

# Kara House Inc.

ABN: 20305139734



## ANNUAL REPORT

2011-2012





## ACKNOWLEDGEMENTS

Kara House Inc receive significant support from numerous individuals, agencies and other organisations who contribute to our efforts to deliver an effective, professional and successful service to women escaping domestic violence.

We would like to take this opportunity to thank the Department of Human Services (Vic) who has provided our core funding, and to their staff who have supported Kara House throughout this financial year. We would also like to acknowledge the work and collaboration with others and of particular note like to thank our peak organisation in Victoria – Domestic Violence Victoria (DV Vic) – for their help and assistance throughout the year.

Without the continued support and dedication of all involved with Kara House we would not be able to provide our continued service to the community. Later in this report we would like to particularly acknowledge individuals and other organisations that have assisted in very tangible ways to our continued work this financial year.





## INTRODUCTION

### What is Kara House Inc

Kara House is a not for profit Incorporated Association registered under the Incorporations Act (1981), and as a deductible gift recipient under Commonwealth Taxation Law – Income Tax Assessment Act 1997 as a charitable institution.

Kara House is funded under a Funding and Service Agreement with the Department of Human Services (Vic) until 2015 and maintains one refuge, and has access to other transitional accommodation for women and children who need either short term or longer term accommodation.

Kara House is accredited under the Housing Assistance and Support Services (HASS) standards and Quality Improvement and Community Services (QICSA) standards in 2009 and 2012 under these standards for quality and continuous improvement.

Kara House is part of the Victorian women's refuge service system which aims to provide safe and secure accommodation and support to women, with or without children, who experience domestic violence and are in need of relocation from where they usually reside for safety reasons. Services aim to assist women to address issues they face including their experience of domestic violence.

As a state-wide high security women's refuge Kara House provides –

- Short term case management with crisis intervention as necessary, and including liaison with specialist support services
- Cultural support through secondary consultation, and co-case management with specialist services
- Risk assessment and safety planning with women and children coming into the service
- Holistic assessment, information, advocacy and active referral to other appropriate support services





Partnership with relevant stakeholders as part of an integrated response to domestic violence, including close working relationships with providers other domestic violence services

Secondary consultation and case management with mainstream services regarding the provision of appropriate and effective support to women and children

Community education and training to other community services to improve community understanding about issues relating to domestic violence

Advocacy at an individual, service system, and broader structural level







## OUR MISSION

*Kara House supports the right of women and children to  
live in safety and without fear*

*– using professional practice informed by*

*Feminist, Human Rights, and Social Justice Principles*

## OUR VISION

*Kara House is committed to providing a physical and personal  
environment with optimises the privacy,  
value and strength of the individual*

## OUR PHILOSOPHY

All women and children should have the right to live free of domestic violence, harassment, discrimination and abuse.

Kara House:

Primarily provides services to women and their children from diverse cultural and linguistic backgrounds.

Founded in and operates from a feminist perspective.

Managed and run by women for women and their children.

Acknowledge that family/domestic violence predominantly affects women and children and is understood to occur because of the power imbalance between individuals which is condoned and supported by dominant social attitudes and structures.

Kara House encourages and empowers women to take control of their lives and works towards eradicating all forms of abuse perpetrated against women and children through:

Providing short-term crisis accommodation

Outreach support

Educational activities which encourage changes in both individuals and community attitudes, and

Strategies which challenge service providers and government to adopt responses that are non-tolerant of violence, and to provide support to women and their children.





## THE KARA HOUSE HISTORY

In 1978 CO.AS.IT. – an Italian welfare organisation encouraged by the Women's Movement, received government funds for the establishment of a women's refuge. After lengthy discussions and negotiations it was decided that CO.AS.IT would relinquish any responsibility to a new body to be run solely by women. Kara House was established and continues today to provide services with a specific commitment to women, and women with children from culturally and linguistically diverse backgrounds. In 1988 the Women's Refuge became an Incorporated Association known as Kara House.

In 2000 Kara House responding to further community need, introduced a further service, the Kara House Domestic Violence Outreach program to support women and their accompanying children through the provision of information, support, assistance and referral to enhance their ability to live free from violence and abuse. In August of the same year the staff moved off site from the refuge where the office was previously located, to a rented dedicated office space to be shared with another domestic violence service.

In 2002 continuing the expansion of the outreach service Kara House set up an outreach service specific to meet the needs of lesbian/same sex attracted women experiencing domestic violence. Kara House continues to provide a sensitive environment recognising the complexity of lesbian violence and social issues today.

In June Kara House moved office space, again into rented space with another larger welfare service. Also, in 2010 Kara House was fortunate to received funding from the Department of Human Services for from the Australian Governments Nation Building Economic Stimulus Plan for the A Place to Call Home (APTCH) program. This new initiative provides an opportunity for women and children to have intensive case management in a transitional housing property which will after twelve months become their long term public housing. Kara House hope to retain this program after the initial funding period of instigation of the new program.





