

# 365 DAYS OF CHANGING LIVES

ANGLICARE VICTORIA  
ANNUAL REPORT  
2012/13

## OUR MISSION

**ANGLICARE VICTORIA EXISTS  
TO CREATE A MORE JUST SOCIETY BY  
EXPRESSING GOD'S LOVE THROUGH  
SERVICE, EDUCATION AND ADVOCACY**

## OUR VISION

**TO RESOURCE AND EMPOWER  
CHILDREN, YOUNG PEOPLE AND  
FAMILIES TO ACHIEVE THEIR FULL  
POTENTIAL THROUGH**

- **THE PROVISION OF QUALITY  
INNOVATIVE SERVICES FOR  
CHILDREN AND YOUNG PEOPLE**
- **SUPPORTING  
VULNERABLE FAMILIES**
- **THE PROMOTION OF  
SOCIAL JUSTICE**

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EVERY MINUTE

EVERY HOUR

365 DAYS OF  
CHANGING  
LIVES

EVERY DAY

# MESSAGE FROM THE ARCHBISHOP



**THE WELLBEING OF CHILDREN, YOUNG PEOPLE AND FAMILIES IN THE COMMUNITY IS IMPACTED UPON BY MANY THINGS. SOME OF THESE ARE WITHIN THE SCOPE OF SOCIAL WORKERS TO ASSIST. OTHERS ARE THE REALM OF THE BROADER COMMUNITY AND OTHERS STILL ARE DEEPER ISSUES THAT IMPROVE THROUGH CHANGES TO GOVERNMENT POLICY AT STATE OR FEDERAL LEVEL.**

The strength of Anglicare Victoria is that it is involved at every one of these levels with a view to effecting immediate change in a person's life. Anglicare Victoria also works at a more structural level to improve community support and government policy for the long term.

Once again this year we have seen the agency support 80,000 of the most vulnerable Victorians with practical help such as foster care, family counselling, parent education, emergency relief and financial counselling.

The agency is also working in concert with local parish groups to strengthen communities and provide opportunities for local solutions to local problems.

While this work continues apace, Anglicare Victoria also strives to understand the underlying issues of poverty and disadvantage and report the findings to the public and the decision makers. This year has seen the release of important research into housing affordability, the wellbeing of children in care and into deprivation among low income families. It is this research that gives the agency a platform and a voice for change as well as the evidence necessary to improve services and change lives.

Through the pages of this Annual Report you will read more about the lives Anglicare has touched and about the mission of the agency to create a more just society by expressing God's love through service, education and advocacy.

I commend to you this Annual Report.

Grace and peace in Christ Jesus.

**The Most Reverend Dr Philip Freier**  
Archbishop of Melbourne





# CEO'S MESSAGE



Each year when I sit down to pen some words for the Anglicare Victoria Annual Report I feel again that last year's work by the Agency is a demonstration of our growing impact. We are directly responding to the needs of the children, young people, families and individuals we are supporting.

The year has shown, in many different ways, how we are able to actively improve and lift the lives, for the long term, of our clients who seek or receive our services.

**CLEARLY, IN THE COURSE OF THE LAST YEAR WE HAVE SHOWN OUR CAPACITY TO RESPOND TO THE CALL FROM GOVERNMENT OR COMMUNITY TO NOT ONLY ASSIST BUT TO CHANGE THE CIRCUMSTANCES FOR THOSE, BIG OR SMALL, WHO ARE MARGINALISED, IN CRISIS OR NEEDING TO BELONG.**

It is very pleasing that we continue to provide strong and consistent outcomes in our out of home care, residential care, family services and related counselling and support services. The results being displayed in these programs are another demonstration of our character and capability.

During all of this we have also piloted new programs for our client groups that are now hitting their straps. In particular, we are achieving excellent early outcomes with vulnerable mothers and their infants who were at risk of being separated into out-of-home-care through our Cradle to Kinder program.

We are also starting to see good early progress through our innovative TEACHaR program which is lifting the educational outcomes of our children. Anglicare Victoria is supporting 78 unaccompanied minors and 40 families in the community.

Another highlight of our emerging strength is our ability to produce cut-through analytics and commentary on our work in the public arena. In the course of this year we have produced excellent documents such as the Report Cards on children in care and research on families in need, and we have been profiled regularly across state and national media on social policy reform. We also produced a handful of dynamic skill manuals for our staff.

I want to thank our staff and volunteers who are chiefly responsible for creating the conditions in which our clients are achieving better circumstances and outcomes. Also thanks to our enthusiastic Board that has overseen Anglicare's great development and effectiveness over the past year.

**Paul McDonald**  
CEO – Anglicare Victoria

# CHAIR'S MESSAGE



**OVER THE PAST YEAR, ANGLICARE VICTORIA CONTINUED IN ITS MISSION BY DELIVERING VITAL SERVICES TO MORE THAN 80,000 OF VICTORIA'S MOST VULNERABLE CHILDREN, YOUNG PEOPLE AND FAMILIES.**

We are pleased that our range of services and the number of people we were able to assist grew throughout the year. However, looking at the numbers only tells part of the story. What is particularly important is that all of our interactions with our clients are respectful, professional and effective.

To help us assess and improve our effectiveness, we conducted two important pieces of research this year. One was a survey of our clients to find out whether we are meeting their needs. The other was a survey of our staff to make sure they have the right resources and support to do the best job they can.

For our client survey, we spoke to nearly 500 clients from a range of programs across the state. We were told that clients using our services feel welcome, respected, well understood and safe.

More than 90 per cent of respondents felt that the staff of Anglicare Victoria did their jobs well. Eighty per cent of respondents were satisfied with the services they received.

When speaking about our staff, one client from our emergency relief service in Sydenham said:

*"They not only are respectful, non-judgemental, caring, understanding to individuals like me, that unfortunately have to request help from services to survive, they do it with their heart."*

We are encouraged by the survey results but there are some things we can do better. Only two-thirds of clients were aware of our complaints process and, as a result, we will implement a better feedback system.

The response rate for our staff survey was very high at 80 per cent. This suggests our employees are engaged and actively want to give feedback to help improve their workplace.

Our staff told us they enjoy a generally supportive work environment with a strong team culture. They regard the workplace as friendly and free from harassment, bullying or discrimination.

Our staff enjoy working in teams to solve problems and believe the agency fosters learning and professional development.

While the results of this survey are encouraging, we have identified areas where improvement can be made.

One of our challenges for the future is to ensure that physical workspaces and our technology systems meet the standards reasonably expected by our staff and the people we support. Good workspaces and technology are not an indulgence; they are basic requirements for the effective delivery of services to those in need.

We have a clear road map for the years ahead and will build on what we have learned, address the areas where we can do better, and strive to have a positive impact on the lives of every person who turns to us during their most challenging times.

I would like to thank our staff and our volunteers for working tirelessly over the past year to deliver life-changing services to our community. I would also like to thank our clients who continue to show determination and resolve to improve their lot in life regardless of the challenges that come their way.

**Damian Neylon**  
Chairman – Anglicare Victoria



**EVERY MINUTE OF EVERY DAY,  
ANGLICARE VICTORIA IS PROVIDING  
FOSTER, KINSHIP AND RESIDENTIAL  
CARE TO CHILDREN AND YOUNG PEOPLE.**

With the support of our dedicated foster families, Anglicare is giving children in care stability, opportunity and a springboard to reach their full potential.

And through a range of other youth services, Anglicare Victoria helps young people navigate the difficult transition to adult life and independent living so they can participate in the community in a positive and meaningful way.







3:52PM

MAREE CHECKS IN WITH DORIAN TO SEE HOW HE IS GOING AT UNI.

At the age of 16 Dorian was no longer able to live at home with his mother.

After a stint in foster care, Dorian ended up at Anglicare Victoria’s Kirrang Wilam Youth Refuge in Melbourne’s east.

Dorian was at risk of homelessness and long term unemployment like too many young people leaving care.

While living at the refuge, Anglicare staff helped Dorian continue his education and develop some life skills to help him live independently.

“When I left, I told myself these three things; finish school, go to university and make your mother proud, and another one, change the world.”

Dorian is well on his way. He is now living in a stable home and is studying at La Trobe University.

An Anglicare Victoria outreach worker continues to visit Dorian and help him navigate life’s pitfalls. But after a turbulent few years, Dorian is strong in his self belief and ready to face the challenges that lie ahead.

“If there was anything I could say to my 16-year-old self, it would be ‘you did well and here’s a hug!’”



