

# NAVIGATING THE FUTURE

ANNUAL REPORT 2015



# A GUIDE TO LIFE'S LONG JOURNEY

## NAVIGATING THE FUTURE

Over the past 12 months, Anglicare Victoria's ever growing team of staff, volunteers and supporters has nurtured babies, raised children, guided young people and supported families through every stage of life's journey. We work hard so those who seek our help get a better chance at life.









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

**OUR VISION** IS TO RESOURCE AND EMPOWER  
CHILDREN, YOUNG PEOPLE AND FAMILIES  
TO ACHIEVE THEIR FULL POTENTIAL BY  
PROVIDING QUALITY INNOVATIVE SERVICES,  
PROMOTING SOCIAL JUSTICE AND  
STRENGTHENING LOCAL COMMUNITIES.

Message from the Archbishop	06
Message from our Chairman	07
Message from our CEO	08
Parents & Babies	09
Children	15
Kids	21
Young People	27
Families	33
The Future	39
Staff	41
Volunteers	43
Major Contributors	45
The Board	48
Executive Management Group	49
Council & Committees	50
Financials	51
Join Us	55
Our Offices	56



# MESSAGE FROM THE ARCHBISHOP



**The stories of hope that fill this Annual Report are a testament to the strength of the human spirit.**

They are stories of change and growth in the most difficult circumstances - individuals fighting against all manner of darkness in their lives to do what is best for themselves and their families.

Certainly, the children, young people and families whose lives have been touched by Anglicare Victoria over the past year, are among the most vulnerable in the state. Their lives are often lonely, stressful, and complicated. Too often they have been born into disadvantage and feel themselves victims in a cycle that, in a moral society, they should not have to struggle against.

These people should remind us of our collective responsibility to the weakest among us - and to ourselves. Without the help of Anglicare Victoria, each of these stories might have different outcomes. But, with support and a sense of community, the people described in this Annual Report have found the strength and courage necessary to overcome adversity.

Together with local parish groups, Anglicare Victoria acts as a catalyst for the kind of change just described. Far from being an organisation of "handouts", it is sophisticated and broad-based, with the aim of providing permanent, life-changing assistance. Though spurred on by love and moral courage, evidence and research provide a solid foundation for the agency's work.

The impact of this work is far reaching. The more than 80,000 Victorians who came into contact with the agency this past year included children in out-of-home care, young, unaccompanied refugees, struggling families, the homeless and young people who'd become unsure of their place in the world.

Anglicare Victoria works so that theirs may be stories of hope, love and strength. It is the agency's mission to create a more just society by expressing God's love through service, education and advocacy. There is a worthy vision, one which properly calls for our support in prayer, volunteering and financial giving.

I commend to you this Annual Report.

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

# MESSAGE FROM OUR CHAIRMAN



## **Organisations like Anglicare Victoria have an obligation to lead the way in shaping the future of the welfare sector.**

Anglicare Victoria's role in supporting many of Victoria's most vulnerable children, young people and families means that we are faced with constant and varied challenges. These challenges, however, gives us a deep understanding of the welfare sector.

In the current environment, we face an increasing demand for services and considerable constraints on government funding. It is therefore imperative that we keep asking whether the way we have done things in the past is, in fact, the right way to do things into the future.

One example of how we question the status quo can be found in our Research Department. Our Research Department seeks to ensure that our work is assessed on objective criteria and not merely on our good intentions. The research we produce provides the basis for improving our systems and the quality of care that we deliver.

The past year has seen a considerable amount of activity around service standards and outcomes.

I am proud to say that we achieved outstanding results from a number of external audits. One of the more comprehensive assessments took place as part of the Department of Human Services Standards Enhanced Accreditation Review. We achieved a 100 per cent result across 27 different indicators. This is a magnificent achievement. The QIP External Assessment Team commented on our "outstanding culture, environment and commitment" and, in particular, on "the genuine excitement

that staff feel in working for the organisation". The team also noted the high regard that all external stakeholders have for our collaborative approach and our positive relationships with others in the sector.

During this year the merger of Anglicare Victoria and St Luke's Anglicare was cemented. The merger has been an overwhelming success and has strengthened both agencies. I thank all staff across St Luke's and Anglicare Victoria for the way in which they have embraced the merger of the two organisations.

At the end of the financial year the agency had 1,309 staff members working from 90 different sites across the state. In addition, the practical help of more than 1,700 volunteers and the financial support of the many donors, trusts, foundations, schools, churches, auxiliaries, businesses and community organisations has made our work possible. The collective effort of all of these people – staff, volunteers, financial supporters – has helped change the lives of over 80,000 people in our community. I thank everyone who was part of this incredible achievement.

This Annual Report is a testament to their efforts over the past year.

**Damian Neylon**  
Chairman



# MESSAGE FROM OUR CEO



When we look back at our lives, it's the "coming of age" moments that we remember: going to school, leaving home, finding a job, seeking travel, finding love, bringing home baby, becoming a family, only to begin the whole cycle again.

In my own family I have enjoyed these moments of celebration and joy, and for many of us they are our home experience.

But I am keenly aware that, for the children, youth and families that we work with at Anglicare Victoria, these moments are, too often, precarious life stages.

Bringing home baby can be terrifying for those who have grown up in care or without role models. Going off to school is a fearful experience for children in care who feel different to the others. Leaving home is yet more fear, with the leaving care age stuck at 18 years – before many of our young people are prepared for such responsibilities.

Even love can lose out to desperation, dysfunction, and sometimes violence. For too many of our clients, precious life moments become profound life challenges.

This year's Annual Report reflects this life journey and the role that Anglicare plays at these and other times in our clients' lives. Because these are also moments where great advancement and life change can occur - if the right help is at hand.

Anglicare's array of services and interventions recognise this insight, and this Annual Report reflects our year's work through this paradigm.

The report describes our clients' achievements across all stages of life, from young mothers working with Cradle to Kinder, to the young people and volunteer mentors of Boys will be Men, to the tens of thousands of parents who participate in our Parentzone programs. For the first time it captures the work of the merged St Lukes and Anglicare Victoria, and it outlines the hours and efforts that go to make us one of the most responsive and effective home based care programs in the country.

I hope this report resonates with you and your imagination and expectation of what Anglicare sets out to do.

It will, I hope, demonstrate to you the vision, the liveliness and the mission of the organisation. We hope to communicate our dedication to breaking the cycle of disadvantage so many of our clients have been overcome by, and our determination that when our clients look back on life, they should see their fair share of joyful moments.


When all is said and done, this is what matters to Anglicare Victoria.

**Paul McDonald**  
CEO

# SUPPORTING MUMS AND DADS FROM THE BEGINNING

## Happy parents make strong homes

At Anglicare Victoria, we know that good parents don't come in a mould. So we work to help parents of all kinds be the best they can be. Because that's what's best for baby.

**A BABY IS BORN**   
**BECOMES**  **A CHILD**   
**GOES TO SCHOOL**   
**BECOMES**  **A YOUNG ADULT**  
**EXPLORES THE WORLD**   
 **AND STARTS A FAMILY**







## WE PLACED 2091 BABIES, CHILDREN AND YOUNG PEOPLE WITH FOSTER CARERS

### Training leads to successful fostering

Every child deserves a home. When a child's parents can't provide that, Anglicare Victoria's foster carers step in to fill the gap. Last year, Anglicare Victoria placed 2091 babies, children and young people with loving foster carers.

Our carers know that love and good intentions are not enough. Different parenting techniques and philosophies are required, as most of the children that are taken into care have specific needs. For example, very young children going into care often have developmental complications or delays, and older children have often experienced trauma of some kind.

It's a tough job, but carers go in well prepared. Every carer undergoes a rigorous education and training program as an essential part of their assessment and accreditation.

For carers who want to foster babies and toddlers, the program is more stringent. Practices that were seen as appropriate and safe even a year ago may have changed. And, as any parent knows, babies are hard work!

To help carers manage the challenges of newborns, "baby" foster carers have additional training focused on nutrition, discipline, sleeping routines and safe sleeping practices, crying, baby immunisation and safety standards.

And the training doesn't end there. Foster carer support teams run regular workshops on everything from healthy eating to dealing with temper tantrums.

Because there's no job more important than caring for a child.



OUR CARERS KNOW THAT LOVE AND GOOD INTENTIONS ARE NOT ENOUGH. DIFFERENT PARENTING TECHNIQUES AND PHILOSOPHIES ARE REQUIRED, AS MOST OF THE CHILDREN THAT ARE TAKEN INTO CARE HAVE SPECIFIC NEEDS.





## From Cradle to Kinder

When life throws up the unexpected, even the most rewarding parts of life can seem all too much. So when young mums and dads aren't prepared for the challenges of parenthood, Cradle to Kinder (C2K) steps in to help them stay in control of their futures.

This ante and postnatal support service provides intensive family and early parenting assistance for vulnerable mums and their children. The program is unique in that it's the only service to support the family from when their children are born, until they turn five.

The process is pretty simple; we get in early with intensive, preventative assistance for vulnerable families. Mums identified as "at risk" are assigned a C2K worker to provide wrap-around support.

Together with a multidisciplinary team, the worker provides on-going, practical help. This ranges from support with maintaining a healthy pregnancy, to targeted education around child development and parenting techniques, including sleeping, feeding and routines.

Most importantly, C2K workers develop a relationship with the family, building confidence and inspiring young parents to make positive decisions that benefit them and their children.

Over the past year, Anglicare Victoria C2K workers have spent over 8000 hours supporting 65 young families across Victoria in their efforts to break the cycle of disadvantage. Because when parents are doing a great job, everyone thrives.

## GROWING UP TOO FAST



## BARB, THE "BABY MUM"

### NO ONE KNOWS BETTER THAN BRIANNA\* HOW HARD IT IS TO BE A GOOD PARENT.

Growing up in out-of-home care, Brianna was short on parenting role models. By 17, she was pregnant with her first child, homeless, and had no money to buy even the essentials for her baby.

But Brianna was determined to do better for her son. Before her baby was born, she was referred to the Cradle to Kinder (C2K) program, where she received the advice and support she needed to look after him properly.

Her C2K case manager helped her with the emotional and practical preparation necessary for the arrival of her son. She was helped to find housing, she now has her driver's license, and she's returned to education.

Her son was recently diagnosed with autism. That news has brought fresh challenges, but day by day, and with the guidance of her C2K worker and her own grit, she remains positive and is giving her toddler the best start in life that she can.

