



KIDS
FIRST™

Annual Report
2018-19



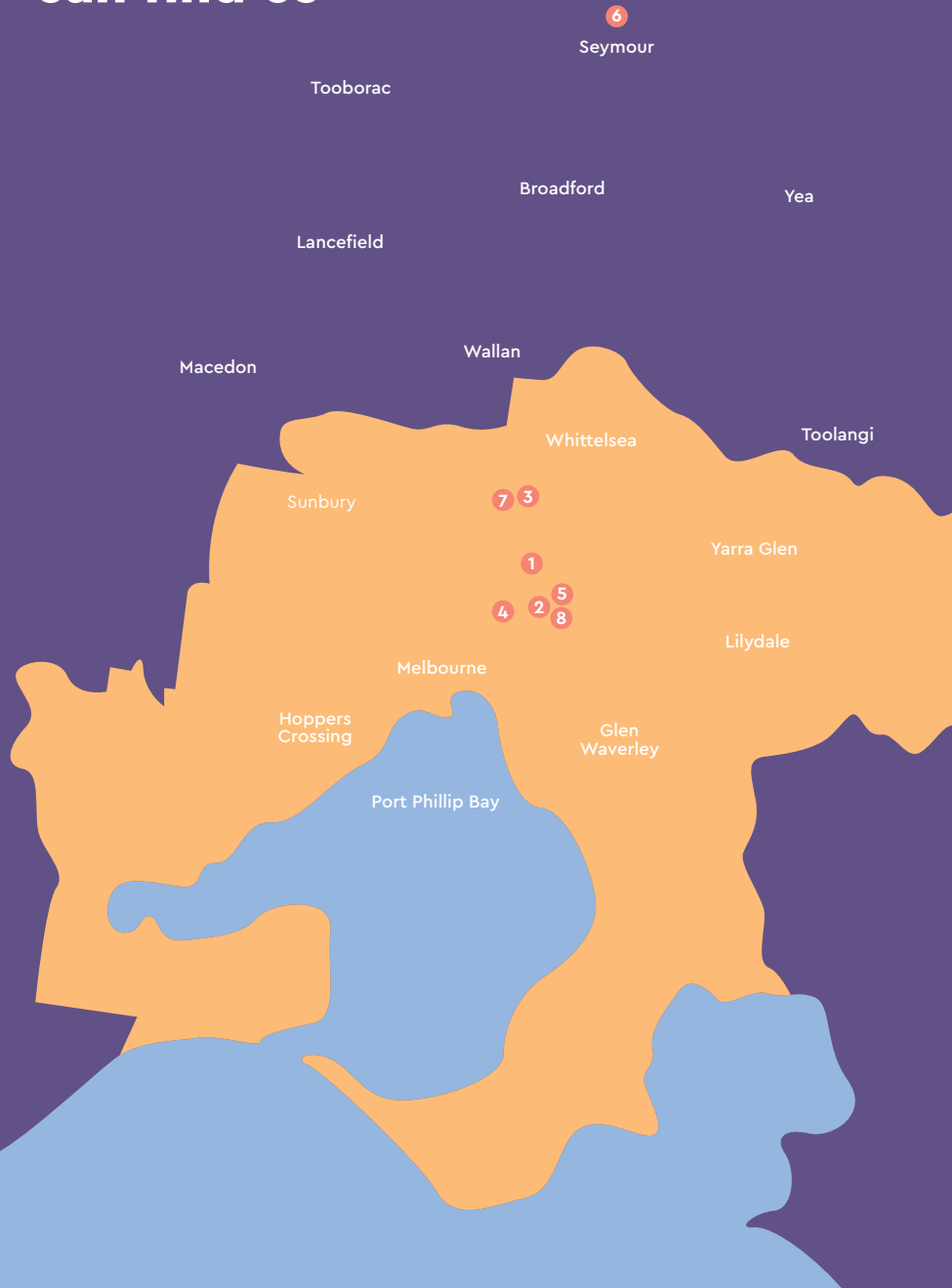
Where you can find us

1. Thomastown Child and Family Centre
2. Heidelberg Child and Family Centre
3. Korin Korin Child and Family Centre (kindergarten)
4. Kids First Op Shop Thornbury
5. Kids First Op Shop Rosanna
6. Family and Children's Centre Seymour (kindergarten) Opening 2020
7. Edgars Creek Community Centre & Kindergarten Opening 2020-21
8. The Orange Door North Eastern Melbourne* Heidelberg

*In partnership with Berry Street Family Violence Services, Dianella Plenty Valley (DPV) Men's Services, VACCA and Department of Health and Human Services Community Based Child Protection

 Melbourne Municipality boundary

Kids First acknowledges the traditional custodians of the land and waters and their continuing culture and community. We pay our respects to Elders past, present and emerging, and extend our respect to all Aboriginal and Torres Strait Islander people.



Hello!

