Greater connection and collaboration between Zoe's staff across different sites**
- **Integration of services, case management and programs**
- **Community of belonging and unity**
- **Capacity building for staff, improving efficiency and effectiveness**

Holistic

Reducing the intergenerational disadvantage by supporting more young mothers' lives through a wraparound model with no service gaps and meeting young mothers' needs.

- **Increased parenting skills**
- **Young mothers engaged with their community**
- **Minimising welfare dependency**
- **Mothers engaging in lifelong learning**
- **Safe and healthy young families by reducing indicators of Risk**

Recognised and Scalable

A proven and recognised model with great governance and easily replicable, helping young mothers beyond home, state and nation.

- **Government, providers, business, entrepreneurs and media seeking partnerships with Zoe**
- **Great storytelling to inspire others**
- **Reduced welfare dependency**
- **Greater impact around Australia and the world**



A small group of our amazing volunteers - Joyce, Bev, Marg, Libbie & Sue

Client key achievements

Organisation key achievements and developments

- Zoe Support were semi-finalists in the GOTAFE Community Education Awards

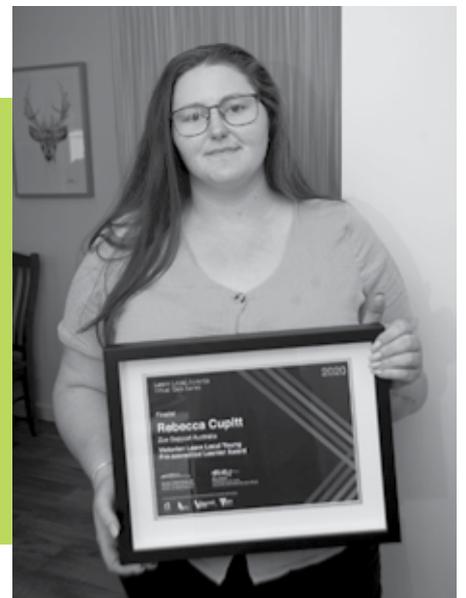
- Zoe Support were finalists in the Early Years Awards in the category Supporting Parents to Build their Capacity and Confidence

- Zoe Support were finalists in the Learn Local Volunteer Team Awards for the second consecutive year

- Zoe Support was featured in Quest magazine in December 2020

- Zoe Support achieved accreditation as a Community Service Organisation under the Children, Youth & Families Act 2005

Rebecca ↘



- Two of our Zoe Support young mothers, Rebecca and Georgia, were finalists in the Learn Local Awards for Young Learner of the Year

- Zoe Support young mother, Prue, was a finalist in the 2020 Youth Awards



Jayde

I joined Zoe Support in 2018 when I was 19 and my son was 3 months old. At first I was hesitant to reach out and connect to the program but once I did I gained so much extra support.

I was living in Melbourne and moved to Mildura in 2017. A week later I found out I was pregnant. I hadn't had the chance to create a supportive friendship group in the area until I joined Zoe Support.

My son started at the Zoe Support Family Day Care program when he turned 1 to prepare me for studying again. Once my son was 18 months old, I gained a scholarship with the help of Zoe Support to then study my Diploma of Nursing. I have now completed this and am now an enrolled nurse. I have also gained employment. Zoe Support has supported me every step of the way and continues to assist me wherever I need it.

My son loves attending the Zoe houses. He has bonded with all the carers and other children attending the program so well. He has learnt how to play amongst children of all ages from newborn to school age and he enjoys every moment of it.

My son and I will be forever thankful for all the support and help we have been given from everyone at Zoe Support.

*Jayde
and Luca*

Why this region?

The Mildura LGA is situated in the North West of Victoria and has a population of 53,878, with 3.8% identifying as Indigenous, compared to only 0.8% of the Victorian population. According to Mildura Rural City Council's current 'Future Ready' project, the Mildura LGA ranks as the third most disadvantaged LGA in Victoria. Mildura is an area of high need for support for young families with the teen pregnancy rate being 15.5 per 1000, almost three times the state average of 5.58 (ABS 2019) and 54.7% of adults having not completed Year 12 ('State of Mildura Report 2018'). As such, young mothers need targeted and specialised support to engage in programs and achieve education and employment outcomes to improve their wellbeing, particularly in light of the disengagement experienced due to COVID-19.

Mildura has a strong community focus and good partnerships across health, welfare and the business community, and while many residents have an optimistic outlook, there is also significant entrenched poverty in the district.



In 2019, 'Addressing Regional Disadvantage Fact Sheet' showed:

- Mildura's unemployment rate at 8%, compared to the state of Victoria's average of 4%
- 6% of school leavers aged 14-25 are not in employment, education or training compared to the state average of 3%
- The number of jobless families is 17% compared to Victoria's average of 11%
- 37% of the population relies on government support as a main income source compared to the Victorian state average of 26%.

¹ Mildura Future Ready

² https://www.infrastructurevictoria.com.au/wp-content/uploads/2019/11/Addressing-Regional-Disadvantage_Mallee-Fact-Sheet.pdf

Isabella

Why this service?

The founders research identified the following key barriers to young mothers re-engaging with education:

Financial constraints

Many young mothers cannot afford childcare. Many are unaware of available financial assistance, while others have an unreal expectation of how far government assistance will go.

