

FMC 2013  
Annual Report  
Workbook



**FMC**  
Mediation and  
Counselling Victoria

# Did you know...



1 in 5 families with children

## UNDER 15 YEARS

are single parent families



No 1 indicator of financial stress for families with children under 15 years is that they can't pay their gas and electricity bills on time

(Source: Relationship Transitions and Subjective Wellbeing - refer page 5)

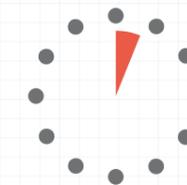
# 5,583 FMC CLIENTS

The number of clients seen by FMC this year

(Source: FMC Mediation and Counselling Victoria)

# 121,752

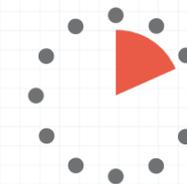
The number of marriages in Australia in 2011



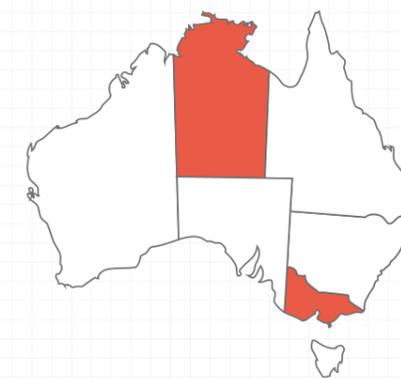
That's 1 every 4 minutes

# 48,935

The number of divorces in Australia in 2011



That's nearly 1 every 11 minutes



States with highest proportion of all divorces involving children NT & Vic (55%)

(Source: ABS (rounded) 3310.0 - Marriages and Divorces, Australia, 2011)

Average age of **SEPARATION**

**41** | **38**  
YEARS | YEARS

(Source ABS (rounded), 4102.0 Australian Social Trends, March Quarter 2012)

Average age of

## DIVORCE

**45** | **42**  
YEARS | YEARS

(Source ABS (rounded), 4102.0 Australian Social Trends, March Quarter 2012)

## MARRIAGE

Average number of years from marriage to divorce

# 8.7 YEARS

## DIVORCE



This QR (Quick Response) code can be read by an imaging device, for instance from your smart phone or tablet, with the camera. Scanning the code will take you straight to the relevant place on our website for more information.

# Welcome Dear Reader

## A peek behind the scaffolding

This year we are taking you behind the scenes in our annual report. Not just in the sense of our financials and our activities, but deep into our process of transformation.

Our transformation is very much a work in progress. It began as a response to compelling external forces such as changing client expectations; changing technology; changes in funding. From here we created a vision of the organisation we needed to become and the strategy to get there.

We are on our way.

For the people we help with our services and programs, things will have seemed like business as usual. However behind the invisible scaffolding, 2012-13 has been all about the hard work of profound change. We have redesigned, reconfigured and reworked our entire organisation, from our communications and technologies to our work practices. We have taken a more analytical and evidence-based approach to direct, change and refine our practices. The transformation continues.

Come with us as we look at the journey so far...

## Who we are and what we do

We are one of Australia's leading mediation and counselling organisations. Every day we help people live better lives - by living up to our belief that together we can solve every problem.

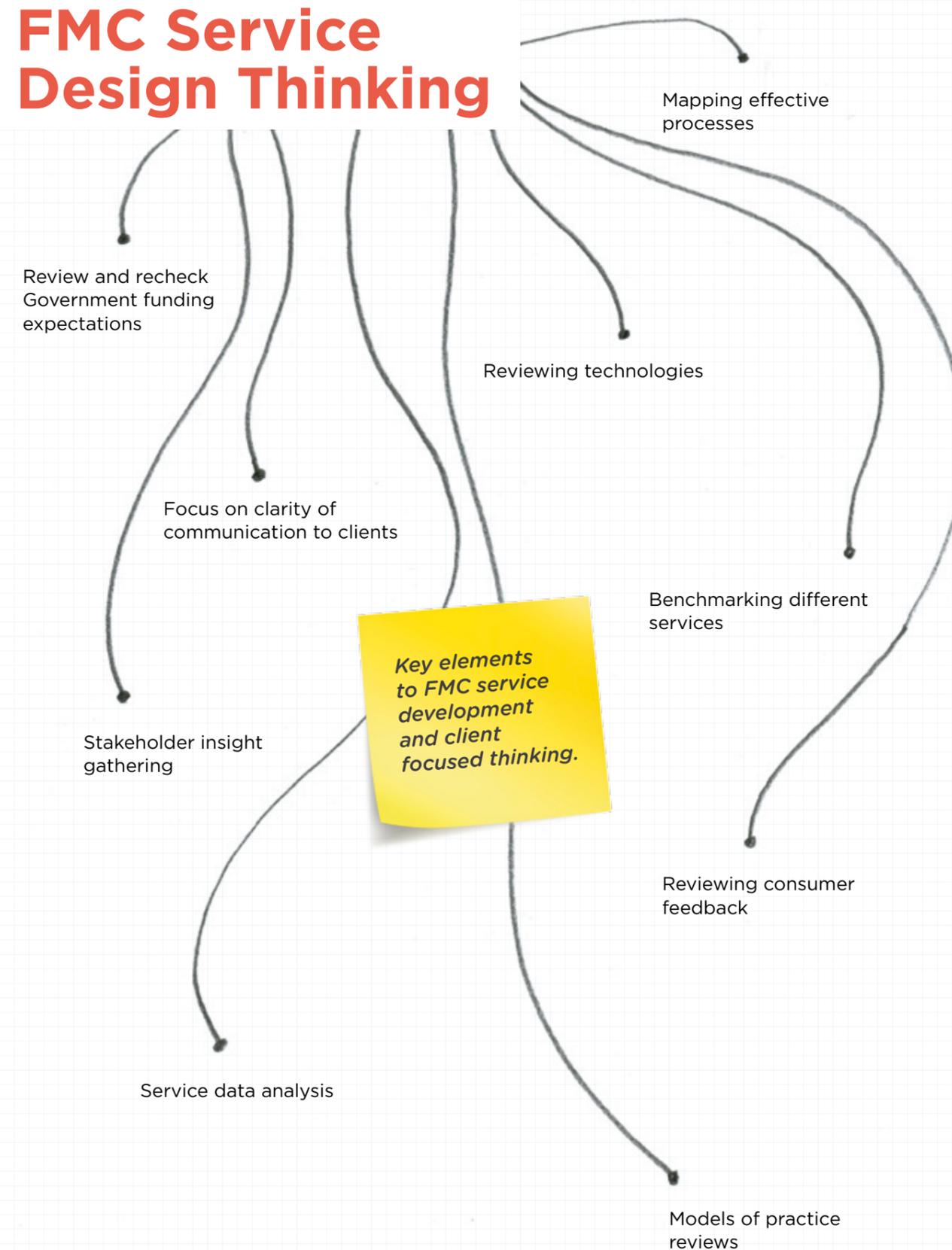
We are a diverse group of compassionate, optimistic and professional people, spread across Greater Melbourne and Gippsland, all focussed on listening and responding to our clients' unique situations. We have and always will, put the needs and safety of children first.

