



Resilience and Hope...

Message from the Archbishop



Christ's command to 'love your neighbour as yourself' asks us to treat others in a way we would wish to be treated in similar circumstances.

February 2009 saw the greatest natural disaster in the State's history, claiming the lives of 173 children, men and women and leaving over 7,500 people without a place to call home.

While the bushfires brought profound sorrow and anguish to so many, they also highlighted people's willingness to love their neighbour in times of need - from those who risked their own lives in the hope of saving others, to those who willingly gave their time and financial assistance to relieve others' suffering.

For those impacted by the fires, the journey of recovery has only just begun and will continue long after homes and infrastructure have been rebuilt.

Along with highlighting the work of the agency in addressing the immediate and long-term needs of disadvantaged children, young people and families, Anglicare Victoria's 2008/09 annual report details the work the agency is currently undertaking to support bushfire victims.

The theme of this year's report - resilience and hope - is befitting for the year in review. It is through their resilience in overcoming adversity, and hope for better times ahead, that many of those who seek the agency's support will see their lives renewed.

Please keep in your prayers the many thousands of Victorians whose lives were irrevocably changed last summer and all those who persevere in changing the circumstances in their lives in the hope of a brighter future.

A handwritten signature in black ink that reads "Philip Freier". The signature is written in a cursive, flowing style.

The Most Reverend Dr Philip Freier
Archbishop of Melbourne

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Message from the Chairman



On behalf of the Board of Anglicare Victoria I am pleased to report on the agency's activities over the past 12 months.

The Board has the role of ensuring the agency remains faithful and committed to its Mission.

Over the past year we have continued the implementation of our Strategic Plan for the years 2008-2010.

The Strategic Plan affirms the commitment of Anglicare Victoria to work with the most disadvantaged children, young people and families in our community. This work continues to be undertaken in partnership with the Federal and State Governments, Local Government, and other community organisations.

The introduction of Child FIRST, which followed the proclamation of the Children, Youth and Families Act in 2005, recognised the importance of providing an integrated approach to the delivery of family services and keeping children safe.

This work has now become a substantial part of Anglicare Victoria's Family Services stream. One of the imperatives from this development was the strengthening of the link between Family Services and Child Protection. The implementation of this project saw the need for the development of robust theoretical frameworks for the program to deliver the most effective services.

The Board is delighted that these frameworks, entitled '*Pillars of Practice*', have been written and launched by Anglicare Victoria staff and are a major contribution to ensuring high quality service not only across our agency but across the sector.

A further initiative of our Strategic Plan was the creation of a new Policy, Research and Innovation Unit. In November 2008 the Board was pleased to welcome Dr Sarah Wise as General Manager of the new unit. Since joining Anglicare Victoria Sarah has provided the agency with strong direction in both research and in her evaluation of a number of our current programs. The Board has endorsed a project to examine the learning and educational needs of children in our care as a major research initiative in the next 12 months.

My report on this occasion cannot fail to mention the tragic events of the Victorian bushfires in early February which profoundly affected all Victorians and involved Anglicare Victoria in a range of responses.

Although we did not initiate a Bushfire Appeal, we received over \$450,000 in cash donations to assist us with the implementation of our bushfire response as well as many thousands of hours of volunteer support and contributions of goods and services. The Board estimates this support at well over \$900,000.

We also received \$250,000 from the Federal Government for emergency relief and additional funding from the Department of Human Services for the employment of Case Managers for people impacted by the bushfires.

Our response to and support for those affected by the fires will continue over the next twelve months in a variety of ways.

Through the Anglicare Australia network, of which this agency is a key member, we also received support from a number of organisations, both large and small, including cash and in-kind donations.

In March this year the Board conducted its annual planning day. Dr Robert Fitzgerald, currently a member of the Productivity Commission, was invited to address us on the role of community service agencies in the faith tradition in the current context. Robert brought a wealth of experience to the discussion and led the Board through a number of issues including succession planning, mission and values. The session with Dr Fitzgerald was followed by further discussions on the role of the Board and our 2009/10 budget. In line with normal practice the Chief Executive Officer also provided the Board with a report on the status of the current Strategic Plan.

In addition to the appointment of Archdeacon Ray McInnes and The Hon Chris Pearce MP to the Board in October 2008, Mr John Unkles was appointed to the Board to fill a casual vacancy during the year.

The current global economic crisis presents a number of challenges to the organisation as well as to the clients that Anglicare Victoria seeks to support and serve.

Over the past nine months, the Board has reviewed the role of our Fund Managers as well as their financial obligations to ensure the good stewardship of resources.

I want to express my personal thanks to all members of the Finance Committee for their diligence in undertaking this task and to Damian Neylon who accepted the role of Chairman of the Finance Committee following Andrew Guy's retirement in 2008.

My time as Chairman is due to conclude this October and I wish to place on record my appreciation to both the Board and the staff for their support during my nine year term.

As in the past, Anglicare Victoria continues to be engaged with the most disadvantaged in our community, working alongside other agencies and advocating with government for increased resources to deliver best practice.

I commend the work of the agency as it faces new and emerging challenges over the next 12 months.

On behalf of all those associated with Anglicare Victoria I would particularly like to thank our donors and supporters for their willingness to share in our mission.



Dr Graeme Blackman OAM
Chairman

Message from the Chief Executive Officer



The tragedy of the Victorian bushfires in February 2009 impacted on all of us in many different ways. Stories abound of selfless heroism, determination and compassion in the days before and after Black Saturday.

The number of deaths, houses and property destroyed, and the trauma experienced by the people who lived and worked in these areas along with volunteer fire fighters, cannot be fully grasped by those of us who watched on in horror. Many asked, 'how is this possible and why weren't we warned?'.

At the time of writing this report the Royal Commission investigating the fires is still receiving evidence. What has emerged however, and is supported by many experts, is that similar destruction is likely to become a more regular occurrence as global climate change impacts on us all. This is not the first time bushfires have occurred, but the intensity and destructive power of the February fires was unprecedented. It is hoped that the lessons learnt will assist the State and its people to be better prepared in future.

The bushfires have also significantly shaped and influenced the response and additional services of Anglicare Victoria. The agency responded to the impact of drought and fires in north east Victoria in 2006 adding new support services for residents of rural Victoria. This work continues to grow and has facilitated closer ecumenical involvement from other agencies and churches in the region. Pamper gatherings, fence rebuilding, emergency relief, counselling and special arts programs for children have been initiated.

Anglicare Victoria's Gippsland Community Legal Service, Financial Counselling, Victims Assistance Program, Parentzone, parish community development programs and Preston, Yarra Ranges, Broadmeadows, Frankston and Rosebud sites, have been working with those affected by the fires, and also with other agencies and the Church in responding with emergency aid, legal advice and case management.

As in all areas affected by the fires we were greatly assisted by the generosity and compassion of the local communities.

Our work with those affected by the bushfires will continue for some time with the financial assistance provided by both the Federal and State Governments and donations in cash and kind.

Although I have acknowledged the contribution of both staff and volunteers previously, I place on record the thanks of the Board and myself for actions beyond the call of duty, a mark of professionalism and commitment which is present at all times among Anglicare Victoria's staff.

Two other matters need comment.

The global financial crisis continues to impact on our most vulnerable and disadvantaged clients. Again, with the support of our donors and both the State and Federal Governments, we have been able to expand service delivery and provide additional emergency aid and financial counselling.

At the same time, we have continued our advocacy work through Anglicare Australia and the media highlighting the anxiety caused by the crisis and suggesting steps that need to be taken to alleviate stress.

The second issue is the successful outcomes achieved in the reform of the Out-of-Home Care programs provided by Anglicare Victoria. In coalition with a number of other agencies including Berry Street, MacKillop Family Services and the Centre for Excellence in Child and Family Welfare, a campaign was mounted to convince the Minister for Community Services and her Department of the need for an overhaul of the current system and the addition of further funds. I am pleased to say both have been achieved. While there were some negative stories in the media during the time regarding individual care placements, the campaign worked constructively with the Minister and her Department to ensure the best possible outcomes. The reforms announced will assist in ensuring we do the best for Victoria's children.

The past year has been a challenging one at all levels for Anglicare Victoria but I believe it has also been enriching, stimulating and rewarding. At the heart and soul of the agency is its people - Board, Council, staff, volunteers, donors and clients. There are many challenges still to be faced while the essence of our work remains the same, providing hope and opportunities for personal and social transformation.

The words of the prophet Micah underpin the challenge:

And what does the Lord require of you, but to do justice, to love kindness and to walk humbly with your God.

A handwritten signature in blue ink, appearing to read 'Ray Cleary', with a stylized flourish extending from the end.