### BARB O'DONNELL HAS BEEN LOOKING AFTER BABIES FOR 26 YEARS.

Barb and her husband Terry joined Anglicare Victoria as foster carers when her two sons were seven and nine, and since then they've cared for over 100 babies. Now, Barb says she thrives on it.

"They call me the baby mum. I've always got a baby with me, and if I don't they ask me why not."

Barb and Terry look after newborns, including babies who have been relinquished by their parents and those who've been removed from their families for their own safety.

She says she often visits premature babies in hospital, in the days and weeks before they're released into her care. "We're sort of like their mums," she explains. "It's best for that child to bond with a person, rather than just a nurse."

Three of those babies stayed with them in permanent care, and Barb says the eldest of the three is about to get married. "I'm proud of what he's achieved," she says. "And I know we helped him."



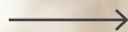
# SUPPORTING CHILDREN THROUGH TOUGH TIMES



## Growing up healthy and happy

Every child has the right to live, to be free, and to feel safe. But when life throws up the unexpected, sometimes parents can't provide those things. This past year, we supported thousands of young families to support them through these difficult times, so their children could grow up healthy and happy.





# WORKING TOGETHER

Childhood is short, so we work to ensure young children in our care get the most from it. We have a diverse range of evidence-based programs that support parents of all kinds to do the best for their children **and themselves. We believe a parent is the expert in their own life,** so we work with them, not against them. We aim high for children and families in our care.

# BEING THERE FOR YOUNG MOTHERS



## Banishing the baby blues

Broadmeadows Women's Community House exists to support local women through all stages of life, including childbirth. Pregnancy and living with very young children often brings downs to match the ups, and 1,800 Australian parents each week are now diagnosed with antenatal or postnatal depression.

So as part of a suite of programs run out of the Women's Community House, the Beyond Baby Blues playgroup supports mothers to become more confident and build social supports through this difficult period.

Mothers and their children meet weekly to engage in supported play, where a facilitator encourages activities and discussions around caring for children.

It's also about learning how to just "play". Quality "play" time has an important role in strengthening the bonds between parent and child, which impact on their learning, development and future relationships. "Many of these mothers are so busy managing the house, they have trouble relaxing and actually playing with their children," said Keklik Aydin, who facilitates the group along with Hanan Elzanaty.

"It's a win-win all round. The mothers' confidence grows, the children have quality time with their mums, and they all make new connections and friendships."

The group is open to all women, though many who choose to access the service are refugees, or have English as a second language and suffer from feelings of isolation.

The group helps these women feel part of a community, giving them the confidence to participate in other programs run by the women's house, such as seminars on saving electricity and other life skills, organised social outings and weekly craft groups.

Over the past year, 292 women and children accessed the Broadmeadows Women's House, some on a weekly basis, and an estimated 1235 people attended their events.



**"MANY OF THESE MOTHERS ARE SO BUSY MANAGING THE HOUSE, THEY HAVE TROUBLE RELAXING AND ACTUALLY PLAYING WITH THEIR CHILDREN"**

## BECOMING A FOSTER CARER



### BILLY\* SPENT THE FIRST 18 MONTHS OF HIS LIFE IN A COT.

When Laura, a 25-year-old foster carer, first met Billy in 2013, he had multiple, severe development problems as a result. He also had untreated congenital hearing loss.

This neglect deprived Billy of the opportunity to develop speech and the social or emotional skills that come with normal bonding and attachment to a parental figure.

The past two years have seen Laura dedicate herself to helping Billy, now four, overcome his many challenges. She took classes in Auslan, established a routine, and showed him what it's like to have a loving parent.

At the same time, she has been a foster mum to baby Jane\*, juggled part-time work and studied.

Today, Billy is in mainstream kindergarten and, thanks to Laura's dedication, he has a bright future.

Laura became a foster carer three years ago, and has welcomed into her Gippsland home around 70 children on respite or emergency placements and looked after more than 30 different foster children.

When it's not safe for children like Billy to stay at home, foster carers like Laura mean it's still possible for them to have a happy life. "I just want to help him achieve and have what children should have," Laura said.



## BRONWYN HOLDS ONTO HER KIDS

### BRONWYN IS A STRONG YOUNG WOMAN - SHE'S NEEDED TO BE.

After years of living in a violent relationship with her husband, Bronwyn found herself at risk of losing her two young children, Jane\* and Sam\*.

Bronwyn has an intellectual disability which impacts on her reading and understanding, and has made it more difficult for her to escape her situation. She told our Integrated Family Services workers that she didn't feel safe to leave the relationship.

But, at risk of losing her children, and with wrap-around support from a number of Anglicare Victoria services, Bronwyn made the decision to take action. Our programs Yaail Lung Dardee, Integrated Family Services and CHILD First worked together to provide support, and Bronwyn obtained an intervention order and left for a safe house last year.

With our support, she found the strength to attend court and won the right to look after her children.

Today Bronwyn is a different person. She manages her own finances and has saved a tiny nest egg. Her children are safe and doing well at school and childcare despite their experience of family violence.

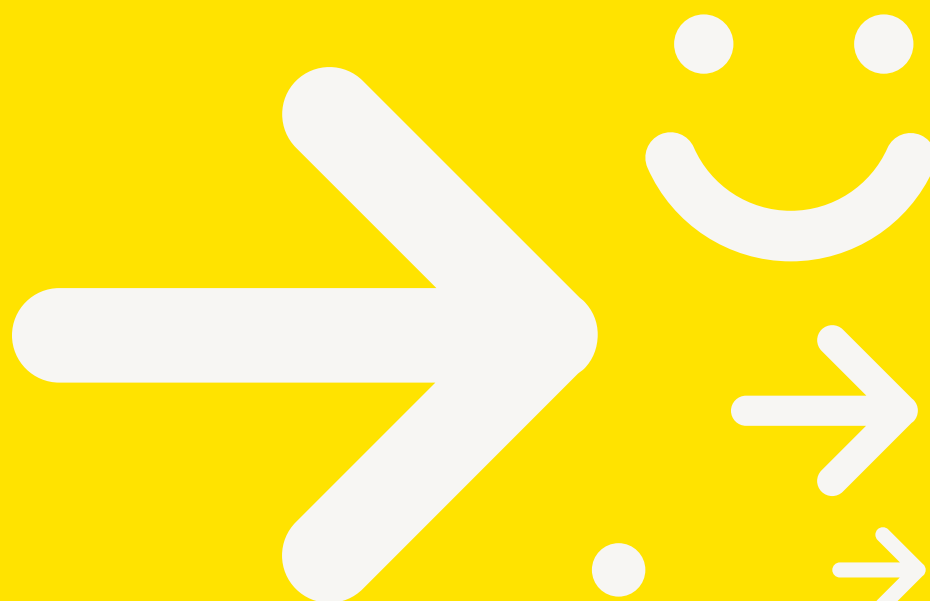
Most importantly, they're together.



→ **31174**

→ **INDIVIDUALS HELPED  
WITH EMERGENCY  
FOOD RELIEF**

→ **2173** **FAMILIES  
COUNSELLED  
BY FAMILY SERVICES**



**WOMEN &  
CHILDREN  
SUPPORTED**

**292**



**52** **INDIGENOUS MUMS AND  
TODDLERS TAUGHT TO PLAY**



# KEEPING KIDS ON THE RIGHT TRACK

ANOTHER



## Guiding kids through to adulthood

Being a kid is tough at times, but tougher still without a stable family life. These are the transition years. They are turning into mini-adults, formalising the social skills they first learned as younger children. Our programs work to fill the gaps in a young person's educational, social and emotional development that arise when their parents are struggling with life. To help our kids get on the right track.

WAY





## MANY KIDS NEED OUR HELP

### Sport opens the doors to equality

Not all kids are born with equal opportunity, particularly if they're from regional or rural Victoria. Our Sport for Higher Education program, run by David Law, dares children to dream their potential through mentoring, exploring different workplaces and meeting people who work there.

Working alongside Horsham Primary School and Horsham College, and with students in Stawell and Ararat, David and his team are helping to stem the tide of high youth unemployment in regional Victoria.

The program takes kids to meet sporting professionals who talk about the importance of setting goals, personal development and aiming for a big future.

But they also meet the people who work with the "heroes". One group of students recently returned from a trip to Sydney, where they met AFL footy player and 2014 Australian of the Year Adam Goodes and formed a mock footy team complete with players, physiotherapists, and media managers.

"The point is that not everyone can become a footy player but with passion and education, anyone can work in the industry," said David Law.

### Respect me, don't sext me

"Sexting" - the label for sending a provocative or sexual image by phone or social media - is at risk of becoming "normal" behavior for young teens. Sexting puts teens at risk of sexual exploitation and can have serious legal consequences, as the law is currently unequipped to deal with the issue properly.

Our Respect Me and Sexting & the Law programs aim to stop this dangerous practice via fun and memorable education sessions. Run by our Gippsland Community Legal Service, the programs involve mock trials in real courtrooms. Kids play out a case and discuss the dangers and consequences of inappropriate use of social media.

Judges, defence lawyers and police prosecutors get involved, telling the kids about their jobs and how they fit into the legal system.

This year, we worked with the National Trust and Gippsland Community Legal Service on courtroom dramas, Respect Me (shown at the Old Melbourne Gaol) and I've Killed My Best Mate, where students examine a case of a young man who had a horrific crash as a result of hoon behaviour, killing two of his best mates.





## Becoming a real man

It's not easy being an adolescent boy, but harder still without a proper role model. Boys who are socially disadvantaged often grow up without a father, or in a family where the father figure sets a poor example. Needless to say, they miss out on a lot.

Boys Will Be Men, part of our suite of family-violence programs, is an early intervention and prevention program, aimed at filling this gap.

The program partners with local schools to identify boys, aged 10-16, who are considered at risk of early school leaving, drug or alcohol dependence, violence or dangerous, risk-taking behaviours.

Once identified, specially-trained volunteer men take the boys on "adventure" activities, mostly in the outdoors. The majority of the boys come from single parent families, so they benefit from the opportunity to link up with positive, caring men.

Jim Allen, who oversees the program, said the volunteers taught the boys to take responsibility for their behaviour, teaching self-control, self-management and how to deal with relationship issues.