Welcome to Kids First

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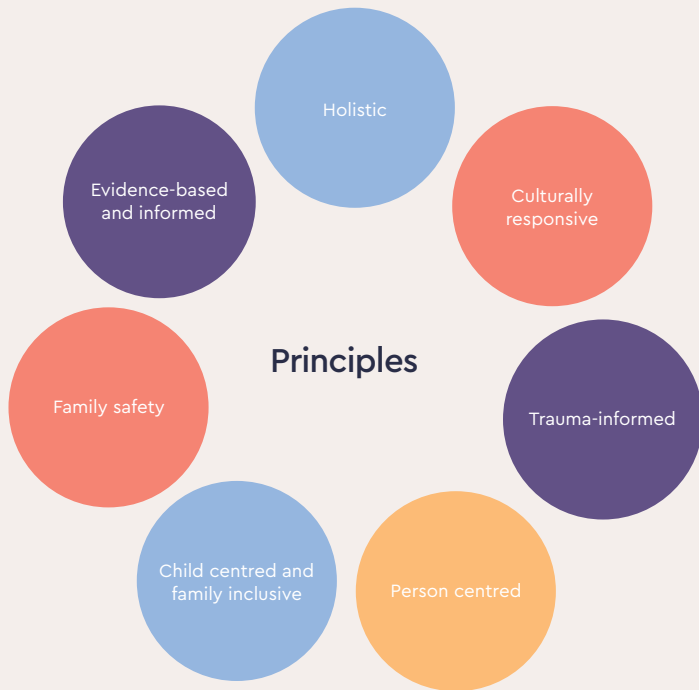
Our vision is to see all children and young people thrive in resilient, strong and safe families and communities. To do this, we design and deliver educational, family resourcing and therapeutic services to children, parents and families. Our programs are based on evidence and built on more than 120 years of service.

We design innovative services based on client needs, as well as sourcing progressive programs from overseas and locally that are proven to enrich the lives of the children and adults we're so privileged to work with.



Our practice principles

These reflect our core values and inform the way we work with clients:



Our model of service

Our service delivery strengthens pathways for children and their families across the life span, so they can transition flexibly across three tiers, according to their priorities and needs:

- 1. PRIMARY RESOURCING:
PREVENTION AND PROMOTION** Whole of population sessions for children or parents facilitated in universal services
- 2. EARLY ENGAGEMENT:
RESOURCE AND STRENGTHEN** Targeted early engagement services and programs
- 3. TERTIARY SUPPORT:
RESPONSE AND RECOVERY** Integrative therapeutic and case management support

We are striving to address common risk factors and strengthen protective factors through a continuum of prevention and recovery to improve outcomes for children, families and communities.

CEO and President's Message

The word 'journey' gets a lot of airtime these days, yet it's difficult to find a more apt term to describe the past 12 months for Kids First. It has certainly been a journey of consolidation and growth, after a period of tremendous transition.

Taking a step back, it is true that our organisation is now 122 years old, yet it is also true that Kids First has just celebrated its first year! In shedding our moniker of Children's Protection Society one year ago, we not only changed our name to the more contemporary and purposeful Kids First, we also sought to put in place a new service model that would put clients' needs first and make engaging with our services a better experience. A year on, we believe we have made confident strides as Kids First, cementing our place in the sector as a highly regarded, innovative and agile evidence based organisation, while still maintaining our connection to the history that spans so many generations.

This year our groundbreaking Early Years Education Program (EYEP) continued its impactful legacy. Two years on, the children who participated in the EYEP are charting incredible growth that is indeed changing their life trajectory. The EYEP findings permeate not only our own early years centres, but also our School Readiness services meaning our knowledge is extended across the sector.

Our Board

Sandy Forbes, President
 John Cain, Vice President
 Justice Bernard Murphy
 Simon Hutchings, Treasurer and Secretary
 Janet Farrow OAM
 Tony Smith
 Carmel Morfuni
 Wayne Gorst

Patron in Chief

Her Excellency,
 The Hon. Linda Dessau AC,
 Governor of Victoria

Patrons

Elaine Marriner
 Neil Mitchell AO
 Ross Stevenson

As an evidence-based organisation, we underpin our programs with research and evaluation. Independent research has shown that our Children and Mothers in Mind program has brought about positive outcomes for program participants. We are proud to be the first Australian organisation to provide the American Promoting First Relationships program, as it too is grounded in strong evidence-based practice that will influence our work, particularly with first time parents. We are also in the final stage of the external evaluation of our Caring Dads program that works with fathers to understand how their violent behaviours affect their children and relationships.

It is with great pride we reflect on our partnership in the new family violence service, the Northern Orange Door. An Australian (and arguably, global) first initiative, the Orange Door and associated family violence reforms call on a united sector response. We have answered the call with outstanding members of our team who thrive on collaboration and above all, achieving the best outcomes for the hundreds of children, women and families who contact the Orange Door each week.

We give our deepest thanks to our Board, staff members, volunteers, funders and patrons who bring heart and skill to their roles and tirelessly serve our community.

It is our pleasure and great privilege to lead this incredible organisation.



Aileen Ashford
CEO



Sandy Forbes
President



Shaping the formative years with our holistic approach

Korin Korin kindergarten

Opened in 2016, Korin Korin Child and Family Centre is a universal sessional kindergarten in Wollert. Teaching and learning at Korin Korin is underpinned by many of the best practice elements from our Early Years Education Program including:

- Enhanced training, supervision and coaching for educators
- Whole of family support services to promote family wellbeing and a sense of belonging
- Preschool mental health consultations

Our Korin Korin educators pride themselves on making our students and their parents and families feel welcome.