9:01AM

RACHEL SITS AT HER DESK FOR HER FIRST DAY OF GRADE 5. SHE IS BEAMING INSIDE KNOWING THAT SHE IS FINALLY AMONG FRIENDS.



07

RACHEL\* CAME INTO CARE AT THE AGE OF SEVEN. HER MOTHER HAD BEEN UNABLE TO CARE FOR HER PROPERLY, AS A RESULT, RACHEL WAS OFTEN HUNGRY, DIRTY AND DISTRACTED AT SCHOOL.

Rachel\* came into care at the age of seven. Her mother had been unable to care for her properly and, as a result, Rachel was often hungry, dirty and distracted at school.

She had not been enrolled in school at the right age and was a year behind her peers. She experienced severe bullying and rejection from the other children and only went to school one or two days a week.

All that changed when Rachel started to live with a caring and stable foster family. It’s been three years and she is now living permanently with them.

Rachel was adamant she wanted to change schools and start afresh. She joined gymnastics, dance, swimming and calisthenics classes and is excelling at school.

Rachel set herself the goal of skipping Grade 4 so she could catch up to the children her own age. With the support of an education specialist from Anglicare’s TEACHaR program, she was able to achieve this and is doing well in Grade 5.

She has many friends and relates to other children well. Now Rachel is aiming to secure a scholarship to a private school and wants to go on to study Veterinary Science.

Given all that she has achieved so far, we think Rachel will go on to do amazing things.

*\*Name changed to protect privacy*

**ASYLUM SEEKERS**  
WE SUPPORTED 78  
UNACCOMPANIED ASYLUM  
SEEKERS AND HELPED THEM  
SETTLE INTO THE COMMUNITY

78

405

**FOSTER FAMILIES**  
WE SUPPORTED  
405 FOSTER FAMILIES  
TO DELIVER CARE TO  
VULNERABLE CHILDREN

**CHILDREN PLACED**  
WE COORDINATED  
PLACEMENTS FOR 870  
CHILDREN AND YOUNG  
PEOPLE IN NEED OF CARE

870

163

**YOUNG PEOPLE  
SUPPORTED**  
WE WORKED ALONGSIDE  
163 YOUNG PEOPLE MAKING  
THE TRANSITION FROM CARE  
TO INDEPENDENT LIVING



1:22PM

**ANGLICARE VICTORIA STAFF CHAT TO  
KELLY DURING A BREAK IN HER YOUNG  
MUMS PROGRAM AND OFFER ADVICE  
TO HELP HER BABY BOY SLEEP BETTER.**

Kelly\* entered state care at 14. She lived with her grandmother for a time when she was 15 but due to financial constraints her grandmother lost their home and Kelly was homeless at 16.

Kelly moved in with her boyfriend and became pregnant soon after but experienced bouts of family violence. Kelly was referred to Anglicare Victoria's 'Breaking the Barriers' program.

Thanks to her own determination to provide a better life for her child and the diligent work of Anglicare staff, Kelly was able to find transitional housing and is now in stable accommodation.

Kelly is now linked in with another Anglicare program for young mums and is learning how to care for her little boy. She is budgeting well, paying all her bills and looking forward to a much brighter future.

*\*Name changed to protect privacy*





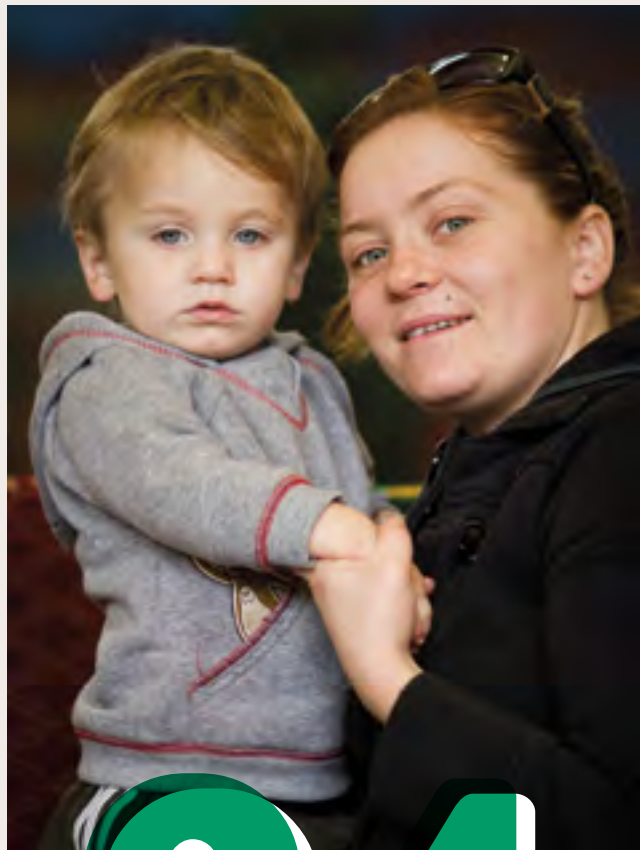
# EVERY HOUR



**EVERY HOUR, ANGLICARE VICTORIA  
IS HELPING FAMILIES SOLVE PROBLEMS,  
DEVELOP SKILLS AND RECONNECT.**

We walk alongside families when times are tough.  
We work to avoid family breakdown by relieving crisis  
and building strength for the future through positive  
parenting and respectful relationships.





24

FOR A SHORT TIME AFTER THE BIRTH, SAM RECEIVED 24-HOUR SUPPORT TO GET HER ON THE RIGHT PATH.

»

2:00AM

**SAM\* IS WOKEN BY THE CRY OF HER BABY. IT'S SOMETHING SHE IS STILL GETTING USED TO BUT ANGLICARE VICTORIA IS THERE TO SUPPORT HER.**

Sam's life was not going as she planned. She was 16 weeks pregnant, incarcerated in a youth justice centre and about to turn 18.

That's when Sam was put in contact with Anglicare Victoria's Cradle to Kinder (C2K) program.

C2K is a support service for vulnerable mothers at risk of involvement with Child Protection. The service works with mums from before the birth of their baby until the child is four-years-old and focuses on generating positive and sustainable outcomes for the whole family.

When Sam was released from youth justice she turned her attention to getting her life back on track and focusing on her new role as a mum-to-be.

Anglicare staff encouraged Sam to reflect on her own less-than-ideal experience as a child and think about the things she wanted to provide for her child.

In the absence of family, Sam was grateful Anglicare would be with her until her baby turned four. It was a difficult time for Sam as she mourned this lack of a supportive family. She was also leaving state care for the first time since she was nine years old.

Sam received intensive support before the birth to overcome mental health, housing and substance abuse issues, as well as help preparing to become a mum and learning about basic baby care.

For a short time after the birth, Sam received 24-hour support to get her on the right path.

The family now have a stable home, Sam is learning to provide consistent care and the baby is developing well. Thanks to Anglicare's C2K program, there is hope that Sam will break the all-too-common intergenerational cycle of abuse and thrive as a mother.

*\*Name changed to protect privacy*



»

8:00AM

**JASON DROPS HIS BOYS AT SCHOOL AND HELPS SET UP THE BREAKFAST PROGRAM SO ALL THEIR CLASSMATES CAN START THE DAY WITH A NUTRITIOUS MEAL.**

Jason is a father of two who had a tough upbringing and no positive parenting role models to learn from.

As his two boys have grown, Jason has found it hard to manage their behaviour.

The boys started acting up at school and their learning suffered.

An Anglicare Victoria Family Services staff member was able to work with Jason to identify positive parenting strategies, set boundaries for the boys and take an active role in addressing their emotional and social needs.

Jason is now more involved in their education and recreation activities too. He regularly participates in the school breakfast program and is coordinator of the local Little Athletics Club.

Jason says since working with Anglicare he has a better understanding of his boys' developmental stages and how to manage and encourage positive behaviour. He is better connected to his community and now has multiple resources to call on if he needs support or advice.

The boys are thriving at school and their relationship with their dad is better than ever.

»  
3:00PM

**WENDY\* AND HER SON SIMON ATTEND A SESSION OF 'BEYOND THE VIOLENCE' TO MOVE FORWARD FROM THEIR PREVIOUS TRAUMA AND REBUILD THEIR RELATIONSHIP.**

Wendy used to feel like a bad parent. As a result of extensive family violence, she experienced depression and anxiety and was not able to cope with the behaviour of her children, Miranda (12) and Simon (8).

Feeling guilty, Wendy allowed her children to live with their father but things deteriorated and the children left his care.

Simon moved back with Wendy. Miranda went to live with her aunt – visiting on weekends and holidays.