Housing

Affordable, accessible, stable and safe housing is a daily challenge for many teen mothers. There is limited public housing in Mildura with long waiting lists. Temporary accommodation, such as couch surfing, places young mothers and their children at risk of harm.

Transport

Transport is unreliable, inadequate and costly, resulting in isolation and social disadvantage for teen mothers. Lack of transport makes the use of external childcare centres impractical.

Childcare

Childcare needs are currently not met for teen mothers who wish to study, unless family members offer this support. Places in external childcare centres are competitive, with children of working mothers given priority. Childcare centres are also inflexible due to the requirement for permanent bookings.

Education

There are no flexible education delivery options or additional curricula to assist teen mothers to manage their student and parenting roles. Schools do not offer parenting training or additional tutoring.

Isolation

Support services do not meet the complex emotional and psychological needs of teen mothers, including those who live with domestic violence and substance abuse.

Pathways to Independence

Stages of individual, integrated intervention to independence

Referrals

Stage 1

Supported Playgroups:

- New pregnant or parenting mothers
- General playgroup
 - Focus on mentoring
 - Importance of play
 - Attachment
 - Peer support

Pre-Accredited Training:

- A range of pre-accredited courses are offered by Zoe Support and partners

Partnering Professionals:

- Dental Hygiene
- Maternal & Child Health
- Mental Health
- Birthing Classes
- Early Years Reading
- Domestic Violence
- Legal advice
- Family Violence
- Alcohol and Other Drugs
- Physical Fitness programs

Stage 2

Education pathways with flexible options:

- Completion of Secondary or equivalent
- VCAL or VCE both online or
- Enrolment and support for tertiary:
 - Certificates
 - Diplomas
 - Bachelors
 - Apprenticeships
- Scholarships
- Tutoring is provided onsite
- Financial support

Childcare and Early Years

- Onsite childcare as a priority
- Early years principles - Belonging, Being, Becoming

Advocacy for:

- Child Psychology as required
- Medical specialist support
- Mental Health
- Alcohol and other Drug counselling
- Legal aid
- Centrelink

Stage 3

Employment Support

- Job readiness
- Work placements
- Kinder enrolments
- Primary School enrolments

Supported exit from program



Place based wrap around support

Childcare Onsite

- Family Day Care In-Venue Care is provided by qualified early years educators at three centres while their mother attends school, study or programs

Emotional Support

- Intensive Case work by a team of qualified case managers, housing case worker, education support worker
- Peer Mentoring. Peers who are successfully engaging in education and managing their parenting role encourage newer mothers to engage in the Centre and offer positive support for their own futures.

Flexible Education Options & Tutoring

- Study Hubs at each venue, allow for workstations with computers for each mother at each centre.
- Tutoring support provided by a qualified teacher
- Zoe Support is registered with the Adult, Community & Further Education Board as a Learn Local provider, offering pre-accredited training for pathways into accredited education and employment.
- **Pre-accredited training for 2020-2021 FY were –**
 - Bridging Literacy & Numeracy
 - Bibs & Blankies textiles & marketing
 - Earth to Table cooking nutritious food straight from the Kitchen garden
 - Contemporary Cake & Small business facilitated onsite at Little Sprouts Op Shop Cafe selling to the public
 - Retail & Hospitality hands on industry experience at Little Sprouts Op Shop
 - LEAP into Vehicle Maintenance & Repairs
 - Time Management & Study Skills

Life Skills

- Life skills programs including parenting skills, birthing classes provided by Sunraysia Community Health, Child & Baby First Aid provided by Sticks & Stones, Maternal and Child Health visits to encourage breastfeeding and early years development, and self care.

Transport

- Transport: 2 vans transport mothers and babies to and from education, medical, and other appointments.
- 56% of mothers rely on Zoe butterfly buses

Financial Support

- Zoe Support works with other agencies including Chances for Children, Haven, Mallee Domestic Violence and ParentsNext to ensure finance is not a reason to not engage in education pathways.

Advocacy

- Advocacy and referrals with valued partners in health, education, welfare and employment.

Integrated Family Services

- Focusing on early intervention and prevention. Services range from information and advice through to intensive support and group work. Family Services aims to provide short, medium and high intensity services. Families can expect to be visited in their own home or place of their choosing. Workers help families to identify the things that they would like to change and work with them to develop a plan to bring about those changes.

Life Journey Planning

- Together case managers and young mothers create a 'life journey plan'. It's a way to look at how you see their future, with a list of goals and a list of changes that could enable them to reach that future.

Client feedback from Zoe services and program evaluation

What did you get out of these programs and services and how beneficial were they to you?

Built my **confidence** in each area, such as cooking, sewing and socialising

Earth to table: I was able to cook things **I wouldn't ordinarily cook** and having a tutor there whenever I needed was very helpful

Playgroup is amazing for mothers and children to feel welcomed, **supported** and included whilst having fun

How to cook more than I normally do

Earth To Table - due to COVID-19 Earth To Table was done a little different, where it was done from home. I think it was very **beneficial** doing it from home as parents and children learn in their home environment

Bridging
- Love it!
Kahoots are amazing, always different and **challenging**

Hospitality and retail
I love this program, it gives clients a different way of interacting with the community and also learning general skills

Tutoring - I can not fault the Zoe Support Tutor. She is amazing, always ready to help with any questions and gives more confidence

What would be beneficial to introduce to the Family Day Care program for 2021.