"These boys [who lack good male role models] miss out a lot," Jim said. "They miss out in terms of building a strong, masculine identity... of understanding what it means to be a man."

"The volunteers teach them how real men – men who take responsibility for their behaviour - behave."



**THE PROGRAM PARTNERS WITH LOCAL SCHOOLS TO IDENTIFY BOYS, AGED 10-16, WHO ARE CONSIDERED AT RISK OF EARLY SCHOOL LEAVING, DRUG OR ALCOHOL DEPENDENCE, VIOLENCE OR DANGEROUS, RISK-TAKING BEHAVIOURS.**

# SIBLINGS STICK TOGETHER

## JUSTIN\* AND HIS THREE YOUNGER SIBLINGS WERE AT RISK OF BEING SPLIT UP.

Their parents had always struggled to be good role models, exposing the children to drug and alcohol abuse, neglect and domestic violence. But when Justin's mum died, he and his siblings were removed from their father, and they had no extended family they could live with.

Already suffering from the loss of their mother and about to end up in care, our placement staff knew they had to do whatever it took to keep the children together.

A special residential care house was established for the family. When they first arrived, the children acted as one unit: when one felt threatened, all were threatened. The result was self-harm, abuse of staff and damage to property.

There was also a culture of inter-family violence, adding to the strain. But now the children are learning self-control and alternatives to violence. Justin is earning himself an iPod touch by helping with jobs around the house and keeping a lid on the bad language. His younger brother and sisters are focusing on 'not getting involved' and being honest with staff.

It hasn't been easy for anyone, but Justin's brother and sisters are the only family he's got left. We think that's worth fighting for.

## TEENAGE GIRLS CAN DREAM BIG



## CHELSEA IS A REGULAR TEENAGE GIRL, WITH HOPES AND DREAMS LIKE ANY GIRL IN THE COMMUNITY.

Life hasn't been easy for her. Chelsea has been living in one of our residential care units for more than three years now. She came as a fragile and frightened thirteen-year-old who had been exposed to years of neglect and abuse.

But Chelsea knows, with the support of the Youth Workers in the team she now calls her "family", she can do whatever she wants. So she's making her dreams a reality. About to finish her VCE, Chelsea is undertaking a Beauty apprenticeship with the local salon and formal training in Beauty Therapy.

A happy, confident young woman, Chelsea is now an inspiration to everyone she comes into contact with. Her future is bright.

**540** KIDS & YOUNG  
PEOPLE HELPED  
TO MANAGE THEIR DISABILITY

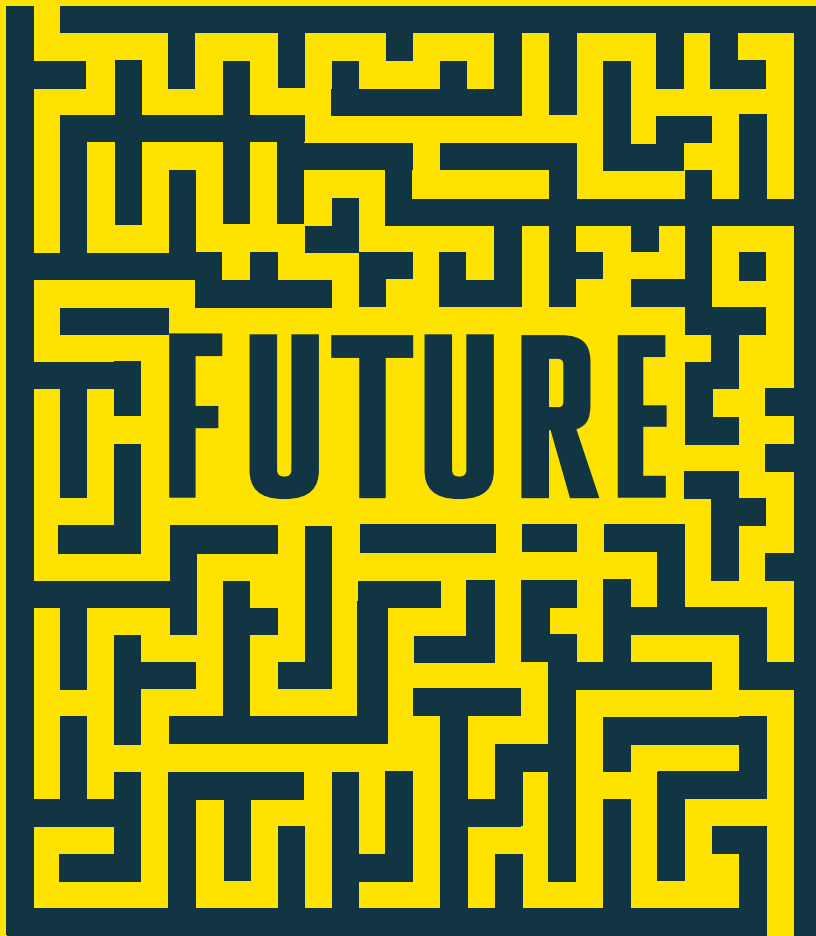
**619** CARERS VOLUNTEERED  
1,534,504 HOURS

**20** RESIDENTIAL  
CARE HOMES  
MAINTAINED

REGIONAL KIDS TAUGHT  
TO VALUE FURTHER  
EDUCATION

**450**  
**156** KIDS IN CARE HELPED  
TO NAVIGATE SCHOOL

# HELPING YOUNG PEOPLE SEE THE POSSIBILITIES



## **The path from childhood to adulthood**

The line between childhood and adulthood isn't sharp, like some administrative deadline. Many young people need our support well into their 20s. We're advocating for a flexible leaving care age for young people who need help beyond 18. We're also providing practical support, helping at-risk young people into work or education, and making sure there's a roof over their head and food in the fridge.





“I was first put into foster care when I was six. My mum put me there voluntarily, because she couldn’t cope. When I was eight, I went home but I soon asked to go back into foster care, because this time I couldn’t cope. I was looking after my brother, sister and my mum, while going to primary school and still trying to stay top of my class. Over the next nine years I lived in over 15 different foster care placements, residential care placements and finally my lead tenant placement. I had attachment issues. Actually I still have attachment issues but I’m getting better. When I was in foster care, when someone got too close, I pushed them away because I was already afraid they were going to leave. And the way I saw it, I was betraying mum by actually liking living with someone that wasn’t her. Sometimes I would purposely break down placements because the guilt got too much. I never realised what I was doing until it was too late to fix it, and I regretted it every time. Since I turned 18, I’ve been in contact with some of those foster carers and tried to explain. As a young adult, I’m now incredibly grateful for everything they taught me. A year ago I was referred to Anglicare Victoria’s Breaking the Barriers (BTB) program. At first I thought “oh God not another worker.” But the moment I met my Brooke, I thought, “she’s awesome”. It’s honestly the first thing that popped into my head. Within the first 15 minutes, we’d already planned out six things for me to get done. And

Brooke made sure that I did every single one of them. BTB helped me get a place at Victoria Uni. With Brooke’s help, I also got a job, got my learners and sorted myself out. Now I’m living in Perth, working as an executive assistant at a digital business and marketing company. I really like working, and I’m looking forward to continuing uni next year. In my spare time, I’m writing a fantasy novel, just for fun. I’ve learnt that it takes a lot of hard work to get what you want, but it’s always worth it. I just need the confidence to believe in myself.” - Jamii Burgess



# A HOME FOR YOUNG PEOPLE



## Giving children a voice

Children living in care need a voice of their own. That's the view of The Youth Movement Initiative (YMI), which was set up by St Luke's, now a division of Anglicare Victoria, to help children speak for themselves.

This group of enterprising young people, employed by St Luke's as youth advisors and advocates, know exactly what it's like to be in care. They have all experienced living in out-of-home care and are committed to helping other young people who are either in care or have left care.

Funded by the Sidney Myer Foundation, the YMI program is one of the first of its kind in Victoria. "The Future" is one of the main projects of the YMI. The team is working alongside educational coaches from St Luke's Leaving Care service to gather young people's views about how they see the future.

The team also produces a newsletter for young people in St Luke's care and for those who are leaving care.

The team advises out of home care workers, as well as advocates for young people in care. "YMI is playing a significant role in helping workers understand the stresses of being in care as far as young people are concerned," YMI Program Manager Frank Clinton said.

"It's about providing peer support, training and advice, and a voice of reason and reality."

## A place to call home

When young, homeless people step into the Kirrang Wilam youth refuge for the first time, they often burst into tears. Such is the relief that comes when they discover they have their own bedroom, and they can lock their door and help themselves to food from the fridge.

The refuge is available to people aged 16-22, who have demonstrated they're ready for change. So the young people who arrive at the refuge have already committed to changing their lives. That comes in the form of the Living Skills program where they're taught to cook, clean and look after themselves while they focus on finding more permanent accommodation and work or study.

Kirrang Wilam is about breaking the cycle of homelessness, the refuge's Team Leader, Maree McCleary, said. "It's about making them grow, I guess. Maybe a little quicker than they should have to, normally, but it's about giving them that self esteem and independence to make good decisions."

"You see them come in at 16 years old, and they don't know where they fit in the world," she said. "But then, at 19, they're living independently and sometimes studying."

The refuge has given 308 young people the opportunity to break the cycle of homelessness and secure housing since opening its doors in 2010.

## DWAYNE FINDS FRIENDS THROUGH YMI



Dwayne has always found it hard to keep friends. Now 23, Dwayne had 24 placements while in foster care. Some moves were due to behavioural issues, some because carers weren't able to cope, and some because Dwayne couldn't get along with other kids.

He linked up with the Youth Movement Initiative because, although he didn't always have the best experience through care, he realised he'd been exposed to many opportunities that he'd never taken advantage of, because of a lack of confidence.

He's now in a position to pass on advice and be a support to children in care, who feel like he did. "One of the things the YMI group has given me is the ability to be social again," Dwayne said. "As a kid you get caught up with things. Eventually you shut yourself off from everyone and kind of disconnect yourself from your emotions at the same time."

"When the YMI went on a snow trip last year, the thing I enjoyed most about it was seeing the smiles on the kid's faces," he said. "It makes me really happy to see... they don't have a care in the world, even if it's just for that small amount of time," he said. "They get to be truly happy without anything getting in the way."

## MANOO REGAINS HIS SPARK

### MANOO KNOWS WHAT IT'S LIKE TO BE ALONE.

A Kurdish refugee who had been living in Iran, he arrived in Australia by boat as an unaccompanied minor in 2012. Initially he lived with his aunt and uncle but when that didn't work out, he moved in with friends.