Over the past thirty years of service to the community Kara House has continued to provide secure refuge and outreach support, and has quickly expanded its original focus from Italian women escaping violence to supporting women and children from all cultures and diverse backgrounds. Kara House today continues to follow its foundation ethos of serving the culturally and linguistically diverse background of women and children.

#### MANAGEMENT COMMITTEE MEMBERSHIP THANKS

In the Chairpersons Report Lina will acknowledge the work of the Management Committee and the departing member Wendy and our new members Leonie and Maureen for which I and the staff recognise their work and commitment.

I would here, on behalf of all of the staff, both past and present, commend the work of Lina in her varied roles with Kara House over the twenty two years of her involvement with the organisation. Lina has seen the development of the service over the years from the very early days. Her commitment to the work for women and children, and to wider women's issues has been significant and to pass on our thanks is clearly not enough when we try to measure this.

To Lina we wish you well in the future and hope to see you again as a valued member of our community.





## CHAIRPERSONS REPORT

On behalf of Kara House Committee of Management, Manager and staff, I am pleased to present the Annual Report for 2011 – 2012.

We are primarily a service focused on meeting the needs of women and children escaping family violence. Our greatest achievements are in assisting our clients to begin a new life free of violence, as is their right. At times this takes major effort both for client and her Support Worker and not always with desired results. Much depends on the women's emotional state, their potential for making the best of opportunity and the limitations of available housing and continued support in the long term.

The "A Place to Call Home" (APTCH) program, has provided Kara House with an important opportunity to provide evidence about safe and successful placement of families who can then rebuild their lives. As continued funding is at present uncertain, we hope that the Department of Human Services will consider funding this important program.

Our service relies on well trained and supported staff. We primarily thank our Manager Desally, who ensures that staff needs are met and client needs are therefore addressed. We also thank Desally, all staff and students for their efforts and commitment to the work of Kara House.

Kara House has firmly placed itself in a strong bond with some of our sister services in the region and statewide. Sharing of resources, ideas for the future and providing support is a considerable asset for all parties.

Accreditation time has come round again! This has consumed much of any extra available time. Again we must acknowledge the amazing skills and drive by Desally and staff to meet QICSA standards. Quality and improvement continues to be a priority to practice and document.





As will be seen in the following reports, Kara House continues not only to meet considerable challenges but to think creatively to utilise all available resources for present and future planning.

Members of the Management Committee are a necessary and valuable asset to our service. We welcome our new members, Leonie and Maureen. We also thank Wendy for her years of service, and to all present and past members who have made considerable contribution to our service.

Sadly the Annual General Meeting (AGM) on the 20<sup>th</sup> November will be my last formal duty for Kara House as I am retiring. I wish you all the best for an exciting and productive future. I know that your commitment to improve the lives our clients are tireless, and that I leave you in good hands.

Lina







## MANAGERS REPORT

On behalf of the staff of Kara House I am pleased to write this report highlighting some of the work that we have done to enhance the lives of women and children that have come to the service in the past year. Again this year we have seen continued change outcomes, both as an organisation and in the service environment in which we work. We have sought to improve access to the office, refuge and other services that staff can offer to women and children when they enter a support relationship with the organisation.

Our thanks go to our voluntary Management Committee Members who through their diligence with their responsibilities make this organisation stronger and looking towards a bright future. Special thanks to our departing Management Committee members, for their efforts and encouragement over their time of their endeavours. And, a special welcome to the new members of the Management Committee, which will be mentioned later in this report by the Chairperson.

Again this year the need for accommodation exits for women and children to move on from either the refuge or transitional accommodation has been difficult to find. Unfortunately, private rental vacancies with affordable rents have diminished over time, public housing vacancies are low, and other accommodation options including options through housing associations to increase affordable housing options for our clients remain low. Kara House continues to have a project worker to assist in the private rental search with and for clients to access what accommodation is available in the private sector and to make linkages with agents to assist in this process.

Also, two government initiatives from the Nation Building Economic Stimulus Plan – the Safe at Home Program and the A Place to Call Home Program (APTCH) are providing some other alternatives for women and children escaping from violence. Kara House has been very thankful to be funded for the Eastern Region of the Department of Human Services for the APTCH program which commenced in July 2010 which we hope will be refunded at the end of the initial funding period.





This has been our second year in our new office environment that has both increased our physical space but improved that amenity both for women and children visiting the office, but also for the staff who work in this facility. Kara House are pleased to be located with a much larger service that support the working environment with women and children.

Kara House has also been in the fortunate position also to be able to improve the amenity of the refuge environment with improved landscaping, planting and the internal children's room receiving upgrading during the year.

The work of Kara House has again this year been assisted by many other organisations and individuals. Without their very valued and tireless commitment to the work of Kara House we would not be in a position to offer the level of service that we are fortunate to be able to provide with their assistance.

There are also many organisations and government departments that have assisted Kara House this year as in the past. To the individuals and teams within these services and departments we wish to extend our thanks for your collaborative efforts to the practice, and efforts on behalf of the women and children of Kara House.

To our sister domestic violence organisations this practice is a very tangible asset and we are very appreciative of these partnerships and interactions on a day-to-day basis.