Nope Perfect now

“

Personally I think, some kids need to be with kids their own age, as it does have some development delays if they are in daycare with kids that are a lot younger than they are.

”

What other programs or resources would you like to see at Zoe Support in 2021?

An alternative fitness and team building activities

I think there is plenty on offer now

To get someone who can help me to get a licence

I would just like the cooking and baking to continue being at home as I don't always have time to get to Zoe to participate

Ways to connect to the community

Parenting programs

Did your child/ren use the onsite Family Day Care program this year?

If yes, did you find it beneficial for your children and how?

Helped my children grow in their social skills and their vocabulary. It also gave them something to look forward to each week.

Childcare has always been beneficial for me when i needed it for appointments, a break, studying etc. It has helped my child engage with other kids.

Did you go to the Little Sprouts Op Shop and Cafe this year?



6 out of 7

found the new Zoe key tag system easy to use



“I'm so eternally grateful for Zoe Support. They have helped myself and my family in so many ways, and continue to help. It will be a sad day when I leave next year. I don't know where I would be right now if I hadn't come to Zoe Support.”
Thank you Zoe Support

ZOE SUPPORT IS *amazing*

“You're all amazing at making it work smoothly, even through covid. Thank you”

They are an excellent service

Is there anything that could be

Improved

at Little Sprouts in 2021?

- It's is amazing, would not change a thing
- It's a good little shop
- I think it looks amazing and you are welcomed when you walk in

How important is Zoe Support transport service to you and your family?



“I wont be around in 2021 as I'm too old. But I hope the programs help as many clients as they have helped me”



*Cherrvi Parker
and Heather*

Family Day Care allocations

Research shows that childcare onsite or in close proximity to education facilities is essential for young mothers to re-engage in education.

37%

Children utilising the Zoe Family Day Care at maximum capacity

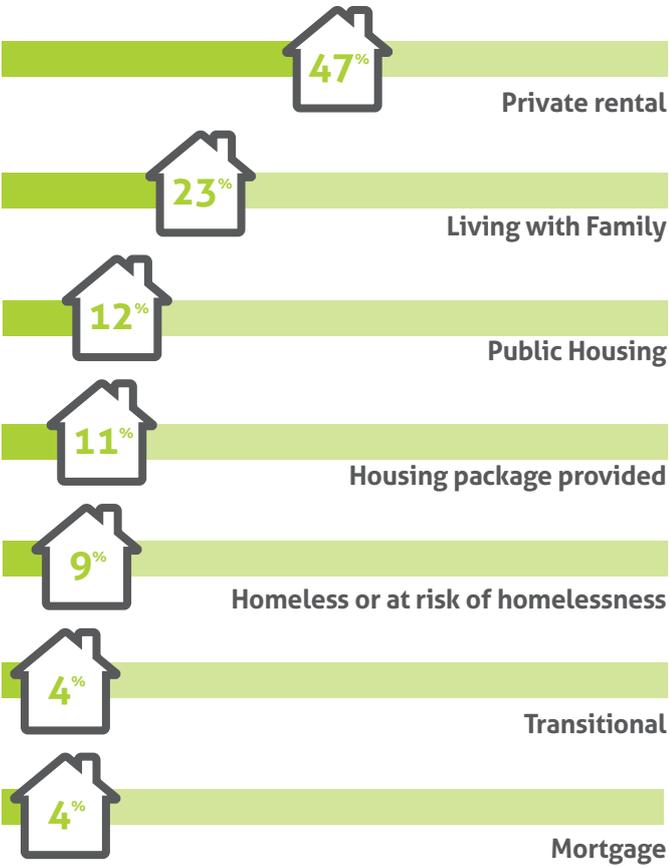
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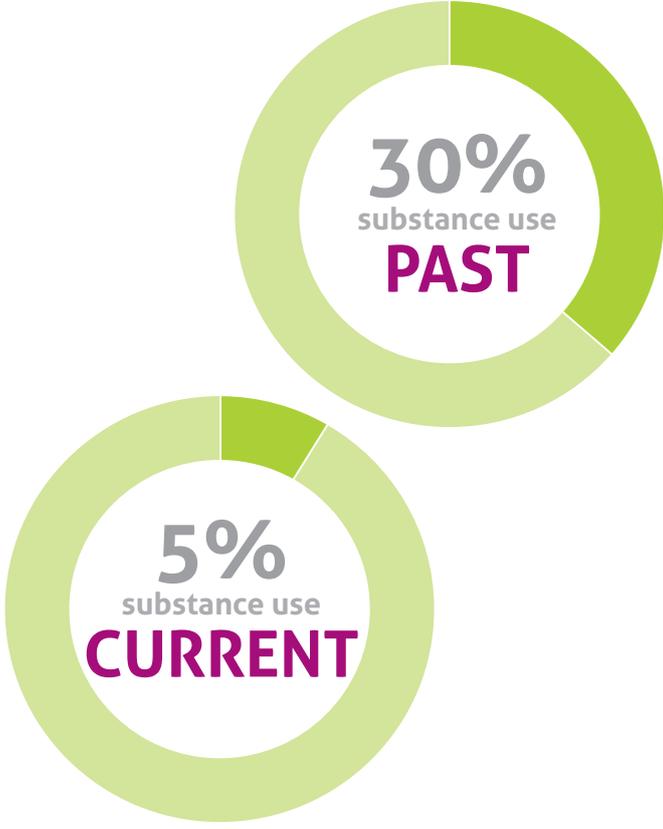
**A further
10%**

of children utilise volunteer childcare for programs and would utilise FDC if it were available