"I was living with friends for a year but they were smoking and drinking a lot, and I wasn't in control of my circumstances," Manoo said.

Manoo ended up staying briefly with his cousin before he was referred to Kirrang Wilam. With the help of refuge staff, Manoo was helped into transitional housing. In the 40 days he was at the refuge, Manoo said he found the support he'd been looking for to finish his studies and support himself.

"They were so friendly, and we did everything like a big family," he said.

Manoo just finished his pre-apprenticeship as an electrician. He is now on the hunt for an apprenticeship.



  **79**

**YOUNG PEOPLE  
COMMITTED TO  
TURNING THEIR LIFE  
AROUND**



 **75**

**YOUNG ASYLUM  
SEEKERS  
CARED FOR**



 **80**

**YOUNG PEOPLE LEAVING  
CARE SUPPORTED**



  **422**

**PEOPLE GIVEN MENTAL  
HEALTH SUPPORT OR  
COUNSELLING**

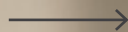


# WE HELP FAMILIES GUIDE THEIR CHILDREN



## Helping families through difficult times

Guiding children through the cycle of life is all about supporting families - happy children grow to be happy adults who have happy children. But, all too often, the reverse is true. Children growing up in care are more likely to have children that end up in care themselves. That's why our programs work to break the cycle of disadvantage by supporting families to be the best they can, and giving them the confidence to take responsibility.





## BREAKING THE CYCLE OF FAMILY VIOLENCE

### Helping families take control

Violence from a child towards their parents is as damaging as any other kind of family violence. Like “typical” violence, it can be physical, emotional or financial, but it’s even harder to talk about.

The perpetrator is usually a teenager in a single-parent household. It’s seldom reported, with parents often blaming themselves or feeling the need to protect their children. But, as with any kind of violence in the home, it can devastate families.

Our Breaking the Cycle program works with parents to help them develop techniques to stop the escalation of violence in the home. Run by our Meridian Team, this eight-week therapeutic program helps parents and carers understand why the violence is happening. They are also trained in de-escalation techniques and boundary setting.

An evaluation of the program found parents or carers who participated saw a sharp reduction in the incidence of physical and verbal abuse, psychological violence and financial abuse between program intake and program end, with around 88 per cent feeling optimistic about improving the parent-adolescent relationship.

“You always think that you have the worst situation,” said one participant. “But to be able to hear other people, what they’re going through, it makes you feel you’re not alone.”



OPERATING ACROSS THE STATE, PARENTZONE WORKS WITH THOUSANDS OF PARENTS, CARERS AND PROFESSIONALS TO PROVIDE THEM WITH ACCESS TO THE RESOURCES AND SUPPORT THEY NEED TO PARENT EFFECTIVELY.



## Great families make great kids

Being a parent is one of the greatest experiences life has to offer. But, as every parent knows, it's also hard, emotionally challenging work, and for some parents the joys of parenthood can be clouded by stress, exhaustion and isolation.

Enter Parentzone, a suite of free programs and resources run by Anglicare Victoria to support every aspect of parenting. Operating across the state, Parentzone works with thousands of parents, carers and professionals, providing them with access to the resources and support they need to parent effectively.

Programs are developed for parents and for professionals. One example is Growing Great Kids, a flexible parenting course designed specifically around topics each particular group feels to be important. Every session is different, but example topics are tantrums, fighting, routines, and setting boundaries.

All programs are targeted for maximum effectiveness. "Aboriginal Dad's group" in Parentzone Southern, for example, addresses the particular cultural needs of Aboriginal dads, while the "You and Your Foster Kids Matter" program focuses on the unique experiences of foster parents.

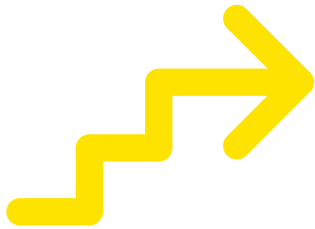
We also know the breadth of our reach is important. That's why Parentzone ran courses for over 1200 professionals over the past year, helping them develop skills that will be transferred to an even greater number of families across the state.

And, in addition to its suite of programs, Parentzone in each region compiles a quarterly newsletter of local parenting resources, which was downloaded more than 15,000 times last year.

These are the resources that parents need to do the best they can for their families. Ultimately, we're investing in the healthy development of children.



# LIGHTENING THE LOAD OF DEBT



## JONNO\* FIRST MET OUR FINANCIAL COUNSELLING TEAM AT THE LOWEST POINT OF HIS LIFE.

His wife - the mother of his two children - had died of cancer a year earlier and somehow, through the long painful process, he'd lost control of the family finances.

Jonno had already been working with our family services counsellors to get on top of his grief and do the best for his kids. But his desperate financial situation made it harder to get his life back together.

When the gas was disconnected he was referred to financial counselling. Our team rang the utility company to request an immediate reconnection and a payment plan.

The request was initially refused, but the counsellor lodged a complaint with the Energy & Water Ombudsman Victoria. Within 24 hours, the gas was reconnected. Eventually, he also received \$22,000 compensation for wrongful disconnection, which he used to pay off his bills.

Now the debt collector is off his back, Jonno says he's focussing on getting well and looking after his kids.

Our financial counsellors have organised for more than \$1.5m in debt to be waived over the past financial year.

## OVERCOMING THE SCOURGE OF ICE

### SHYNA\* KNOWS WHAT IT'S LIKE TO BE IN THE DEPTHS OF DESPAIR.

An ICE addict, Shyna was referred to Anglicare Victoria after a psychotic breakdown. Her baby daughter, then eight months old, had been removed from her care by child protection.

She was enrolled in the Substance Use Recovery (SURE) program, run by Anglicare Victoria. The program involves fortnightly consultations with an Alcohol and Other Drug counselor, who helps the participant build the emotional and physical strength necessary to overcome addiction.

Shyna has been abstinent ever since. Motivated by her daughter, she's worked hard to recover from her addiction, setting strong boundaries with her former partner who is still using, and enrolling in after hours Alcohol and Other Drugs support group.

Shyna is now living with her mother, who is also the legal guardian of her baby.

**1272**  
**PEOPLE SUPPORTED  
THROUGH ADDICTION**

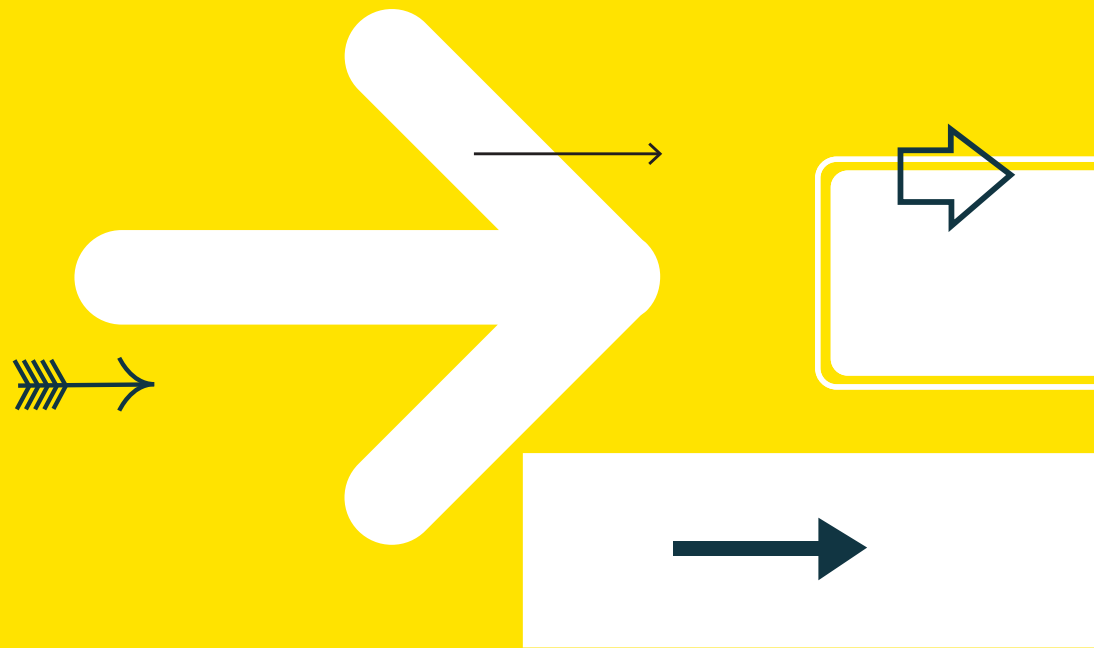


 **5522**  
**PEOPLE ACCESSED  
FINANCIAL COUNSELLING**

 **\$1.5**  
**MILLION IN DEBT WAIVED**



 **3524**  
**PARENTS AND  
PROFESSIONALS  
TRAINED IN  
PARENTING SKILLS**



## THE FUTURE

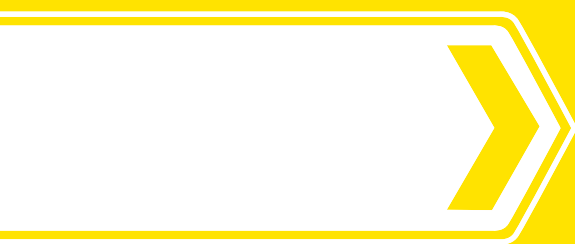
### Where we've come from, where we're going

Anglicare Victoria's strategic plan for 2012-2015 was designed to ensure the organisation's growth whilst accomplishing our mission to create a more just society by expressing God's love through service, education and advocacy. The focus areas of the strategic plan are: Our Clients; Our Voice; Our People; Our Friends, Partners and Supporters; Our Financial Sustainability and Our Operations.

With a clear plan and a passionate team, we have improved the quality of our interactions with clients. A great example of this is our multi-award-winning TEACHaR program. This program ensures children in our care receive educational support tailored to their unique circumstances and has meant improving their lived-experience of care. We have led the way with

innovative, service pilot programs, such as Cradle to Kinder, Stronger Families, Drug Treatment Services, Mental Health Community Support Services and Services Connect. We successfully advocated for improvements to the Residential Care funding model. Our Reconciliation Action Plan, which is focused on working with Aboriginal and Torres Strait Islander stakeholders to test and trial approaches to building relationships, showing respect and improving opportunities, was launched this year and is a key consideration in all our work. To ensure we maintain consistently high standards we have developed comprehensive "Pillars of Practice" manuals for Residential Care, Drug and Alcohol Services and Kinship Care programs.

