

2001-2002

ANNUAL REPORT





ANGELICARE VICTORIA





ANGLICARE VICTORIA'S MISSION

The agency exists to create a more just society by expressing God's love through service, education and advocacy.

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## A MESSAGE FROM MELBOURNE'S ARCHBISHOP



*I celebrate the generosity of all those who continue to contribute to the mission of Anglicare Victoria.*

"Supporting families, building community today" Anglicare Victoria's new motto, which evolved from the successful strategic planning process, is a theme highlighted throughout this Annual Report, which as President of Council and the Board, I have much pleasure in presenting to you.

The achievements of this past year reflect the very strong efforts being made by the agency through its staff, volunteers and supporters to work in partnership with our parishes, schools, other community organisations, business and government to provide support to individuals and families in their efforts to address personal needs.

Anglicare Victoria has grown and continues to thrive in its mission to provide comprehensive and compassionate care to families, young people and children and has rightfully established a place for itself at the forefront of social justice in this State.

I celebrate the generosity of all those who continue to contribute to the mission of Anglicare Victoria. Through your ongoing support we are able to continue our work, sharing Jesus' unconditional love and hope where there is most need".

*+ Peter Watson*

The Most Reverend Peter Watson

*"Supporting families, building community today"*

## ANGLICARE VICTORIA

Anglicare Victoria was formed in 1997 from the Mission to the Streets and Lanes, the Mission of St. James and St. John and St. John's Homes for Boys and Girls.

The merging of these three well-respected Victorian welfare agencies provides a rare depth of experience in working with children, young people and families.

***Every day, Anglicare helps Victorians in need with practical support, including:***

- Providing food, material aid and financial counselling to low income families
- Out of home care for children
- Counselling for victims of child abuse
- Training assistance for the unemployed
- Parenting advice and support
- Help with family breakdown
- Home based care for families with disabilities
- Undertaking qualified research to drive positive change
- Support for dealing with substance abuse, problem gambling, sexual assault and domestic violence
- Advocating for those without a voice in the community



## A MESSAGE FROM THE CHAIRMAN



*The Board expresses its appreciation to all who support our endeavours with prayers, donations, volunteer hours, as caregivers and in promoting our work.*

The past twelve months has been a year of significant achievement. A successful workshop involving Board and management culminated in the Board's adoption of a Strategic Plan for 2001 – 2005.

"Supporting families, building community today" has been chosen as the central theme of the plan, building on Anglicare's Mission Statement, "... to create a more just society by expressing God's love through service, education and advocacy".

The Strategic Plan affirms Anglicare's role as an integral part of the Anglican church's mission to the wider community, embracing a ministry of justice and respecting both the integrity of creation and the dignity of each person.

The plan establishes new research and advocacy work, commits to the development of new services in partnership with parishes and other community agencies and recognises the importance of the role of volunteers. The agency's operations in the years ahead are to be characterised by our commitment to the pursuit of excellence in all our endeavours. This will be achieved through consultation and partnership with community organisations, universities, government, the corporate sector and the Church.

Each of our regional services are now embarking on a further review of existing programs to assess their synergy with the adopted strategic directions and identify options for initiatives to address emerging needs.

Anglicare Victoria is a complex and diverse organisation, with increasing demands being made of the Board and staff by government, church and the wider community. The Board exercises its governance and stewardship with due diligence, conscious of its responsibilities for the present and the future.

With this responsibility in mind the Board continues to monitor a diverse range of property issues as well as examining the best available options for funds management. Staff working conditions and remuneration are also key agenda issues, reviewed and addressed within available resources and community expectations. The Board is conscious and concerned about the demands and expectations made upon our staff in often very difficult and complex situations and thanks each of them for their commitment and professionalism.

The role of Anglicare Victoria as a significant provider of children, youth and family services would not be possible without our many friends and supporters. The Board expresses its appreciation to all who support our endeavours with prayers, donations, volunteer hours, as caregivers and in promoting our work.

The year ahead will provide many challenges. Not the least of these will be our continuing deficit and never ending demand on our services. We need to continue to evaluate the way we provide services and how we respond to emerging needs. The challenge will be to ensure that we remain faithful to our core mission of building a just and compassionate community.

Dr Graeme Blackman  
Chairman

## THE CHIEF EXECUTIVE'S REVIEW



*The opportunity now is for us to move forward with confidence and spirit as we respond to emerging social and community needs with generosity and compassion.*

On a regular basis I have the opportunity of visiting many sites of Anglicare Victoria and hearing first hand the stories and experiences of our staff as they describe and tell of their work amongst children, young people and families. Much of the work they undertake is complex and demanding as they seek to unravel past hurts and disappointments as well as plan, with the individuals concerned, future options and scenarios. Our staff are the salt and light of Anglicare's work and alongside our volunteers they offer hope and support.

Many years ago while sitting on the breakwater at a Victorian resort I recalled the words of a wise colleague and mentor who said 'for many we come into contact with in our work all we can do at the beginning is to sit down with them and listen'. These words have remained with me since that time and continue to influence my own approach to the presenting needs of the people with whom we engage and offer support.

Listening was also a significant element of the strategic planning process just completed. The voices of our staff, supporters and clients have helped shape our plans for the future and brought new light and fervour within the agency. Building on the traditions of our three amalgamating agencies and the experiences over the past four years as we came together into one agency, has been challenging and demanding. The opportunity now is for us to move forward with confidence and spirit as we respond to emerging social and community needs with generosity and compassion. Central to our ongoing work will be our commitment to supporting and building the lives of children, young people and families, thereby strengthening communities in this ever-changing world.

Two other outcomes of our strategic planning are noteworthy for special mention. The first is renewed and strengthened commitment to research, advocacy and program development. The purpose of this goal is to build on and use the vast experiences of Anglicare Victoria for the formulation of social and economic policy. This is an important contribution we can make at a time when it appears increasingly that public opinion has become the driver of much welfare policy. In this climate we need reasoned debates and discussions with both hearts and minds.

The second commitment is to build upon our present volunteer base. The opening of the Lazarus Centre for homeless people is one of the many new initiatives which provides opportunities for greater volunteer involvement, alongside our ongoing need for foster parents and young persons mentors. Australians have a spirit of generosity and hospitality towards those in need and volunteering provides an opportunity for involvement in community life.

In recent years we have identified an upsurge in levels of family dysfunctioning and breakdown, the use of illegal and life threatening drugs, long term unemployment, a growing demand for affordable housing and serious questioning by many of what the future holds.

These concerns suggest that as a community we have many questions still to be addressed. Our response to the terrorist attacks in the United States and other parts of the world, our response to asylum seekers and to welfare reform has raised new issues for dialogue on the future of our nation. In today's world there are very few of us who will escape the need for the help of others at sometime in our lives.

The work of Anglicare Victoria recognises that this need for support has no barriers of age, sex, ethnicity or family structure. The stories told in this Annual Report are a reflection of the diversity of service provision and the variety of needs being addressed. They tell stories from all walks of life and express the diversity of approaches of our staff and programs, whether it be in the area of youth services, drug and alcohol, counselling, family support, foster care, emergency and material aid or disability support.