The first years of a child's life are proven to have a life-long impact on intellectual and emotional development. With the nexus between emotional health and learning, our early years offering is enhanced by our clinical practice capabilities.

IN 2018-19 WE HAD:

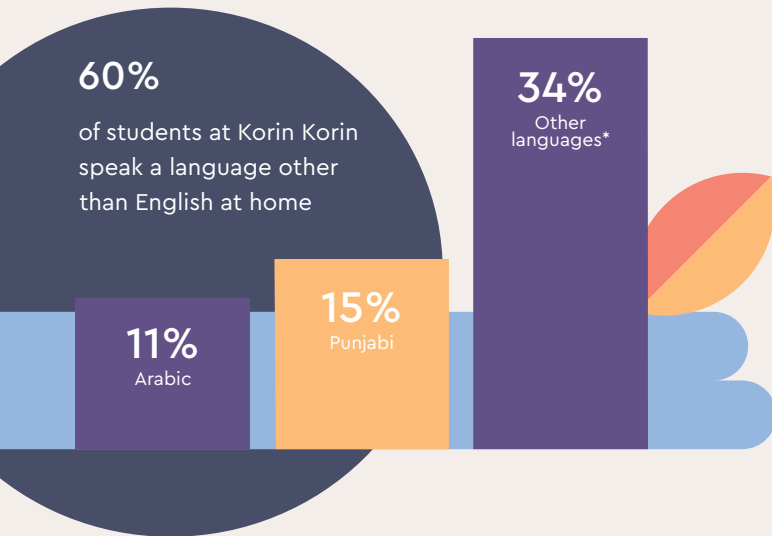
Six groups
of 4-year-olds

175 enrolments

Two groups
of 3-year-olds

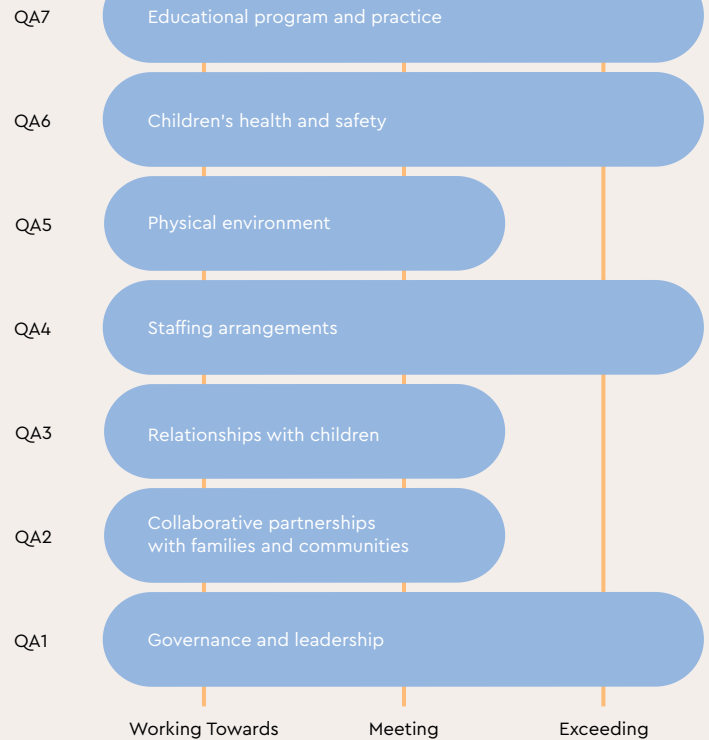
42 enrolments

CULTURAL DIVERSITY AT KORIN KORIN



*Other: Hindi, Macedonian, Persian, Telugu, Urdu, Cantonese, Portuguese, Vietnamese, Khmer, Malayam, Turkish, Tamil, Italian, Bengali, Pushto, Tagalog, Somalian, Kurdish, Marathi, Assyrian, Sinhalese, Nepalise.

Overall rating: Exceeding National Quality Standard



Governance and leadership

All services across Australia are assessed and rated against the National Quality Standard to improve quality and outcomes for children. The table above demonstrates Korin Korin's exceeding performance against the standard.

Ratings chart for Korin Korin against the National Quality Standard.

Changing young life trajectories through early education

The Early Years Education Program (EYEP) was a one of a kind offering in the early years education landscape. An early years care and education program, EYEP was delivered at our Southern Road centre. For over three years, an Australian first randomised control trial has examined the effectiveness of EYEP in providing high-quality, intensive early education and care to vulnerable children.

In the second report released this year, when compared to their peers, children who participated in the EYEP have made gains across their IQ, resilience and emotional development factors. There is also evidence emerging that their caregivers have a reduced rate of stress compared to a control group of peers.*

The EYEP findings provide a template for best practice in early years, not only for at-risk and vulnerable children, but in all education and care settings. The legacy of this work is informing all of Kids First's universal early years services.