Every day we touch the lives of hundreds of people. People dealing with tough life changing events such as separation from a partner or major worsening finances, things that can have a devastating effect on their quality of life. Our services have been developed not only to provide support but to build resilience. We help people communicate with each other; be better parents; be better partners; navigate life's stressful events; and resolve conflict - improving their quality of life now and ensuring they can deal with future change.

We are committed to providing the highest quality services and programs that enable people to create positive and lasting changes - to their relationships, their personal issues and their finances. As a leading training provider, we also help people to achieve positive changes in their career.

With 28 years of continuous service, we have seen a shift in the types of stresses our clients are facing. To respond to this shift we, as an organisation, have also recognised the need to change. We are now deep into the process of making major changes for our long term future so that we can provide more responsive services to more people.

# FMC Service Design Thinking



# Chair and CEO Report



## A year in review

This has been a year of deep change and great achievement. We are so proud of what has been accomplished. Our achievements include a new strategic plan and direction (aligning with our core values of compassion, optimism and professionalism); a contemporary and invigorating rebranding; benchmarking and repositioning ourselves in the sector; developing engaging interfaces with our clients; and enhanced internal IT capabilities. We know there is more to do and confident we are in a great position to do it.

Throughout this period of shift and change there has been one constant. We continued to provide great service to our clients, thanks in no small way to our most valuable resource – our staff. Their professionalism, optimism and commitment to



continue to provide the highest quality client services has been an inspiration and is a key reminder that the role of FMC is vitally important for the wider community.

We also awarded the inaugural Edwina Richardson Scholarship. Edwina Richardson was an FMC Board member with a great passion for mediation. Sadly she passed away last year so in her honour, the Board created the Scholarship. The recipient was an Indigenous third year university student who loved the course (Foundations of Mediation) and thought it culturally appropriate. She is looking forward to using her new skills as they are about empowering people and giving choice.

We continue to work on what sets us apart – our people, our brand and our structure as we work through our transformation.

## The driver of change

Our sector has been through significant changes by way of Government expectations for Not For Profits. FMC has needed to respond to greater regulation and scrutiny as performance-based contracts to drive outcomes, evidence-based reporting, increased efficiencies, greater compliance and improved reporting systems become standard. Clients themselves now have greater expectations in terms of access to information about FMC, as well as speed of responses and outcomes.

We knew that to continue to deliver services that improve the quality of people's lives and meet the expectations of our funding partners, we needed to overhaul our business and make sure that we could demonstrate increased efficiencies, improved services and technological readiness for the future. But we also knew that if we could help our clients resolve their problems, we could do it for ourselves too.

## The challenges and rewards of change

We know that successful organisations are ones that recognise and adapt quickly to a changing environment. After careful consultation and consideration we decided to focus on investment in our

systems and practices, client service improvement and service integration (ensuring our clients have easy access to the full suite of our services should they so need).

We undertook major changes to ensure that FMC will continue to provide vital services to our clients far into the future. By transforming our operational and business models we have created opportunities for investing in our future. Specifically, we have redesigned our organisational structure to foster strong leadership, better performance and greater accountability, and we have made significant investments in improving our information technology capabilities because we know that by investing in our strategic priorities we will grow the value we provide to the community.

Change for FMC also entailed financial cost but a prudent approach to financial management in the past and in FY2013 meant we were able to greatly increase the investment back into the organisation. While this year's Financial Report shows a necessary transitional deficit, we are still in a very sound financial position. Liquidity is very good, Net Assets remain strong and our Cash position is excellent.

Tough decisions have been made and a leap of faith taken, however it has all been based on sound strategic principles,

a clear vision for the future and a whole lot of dedication and commitment by our most important strength – our staff. We haven't finished yet but we are well on our way.