Wendy and Simon now attend Anglicare Victoria's 'Beyond the Violence' program to help move forward from their previous trauma, work on positive parenting techniques and rebuild family relationships.

Before the program, Wendy reported that Simon was suffering with anxiety, had been getting into trouble at school and had arguments with his sister that escalated to the point of violence. Wendy says that now he is calmer, more confident and able to form positive relationships with his sister and other children.

Wendy says she is now more confident as a parent, has a better relationship with Simon and is determined to seek better solutions to her problems.

*\*Names changed to protect privacy*



10,728

**FAMILIES**

WE DELIVERED CRITICAL SUPPORT TO 10,728 FAMILIES AT RISK OF BREAKDOWN

400

**ISSUES OF FAMILY VIOLENCE**

WE WORKED WITH 400 MEN AND WOMEN AROUND ISSUES OF FAMILY VIOLENCE

**DISABILITY SUPPORT**

WE PROVIDED DISABILITY SUPPORT SERVICES TO 533 PEOPLE

533

4,983

**PARENTS**

WE HELPED 4,983 PARENTS BUILD SKILLS TO DEVELOP POSITIVE FAMILY RELATIONSHIPS

HIGHLIGHTS



# EVERY DAY

**EVERY DAY, ANGLICARE VICTORIA  
RESPONDS TO THE NEEDS OF  
THOUSANDS OF VICTORIAN FAMILIES  
AND INDIVIDUALS IN CRISIS.**

A crisis can hit unexpectedly so we have a range of services and specialty programs to help people stay on their feet in the short term while we develop a more sustainable long term plan.

# » TUESDAY

## MARIA LEAVES HOME FOR UNI – A FAR CRY FROM LIVING ON THE STREETS WITH A DRUG PROBLEM.

Homeless at 15, Maria spent time on the streets and endured poverty at a time when many of her peers were finishing school and getting ready for university.

Without the support of her family, Maria faced an uphill battle to get through her teens and turned to drugs as a 'way out' of the chaotic and often desperate situation she found herself in.

Recognising she needed to turn her life around, things changed for Maria when she came in contact with Anglicare Victoria drug and alcohol worker John Graham.

"She is a truly remarkable young woman; incredibly bright and resilient," says John.

"Here she is after an astonishing amount of personal trauma, having recovered from a rabid substance dependency, and she remains optimistic and full of life. She has been enriched as a person by her experiences, not destroyed or diminished by them. She is harnessing this adversity."

Maria managed to re-engage with education and completed Year 12. Now 21, she has a job, a car, a stable home and has embarked on a university degree.

"I have started to believe in myself," says Maria.  
"I see good things ahead. I am a different person."



# » FRIDAY

## SUE\* GETS WORD THE BANK IS WILLING TO WAIVE THOUSANDS OF DOLLARS OF ACCUMULATED FEES – A TREMENDOUS WEIGHT IS LIFTED FROM HER SHOULDERS.

Their household income had dropped from \$70,000pa to less than \$30,000pa. Sue was juggling credit cards and putting off payments on the mortgage and utilities believing things would turn around.

After months of battling to get by, trying to find a job and caring for her sick husband, Sue finally turned to Anglicare Victoria for support.

By this stage however, Sue was \$12,000 behind on her mortgage and owed around \$50,000 on various credit cards.

Anglicare Financial Counsellor Nigel King helped the couple get their finances in order to access a Utility Relief Grant from the Department of Human Services. He helped them access emergency food parcels from our Sunshine office and talked through options with Sue, including accessing her Super and selling the house.

Nigel also negotiated on Sue's behalf with their creditors and was able to wipe her credit card debt.

The house is now sold and while Sue and her husband no longer have that as an asset, they are debt free and able to manage their finances.

The couple can finally concentrate on their health and move forward with their lives.

*\*Name changed to protect privacy*





33,810

## EMERGENCY PACKAGES

WE DELIVERED EMERGENCY AID TO 33,810 FAMILIES AND INDIVIDUALS IN NEED

## COUNSELLED

WE DELIVERED FINANCIAL COUNSELLING TO 12,425 FAMILIES AND INDIVIDUALS FACING FINANCIAL HARDSHIP

12,425

46,545

## BREAKFASTS

WE SERVED 46,545 BREAKFASTS TO PEOPLE EXPERIENCING HOMELESSNESS

1,654

## PEOPLE

WE DELIVERED DRUG AND ALCOHOL SUPPORT TO 1,654 PEOPLE



# THURSDAY

## NATALIE\* VISITS ANGLICARE VICTORIA'S MISSION HOUSE TO ACCESS FOOD TO FREE UP SOME MONEY TO PAY FOR HER SON'S HEALTHCARE.

Natalie is middle-aged and has a 12-year-old son. She lives on a carers pension but it doesn't always cover the bills.

Recently, she accessed emergency relief from Anglicare Victoria for the first time. Her son was in need of medical care and it took most of their money to cover the cost.

Unfortunately, Natalie is not alone. More than one in ten people who access emergency relief can't afford a decent meal each day and a quarter can't afford medicine prescribed by a doctor.

"We've had a tough time... we were homeless for a bit but have now found a place," says Natalie.

"Being poor and stressed about keeping a roof over our head is an awful way to live. But costs keep rising and what can you do if you're doing it alone and your child is sick?"

Natalie hopes her son will be back to good health by year's end and she can return to work. Anglicare will always be there for her if she needs a little extra help.

*\*Name changed to protect privacy*

# EVERY WON'TH

**AT ANGLICARE VICTORIA, WE BELIEVE THERE IS ALWAYS ROOM FOR IMPROVEMENT. WE ARE ALWAYS STRIVING TO IMPLEMENT INNOVATIVE RESPONSES TO THE NEEDS OF VULNERABLE VICTORIANS.**

A big part of this is our research and evaluation. Anglicare Victoria undertakes research to better understand social problems and to inform our advocacy and engagement strategies. Evaluation measures the benefit of our programs and services. All this activity contributes positively to the Agency's social impact.





60%

60 PER CENT OF CHILDREN LIVING IN CARE HAD CHANGED SCHOOLS, ABOUT ONE QUARTER HAD REPEATED A GRADE AND NEARLY ONE-IN-FIVE DIDN'T ATTEND SCHOOL AT ALL.



## » JUNE

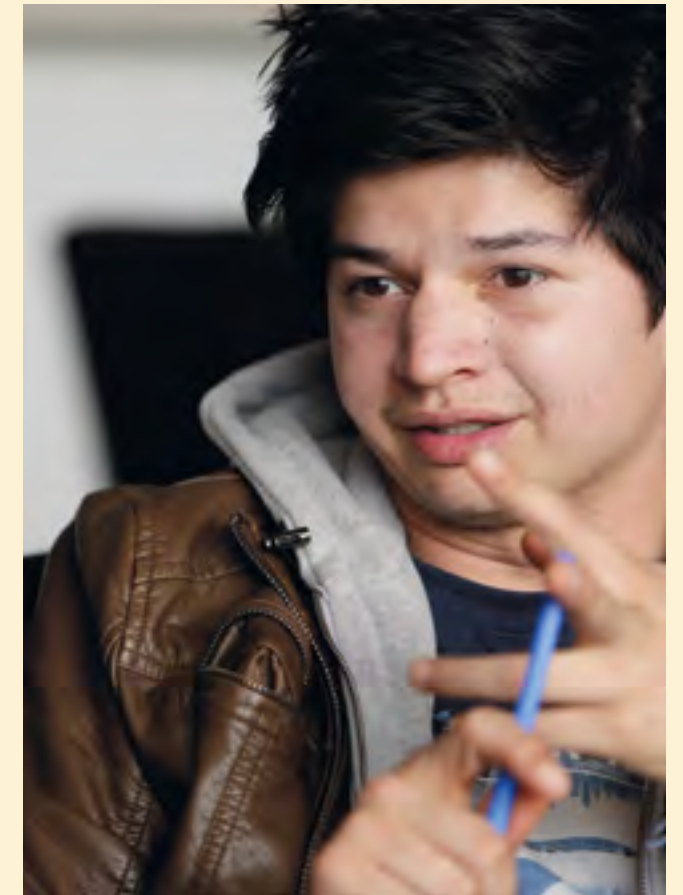
### ANGLICARE VICTORIA TEACHERS ARE WORKING ONE-ON-ONE WITH CHILDREN IN CARE TO IMPROVE THEIR EDUCATIONAL OUTCOMES.

Anglicare Victoria's exciting new Transforming Educational Achievement for Children in Home-based care and Residential care (TEACHaR) program is a shining example of combining service delivery insight, rigorous research and creative thinking to develop innovative services to improve the lives of young people in care.