To the staff who give of themselves each day and do so much more than is asked of them I thank them for their ongoing commitment I thank them. At times the work can be difficult and demanding but the good though their good humour and efforts for the rights of women and children I thank you on their behalf.

For all those that I have not mentioned so far, to the stakeholders and other networks and organisations that give of their time and efforts on behalf of women and children as survivors of domestic violence we thank you for progressing the work towards a safer future without violence.





We have ended the year with acknowledgment by QICSA for the considerable endeavours to ensuring the re-accreditation of the organisation until 2015 for the Department of Human Services, Housing Assistance and Support Services (HASS) and Quality Improvement and Community Services (QICSA) standards for quality and continuous improvement.

Over the long history of Kara House our mission, values and philosophy continues today in supporting the rights of women to live safely and without fear. But let us not forget the women themselves the survivors of the violence that also give and support one another in a time of crisis – we thank them for the community of support of one another into their brighter future.

#### To the Management Committee

The Management Committee, all voluntary members, giving of their time and efforts committing to diligent governance of the organisation. The Management Committee members provide a vital role to oversee the activities of the organisation and providing their personal commitment to provide a quality service for women and children.

On behalf of the staff I wish to relay out thanks to both past and present members.

#### Human Resources

As previously mentioned I have thanked all the staff for their professionalism and commitment both to Kara House and the women and children of the service during the year and acknowledge all their hard work and endeavours during this time.

We also welcomed during the year two students Mem to do their placements from Swinburne University with Kara House. We thank Emma and Davina for their efforts and contribution during their placements with us and hope that their experience in working within the domestic violence sector spurs their interest in future employment.





### Training and Development

During the year the staff have maintained their enthusiasm to increase and further develop their skills. Their efforts for their further enrichment, and the knowledge that staff bring back to the other staff members, and for the organisations resources for client is commended.

These trainings included -

- Defensive Driving*
- Building the Picture of a Child*
- SHIP/SHORE Client Data Management Program*
- QICSA Internal Contacts Training*
- Drug and Alcohol Training*
- QICSA Rainbow Tick Training*
- Dual Diagnosis*
- Risk Assessment and Management*
- DHS Housing Application Training*
- Suicide First Aid Training*
- Responding to Sexual Assault*
- DV CRAF Training*
- Responding to Family Violence Training*
- First Aid*

These together with many forums, meetings, and consultations add to the knowledge and improve the service delivery for clients. Thanks to all the staff for their dedication to this important aspect of the work and the efforts made to consolidate this information - as not all staff can attend training due to the time staffing constraints.





### Continuous Quality Improvement

Kara House continues their efforts to provide improved and value added services to women and children. I will mention here several outcomes of the development of these initiatives during the past year.

Firstly, the efforts to continue the work of standards integration, the quality practices of Accreditation under all standards. Evidence of these being the continued documentation of practice initiatives; the ongoing review and monitoring of all systems and documentation; and the improvements in all practice initiatives that flow through every facet of the organisation. Kara House next full review is in June 2015.

Secondly, the improved amenity of the refuge, with renewal upgrade of the multi-purpose building for activities for the children and meetings with women and children. This space adds to the other children's area in the refuge, and to this area there has been the addition of storage for the toy library and work stations for the older children in purpose built units for the internal play room.

Also, the garden areas have received a makeover after the work the previous year to improve the car park area. The areas have had landscaping and replanting to add to appearance of the garden areas which are appreciated by all.

And also to mention the continued quality work and outcomes improving outcomes for clients, for the innovative practice to link clients with sustainable and targeted responses for women and children.





## Finances

Kara House are pleased to report that we continue to operate from a very healthy financial position and look forward to the future in a financially stable position.

Laura has overseen the day to day accounts of the organisation with diligence as the Finance/Administration Worker.

The audited report of accounts follows later in this report. The service agreement with the Department of Human Services expires in 2012. The new program A Place to Call Home (APTCH) has been funded for a three year period commencing this financial year.

## Collaboration and Partnership Practice

Kara House is a member of many national, state-wide and regional networks which add richness to the knowledge and work of this organisation working towards the improvement of outcomes and service responses for women and children.

Two of which to give particular mention to are Domestic Violence Vic (DV Vic) and DV East. DV Vic is our peak domestic violence organisation in the state advocating for services and women and children in Victoria. DV East (previously Linkages) is the regional group of all refuges in the Eastern Region of Melbourne. DV East member services have for nearly twenty years met monthly to share information, plan and coordinate service delivery programs and services, establish protocols between related services, and respond to issues that affect clients.

Thanks also to the continued work of all the other networks providing improved partnership and collaborative practices for the benefit of service responses.





### Conclusion

This report only mentions some of the varied work of Kara House. To the women and children that have come through the service in this financial year we wish you well in the future - a future without violence.

My personal thanks to the staff and Management Committee members for here help and support in my role. For their contribution of time and effort above and beyond that which Kara House could ask I thank you. The staff witness the outcomes of the work but many others behind the scenes such as the Management Committee and benefactors of the organisation who do not have that privilege.