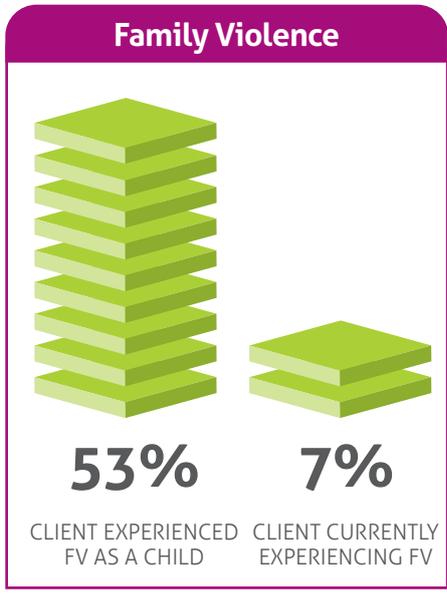
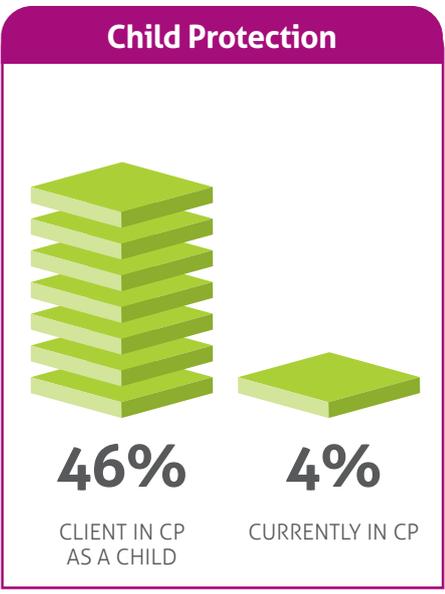
Housing Report



Substance use challenges



Client complexities: 2021



Education Level on Intake*

Number of clients **on intake** who have **completed** this level of education

*5 UNDISCLOSED



Education Outcomes in 2020-21



83
Zoe Support intake of young mothers for the financial year

26
closures

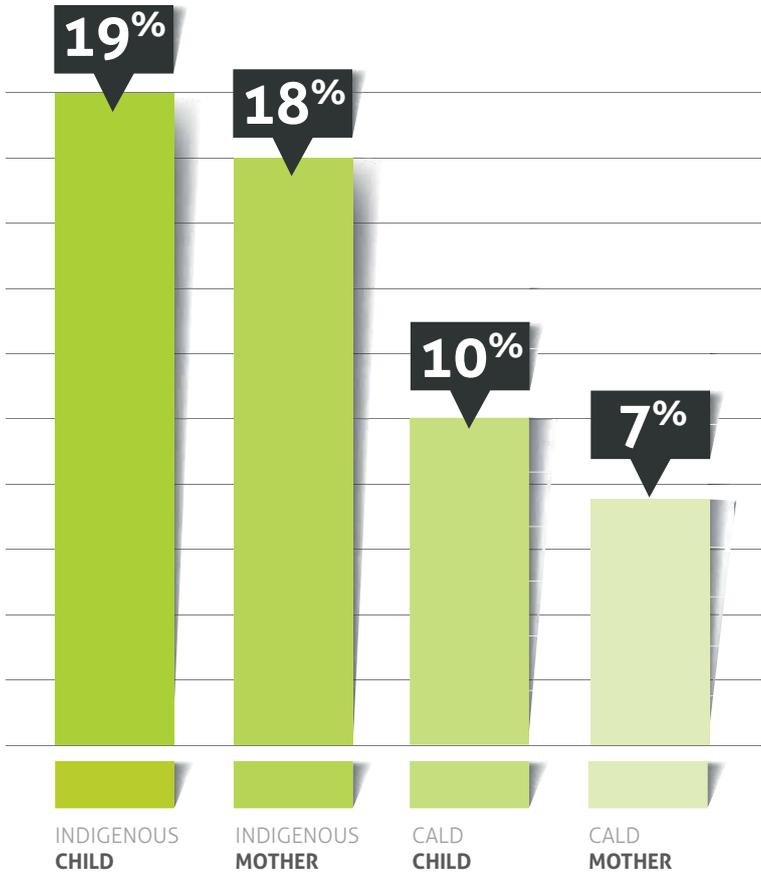
Children education outcomes in 2021



70%
of clients are
STUDYING

32%
of current/open clients
completed an accredited certificate
while engaged with Zoe Support

Diverse Families



33%
OF MOTHERS ARE
PARTNERED
IN 2021

Births
From July 1st to June 30th

8 Expecting Mothers



Program Report

Zoe Support Australia offered a variety of pre-accredited Learn Local programs for our clients this year.



bibs & blankies

Bibs & Blankies was hosted at Mildura Senior College and gave clients an opportunity to learn sewing skills to create bibs and blankets for sale at our Little Sprouts Op Shop, along with an excursion to Spotlight and time to work on personal sewing projects.