The journey started years ago when staff working with our children in care raised concerns about their lack of engagement with school and the potential for negative ramifications later in life.

We undertook a major research project (in conjunction with Wesley Mission Victoria) which looked carefully at when and why children in care lose touch with school.

We found over 60 per cent of children living in care had changed schools, about a quarter had repeated a grade and nearly one-in-five didn't attend school at all.



While the reasons are complex and varied, Anglicare chose to respond to this issue and reverse the trend with a two-year pilot in Melbourne's south and east, placing specialist support directly with children in foster care and residential care.

TEACHaR's education specialists act as teachers, mentors, education advocates and, in some cases, problem solvers for the young people they work with.

One education specialist recently negotiated for a child to not be suspended while another arranged for a child's functional vision to be assessed, uncovering debilitating problems that had previously been undiagnosed.

Greg Rollings leads the program and says staff also work with children in care who are performing at normal levels.

"You've got kids in out-of-home care who are at level or doing reasonably well and it makes me wonder, given all the trauma they've been through, how well could they be doing?"

"The aim is to help all children reach their potential."



### FAIR CHANCE FOR CHILDREN CAMPAIGN

In 2012-13 Anglicare Victoria embarked on a new program of research to improve the identification, monitoring and reporting of client outcomes including child wellbeing, family wellbeing, life satisfaction and fulfilment of basic needs.

In February, our Children in Care Report Card described the wellbeing of children and young people in our home based care and residential care programs. In June, our Affording the Basics Report Card showed the proportion of our emergency relief and financial counselling clients who couldn't afford the essentials of life.

A series of four Report Cards will be produced annually to track the agency's progress against its social objectives for our children in care and families in distress.

### SEEKING CLIENT FEEDBACK SATISFACTION SEPTEMBER

Service evaluation featured prominently in the 2012-13 research program. The evaluation of Breaking the Cycle – an eight week education/therapeutic group program for parents of adolescents who are violent in the home – was published. We also implemented a new client feedback process called Satisfaction September.

Satisfaction September provides an annual snapshot of performance against service standards, client satisfaction with aspects of their service experience, service effectiveness and personal wellbeing. Almost 500 clients took part in Satisfaction September in 2012.



### ANNUAL RESEARCH ON HARDSHIP AND ACCESS TO BASICS

The Rental Affordability Snapshot and the Hardship Survey are two projects that feature on Anglicare Victoria's annual research calendar. Both were completed in 2012-13.

The Rental Affordability Snapshot is lead by Anglicare Australia with member organisations conducting rental snapshots in localities in which they deliver services and support. Anglicare Victoria examined private rentals for the whole of Metropolitan Melbourne and the regional areas of Ballarat and the Latrobe Valley during April this year.

Anglicare Victoria partnered with the Australian Communications Consumer Action Network in the Hardship Survey 2013 to explore telecommunications access and affordability. The Hardship Survey also collected information about the barriers that mothers face in moving from welfare to a position of self-reliance. Separate reports on these issues based on information from 325 participating clients are due for release in 2013-14.

### RESEARCH PARTNERS

Anglicare Victoria was also named as an Industry Partner on four projects that were submitted for funding from the Australian Research Council and the National Health and Medical Research Council. Two of these projects were funded. Fathering, domestic violence and the issues for intervention lead by the University of Melbourne, and Improving mental health for young people from out of home care lead by Orygen Youth Health.





# EVERY YEAR

**IN THE PAST YEAR, ANGLICARE VICTORIA SUPPORTED THE STATE'S MOST VULNERABLE CHILDREN, YOUNG PEOPLE AND FAMILIES. WE EMPLOYED 886 STAFF AND ENJOYED THE SUPPORT OF 1,431 DEDICATED VOLUNTEERS TO DELIVER OUR PROGRAMS AND SERVICES ACROSS 32 LOCATIONS AROUND THE STATE.**

# STAFF



# 886

ANGLICARE VICTORIA EMPLOYS 886 PASSIONATE AND DEDICATED STAFF MEMBERS ACROSS THE STATE.



## LEARNING @ ANGLICARE VICTORIA

Our Learning @ Anglicare Victoria is a comprehensive professional development program that is centred on further enhancing the knowledge and practices of an already skilled workforce. With over 35 professional development activities, the program had more than 675 participants in the past year. This is a 15 per cent increase on the previous year, and importantly, means that the majority of our employees were able to participate in formal professional development during the year.

Also in the learning space, we have expanded the post-graduate study opportunities for employees. This has resulted in the redesign of our Graduate Certificate in Advanced Family Support Practice with RMIT.

## ANGLICARE VICTORIA – A GREAT PLACE TO WORK

We also conducted the first employee engagement survey across the organisation in October 2012. The 'Have your Say' results showed that we have a highly engaged and committed workforce who believe that Anglicare Victoria is already a 'great place to work'. This is demonstrated by 80 per cent of employees throughout Victoria and across all service streams completing the online survey. This is a great response, particularly for a first survey, and the results of the survey compare very favourably with other organisations in the community sector. It shows that Anglicare Victoria employees take the time to contribute their feedback to improve the workplace. We look forward to running the survey again to assess the results of the actions and initiatives we are now putting in place.

## RECOGNISING AND REWARDING OUR STAFF, VOLUNTEERS AND CLIENTS

The annual Chairman's Awards continue to provide a wonderful opportunity to recognise the valuable contribution and commitment of all our people.

This year there were over 70 nominations for the eight categories which recognise both employees, volunteers and clients. The judging panel included external stakeholders.

## CARING FOR OUR PEOPLE

This year for the first time we developed the Anglicare Victoria People Strategy. The People Strategy has three main themes of 'Attracting and recruiting great people', 'Creating a truly great place to work' and 'Developing our people' and through these themes provides guidance on meeting the needs of our people who care for and deliver services to the children, young people, and families that we work with.





# VOLUNTEERS

## ANGLICARE VICTORIA'S 1,431 VOLUNTEERS ARE CRUCIAL TO HELP US DELIVER EXTRA SERVICES TO THOSE IN NEED AND GO BEYOND BASIC SUPPORT.

At many of our services, such as emergency relief centres and op shops, volunteers are the first point of contact for our clients and the face of Anglicare Victoria.

Not only do they volunteer their time, they provide endless unpaid hours, they provide a warm, familiar and human face for some of the most vulnerable members of the community.

Our foster care families are also volunteers. They are dedicated, selfless and passionate people helping nurture children and young people who have suffered abuse and neglect.

Some carers open their doors, often in the middle of the night, to children requiring respite and emergency short-term placements. Others nurture children with disabilities and histories dominated by trauma.

More still re-arrange their lives to keep sibling groups of foster children together. Some offer permanent care to children who cannot return to their parents while others do everything they can to support birth families.

We recognise the special type of person it takes to be a volunteer or a foster carer and we strive to ensure our volunteers feel supported and appreciated.



# 1,431

## VOLUNTEERS

VOLUNTEERS ARE A VITAL PART OF THE ANGLICARE VICTORIA TEAM. THEY CONTRIBUTE THOUSANDS OF HOURS HELPING OUR CLIENTS AND SUPPORTING OUR WORK IN LOCAL COMMUNITIES.