Dr Ray Cleary AM
Chief Executive Officer

2008/09 highlights

The agency is proud to have been welcomed as a member of the International Forum for Child Welfare (IFCW) which is an official member body of the United Nations dedicated to the rights and well-being of children globally. Dr Ray Cleary AM was elected to the IFCW Executive Committee in September 2008.

Over 50,000 people received support from Anglicare's emergency relief programs throughout the year.

Two hundred and fifty people attended our annual Celebration Service on 3 September 2008. Chairman's Awards were presented to 29 volunteers, six staff and three retiring Board Members for outstanding service. The 2008 Travelling Scholar's Award was presented to May Davey who travelled overseas to investigate the operation of the UK foster care team model.

Our Glenroy Youth Services site was re-launched in May following a major refurbishment to improve client facilities. The Glenroy site supports our Northern Adolescent Residential Care Program, provides youth and drug programs, homework clubs, a youth links activity program and an outreach base for The Royal District Nursing Service's Homeless Prevention Program.

In November, the agency established a Policy, Research and Innovation Unit to better align our research, advocacy, service delivery and communications in order to improve program outcomes and inform our contributions to public debate on social justice issues.

Anglicare in Box Hill launched a training manual for the 'Breaking the Cycle' group program for parents whose adolescents are violent in the home. The program runs 10 training sessions for up to 200 other professionals and practitioners in the child and family welfare sector each year to help them identify adolescent violence and so they can introduce a similar program in their communities.



Christmas Appeal

Anglicare Victoria and RMIT University launched an innovative two-year professional development program, *Foundations of Professional Practice*. The jointly developed program will further build the skills of our frontline staff, team leaders and program managers.

Anglicare Victoria's work in the Diocese of Wangaratta was recognised with a win in the Partnerships category of the 2008 Anglicare Australia Awards, while our Connected Families, Strong Communities team at Frankston was recognised for their work with parents at Cranbourne Secondary College with a win in the Service Excellence category.

Anglicare Victoria, the Brotherhood of St Laurence and the Archdeaconry of Geelong have combined resources to explore service delivery among communities in the Geelong region. A Community Development Manager is leading the project and working with local parishes, other service providers and passionate members of the community to develop solutions to best meet community needs in the region.

Over 1,700 volunteers supported our work during the year.



Christmas Appeal



Celebration Service

In April 2009 over 100 family services practitioners celebrated the release of Anglicare's *Pillars of Practice* guide – a comprehensive best practice roadmap for our own family practitioners and for others in this field. The guide articulates the practice culture which we believe will result in the families we support being better able to provide a safe, stable and nurturing upbringing for their children.

Throughout the year Broadmeadows Women's House ran a series of playgroups for children aged 2 to 5 years from families with high needs from culturally and linguistically diverse backgrounds where at least one parent had a diagnosed mental illness. The project is run in conjunction with the Royal Children's Hospital Integrated Mental Health Program.

The fifth annual *Dinner with the Angels* was held on Tuesday 25 November at the Grand Hyatt, Melbourne. Three hundred and fifty guests, including Professor David de Kretser AC, Governor of Victoria, and his wife Mrs Jan de Kretser, enjoyed meals provided by 15 of the city's finest restaurants. Headlining the entertainment for the evening was renowned jazz musician James Morrison.

We assisted 576 young people through counselling during the year.

Anglicare Victoria and St Luke's Anglicare celebrated the launch of the 'Southern Mallee Partnership Project' with the Parish of Swan Hill in the Diocese of Bendigo in June. A Community Development Officer was appointed with the aim of strengthening the resilience and well-being of people and communities in the drought affected shires of Swan Hill, Gannawarra, Buloke, Loddon and Northern Grampians.

On Wednesday 1 October 2008 Anglicare Victoria hosted the Canon Neale G Molloy Social Justice Lecture at the Melbourne Town Hall with nearly 100 guests in attendance. Guest speaker, The Hon Bronwyn Pike MP, State Minister for Education, spoke on the role of public education in addressing the needs of disadvantaged people in our community.

Congratulations to Oralene Murdock, Unit Coordinator with our Eastern Residential Care program, who won the 2009 state-wide award for 'Excellence and Innovation in the provision of Residential Care in Victoria' presented by the Centre for Excellence in Child and Family Welfare.

Our Financial Counsellors supported over 5,900 people throughout the year.

2008/09 highlights

Our Broadmeadows Therapeutic Foster Care (Circle) program, which covers the North West region, commenced in October 2008. This program is being delivered in partnership with the Australian Childhood Foundation and the Salvation Army and provides intensive therapeutic support to children in care who have experienced significant trauma in their lives.



Karingal Kids Arvo

Anglicare Victoria's new Leongatha office was officially opened in May by Bishop John McIntyre. The new office will enhance the agency's capacity to respond to the needs of vulnerable individuals and families in the Gippsland region. Services provided in Leongatha include foster care, disability support, family services, financial counselling and youth justice group conferencing.

Anglicare coordinated over 1,950 foster care placements over the past year.

In October, staff from our Preston Residential Care Team took six young people to Cape York on a trip designed to deliver learning experiences and build self-esteem, confidence and social skills. Since returning, one young person has been able to reunite with family and move home, with four others moving or in the process of moving, to more independent living with the assistance of their Case Manager.



Dinner with the Angels

Staff from our Choices young parenting program and staff from the River Nile Learning Centre co-facilitated a 'Taking Care of Baby' group for young refugee women disengaged from mainstream education, disconnected from family, and either single parents or pregnant. The group covered child development and attachment, child safety, nutrition, immunisation, behaviour and discipline.

Anglicare in Gippsland established an Indigenous Employees Working Group consisting of indigenous staff, their supervisors and the Area Manager. The group runs cultural awareness sessions for other staff and have recommended changes to agency policy to take into account cultural issues. The group also leads an increased Anglicare involvement in local Koori events and activities.

We supported over 1,850 newly arrived migrants and refugees.

In December 2008 Anglicare launched a new website. The enhanced site includes expanded functionality including blogs, reader polls and an events calendar, to better share agency practice wisdom, encourage public comment and debate and improve the flow of news and information among staff, volunteers, supporters and stakeholders.

We received State Government funding for a Clinical Therapeutic Specialist to join our Residential Care teams in Box Hill and Preston. The teams work in partnership with the Australian Childhood Foundation and provide individual assessments and training to ensure a consistent, tailored approach by staff to each client to provide improved outcomes.

Over 8,000 families at risk of breakdown were supported by our Family Services workers.

Congratulations to Susan Mullet, Case Manager with our Latrobe Integrated Family Services team in Gippsland, who was awarded an Indigenous Scholarship for Achievement and Equity by Monash University during the year.



Christmas of Hope Event

The *Communities for Children* program in Frankston North provided over 30 activities to support children and families. The team also distributed over 5,500 posters and DVD kits to raise awareness of the importance of adult/child interaction and play to children's early development. The kits were launched by the Victorian Communities Ambassador The Hon Joan Kirner.

The Treasure Chest, our Opportunity Shop in Lilydale, won the Leader Newspaper Business Achiever Award in the not-for-profit category in August 2008. The award was fitting reward and recognition for the hard work and dedication of the team of volunteers who run the shop.

The 'Karingal Kids Arvo' was very successful with 500 children and their parents attending. The event was coordinated by Frankston's Community Development Projects team who organised schools, churches and community-based organisations to provide activities and information. The 'Arvo' met its objective of encouraging families to enjoy being active participants in their local community.

Anglicare Victoria and St Paul's Cathedral hosted the *Children of Hope* special event on Sunday 30 November. The service included a performance from the Anglicare Victoria Community Choir and was followed with a light supper. A 10 foot Christmas tree decorated with angels was lit during the ceremony.

Anglicare in Werribee partnered the Royal Children's Hospital (RCH) Mental Health Service and local schools in the municipality of Wyndham in the 'Festival for Healthy Living' project during the year. Our youth counsellors and a drama therapist from the RCH engaged students using a variety of mediums such as drama and art to facilitate discussions about mental health and well-being issues.



Leongatha Office Opening

Anglicare in Yarra Ranges held their annual volunteer 'thank you' dinner in November to honour the extraordinary support provided by volunteers. The evening gave the 100 guests the opportunity to celebrate their achievements and to hear personal stories of other volunteers' experiences. Our 'Kids in Care' program also held a 'thank you' lunch for foster carers in June.

Resilience and Hope...

IN TIMES OF ADVERSITY

'I have been astounded by our clients' ability to sit down and go through what needs to be done even though they have been through so much. People are working hard at rebuilding their lives after being left with nothing. It is at times like these you realise what human beings are really capable of.'