Unfortunately, domestic violence however recognised and named more than in the past is continuing and will require our continued work into the future. Many thanks to all concerned for their continuing efforts.

My personal thanks to all concerned.

Desally





## WORKER REPORTS

Senior Domestic Violence Worker / A Place to Call Home (APTCH) - *Veronica*.

This year seems to have been busier than others. Not only are we working towards QICSA, again, but the A Place to Call Home Program is running at capacity and then a bit more.

Over the several years I have worked at Kara House, I can see the changes that have occurred. Many of these changes have been positive; however they have all combined to increase our daily workload. We are not unique in our perception. Across the board, in the welfare sector, workers are completing increasing amounts of documents, attending meetings and training as well as supporting clients with ever more complex needs. Some of this increased workload is directly attributable to the obligation to satisfy standards set by quality organisations such as Qicsa and some is not so quantifiable, as in the escalating and multi-faceted and complex needs of our clients.

There are positives however; the requirement for continuous quality improvement has enhanced our awareness of health, safety and risk management and increased our accountability to vulnerable clients. At this, our second round of Qicsa, we are more confident about the review requirements and all staff have a greater understanding of quality systems.





There are no clients more vulnerable than children. At times during the last 12 months the A Place to Call Home program has supported more than 40 children. Within the program there have been families with 3 children and families with 7 children or more. Some children are well settled and there are no immediate changes to be made. Other children may be required to change schools or other institutions; however, the stability the program provides, means that this will be their last change in the foreseeable future. Another advantage for families is that schools, childcare, kindergartens and sporting groups welcome families that will not be moving; they are more open to the provision of assistance when they know the family will not move suburbs away in a few months time.

The A Place to Call Home program has an immediate, positive effect on the families and children supported. It is much easier for a mother to begin to address her issues when the needs of her children are addressed. For some women childcare will mean they finally have free time to attend counselling, whereas for others it may be something apparently less significant, such as driving lessons, but none the less of great importance to a large family.

This year we have had several team bonding activities including a much enjoyed defensive driving course and a traditional yum cha. We are a tight knit team at Kara House, and, as always there is a great rapport in the office and also with our Eastcare colleagues. We look forward to completing the QICSA review outcomes and planning completion, and what the rest of the year brings.





### Domestic Violence Support Worker - *Eline*.

The Annual Report is something that's comes around too fast; it leaves you thinking. I just completed one not so long ago. After a year of going through accreditation for the second time, I believe it has made the year fly by in a flash. In all honesty this experience wasn't as stressful due to the accomplishments the first time around.

Once again I cannot help but state that working with my colleagues throughout the years is always a growing and learning development for me with laughter as priority.

I can honestly say that throughout my time here at Kara House as a student, locum worker and fulltime employee, I believe that I have grown and enhanced my skills to a whole new level, the experience has given me the opportunity to excel in what I do as a case worker. As a Case Worker in the field of Domestic Violence, I believe that if it's not challenging, then it's difficult to embrace the knowledge in order to enhance the skills you already have.

The Private Rental Project has been used well by clients throughout the year, the handover with Tina has been exciting, the documentation that is required to get this up and running with clients have been a successful. The next step is once they are successful in moving forward, and this is the part I mostly enjoy, the impossible becomes a possibility when everything comes together. Accessing the needs to move into the private rental, or in deed other accommodation options, requires linkages for funds, furniture, removalist and other immediate needs for the future.

I would like to thank Eastern Emergency Relief for all the furniture, bed linen, towels, cutlery, pots and pans and kitchen utensils for client. For white goods we have been able to link clients to direct appliances for fridges and washing machines payments are interest free and we appreciate these linkages made for our clients. Last but not least our removalist Zoran whatever day or time that is organised for picking up all the above Zoran has never let Kara House down.





Domestic Violence Support Worker / Children's Resource Worker - Tracey.

Once again it is the end of the year, and with it brings the Christmas season which is always a busy time in my role. With Kara House supporting 128 children through its refuge, THM and outreach programs, the lead up to Christmas is a very busy time with organising the logistics of donations for clients gifts and especially wrapped gifts for all the children.

Kara House was very sad to see the closure of our local child care centre which had been a great resource for our women and children. We were informed that the local Child Care Centre had been closed due to not financially being viable anymore as too small. Kara House staff were very saddened by this decision because it was the only centre in the area and surrounds that was able to accommodate children for occasional care.

This was a real important service for our families as it proved invaluable for providing child care at short notice and for varying amounts of time while mothers attended things such as legal appointments as well as Court for Intervention Orders. This is a real loss for the women and children in this area as no other service has stepped in to fill the gap that has now been left. The staff at the Centre made some items of furniture from the Centre available to us for use of the refuge clients.

A new addition has been added to the playroom at the refuge in the form of a purpose built work station with lots of cupboard space. We hope that this space will provide some of the older children somewhere to sit and play games or do homework with the cupboard space to be used to store games for the older children and maybe be used as a toy library. Also we were also able to purchase a cupboard for the multi-purpose room to give a little more space in that room for activities and to store art and craft items.