# EXECUTIVE STRATEGY GROUP

# 2013



**MR PAUL MCDONALD**  
CHIEF EXECUTIVE OFFICER



**MS JENNY POTTEN**  
DIRECTOR QUALITY



**MR CHRIS BARING-GOULD**  
CHIEF FINANCIAL OFFICER



**MR GREG ROMANES**  
GENERAL MANAGER  
COMMUNITY RELATIONS AND FUNDRAISING



**MS BRENDA PETERSEN**  
BUSINESS DEVELOPMENT DIRECTOR



**MS JANE ANDERSON**  
REGIONAL DIRECTOR GIPPSLAND



**MS CLAIRE NYBLOM**  
REGIONAL DIRECTOR NORTH WEST



**MS SUE SEALEY**  
REGIONAL DIRECTOR EASTERN



**MR DARREN YOUNGS**  
REGIONAL DIRECTOR SOUTHERN



**MS JACQUI WATT**  
DIRECTOR CLIENT SERVICES



**MR PETER THOMPSON**  
GENERAL MANAGER PARISH PARTNERSHIPS



**MS ANTONIETTE BONAGURO**  
GENERAL MANAGER REFUGEE SERVICES



**MS DIANA HOLMBERG**  
DIRECTOR BUSINESS TECHNOLOGY



**MR ANDREW HANLEY**  
GENERAL MANAGER TECHNOLOGY PROGRAM DELIVERY



**MS ELIZABETH HOLLEY**  
DIRECTOR PEOPLE AND CULTURE



**DR SARAH WISE**  
GENERAL MANAGER POLICY RESEARCH AND INNOVATION



**MR DAVID GILES**  
GENERAL MANAGER FAMILY SERVICES



**MS DANI ASCENZO**  
GENERAL MANAGER PLACEMENT AND SUPPORT



**MR DAVID SANDISON**  
GENERAL MANAGER LEADERSHIP AND ORGANISATIONAL DEVELOPMENT



**MR JONATHAN CHAMBERS**  
STAFF CHAPLAIN



# BOARD



**MR DAMIAN  
NEYLON  
(CHAIR)**



**ARCHDEACON  
RAY MCINNES**



**MR STEPHEN  
NEWTON AO**



**MS CAROLINE  
JOHNSTON**



**THE HON  
CHRIS PEARCE**



**MR JOHN  
MCKENZIE**



**MR JOHN  
UNKLES  
(DEPUTY CHAIR)**



**MS AMANDA  
DERHAM**



**MR GEOFFREY  
WALSH**

## ABSENT:

Ms Pauline Kelly  
Dr Winsome Roberts  
Mr David Stewart  
Prof Glen Bowes

# COMMITTEES AND COUNCIL

## COUNCIL

The Most Reverend Dr Philip Freier  
(Council President)  
The Reverend Dr Stephen Ames  
Dr Graeme Blackman OAM  
Mr Malcolm Boyce  
Reverend Robyn Boyd  
Reverend Margaret A Burt  
Reverend Bruce Charles  
Ms Beryl Coombe  
Venerable Dr John Davis  
Mrs Beth Delzoppo OAM  
Mrs Jenny Disney  
Reverend Catherine (Kate) Heath  
The Right Reverend Philip Huggins  
Venerable Alan Jarrad  
Ms Caroline Johnston  
Ms Pauline Kelly  
Reverend Rachel McDougall  
Archdeacon Ray McInnes  
The Right Reverend John McIntyre  
Mr John McKenzie  
Reverend Murray Morton  
Mr Stephen Newton AO  
Mr Damian Neylon  
The Hon Chris Pearce  
Mrs Joy Ritchie  
Dr Winsome Roberts  
Ms Julia Russell  
Mr Geoff Ryan  
Reverend Robyn Shackell  
Reverend Stuart Soley  
Mr John Unkles  
The Right Reverend Garry Weatherill  
Mr Chris Wells  
Mr Tim Williams  
Mr Malcolm Woolrich  
Dr Gordon Young  
Mr Andrew Yule

## FINANCE COMMITTEE

Mr Geoff Walsh (Chair)  
Mr Chris Baring-Gould  
Ms Amanda Derham  
Mr Peter Horsburgh  
Ms Caroline Johnston  
Mr Paul McDonald  
Mr John McKenzie  
Mr Damian Neylon  
Mr David Stewart  
Mr John Unkles

## RISK MANAGEMENT & AUDIT COMMITTEE

The Hon. Chris Pearce (Chair)  
Mr Chris Baring-Gould  
Ms Amanda Derham  
Mr Paul McDonald  
Ms Jenny Potten  
Mr David Stewart

## PROPERTY COMMITTEE

Archdeacon Ray McInnes (Chair)  
Mr Chris Baring-Gould  
Mr Ron Courtney  
Mr Garry Dalton  
Ms Amanda Derham  
Mr Paul McDonald  
Mr Stephen Newton AO  
Ms Jenny Potten

## EMPLOYMENT & REMUNERATION COMMITTEE

Mr Damian Neylon (Chair)  
Mr Chris Baring-Gould  
Professor Glenn Bowes  
Ms Elizabeth Holley  
Mr Paul McDonald  
Mr Stephen Newton AO  
Mr David Stewart

## QUALITY SERVICE AND RESEARCH COMMITTEE

Dr Winsome Roberts (Chair)  
Dr Daryl Higgins  
Ms Caroline Johnston  
Mr Paul McDonald  
Ms Robyn Miller  
Mr Stephen Newton AO  
Ms Jenny Potten  
Mr David Sandison  
Dr Sarah Wise

## RESEARCH ETHICS COMMITTEE

Ms Angie Were (Chair)  
Ms Pauline Kelly (Chair)  
Ms Sally Alsop  
Mr David Giles  
The Reverend Dr Helen Granowski  
Dr Clem Gruen  
Dr Suzanne Hood  
Mr Gavin Kempin  
Dr Cas O'Neill  
Dr Sarah Wise

## FRIENDS OF ANGLICARE

Mr Ian Smith (President)  
Mr Malcolm Boyce  
Mrs Jenny Disney  
Ms Lilian Harrington  
Ms Margaret Kearsley

## NOMINATIONS COMMITTEE

Mr Damian Neylon (Chair)  
Mr John Unkles (Deputy Chair)  
The Hon Chris Pearce  
Ms Beryl Coombe

# FINANCIALS

## STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2013

### REVENUE AND INCOME

	2013 \$'000	2012 \$'000
<b>Government funds and client fees</b>		
Placement & support	28,996	22,004
Family services	21,706	20,159
Community programs	4,595	4,997
Parish partnerships & community development	840	836
<b>Funds raised by Anglicare Victoria</b>		
Tied fundraising income	2,079	1,976
Untied fundraising income	2,622	2,568
Bequests	1,094	998
Net investment income	2,246	2,688
<b>Total revenue and income</b>	<b>64,178</b>	<b>56,226</b>

### EXPENDITURE

<b>Services provided to children, young people &amp; families</b>		
Placement & support	31,548	23,670
Family services	20,038	19,168
Community programs	5,276	5,711
Parish partnerships & community development	2,383	2,690
<b>Infrastructure, support and governance costs</b>		
Quality assurance, audit & other legislative compliance costs	728	843
Property (rents & maintenance), vehicles & technology infrastructure	1,702	1,469
<b>Staff wellbeing, advocacy and community relations</b>		
Staff development and training	522	554
Research and advocacy	537	567
Building relationships with community, schools, parishes and media	1,721	1,802
<b>Total expenditure</b>	<b>64,455</b>	<b>56,474</b>
<b>Net operating deficit</b>	<b>(277)</b>	<b>(248)</b>
Grant to Anglicare Victoria Childrens Foundation	(441)	(868)
Net gain/(loss) on sale of plant, equipment & investments	286	(1,076)
Unrealised impairment losses on investments (AASB 139)	(15)	(48)
Impaired plant and equipment	(69)	(44)
<b>Deficit for the year</b>	<b>(516)</b>	<b>(2,284)</b>
<b>Other comprehensive income</b>		
<b>Items that may be reclassified subsequently to surplus or deficit</b>		
Net change in fair value of available-for-sale financial assets	2,144	(620)
<b>Other comprehensive surplus /(deficit)</b>	<b>2,144</b>	<b>(620)</b>
<b>Total comprehensive surplus /(deficit) for the year</b>	<b>1,628</b>	<b>(2,904)</b>

### REPRESENTED BY

#### Operating activities

Provision of direct services to children, young children and families, including infrastructure and support services

2013  
\$'000

2012  
\$'000

(7,800)

(7,880)

#### Non-operating activities

Net gain/(loss) on sale of plant and equipment & investments

286

(1,076)

Unrealised impairment losses on investments (AASB 139)

(15)

(48)

Plant and equipment written off

(69)

(44)

#### Anglicare Victoria's contribution of resources

Net fundraising income

4,183

3,946

Net investment income

2,246

2,688

Bequests received

1,094

998

Grant to Anglicare Victoria Childrens Foundation

(441)

(868)

#### Other comprehensive income

Net change in fair value of available-for-sale financial assets

2,144

(620)

**Total comprehensive surplus /(deficit) for the year**

**1,628**

**(2,904)**

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2013

### ASSETS

Cash and cash equivalents	5,588	4,141
Trade and other receivables	2,741	1,983
<b>Total Current Assets</b>	<b>8,329</b>	<b>6,124</b>
Investments	24,015	24,298
Property, plant and equipment	16,530	16,110
Intangible assets	243	-
<b>Total Non-Current Assets</b>	<b>40,788</b>	<b>40,408</b>
<b>Total Assets</b>	<b>49,117</b>	<b>46,532</b>