Melissa Donegan, Case Manager, Anglicare Victoria Frankston

The February 2009 Victorian bushfires claimed 173 lives, injured 414 people, left over 7,500 homeless and directly impacted 78 Victorian communities.

Anglicare Victoria worked in collaboration with a number of government and community agencies to provide immediate support to bushfire affected areas including Gippsland, the Yarra Valley and north eastern Victoria.

Initial support concentrated on providing assistance with emergency relief, trauma counselling at relief centres and co-ordinating temporary housing for those displaced by the fires.

Once the fire threat had subsided, programs were established to target the recovery effort and address the long-term needs of those impacted by the fires. These initiatives include:

Case Management

The Bushfire Case Management Service provides one-on-one support to bushfire survivors to help them access assistance in areas including accommodation, finance, employment, education, counselling, health and legal issues.

The Case Management service began operating with 24 hours notice and operated for seven days per week for the first month following the fires.

Anglicare in Frankston and Rosebud is currently supporting 45 individuals and families. The majority of these people were temporarily relocated to the area after losing their homes in and around Marysville, Kinglake and Gippsland.

Anglicare in Yarra Ranges is currently supporting 51 households with six staff employed to support those in the area. In Yarra Ranges several clients have also sustained serious burns.

While initial case management support focused on practical issues such as obtaining grants and clearing blocks, staff are now



Anglicare Victoria's Frankston Rosebud Fire Relief Team, pictured from left: Belinda Brain, Pam Dale, Melissa Donegan, Jackie Jenkins, Steve Watkinson, Hollie Valentine, Pam Roolker and Lauren Duckett.

seeing the impact of the total loss and devastation that people have experienced with staff reporting increased rates of mental health issues, such as depression and trauma responses.

Financial Counselling

Financial Counselling is currently being provided through Anglicare sites in Morwell and Warragul to assist families who have lost property and employment. The significant number of people who were not insured or were uninsured, the lifting of moratoriums on repayments of bank loans and the number of people who lost secondary property and therefore received no financial assistance, is placing people in a great deal of financial difficulty.

Legal Service and Counselling

The Gippsland Community Legal Service has been providing a range of services to those impacted by the fires including information on wills, insurance, property boundaries and assistance in preparing submissions for the Royal Commission. Staff assisted Victoria Police in victim identification interviews and continue to provide victims assistance counselling.



Anglicare Hume Region

Seven parishes in the Diocese of Wangaratta in Anglicare's Hume Region were significantly impacted by the fires with the loss of both lives and property.

Pastoral care training has been provided to 75 people along with emergency relief and financial counselling to survivors. In partnership with Blaze Aid and Anglicare-Western NSW over 150 kilometres of fencing has been replaced in the Kilmore and Kinglake areas.

The region is also working with children through schools in areas affected by the fires and current drought to address recovery issues. The program has not only been therapeutic for the children but has also helped Anglicare Victoria to identify families in isolated settings who were yet to be reached by support services.

Emergency Relief

The community response to the bushfires saw an unprecedented outpouring of compassion and goodwill with donations received from across the country.

Anglicare distributed emergency relief such as food, clothing, blankets and toys donated by schools, parishes, businesses and members of the public at relief centres and through Anglicare sites.



Pictured top: Pauline Prebble and Geoff Ryan from Anglicare in Ballarat with some of the toys donated from across the Diocese for children from bushfire affected areas.

Bottom: Anglicare's Bob Baker with one of the caravans purchased from a donation by the Leith Trust to provide temporary accommodation to families who had lost homes in Glenburn and Narbethong.

'The bushfires have had a devastating impact on the community here in Gippsland.

They have exposed sections of the community who were perhaps struggling financially prior to the fires and are now hanging on by a thread.

Large numbers of people were uninsured or underinsured and we are seeing people who are teetering on the brink of bankruptcy as a result of the fires.

We have also seen a great deal of flow-on effects for people who haven't received any compensation as they didn't lose property but lost their jobs as businesses were burned down or closed.

Our financial counselling program assists more than 800 people each year and we have recently doubled the program to assist those who have been affected by the bushfires and the financial crisis.

It is so important that the community understands that those that have been impacted by the fires have not recovered now the grass is green again. Eight months on, many people are living in inadequate make-shift accommodation with much of the rebuilding process yet to begin.

Research suggests that it takes up to two years just for the acute phase of trauma to subside. Fire affected communities are a long way from being okay.'

Leanne Russ, Manager Community Programs, Anglicare in Gippsland

Leanne sheltered in her home as fires surrounded her property in Hazelwood. Although her home was spared, several of Leanne's neighbours lost their lives or homes. The Churchill - Jerralangi fires burned for several weeks, claiming 11 lives and destroying 247 houses.

Resilience and Hope...

IN TIMES OF ADVERSITY

Our 2009 Chairman's Awards paid tribute to the individuals and groups who made a significant contribution to Anglicare Victoria's bushfire relief efforts.

We would like to sincerely thank all the following people for the contribution they made during the most difficult of times.

Central Office Bushfire Response

Andrew Follows

Andrew came to us when we started collecting donations from the public and oversaw the logistics, movement into storage and subsequent distribution of 245 tonnes of food, clothing, equipment, furniture, hay and fencing materials. He coordinated donors, staff and volunteers within Anglicare and the wider community.

Lilydale Bushfire Response

Marg Chipperfield

Marg worked tirelessly in the weeks following the bushfires meeting the specific needs of people coming to Anglicare in Yarra Ranges for assistance. Marg provided counselling and debriefing, assistance with relocation and access to basic goods.

Denise Killen and Heather Turner

Anglicare Victoria's Treasure Chest Op Shop volunteers Denise and Heather were both integral to our bushfire response through their handling of the increased work load from the huge amount of donations to support both new and existing customers who had lost everything in the fires.

Sirida Verbickis

Sirida volunteered her skills, training and many years experience as an Anglicare Family Services worker to support people impacted by the bushfires. During a six week period Sirida provided extensive de-briefing and counselling to survivors.

Wangaratta Bushfire Response

Fr Stuart Young and the members of Yea Parish, Fr Young and members of the Yea Parish were the only service left in the town when the bushfires hit. They provided pastoral care, food, goods-in-kind, accommodation and showers for four weeks to many of the 600 people requiring support until formal services became available.



Toolangi CFA Captain Ben Rose accepting an award on behalf of the Toolangi CFA from Dr Graeme Blackman

Fr Paul Dalzell

Fr Dalzell met and supported displaced residents in Marysville and cared for many stray and lost pets. He also actively advocated for the large numbers of people who were in Alexandra for many weeks following the bushfires.

Fr Norm and Reverend Pattie Hart

Fr Norm and Reverend Pattie Hart lost their home and Church in Marysville in the bushfires yet continued to provide support, comfort and advocacy for survivors in the town.

Fr Bob Hupfeld

Fr Bob, parish priest at Alpine during the fires, played an integral role in the response effort in north east Victoria. Fr Bob provided pastoral care and support to victims through grief and trauma counselling.

Fr Peter McKeague

Fr Peter is the Parish Priest at Yackandandah and is continuing to support and advocate for bushfire victims. He has assisted many affected individuals and families through counselling and assistance with organising funerals.

Catherine Turnbull

Catherine worked with our Wangaratta office to support the fence re-building effort in the Kilmore area by finding accommodation and food for volunteers, visiting fire affected communities and linking people with support services.

'Whenever I got in touch with anyone to let them know what was needed they were more than happy to help out. The overwhelming generosity that has come out of these fires is so typical of Australians - when help is really needed people put all their differences aside and pitch in to help in whatever way they can.'

Andrew Follows, Volunteer, Anglicare Victoria bushfire relief effort



Toolangi CFA

Anglicare would like to acknowledge the outstanding efforts of the local CFA volunteers in saving valuable property and lives during the bushfire disaster. Our children's retreat in Toolangi was one of the many homes and facilities under threat during the bushfires with the blaze coming within 200 metres of the property. We are particularly grateful for their contribution to the community.

Community Support

Anglicare Victoria was overwhelmed by the community response following the Black Saturday bushfires. We received cash donations and goods from many community groups, schools, parishes and individuals which was directed to victims and to Anglicare's bushfire response. This amazing result is indicative of the generous spirit of the Anglicare community. We would like to make special mention of Overnewton Anglican Community College, Trinity Grammar and Yarra Valley Grammar who each raised significant funds through various activities and coordinated considerable material aid.



As a member of Anglicare's Yarra Ranges Case Management Team, Kim McCoombe has been supporting people in the region impacted by Black Saturday.