## Why we need to keep doing what we do

We exist to help people have better quality lives. We are here for the families that need help. Families provide society as a whole with the best welfare support system yet, at times, under great pressure, they struggle. Across Australia a couple gets married approximately every four minutes and another gets divorced around every 11 minutes. In Victoria alone, over 50% of divorces involve families with children under 15 years of age.

Studies have shown that in peoples' lives separation from a partner (especially when children are involved) and a major worsening of finances are two of the top causes of significant deterioration of peoples' sense of wellbeing<sup>[1]</sup>. In the past year we have helped over 5,500 clients try and find peace, resolution, safety and harmony in their lives. We have provided family dispute resolution, relationship and separation counselling, parenting counselling, financial counselling and advice, and direct support for children. We are committed

to doing what it takes to continue to meet that need.

As you read through this workbook, we hope you get an insight into the realities of what we have been undertaking over the past year. It's easy to talk about transformation but that belies the challenge that change is for some and so we would like to take this opportunity to sincerely thank those who matter most to us:- our funding partners without whom our reach would be substantially reduced; the Board who embraced and supported this transformation; our staff without whom nothing would happen and last but not least, the many clients who chose FMC to help them through their challenging times. Thank you.

We look forward to talking to you again in 2014.

Julie Dixon  
Chair

Kim O'Neill  
CEO

[1] Relationship Transitions and Subjective Wellbeing: A Longitudinal Analysis, 2011 by Janeen Baxter, School of Social Science and Institute for Social Science Research, The University of Queensland and Belinda Hewitt, Institute for Social Science Research, The University of Queensland.

# FMC Board



Julie Dixon  
Chair



Ross Hyams  
Deputy Chair



Gregory Whimp  
Treasurer



Dr Becky Batagol  
Company Secretary



Ashley Saltzman



Gerlinde Scholz



Kalman Rubin  
Chair to Feb 2013  
(Retired)



Maurie Hasen  
(Retired)

# Executive Team



Kim O'Neill  
CEO



Nicole Artico  
Executive Manager  
Client Services



Jenni Dickson  
Executive Manager  
Quality & Service  
Development



David Turen  
Executive Manager  
Human Resources



Graeme Westaway  
Executive Manager  
Business &  
Development





# Family Dispute Resolution

Family Dispute Resolution (FDR) is the guided negotiation of agreements between family members in conflict. Often, but not always, this is families experiencing separation/divorce usually involving children and/or financial settlement.

## Mia and Kayla's experience

Mia (11) wished her big sister Kayla (15) would stop fighting with her mum. Mia's mum and dad used to fight like that and then her dad moved into a new house.

That was two years ago and ever since then the girls together rotated, residing one week with each parent. Everyone had told Mia that things would be better when her parents lived apart, but really things were still pretty bad. Her parents still argued about money and now they were arguing about where the girls should live all over again. Mia didn't want to stay with her dad and things at school weren't going so well for her either.

When Mia's parents, Michelle and Gary, separated they had agreed to a parenting plan with a week-about arrangement for the girls. However, now neither of them were happy about this; Gary wanted Kayla to live with him full time and Michelle wanted Mia full time, both insisted on week-about for the other daughter. Both parents were keen on pursuing a court resolution but were constrained by costs. They decided to try Family Dispute Resolution.

**'Initially the couple were given some space to air their grievances but then we moved the focus from just the parents issues to them considering ways to address everyone's needs.'**  
**Alan**

At this point it was important to offer Child Inclusive sessions whereby Kayla and Mia saw a child consultant who then provided feedback to the parents about the girls' point of view.

When all the voices were heard, it was clear that Kayla was happier living with her father. However, she deeply wanted a better relationship with her mother. Mother and daughter enrolled in Parent-Adolescent mediation and sorted through their differences. Gary and Michelle were also finally able to agree on the best living arrangements to suit Mia and still ensure they both felt included.

Finally, they went through the process of financial settlement, which not only brought them the certainty of knowing where they stood financially, but gave them the freedom to make their plans for the future.

**'Critical to success here was our ability to provide an affordable and inclusive service where the children's needs were the central focus.'**  
**Alan**

## How does it work?

Work with a skilled, professional and impartial mediator helping each party decide what matters most to them and then reach those outcomes.

Often complex with many issues at hand, strong emotions and multiple people involved, mediators have a wealth of experience in these types of situations.

It allows you to develop your own creative solutions to your problems.

## What does it involve?

When you make the first contact, we assess the situation and work out if mediation is right for you.

The process involves working individually. We listen to each party's perspective on the dispute and their willingness to negotiate.

Mediation is suitable for most disputes. A session usually lasts about two hours. How long the process depends on your needs. Sessions between two and four is typical.

Mediation sessions cover:

### Developing options

You explore ways to meet your needs and consider the needs of everyone involved.

### Negotiating together

With the guidance of the mediator, you communicate directly with the other party and make decisions about each issue.

## Reaching agreements

Agreements made are not legally binding, however they can usually be easily converted to legal agreements, if both parties choose to make them so.

## What does it cost?

As a not for profit organisation FMC ensures that it represents good value to its clients.

The cost of some services is partially funded by the Government. The balance is covered by fees which are based on a sliding scale according to income and ability to pay. We discuss with you how your particular circumstances affect the fee structure and access.

FROM TIGHTROPE TO BRIDGE

Need professional help resolving a dispute about property, money or children?