Our advocacy has been strengthened by numerous research projects including the Children in Care Report Card, which forms part of a series



# THE JOURNEY SO FAR

designed to clearly communicate the experiences of our clients to the general community. Research initiatives and our media presence, with regular commentary by our CEO on key issues in the sector, have enhanced the organisation's profile.

Since commencing implementation of our 2012-2015 strategic plan, staff turnover has reduced by 17 per cent to a level significantly below the sector average. This is despite a 90 per cent increase in the size of our workforce. We have also more than doubled the total number of registered volunteers to more than 2500.

Our relationships with our friends, partners and supporters have never been stronger. Tied fundraising now amounts to over \$2m annually, with an eight per cent increase over the past financial year. Parish Partnerships has benefited from stronger engagement

with regional bishops as well as the establishment of the "Share the Benefit" program. Enhancing our links with community sector partners, our CEO has been appointed to boards including that of Anglicare Australia, VCROSS and the Centre for Excellence in Child and Family Welfare.

As the 2012-2015 strategic plan nears completion, we are now considering the next stage of Anglicare Victoria's development. Our 2016-2019 strategic plan will continue to focus on how best to support those in need of our help.

In particular, we will formally enter into new partnerships and arrangements with organisations and specialists to enhance our ability to meet the needs and desires of our clients. We will seek new ways of tapping into the views and experiences of our clients, to better inform our day-to-day work. Also, taking

advantage of Anglicare Victoria's progressive operational culture, we will strive to be sector leaders in innovation and positive reform in our work with children, youth and families. Keep yourself posted for our exciting next steps.



**WE WILL ALSO FOCUS ON CEMENTING THE ACHIEVEMENTS OF THE PAST THREE YEARS, TO ENSURE A SOLID FOUNDATION FOR FUTURE GROWTH.**

## OUR STAFF MAKE US GREAT



### THE WORKERS AT ANGLICARE VICTORIA ARE DEDICATED, INNOVATIVE, CARING AND BRAVE.

On a daily basis they face clients who are in the depths of despair. But with commitment and training, and the help of our many volunteers, they overcome adversity to make the differences you've read about in this Annual Report.

The past year has seen significant growth in the number of people working at Anglicare Victoria, partly as a result of our merger with St. Luke's. The wealth of experience and high quality of programs that this group of people has brought along with them, have made Anglicare Victoria an even stronger organisation.

And experience is important. While much of the sector struggles to keep its staff, we're proud that over 160 of our workers have been a part of Anglicare Victoria for 10 years or more. Of those people, 24 have been with us for more than 20 years.

We continue to invest in our staff through the Learning @ Anglicare Victoria professional development program. This year, there were over 700 participants in programs, designed to provide higher education and vocational training pathways to help build the skills base of our practitioners.

Also this year, for the first time, we introduced the Managers Toolkit program through collaboration with the Australia Institute of Management. This is an important step, enabling us to further support our managers and team leaders in leading and managing their people.

Flexibility is also critical, in our line of work. Knowing that life still happens outside of 9-5, our workers go above and beyond to ensure those who come to us get the help they need, when they need it. Like the educational professionals from our TEACHaR program, who spend evenings and weekends supporting young people whose educational needs don't fit into the working-week. Like the staff and volunteers at St Peter's Eastern Hill, who provide a hot breakfast 365 days per year for Victoria's homeless. Like the many Parentzone workers who run evening and weekend courses to fit in with the schedules of busy parents. Like the foster carers who, though technically volunteers, are "on the job" 24 hours per day, 365 days per year, often for years at a time without a break.

It is their combination of experience, energy, dedication and knowledge that makes Anglicare Victoria the effective, innovative organisation we strive to be.





# THE SUPPORT OF OUR VOLUNTEERS

From our experience,  
being a volunteer isn't just about doing good for others,  
it's about doing good for yourself. Our volunteers tell us the joy they get from  
helping someone is often the highlight of their week. Here are some things they've said: "I'm so  
happy and proud that we never send anyone in need away. Whatever their creed, colour or  
background, everybody is treated the same here. I've been there, and if you've been there you  
understand how they feel and you've walked in their shoes. We're a rooster one day but we could be a  
feather duster the next. It could happen to any of us so we need to look after each other." Benita, St Albans  
Emergency Relief. "The feeling that you've contributed a little bit to help children in need, to form a  
friendship and see kids grow, as well as enjoy the funny moments of kids' wisdom every now and then is  
worth it." Elaine, foster carer. "It makes me feel like I'm doing something useful with my life. To try to make  
a small difference in someone's life every day is worth it." John, St Mark's Community Centre. "Being at  
the coal face, meeting and feeding people who are trying to survive is a privilege. Volunteering is  
helping everyone really. I'd say please come and help - you don't have to do a whole week, a few  
hours makes a big difference. I know I'll keep volunteering as long as I am able." Cherie, St  
Mark's Community Centre. "The boy we've been caring for told me he loved me and  
was a wonderful mother to take care of him as his mum couldn't. I was really  
emotional. It meant a lot." Shereen, kinship carer. "I feel useful and  
more connected with my community. I think the greatest joy  
you can get is from helping others." Cherlyn, Friends of  
Foster Carers volunteer. "It started with the  
first hike, which was organised  
through my  
uni. \*

\* Josh, Hike for Higher Education

# MAKING A DIFFERENCE



## Nga's haircuts bring dignity

Qualified hairdresser Nga knows a good haircut is priceless. A regular volunteer at our community centre at St Mark's Fitzroy, Nga's main role is cutting our homeless clients' hair. It is common for her to cut up to 15 people's hair in one shift without a break.

Nga is ably helped by volunteer, John. He organises the timetable, the clients and equipment, and makes sure everything runs smoothly and to time.

Run mainly by volunteers, the centre is a partnership between the parish of St Mark's, Fitzroy and Anglicare Victoria.

In addition to Nga's free haircuts, the centre provides a hot lunch each weekday, showers and washing facilities, volunteer tax help, an on-site Centrelink worker, help with PBS prescriptions and food parcels.

For many of the people who visit the community centre, it's also the closest thing they have to a sense of belonging.

The links between the church and the centre are close and some parishioners and clergy help out in the centre. Other Anglican parishes and schools provide crucial donations of food, help and other items to the centre.

## Lilydale Op Shop - one in a million

When it comes to raising money, the volunteers at Lilydale op-shop are second to none. In the ten years since Anglicare Victoria took over the op shop, it's grossed over \$1 million. Last year alone, the shop made just over \$180,000.

A dynamic retail space, it's run entirely by 27 volunteers, some of them working up to five days per week.

As a typical op shop, the volunteers work sorting and selling the clothes and other items that come in. An entrepreneurial group, they've recently started selling specialty items on Gumtree with the aim of getting a better price for some of the high quality, quirky items.

**1093**   
**REGULAR VOLUNTEERS**  
**DEDICATED 187,623 HOURS**  
**TO OUR ORGANISATION**

# MAJOR CONTRIBUTORS

ANGLICARE VICTORIA'S BOARD, MANAGEMENT AND STAFF ARE PLEASED TO ACKNOWLEDGE MANY SIGNIFICANT CONTRIBUTORS TO OUR WORK DURING THE FINANCIAL YEAR.

Their generous gifts enable us to trial innovative new programs and to invest further in proven existing programs, generating better outcomes for our clients and therefore for Victorians as a whole. We are extremely grateful for this wonderful support.

## Trusts & Foundations

The Alec Prentice Sewell Gift  
 Alfred Felton Bequest  
 Aussie Farmers Foundation  
 Australian Communities Foundation  
 Bayley Foundation  
 Bell Charitable Fund  
 Beverley Jackson Foundation  
 Brian M Davis Charitable Foundation  
 Collier Charitable Fund  
 Community Services Trust  
 The Danks Trust  
 Dimmick Charitable Trust  
 Douglas & Philip Young Charitable Trust  
 Equity Trustees Limited  
 Flora & Frank Leith Charitable Trust  
 Foundation for Homeless Youth  
 George Hicks Foundation  
 Guthrie Family Charitable Trust  
 Hanlon Foundation  
 Helen Macpherson Smith Trust  
 Herbert & Dorothy Lancaster Charitable Trust  
 The HMA Foundation  
 The Hugh Williamson Foundation  
 The Ian Potter Foundation  
 Invergowrie Foundation  
 Kilwinning Nominees P/L  
 The Jack Brockhoff Foundation  
 Joan & Peter Clemenger Trust  
 Joe White Bequest  
 The Kimberley Foundation  
 Lord Mayor's Charitable Foundation  
 Louis & Lesley Nelken Trust Fund  
 Mars-Stride Trust  
 Matana Foundation  
 Mavis & Bill Jennings Foundation  
 Mazda Foundation  
 Meg & Frank Sims Fund  
 Newsboys Foundation  
 Perpetual Trustees  
 Peter Isaacson Foundation  
 Prescott Family Foundation  
 R E Ross Trust

R. M. Ansett Trust  
 Rosskim Pty Ltd  
 Roy Ogden Foundation  
 Russell Foundation  
 Sidney Myer Fund  
 Vera Moore Foundation  
 Walter & Eliza Hall Trust  
 Walter Campbell Memorial Trust  
 Ward-Ambler Foundation  
 Will & Dorothy Bailey Charitable Gift  
 William Angliss (Vic.) Charitable Fund  
 William Henry Pawsey Charitable Trust  
 Winifred & John Webster Charitable Trust Fund  
 The Yulgilbar Foundation

## Bequests & Estates

A G Birch Trust  
 Aileen Merle Cooper Estate  
 Annette Marie McWaters Estate  
 Barbara Mary Fleming Estate  
 Cynthia Warr Estate  
 Dorothy (Deri) Saunders Estate  
 Dudley Barton Adams Estate  
 Edmund George Barker Estate  
 Edna Ethel Barthelmeh Estate  
 Edna C Curwen-Walker Charitable Trust  
 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  
 Henry Brough Smith Charitable Trust  
 Henry Ernest Bryant Estate  
 Kathleen Louisa Curwen-Walker Charitable Trust  
 Lily Maude Payne Charitable Trust  
 L I Roach Estate  
 Llewellyn Evans Testamentary Trust  
 Louis Arnold Lothian Estate