Two of Kim's clients, Victor and Raelene Gill, lost their home in Steels Creek during the fires and have been working hard at rebuilding.

As their Case Manager, Kim has been responsible for assisting the couple by providing information on rebuilding grants, insurance, block clearing and helping them to access material aid.

Kim also arranged a caravan for Victor and Raelene to live in on-site and a portable shower and toilet.

According to Kim, although the couple lost everything in the fires they have worked tirelessly over the past seven months during the rebuilding process.

'I have been so impressed with Victor and Raelene's hard work, determination and sense of pride. They have had to do a lot of the work on their own and have already chosen a home, organised a builder and erected a shed to provide them with temporary shelter until their new home is completed.

Parenting, Family Counselling and Support

Group work programs will be commencing shortly to provide parenting support and family counselling in Whittlesea, Lalor, Lilydale, Broadmeadows and Gippsland.

Groups in Broadmeadows will focus on child behaviour and aim to support parents to respond to children who may be exhibiting behaviours from being impacted by the fires.

In Gippsland, groups will be provided within schools for those in bushfire affected areas aimed at reducing the incidence of psychological disorders such as anxiety and depression in children who have witnessed or been impacted by the fires.

Groups in Lilydale will use art therapy to enable children to express their thoughts and feelings about how the bushfires are continuing to affect them.

Resilience and Hope...

SUPPORTING CHILDREN AND YOUNG PEOPLE

Children are resilient by nature and seem to have an innate ability to overcome obstacles and have a positive outlook.

Over time however, for those children facing issues such as abuse, neglect and abandonment, resilience begins to erode and without support many will enter adulthood with little or no hope for the future.

Caring for children and young people is the cornerstone of much of Anglicare's work in the community.

Our Out-of-Home Care programs aim to not only provide a place to live for a child or young person unable to remain at home, but also offer an environment that helps them heal from some of the significant trauma they have experienced.

Through the commitment of our volunteer caregivers, children and young people not only have a place to call home but also somewhere to feel safe and secure, sometimes for the first time in their lives.

Our youth programs advocate on behalf of adolescents who often do not have anyone else in their lives to support them. Equipping these young people with the life skills that will take them into adulthood and ensure they reach their full potential remains a constant goal.

Our range of programs directly targetting the care and support of children and young people include foster care, residential care, crisis accommodation, counselling, mentoring, mediation, homeless support and links to education and training.

The year in numbers...

- ◆ We coordinated 1,958 foster care placements for children and 209 adolescent community placements for teenagers with the support of our 588 voluntary caregivers.
- ◆ We coordinated 47 adoption and permanent care placements and supported 49 young people through our Residential Care program.
- ◆ In total, Anglicare Victoria staff coordinated 94,460 days of care for children and young people.
- ◆ Anglicare Victoria assisted 576 young people with counselling.
- ◆ We provided support to 394 young people through programs to better link them to education and training.
- ◆ 286 young people were assisted through mediation, supported accommodation and other specialist services.
- ◆ 796 children were supported through the provision of child care, after school care or vacation care.
- ◆ 2,773 children were supported through a range of other programs to nurture their well-being such as mentoring, homework clubs, art therapy and camps.



New program for 2008/09

Approximately 91,000 Victorian school children are impacted by 'Specific Learning Disabilities' (SLD/Dyslexia). Although these children have average to above average intelligence and have perfect eyesight and hearing they have difficulties decoding auditory and visual information which slows them down in key areas of education such as reading, writing and spelling.

With funding support from two philanthropic trusts, Anglicare Victoria in Knox established a new project during the year called the '*More than Mainstream*' program.

The program seeks to help parents to first understand their child's learning disability and then implement ways to manage it. Involving a five week parent education course in collaboration with schools, '*More Than Mainstream*' helps participants to establish a tailored understanding of SLD and develop practical strategies for managing this 'hidden disability' at home and in the classroom.

Children's Christmas Party – Toolangi

Over 800 clients, carers, staff and other members of the Anglicare Victoria community enjoyed a special Christmas party on Sunday 7 December at Anglicare's retreat for disadvantaged families in Toolangi. Buses travelled from all Anglicare Victoria sites to transport those attending. Activities included arts and craft, jumping castles, face painting, abseiling and a sausage sizzle.



Resilience and Hope...

UNITING AND STRENGTHENING FAMILIES

Most of the families who seek our support face issues such as drug and alcohol misuse, family violence, mental illness and intellectual disability.

Our Family Services staff are now seeing a far greater number of people who face several of these issues, which has a significant impact on their ability to adequately nurture their children's well-being and development and is leading to increased rates of family breakdown.

Parent education is an integral component of Anglicare Victoria's work with families. At least one parent in most of our client families has a background of childhood abuse. Without having had appropriate role models themselves, these parents can turn to alcohol and drugs to cope with some of the challenges that accompany parenthood and to deal with some of the trauma they have faced in their own lives.

Family counselling programs focus on the risk factors associated with family breakdown such as mental illness, disability, homelessness and poverty and address their impact on children's safety and well-being.

Family violence programs target the incidence and impact of family violence and include support groups for both perpetrators and victims of abuse in the family home. These programs also include mentoring for young boys displaying aggressive behaviours.

Our parent education programs assist families with a wide range of parenting issues including dealing with difficult behaviour, managing conflict and grief and building self-esteem in children.

We are expanding our early intervention programs so that families do not only come into contact with us when child protection is involved. Providing early childhood development and prevention work aims to stop children from disadvantaged families from going down the same path as their parents when they reach adulthood.

The year in numbers...

- ◆ 8,034 families at risk of breakdown received intensive support from Anglicare Victoria's Family Services workers.
- ◆ 1,179 people were directly assisted through family violence and anger management programs.
- ◆ 579 families were supported through our disability programs.
- ◆ 226 families received information and support relating to drug and alcohol abuse by a family member.
- ◆ Parenting information and resources were provided to 8,732 people.

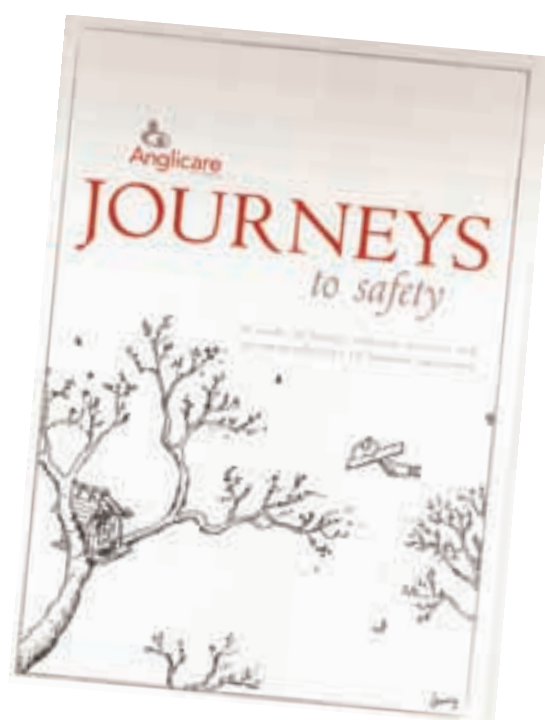


Anglicare Victoria conducted a research study during the year investigating family violence. The report, 'Journeys to Safety' included interviews with survivors and users of violence and family services practitioners and an examination of data from over 3,000 family services cases.

One of the most significant findings from the report was the prevalence of complex intersecting issues in cases of family violence. Eighty-six percent of family violence cases were complicated by issues such as mental illness (27.5%), financial hardship (24.3%), alcohol and/or drug use (22.1%), housing difficulties (13.1%) and intellectual disability (7.8%).

The report illustrates the complexity of family violence and calls on both the State and Federal Governments to invest in community awareness campaigns and fund pilot projects such as Anglicare's 'Breaking the Cycle' and 'Boys Will Be Men' programs to stop inter-generational violence.

During focus groups men were motivated to change their behaviour when they understood the effect their actions were having on the development of their children.



New programs for 2008/09

To address the increasing rates of parental mental illness, Anglicare in Yarra Ranges commenced the *Emerge* program during the year to support parents with mental health issues such as bipolar disorder and depression. The program, which also supports the children of parents with a mental illness, offers flexible support including structured group sessions and a drop-in service. The program has received positive feedback from those taking part and from other support services involved in each family's life.