## Supporting Children after Separation Program

The Supporting Children after Separation Program (SCASP) assists children from separated families manage issues arising from the breakdown of their parents' relationship and participate in decisions that impact on them.

### Joanna and Kyle's experience

Joanna separated from Aaron's dad, Kyle, four years ago. Kyle had intermittent visits with Aaron despite there still being a high level of conflict between the two of them. During the last visit things escalated, Joanna grabbed Aaron and took off but in her panic she crashed their car, writing it off.

Joanna knew she needed help for her and her son but, because of her life experiences, she had developed a deep distrust of non-Indigenous service providers. Joanna is a member of the Stolen Generation. She was taken from her family at 18 months of age and placed in foster care. She suffered immense trauma, depression and major mental health issues.

Joanna came to FMC because of FMC's Indigenous School Holiday program, which is designed to build Indigenous children's connection to their heritage and community. This connection proved to be priceless to Joanna and Aaron. As a result of this program and play with the therapy balls, Aaron learned to express his feelings appropriately, share his story and build coping skills.

For Joanna, her relationship with her son improved as they developed a better

understanding of each other and effective coping mechanisms. In time, Joanna's trust and relationship with FMC grew and she accepted referral for individual counselling to address her trauma.

**'As a counsellor I understand very well the manifestations of trauma and attachment. But in this case it was my prior knowledge of the 'stolen generation' that meant I could talk to Joanna with genuine empathy and insight, providing her with the reassurance and validation she needed to build trust and rapport with us (FMC).'** Maria

Maria was very sensitive to Joanna's needs and went as far as scheduling appointments for Joanna to coincide with public transport thereby her reducing travel time and increasing her chances of attendance.

**'Providing compassionate support is more than just counselling. It is having an understanding of the whole context - the client's past experiences, cultural needs and complexities of their day-to-day lives. Simple things like arranging appointments that work with public transport make a huge difference to a client's ability to see counselling through.'** Maria



Therapy balls are used to help children normalise behaviour.

# Family and Relationship Services

The Family and Relationship Services (FARS) program delivers counselling, therapy, education and support to individuals, couples and families.

## Valentina and Peter's experience

When Valentina, Peter and their two children first approached us they were enmeshed in spiralling emotional and verbal abuse.

Valentina's mental health was in a precarious state. Five years ago Valentina had suffered a psychotic breakdown requiring hospitalisation and although she was taking antidepressants and antipsychotic medications, she was worried she might relapse. On top of that she felt she bore the role of parent to Lucy (18) and Marcus (15) alone. Looking after Marcus was particularly stressful — he had been born with significant intellectual and physical difficulties and needed constant care.

In addition, the family's financial situation had deteriorated since Peter had been involved in an accident and was unable to work due to debilitating back pain. He had been recommended for surgery, but the wait list was long and he was uncertain when his condition could be treated.

The couple's relationship had deteriorated significantly under the stresses and this was affecting the entire family. Their situation had become volatile and chaotic.

**'It was clear that the family had little capacity to understand the dynamics operating against them - mental health,**

**generational, social and economic - and ever fewer relationship skills to deal with their issues effectively. It's the complexity of needs that brings families to the brink.'** Simon

Helping this family required a multidirectional approach. The first step was helping them understand exactly how their negative patterns of interaction were operating against them. Counselling helped them reduce their conflicts, encouraged respectful communication and set boundaries against abusive behaviour, but the family also needed community support.

**'Through our networks and service contacts, I was able to arrange additional help in caring for Marcus, which greatly reduced Valentina's and everyone's stress.'** Simon

In the second stage of counselling, the focus shifted to reducing the emotional chaos between Valentina and Peter. By taking a 'strengths based' approach to goal setting and disengaging from a 'limitations focus', their tendency to react out of anxiety reduced and their ability to communicate respectfully with each other increased.

**'Our focus is on all family members and our ability to tailor strategies enables us to reach the goal of helping families realise a sustainable and meaningful connection.'** Simon

Names have been changed



# Financial Counselling

Financial counselling helps people in financial difficulty to resolve their financial issues. Counsellors provide information, support and advocate on their client's behalf, if required.

## Deb and Jason's experience

When Deb came to see financial counselling practitioner, Sarah, her world had fallen apart. Deb and her husband Jason were in serious and progressing financial difficulty.

Several months before, Deb had lost her job and the couple were struggling to pay the mortgage and to cover the daily expenses of three children on one income and Centrelink payments. They were using credit cards to make up the shortfall. Then things suddenly became much, much worse.

Deb was diagnosed with terminal cancer and told she didn't have long to live. Jason had to give up his job to care for Deb and the kids. They had no income (other than Centrelink) with a debt of \$35,000 and Jason wasn't used to managing the finances. Deb accepted that she wouldn't see her children grown up, but she was determined not to leave her family in crippling financial difficulty. With only weeks to live, Deb contacted Sarah.

**'This situation was absolutely heart breaking. But the wonderful thing about a place like FMC is that we have the ability to deal with problems holistically – I knew I would be able to help the family's financial situation and be able to refer them to my colleagues to look after their emotional needs too. They wouldn't have to deal with this on their own.'**  
**Sarah**

Sarah started by assessing the couple's situation and identifying their financial priorities as well as their non-financial needs. Although they had accumulated \$15,000 of credit card debt, they hadn't realised that their credit cards had insurance protection covering illness and unemployment. Further investigations revealed that they both had superannuation policies with total permanent disability and income protection insurance.