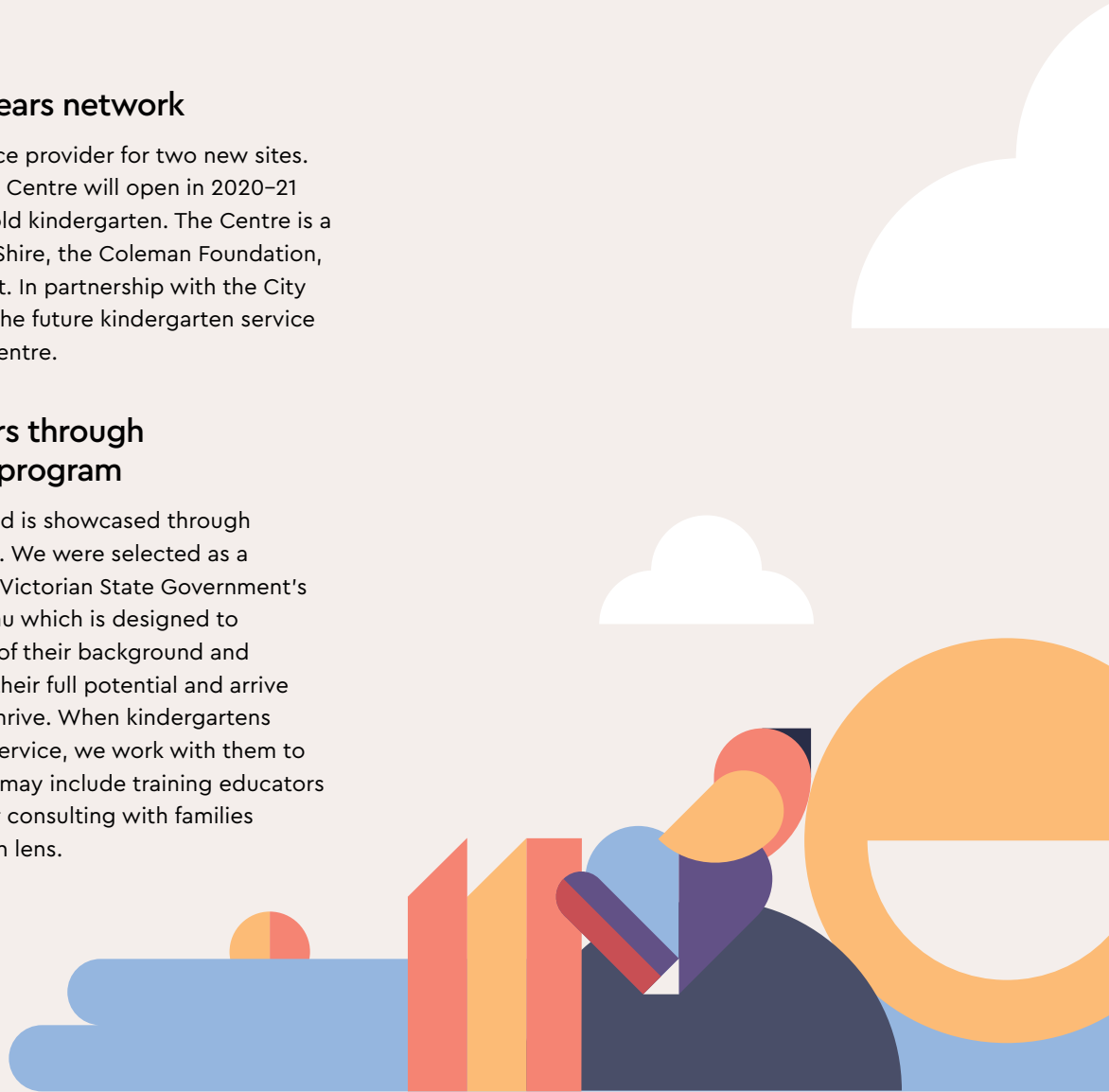
Footnote this – *Tseng YP, Jordan B, Borland J, Coombs N, Cotter K, Hill A and Kennedy A, '24 months in the Early Years Education Program: Assessment of the impact on children and their primary caregivers', Changing the Trajectories of Australia's Most Vulnerable Children, Report No. 4 (May 2019).

Expanding our early years network

We were selected as the service provider for two new sites. Seymour Family and Children's Centre will open in 2020-21 and offer three and four-year-old kindergarten. The Centre is a partnership between Mitchell Shire, the Coleman Foundation, Seymour College and Kids First. In partnership with the City of Whittlesea we will operate the future kindergarten service at Edgars Creek Community Centre.

Empowering educators through the School Readiness program

Our expertise in early childhood is showcased through our School Readiness program. We were selected as a service provider as part of the Victorian State Government's School Readiness Funding Menu which is designed to ensure all children, regardless of their background and social vulnerability, can reach their full potential and arrive at school, ready to learn and thrive. When kindergartens request our school readiness service, we work with them to assess the best options which may include training educators in trauma-informed practice or consulting with families through an infant mental health lens.