Anglicare Victoria's Werribee Integrated Family Services Team commenced an early intervention program during the year called 'Connecting with Kids' for parents and children aged up to five years. The purpose of the group is to promote positive relationships and attachment between parents/caregivers and their child/ren in a relaxed environment. The group, which provides opportunities for parents to engage in activities with their child that contribute to their child's development, aims to promote positive well-being and self care strategies amongst parents to minimise the impact of parental stress on children. Staff are skilled in identifying families in need of additional support and make referrals to relevant support services when necessary.

Resilience and Hope...

BRINGING RELIEF FROM HARDSHIP

It is difficult to remain resilient and have hope for the future when you do not even have your most basic human needs met, such as adequate food, clothing and shelter.

Poverty and financial hardship is an enduring experience for many of the people supported through our emergency relief and financial counselling programs. As the cost of living continues to rise more people are finding themselves in need of material aid and support.

While the aim of our emergency relief programs is to provide assistance to individuals and families in crisis, programs also endeavour to link families to other support services within Anglicare and the community to help people rebuild their lives and break free from the poverty cycle.

Our Financial Counsellors provide assistance on government entitlements, bankruptcy laws, resolution of credit and debt issues and budget planning. The past year has seen a sharp increase in demand for services due to more clients with debt issues as a result of the bushfires, financial crisis, ready availability of credit and the increased cost of living.

Mental health issues remain a significant issue for clients of our alcohol and drug treatment and prevention programs. These programs provide counselling and education for young people and adults and also incorporate support for family members impacted by their behaviour.

Our legal and justice services aim to address the fact that those who would most benefit from legal assistance are often the least likely to be able to afford it. Our justice programs are consistent with Anglicare Victoria's support for restorative justice initiatives which are more likely to bring healing than traditional approaches primarily concerned with punishment.

The year in numbers...

- ◆ 5,919 individuals and families received support from our Financial Counsellors.
- ◆ Anglicare Victoria assisted 940 people with treatment and prevention programs for alcohol and drug abuse.
- ◆ 1,051 people received support from our legal and justice services including the Gippsland Community Legal Service and youth, young adult and Koori justice programs.
- ◆ 625 people were supported by our victims assistance programs.
- ◆ 29,599 people were assisted through community development projects and activities.
- ◆ Anglicare Victoria's emergency relief and material aid programs provided support to 50,361 people.
- ◆ We provided support to 1,858 newly arrived migrants or refugees.



Hardship Survey 2009

Anglicare Victoria's 2009 Hardship Survey was officially launched on 1 June 2009 and highlighted some of the difficulties being faced by the State's low income earners.

The majority of those who took part in the survey had no savings in the event of an emergency (79%) and more than half did not have the contents of their home insured (60%).

A high proportion also went without vital prescription medicine (43%) and dental treatment (52%).

Approximately one in five clients lacked essential home items such as a washing machine (18%) and warm clothes and bedding (17%).

Of those with children, 25% reported that their children were forced to share a bed at night and one third reported that their children went without current school books, new school clothes, a yearly dental check-up and out of school activities due to the cost.



New program for 2008/09

The Federal Government estimates that four people under the age of 25 die each week from alcohol related injuries such as car crashes and assaults, with one in 10 Australians classified as a binge drinker. Alcohol is the most widely used substance by young people with many using alcohol in ways that can be problematic for themselves and others.

Reducing the harm of alcohol use in young people aged 12 - 21 years is the aim of Anglicare's new *Linking Youth and Families Together* program. The pilot program assists both young people and their families with family-based therapy and group work to address the difficulties associated with alcohol use. Tailored to the unique needs of each family, the program incorporates referral and assessment, individual and family counselling, parent support groups and secondary consultation to health and welfare professionals. The program, which will initially support 175 young people and their families, is managed by Anglicare's Knox Drug and Alcohol program and services the Knox and Yarra Ranges local council areas, Gippsland and the Mornington Peninsula.

Anglican Criminal Justice Ministry

The 13 chaplains in the Anglican Criminal Justice Ministry provided pastoral care and support to inmates of Victorian prisons on 9,781 occasions last year as well as to 154 members of their families and to 1,563 prison staff. With recidivism rates sitting around 60% despite tougher sentencing it is clear that imprisonment is an expensive and ineffective deterrent or punishment. Anglicare Victoria continues to lobby the Government to act to educate the community that it is more effective to address the major causes of offending – such as social disadvantage and mental illness – than it is to continue to allocate funds to build more prisons.

Resilience and Hope...

NURTURING LOCAL COMMUNITIES

Restoring hope to members of the community impacted by issues such as financial hardship, mental illness, disability and isolation is the priority for our parish partnership programs.

Parish partnerships work with local parishes to support them in identifying the needs of the most vulnerable members of their local community and help to develop programs that best meet those needs.

Currently 36 parish partnerships are operating in the Dioceses of Ballarat, Gippsland, Melbourne and Wangaratta and provide a range of programs including emergency relief, counselling and support for migrants, homeless support, financial counselling and indigenous development.

It would be impossible to adequately detail all the work that is undertaken throughout the State to support local communities in collaboration with parishes. Below is a snapshot of just one of our parish partnerships, Dixon House in Clayton. Everyday, parish partnerships just like this one, work tirelessly with the support of thousands of volunteers to nurture some of the most vulnerable people in local communities.

Parish Partnership in action

Since 1991 Dixon House, a partnership between Anglicare Victoria and All Saints' Clayton, has been supporting members of the local community in Clayton and Oakleigh whose quality of life is diminished by poverty, isolation, mental health issues, illness and disability.

While core programs remain emergency relief and english classes for migrants, programs have expanded to better meet the needs of the diverse local population. Dixon House currently offers a community lunch program, art therapy, strength training for people with a disability, english language and literacy classes, financial counselling, computer classes, craft and friendship groups, healthy eating and nutrition workshops, sewing classes, career counselling and an information, advocacy and referral service.

During the past year, the program has been supported by 54 volunteers who have provided in excess of 5,000 hours of support to members of their local community.



'I have been a volunteer with the Dixon House community lunch program for over 10 years. The lunch is a really worthwhile event for the local community and provides a hot meal for people who would otherwise go without or are isolated and would really benefit from the social interaction that takes place here each week.'

The program works in with other activities going on at the centre and provides those who attend with an opportunity to talk with others in similar circumstances. It is really rewarding seeing the smiles on people's faces and how much they appreciate being able to come here. Some times it is difficult to see some of the issues people are living with but coming here gives me the opportunity to give something back to the community.'

Healthier Pentreath (pictured left), Volunteer, Dixon House



Parish Partnership in action

Dixon House



Board Members

- Dr Graeme Blackman OAM (Chair)
- Dr Barbara Fary OAM (Deputy Chair)
- Ms Sue McCarthy
- Archdeacon Ray McInnes
- Mr John McKenzie
- Mr Damian Neylon
- The Hon Chris Pearce MP
- Dr Winsome Roberts
- Mr David Stewart
- Mr Richard Tudor
- Mr John Unkles
- Professor Ruth Webber
- Ms Angie Were



Back Row: Mr Richard Tudor, Mr David Stewart, Mr John McKenzie, Mr John Unkles, Mr Damian Neylon, Archdeacon Ray McInnes
Front Row: Ms Angie Were, The Hon Chris Pearce MP, Dr Winsome Roberts, Dr Barbara Fary OAM, Dr Graeme Blackman OAM, Ms Sue McCarthy
Absent: Professor Ruth Webber

Board Committees

FINANCE COMMITTEE

- Mr Damian Neylon (Chair)
- Dr Graeme Blackman OAM
- Mr Peter Horsburgh
- Ms Sue McCarthy
- Mr John McKenzie
- Mr David Stewart
- Dr Ray Cleary AM
- Mr Chris Baring-Gould
- Mr John Blewonski

RISK MANAGEMENT AND AUDIT COMMITTEE

- Ms Susan McCarthy (Chair)
- Ms Jane Harvey
- The Hon Chris Pearce MP
- Mr David Stewart
- Mr Chris Baring-Gould

FRIENDS COMMITTEE

- Mr Ian Smith (President)
- Mr Malcolm Boyce
- Mrs Jenny Disney
- Ms Lilian Harrington
- Ms Emily Umbers

SOCIAL POLICY AND RESEARCH COMMITTEE

- Dr Winsome Roberts (Chair)
- Mrs Beth Delzoppo OAM
- Dr Barbara Fary OAM
- The Reverend Barry Martin AM
- Archdeacon Ray McInnes
- Ms Angie Were
- Dr Ray Cleary AM
- Ms Jenny Potten
- Dr Sarah Wise

ETHICS COMMITTEE

- Professor Ruth Webber (Chair)
- Mrs Thelma Castles
- The Reverend Dr Helen Granowski
- Dr Clem Gruen
- Ms Margaret Harrison
- Dr Suzanne Hood
- Dr Cas O'Neill
- Ms Angie Were
- Dr Sarah Wise