The new strategic plan will provide a focus for our work in the days ahead. The growing outer suburbs of Melbourne and the changing needs of rural Victoria require new ways of responding. To do this effectively Anglicare will need to engage and listen to local communities and their stories as they identify and prioritise their requirements to build healthy and safe environments.

*Human Resources*

The provision of quality welfare services carry various operational risks, and to this end, Anglicare Victoria has committed significant resources in 2002/03 to ensure that its operating environment is occupationally healthy and safe for clients and staff.

Regional activities, property management and maintenance have become more integrated, creating a greater awareness of employee rights and responsibilities.

As the first phase of a comprehensive review of performance management, Anglicare has developed and implemented a uniform framework for performance appraisal of all employees.

A further significant feature has been the overhaul and redesign of Anglicare's salary packaging program. Together with an increase in benefits to employees, the program has brought significant savings in administration and management costs to the organisation.

*Community Relations*

During this past year we have once again enjoyed strong growth in participation and financial support from the wider community.

The increased number of volunteers, parishes, auxiliary networks, individual donors, schools, corporate sponsors and Philanthropic Trusts seeking to support Anglicare in its work is strong evidence as to the increasing profile of the Agency, and strong endorsement of our efforts to meet the needs of those in need living in our community.

*Finance & Information Technology*

For the year ended 30 June 2002, Anglicare Victoria recorded a net deficit before bequests of \$0.75 million, compared with \$1.28 million the year before. This is a satisfactory result considering that the operating environment over the past 12 months has been difficult and challenging. Financial performance has been better than the previous year across many areas of operations, as better outcomes were achieved in improving income levels to meet the increasing costs of providing welfare services.

During 2001/02, Anglicare Victoria contributed \$3.67 million of its own resources to meet the costs of welfare provision in Victoria. The major contributors were income from investments, fundraising, bequest receipts and the sale of investments and other assets.

The Agency has had to balance the need to prioritise its resources to meet the ever-increasing demand for services, with the needs of the most disadvantaged in our community.

A focus on community development as outlined in Anglicare Victoria's Strategic Directions over the next few years will require the devolution of day-to-day financial management to our operational sites. The Agency is also reviewing current technology resources to ensure that future needs of clients, staff and stakeholders are adequately met.

As we proceed on this task we invite you to journey with us. Thank you to everyone who has helped over the past years. Your prayers and support have been invaluable and we ask for your continuing commitment.

Dr Ray Cleary - Chief Executive Officer

*During the past year*

*Anglicare contributed 3.6 million from its own resources to meet the costs of helping those in our community with the greatest need. This was in excess of 11% of total expenditure.*

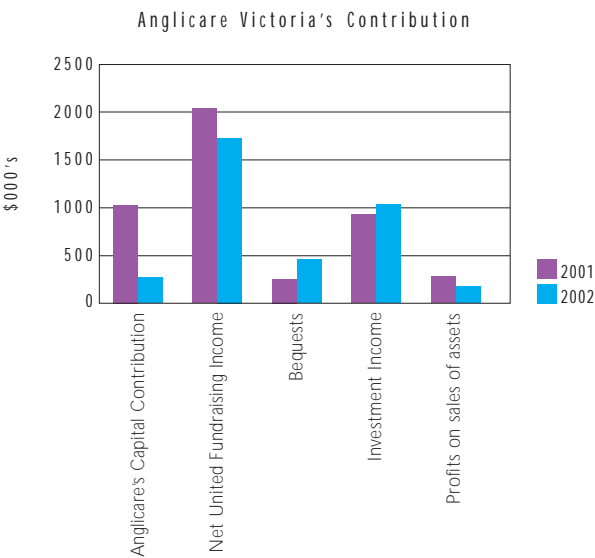
*Anglicare's contribution was resourced from: Capital Reserves 7% - \$0.3 million.*

*Fundraising 47% derived from our supporters who contributed in excess of \$1.7 million.*

*Income from investments accounted for 28% - \$1 million.*

*Bequest income provided 13% - \$0.5 million.*

*Profits on Sales of Assets 5% - \$0.1 million.*





Anglicare is committed to nurture, develop and support children needing special attention. Our specific programs to cater for disability, after school care, residential, foster care and kinship offer a comprehensive range of services to assist children in need.

Our foster care programs provide high quality out-of-home care for children who cannot live with their own families, either temporarily or on a permanent basis. Anglicare coordinates foster care programs from our centres in Preston, Broadmeadows, Elsternwick, Yarraville, Gippsland, Box Hill, Croydon and Lilydale. With the support of 578 volunteer foster carers Anglicare was able to continue giving children in need the opportunity to live in a caring home environment throughout the past year.

For children unable to be placed with foster carers, Anglicare provides residential care where professional staff, work towards reuniting the child and family.

When it is possible for a child to live with relatives our Kinship programs cater for the safety of the child whilst maintaining as normal a life as possible within the context of a family they know.

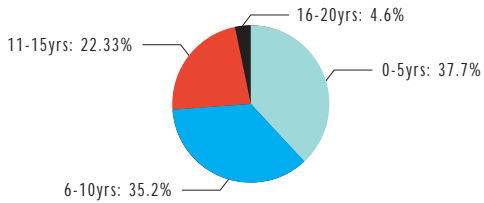
Where children have been permanently removed from their families by the court, or whose parents have given consent for their adoption Anglicare offers an integrated Adoption and Permanent Care service. It is so important for children of all ages with challenging needs, particularly older children and large sibling groups, to find a secure and happy environment within which they can learn to trust and find their own identity.

Support programs for families with a physically or intellectually disabled child, identify the child's needs and link them with our professional staff in disability services. In the past year our programs offered respite care and counselling for the family, access to equipment for the child, home assistance, transport and in times of crisis, residential care.

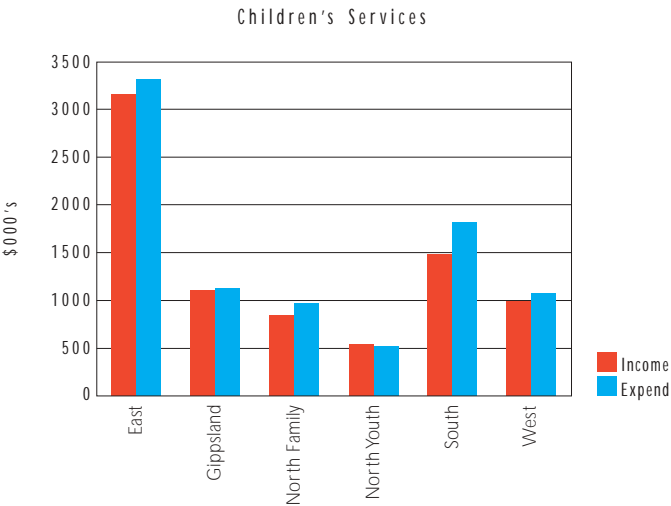
A range of after school programs are provided by Anglicare centres to help with the development of social, recreational and educational skills. Caring for children after school and during their vacations, the programs include in house games and activities as well as excursions during the school holidays.