Margaret Jill Minifie Estate  
 Marjorie Poulton Estate  
 N J Horton Charitable Fund  
 N J Horton & Grace Horton  
 Charitable Fund  
 Robert Burnham Dun Estate  
 Roy Don Fishley Estate  
 Tivey Memorial Fund  
 Victoria May Lienhop Estate

### Schools

Ballarat and Queen's Anglican  
 Grammar School  
 Geelong Grammar School  
 Ivanhoe Grammar School,  
 Buckley House  
 Korowa Anglican Girls' School  
 Loreto College Ballarat  
 Melbourne Grammar School  
 Melbourne Grammar School, Wadhurst  
 St Michael's Grammar School  
 Trinity Grammar School

### Churches & Auxiliaries

All Saints' Anglican Church  
 Barwon Heads Opportunity Shop  
 All Saints' Anglican Parish of  
 Newtown/Geelong West  
 All Saints' Anglican Church St Kilda East  
 All Saint's Anglican Church Northcote  
 All Souls' Anglican Church  
 Sandringham Opportunity Shop  
 Anglican Diocese of Ballarat  
 Anglican Diocese of Bendigo  
 Anglican Diocese of Gippsland  
 Anglican Diocese of Melbourne  
 Anglican Diocese of Wangaratta  
 The Anglican Parish of  
 Altona/Laverton  
 Anglican Parish of Bass/Philip Island  
 Anglican Parish of Corner Inlet Foster  
 Anglican Parish of Corner Inlet Foster  
 Opportunity Shop  
 Anglican Parish of Horsham  
 Anglican Parish of Leongatha  
 Opportunity Shop  
 Anglican Parish of Sorrento and Rye

Anglicare Victoria Camberwell Auxiliary  
 Anglicare Victoria Eltham Auxiliary  
 Anglicare Victoria Vermont Auxiliary  
 BICCYS Opportunity Shop  
 Supporters Inc.  
 Castlemaine Friends of St Luke's  
 Church of the Ascension Anglican  
 Church Burwood East Fossick & Find  
 Opportunity Shop Morwell  
 Holy Trinity Anglican Church Hampton  
 Holy Trinity Cathedral Wangaratta  
 JackanAndy's Op Shop  
 Parish of Central Goulburn  
 St Andrew's Anglican Church  
 Brighton Opportunity Shop  
 St Barnabas' Anglican Church Balwyn  
 St Dunstan's Anglican Parish  
 Camberwell  
 St Faith's Anglican Church Burwood  
 St George's Anglican Church Malvern  
 St Hilary's & St Silas Anglican  
 Church Kew  
 St John's Anglican Church Bentleigh  
 St John's Anglican Church Camberwell  
 St John Chrysostom Anglican  
 Church Brunswick West  
 St John the Evangelist Anglican  
 Church Malvern East  
 St Luke's Anglican Church Mulgrave  
 St Mark's Anglican Church Fitzroy  
 St Matthew's Anglican Church  
 Cheltenham  
 St Mary's Anglican Church Sunbury  
 Community Store  
 St Oswald's Anglican Church Glen Iris  
 St Peter's Eastern Hill Melbourne  
 St Peter's Eastern Hill Melbourne  
 Charitable Foundation  
 St Peter's Ladies' Guild Leongatha  
 St Silas & St Anselm Anglican  
 Church Albert Park  
 St Stephen's and St Mary's Anglican  
 Church Mount Waverley  
 St Stephen's Anglican Church  
 Gardenvale  
 The Anglican Parish of Alexandra  
 The Anglican Parish of Bendigo North

The Anglican Parish of Gisborne  
 The Parish of St John's Diamond Creek  
 Toorak Opportunity Shop  
 Wangaratta Lutheran Op Shop  
 Warrnambool Parish  
 Williamstown Uniting Church

### Community

Discovery Community Care  
 Firefighters Charity Fund Melbourne  
 Geelong Football Club  
 Lions Club of Mooroolbark  
 Lions Club of Oakleigh  
 Melbourne City Council Employee  
 Recreation Association  
 Military & Hospitaller Order  
 of Saint Lazarus of Jerusalem  
 Monash Community Group  
 Rotary Club of Bright  
 Rotary Club of Sorrento  
 The savewater! Alliance Williamstown  
 Ladies Benevolent Society Inc  
 Wyndham City Council

### Businesses

3BA (Radio Ballarat Pty Ltd)  
 AccessPay  
 Alerton Australia  
 Bendigo Bank  
 CSC Australia Ltd  
 Dabrant Pty Ltd  
 Darley Australia Pty Ltd  
 Fleet Partners  
 Jemena  
 Joned Pty Ltd  
 Ligson Nominees Pty Ltd  
 Mulnot Pty Ltd  
 My Little Patch  
 RACV  
 The Good Guys, Niddrie  
 Turnco Industries (Vic) Pty Ltd  
 UFS Pharmacies

# THIS WAY





# MAJOR CONTRIBUTORS



A BIG  
THANK  
YOU

## To all the contributors that helped us on our journey

We are grateful to every one of our donors. Their generous gifts, large and small, enable us to trial innovative new programs and to invest further in proven programs. They support us to strive to deliver better outcomes for our clients and, in turn, all Victorians.

# THE BOARD

AT ANGLICARE VICTORIA, ONE OF OUR GREATEST ASSETS IS THE OUTSTANDING SERVICE AND DEDICATION OF OUR BOARD OF DIRECTORS.



**Chairman**  
Mr Damian Neylon



**Deputy Chairman**  
Mr John Unkles



**Board Member**  
Professor Glenn Bowes



**Board Member**  
Bishop Andrew Curnow AM



**Board Member**  
Ms Amanda Derham



**Board Member**  
Ms Caroline Johnston



**Board Member**  
Ms Pauline Kelly



**Board Member**  
Archdeacon Ray McInnes



**Board Member** (until 8/10/14)  
Mr John McKenzie



**Board Member**  
Mr Stephen Newton AO



**Board Member**  
The Hon Chris Pearce



**Board Member**  
Dr Winsome Roberts



**Board Member**  
Mr David Stewart



**Board Member**  
Mr Geoff Walsh



**Board Member**  
Mr Damian Wells

# EXECUTIVE MANAGEMENT GROUP

Paul McDonald	Chief Executive Officer
Chris Baring-Gould	Chief Financial Officer
Elizabeth Holley	Director People & Culture
Diana Holmberg	Director Strategy, Planning & Technology
Jenny Potten	Director Quality
Antionette Bonaguro	Residential Care Southern/ Refugee Services
Brenda Petersen	Director Business Development
Greg Romanes	General Manager Community Relations and Fundraising
Jane Anderson	Regional Director, Gippsland
Carolyn Wallace	Regional Director, Bendigo
Andrea Dwyer	Regional Director, Southern
Darren Youngs	Regional Director, Eastern
Claire Nyblom	Regional Director, North & West
Sue Sealey	Director, Client Services





# COUNCIL & COMMITTEES

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The Most Reverend Dr Philip Freier

## Council

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Fr Kim Benton

Dr Graeme Blackman OAM

Mr Adam Blackmore

Mr Malcolm Boyce

Rev'd Bruce Charles

Ms Beryl Coombe

Mrs Beth Delzoppo OAM

Mrs Jenny Disney

The Rev'd Catherine Heath

The Rt. Rev'd Philip Huggins

Ms Caroline Johnston

Ms Pauline Kelly

The Rev'd Christopher Lancaster

Fr Thomas Leslie

The Rev'd Rachel McDougall

Archdeacon Ray McInnes

Mr John McKenzie

The Rev'd Murray Morton

Mr Stephen Newton AO

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The Hon Chris Pearce

Ms Joy Ritchie

Dr Winsome Roberts

Ms Julia Russell

Mr Geoff Ryan

The Rev'd Robyn Shackell

The Rev'd Stuart Soley

Mr John Unkles

The Rt. Rev'd Garry Weatherill

Mr Chris Wells

Mr Damien Wells

Mr Malcolm Woolrich

Dr Gordon Young

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Mr Geoff Walsh (Chair)

Chris Baring-Gould

Ms Amanda Derham

Mr Peter Horsburgh

Ms Caroline Johnston

Paul McDonald

Mr Stephen Newton AO

Mr Damian Neylon

Mr David Stewart

Mr John Unkles

## Risk Management and Audit

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Mr Chris Baring-Gould

Mr David Benwell

Ms Amanda Derham

Mr Howard Hamlyn

Ms Caroline Johnston

Mr Paul McDonald

Ms Maria Polujnikoff

Ms Jenny Potten

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Mr Chris Baring-Gould

Mr Ron Courtney

Mr Garry Dalton

Ms Amanda Derham

Mr Paul McDonald

Mr Stephen Newton AO

Ms Jenny Potten

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Mr Chris Baring-Gould

Dr Glenn Bowes

Ms Elizabeth Holley

Mr Paul McDonald

Mr Damian Neylon

Mr David Stewart

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Dr John Chesterman

Mr David Giles

Ms Pauline Kelly

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Prof Margaret Hamilton AO

Mr Paul McDonald

Ms Jenny Potten

Dr Winsome Roberts

Mr Greg Romanes

Mr Peter Young

## Research Ethics

Ms Pauline Kelly (Chair)

Ms Sally Alsop

Dr Tatiana Corrales

Dr Clem Gruen

Mr Gavin Kempin

Mr Malcolm Woolrich

Ms Elizabeth Yewers

## Nominations

Mr Damian Neylon (Chair)