Senior Management Team

Dr Ray Cleary AM – Chief Executive Officer

Mr John Blewonski – Chief Operating Officer

Ms Jenny Potten – Deputy Chief Executive Officer Community Services

Mr Chris Baring-Gould – Chief Financial Officer

Ms Wendy Pascoe – Executive Assistant

Ms Rosie Pizzi – General Manager Family Services

Mr David Sandison – General Manager Leadership Training & Organisational Development

Mr Peter Thompson – General Manager Community and Regional Programs

Dr Sarah Wise – General Manager Policy, Research and Innovation



Back Row: Mr John Blewonski, Dr Ray Cleary, Fr Michael Hopkins, Mr David Sandison, Mr Peter Thompson,
Front Row: Dr Sarah Wise, Ms Rosie Pizzi, Ms Wendy Pascoe, Ms Jenny Potten and Mr Chris Baring-Gould

Council

The Most Reverend Dr Philip Freier
(President)

The Reverend Dr Stephen Ames
Dr Ron Aspin

Mrs Helen Baddeley

Mr Chris Baring-Gould

Dr Graeme Blackman OAM

Mr Malcolm Boyce

The Reverend Margaret Burt

The Reverend Bruce Charles

Mr Ron Clark

The Reverend Barbara Colliver

Ms Beryl Coombe

Dr Denise Cooper-Clarke

Ms Marjorie Cummins

Mrs Beth Delzoppo OAM

Mrs Jenny Disney

Dr Barbara Fary OAM

The Reverend Cecilia Francis

Ms Jacqueline Gleeson

Ms Lilian Harrington

Mrs Mary Harris

The Reverend Margaret Hartley

The Right Reverend Michael Hough

The Right Reverend Philip Huggins

Ms Sue McCarthy

The Reverend Rachel McDougall

Archdeacon Ray McInnes

The Right Reverend John McIntyre

Mr John McKenzie

The Reverend Murray Morton

Mr Damian Neylon

The Hon Chris Pearce MP

Ms Heather Pearson

Ms Jenny Potten

Ms Liz Prideaux

Dr Winsome Roberts

Mr Ian Smith

The Reverend Stuart Soley

Mr Richard Tudor

Ms Angie Were



Dinner with the Angels: Pictured left: James Morrison, Dr Graeme Blackman, Mrs Jan de Kretser, Tim Watson, Professor David de Kretser, Rebecca Maddern, Mrs Pauline Blackman, Archbishop Dr Philip Freier, Dr Ray Cleary and Mrs Judy Cleary.



Gippsland Christmas Appeal launch

Fundraising

Anglicare Victoria is delighted with the level of support we received during the past year from individuals, businesses, parishes, auxiliaries, schools, community organisations and grant makers despite the difficult financial conditions. Fundraising for the year totalled \$4.668m.

Our four public fundraising appeals during the year focused on support for youth, children living in care, families in crisis and families experiencing extra hardship during winter. We worked closely with the Anglican Dioceses of Gippsland and Wangaratta to run localised appeals during winter and at Christmas, with the funds raised in those regions used to support local programs. We thank the many parishes from these Dioceses who again showed their support of our work.

Many individuals, schools, parishes and businesses sold Anglicare Victoria Christmas cards and angel merchandise through their networks to raise funds for our Christmas Appeal.

Our Toy and Food Appeal was once again a success. Through the continued support of 101 Collins Street, along with many schools, businesses and parishes, we were able to support client families with food for Christmas and were also able to provide every child in our care with an appropriate gift at Christmas.

During the year there was a 30% increase in gifts received through our two regular giving programs *Children with Hope* and *Food for Families*. The regular income stream that these committed givers provide enables us to plan with more certainty and to also reduce administrative and fundraising costs allowing more cents from each dollar donated to be used for client support.

We are extremely grateful for the support we received from philanthropic trusts and foundations in the past year. We have acknowledged their contribution in the Major Contributors page of this report, along with other organisations who provided significant contributions throughout the year. Their support has allowed us to undertake vital programs and initiatives for which we do not receive any or sufficient government funding.

On behalf of all our staff and clients we would like to thank every person and organisation who provided support to us in 2008/09.

Major Contributors

The following lists all the organisations that donated \$1000 or more to Anglicare Victoria during the financial year. The Board, management and staff are extremely grateful to every person and organisation supporting our work in any way during the year.

A G Birch Bequest
Aitken Trust
All Saints' Barwon Heads Opportunity Shop
All Saints' Clayton
All Saints' Rosebud
All Souls' Sandringham
Amelia Eliza Holland Trust
Anglican Diocese of Gippsland
Anglican Diocese of Melbourne
Anglican Diocese of Riverina
Anglican Diocese of Wangaratta
Anglican Parish Ladies Fellowship, Mernda
Holy Trinity Benalla
Anglican Parish of Box Hill
Anglicare Victoria Camberwell Auxiliary
Anglicare Victoria Eltham Auxiliary
Anglicare Victoria Rosanna Auxiliary
Anglicare Victoria Strathmore Auxiliary
Anglicare Victoria Sunshine Auxiliary
Anglicare Victoria Vermont Auxiliary
Anglicare Willochra
ANZ Trustees
Bell Charitable Fund
Beryl Endersby Estate
Billanook College, Middle School
Bird Family Charitable Trust
BJ Bearings Pty Ltd
CAF Australia BHP Billiton
Calvert-Jones Foundation
Camberwell Grammar School
Christ Church Berwick
Christ Church Brunswick
Christ Church Grammar School
Collier Charitable Fund
Community of the Holy Name
Community of the Sisters of the Church
Community Services Trust
Cora White Bequest
Danks Trust
David Taylor Galt Estate
Decor
Delburn Foundation
Desmond Robert Gibbs Estate
Diana B Hardy Trust
Dimmick Charitable Trust
Douglas & Philip Young Charitable Trust
E B Palmer Trust
Edmund George Barker Estate
Edna C Curwen-Walker Charitable Trust
Enid Valerie Dawling Estate
Equity Trustees Ltd
Eric & Elizabeth Gross Foundation
Ethel Maude Morris Trust
Fairley's Pty Ltd
Flora & Frank Leith Charitable Trust
Florence & Melville Hughes Trust
Fossick & Find Opportunity Shop
Frances May Mackay Estate
Frank & Sybil Richardson Charitable Fund
Frederick B Shepherd Estate
Frederick William Roper Estate
George Finlay Mitchell Estate

G F Matthews Estate
G Hemmings Estate
Grace & Herbert Foulkes Charitable Trust
Grace Horton Charitable Trust
Greenlight Foundation Ltd
Grosvenor Foundation
Hanlon Foundation
Harry Dicker Estate
Healesville Masonic Lodge
Heathmont College
Helen Alice Gibson Estate
Helen Fleurette Finnie Estate
Henry B Smith Charitable Trust
Hulbert Foundation
Hume Anglican Parish
Invergowie Foundation
Jack Brockhoff Foundation
Jill Blackwell Estate
Joe White Bequest
John Alfred Gethings Briggs Estate
John T Reid Charitable Trusts
Kathleen Louisa Curwen-Walker Charitable Trust
Kilwinning Trust
Kimberley Foundation
Lily Maude Payne Charitable Trust
Lilydale High School
Lions Club of Mooroolbark
Lions Club of Oakleigh
L I Roach Estate
Llewellyn Evans Trust
Lord Mayor's Charitable Foundation
Louis & Lesley Nelken Trust
Louise Mair Estate
Macquarie Group Foundation
Maria Mathay Estate
Marian and E H Flack Trust
Marrich Charitable Foundation
Melbourne Girls Grammar School
Melbourne Grammar School
Melbourne Grammar School Grimwade House
Melbourne Grammar School Wadhurst
Mentone Grammar School
M H Rumsey Estate
Michael's Supa IGA Leongatha
Mid Valley Bearings
N J Horton Charitable Fund
Order of St Lazarus of Jerusalem
Overnewton Anglican Community College
Parish of Kew North Balwyn
Parish of Wangaratta West & the Warbys
Patricia McIntyre Foundation
Patrick Sullivan Staples Estate
Percy Baxter Charitable Trust
Perpetual Trustee Company
Peter Isaacson Foundation
P & L Concrete
R E Ross Trust
Roche Thiess Linfox Joint Venture
Rosskim Pty Ltd
Russell Foundation