### LIABILITIES

Trade and other payables	4,016	3,765
Provisions	100	-
Employee benefits	3,540	3,244
Deferred income	5,055	5,023
<b>Total Current Liabilities</b>	<b>12,711</b>	<b>12,032</b>
Employee benefits	1,571	1,443
Deferred income	1,000	850
<b>Total Non-Current Liabilities</b>	<b>2,571</b>	<b>2,293</b>
<b>Total Liabilities</b>	<b>15,282</b>	<b>14,325</b>
<b>Net Assets</b>	<b>33,835</b>	<b>32,207</b>

### EQUITY

Establishment corpus	23,767	23,767
Reserves	13,418	11,274
Accumulated losses	(3,350)	(2,834)
<b>Total Equity</b>	<b>33,835</b>	<b>32,207</b>

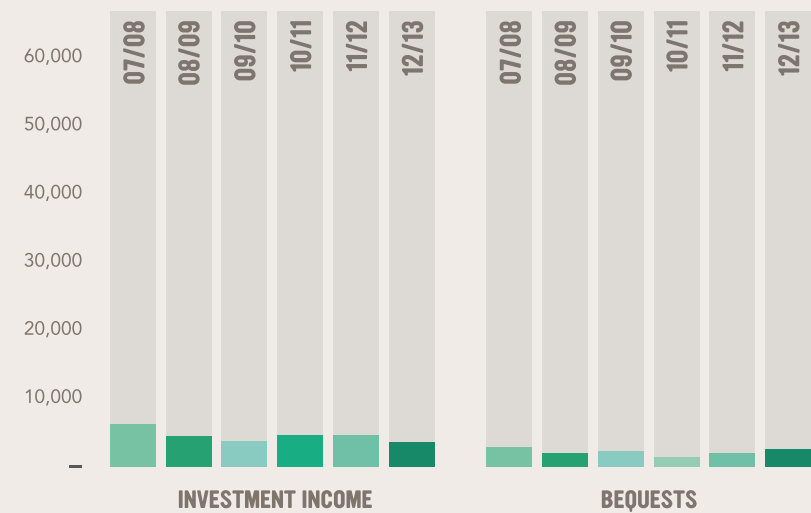
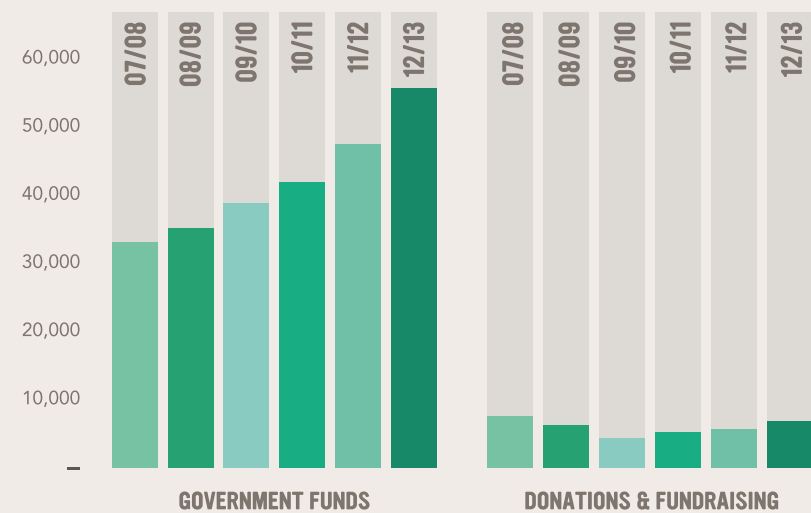


# FINANCIALS

## REVENUE & INCOME

	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13
Government funds	33,384	35,538	39,039	42,525	47,996	56,137
Donations and Fundraising	4,977	4,668	3,528	4,259	4,544	4,701
Investment income	3,099	2,320	2,224	2,603	2,688	2,246
Bequests	1,176	866	1,244	144	998	1,094
Total	42,636	43,392	46,035	49,531	56,226	64,178

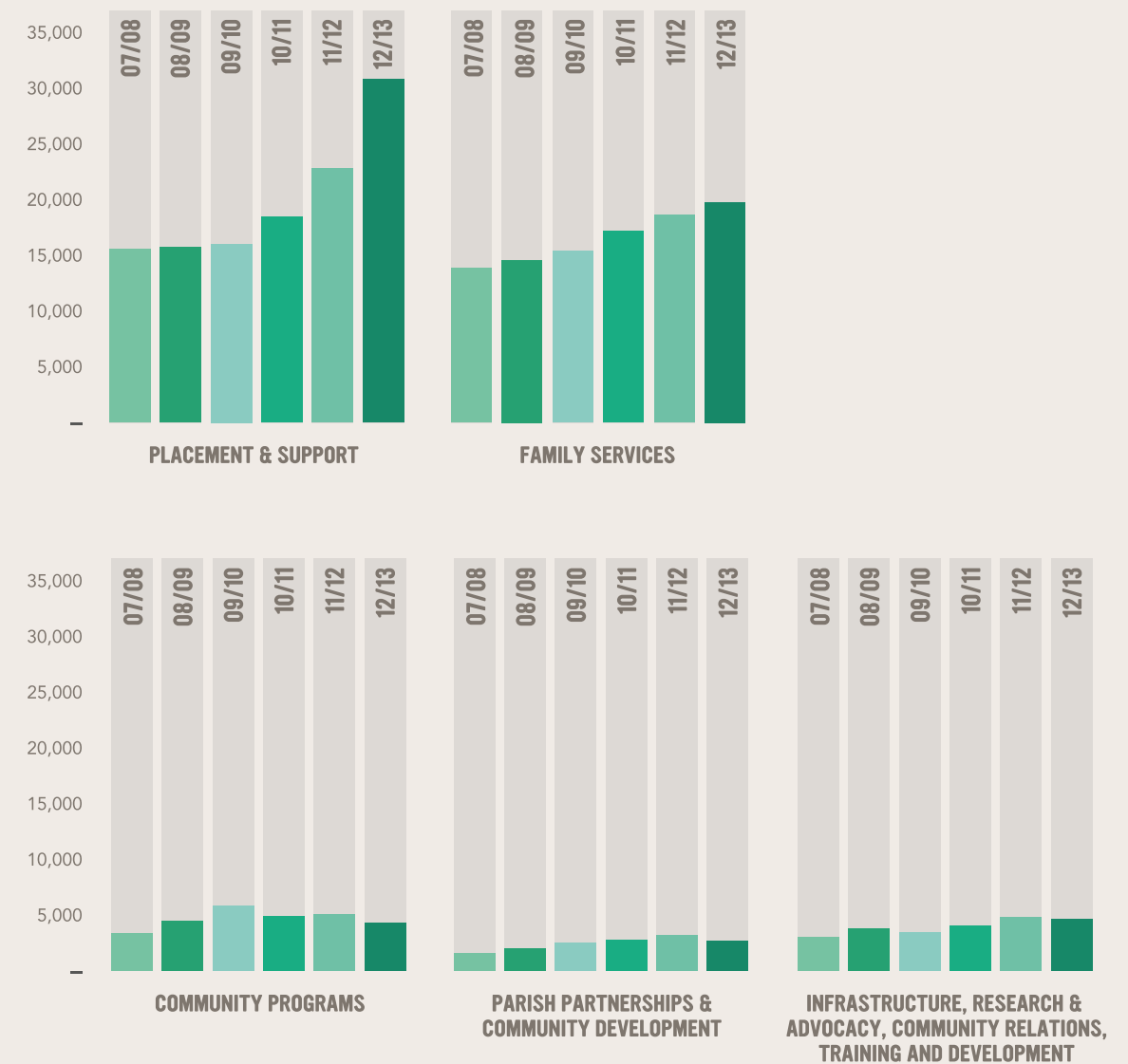
## SOURCES OF INCOME



## SERVICES PROVIDED TO CHILDREN, YOUNG PEOPLE & FAMILIES

	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13
Placement & Support	15,957	16,207	16,825	19,053	23,670	31,548
Family services	14,739	15,704	16,098	18,319	19,168	20,038
Community programs	4,312	4,656	5,932	5,393	5,711	5,276
Parish partnerships & community development	1,349	1,501	1,949	2,530	2,690	2,383
Infrastructure, research and advocacy, community relations, training and development	3,872	4,381	4,277	4,624	5,235	5,210
Total	40,229	42,449	45,081	49,919	56,474	64,455

## EXPENDITURE ON SERVICES AND SUPPORT ACTIVITIES



# MAJOR CONTRIBUTORS

**WE WISH TO ACKNOWLEDGE THE SIGNIFICANT CONTRIBUTIONS OF MANY ORGANISATIONS AND ESTATES DURING THE FINANCIAL YEAR. THE BOARD, MANAGEMENT AND STAFF ARE EXTREMELY GRATEFUL FOR THEIR WONDERFUL SUPPORT.**