Ms Beryl Coombe

The Hon Christopher Pearce

Mr John Unkles

# FINANCIALS

## STATEMENT OF SURPLUS AND DEFICIT AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

REVENUE AND INCOME	2015 \$'000s	2014 \$'000s
<b>Government funds and client fees</b>		
Placement & support	46,279	40,135
Family services	29,006	22,385
Community programs	9,183	4,439
Mental Health & Disability Services	4,253	1,424
Parish partnerships & community development	765	717
<b>Funds raised by Anglicare Victoria</b>		
Tied fundraising income	2,317	2,128
Untied fundraising income	2,732	2,726
Net contribution from Innovative Resources	24	
Bequests	178	542
Net investment income	2,818	2,488
<b>Total revenue and income</b>	<b>97,555</b>	<b>76,984</b>
<b>EXPENDITURE</b>		
<b>Services provided to children, young people &amp; families</b>		
Placement & support	49,493	42,133
Family services	25,326	20,266
Community programs	9,875	5,110
Mental Health & Disability Services	4,112	1,400
Parish partnerships & community development	2,379	2,357
<b>Infrastructure, support and governance costs</b>		
Quality assurance, audit & other legislative compliance costs	966	766
Property (rents & maintenance), vehicles & technology infrastructure	2,825	1,892
<b>Staff wellbeing, advocacy and community relations</b>		
Staff development and training	1,152	719
Research and advocacy	574	513
Building relationships with community, schools, parishes and media	2,123	1,896
<b>Total expenditure</b>	<b>98,825</b>	<b>77,052</b>
<b>Net operating deficit</b>	<b>(1,270)</b>	<b>(68)</b>
Grant to Anglicare Victoria Childrens Foundation	(34)	(881)
Gain on merger with St Luke's	1,782	
St Luke's merger costs	(60)	(362)
Net gain on sale of plant, equipment & investments	4,940	1,061
Unrealised impairment losses on investments (AASB 139)	(43)	(83)
Plant and equipment expensed	(446)	(20)
<b>Surplus / (Deficit) for the year</b>	<b>4,869</b>	<b>(353)</b>
<b>Other comprehensive income</b>		
<b>Items that may be reclassified subsequently to surplus or deficit</b>		
Unrealised gain / (loss) on investments	(911)	971
<b>Other comprehensive income for the year</b>	<b>(911)</b>	<b>971</b>
<b>Total comprehensive income for the year</b>	<b>3,958</b>	<b>618</b>



**REPRESENTED BY****2015**  
**\$'000s****2014**  
**\$'000s****Operating activities**

Provision of direct services to children, young children and families, including infrastructure and support services	(6,808)	(7,275)
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**Non-operating activities**

Net gain on sale of plant and equipment & investments	4,940	1,061
Unrealised impairment losses on investments (AASB 139)	(43)	(83)
Plant and equipment expensed	(446)	(20)
St Luke's merger costs	(60)	(362)

**Anglicare Victoria's contribution of resources**

Net fundraising income	4,300	4,177
Net investment income	2,818	2,488
Net contribution from Innovative Resources	24	-
Bequests received	178	542
Grant to Anglicare Victoria Childrens Foundation	(34)	(881)

**Other comprehensive income**

Unrealised gain / (loss) on investments	(911)	971
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<b>Total comprehensive surplus for the year</b>	<b>3,958</b>	<b>618</b>
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**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 JUNE 2015**
**ASSETS****2015**  
**\$'000s****2014**  
**\$'000s**

Cash and cash equivalents	8,112	3,627
Other financial assets	2,512	-
Trade and other receivables	2,562	3,609
Inventories	309	-

<b>Total Current Assets</b>	<b>13,495</b>	<b>7,236</b>
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Investments	29,587	25,705
Property, plant and equipment	17,539	16,611
Intangible assets	1,467	824

<b>Total Non-Current Assets</b>	<b>48,593</b>	<b>43,140</b>
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<b>Total Assets</b>	<b>62,088</b>	<b>50,376</b>
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**LIABILITIES**

Trade and other payables	5,323	4,334
Provisions	200	100
Employee benefits	9,565	3,992
Deferred income	7,150	4,803

<b>Total Current Liabilities</b>	<b>22,238</b>	<b>13,229</b>
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Employee benefits	789	1,844
Deferred income	650	850

<b>Total Non-Current Liabilities</b>	<b>1,439</b>	<b>2,694</b>
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<b>Total Liabilities</b>	<b>23,677</b>	<b>15,923</b>
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<b>Net Assets</b>	<b>38,411</b>	<b>34,453</b>
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**EQUITY**

Establishment corpus	23,767	23,767
Reserves	16,519	14,389
Accumulated losses	(1,875)	(3,703)

<b>Total Equity</b>	<b>38,411</b>	<b>34,453</b>
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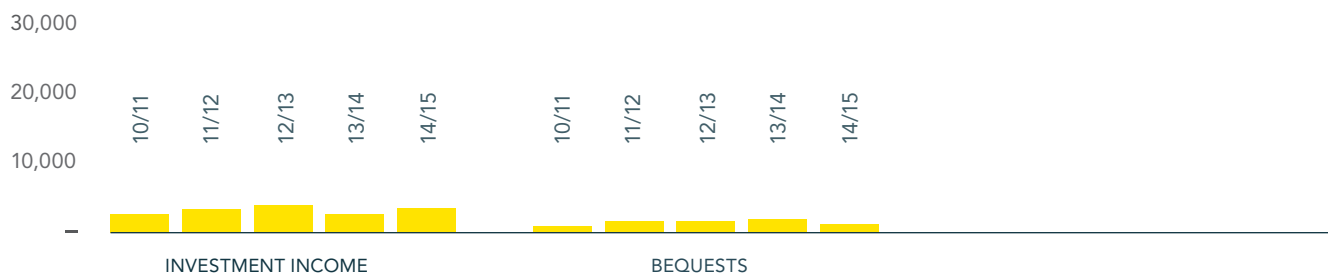
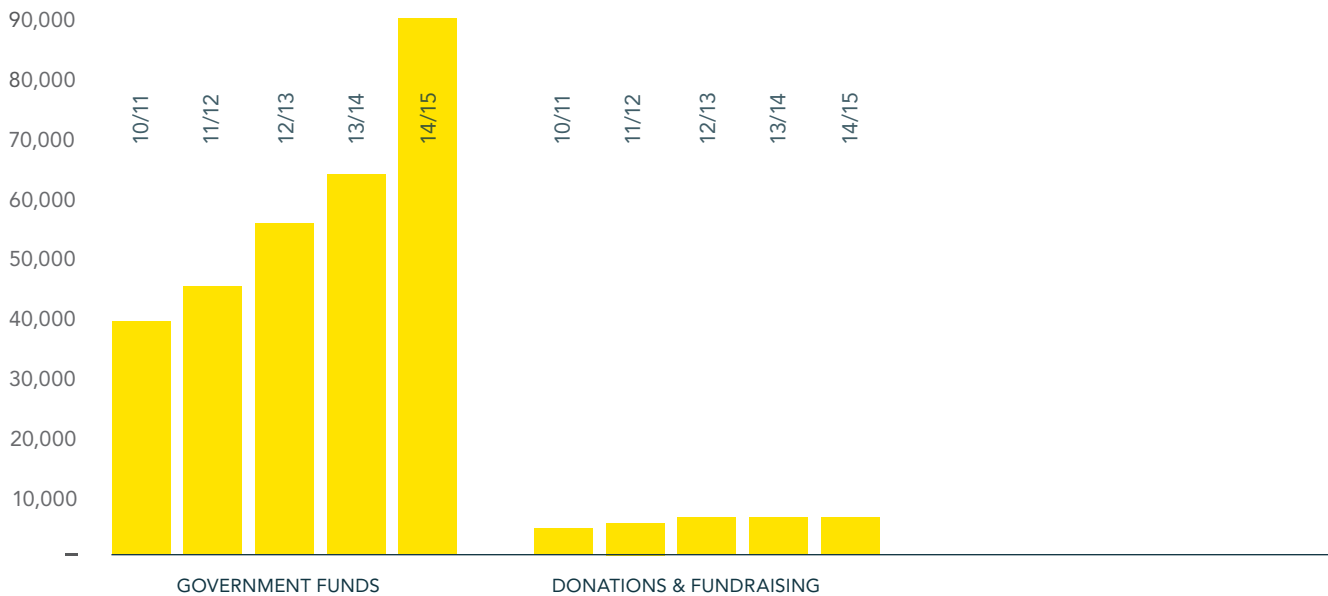
# FINANCIALS

## REVENUE AND INCOME

	2010/11 \$'000s	2011/12 \$'000s	2012/13 \$'000s	2013/14 \$'000s	2014/15 \$'000s
Government funds	42,525	47,996	56,137	69,100	89,486
Donations & fundraising	4,259	4,544	4,701	4,854	5,073
Investment income	2,603	2,688	2,246	2,488	2,818
Bequests	144	998	1,094	542	178
<b>Total</b>	<b>49,531</b>	<b>56,226</b>	<b>64,178</b>	<b>76,984</b>	<b>97,555</b>