Also Kara House has been very lucky to have had donations over the past year for children. Items such as 2 boxes of new books from Penguin as well as toys and clothing and Mother's Day presents that are donated to us through benefactors, organisations and individuals that help support us every year. Kara House is very appreciative of this support and thank these people very much for their kind contributions.

I look forward to another busy yet exciting year at Kara House!







### Domestic Violence Support Worker – *Mem*

Working with women and children who are in crisis of needs requires skills and knowledge to assist them effectively. I enjoy working with women and children from different nationalities and background. In my opinion I find CALD clients are more vulnerable group of clients than others that I've been working with especially when they come in to the service with no permanent residency or any source of income. There are many factors to consider when working with CALD clients for example language barrier, cultural norms and pressure of being in patriarchal society.

Some of our client who recently being in Australia and has no support other than Kara house service have has expressed their appreciation to all workers or their case worker which it comes in different size and forms .For example myself was given a big pack of dried shrimps from Vietnam. Unfortunately my client she forget that I am vegetarian!

In my experience I find clients willing to engage with the service when they feel they have been listened to. Building rapport with clients is not only gain trust from them but it is also about providing right services they are actually need. I am fortunate to be working alongside with experienced workers at Kara House who are willing to share information and their knowledge to assist me.





I am also enjoying my role as a children resource backup worker. I have done trainings which helping me to understand the needs of a child who were also victim of domestic violence and able to provide appropriate assistance they needed.

One of my favourite jobs is wrapping Christmas present and delivers to clients and children. There were so many big smile and happy faces on that day. Thank to all our supports and with their donation we have receive throughout the year.

I am also look after car portfolio apart from regular checking car maintenance, car parking money and services and there was exciting moment with a welcome of new car in June 2012 of a beautiful brand new Holden Cruz and it is called Karma after the name of colour sadly we have to say good bye to Ford Focus .

There were lot of laughs and also stressful moment in the office but when it comes to client work all workers have committed to their best possible effort to assist our clients to reach their best potentials. Once at the exit interview with my client she has said to me thank you for your help may be it not a lot for her to put in words but to me it made me realise that I've done my job.





### *Domestic Violence Support Worker – Jen*

It is with a tinge of sadness that I am writing my last AGM report for Kara House. I came to Kara House with an eagerness to learn in November 2006 and I leave with a collection of knowledge and memories of strong resilient women fighting for a safe future and equally strong colleagues working alongside their clients for the same cause.

I have worked with women from all cultures, women fighting with substance abuse, women who live with mental health and physical disabilities, women from a range of socio-economic backgrounds, women struggling with immigration and the legal system and women striving to keep their family together. While each story is different all the women share an experience of domestic violence and a future of seeking safe long-term housing.

A noticeable difference in the clients from when I first commenced at Kara House is that the majority of clients who attend our service now have multiple and complex issues as well as presenting with domestic violence. These issues – mental health, substance abuse, homelessness, significant financial debts, child protection involvement increase the client's need for linkages into other services. Once the first contact has been made the client is usually placed on a waiting list with other services before the specific service can commence support. Kara House continues support in the interim.

Obtaining long-term housing has gone through several changes over the past six years. Seeking private rental is somewhat more difficult to achieve and the waiting list for priority Office of Housing properties is considerably longer. These obstacles impact on the movement of clients from refuge and transitional houses, which in turn impact on women needing refuge accommodation.

During my time at Kara House I have been a part of, and contributed to, continuous quality improvement, both with regard to client services and case management and portfolio tasks.

We continually re-assess and update client documentation to gain as much information as possible from the client in order to make more efficient the client's intake and linkages into the required support services.





Collecting client data has also undergone a significant change. While the online process is more time-consuming for workers, hopefully the collation of the data by the Australian Institute of Health and Wellbeing will provide a more detailed analysis of the services provided by Kara House and recognition of the services required for long-term support.

The Occupational Health and Safety portfolio has been one of my monthly tasks to monitor safety aspects for the organisation. This is a monthly stream-lined checking system and update of resources. The interior and grounds of the refuge and the Kara House office are checked monthly as a preventative mechanism to avoid breach of safety to clients and staff; this includes a maintenance timetable to ensure the premises, living and working environment, are safe and kept in optimal working order.

Working at Kara House has been interesting, sometimes exciting, never dull, and at times challenging. What has been consistent is the daily support from my colleagues, humour and lots of laughs. With this in mind I thank the workers of Kara House for their professional support and friendship. And, I wish Kara House continued success into the future.