**'I was able to apply for immediate release of Deb's superannuation and insurance. These funds totalled around \$90,000, which resolved their mortgage arrears and significantly reduced the mortgage loan balance. This relieved a lot of Deb and Jason's anxiety.'**  
**Sarah**

Deb had accumulated parking fines while having her cancer treatment. Sarah was able to apply to the Magistrate's Court Special Circumstances for the revocation of these and she also applied for Utility Relief Grants to reduce the couple's gas and electricity debts.

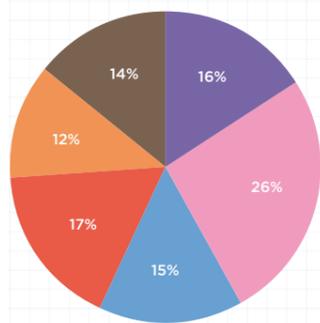
**'Importantly, I was able to work with Centrelink and the Department of Human Services to quickly process applications for Carers Payment, Carers Allowance and Bereavement Benefits. Jason had no idea he could access these when he gave up his job to care for Deb.'**  
**Sarah**

Deb passed away quickly. Although Jason and the kids were devastated by her loss, Jason felt that the relief provided by FMC was of great comfort.



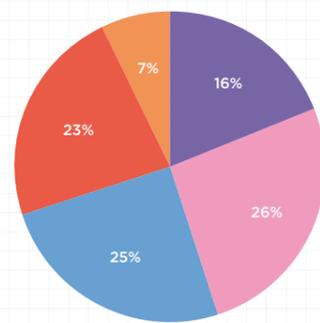
# 2012 - 2013 Annual Figures

Clients by Site (%)



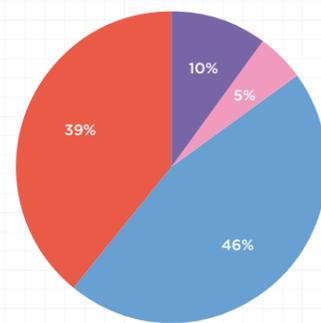
Broadmeadows	16%
Chadstone	26%
Moorabbin	15%
Narre Warren	17%
Ringwood	12%
Traralgon	14%

Clients by Service Type



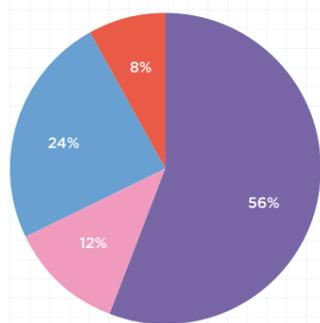
Supporting Children After Separation Program	19%
Family Dispute Resolution	26%
Family Relationship Centre	25%
Family & Relationship Services	23%
Financial Counselling Services	7%

Centrelink Payments



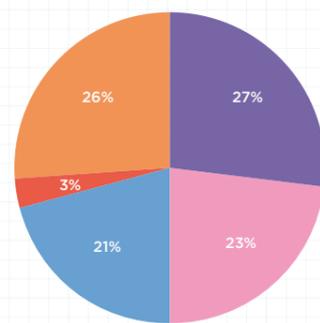
Unstated	10%
Not applicable	5%
No	46%
Yes	39%

Employment Status



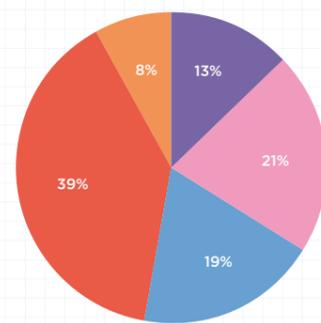
Employed - including self-employed	56%
Unemployed - actively looking for a job	12%
Not in the labour force (e.g. stay at home parent)	24%
Unstated	8%

Current Income



\$0 - \$25,000	27%
\$25,001 - \$50,000	23%
\$50,001 - \$110,000	21%
\$110,001 and over	3%
Unstated	26%

Highest Level of Education



Primary	13%
Secondary - Year 10	21%
Secondary - Year 12	19%
Tertiary - University or Institutes	39%
Unstated	8%

5,583 FMC CLIENTS



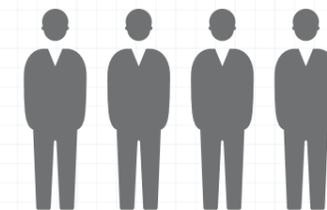
The majority of our clients are in the workforce (near employment status)

88%

Of clients say they have improved knowledge and skills post counselling/mediation

The number of clients seen by FMC this year

(Source: FMC Mediation and Counselling Victoria)



The average number of sessions per client (4)

26-45 year olds

account for

57%

of our business

91%

Of clients are satisfied with the service they received and feel it was responsive and respectful of their needs and/or cultural language background

53%

Just over half our clients are female

60%

Broadmeadows and Narre Warren account for 60% of children under 18 years

89%

Of Family and Relationship Counselling clients believe they have improved family functioning post counselling