Ruth Beverley Walshe Estate
R W E Pty Ltd
Shore Anglican School
Sidney Myer Fund
Society of the Sacred Mission
Spiritus
St Andrew's Brighton Opportunity Shop
St Andrew's Clifton Hill with St Luke's North Fitzroy
St Barnabas' Balwyn
St Clement's Elsternwick
St Eanswythe's Altona and St Clement's Laverton
St James' Sydney
St James' and St Peter Kilsyth-Montrose
St John's Bentleigh
St John's Camberwell
St John's Diamond Creek
St John the Evangelist Malvern East
St Luke's Mulgrave
St Luke's Spit Junction
St Luke's North Brighton Trust
St Mary's Community Store, Sunbury
St Paul's Seville
St Peter's Eastern Hill
St Peter's Mornington
St Peter's Leongatha Opportunity Shop
St Silas and St Anselm Albert Park
St Stephen's Richmond
St Stephen's and St Mary's Mt Waverley
St Stephen's Greythorn
St Stephen's Gardenvale Opportunity Shop
St Stephen's Rutherghen Ladies Guild
St Timothy's Bulleen
St Thomas Parish of Burwood
Staff Club, Swinburne University of Technology, Lilydale
Stanley Spencer Docker Estate
Staysafe Security
Sullivan Braham Pty Ltd
Sunshine & Braybrook Anglican Parish
Sunshine Foundation
Swinburne Cleaners
Sylvie Maisie Musgrove Estate
The Footmens Club
Tivey Memorial Fund
Trak Opportunity Shop
Trinity Grammar School
Tyler House Trust
Walter Campbell Memorial Trust
Will & Dorothy Bailey Bequest
William Angliss (Vic.) Charitable Fund
Women of the University Fund Inc
Yarra Valley Grammar School
Yarra Valley Men's Therapy Group

Program Summary

	BOX HILL AREA	BROADMEADOWS AREA			FRANKSTON AREA		
	Box Hill	Broadmeadows	Craigieburn	Lalor	Cranbourne	Frankston	Rosebud
PLACEMENT & SUPPORT							
Out of Home Care Services							
Adolescent Community Placement (teenage foster care)							
Adoption and Permanent Care							
Crisis Accommodation for Homeless Youth							
Foster Care							
Kinship Support							
Lead Tenant Accommodation for Young People							
Residential Care							
Youth Services							
Adolescent Support Programs (case management)							
Refugee Minor Program							
Sexual Assault Services							
Youth Activity Service							
Youth Counselling							
Youth Education Specialist Support Program							
Youth Mediation							
COMMUNITY PROGRAMS							
After School and Vacation Care							
Drug and Alcohol Services							
Financial Counselling							
Legal and Justice Services							
Gippsland Community Legal Service and Latrobe Valley Rights Centre							
Koon Youth Justice Program							
Koori Offender Mentoring Program							
Victims Assistance Program							
Young Adult Restorative Justice Program							
Youth Justice Group Conferencing							
No Interest Loan Schemes							

Program Summary

	BOX HILL AREA	BROADMEADOWS AREA			FRANKSTON AREA		
	Box Hill	Broadmeadows	Craigieburn	Lalor	Cranbourne	Frankston	Rosebud
FAMILY SERVICES							
Families							
Camps and Respite							
Family Counselling							
Family Violence Support							
Integrated Family Services							
Parent Education							
Young Parent Education and Support (Choices)							
Children's Contact Centre							
Community Partnership Projects and Activities							
Communities for Children Project							
Community Strengthening and Crime Prevention Programs							
Group Work							
Men and Boys Programs							
Multicultural Support Groups							
Disability Support Services							

PARISH PARTNERSHIPS AND COMMUNITY DEVELOPMENT

Aboriginal Life Skills
Albury

Aboriginal Oral Histories Program
Northern Albury

Adult Literacy
Box Hill, Clayton

After Hours Emergency Response & Referral
Numurkah & Nathalia

Breakfast Clubs
Ballarat, Wangaratta West & The Warbys,
Warracknabeal

Bushfire Recovery
Ballarat Diocese, Gippsland Diocese,
Wangaratta Diocese

Career Counselling
Clayton

Community Garden
Tallangatta, Wangaratta

Community Kitchen
Alexandra, Tallangatta, Wangaratta West & The
Warbys, Yackandandah

Community Arts/Craft
Clayton, Yarrowonga

Community Contact Centre
Clayton, Corryong, Fitzroy, Wangaratta West &
The Warbys

Computer Class
Clayton

Counselling Service
Clayton, Shepparton

Criminal Justice Prison Ministry
Beechworth, Castlemaine, Coburg West/
Pascoe Vale South, Diocese of Bendigo, Diocese
of Ballarat, Geelong East, Kew/Balwyn North,
Heyfield, Maldon, Stawell, Tatura,
Yackandandah

Disability Arts Program
Wodonga

Disability Service
Clayton

Drought Support
Alexandra, Alpine, Cobram, Euroa, Marysville,
Numurkah & Nathalia, St Albans, Sunshine,
Hill, Wangaratta, Warracknabeal, Yarrowonga,
Yea

DVD & Video Library
The Otways

Emergency Relief Centre
Albury, Ballarat, Bright, Clayton, Craigieburn,
Fitzroy, Melbourne, Mt Beauty, Myrtleford,
Numurkah & Nathalia, St Albans, Sunshine,
Sydenham, Wangaratta, Warrnambool

Financial Counselling
Alpine, Sunshine, Wangaratta

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Income statement

For the year ended 30 June 2009

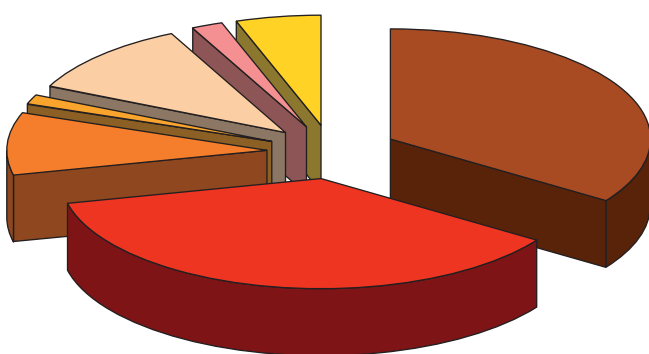
	2009 \$000s	2008 \$000s
Revenue and Income		
Government funds and client fees		
Placement & support	14,924	14,446
Family services	16,103	14,506
Community programs	3,905	3,841
Parish partnerships & community development	606	591
Funds raised by Anglicare Victoria		
Tied fundraising income	2,554	1,938
Untied fundraising income	2,114	3,039
Bequests	866	1,176
Net investment income	2,320	3,099
Total revenue and income	43,392	42,636
Expenditure		
Services provided to children, young people & families		
Placement & support	16,207	16,329
Family services	15,704	12,912
Community programs	4,656	5,414
Parish partnerships & community development	1,501	1,705
Infrastructure, support and governance costs		
Quality assurance, audit & other legislative compliance costs	397	159
Property (rents & maintenance), vehicles & technology infrastructure	1,478	1,346
Staff wellbeing, advocacy and community relations		
Investment in staff development and training	500	511
Research and advocacy	403	328
Building relationships with community, schools, parishes and media	1,603	1,525
Other		
Grant to Anglicare Victoria Childrens Foundation	866	1,176
Total expenditure	43,315	41,405
Net operating surplus	77	1,231
Net (loss) / gain on sale of property, plant, equipment and investments	(2,212)	152
Impairment losses on investments (AASB 139)	(1,137)	(402)
(Deficit)/surplus for the year	(3,272)	981

Anglicare Victoria contribution of resources (2009: \$6.5 million; 2008: \$6.4 million)

Each year Anglicare Victoria raises significant funds in addition to the government monies we receive to provide client services so that we can maintain the high quality of those services, deliver other vital services for which we receive no government funding, and invest in research and advocacy, staff development and infrastructure. These additional funds are sourced mainly from the Agency's fundraising efforts, bequests and investment income. The Agency acknowledges the support of the community, volunteers, donors, philanthropic trusts and foundations, without which much of the work of the Agency could not be delivered in its current form.

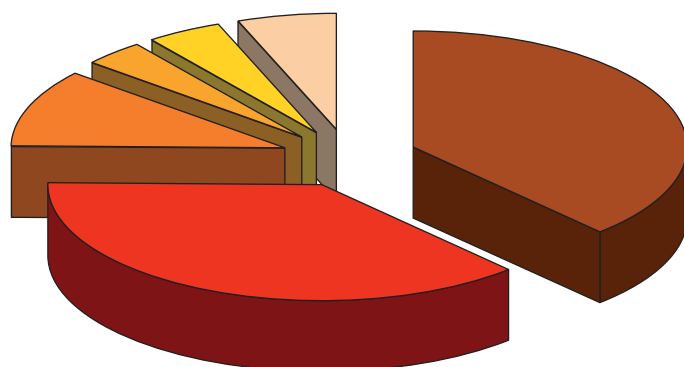
Note: Where necessary comparative information has been reclassified to achieve consistency in disclosure.