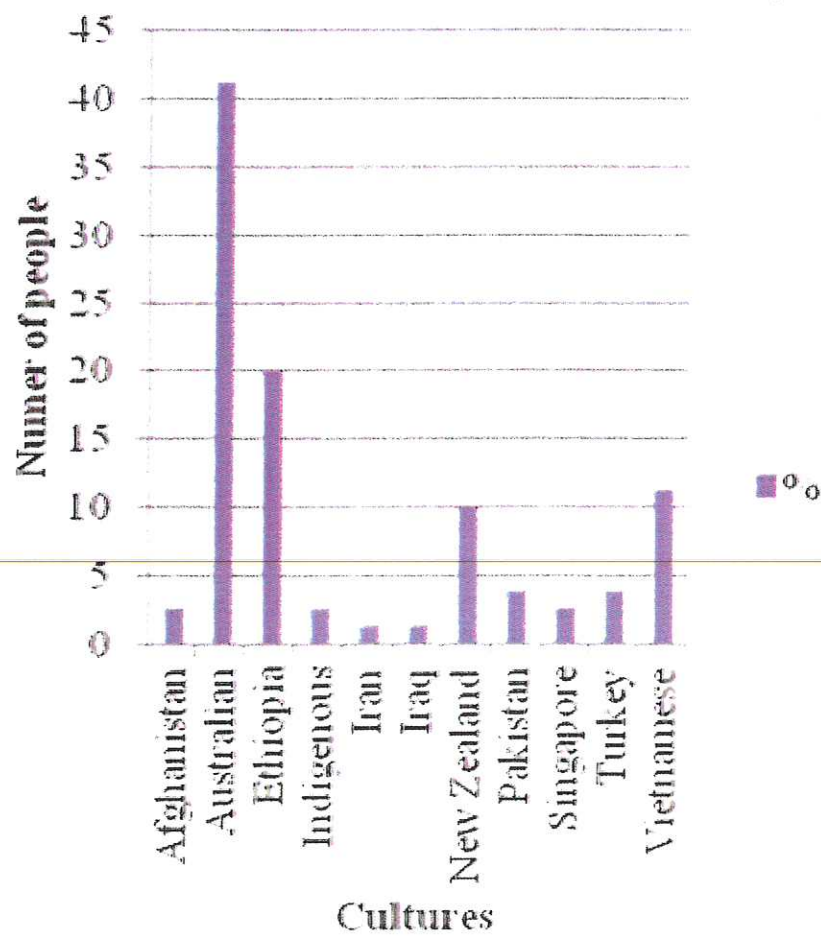
*Jen left Kara House in July.*





## STATISTICS

### Cultural Identity







## STATISTICS

CULTURAL IDENTITY	No.	%
Afghanistan	2	2.5
Australian	33	41.3
Ethiopia	16	20
Indigenous	2	2.5
Iran	1	1.25
Iraq	1	1.25
New Zealand	8	10
Pakistan	3	3.75
Singapore	2	2.5
Turkey	3	3.75
Vietnamese	9	11.3
	80	100

SOURCE OF REFERRALS	No.
Self	3
Family and Friends	
Health Services	1
Other Govt Departments	
Other Non Gov Departments	
SAAP Agency	12
Telephone/Crisis Agency	64
	80

	No.
15-19 yrs	2
20-24yrs	7
25-29 yrs	25
30-34yrs	44
40-44 yrs	4
45-49 yrs	0
50-54 yrs	0
55-59yrs	0
60-64yrs	0
65-69yrs	0
70-74yrs	0
75yrs	80





### *Finance / Administration Worker – Laura*

This has been my second completed financial year with Kara House. During the 2011 – 2012 financial year we made a small loss, due to end of year staff provision adjustments. Our fiancés for this financial year have been audited and thanks to our Auditor Jan Collyer again this year.

The Treasurer of the Management Committee has signed off on the monthly governance needs with the reconciliation reports passed by the Management Committee in the normal manner to ensure compliance with financial records.

In June 2012 QICSA approved by way of accreditation came to the organisation to certify our improved services for clients, collaborative partnerships and other requirements and with the support of the Manager Kara House and the Management Committee obtained a very good result. The finance sections has met the accreditation requirements and received a higher rating this time by the reviewers.

At Kara House I have had the pleasure of working with a team of friendly people who have made my job more enjoyable, and their expertise has assisted me in adapting to the community sector environment. I would like to extend my thanks to Kara House Manager Desally in particular for her continued support throughout the year.

The Auditor's Report follows.



**Kara House**  
**Financial Statements**  
**For the Year ended 30<sup>th</sup> June 2012**



**Kara House**  
**Income Statement**  
**For the Year ended 30 June 2012**

	Note	2012 \$	2011 \$
Revenues	2	516,987	515,804
Employee Benefits Expenses		(395,517)	(334,189)
Depreciation and Amortisation Expenses	3	(9,701)	(9,333)
Other Expenses from Ordinary Activities		(142,458)	(180,782)
Profit (Loss) from Ordinary Activities Before Income Tax Expense	3	<u>(30,689)</u>	<u>(8,500)</u>
Income Tax Expense Relating to Ordinary Activities		-	-
Net Income (Loss) from Ordinary Activities After Income Tax Expense	7	<u><u>(30,689)</u></u>	<u><u>(8,500)</u></u>