2%

Of our clients identify as Aboriginal or Torres Strait Islander

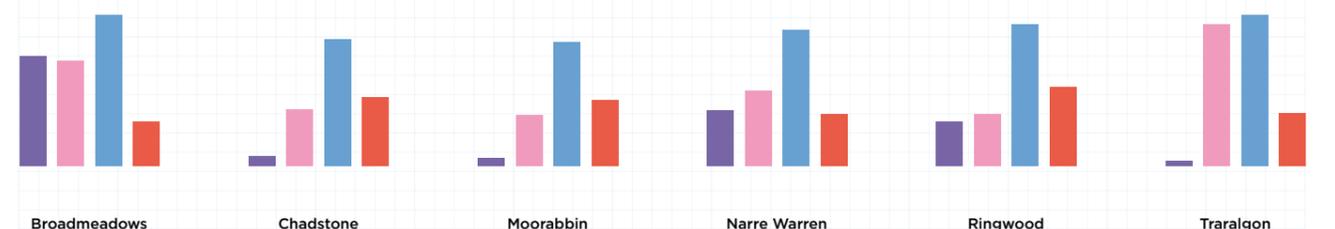
Traralgon sees most 26-35 year olds

90%

Of Family Dispute Resolution clients feel they live in a safer family and community environment post counselling

Groups by site

Legend: 5 - 12 yrs (purple), 26 - 35 yrs (pink), 36 - 45 yrs (blue), 46 - 55 yrs (red)



# Web & IT

## Front of house

The most public face of FMC is our website. We clearly needed to improve our online presence and our rebranding provided the perfect launching pad for what is a truly impressive transformation.

Our website now provides a fully responsive service. Rich in content and with a variety of important services on offer, we focused on simplifying the navigation and information gathering process. Rather than just review material, prospective clients can now send a query online and make bookings - both of which clients utilise fully.

To ensure we were completely user friendly, we also developed the site to be fully responsive across tablet and mobile phone platforms ensuring seamless access to key information and enquiry channels via the client's preferred option.

The site has received overwhelmingly positive feedback from staff, the sector and clients alike and we look forward to improving our offering as time goes on.

## Behind the scenes

While not nearly as glamorous as our website, central to our organisational transformation has been a complete overhaul of our existing IT capabilities. With a legacy of 'quick fixes' what we really wanted to do was take advantage of emerging technologies that would help us meet the needs of our staff and clients into the future.

We analysed what we had, what we needed right now and what we would need in the future. As you would expect, we found gaps and areas for improvement - aged equipment and software; variations in computer responsiveness between sites and variations in accessibility to critical data. Most importantly was an approaching capital replacement agreement that did not offer options such as cloud-based data utilisation.

In Phase 1 of our IT transformation, we have appointed a new supplier of financial and Customer Relationship Management (CRM) software and secured additional licenses to increase practitioner access to CRM - a critical client management tool. We've also undertaken the development of a new general ledger account framework to improve production of our financial reports.

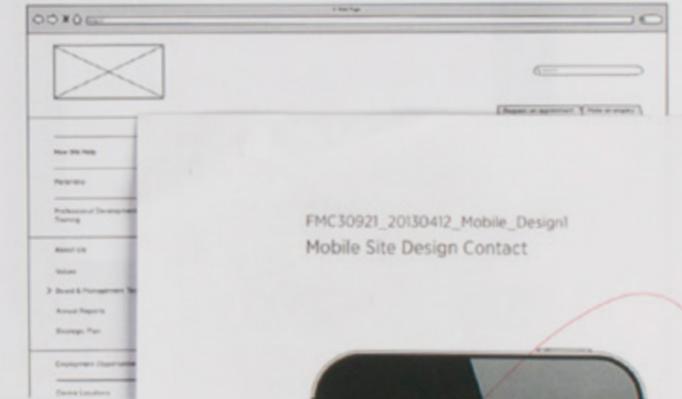
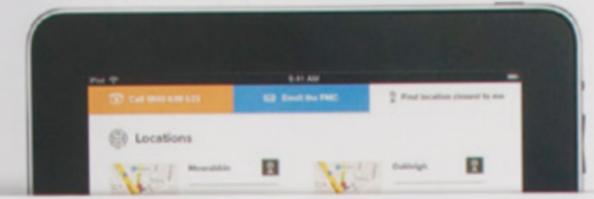
The most visible and exciting IT achievement for our staff has been the installation of new desktop hardware across all locations. As a tangible expression of what to many is an esoteric exercise, new computers with increased capacity are a clear demonstration of the growth and transformation of FMC into an organisation that has its eye on the future.

However, the new year will bring our most significant leap forward when we trial cloud options for data utilisation.