Contemporary Cakes

+small business

Contemporary Cakes & Small Business was held onsite at Little Sprouts Op Shop & Café, teaching clients how to bake and present a variety of goods for sale.



Introduction to Retail & Hospitality

Introduction to Retail & Hospitality was also held onsite at Little Sprouts and gave an opportunity for hands-on learning and interactions with customers.

earth TO Table



Earth to Table at Zoe Centre 2 taught clients how to cook healthy and affordable meals for families, while Bridging Literacy & Numeracy, also held at Zoe Centre 2, provided clients with the chance to build their skills and create education and employment pathways.



FAMILY DAY CARE

The Family Day Care program is regulated by Mildura Rural City Council, as the registered Childcare Provider, and follows the National Quality Standards.

Program planning is a vital part of our Educators' daily routine and all three educators continue to work in collaboration to provide an engaging and supportive environment for children. This year, they covered many special events, such as Easter, Anzac Day, NAIDOC week and Christmas, just to name a few. Programs often include the seasons of the year, counting, colours, alphabet, writing, reading, art & craft, wellbeing of the children, encouraging a good diet, exercise (also known as outdoor play) and building relationships.

Our Educators believe the most rewarding part of their job is seeing the bonds formed between the children, families and our community within Zoe Support.



PLAY GROUP

Playgroup was a highlight of our program schedule with mothers and children looking forward to it every week. We celebrated Harmony Day, National Volunteer Week, Mother's Day and held fun events like the Teddy Bear picnic and footy colours day! As always, it was a great opportunity for all of our clients, children and staff to come together and catch up each week.





Little Sprouts Op Shop & Café continues to provide an affordable option for Sunraysia community members for baby and children's clothes, toys, furniture and books, along with provision of items free of charge to our Zoe Support clients. The onsite Contemporary Cakes & Small Business Learn Local program sees Zoe mums baking the goods available in our café while the Introduction to Retail & Hospitality Learn Local course provides Zoe mothers with the opportunity to gain hands-on experience in a real-life retail setting.

We also worked with local training provider MADEC to offer an accredited Barista course to clients and staff onsite at Little Sprouts in April 2021.

We continue to receive support from the local community through daily donations of children's clothes and goods which are sorted and presented by our amazing volunteer team. We want to thank our volunteers for their dedication to Little Sprouts and the way they go above and beyond for both Little Sprouts and our Zoe Support clients. Through all of this support, we have been able to pay it forward, providing donations of clothes and goods to other local organisations, including Feed the Hungry Mildura, the Salvation Army and the Red Cross.

COVID-19 lockdowns have continued to present challenges for us throughout the year, having to close our doors each time as we are non-essential retail. Despite this, Little Sprouts' sales are tracking according to the forecast in our original business plan. We would like to thank The Ian Potter Foundation, Collier Charitable Fund, and Gandel Philanthropy for their philanthropic support of Little Sprouts, along with the Westfund Community Grants program which provided a defibrillator to be stored onsite at Little Sprouts for customers and community members.



Board of Directors



Philip Webster - Chair & Acting Executive Director

Philip is a medical practitioner working in family practice in Mildura for more than 40 years. Philip brings governance skills and board experience across medical, community and education sectors. He serves on several not-for-profit boards and sub committees. Philip is a graduate of the Australian Institute of Company Directors. He was a member of Mildura Senior College Council for 16 years and recently appointed to the Community Advisory Board of Mildura Base Hospital.



Heather Young - Secretary

Heather has been working as a Family Day Care Educator with Zoe Support for 2 years. She is presently completing Certificate III in Child Care. She completed The Diploma of Community Services Work in 2015 and has been a therapeutic foster Carer with MFC and interchange for over 10 years.



Gary Green - Director

Gary has a strong commitment to improving outcomes for young people and schools. He has worked in the education sector for over 30 years in various roles since completing his Education degree, including Principal for over 20 years. He has been State Councillor with the Victorian Principal Association, and Chair of several other Principal Associations. He is currently the Youth Engagement Services Coordinator, Mildura Rural City Council and leads a number of key programs focused on returning young people to education, training or employment.



Jenny Garonne - Director

Jenny has significant business, community and regional development experience through leadership positions held in local, state and federal governments over the last 25 years. Jenny is the CEO of Princes Court Homes. She has also been involved in many Board positions and is a Member of Australian Institute of Company Directors. Jenny's qualifications include an Executive Masters in Public Administration and she is a Fellow CPA.



William Trimble - Director

Will is passionate about community development and access to appropriate services for all community members. He was employed at Department of Human Services predominately in the Community Services field for over 10 years. Recognising that education is often the factor in improving people's lives and key to broadening choices and opportunities, Will transitioned to the Department of Education and Training and worked within the Adult Community and Further Education area for 4 years based in Bendigo before moving to Mildura to take up an opportunity with SuniTAFE, before transitioning back to Department of Education and Training as the Jobs Skills & Pathways Manager for the Mallee. Will has a strong social justice focus with a particular interest in gender equity and indigenous affairs. Will has sat on many Boards and is currently also a member of the Community Advisory Committee for Bendigo Health ensuring the Mallee's perspective is considered.