During the past financial year

- 875 children accessed Anglicare's counselling and support services.
- 1,606 children were placed in Anglicare's foster care programs, of these 865 were boys and 741 were girls.
- 180 children were placed into a foster care program for the first time.
- Foster Care programs for children and adolescents were supported by 578 volunteer carers an increase of 6.8% on the previous year.
- Children and adolescents supported through foster care programs were represented in the following age groups:



- 43 children were accommodated in permanent foster care.
- 316 families with a disabled child accessed Anglicare's specialist disability support programs.



Expenditure on children's services for the year July 2001 to June 2002 totalled \$8.8 million.



A CHILD IN CARE

My name is David and I am 8 years old. My family is different from yours and other people. I live with a foster family because my parents are fighting all the time. Sometimes my Mum gets hurt.

I'm staying with my foster Mum named Jenny and foster Dad named Gary, until I can live with Mum and Dad again. I now have a foster sister named Hope and she's almost 5 years old. I really miss my Mum, but Jenny and Gary are nice and I feel safe here. I know they love me too.

Kate from Anglicare visits and calls us all the time, and sometimes picks me up to go and visit my Mum and Dad when Jenny and Gary can't take me. She helped Gary, Jenny and me find a place at my new school and move all my stuff into my new bedroom.

My favourite sport is swimming. My favourite thing to do outside with my friends is climbing trees. When I grow up I'm going to be a doctor.

During the past year our programs for young people offered a combination of educational, mentoring, counselling, crisis accommodation and personal development alternatives to help reshape their lives, and build stronger relationships.

Individual counselling, safe accommodation and a variety of outreach alternatives were provided to more than 2,000 at-risk young people in the past year. This included emergency accommodation and counselling for abused and homeless adolescents, and community outreach programs for the prevention of drug use and violence.

Anglicare also provided Mediation programs to facilitate reconciliation between young people and their families where there has been a relationship breakdown.

Similarly, an important range of programs supported and assisted young women in need. 'CHOICES' helped adolescents with young children or facing an unexpected pregnancy learn parenting and independent living skills. Homeless young women who have experienced physical, emotional or sexual abuse were supported in a range of homes for short or long-term placements with professional supervision and assistance.

To deter young people from committing further crimes and to help them take responsibility for

their actions Anglicare operated a Juvenile Justice Group Conferencing program during the year. This is a valuable program bringing together the young person, their family, victim(s), police and other appropriate members of the community to facilitate discussion and understanding about the consequences of the crime.

Our Supported Accommodation programs were assisted by volunteer Lead Tenants. These are trained members of the community who live in a home helping our clients deal with living in long-term out-of-home care, the breakdown in their family relationships or homelessness.

Skill development and educational courses were provided by Anglicare to foster opportunities for young people to gain employment or return to study. The Eastern Region's 'Catering for the Community' provided young people valuable experience in the hospitality and catering industries. While young people took part in the Northern Region's YESS (Youth Education and Specialist Support) program to build their confidence and self esteem.



A YOUNG PERSON ASSISTED

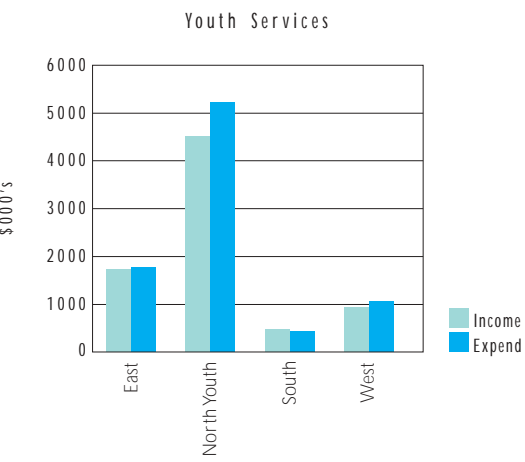
*During the past financial year*

*2,065 young people took part in Anglicare's counselling for education and employment, family mediation, drug and alcohol, family violence, crisis accommodation and sexual assault programs.*

*148 young people were placed in Anglicare's residential care programs.*

*Anglicare coordinated 152 residential places to assist homeless youths across metropolitan Melbourne.*

*538 or 26% of the young people accessing Anglicare's services were from a non-English speaking background.*



*Expenditure on programs for young people for the year July 2001 to June 2002 totalled \$8.4 million.*

"My daughter Tracy came home one evening and was quieter than usual. She was 14 and I thought she was just being a moody teenager. A few days later she told me that something had happened while she was waiting at a bus stop after school – three local boys had indecently assaulted her."

"Everything seemed to change from that day, it was like she wasn't a child any more – her innocence had been taken away and she couldn't trust anyone. And it wasn't just her that was affected – the whole family changed."

*"A family friend told us about the programs Anglicare provided to help young people and families. Our counsellor at Anglicare, Melissa, was more than just supportive, she became our friend. We could call her when needed, and she would be generous with her time."*

"Someone to talk to. Someone to get things off her chest. Melissa helped Tracy work through situations and experiences, get things out in the open. Talking and working through her emotions helped Tracy realise her goals and new ways of dealing with things. It woke her up to the fact it was not her fault."



Anglicare recognises that families are the source of health and well being for individuals and our society as a whole. The strength of family relationships has a profound impact on who we are and how we are positioned in the world around us.

The lack of appropriate support networks in times of crisis puts families at significantly greater risk of abuse or neglect. Through programs such as Strengthening Families and Family Support we actively work towards preventing child abuse and escalating family problems by providing counselling, in home support, group work and mediation.

Poverty and financial hardship generates stress and conflict in relationships, making it harder for families to stay together. During the year Anglicare released its, Families in Crisis: The Changing Face of Victorian Families report based on interviews with 200 families from across the state.

Among findings in the report figures revealed 68% of families earned less than \$700 per week, with

41% of that figure earning less than \$500 per week. At the same time more than 60% of families surveyed revealed that their incomes had not increased over the past year.

Increased stress in the home environment can result in incidents of domestic violence. Our Family Violence programs for abusive men, women or adolescents continue to break new ground addressing unacceptable behaviour and teaching skills to prevent violence.

Underpinning much of Anglicare's work to strengthen families are parent education programs and resources made available through our Parentzone centres in Box Hill, Ringwood, Gippsland, Preston and Frankston for families and professionals.

In many circumstances client families are geographically isolated and unable to access Anglicare's services. To counteract these situations our staff provided outreach services in family homes or installed outpost connections in more isolated parts of Victoria.

THE STRENGTH OF FAMILY RELATIONSHIPS HAS A PROFOUND IMPACT ON WHO WE ARE AND HOW WE ARE POSITIONED IN THE WORLD AROUND US.

During the past financial year

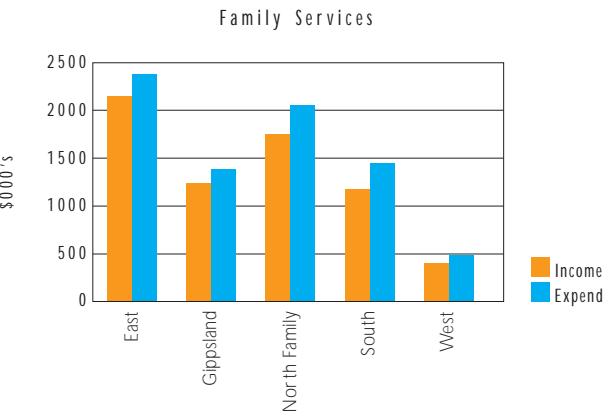
1,881 families accessed the services of Anglicare's Family Support and Strengthening Families programs, providing a range of services aimed at tackling problems in the family home in their early stages.