Strengthening parent child attachments for lifelong impact

Sensory Room comes alive

From dipping your hands into a tub of tactile objects, lying under a ceiling 'night sky' to watching a lamp illuminate and change colours, our Sensory Room creates the right environment to enhance parent and caregiver relationships with their children. The Sensory Room is a way to explore self-care, which includes learning about what you need in those difficult parenting times to self-regulate. What works for you as a parent and what works for your children can be explored in the Sensory Room and developed into your sensory profile.

This year, philanthropic funding from The Jack Brockhoff Foundation, Commonwealth Bank Staff Social Club and Helen MacPherson Smith Trust, enabled us to create a Sensory Room at our Heidelberg centre. Its purpose is not only to enhance relationships but to promote wellbeing and encourage the development of self. The space is proving popular with children and their families.

The strength of the relationship between children and their parents or caregivers is a predictor of how well children will do in school and in life. Our services are evidence-based and designed to forge strong family bonds that stand the test of time.

Promoting First Relationships is an Australian-first

Promoting First Relationships (PFR) is a training program that enhances children's social-emotional development through responsive, nurturing caregiver-child relationships. An Australian first, we adopted PFR from the United States as it was recognised as a quality parenting support program. At the beginning of 2019 our staff commenced their PFR training. We will incorporate PFR as a key evidence-based practice for families seeking parenting help with preschool aged children to be delivered through our new Infant and Family team.

Children and Mothers in Mind (CMiM) enhances recovery

Children and Mothers in Mind, funded by the Department of Health and Human Services and The Ross Trust, is an evidence-based program from Canada's Childhood Development Institute. It is targeted at women and preschool children who have experienced family violence. Mothers learn how to support and repair their maternal relationship through their child's recovery. This was evaluated by the University of Melbourne and the outcomes are very promising.

98%

of participants said CMiM gave them more confidence in parenting*

100%

of participants said CMiM program helped them to understand their child better*

Securing attachments through Connect

Our Connect program focuses on being an early intervention pathway for new parents, parents of young children and acknowledges the major life changes parenting brings. Across 2018-19 we partnered with parents to:

- Stay attuned to their emotional health during the postnatal period
- Tune into their partners' wellbeing
- Enhance their relationship and secure attachment with their new child

Father inclusive practices

Father Inclusive Practice Network (FIPN) is an initiative of Kids First. It brings together sector practitioners to share practice wisdom and raise the profile of father-specific programs that support dads and encourage them to engage with community services. Throughout the year we hosted network meetings, guest speakers and created a forum for professional practice insights and collaboration.

Triple P

Positive Parenting Program (Triple P) helps parents raise happy babies and confident kids by giving them 'think tools' and strategies to implement confidently in their families. We collaborated with Berry Street to deliver a Triple P playgroup in Whittlesea and we also now deliver Triple P 'pop in resourcing sessions' for parents at our Korin Korin kindergarten.

72

families have received evidence based interventions (PFR or Triple P)

L

Family Services Provided **23,533** hours of case management support work to over **189** families with complex needs.

Connect ran **9** group work programs and saw **23** new client cases

More than **100** members in FIPN

*Kertesz, M. Ramamurthy, A., Fogden, L. and Humphreys, C. (2019) *Children and Mothers in Mind Independent Evaluation 2018-19 Participant and Facilitator Feedback: Final Report*. Melbourne: University of Melbourne.

Navigating and resourcing through times that challenge

Our model of service enables us to work on highly challenging issues across a continuum. Early intervention programs locate us at universal settings such as schools. Our intensive group sessions, such as 'Caring Dads' address behaviours in a group setting, while our therapeutic and case management support sees us partner with our clients and their families on their shared road to recovery.

Shifting abusive behaviours through Caring Dads

While the acute need to address family violence is universally acknowledged within our sector, few organisations are tackling the issue with a parenting lens, working directly with fathers who have used violence within their families. Caring Dads is an Australian first, 17-week intervention program for fathers who have exposed their children to family violence, engaged in abusive parenting practices or are deemed at risk of these behaviours. A voluntary program, it challenges participants to reflect on taking responsibility, accountability and recovering after choosing to use violence in their parenting. We oversee three sites – Gippsland, North East Reigon and Western Metro Melbourne in partnership with Anglicare Victoria.

We acknowledge Gandel Philanthropy and the Victorian Government for supporting Caring Dads.

Through our work we have been able to have real conversations with young people about their day to day interactions around intimate relationships and navigation of consent, hook up culture and how grooming/sexual exploitation looks in the 21st century.

IN 2018-19

172

fathers participated in Caring Dads

Our Kids First practitioners are accredited Caring Dads trainers and are called on to share their knowledge with the industry. They presented at the Family & Relationship Services Australia Conference and the STOP conference in 2018.

This year Stand Up!, B2A Crossroads and All About Safety programs were delivered to more than **820** students in **9** schools across the North Eastern Melbourne Area catchment.

A pathway from family violence through the Orange Door

The North East Melbourne Area (NEMA) Orange Door is now one year old. A key recommendation from the Royal Commission into Family Violence, the Orange Door represents a major change in the way that family violence, child, family and perpetrator intervention services coordinate with each other. The Orange Door also provides specialist and community services, such as Maternal and Child Health, with a point of contact for consultation and referral. The Orange Door is the biggest reform in Family Violence in Australia.