Directors Report

Your directors present their report on Zoe Support Australia ("the company") for the year ended 30th June 2021.

Principal Activities

The principal activities of the company during the financial year were;

- providing services to our target group of unsupported pregnant and early parenting families;
- providing non financial outcomes in response to funding body agreements; and
- providing turnover, cash flow and surplus to meet the financial objectives of the company.

There were no significant changes in the nature of the company's principal activities during the financial year.

Directors

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

- Philip Webster
- Jennifer Garonne
- Gary Green
- William Trimble
- Heather Young held the position of company secretary at the end of the financial year.

Meetings of Directors

During the financial year, 10 meetings of directors were held.

Attendances by each director were as follows:

	No. eligible to attend	No. attended
Philip Webster	10	9
Jennifer Garonne	10	9
Gary Green	10	10
William Trimble	10	10

Directors Report cont...

Short Term Objectives of the Company

The company has identified the following short-term objectives;

- be viable and sustainable into the future; and
- provide service to the target group identified in our object.

The company has adopted the following strategies for achievement of these short term objectives;

- the preparation of a business plan;
- the preparation of an annual budget for financial performance and the regular review of the company performance against the budget by management and directors;
- the review of the company compliance with funding bodies, regulations as well as occupational health and safety; and
- An updated Risk Register and mitigation plan.

Long Term Objectives of the Company

The company has identified the following long term objectives;

- grow the service and commit to long-term quality improvements
- secure long term recurrent funding;
- look at opportunities to expand the service;
- increase partnerships with key stakeholders
- provide mitigation of identified needs to the target group and improve social, educational and economic outcomes for this group which will impact on the community as a whole by reducing welfare dependency, improving engagement in education and social interaction
- be a leading service organisation in support for young parenting families and their return to education

The company has adopted the following strategies for achievement of these long term objectives;

- the preparation of a business and strategic plan to identify the opportunities and strengths of the company to provide sustainable services to the Sunraysia region;
- the preparation of a marketing plan to communicate the company long term objectives to the community, funding bodies, government and employees; and commitment to quality improvement in all service areas
- the development of a social enterprise

Performance Management

The loss from ordinary activities for the company amounted to \$53,626 for the financial year ended 30th June 2021 (2020: Profit \$45,099).

Membership Details

The company is incorporated as a company limited by guarantee that requires the members of the company to contribute \$50 per member towards the company liabilities on the winding up of the company. At 30 June 2021 the number of members was 8 (2020: 8).

Signed in accordance with a resolution of the Board of Directors:



Philip Webster
Chair

Dated: 14th October, 2021

Statement of Profit or Loss & Other Comprehensive Income

For the year ended 30 June 2021

	2021 \$	2020 \$
Income		
Grants	285,082	371,418
Donations	6,632	8,399
Program Income	233,899	2,727
Little Sprouts Op Shop income	18,846	17,091
Lease Support		19,263
Interest received	300	1,273
COVID-19 Incentive Payments	38,601	18,835
Workcover reimbursements		11,151
Other income	13,364	30,593
Total income	596,723	480,751
Expenses		
Advertising and marketing	2,178	2,023
Audit fees	7,150	1,275
Bank Fees And Charges	119	178
Contract payments		15,562
Depreciation	10,851	8,981
Entertainment	368	427
Fuel & oil	678	801
Gifts & Donations	3,384	443
Hire/rent of Plant & Equipment	5,052	5,933
Insurance	3,274	4,587
Interest - Australia	6,778	7,785
Light & power	16,704	12,553
Memberships & Subscriptions	1,429	998
Motor Vehicle expenses	4,137	4,901
Office expenses	14,746	4,997
Programme Expenses	25,743	27,591
Provision for Employee Entitlements	17,878	3,762
Rates & land taxes	2,871	9,952
Rent on land & buildings	68,250	53,250
Repairs & maintenance	11,349	14,234
Staff training	7,120	159
Superannuation	35,391	20,088
Telephone	8,008	7,512
Travel expenses		1,688
Wages	388,404	212,371
Website and software expenses		8,028
Workcover Premium expenses	8,487	5,576
Total expenses	650,348	435,652
Profit from Ordinary Activities before income tax	-53,626	45,099

Statement of Financial Position

as at 30 June 2021

	Note	2021 \$	2020 \$
Current Assets			
Cash Assets			
bankmecu - Community Access Acct		209,140	249,114
Petty Cash - Little Sprouts		142	235
		209,283	249,349
Receivables			
Accounts Receivable		23,589	2,080
		23,589	2,080
Total Current Assets		232,872	254,448
Non-Current Assets			
Receivables			
Loans other related companies		983	983
		983	983
Property, Plant and Equipment			
Property - 270 Deakin Ave, Mildura		283,237	283,237
Lease improvements		46,272	46,272
Less: Accumulated depreciation		(21,613)	(17,622)
Plant & equipment		47,223	47,223
Less: Accumulated depreciation		(32,257)	(28,755)
Office equipment		13,301	8,571
Less: Accumulated depreciation		(8,213)	(4,870)
Furniture & Fittings		725	725
Less: Accumulated depreciation		(657)	(642)
		328,019	334,139
Total Non-Current Assets		329,002	335,122
Total Assets		561,874	589,571