Income by Service Delivery 2009



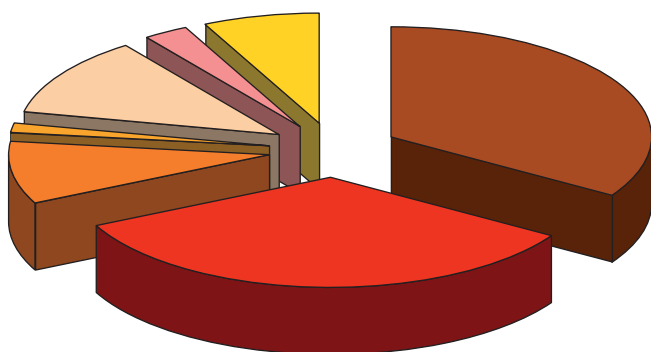
Placement & Support	35%
Family Services	37%
Community Programs	9%
Parish Partnerships & Community Development	1%
Government Income	82%
Fundraising	11%
Bequest	2%
Net investment income	5%
	100%

Expenditure by Service Delivery 2009



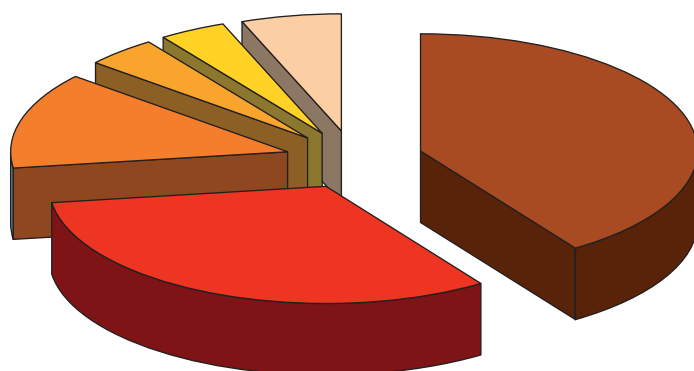
Placement & Support	38%
Family Services	37%
Community Programs	11%
Parish Partnerships & Community Development	4%
Infrastructure, support & governance	4%
Staff wellbeing, advocacy and community relations	6%
	100%

Income by Service Delivery 2008



Placement & Support	34%
Family Services	34%
Community Programs	9%
Parish Partnerships & Community Development	1%
Government Income	78%
Fundraising	12%
Bequest	3%
Net investment income	7%
	100%

Expenditure by Service Delivery 2008



Placement & Support	38%
Family Services	37%
Community Programs	11%
Parish Partnerships & Community Development	4%
Infrastructure, support & governance	4%
Staff wellbeing, advocacy and community relations	6%
	100%

Directory

Central Office

Anglican Criminal Justice Ministry
Anglicare Hume

103 Hoddle Street, Collingwood VIC 3067

103 Hoddle Street, Collingwood VIC 3067
24 Ely Street, Wangaratta VIC 3676

9412 6133

9412 6133
5721 9088

Area Offices

Box Hill Area

7-11 Shipley Street, Box Hill VIC 3128

9896 6322

Broadmeadows Area

Broadmeadows

32 Railway Crescent, Broadmeadows VIC 3047

9301 5200

Craigieburn

33 Craigieburn Road, Craigieburn VIC 3064

9333 8380

Lalor

8 Hurtle Street, Lalor VIC 3075

9465 0322

Women's Community House

PO Box 258, Dallas VIC 3047

9309 9433

Frankston Area

Cranbourne

38 Bakewell Street, Cranbourne VIC 3977

5991 2200

Frankston

Level 2, 60-64 Wells Street, Frankston VIC 3199

9781 6700

Rosebud

1161 Pt Nepean Road, Rosebud VIC 3939

5986 9900

Gippsland Area

Bairnsdale

83 Main Street, Bairnsdale VIC 3875

5152 1213

Leongatha

6 Smith Street, Leongatha VIC 3953

5662 4561

Morwell

65 Church Street, Morwell VIC 3840

5133 9998

Morwell

162 Commercial Road, Morwell VIC 3840

5135 9555

Warragul

Suite 2, 3 Barkly Street, Warragul VIC 3820

5622 2810

Knox Area

Bayswater

666 Mountain Highway, Bayswater VIC 3153

9721 3688

Croydon

22 Croydon Road, Croydon VIC 3136

9725 1622

Preston Area

Glenroy

32 Widford Street, Glenroy VIC 3046

9306 0000

Preston

239 Murray Road, Preston VIC 3072

8470 9999

Werribee Area

Werribee

2 Market Road, Werribee VIC 3030

9731 2500

Yarraville

41 Somerville Road, Yarraville VIC 3013

9396 7400

Yarra Ranges Area

Healesville

282-284 Maroondah Highway, Healesville VIC 3777

5962 3255

Lilydale

47-51 Castella Street, Lilydale VIC 3140

9735 4188

Yarra Junction

Cnr Hoddle Street & Warburton Hwy, Yarra Junction VIC 3797

5967 2875

Parish Partnerships & Community Development

Albury*

520 Kiewa Street, Albury NSW 2640

02 6021 3022

Ballarat *

49 Lydiard Street South, Ballarat VIC 3350

5331 1183

Box Hill*

7-11 Shipley Street, Box Hill VIC 3128

9896 6322

Clayton (Dixon House)*

2 Dixon Street, Clayton VIC 3168

9543 8911

Craigieburn*

33 Craigieburn Road, Craigieburn VIC 3064

0408 129 590

Fitzroy (Mission House)*

122 Napier Street, Fitzroy VIC 3065

9486 0445

Lilydale*

47-51 Castella Street, Lilydale VIC 3140

9735 4188

Melbourne (Lazarus Centre)

203 Flinders Lane, Melbourne VIC 3000

9639 8510

Preston*

239 Murray Road, Preston VIC 3072

8470 9999

Sale

149 Cunninghame Street, Sale VIC 3850

5144 1100

St Albans*

Cnr Alexina Street & East Esplanade, St Albans VIC 3021

0408 316 414

Sudanese Support Centre

1030 Whitehorse Road, Box Hill VIC 3128

9890 5425

Sunshine*

248 Hampshire Road, Sunshine VIC 3020

9311 7274

Sydenham*

Cnr Bellbird Ave & Kings Road, Sydenham VIC 3037

0438 589 630

Wangaratta*

24 Ely Street, Wangaratta VIC 3676

5722 9890

- Bright*

Community Health Service, Cobden Street, Bright VIC 3741

- Myrtleford*

St Paul's Anglican Church Rectory, Clyde Street, Myrtleford VIC 3737

* Emergency Relief Centres



How you can get involved...

Volunteering

We rely on the help of thousands of committed and caring individuals to volunteer their time to help support our work. Our volunteers come from all walks of life and provide expertise in a range of areas. When carefully matched according to their interests and skills, people find that volunteering is a rewarding way to give back to their community. We are always looking for people to help out as foster carers, respite carers, lead tenants in our residential programs, mentors, and in our emergency relief programs and fundraising activities - to name just a few.

Donating

Appeals

We run four major appeals per year and donations can also be made via our website: www.anglicarevic.org.au

Regular Giving

Being a regular giver by becoming a 'Care Partner' or giving through the workplace is the most effective way to help us to break the cycle in which vulnerable people find themselves.

Leaving a Gift in your Will

Each year, a number of our supporters choose to remember us in their Will.

Selling Merchandise

We offer a range of Christmas cards and angel merchandise. If you or your parish, school, community group, employer or business, would like to support us by helping to sell merchandise at Christmas, we would love to hear from you.

Material Aid

Donations of non-perishable food and new toys are always welcome, particularly in winter and prior to Christmas.

Working With Us

Anglicare employs more than 600 people in full-time, part-time and casual positions. If you have the right skills and a commitment to providing quality service to children, young people and families, we may have a career opportunity for you.

We operate with Christian values and ethics and while we employ many people from non-Christian faith traditions, all our employees uphold the values and mission of the agency by engaging in compassionate service for their clients and the communities we serve. Our website (www.anglicarevic.org.au) is updated weekly with new employment vacancies.

For further information on any of the ways you can help make a difference, visit www.anglicarevic.org.au, call 9412 6133 or email us: info@anglicarevic.org.au

www.anglicarevic.org.au