Kids First has continued to play a significant role in the establishment, operations and overall service development of the Orange Door. We operate the triage and manage the intake, assessment, referrals and provide the integrated practice leader. We are very proud to be a partner in the Orange Door that provides response and linkages to women and children who have been exposed to family violence. In particular, our organisation contributed to the integrated practice model at NEMA, with a view to ensuring that the services are delivered in a safe, accessible, inclusive, connected and person-centred way.

The Orange Door NEMA averages **1,300** phone calls per month for assistance and case referral.

Sexual Abuse Counselling and Prevention Program (SACPP)

Our SACPP team continued to provide individual and family counselling to families impacted by sexual abuse and harmful sexual behaviours. The skills gained through this work helps the team to develop programs that respond to client insights and aim to prevent abuse from happening in the first place.

Stand Up! to sexual exploitation

Many adolescents spend an increasing amount of time playing, watching, learning and connecting with others online. The digital age has changed the way young people interact and poses a new parenting challenge – 'how do you know your child is safe from sexual exploitation?' We designed Stand Up! as a program to empower young people aged 13-15 years old, to critically reflect on navigating and standing up to sexual exploitation, against the backdrop of the internet and social media. Stand Up! runs in schools across 3-4 sessions and is tailored to the school's current year 8 curriculum.

The Orange Door NEMA have seen **9,302** adults and **6,642** children since opening.

Purposeful careers for humans with heart

Our evidence-based programs are nothing without the incredible people who deliver them with heart, empathy and care.

Our organisational values convey a sense of our culture. We like to refer to them as the HEART of Kids First:

Hope:

We believe that change is possible and achievable

Empowerment:

We build on people's strengths and support their ability to make positive changes in their lives

Accountability:

We are open and transparent in everything we do

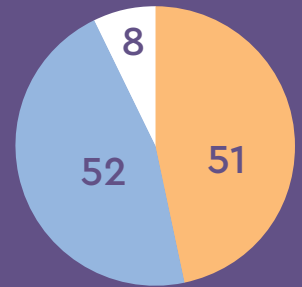
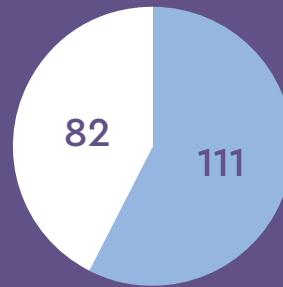
Respect:

We value all people

Trust:

We act in an ethical, inclusive, professional and open manner

EMPLOYEE SNAPSHOT 2018-19



WORKFORCE AGES

Employees: 0
Volunteers: 6



70-79 YEARS



EMPLOYEE QUALIFICATIONS

Qualification Level	No. Obtained
Certificate III & IV	20
Diploma	30
Advanced Diploma	1
Bachelor	63
Graduate Diploma	9
Masters	33
Doctoral	2

* Some of our employee hold multiple qualifications

First Enterprise Bargaining Agreement for our employees

This year we brokered our first EBA through the Australian Services Union (ASU). The EBA included a number of improved employee entitlements, such as:

- Increased salaries for Social and Community Services and Clerk employees
- Option for a rostered day off for full time staff
- Improved leave provisions and increase in entitlements
- Additional parental and partner leave

ISO Accreditation

Kids First is committed to continually improving the efficiency of delivering quality services to our clients by maintaining an effective and robust quality management in accordance with the ISO 9001:2015 Quality management systems – Requirements. As part of the ongoing external accreditation cycle, our DHHS funded programs continue to satisfy the ISO9001 standard and Human Services Standards to a high standard, giving our clients confidence that we will provide them with quality service delivery.

Our Early Years centre in Wollert continues to maintain an Exceeding rating against the National Quality Standards themes.

Reconciliation Action Plan

Kids First is committed to continually building relationships and being responsive to the needs of the Aboriginal community. In 2018–19, we continued to work on our Reconciliation Action Plan (RAP) with a focus on valuing our First Australians through understanding, shared learnings and respect. We sincerely thank Original Elders Herb Patten and Georgina Williams for sharing their knowledge, experience and passion with our organisation throughout the development of our RAP.

Rainbow Tick

In 2018–19, our inaugural Rainbow Tick Committee commenced its Rainbow Tick journey. Kids First is committed to providing a safe and inclusive practice and service delivery for LGBTIQ+ people.

Volunteers are at the heart of Kids First

We cannot thank our volunteers enough for their hard work and generous donation of time and energy. Our volunteers work at our op shops, kindergartens and in our corporate services area. In May we held our annual National Volunteer Week lunch in recognition of the amazing work our volunteers do and every year, the event is a highlight.

This year we made our online learning portal available to our volunteers, assigning courses and policies to ensure that all volunteers remain up to date with Kids First procedures.



In May 2019 we audited our rate of Police and Working with Children checks for all volunteers and achieved **100%** compliance.

Partners make us stronger

The individuals, businesses and organisations that support Kids First are those we are proud to stand beside. Support from the community enhances what we can do. More support means more services, more clients and more impact.