Statement of Financial Position

as at 30 June 2021

	Note	2021 \$	2020 \$
Current Liabilities			
Payables			
Accounts Payable		141	
Accrued Expenses		13,276	1,100
		13,417	1,100
Financial Liabilities			
Load & Go Card			73
Credit Card			41
			114
Current Tax Liabilities			
GST payable control account		7,723	(3,019)
Amounts withheld from salary and wages		5,862	2,486
		13,585	(533)
Provisions			
Employee entitlements		16,549	3,762
		16,549	3,762
Other			
Grants in Advance			10,000
			10,000
Total Current Liabilities		43,551	17,462
Non-Current Liabilities			
Financial Liabilities			
Bank loans		188,859	189,018
		188,859	189,018
Total Non-Current Liabilities		188,859	189,018
Total Liabilities		232,410	206,480
Net Assets		329,464	383,090
Equity			
Retained profits / (accumulated losses)		329,464	383,090
Total Equity		329,464	383,090



Statement of Cash Flows

For the year ended 30 June 2021

	2020 \$	2020 \$
Cash Flow From Operating Activities		
Receipts from customers	574,915	479,934
Payments to Suppliers and employees	(603,498)	(417,051)
Interest received	300	1,273
Interest and other costs of finance	(6,778)	(7,785)
Net cash provided by (used in) operating activities (note 3)	(35,062)	56,370
Cash Flow From Investing Activities		
Payment for:		
Loans to other related companies		
Payments for property, plant and equipment	(4,731)	(13,420)
Proceeds from disposal of:		
Loans to other related companies		5,569
Net cash provided by (used in) investing activities	(4,731)	(7,851)
Cash Flow From Financing Activities		
Proceeds of borrowings		
Repayment of borrowings	(200)	(308)
Net cash provided by (used in) financing activities	(200)	(308)
Net increase (decrease) in cash held	(39,992)	48,211
Cash at the beginning of the year	249,276	201,065
Cash at the end of the year (note 2)	209,283	249,276

Notes to the Financial Statements

For the year ended 30 June 2021

Note 1: Summary of Significant Accounting Policies

Zoe Support Australia is a company limited by guarantee, incorporated and domiciled in Australia.

The financial statements were authorised for issue on 14th October 2021 by the directors of the company.

Basis of Preparation

The directors have prepared the financial statements on the basis that the company is a non-reporting entity because there are no users dependent on general purpose financial statements. The financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the Corporations Act 2001. The financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations, and the disclosure requirements that are mandatory under the Australian Accounting Standards applicable to entities reporting under the Corporations Act 2001 and the significant accounting policies disclosed below, which the directors have determined are appropriate to meet the needs of members. Such accounting policies are consistent with the previous period unless stated otherwise.

The financial statements, except for cash flow information, have been prepared on an accrual basis and are based on historical costs unless otherwise stated in the notes. The material accounting policies that have been adopted in the preparation of the statements are as follows:

Accounting Policies

(a) Property, Plant and Equipment

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

Property

Freehold land and buildings are carried at their fair value (being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction), based on periodic, but at least triennial, valuations

by external independent valuers, less subsequent depreciation for buildings.

Increases in the carrying amount arising on revaluation of land and buildings are credited to a revaluation surplus in equity. Decreases that offset previous increases of the same asset are charged against fair value reserves directly in equity; all other decreases are charged to the statement of profit and loss and other comprehensive income.

Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

Plant and equipment

Plant and equipment are measured on the cost basis.

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

Depreciation

The depreciable amount of all fixed assets, excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the company commencing from the time the asset is held ready for use.

(b) Employee Benefits

Provision is made for the company's obligation for employee benefits arising from services rendered by employees to the end of the reporting period.

(c) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial position.

(d) Revenue and Other Income

Interest income is recognised using the effective interest method, which for

floating rate financial assets is the rate inherent in the instrument.

Grant Income is recognised in the income statement when it is controlled. When there are conditions attached to grant revenue relating to the use of these grants for specific purposes, it is recognised in the statement of financial position as a liability until such conditions are met or services provided.

All revenue is stated net of the amount of goods and services tax (GST).

(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 (ATO).

(f) Income Tax

Zoe Support Australia is a not-for-profit company limited by guarantee and is therefore exempt from income tax. This has been confirmed by the Australian Taxation Office (ATO).

(g) New and Amended Accounting Policies Adopted by the Company

The AASB have issued a number of new and amended Accounting Standard and Interpretations that have mandatory application, some of which are relevant to the company. In accordance with applicable Accounting Standards, the comparatives for the 2020 reporting period have not been restated.