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Portrait Tablet Site Design



Home Page



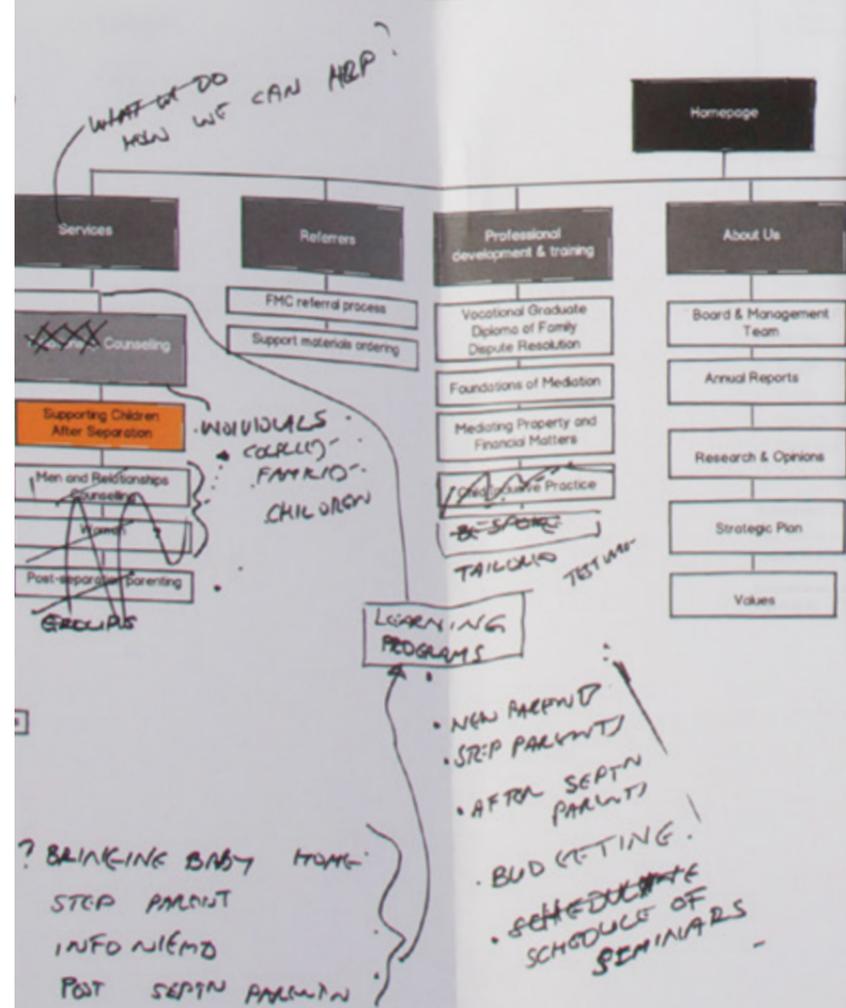
FMC30921\_20130412\_Mobile\_Design  
Mobile Site Design Contact



Home Page

### Rationale

- The existing phone icon has been incorporated seamlessly with the cur
- Upon tapping on this, a quick access 'contact' section will fly in from th
- User friendly buttons have been incorporated for the 4 main point's of
- The online form is styled to fit with the desktop version of this form.



# FMC Training

FMC, with its 28 years of experience in dispute resolution, has a niche position in the market as the experts in training in family conflict resolution. We don't deliver just a lectern and notebook approach. Ensuring participants feel what it's like to be both the client and practitioner enables a far more meaningful learning opportunity.

At FMC we are fortunate to have a top team of accredited trainers who are qualified, experienced, practising dispute resolution practitioners and understand more than just theory. Our courses include:

- **Foundations of Mediation** – an introduction to becoming a family dispute resolution practitioner
- **Mediating Property and Financial Matters** – a specialised course specifically designed for FDR practitioners wanting to expand their mediation skills
- **Vocational Graduate Diploma of Family Dispute Resolution (FDR)** – a graduate course which is a prerequisite to being registered by the Attorney-General's Department as a Family Dispute Resolution Practitioner.

In 2012 we:

- Delivered one complete intake for the Vocational Graduate Diploma in Family Dispute Resolution. The graduates response to the value of the course was overwhelmingly positive
- Commenced a new intake of Vocational Graduate Diploma in Family Dispute Resolution
- Ran two Foundations of Mediation courses and two Mediating Property and Financial Matters
- Granted an Edwina Richardson Scholarship to a student from an Indigenous and Torres Strait background

- Conducted workshops for secondary teachers and administrators in conflict resolution
- Conducted Property Mediation refresher training in Regional Victoria.

Having had our hands full focusing on service delivery, in 2013/14 we will be transforming our training arm to ensure the highest levels of accredited courses possible, expanding our marketing reach (particularly for the Vocational Graduate Diploma in Family Dispute Resolution) and exploring new opportunities.

Who is our target audience?

- already working as a professional for further professional development
- wanting to become a professional in dispute resolution
- working with clients in a professional capacity
- wanting to develop their own business

Whether professional or business, it is essential for your business to improve your skills. We have a course for you.

What are our courses?

Train your team to handle conflict...

# Financial Statement

Change for FMC entailed financial cost but a prudent approach to financial management means we were able to greatly increase the investment back into the organisation

Income Statement	2013 \$	2012 \$
Revenue	7,069,934	7,081,069
Marketing expense	(95,452)	(74,218)
Occupancy expense	(439,372)	(445,815)
Employee benefits expense	(4,610,404)	(4,420,548)
Consultancy and legal expenses	(642,682)	(344,915)
Membership expense	(23,342)	(16,039)
Depreciation	(417,208)	(406,943)
Other expenses from ordinary activities	(1,099,621)	(1,222,701)
Total expenses	(7,328,081)	(6,931,179)
<b>Surplus/(deficit) for the year</b>	<b>(258,147)</b>	<b>149,890</b>

Significant but necessary investment in structural initiatives eg Practice Development, IT systems, Website, Compliance & Legal

Despite necessary transitional deficit, still in a very sound financial position

Balance Sheet	2013 \$	2012 \$
<b>Assets</b>		
<b>Current Assets</b>		
Cash and Cash equivalents	2,133,623	2,076,294
Trade and other receivables	89,851	104,953
Financial assets	146,260	142,461
Other current assets	54,856	100,696
<b>Total Current Assets</b>	<b>2,424,590</b>	<b>2,424,404</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	3,453,655	3,676,071
Total non-current assets	3,453,655	3,676,071
<b>Total Assets</b>	<b>5,878,245</b>	<b>6,100,475</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade and other payables	579,074	324,931
Borrowings	205,008	205,008
Short-term provisions	330,551	418,049
Current Liabilities	569,696	538,845
<b>Total Current Liabilities</b>	<b>1,684,329</b>	<b>1,486,833</b>
<b>Non-Current Liabilities</b>		
Borrowings	614,112	816,583
Other long-term provisions	111,701	70,809
Total Non-Current Liabilities	725,813	887,392
Total Liabilities	2,410,142	2,374,225
Net assets	3,468,103	3,726,250
Equity		
Accumulated Surpluses	3,468,103	3,726,250
<b>Total Equity</b>	<b>3,468,103</b>	<b>3,726,250</b>

Strong cash position

Scan the QR code to access more information about the Financial Report.