Heartfelt thanks

We would like to acknowledge the generosity and support from the Victorian Government, Department of Education and Training and the Commonwealth Department of Social Services.

We would also like to say a big thank you to the individuals, businesses, community groups and philanthropic trusts who support Kids First. This enables us to further enhance our delivery of evidence-based educational, family and support services to children, parents and families.

Fundraising events

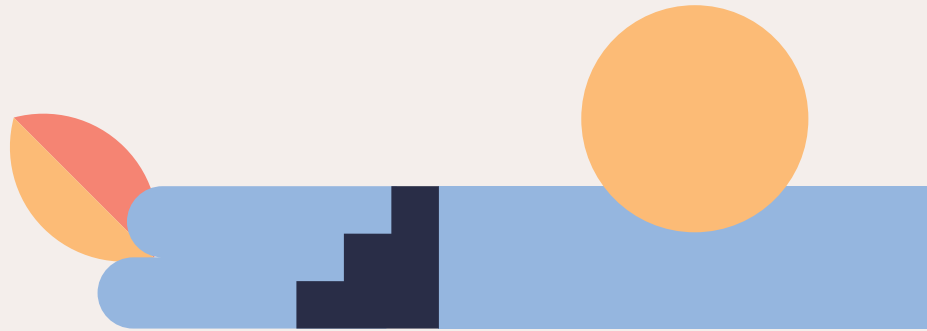
Throughout the year we were the beneficiary of successful fundraising events, powered by incredibly generous members of the community.

Lunchtime Rumours Feast was held for the 13th year and raised more than \$200,000. We would like to thank Margaret Robinson, Leonie McNicol and Elaine Marriner for their ongoing dedication in supporting Kids First every year. In addition, thank you to the event major sponsors, partners and volunteer staff who make it such a fantastic annual event.

The **Executive Wealth Circle's** third **Gala Dinner** raised \$30,000 for Kids First. Thank you Susan Gin, Nadia Taylor and the Executive Wealth Circle Board, for continuing to choose us to join your philanthropic journey.

Once again **Kieser** chipped in for charity with their **6th Annual Kieser Charity Golf Day** at the Yarra Yarra Golf Club attracting 130 golfers and raising \$21,000. A big thank you to the tireless Leonie McNicol, Tony Smith and the Kieser team for their efforts.

Greenacres Golf Club chose Kids First as their charity partner this year and raised \$46,000 for our **Mentoring Mums** program. Thank you to the Ladies Committee, General Manager, Peter Busch and all of the volunteers and event supporters.



School partnerships

Schools at primary and secondary level work with us to make a significant impact to the lives of children. We've engaged with these schools to successfully deliver primary prevention programs: Whittlesea Secondary College, Hazel Glen College, Eltham High School, Diamond Valley College, Viewbank College, Bundoora Secondary College and Charles LaTrobe Primary.

Sharing knowledge with our sector partners

Our sector thrives on collaboration and the Centre for Excellence in Child and Family Welfare continues to innovate to promote knowledge sharing and best practice. This year the Centre launched the Outcomes, Practice and Evidence Network (OPEN), a digital resource for strengthening the evidence base for Victoria's child and family services. Kids First provided one of the inaugural practice case studies; through an interview with our Client Services Director, Emily McDonald, and Head of Practice, Allie Bailey, that detailed our transition to a new model of service that was evidence-based and client-centred.

Kids First Op Shops

This year we opened our second Op Shop with a new store in Thornbury enhancing our connection to the community and the area's vibrant retail strip. Our Rosanna and Thornbury Op Shops offer a wide range of everything pre-loved for op-shop enthusiasts and those seeking quality, affordable options for life's essentials. We thank all our customers for shopping with us.



Our honour roll of supporters

Generosity that means the world to Kids First and enables us to make a world of difference.

Major partners and supporters:





Lunchtime Rumours Feast event partners:

- Hamish McLachlan
- 3AW Breakfast Team: Ross Stevenson, John Burns, Jon Anderson, John Silvester, Peter Ford, Kate Stevenson, Mark Davidson, Damian Tardio, Mikkayla Mossop
- CHANEL Australia
- De Bortoli Wines
- Bertocchi Smallgoods
- Marriner Group
- SEW Eurodrive Pty Ltd
- Mantons Creek Estate
- Australian Grand Prix Corporation
- Australian Football League
- Jericho Cup Warrnambool Pty Ltd
- Calendar Cheese Company
- Mercedes-Benz Berwick
- Jackett Pty Ltd
- Cricket Australia
- Crown Metropol/Promenade Hotels
- Federal Group
- Four Points by Sheraton
- Mitchelton Winery
- Jayco
- Kirk's Cellar
- Channel 9 – The Footy Show
- Bamba Press
- Koko Black
- Marriott Melbourne Hotel
- Meyer Cookware Australia Pty Ltd
- Performance Automobiles
- Mercedes-Benz Hobart
- Racing Victoria
- E & S Trading Co Pty Ltd
- Sealy Australia
- Sheraton Melbourne Hotel
- Sheraton on the Park Sydney
- Sleepmaker Commercial
- St Andrews Hotel Fitzroy
- Jellis Craig
- The Hunter Hotel Group
- Kieser Australia
- Westin Hotel Melbourne
- Westin Hotel Sydney
- Jellis Craig