**Kara House  
Balance Sheet  
For the year ended 30 June 2012**

	Note	2012 \$	2011 \$
<b>CURRENT ASSETS</b>			
Cash Assets	4	<u>213,265</u>	<u>216,756</u>
		213,265	216,756
<b>NON-CURRENT ASSETS</b>			
Property, Plant and Equipment	5	<u>85,704</u>	<u>83,070</u>
		85,704	83,070
<b>TOTAL ASSETS</b>		<u>298,969</u>	<u>299,826</u>
<b>CURRENT LIABILITIES</b>			
Provisions	6	75,495	55,696
GST Liabilities		6,460	3,896
Sundry Creditors		8,567	5,119
		<u>90,522</u>	<u>64,711</u>
<b>NON -CURRENT LIABILITIES</b>			
Provisions	6	<u>17,627</u>	<u>13,006</u>
		17,627	13,006
<b>TOTAL LIABILITIES</b>		<u>108,149</u>	<u>77,717</u>
<b>NET ASSETS</b>		<u>190,820</u>	<u>222,109</u>
<b>EQUITY</b>			
Accumulated Funds	7	190,820	222,109
<b>TOTAL EQUITY</b>		<u>190,820</u>	<u>222,109</u>



**Kara House**  
**Statement of Changes in Equity**  
**For the Year ended 30 June 2012**

	2012	2011
	\$	\$
Accumulated Funds at beginning of the financial year	222,109	256,862
Prior Year Adjustments	(600)	(26,252)
Net Profit (loss) attributable to organisation	(30,689)	(8,500)
<b>ACCUMULATED FUNDS AT 30 JUNE 2012</b>	<u><u>190,820</u></u>	<u><u>222,109</u></u>



**Kara House**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2012**

---

**Note 1: Statement of Significant Accounting Policies**

The financial statements are a general purpose financial report that has been prepared in accordance with applicable Accounting Standards and other mandatory professional reporting requirements. The financial statements have also been prepared on the basis of historical costs and do not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets. The accounting policies have been consistently applied, unless otherwise stated.

The following is a summary of the material accounting policies adopted by the economic entity in the preparation of the financial statements.

**Property, Plant and Equipment**

Property, plant and equipment are brought to account at cost, less, where applicable, any accumulated depreciation or amortisation.

The carrying amount of property, plant and equipment is reviewed annually 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 which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining recoverable amounts.

The depreciable amount of all fixed assets is depreciated on a straight line basis over their useful lives to the economic entity commencing from the time the asset is held ready for use.

**Employee Benefits**

Provision is made for the organisation's liability for employee benefits arising from services rendered by employees to the reporting date. Employee benefits expected to be settled within one year together with entitlements arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at their minimal amount. Other employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements.

Contributions are made by the organisation to employee superannuation funds and are charged as expenses when incurred.

**Goods and Services Tax (GST)**

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



**Kara House**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2012**

	2012	2011
	\$	\$
<b>Note 2: Revenue</b>		
Operating Activities		
Funding Received	502,695	484,290
Profit on disposal of property, plant and equipment	3,165	18,153
Other Income	11,127	13,361
	<u>516,987</u>	<u>515,804</u>
<b>Note 3: Profit from Ordinary Activities</b>		
Profit (Loss) from ordinary activities before income tax expense has been determined after:		
(a) Expenses:		
Auditing Services	1,550	1,479
Depreciation of non-current assets	9,701	9,333
<b>Note 4: Cash Assets</b>		
Cash on Hand	500	400
General Account	7,614	3,911
Maxi Direct	205,090	211,748
Service Deposit	61	697
	<u>213,265</u>	<u>216,756</u>
<b>Note 5: Property, Plant and Equipment</b>		
Buildings – at Cost	5,397	5,397
Less Accumulated Depreciation	3,764	3,276
	<u>1,633</u>	<u>2,121</u>
Plant and Equipment – at Cost	19,190	23,940
Less Accumulated Depreciation	3,221	5,847
	<u>15,969</u>	<u>18,093</u>
Motor Vehicle – at Cost	78,737	139,963
Less Accumulated Depreciation	10,634	77,106
	<u>68,102</u>	<u>62,856</u>
<b>Note 6: Provisions</b>		
<b>Current</b>		
Provision for Annual Leave	43,983	33,487
Provision for Sick Leave	31,512	22,209
	<u>75,495</u>	<u>55,696</u>
<b>Non-current</b>		
Provision for Long Service Leave	17,627	13,006
	<u>17,627</u>	<u>13,006</u>



**Kara House**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2012**

	2012	2011
	\$	\$
<b>Note 7: Accumulated Funds</b>		
Accumulated Funds at beginning of the financial year	222,109	256,862
Prior Year Adjustments	(600)	(26,252)
Net Profit (Loss) for the year	(30,689)	(8,500)
Accumulated Funds at the end of the financial year	190,820	222,109