## SOURCES OF INCOME

\$'000s





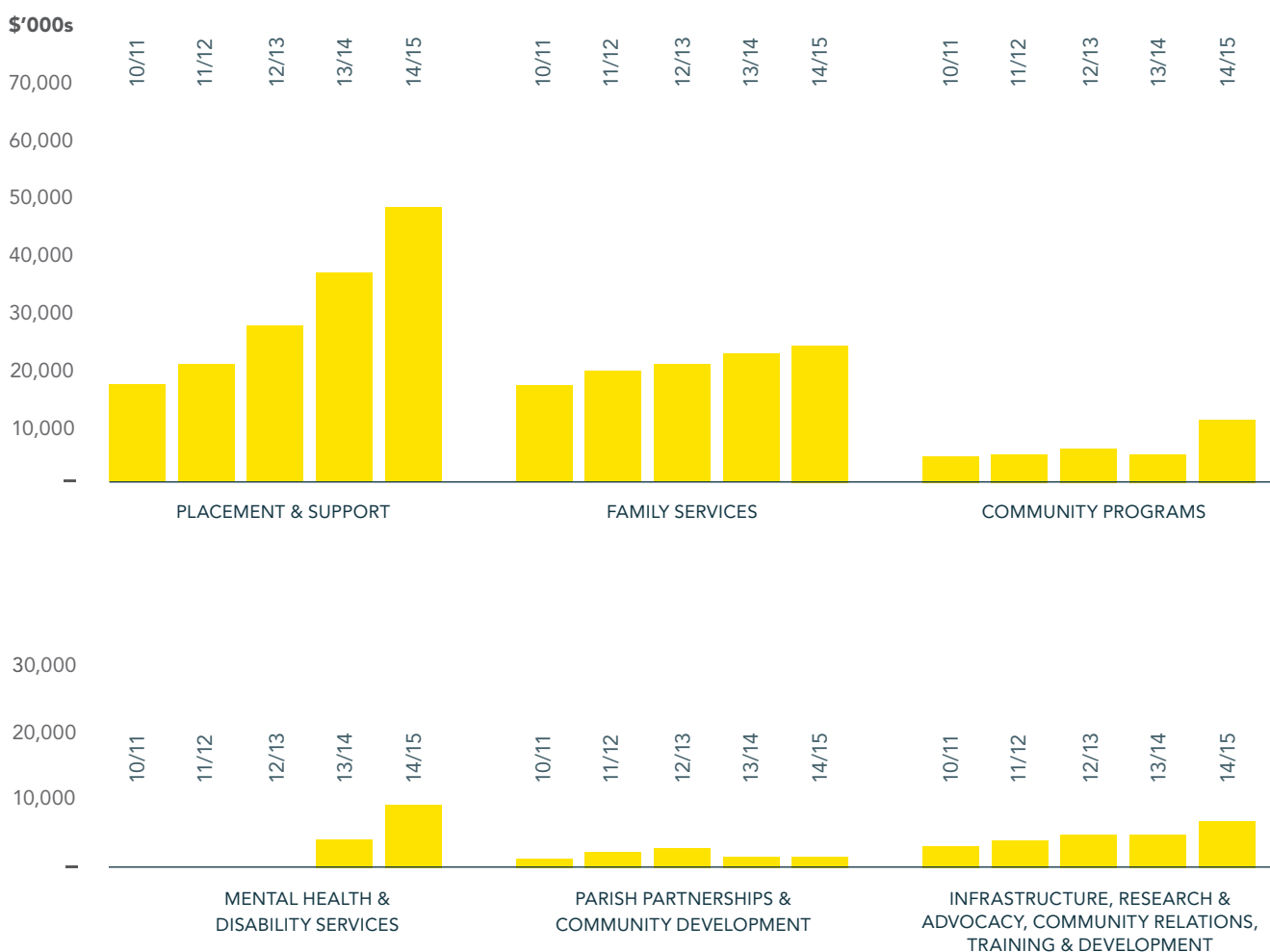
## EXPENDITURE

SERVICES PROVIDED TO CHILDREN,  
YOUNG PEOPLE & FAMILIES

	2010/11 \$'000s	2011/12 \$'000s	2012/13 \$'000s	2013/14 \$'000s	2014/15 \$'000s
Placement & support	19,053	23,670	31,548	42,133	49,493
Family services	18,319	19,168	20,038	20,266	25,326
Community programs	5,393	5,711	5,276	5,110	9,875
Mental Health & Disability Services				1,400	4,112
Parish partnerships & community development	2,530	2,690	2,383	2,357	2,379
Infrastructure, research and advocacy, community relations, training and development	4,624	5,235	5,210	5,786	7,640
<b>Total</b>	<b>49,919</b>	<b>56,474</b>	<b>64,455</b>	<b>77,052</b>	<b>98,825</b>

## EXPENDITURE

Services and support activities



# JOIN US

THERE ARE MANY WAYS TO GET INVOLVED WITH ANGLICARE VICTORIA, AND THROUGHOUT THE YEAR WE WORK HARD TO ENSURE YOU HAVE AMPLE OPPORTUNITY TO COME ON BOARD, CONTRIBUTE AND KEEP IN TOUCH.



A large percentage of the work we do is funded by government, but with your generosity we can reach higher, as we strive to bring even stronger programs and services to our society's disengaged and vulnerable people.

## Some of the ways you can help:

**DONATE** to our fundraising appeals online at [anglicarevic.org.au](http://anglicarevic.org.au) or call 1800 809 722.

**BECOME A CARER** and provide a stable, loving home for foster care children who are unable to live with their birth families. Information sessions are advertised on our website.

**GIVE REGULARLY** by joining our regular giving program, you can provide ongoing funding through direct debit donations. Call and ask to speak with our Donor Relations Manager for more details.

**GIVE AT CHRISTMAS** and get involved with our annual Christmas Toy & Food Appeal. Giving to us during this seasonal occasion will bring joy to children by way of a gift, and help contribute to a family meal on Christmas day. Leave your donations under the Christmas tree at 101 Collins Street, Melbourne or phone us to arrange a collection.

**LEAVE A LEGACY** and remember Anglicare Victoria when you are planning your estate and arranging your will. Your bequest funds can go to our organisation as a whole, or we can ensure your gift goes to support a program of your choice. Speak with our Relationships Manager of Bequests to find out how you can contribute to make a lasting and valued impact.

**VOLUNTEER** and become an appreciated member of the Anglicare Victoria team. Please visit our website to view the volunteering positions that are currently available.

**GET SOCIAL** and keep in contact with the work we do, by following us on Twitter, liking us on Facebook, or sharing our YouTube videos.

**TALK WITH US** and find out more about our programs that coordinate giving projects with business leaders, workplace groups and staff social clubs through sponsorship, workplace giving or corporate volunteering.

**NETWORK** with like-minded supporters of Anglicare Victoria at events such as our annual gala "Gastronomique" event and scale the heights of giving with our fundraiser "Altitude Shift".

**GIFTING** with a major gift in mind is something we welcome, so speak to our Donor Relations Manager to discuss how you can make a major contribution to our organisation, or speak with us to ensure your gift goes to a specific program of your choice.

Join our team because Anglicare Victoria is always keen to meet people who would like to work with us. All career opportunities are advertised on our website.



FOR MORE HELPFUL INFORMATION ABOUT THE WAYS YOU CAN BRING ADDED VALUE TO OUR WORK IN THE COMMUNITY, PLEASE CONTACT OUR TEAM ON **03 9412 6133** OR VISIT TO OUR WEBSITE **ANGLICAREVIC.ORG.AU**

# OUR OFFICES

## CENTRAL OFFICE

**Collingwood**  
103 Hoddle Street  
Collingwood VIC 3067  
Tel: 03 9412 6133

## EASTERN REGION

**Box Hill**  
7-11 Shipley Street  
Box Hill VIC 3128  
Tel: 03 9896 6322

**Bayswater**  
666 Mountain Highway  
Bayswater VIC 3153  
Tel: 03 9721 3688

**Lilydale**  
47-51 Castella Street  
Lilydale VIC 3140  
Tel: 03 9735 4188

**Wangaratta**  
39 Ovens St  
Wangaratta VIC 3677  
Tel: 5723 7900

## SOUTHERN REGION

**Frankston**  
Level 2  
60-64 Wells Street  
Frankston VIC 3199  
Tel: 03 9781 6700

**Pakenham**  
66-68 Main Street  
Pakenham VIC 3810  
Tel: 1300 984 011

**Rosebud**  
1703 Point Nepean Road  
Rosebud West VIC 3939  
Tel: 03 5986 9900

**Dandenong**  
15 Scott Street  
Dandenong VIC 3175  
Tel: 03 9706 8568

## NORTH WESTERN REGION

**Broadmeadows**  
32 Railway Crescent  
Broadmeadows VIC 3047  
Tel: 03 9301 5200

**Craigieburn**  
59 Craigieburn Road  
Craigieburn VIC 3064  
Tel: 03 9483 2401

**Plenty Valley**  
8 Hurtle Street  
Lalor VIC 3075  
Tel: 03 9465 0322

**Broadmeadows  
Women's Community  
House**  
PO Box 258  
Dallas VIC 3047  
Tel: 03 9309 9433

**Glenroy**  
32 Widford Street  
Glenroy VIC 3046  
Tel: 03 9306 0000

**Werribee**  
2 Market Road  
Werribee VIC 3030  
Tel: 03 9731 2500

**Yarraville**  
41 Somerville Road  
Yarraville VIC 3013  
Tel: 03 9396 7400

**Sunshine**  
Cnr Anderson Road  
& Sun Crescent  
Sunshine VIC 3020  
Tel: 03 9334 1203

**Preston**  
42 Mary Street  
Preston VIC 3072  
Tel: 8470 9999

**Warrnambool**  
c/o Anglican Parish of  
Warrnambool  
230 Koroit Street  
Tel: 0458 750 351

**Ballarat**  
14 Victoria St  
Bakery Hill VIC 3350  
Tel: 5332 9788

## GIPPSLAND REGION

**Bairnsdale**  
347 Main Street  
Bairnsdale VIC 3875  
Tel: 03 5152 1213

**Leongatha**  
5a Church Street  
Leongatha VIC 3953  
Tel: 03 5662 4561

**Morwell**  
65 Church Street  
Morwell VIC 3840  
Tel: 03 5133 9998

**Morwell**  
162 Commercial Road  
Morwell VIC 3840  
Tel: 03 5135 9555

**Warragul**  
Suite 2  
3 Barkly Street  
Warragul VIC 3820  
Tel: 03 5622 8600

## ST LUKE'S BENDIGO

**St Luke's Corporate Services**  
10 Mundy Street  
Bendigo VIC 3550  
Tel: 03 5434 3922

**Family & Child Services**  
175-187 Hargreaves Street  
Bendigo VIC 3550  
Tel: 03 5440 1100

**Youth Services  
Youth Central**  
10 Mundy Street  
Bendigo Vic 3550  
Tel: 03 5434 3922

**Community Programs**  
47 High Street  
Bendigo VIC 3550  
Tel: 03 5448 1000

**Innovative Resources**  
62 Collins Street  
Kangaroo Flat VIC 3555  
Tel: 5446 0500

## ST LUKE'S REGIONAL LOCATIONS

**Eaglehawk**  
9 High Street  
Eaglehawk VIC 3556  
Tel: 03 5430 1200

**Albury**  
442 Swift Street  
Albury NSW 2640  
Tel: 02 6058 6500

**Deniliquin**  
Deniliquin Arcade  
344-356 Cressy Street  
Deniliquin NSW 2710  
Tel: 03 5881 7086

**Echuca**  
Heygarth Street  
Echuca VIC 3564  
Tel: 03 5482 0900

**Kyneton**  
1 Victoria Street  
Kyneton VIC 3444  
Tel: 03 5421 2000

**Maryborough**  
93 Clarendon Street  
Maryborough VIC 3465  
Tel: 03 5460 4144

**Swan Hill**  
62 McCallum Street  
Swan Hill VIC 3585  
Tel: 03 5036 3200

**Mildura**  
136 Lime Street  
Mildura VIC 3502  
Tel: 03 5051 0050









# THANK YOU

Protecting personal and sensitive information is a key element of our work at Anglicare Victoria. Some names and identifying details have been changed to protect the privacy of individuals.

# NAVIGATING THE FUTURE

ANNUAL REPORT 2015



This annual report is printed on Pacesetter Laser Pro.  
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