Executive Wealth Circle Board Members:

- Susan Gin (Chair)
- Cindy Huang
- Jessica Lau
- Diana Lin
- Dr Catherine Lou
- Tomm Paulsen
- Professor Charles Qin OAM
- Nadia Taylor
- Katy Wang
- Mary Wang
- Rebecca Wu
- Evelyn Xie

Groups and organisations:

- Angels 3081
- Anglicare Victoria
- Banyule Community Health
- Barwon Family Violence and Sexual Assault Centre
- Berry Street
- Big Group Hug
- Brotherhood of St Laurence
- Child Development Institute Toronto
- Centre for Excellence in Child and Family Welfare
- cohealth
- Council to Homeless Persons
- Early Learning Association Australia
- FamilyCare Shepparton
- IPC Health
- Uniting
- Lago Cold Stores Pty Ltd
- Laurimar Primary School
- MOSS Incorporated
- Nappy Collective
- Rotary Club of Preston
- St Kilda Mums
- State Bank of Victoria Retired Officers Club
- Uniting ReGen
- Victorian Aboriginal Child Care Association
- Victorian Aboriginal Health Service
- VCOSS

Government:

- Victorian Department of Health and Human Services
- Victorian Department of Education and Training
- Commonwealth Department of Social Services
- City of Darebin
- City of Banyule
- City of Yarra
- City of Whittlesea
- Mitchell Shire Council

Universities/research institutes:

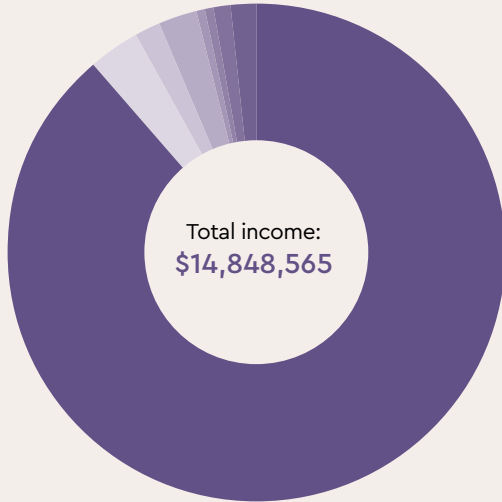
- Murdoch Children's Research Institute
- The University of Melbourne
- University of Toronto

Philanthropic Trusts and Foundations

- Amy Dickinson Legacy Fund
- AS & C Figuerola Trust
- Brian M Davis Charitable Foundation
- CommBank Foundation
- Ephraim Yoffa Charitable Trust
- Flora & Frank Leith Trust
- Forest Hill Early Childhood Foundation
- Gandel Philanthropy
- Helen McPherson Smith Trust
- Jack Brockhoff Foundation
- JB Were Charitable & Endowment Fund
- Louis and Lesley Nelken Trust
- MF Foundation
- Percy Baxter Charitable Trust
- The R. E. Ross Trust



Income and expenditure 2018-19

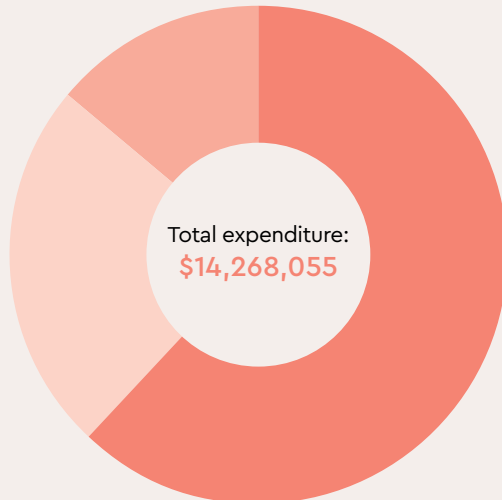


KIDS FIRST INCOME

88.8%	Government Grants (\$13,186,374)
3.3%	Donations & Subscriptions (\$493,620)
1.8%	Philanthropic & Trusts (\$262,051)
2.5%	Operating activities (\$367,572)
0.4%	Interest Received (\$62,586)
0.6%	Other Income (\$84,609)
1.3%	Investment Income (\$189,482)
1.4%	Net Fair Value Gain of Financial Assets designated as FVTPL (\$202,271)

TOTAL INCOME

\$14,848,565



KIDS FIRST EXPENDITURE

62.2%	Employee Benefit Expense (\$8,879,507)
24.1%	Client Expense (\$3,434,509)
13.7%	Administration and Operations Expense (\$1,954,039)

TOTAL EXPENDITURE


\$14,268,055

Refund of Program Funds to the Funder

\$401,879

Total Comprehensive Income/(Loss) for the year

\$178,631



In its first full year as Kids First, the organisation has consolidated its strong financial position and made gains on key deliverables including government grants, donations and revenue from operating activities. Kids First is well placed to continue designing and implementing evidence based programs and services that positively impact the community.

SIMON HUTCHINGS, TREASURER

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