**Kara House**  
**Statement of Cash Flows**  
**For the year ended 30 June 2012**

	2012	2011
	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from funding	501,152	484,290
Payments to suppliers and employees	(508,495)	(506,932)
Interest received	7,057	8,763
Other Income	8,778	22,751
Net cash provided by (used in) operating activities	8,492	8,872
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Proceeds from (payment for) motor vehicle, plant and equipment	(11,983)	(43,493)
Proceeds from (payment for) investment	-	-
Net cash provided by (used in) investing activities	(11,983)	(43,493)
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Proceeds from (repayment of) borrowings	-	-
Net cash provided by (used in) financing activities	-	-
Net increase (decrease) in cash held	(3,491)	(34,621)
Cash at beginning of reporting period	216,756	251,377
Cash at end of reporting period	213,265	216,756



**Kara House**  
**Notes to Statement of Cash Flows**  
**For the year ended 30 June 2012**

	2012	2011
	\$	\$

**Note 1: Reconciliation of Cash**

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

**Reconciliation of Cash**

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

Cash on Hand	500	400
General Account	7,614	3,911
Maxi Direct	205,090	211,748
Service Deposit	61	697
	213,265	216,756

**Note 2: Reconciliation of net cash provided by operating activities to Operating Profit**

Operating Profit (Loss) after income tax	(30,689)	(8,500)
Prior Year Adjustments	(600)	(26,253)
Depreciation of Non-current Assets	9,996	9,333
Profit (Loss) on Disposal of Non-current Assets	(647)	(23,588)
Increase/(decrease) in creditors	6,012	9,015
Increase/(decrease) in provisions	24,420	45,545
(Increase)/decrease in prepayments	-	3,320
	8,492	8,872





**J L COLLYER & PARTNERS**  
ACCOUNTANTS & AUDITORS

Suite 1  
187-189 Coleman Parade  
Glen Waverley Vic 3150  
PO Box 340  
Glen Waverley Vic 3150

Phone: 03 9560 0211  
Fax: 03 9561 5497  
Email: jan@jcollyerpartners.com.au

**INDEPENDENT AUDITOR'S REPORT**

**To the members of KARA HOUSE INC**

**Report on the Financial Report**

We have audited the accompanying financial report, being a special purpose financial report, of **KARA HOUSE INC** which comprises the balance sheet as at 30<sup>th</sup> June 2012, and the income statement, statement of changes in equity and cash flow statement for the year then ended.

*Management's Responsibility for the Financial Report*

The management of **KARA HOUSE INC** is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are appropriate to meet the needs of the members. The management's responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

*Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report on order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

DIRECTORS  
JANET L. COLLYER FCPA  
LIONEL R. ARNOLD CA B.BUS  
RAELENE LAI CPA B.COM



Chartered Accountants

LIABILITY LIMITED BY A SCHEME APPROVED  
UNDER PROFESSIONAL STANDARDS LEGISLATION



The financial report has been prepared for distribution to members for the purpose of fulfilling the Management's financial reporting requirement. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

*Independence*

In conducting our audit, we have complied with the relevant independence requirements.

*Auditor's Opinion*

In our opinion the financial report of

- (a) gives a true and fair view of **KARA HOUSE INC's** financial position as at 30<sup>th</sup> June 2012 and of its performance for the year ended on that date in accordance with appropriate accounting policies; and
- (b) complying with appropriate Australian Accounting Standards.

  
.....  
Janet Collyer  
**J L COLLYER & PARTNERS**

14<sup>th</sup> August 2012



## Auditor's Report

### Independent Auditor's Report to the Department of Human Services

#### Scope

I have audited the attached Annual Financial Indicators Statement (FIS) for **Kara House** for the year ended **30 June 2012**.

**Kara House's** directors or equivalent are responsible for the preparation and presentation of the FIS.

The FIS has been prepared to show accountability for the funding received and not for any purpose other than that for which they were prepared. I have conducted an independent audit of the FIS in order to express an opinion on it, as required by the Department/s.

My audit has been conducted in accordance with applicable Australian Auditing Standards issued by the Auditing and Assurance Standards Board to provide reasonable assurance as to whether the FIS is free of material misstatement. My procedures included an examination, on a test basis, of evidence supporting the amounts disclosed in the statements. These procedures have been undertaken to form an opinion as to whether, in all material respects, the FIS is presented fairly in accordance with the requirements of the Department/s.

The auditor's opinion expressed in this report has been formed on the above basis.

#### Auditor's opinion

In my opinion, the attached Annual Financial Indicators Statement (FIS) for **Kara House**:

- i. presents fairly the transactions of **Kara House** for the year ended **30 June 2012**;
- ii. has been extracted from the audited financial report of Kara House which:
  - a. has been prepared on the basis of accounting policies consistent with applicable Australian Accounting Standards issued by the Australian Accounting Standards Board;
  - b. has a qualified/an unqualified (delete whichever is not applicable) auditor's opinion; and
- iii. is GST exclusive for the Income Statement.

J.L. COLLYER & PARTNERS

(Firm name and firm seal if applicable)

J.L. Collyer

(Signature)

James L. Collyer

(Partner name)

(Partner) Member of CPAA / ICAA / NIA (circle relevant organisation)

Glen Waverley

(City)

28-9-2012

(Date)