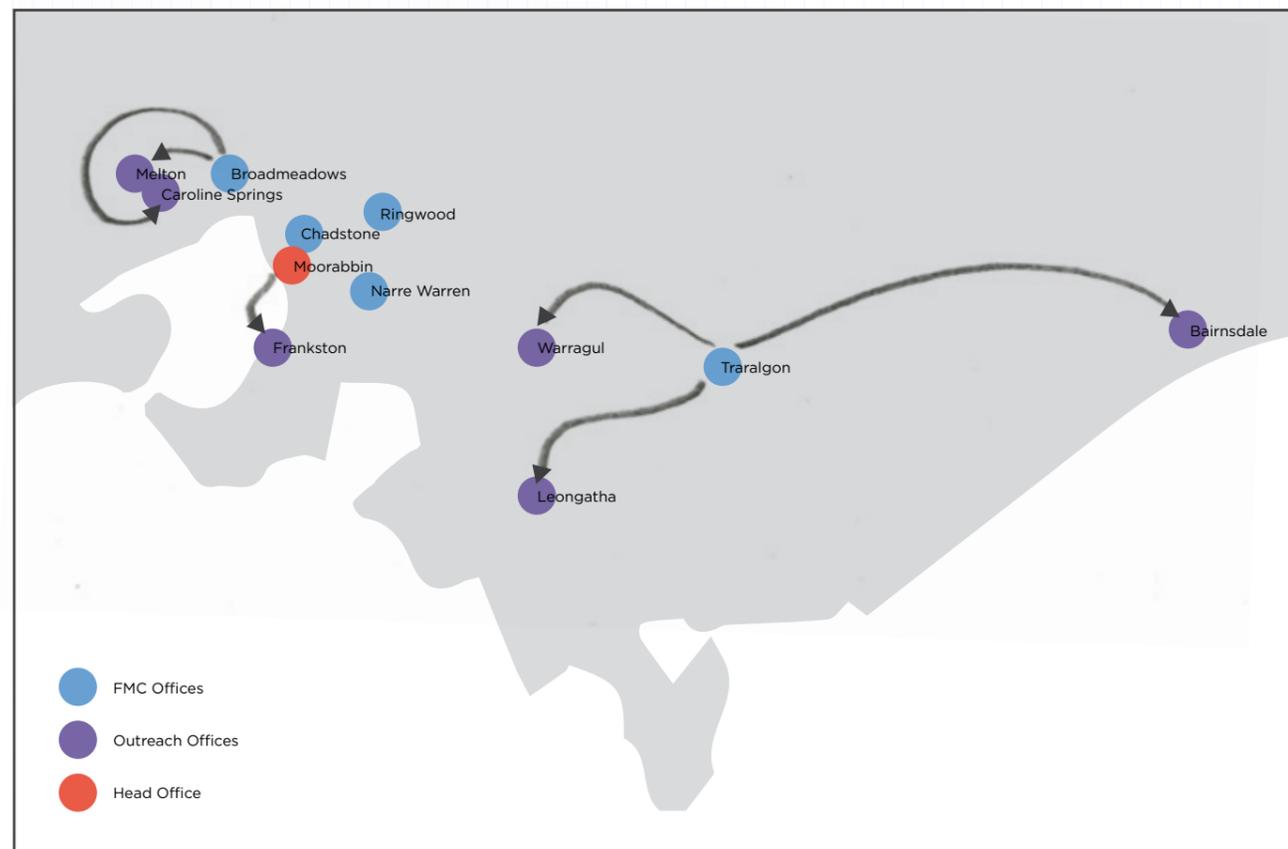
Paid off \$202k in mortgage

Strong net position for the size of our organisation

# Locations



FMC branded services are run from Moorabbin, Broadmeadows, Ringwood and Narre Warren.  
FRC branded services are run from Chadstone and Traralgon.



## Moorabbin

4/1001 Nepean Highway  
Moorabbin VIC 3189

## Chadstone

41 Stamford Road  
Oakleigh VIC 3166

## Broadmeadows

Unit B1, 1-13 The Gateway  
Broadmeadows VIC 3166

## Ringwood

367 Maroondah Highway  
Ringwood VIC 3134

## Narre Warren

86-88 Victor Crescent  
Narre Warren VIC 3805

## Traralgon

41 Grey Street  
Traralgon VIC 3844

## Outreach Services provided at:

Frankston  
Melton  
Caroline Springs  
Bairnsdale  
Leongatha  
Warragul

Registered as:  
FMC Relationship Services

**FMC Mediation and  
Counselling Victoria**

ABN 54 090 993 810

Level 4 1001 Nepean Highway  
Moorabbin VIC 3189

PO Box 2131  
Moorabbin VIC 3189

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