5,519 families accessed Anglicare Victoria's services including emergency relief, counselling, mediation, disability programs and substance abuse.

Single parent families comprised 59.45% of cases accessing Anglicare Victoria's family services.

Two parent families comprised 40.55% of cases accessing Anglicare Victoria's family services.

Families accessing Anglicare's support services from non-English speaking backgrounds comprised 18.55%.



Expenditure on programs for families during the year July 2001 to June 2002 totalled \$7.7 million.



A FAMILY IN CRISIS

"It was a Saturday night and my husband was out giving some friends a lift home, I stayed home with our daughter, Mandy and son, Russell. Not long after he left, the police came round. There had been a fatal car accident. Peter had been killed when another car, driven by a speeding drunk driver drove across the road and into Peter's car."

"I really couldn't believe it. For weeks I didn't know what day or time it was. It didn't take long for the pain and hurt to build up into frustration and stress at home. My relationships with Mandy and Russell quickly deteriorated too. We always seemed to be fighting and Russell was starting to spend less time at home."

"A couple of months later the police brought Russell home after he was caught shoplifting from a local sports store. Our family needed to get some help and the police officer recommended Anglicare."

"Anglicare provided my family with a wide range of options through their Family Support programs. The staff had great insight into our problems and were able to sift through all the extra info to get to the heart of the problem. They treated us with great respect and were very caring, open and friendly. We never felt judged."

"With Anglicare's help I have found ways to deal with my anxiety. Our family is slowly coming back together as we move forward dealing with our grief, listening and supporting each other."

Anglicare understands that to strengthen our communities we need to strengthen our families. This requires a wide range of services to address the large number of issues people face. Our community programs are part of this overall service meeting the needs of the most vulnerable in society.

Anglicare's emergency relief programs during the year provided Anglicare with a front line response to help families and individuals struggling to survive on very low incomes, those facing homelessness, violence, illness or unemployment. With donations from local businesses and support from volunteers and parishes Anglicare's emergency relief programs assist families and individuals through centres in Fitzroy, Box Hill, Lilydale, Clayton, Croydon, Frankston and Gippsland.

WITH DONATIONS FROM LOCAL BUSINESSES AND SUPPORT FROM VOLUNTEERS AND PARISHES ANGLICARE'S EMERGENCY RELIEF PROGRAMS ASSISTED FAMILIES AND INDIVIDUALS THROUGH OUR CENTRES IN FITZROY, BOX HILL, LILYDALE, CLAYTON, CROYDON, FRANKSTON AND GIPPSLAND.

For those in the community dealing with an addiction or substance abuse Anglicare provided alcohol and drug assistance programs at Preston, Box Hill, Lilydale, Clayton, Croydon, Frankston and Gippsland.

Single parents, the unemployed and families on low incomes were supported by Victoria's largest network of financial counsellors providing advice on issues ranging from overdue utility and mobile phone bills to the repossession of a car or filing for bankruptcy.

In Gippsland those battling to overcome a gambling addiction were supported by Anglicare's Gamblers Help counselling and community education services.



OUR COMMUNITY SERVICES

"I had been drinking for many long and lonely years. When suicide seemed to be the only alternative, I did something for myself that literally changed my life. I asked for help."

"I have been sober from alcohol for 9 months, and I feel like my life is just beginning. Being able to talk openly to the counsellors at Anglicare about what I was experiencing helped me to start to build my life instead of being submerged in my addiction. It was very important that I was able to identify other ways of dealing with anxiety and to be listened to by my counsellor."

"With the help of Anglicare's staff I now know something that seemed impossible just 9 months ago. By reaching out I discovered there are others in the world who understand my problems in more ways than I could have imagined."

"The recovery process is long and difficult. Sometimes frightening, and often lonely and sad. But trust me, I am finding it is worth it."

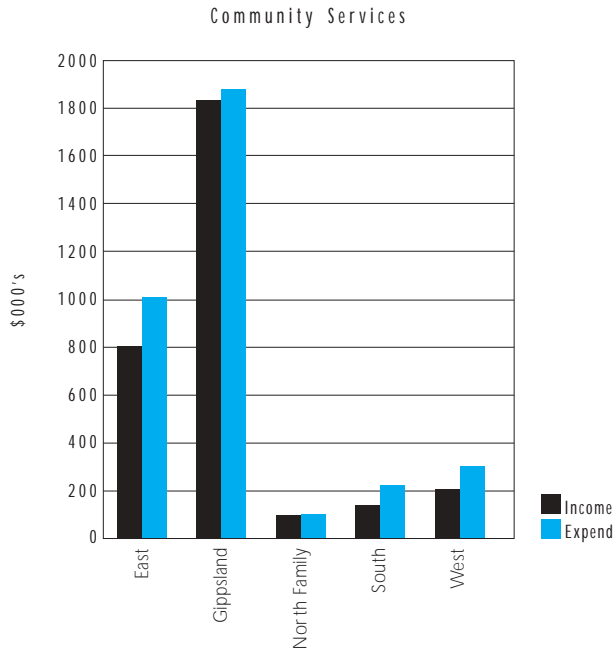
*During the past financial year 19,630 Victorians were supported by Anglicare's community programs comprising:*

*16,014 Victorians assisted by emergency relief programs, distributing 6,747 food parcels to those in need.*

*364 people sought assistance from Anglicare's Gamblers Help program in Gippsland.*

*The average value of food parcels distributed through Emergency Relief Programs was \$24.25.*

*2,059 people sought assistance through Anglicare's financial counselling network an increase of 21% on the previous year.*



Expenditure on programs for the Community during the year July 2001 to June 2002 totalled \$3.5 million.



Plenty of swimming was enjoyed by 18 disabled children during the annual five day summer camp at Phillip Island. The camp is conducted by Maroondah's Disability Support Program with the assistance of 19 volunteers.

Perfect weather greeted more than 3,000 local and interstate visitors attending the inaugural West Sale Heritage Festival, an initiative of staff at Anglicare Gippsland, to reunite some 600 displaced families who lived at the West Sale Holding Centre between 1949 and 1954.

At Christmas the Victorian Premier, The Hon Steve Bracks, Anglicare's CEO Dr Ray Cleary and members of The Metropolitan Fire Brigade's High Angle Rescue Team (HART) joined together to launch Anglicare's 2001 Toy and Food Appeal. To celebrate the occasion members of HART ferried an Anglicare 'Angel', 200 metres above Collins St from the top of 120 Collins St to the roof of 101 Collins St. (photo c)

In November 2001 the former Minister for Community Services, The Hon Christine Campbell MP, joined families in the Rosebud area to celebrate the opening of Anglicare's renovated program centre, The Shop.