(h) COVID-19 Impact

Australia has experienced significant changes to the societal and economic environment due to the global pandemic caused by the Coronavirus (COVID-19). The outbreak of COVID-19 created highly uncertain circumstances for households, businesses, community and governments. Whilst the impact of these measures is not expected to have a material impact on the financial statements and accompanying notes, the company will identify where appropriate any impacts or items which require significant judgement or estimation in deriving item balances. Where the company believes a material impact is likely as a result of the COVID-19 pandemic, it will include details of the possible impact and provide COVID-19 updated figures or estimates where appropriate.

Note 2. Reconciliation Of Cash

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts.

Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:

	2021	2020
	\$	\$
bankmecu - Community Access Acct	209,141	249,114
Load & Go Card		(73)
Petty Cash - Little Sprouts	142	235
	209,283	249,276

Note 3. Reconciliation Of Net Cash Provided By/Used In Operating Activities To Operating Profit After Income Tax

	2021	2020
	\$	\$
Operating profit (loss) after tax	(53,626)	45,099
Depreciation	10,851	8,981
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	(21,508)	455
Increase (decrease) in trade creditors and accruals	12,317	(4,685)
Increase (decrease) in other creditors	(10,000)	10,836
Increase (decrease) in employee entitlements	12,787	3,762
Increase (decrease) in sundry provisions	14,118	(8,078)
Net cash provided by operating activities	(35,061)	56,370

Note 4: Contingent Liabilities

As 30th June 2021 the directors are unaware of any liability, contingent or otherwise, which has not already been recorded elsewhere in these financial statements.

Note 5: Capital Commitments

As 30th June 2021 the directors are unaware of any capital or leasing commitments, which has not already been recorded elsewhere in these financial statements.

Note 6: Events Subsequent to Reporting Date

Since the end of the financial year, there has been no events occurring after the reporting date which require specific disclosure.

Note 7: Bank Loans

The bank loan is secured by a registered first mortgage over freehold property and buildings at 270 Deakin Ave, Mildura. The loan is interest only for 3 years (until September 2021) and has therefore been disclosed as a Non-Current Liability.

Directors' Declaration

ZOE SUPPORT AUSTRALIA

ABN 76 161 029 705

Directors' Declaration

The directors have determined that the company is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies prescribed in Note 1 to the financial statements.

The directors of the company declare that:

1. the financial statements and notes are in accordance with the Corporations Act 2001:
 - (a) comply with Accounting Standards described in Note 1 to the financial statements and the Corporations Regulations; and
 - (b) give a true and fair view of the company's financial position as at 30 June 2021 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. in the directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Philip Webster
Director

Dated: 14th October, 2021

Independent Audit Report

to the members of Zoe Support Australia

Auditor's Opinion

The financial report of Zoe Support Australia has been audited. This comprises the statement of financial position as at 30 June 2021, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended and notes to the financial statements, including a summary of significant accounting policies, and the directors declaration.

In my opinion, the financial statements of Zoe Support Australia is in accordance with the Corporations Act 2001 including giving a true and fair view of the company's financial position as at 30 June 2021 and of its performance for the year ended on that date; and complying with Australian Accounting Standards [and Corporations Regulations 2001].

Basis for Opinion

The audit was conducted in accordance with Australian Auditing Standards. Responsibilities under those standards are further described in the 'Auditor's responsibilities for the audit of the financial statement' section of the report. I am independent of the organisation in accordance with the ethical requirements of the Accounting Professional and Ethical Standard Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to the audit of the financial report in Australia. I have also fulfilled our other ethical responsibilities in accordance with the Code.

The audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

Director's Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Corporations Act 2001 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement,

whether due to fraud or error.

In preparing the financial report, the responsible persons are responsible for assessing the organisation'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 responsible persons either intend to liquidate the organisation or to cease operations or have no realistic alternative but to do so.

The responsible entities are responsible for overseeing the organisation's financial reporting process.

Auditor's Responsibility

The auditor's 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 my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, professional judgement is exercised and professional scepticism is maintained throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. 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.

- Obtain an understanding of internal control relevant to the audit 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 registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.
- Conclude on the appropriateness of responsible entities' 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 registered entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I'm required to draw attention in the auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify the opinion. Conclusions are based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- 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.

I communicate with responsible entities regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that are identified during the audit.



Kellie Jane Nulty

Dated this 17th day of October 2021



2020 - 2021 Supporters

Thank you to all our wonderful supporters 

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- SMECC
- Narra's Bakery
- Feed the Hungry
- Mildura Senior College
- Anglicare Victoria
- SuniTAFE
- MADEC
- Northern Mallee LLEN
- WDEA Works
- AXIS Employment
- Best Start Mildura Partnership
- Mallee Child Family Services Alliance
- Charles & Partners Accounting Firm - Katie McCoy
- MRCC Family Day Care Educators: *Karen Mitchell, Heather Young and Simone McFarlane*

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- Westpac
- Bennelong
- Department of Health Youth Action
- Mercy Foundation
- Mildura Court Fund
- Vic Health
- Department Education & Training Adult Community Further Education Board
- MRCC Community Partnership

Local Community Donations

- Narelle Beattie
- Kenneth Hardwick
- Aidrian Robson
- PayPal Giving Fund
- Findex Mildura
- Northern Mallee Anglican Parish
- Pat & Mary Curran
- Allan and Christine McCallum
- Brenda Ford
- Planning Partners





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