## TRUSTS & FOUNDATIONS

Alec Prentice Sewell Gift  
ANZ Trustees Ltd  
Barrett Family Trust  
Bell Charitable Fund  
Beverley Jackson Foundation  
Bird Family Charitable Trust  
Brian M Davis Charitable Foundation  
Collier Charitable Fund  
Community Services Trust  
Dimmick Charitable Trust  
Douglas & Philip Young Charitable Trust  
Equity Trustees Limited  
Eric & Elizabeth Gross Foundation  
Flora & Frank Leith Charitable Trust  
Hanlon Foundation  
Helen Macpherson Smith Trust  
HMA Foundation  
Hulbert Foundation  
Ian Potter Foundation  
Jack Brockhoff Foundation  
Jamian Family Trust  
Joan & Peter Clemenger Trust  
John T Reid Charitable Trusts  
Kilwinning Trust  
Lord Mayor's Charitable Foundation  
Invergowie Foundation  
Macquarie Bank Foundation  
Marrich Charitable Foundation

Mavis & Bill Jennings Foundation  
Marian & E H Flack Trust  
Newsboys Foundation  
Peter Isaacson Foundation  
Prescott Family Foundation  
R E Ross Trust  
Rosskim Pty Ltd  
Russell Foundation  
Sidney Myer Fund  
The Queen's Fund  
Tyler House Trust  
Vera Moore Foundation  
Walter & Eliza Hall Trust  
Ward-Ambler Foundation  
Whitbread Foundation  
Will & Dorothy Bailey Charitable Gift  
William Angliss (Vic.) Charitable Fund

## BEQUESTS & ESTATES

A G Birch Trust  
Annette Heslop Estate  
Annette Marie McWaters Estate  
B C Naylor Estate  
Beatrice Edith Bourke Estate  
Beatrice Louise Glascodine Estate  
Betty Emma Griffiths Estate  
Edmund George Barker Estate  
Edna C Curwen-Walker Charitable Trust  
Enid Grace Budds Estate  
Florence & Melville Hughes Trust

Frank & Sybil Richardson Charitable Trust  
Frederick Shepherd Trust  
Frederick William Roper Trust  
Gertrude Hemmings Endowment Fund  
G F Matthews Estate  
Grace & Herbert Foulkes Charitable Trust  
Grace Horton Charitable Trust  
Helen Jean Gordon Estate  
Hemalatha Harry Estate  
Henry B Smith Charitable Trust  
Jim & Rosemary Gibson Estate  
Joe White Bequest  
John Scholes Estate  
Kathleen Louisa Curwen-Walker Charitable Trust  
Leila Rachel Paterson Estate  
Lily Maude Payne Charitable Trust  
L I Roach Estate  
Llewellyn Evans Trust  
Margot Patricia Rowse Estate  
Marjorie Violet McCauley Estate  
N J Horton Charitable Fund  
N J Horton & Grace Horton Charitable Fund  
Noel Dixie Rees Estate  
Norma Bath Estate  
Norma Nicholas Estate  
Norma R Geal Estate  
Dr William Alexander Dott Estate

## BUSINESSES

101 Collins Street Pty Ltd  
3BA (Radio Ballarat Pty Ltd)  
AccessPay  
Achievement Cleaning Services Pty Ltd  
ACS Financial  
Alerton Australia  
Bayley Foundation Pty Ltd  
Engenius Software Pty Ltd  
Darley Australia Pty Ltd  
Devtree Pty Ltd  
Jaytect  
Jemena  
Joned Pty Ltd  
Ledar Australia Pty Ltd  
Ligeti Partners Lawyers  
Local Roadways Pty Ltd  
Max Bright & Sons  
Mulnot Pty Ltd  
My Little Patch  
PPT Financial Pty Ltd  
TalentPartners  
The Good Guys, Niddrie

## SCHOOLS

Beaconhills Christian College  
Caulfield Grammar School, Caulfield  
Glen Waverley Secondary College  
Ivanhoe Girls Grammar School  
Korowa Anglican Girls' School  
Melbourne Girls Grammar School, Merton Hall  
Melbourne Grammar School  
Melbourne Grammar School, Wadhurst  
Mentone Grammar School  
Overnewton Anglican Community College  
Trinity College  
Yarra Valley Grammar School

## CHURCHES AND AUXILIARIES

All Saints' Barwon Heads Opportunity Shop  
All Saints' Rosebud  
All Saints' Newtown/Geelong West  
All Souls' Sandringham Opportunity Shop  
Anglican Diocese of Ballarat

Anglican Diocese of Gippsland  
Anglican Diocese of Melbourne  
Anglican Diocese of Wangaratta  
Anglican Mothers Union Hamilton  
Anglican Parish of Altona/Laverton  
Anglican Parish of Ararat  
Anglican Parish of Avon, Stratford  
Anglican Parish of Box Hill  
Anglican Parish of Gisborne  
Anglican Parish of Ocean Grove with Barwon Heads  
Anglican Parish of Wandin/Seville & Mt Evelyn Golden Opportunity Shop  
Anglican Parish of Wangaratta West & the Warbys  
Anglican Parish of Wonthaggi/Inverloch  
Anglicare Victoria Camberwell Auxiliary  
Anglicare Victoria Eltham Auxiliary  
Anglicare Victoria Rosanna Auxiliary  
Anglicare Victoria Strathmore Auxiliary  
Anglicare Victoria Sunshine Auxiliary  
Anglicare Victoria Vermont Auxiliary  
BICCY's Opportunity Shop (Brighton Inter-Church Council)  
Christ Church Brunswick  
Christ Church South Yarra  
Church of the Ascension Burwood East  
Holy Trinity Surrey Hills  
Holy Trinity Cathedral Wangaratta  
New Wave Christian Fellowship  
St Andrew's Brighton  
St Andrew's Brighton Opportunity Shop  
St Dunstan's Camberwell  
St Francis in the Fields Mooroolbark  
St George's Travancore  
St John's Bentleigh  
St John's Camberwell  
St John's Diamond Creek  
St John's Malvern East  
St Linus' Merlynston  
St Luke's Mulgrave  
St Margaret's Eltham Charitable Trust  
St Mary's Community Store, Sunbury  
St Mary's Fossick & Find Opportunity Shop, Morwell  
St Mary's North Melbourne  
St Matthew's Cheltenham  
St Matthew's Kalorama  
St Oswald's Glen Iris  
St Peter's Leongatha Opportunity Shop

St Peter's Ballarat Opportunity Shop  
St Peter's Eastern Hill Melbourne Charitable Foundation  
St Silas' & St Anselm Albert Park  
St Stephen's & St Mary's Mount Waverley  
St Thomas Burwood  
The Salvation Army Wangaratta Corps  
Toorak Ecumenical Opportunity Shop  
Victory Life Wangaratta  
Wangaratta Lutheran Opportunity Shop  
Wangaratta Uniting Church

## COMMUNITY

Anglican Men's Society – Bill Brady Welfare Organisation  
City of Whittlesea  
Country Women's Association of Victoria, Rosebud  
Darley Australia Pty Ltd  
Gippsland Region Girl Guides  
Lions Club of Bright  
Lions Club of Mooroolbark  
Lions Club of Oakleigh  
Maribyrnong City Council  
Military & Hospitaller Order of Saint Lazarus of Jerusalem  
Monash Community Group  
Rotary Club of Bright  
Rotary Club of Drouin  
Strathmore Community Services Ltd  
The Footmen Club  
United Way Ballarat  
Wellington Shire Council



**MANY INDIVIDUALS AND FAMILIES HAVE CONTRIBUTED TO ANGLICARE VICTORIA DURING THE FINANCIAL YEAR AND THE BOARD, MANAGEMENT AND STAFF THANK EACH AND EVERY ONE OF THEM. WITHOUT THEM WE WOULD NOT BE ABLE TO PROVIDE THE QUALITY AND EXTENT OF CARE AND SUPPORT TO OUR CLIENTS THAT WE DO.**



# ANGLICARE 2013



TO ALL THE PEOPLE WHO GENEROUSLY  
GIVE TO US. WE COULD NOT DO OUR  
IMPORTANT WORK WITHOUT YOU

## APPEAL DONORS

Individuals donating to our appeals have helped us to alleviate hardship during winter, nurture children at Christmas, enhance educational support for vulnerable children in March and support young people in September.