An exciting new initiative teaching parenting skills to meet the needs of Koori families in northern communities was established. The staff of Anglicare's Parentzone program have worked closely with the Aboriginal Advancement League to provide support and education to local parents in the local community.

'Breaking the Cycle', a collection of women's stories of courage and hope in dealing with adolescent violence, was published by the Eastern Youth Services Meridian Program. This book is proving to be a valuable tool for staff in schools, the police, health and welfare agencies and other service groups within the community.

ACTU President Sharan Burrow greeted busy commuters at Footscray Railway Station with a hot breakfast as she called on Victorians to remember those struggling to cope during winter. Joining forces with Melbourne's Anglican Archbishop, The Most Reverend Peter Watson, Ms Burrow officially launched Anglicare Victoria's 2002 Winter Appeal. (photo b)

Anglicare's Choices program now operates in the Yarraville area. This responsive outreach program



supports marginalised young mothers with parenting skills and personal development.

Congratulations to the Broadmeadows Women's Community House for receiving an Anglicare Australia Award for its model of service delivery to a very large and diverse group of women in the northern region.

'Catering For The Community', a youth education, employment and training program, has been conducted on two separate occasions with disadvantaged young people in the eastern regions of Melbourne with very successful results. Whilst having fun, it provided them with valuable work skills, hospitality experience and confidence to help them find work.

Anglicare's family and youth services were given a much needed lift in Werribee with the opening of new offices, which now provides improved facilities for supporting the community.

'Share The Care', an awareness campaign to promote the benefits of fostering a child was successfully launched in the southern region in February.

There were many accolades for the young people who organised and performed in their own concert, 'The Little Devs Live For YESS', as a direct outcome of their involvement with Anglicare's YESS (Youth Education and Specialist Support) program.

The official opening of Mission House's emergency relief and material aid services at Fitzroy were supported by the provision of a new refrigerated delivery van by the City of Yarra to assist with the collection of fresh food for the service.



Applause to the volunteers who conducted a special women's group in the western region to assist socially isolated mothers rebuild their lives following domestic violence, periods of unemployment or experiencing a breakdown in their relationships.

Anglicare staff in the northern region worked with students from RMIT's Certificate IV in Community Services by providing three of the core units in their studies. The program gives students the opportunity to work with professional staff as part of their practical training and provides the University with an increased industry perspective in their training of future professionals.

Through the collaborative effort of our staff, Anglicare produced a manual for our volunteer carers engaged in foster care. This publication is a practical guide and comprehensive compendium for staff and volunteers supporting Anglicare's home based care programs. (photo a)

Victoria's Anglican Criminal Justice Ministry has been brought under the umbrella of Anglicare Victoria, a move designed to create a greater network of support for the Ministry's activities.

Abseiling, eight hour bush walks and a night of Karaoke helped a group of women from Melbourne's northern region win back some confidence and break down their inhibitions. This Mothers Adventure Weekend to the Grampians 'Arapiles' National Park was initiated and organised by participants in the Broadmeadows Women's Group.



The ongoing struggle for families on low incomes to meet daily demands was highlighted with the release of Anglicare's research report, Families in Crisis: The Changing Face of Victorian Families, based on interviews with 200 families from across Victoria.

Appropriately, the 2002 Bishop of Gippsland's Family Appeal was launched on a cold winters morning, by the Right Reverend Jeffery Driver, the Bishop of Gippsland. The appeal supports Anglicare Gippsland's range of crisis care services to families and children, including emergency relief during the colder months.

'Wonder Women', a program giving hope to women dealing with anxiety disorders and conducted by Anglicare Gippsland's Gamblers Help program in June, won the 2002 Gippsland Women's Health Award for Best Women's Health Promotion.

More than 250 guests joined Anglicare for a splendid celebration of Christmas at Anglicare's annual Carols in the Courtyard celebration, hosted by the Friends of Anglicare.

How should family services respond to 'Children in Need'? was the focus of research undertaken by Sarah Wise on behalf of Anglicare Victoria, the Australian Institute of Family Studies and the University of Melbourne Department of Social Work.

A 13 minute information video and fact sheets were produced by Anglicare Gippsland, in conjunction with the Wanjana Lidj Family Preservation Program to inform the Koori and wider communities about housing and financial issues.





## SALLY'S STORY - PARTNERSHIPS IN CARE

*Some partnerships between Anglicare Victoria and local parishes are small but their contribution mighty. Others start from simple ideas shared between enthusiastic parishioners and expand in leaps and bounds due to incredible community demand. Sally's story is one of an exciting journey shared by Anglicare Victoria and the local Opportunity Shop, The Treasure Chest, operated by volunteers from local parishes in Lilydale.*

We first met Sally when she visited our Emergency Relief program in Lilydale, near where she was living. Sally soon became involved in Anglicare's Strengthening Families and Family Violence programs. She now has someone she can talk to who understands what she is going through and is helping her to find other services in the local area.

Sally was drained emotionally by what she had been through, and didn't have a penny to spare. So the local opportunity shop, The Treasure Chest, was able to provide things she needed, like pots, pans and some furniture. We gave her paint and brushes to redecorate with too. And we continued to visit her at home and offer practical help, such as supporting her to transfer her three children to a new school.

During the next school holidays Sally's children will be able to go on a camp thanks to the ongoing support of The Treasure Chest.

Over the past six years The Treasure Chest has raised \$156,000 to enable Anglicare's Lilydale programs to conduct camps and holiday excursions for children who would normally go without. Operated by a dedicated team of volunteers the opportunity shop provides vital support to the services of Anglicare in the region.

Sally is typical of many families dealing with a crisis. She wanted so much to get back on her feet. We helped her find the strength to start again. 'I can see a future now,' she says. 'I couldn't have done it without the support of The Treasure Chest and Anglicare.'

Every year, hundreds of families turn to Anglicare for this kind of support. They desperately want to get back to the settled, independent life they once had. But they know they can't do it on their own.

Anglicare's partnership with The Treasure Chest helps families help themselves. We help tackle the problems that led to them becoming homeless and give practical support to set them on a path forward. Often the people who have been assisted give back to The Treasure Chest by donating items they no longer need or, in some circumstances, by becoming a volunteer assisting in the shop. Helping to further strengthen their own sense of community.

"I found, when you lose your home you can lose a lot more besides," Sally explained. "Homelessness saps your morale. Loss of self-respect and feelings of failure increase, even though you may be completely blameless. I had to rebuild my life - and this is where Anglicare and The Treasure Chest were so important to me."

Anglicare Victoria's commitment to share with others in the building of a just and compassionate community for all of Australia's children, young people and families is the centrepiece of our new strategic plan. A key component includes a strong commitment to work in partnership with parish and school communities.

Throughout Victoria Anglicare has built relationships with local communities and parishes by providing mutual support to assist the most vulnerable members of our society.

Dixon House at Clayton is a guiding light to so many in the community. It is a trusted neighbourhood house, a counselling and education centre, a provider of emergency food and gathering place. With the assistance and dedication of parishioners from All Saints' Clayton, Dixon House has grown. From its early beginnings 11 years ago as an emergency food and material aid service to now provide pastoral care,

*David's - East Doncaster, St John's - Camberwell, St Michael's - Beaumaris, St Steven's - Greythorn, St Mary's - North Melbourne, St Paul's - East Kew, St Hilary's - Kew, St Oswald's - Glen Iris, St Andrew's - Rosanna and St Peter's - Box Hill* help to keep the doors of Anglicare's Mission House open to families going without in the Fitzroy area.

Anglicare in Gippsland has developed fruitful and enduring relationships with local parishes. Profits from the Fossick and Find curio shop in Morwell fund our Children's Contact Centre at Boyd House. Providing a safe environment for children during supervised contact visits with their parents is a very important part of the foster care program. Anglicare utilises the house from Fridays to Mondays, and for the rest of the week the offices are shared with St Mary's Anglican Church.

## THE LAZARUS CENTRE IS AN EXAMPLE OF A PARTNERSHIP MEETING THE NEEDS OF THE HOMELESS IN CENTRAL MELBOURNE. AN INITIATIVE BETWEEN THE ORDER OF ST LAZARUS, ST PETER'S EASTERN HILL, ST PAUL'S CATHEDRAL AND ANGLICARE THE CENTRE PROVIDES A SECURE MEETING PLACE AND DAILY BREAKFAST PROGRAM.

counselling, legal advice, baby bundles, a children's playgroup and a resource centre.

Donations from local bakeries to Anglicare's centre in Knox are made possible through the efforts of parishioners from St Thomas Anglican church at Upper Ferntree Gully. Members of the congregation at Grace Church of Christ prepare generous Christmas hampers for distribution to clients and locals during the festive season. Their donations also extend to the 'Winter Woollies' program during the colder months. While the parish of Bayswater Uniting Church helps with food vouchers.

Generous donations of food, material aid and support by parishioners from: *St Paul's - Canterbury, St*

*'The Shop' in Rosebud* provides much more than food and material aid. With the strong support of the Reverend Murray Morton from All Saints Church, Rosebud, the service has grown in the past seven years from a two worker operation to 17 staff, offering a range of family, youth and disability programs. The Shop program has deliberately responded to the needs of the community by creating a centre that "belongs" to the community. Parish volunteers play an important part in its success by working on management committees, renovations and supporting local families in their homes.

The Lazarus Centre is an example of a partnership meeting the needs of the homeless in central

Melbourne. An initiative between the Order of St Lazarus, St Peter's Eastern Hill, St Paul's Cathedral and Anglicare the centre provides a secure meeting place and daily breakfast program. Volunteers and the centre's Director, the Reverend Bevil Lunson provide those surviving on Melbourne's inner city streets with access to showers, food and counselling.

The Parish of All Saints, Footscray and Anglicare Victoria are currently working with the local Sudanese community to provide a 12-month support program to assist with the development of English language schools and after school care programs for their children. Anglicare also contributes to the running costs of a bus provided by the Parish for the Sudanese families.

Our partnership with the Northern Diocese provided the basis for a community building project. The 'No Fee Parenting Program', involving Parentzone staff in training and supporting volunteers, has helped establish parenting education programs in parishes throughout the region.

Anglicare's goals and objectives are best achieved when we are part of the communities we seek to serve. Our future involves working at the local level in partnership ventures with parishes and community groups. With the continued support of all our community partnerships Anglicare will continue striving towards building a just and compassionate community.





Strategic Directions highlights Anglicare's commitment to the provision of programs and services to children, young people and families and in so doing challenges us to build and make stronger the community in which we live.

It is encouraging then, that as we set out to meet new challenges that we can do so from strong foundations. The close partnership shared between our staff in their direct work with our clients, our donors who through their financial support make a vital contribution to ensuring the day to day needs of those with whom we work are able to be met, and our many hundreds of volunteers who support our work through their involvement in a wide range of programs and activities, will ensure that we are well placed to meet the changing needs of our community.

During this past year we have again enjoyed increased financial support of our work from the community. Our appeals program continues to grow, with in excess of \$900,000 raised through these activities during the past year. This is an outstanding result,

We are also pleased that efforts to strengthen links between Anglicare and Parishes has seen an increase in participation and support, particularly through the Anglicare Auxiliary network.

The magnificent contribution of the Anglican Diocese of Gippsland provided \$140,000 through two regional appeals, supporting Anglicare's In-home Family Support and Foster Care programs in the Gippsland region. This is further testament to the strong partnership between Anglicare, the Parish network and local communities.

Funding received from Philanthropic Trusts, increased, contributing approximately one third of our fundraising revenue. These grants were applied directly to the programs for which they were given.

The Children's Foundation has continued to play a significant role in the support of our foster care programs. Anglicare is sincerely grateful to the CEBS Anglican Boys Society, through their Community Services Committee, for their very significant support

IN PARTNERSHIP TOGETHER - CARING FOR THOSE MOST IN NEED IN OUR COMMUNITY - WE REMAIN GRATEFUL TO ALL OUR SUPPORTORS FOR THEIR IMPORTANT CONTRIBUTION.

which has involved some 7,327 individual and corporate donors (an increase of 8% over the previous year). Particular growth was achieved through our Christmas merchandising campaign, which saw the program, commenced in Victoria in previous years, taken up nationally through the Anglicare Network.

Significantly the involvement of a number of key corporate sponsors, who underwrote the costs of our Appeals program, ensured that the support received from individual donors could be directly applied to programs supporting our families.

of our Meridian youth counselling services. Similarly, the support received from the Hindson Trust for our family counselling, family support and foster care programs and the Opportunity Youth Services Trust which supported our Youth Support, Accommodation and Counselling programs are gratefully acknowledged.

In partnership together - caring for those most in need in our community - we remain grateful to all our supporters for their important contribution.



*During the past financial year our volunteer support included:*

*845 volunteers assisted Anglicare's services and programs, with the majority of these being female (74%).*

*Our Volunteers supported Anglicare's programs with an average of 58.9 hrs of work each week.*

*Volunteers supported us to the equivalence of 80.6 full time staff for the year. Estimated to be valued at more than \$2.4 million in-kind support.*





A: Len Hawke, 89, kindly donated 450 hand made toys to Anglicare's 2001 Christmas Toy Appeal.

B: (L to R) Students from Morwell's Commercial Road Primary School, Kerri and Aidan, present a hamper to Anglicare Gippsland's Regional Manager, David Welch and The Anglican Bishop of Gippsland, the Right Reverend Jeffrey Driver.

C: Ladies from Anglicare's Auxillary Committee.

THE FINANCIAL SUPPORT RECEIVED FROM PARISHES, PHILANTHROPIC TRUSTS, CORPORATE SPONSORS, SCHOOLS, SERVICE GROUPS AND OUR MANY THOUSANDS OF PRIVATE DONORS REMAINS VITAL IN ENSURING THAT ANGLICARE VICTORIA IS ABLE TO EFFECTIVELY SERVE THE COMMUNITY IN PROVIDING ESSENTIAL SUPPORT TO THE LIVES OF COUNTLESS THOUSANDS OF CHILDREN, YOUNG PEOPLE AND FAMILIES LIVING IN CRISIS IN OUR STATE.

The Board, Management and Staff of Anglicare is extremely grateful to all our donors for their ongoing support.