## CARE PARTNERS REGULAR GIVING

Members of our regular giving program provide essential and predictable funds that enable us to offer children, families and young people a little bit more. This can include food hampers for families in need, swimming lessons or music classes for disadvantaged children and enabling more people to access programs in demand.

### HIGHLIGHT

Over 60 people responded to a letter from our Chief Executive Officer by joining our regular giving program in 2013. This increased our monthly income by over \$2,500, significantly enhancing our ability to meet increasing needs for our services.

## TRUSTS AND FOUNDATIONS

Fifteen philanthropic trusts provided grants totalling nearly \$1.2 million in support of 16 of our programs and initiatives during the reporting period. This significant support is fundamental to us being able to maintain important programs which do not attract government funding and to introduce innovative new responses to emerging and complex needs.

### HIGHLIGHT

Many children and young people living in care experience very poor educational outcomes. With the support of the Helen Macpherson Smith Trust, the Vera Moore Foundation, and the R.M. Ansett Trust administered by Equity Trustees, we have employed three specialist educators and commenced trialling the provision of a range of direct supports designed to lift the educational outcomes of this cohort to give them a better chance to become healthy, happy, productive, responsible and connected adults.

## CORPORATE PARTNERS

Anglicare Victoria welcomes support from businesses who can contribute via sponsorship, corporate volunteering, event participation, pro-bono support and workplace giving. This year we welcomed new corporate partner Jemena, who have implemented a new education program at the Anglicare Victoria Broadmeadows Women's House which gives our clients the opportunity to learn new skills in a safe and secure female only environment.

## BEQUESTORS

We appreciate the foresight of supporters who left a lasting legacy through a gift to Anglicare Victoria in their Will. We also appreciate the generosity of their families in supporting these wishes.

Bequests enable us to reach out to more disadvantaged families, children young people and individuals through both traditional programs and innovative new services.

## COMMUNITY PARTNERS

We are grateful to the many schools, parishes and community groups who generously support our work through financial and material donations, volunteering and promotion.

### HIGHLIGHT

This year, Anglicare Victoria and Ballarat Grammar collaborated on a Christmas card design competition for senior students. Over 30 entries were received and the winning design by Year 10 student, Elizabeth Wilson, has been made into a Christmas card available for purchase from Anglicare, Ballarat Grammar and the Diocese of Ballarat.

We hope to engage more schools in this activity in 2014, giving students the opportunity to contribute to this area of our fundraising while having the opportunity to see their art published.



# JOIN US!

**WHILE MUCH OF OUR WORK IS FUNDED BY GOVERNMENT, WE RELY ON YOUR GENEROSITY – AS INDIVIDUALS, BUSINESSES AND COMMUNITY ORGANISATIONS – TO ENABLE US TO GO ABOVE AND BEYOND IN PROVIDING INNOVATIVE SERVICES THAT OFFER REAL CHANGE FOR VULNERABLE CHILDREN, YOUNG PEOPLE AND FAMILIES.**

**There are many ways to get involved and we are always keen to hear from people interested in supporting our work.**

Here are 10 simple ways that you can make a real and positive impact on the lives of vulnerable children, young people and families.

1. Donate to our appeals online at [anglicarevic.org.au](http://anglicarevic.org.au) or by phoning 1800 809 722.
2. Become a foster carer and provide a stable and loving home for children unable to live with their birth families. Friends and respite carers are also needed. Information sessions are advertised on the events page at [anglicarevic.org.au](http://anglicarevic.org.au).
3. Join our regular giving program to provide ongoing funding by direct debit donations. Phone our Donor Relations Manager on 9412 6133 for details.
4. Help us make sure every child we support receives a Christmas gift and families in need can have a special Christmas meal. Donations to our annual Toy and Food Appeal can be left under the Christmas tree to be located at 101 Collins Street or phone 9412 6133 to arrange a collection.
5. Remember Anglicare Victoria in your Will to make a lasting impact. Talk to our Planned Giving Coordinator on 9412 6133 for more information.
6. Become a valued member of the Anglicare Victoria team by applying for paid or volunteer positions advertised on our website at [anglicarevic.org.au](http://anglicarevic.org.au)
7. Keep up-to-date with our work by following us on twitter, liking us on Facebook, or sharing our Youtube videos with your friends.
8. Talk with your employer about supporting our programs through sponsorship, workplace giving or corporate volunteering.
9. Network with likeminded people at events ranging from informative seminars to our annual gala event - Dinner with the Angels. Phone our Events Manager on 9412 6133 for information.
10. Phone our Donor Relations Manager on 9412 6133 to discuss how you can make a major gift to support a specific program.



# OUR OFFICES

## CENTRAL OFFICE

**Collingwood**  
103 Hoddle Street  
Collingwood VIC 3067  
Ph: 9412 6133

## EASTERN REGION

**Box Hill**  
7-11 Shipley Street  
Box Hill VIC 3128  
Ph: 9896 6322

**Bayswater**  
666 Mountain Highway  
Bayswater VIC 3153  
Ph: 9721 3688

**Lilydale**  
47-51 Castella Street  
Lilydale VIC 3140  
Ph: 9735 4188

**Yarra Junction**  
Cnr Hoddle Street &  
Warburton Highway  
Yarra Junction VIC 3797  
Ph: 5967 2698

## NORTH WESTERN REGION

**Broadmeadows**  
32 Railway Crescent  
Broadmeadows VIC 3047  
Ph: 9301 5200

**Craigieburn**  
59 Craigieburn Road  
Craigieburn VIC 3064  
Ph: 9333 8380

**Lalor**  
8 Hurtle Street  
Lalor VIC 3075  
Ph: 9465 0322

**Dallas**  
Women's Community House  
PO Box 258  
Dallas VIC 3047  
Ph: 9309 9433

**Glenroy**  
32 Widford Street  
Glenroy VIC 3046  
Ph: 9306 0000

**Preston**  
239 Murray Road  
Preston VIC 3072  
Ph: 8470 9999

**Werribee**  
2 Market Road  
Werribee VIC 3030  
Ph: 9731 2500

**Yarraville**  
41 Somerville Road  
Yarraville VIC 3013  
Ph: 9396 7400

**Sunshine**  
cnr Anderson Road  
and Sun Crescent  
Sunshine VIC 3020  
Ph: 9334 1200

## SOUTHERN REGION

**Frankston**  
Level 2,  
60-64 Wells Street  
Frankston VIC 3199  
Ph: 9781 6700

**Pakenham**  
66-68 Main Street  
Pakenham VIC 3810  
Ph: 5940 9122

**Rosebud**  
1161 Pt Nepean Road  
Rosebud VIC 3939  
Ph: 5986 9900

## GIPPSLAND REGION

**Bairnsdale**  
83 Main Street  
Bairnsdale VIC 3875  
Ph: 5152 1213

**Leongatha**  
6 Smith Street  
Leongatha VIC 3953  
Ph: 5662 4561

**Morwell**  
65 Church Street  
Morwell VIC 3840  
Ph: 5133 9998

**Morwell**  
162 Commercial Road  
Morwell VIC 3840  
Ph: 5135 9555

**Warragul**  
Suite 2, 3 Barkly Street  
Warragul VIC 3820  
Ph: 5622 8600

## PARISH AND COMMUNITY DEVELOPMENT

**Ballarat**  
14 Victoria Street  
Ballarat VIC 3350  
Ph: 5332 9788

**Clayton**  
Dixon House  
2 Dixon Street  
Clayton VIC 3168  
Ph: 9543 8911

**Melbourne**  
Lazarus Centre,  
15 Gisborne Street  
Melbourne VIC 3000

**Fitzroy**  
Mission House  
122 Napier Street  
Fitzroy VIC 3065  
Ph: 9486 0445

**Sale**  
149 Cunninghame Street  
Sale VIC 3850  
Ph: 5144 1100

**Wangaratta**  
24 Ely Street  
Wangaratta VIC 3676  
Ph: 5722 9890





EVERY MONTH 365 DAYS OF  
CHANGING  
LIVES  
EVERY YEAR  
WE CHANGE LIVES



# 365 DAYS OF CHANGING LIVES

Anglicare Victoria  
103 Hoddle Street  
Collingwood VIC 3066  
1800 809 722  
[info@anglicarevic.org.au](mailto:info@anglicarevic.org.au)

[twitter.com/anglicarevic](https://twitter.com/anglicarevic)  
[facebook.com/anglicarevic](https://facebook.com/anglicarevic)  
[youtube.com/anglicarevic](https://youtube.com/anglicarevic)

**ANGLICAREVIC.ORG.AU**



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