- AG Birch Bequest,  
Alan Shaw Foundation,  
Alexander Rushall Charitable Fund,  
Alfred Felton Bequest,  
Alice Jean Smith Estate,  
Amelia Eliza Holland Trust,  
Anglican Diocese of Gippsland,  
Arthur F Havard Estate,  
Bell Charitable Trust,  
Bendigo Bank,  
Bierman Charitable Trust,  
Bunnings Warehouse,  
CEBS Anglican Boys Society,  
Children's Foundation,  
Clive Wallace Smith Estate,  
Collier Charitable Fund,  
David Taylor Galt Estate,  
Danks Trust,  
David Syme Charitable Trust,  
Diana Browne Trust,  
Dorothy Louise Jullien Estate,  
Edward John Gaunt Estate,  
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George Alexander Foundation,  
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GF Mathews Estate,  
Gladys Garside Estate,  
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GHM Settlement Trust,  
H&L Hecht Trust,  
Harbig Charitable Foundation,

HD Williamson Foundation,  
Health Super Pty Ltd,  
Helen Mc Pherson Smith Trust,  
Henry B Smith Charitable Fund,  
Hilda F Callaway Estate,  
Hindson Trust,  
NJ & Grace Horton Charitable Trust,  
Hookey Family Trust,  
Hugh V McKay Charitable Trust,  
Hulbert Foundation Pty Ltd,  
Ian Potter Foundation,  
IB Adams Estate,  
Inger Rice Foundation,  
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Jackman-Muntz Charitable Trust,  
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Jean Maver Charitable Foundation,  
Jenny Craig Weight Loss Centres,  
Jennifer Hutchins Charitable Fund,  
Jessie Street Trust,  
Joe White Bequest,  
John E Taylor Perpetual Trust,  
John & Thirza Daley Charitable Trust,  
John Russell MacPherson Fund,  
Kilwinning Trust,  
Kimberley Foundation,  
Klara Lawrence Estate,  
Lily Maude Payne Estate,  
Llewellyn Evans Estate,  
Lois & Lesley Nelken Trust,  
Lord Mayor's Charitable Fund,  
Lorna Hegarty Estate,  
LR Cazaly Trust Fund,  
Lucy Anna Baynes Estate,  
Mary Elaine Johnson Estate,  
Melbourne Newsboys Club Foundation,  
Members Australia Credit Union,  
Grose Estate,  
Michael Waring Trading Pty Ltd,  
Miller Foundation,  
Miss Bell Memorial Fund,  
ML Charitable Foundation,  
Moya Willoby Estate,  
NJ & G Horton Charitable Fund,

Opportunity Youth Services,  
Ormond Baker Charitable Fund,  
Percy Baxter Charitable Trust,  
Permanent Trustee Foundation,  
Perpetual Trustees,  
RE Ross Trust,  
Renaissance Supermarkets Pty Ltd,  
Robert AH Struth Estate,  
Rosskim Pty Ltd,  
S & C Mackinnon Trust,  
Sidney Myer Fund,  
Snowy Nominees,  
Stanley Heath Fund,  
State Trustees,  
Southern Penninsula Community Foundation,  
Sunshine Foundation,  
SK Yee Family Trust,  
Pitt Family Trust,  
Precision Plating,  
Prender Trust,  
Portland House Group,  
Trust Company of Australia,  
Tweddle Charitable Fund,  
Tyler House Trust,  
Valentine Alexa Leeper Estate,  
V Tivey Estate,  
VFB Ireland Estate,  
Victorian Community Foundation,  
Victorian Homeless Fund,  
Vincent Burney Trapp Estate,  
Walter & Eliza Hall Trust,  
Walter Campbell Memorial Fund,  
Wandeet Pty Ltd,  
William Angliss (Vic.) Charitable Trust,  
William Beeton Sangster Trust,  
William Buckland Foundation,  
WRE Eades Estate,  
Winifred Brookes Barrow Estate,  
Winifred & John Webster Trust,  
Yarra Valley Water.



The Most Reverend Peter Watson,  
*President*  
 Dr Graeme Blackman  
 Dr Barbara Fary  
 Revd Dr David Powys  
 Revd Susan McPhee-Wright  
 Revd Joy Letts  
 Ms Bev Lacock  
 Revd Cecilia Francis  
 Revd Peter Swane  
 Ms Helen Baddeley  
 Revd Murray Morton  
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 Mr Richard Tudor  
 Ms Anne Wakeling  
 Mr Patrick Moore  
 The Right Rev Jeffery Driver,  
 Bishop of Gippsland  
 The Right Reverend Andrew Curnow

ANGLICARE VICTORIA BOARD

*Standing L to R:*  
 Mr Andrew Guy, Mr Gary Underwood,  
 The Rev Cecilia Francis, Ms Heidi Dixon,  
 The Rev Barry Martin

*Seated L to R*  
 Mr Peter Horsburgh (Deputy Chairman),  
 Dr Barbara Fary - OAM,  
 Dr Graeme Blackman (Chairman),  
 Mr Malcolm Boyce, Ms Linda Campbell

*Absent*  
 Ms Susan McCarthy, The Very Rev David Richardson,  
 Mrs Beth Delzoppo OAM



ANGLICARE VICTORIA SENIOR MANAGEMENT TEAM

*Back Row (Left to Right)*  
 Regional Manager South West - Ms Jillian Rose,  
 Executive Manager Finance - Mr Chris Baring-Gould,  
 Personal Assistant - Ms Sue Williams,  
 Regional Manager Northern - Mr Jim Killeen,  
 Executive Manager Corporate Services - Mr John Blewonski,

*Front Row*  
 Regional Manager Gippsland - Mr David Welch,  
 Chief Executive Officer - Dr Ray Cleary,  
 Executive Manager Research & Development - Ms Jenny Potten,  
 Manager Youth Services - Mr Tony Kennedy.

*Absent*  
 Regional Manager Eastern - Ms Marg Chipperfield,  
 Executive Manager Community Services - Ms Angie Were.



FINANCIALS AS AT 30 JUNE 2002

Balance Sheet as at 30 June 2002

	2002 \$000's	2001 \$000's
<b>Current Assets</b>		
Cash	2,196	919
Receivables	981	930
Inventories		155
<b>Total Current Assets</b>	<b>3,177</b>	<b>2,004</b>
<b>Non-Current Assets</b>		
Investments	9,166	8,938
Property, Plant and Equipment	15,393	16,257
<b>Total Non-Current Assets</b>	<b>24,559</b>	<b>25,195</b>
<b>Total Assets</b>	<b>27,736</b>	<b>27,199</b>
<b>Current Liabilities</b>		
Accounts Payable	5,692	4,781
Provisions	1,336	1,780
<b>Total Current Liabilities</b>	<b>7,028</b>	<b>6,561</b>
<b>Non-Current Liabilities</b>		
Provisions	510	168
<b>Total Non-Current Liabilities</b>	<b>510</b>	<b>168</b>
<b>Total Liabilities</b>	<b>7,538</b>	<b>6,729</b>
<b>Net Assets</b>	<b>20,198</b>	<b>20,470</b>
<b>Equity</b>		
Establishment Corpus	23,767	23,767
Reserves	479	256
Accumulated Losses	(4,048)	(3,553)
<b>Total Equity</b>	<b>20,198</b>	<b>20,470</b>

1. Where necessary, comparative information has been reclassified to achieve consistency in disclosure.
2. The economic entity Anglicare Victoria includes the net assests of the Pitt Family Trust Limited.

FINANCIALS AS AT 30 JUNE 2002

	2002 \$000's	2001 \$000's
<b>Income</b>		
State Government Funding	23,882	21,992
Commonwealth Government Funding	1,190	847
Local Government Funding	281	245
Fundraising Income	2,803	3,065
Client and other fees	1,163	1,268
Investment Income	1,027	830
Net Profit / (Loss) on sale of Assets	176	282
Bequests	479	256
<b>Total Income</b>	<b>31,001</b>	<b>28,785</b>
<b>Expenditure</b>		
Foster Care / Adoption & Permanent Care	8,823	8,423
Youth & Residential Services	8,473	7,748
Family & Community Services	11,294	10,947
Other organisational expenses	2,683	2,688
<b>Total Expenditure</b>	<b>31,273</b>	<b>29,806</b>
<b>Net Deficit</b>	<b>(272)</b>	<b>(1,021)</b>
Less bequests transferred to reserves	(479)	(256)
<b>Net deficit before bequests</b>	<b>(751)</b>	<b>(1,277)</b>
Accumulated losses at the beginning of the year	(3,553)	(3,238)
Transfer from reserves	256	962
<b>Accumulated losses at the end of the financial year</b>	<b>(4,048)</b>	<b>(3,553)</b>

1. Where necessary, comparative information has been reclassified to achieve consistency in disclosure.
2. The economic entity Anglicare Victoria includes the net assests of the Pitt Family Trust Limited.



	SUMMARY OF ANGLICARE VICTORIA'S SERVICES																									
	NORTHERN FAMILY				NORTHERN YOUTH		SOUTHERN				WESTERN		GIPPSLAND				EASTERN				CENTRES		EXPENDITURE (MILLIONS)			
	Preston	Glenroy	Plenty Valley	Broadmeadows	Preston	Glenroy	Elsternwick	Frankston	Rosebud	Clayton	Moorabbin	Yarraville	Werribee	Bairnsdale	Morwell	Phillip Island	Warragul	Leongatha	Box Hill	Ringwood	Croydon	Bayswater	Lilydale	2002	2001	
Children																							\$ 8.8	\$ 8.4		
Disability Support	●						●	●						●	●	●	●			●			8			
Foster Care	●			●		●					●			●	●	●	●	●	●	●		●	11			
Permanent Care and Adoption											●		●	●	●	●	●						6			
Residential Care																		●					1			
Contact Centre														●									1			
Youth																							\$ 8.4	\$ 7.7		
Adolescent Community Placement					●	●				●								●					4			
Adolescent Support					●	●		●	●	●	●	●						●			●		9			
Crisis Accommodation for Homeless Youth					●													●					2			
Education and Training					●	●			●	●	●							●					6			
Juvenile Justice											●												1			
Residential Care					●																		1			
Youth Mediation				●	●	●		●		●		●						●					7			
Residential Care for Young Women					●																		1			
Families																							\$ 7.7	\$ 7.9		
Family Violence Support			●	●				●	●	●		●						●				●	8			
Family Camps				●				●	●	●		●			●					●			4			
Family Counselling	●		●	●		●		●	●	●		●		●				●		●	●	●	13			
Family / In Home Support	●		●	●				●	●	●		●	●		●		●	●	●	●	●	●	16			
Parent Education	●	●	●	●			●	●	●		●		●	●		●	●	●	●	●	●		16			
Strengthening Families		●		●			●	●						●		●					●	●	8			
Community																							\$ 3.5	\$ 3.0		
Alcohol / Drug Counselling					●	●						●						●			●	●	6			
Food and Material Aid									●					●				●		●		●	5			
Financial Counselling	●								●		●	●		●		●	●	●				●	9			
Gambling Support														●	●	●	●	●					5			
Multicultural and Support Groups	●	●	●	●			●	●	●					●	●	●	●	●					12			
Legal Service														●	●	●	●	●					5			
Consumer and Tenancy Support															●	●	●	●					4			

“Supporting families, building community today”



## Eastern Region

Anglicare Eastern Region  
7 - 11 Shipley Street, Box Hill 3128  
Ph. 9890 6322

Anglicare Maroondah  
22 Croydon Road, Croydon 3136  
Ph. 9725 1622

Anglicare Parentzone  
16 Railway Place, Ringwood 3134  
Ph. 9876 8945

Knox Family Services  
1st Floor, 666 Mountain Hwy, Bayswater 3153  
Ph. 9720 3488

Yarra Ranges Family Services  
47 - 51 Castella Street, Lilydale 3140  
Ph. 9735 4188

Broadmeadows Women's Community House  
PO Box 258, Dallas 3047  
Ph. 9309 9433

Plenty Valley Family and Community Services  
8 Hurtle Street, Lalor 3075  
Ph. 9465 0322

Parentzone  
296 High Street, Preston 3075  
Ph. 9478 9499

Anglicare Northern - Youth Services  
239 Murray Road, Preston 3072  
Ph. 9478 9633

Youth Services Glenroy  
32 Widford Street, Glenroy 3046  
Ph. 9306 0000

## Gippsland Region

Anglicare Gippsland  
65 Church Street, Morwell 3840  
Ph. 5133 9998

Bairnsdale  
5 Pearson Street, Bairnsdale 3875  
Ph. 5152 1213

Gippsland Community Legal Service/  
Consumer and Tenancy Resource Centre  
53-55 Buckley Street, Morwell 3840  
Ph: 5133 9998

Leongatha  
8 Bruce Street, Leongatha 3953  
Ph. 5662 4561

Warragul  
27 Albert St Warragul 3820  
Ph. 5622 2810

Anglicare Discovery Centre  
60 Forrest Avenue, Newhaven  
Phillip Island 3925  
Ph. 5956 7202

## South West Region

South East Foster Care  
24 - 26 Riddell Parade, Elsternwick 3185  
Ph. 9523 1999

Frankston Family Services  
51 Playne Street, Frankston 3199  
Ph. 9783 4888

Rosebud Family Services  
'The Shop'  
1161 Point Nepean Road, Rosebud 3939  
Ph. 5982 2586

Dixon House  
2 Dixon Street, Clayton 3168  
Ph. 9543 8911

Southbridge Youth Services  
Level 2, 1001 Nepean Highway, Moorabbin 3189  
Ph. 9532 3482

Anglicare Yaraville  
41 Somerville Road, Yarraville 3013  
Ph. 9687 5200

Anglicare Werribee  
2 Market Road, Werribee 3030  
Ph. 9742 5300

## Northern Region

Anglicare Family Services Preston  
256 Murray Road, Preston 3072  
Ph. 9478 9499

Broadmeadows Family & Foster Care Services  
32 Railway Crescent, Broadmeadows 3047  
Ph. 9301 5200





[www.anglicarevic.org.au](http://www.anglicarevic.org.au)





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