



# HOME

*Growth*

2019 ANNUAL REPORT

*We acknowledge the Traditional Custodians of the land on which we work and live, and recognise their continuing connection to land, water and community. We pay respect to Elders past, present and emerging.*

# OUR VISION FOR RECONCILIATION

Anglicare Victoria respects Aboriginal and Torres Strait Islander history and diversity, and recognises the impact of past and current injustices.

We value, celebrate and learn from Aboriginal and Torres Strait Islander cultures and traditions, and we listen with humility. We work collaboratively to improve the daily lives of Aboriginal and Torres Strait Islander children, families and communities in pursuit of justice and equality.

# WHERE EVERYONE IS WELCOME

At Anglicare Victoria, our focus is to create a more just society which means eliminating discrimination in the services we deliver and the workplace we provide. Welcoming, supporting and celebrating diverse talents, knowledge, perspectives and experiences strengthens our workforce and relationships with the communities we work within.

We strive to be an inclusive, safe and responsive organisation which promotes diversity and actively supports inclusion for Aboriginal and Torres Strait Islander peoples, people from LGBTIQ+ communities, people with disabilities, people from diverse cultural and linguistic backgrounds, people of all ages, people with caring responsibilities and people with diverse religious beliefs or affiliations.

Being a diverse and inclusive organisation goes to the very heart of our work, and supports our strategic intent to transform the future of vulnerable children and their families.



Models appear in our photographs to protect the identity of our clients.

\*Names in stories have been changed in the interest of protection and privacy

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# ARCHBISHOP MESSAGE

Appropriate for our organisation with deep roots in the communities it serves, the theme of this year's Annual Report is 'Homegrown'. Over the many years of service Anglicare Victoria has stood beside those in need, listened, and responded; nurturing one of the deepest of human desires: growth.

It is in our nature to grow. We see transformations in all living things, from the beginning of life; to its end. The work of Anglicare Victoria endlessly reveals our innate capacity for resilience: providing opportunity that from any home, upbringing, or circumstance we can improve. We can develop and learn, forgive and reconcile. We can offer more compassion and kindness, cultivating our inherent empathy, joy, and generosity.

Fostering futures with people who have lost hope; educating and enabling those striving to prosper – as Anglicare Victoria does – impacts the growth of many individuals, in a world we all share. Jesus' command to love your neighbour as yourself, to care for the least and the lost, provides the foundation for this vision and work.

It is with great appreciation that I see another significant year of service from Anglicare Victoria. This ongoing progress is a testament to the genuine and dedicated support from thousands of caring workers and volunteers across the state. I commend the work and thank you for your commitment to growing all those people to whom Anglicare Victoria ministers.

Grace and peace,

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



# CHAIR MESSAGE

*Vibe: The atmosphere of a place as communicated to and felt by others.*

Every member of Anglicare Victoria's Board greatly appreciates the opportunities we have throughout each year to learn more about our Agency and the work that is undertaken every day – involving our clients, our members of staff, and our volunteers and supporters. We are especially grateful to those members of staff who give of their time to speak with us at our Board meetings about the particular programs with which they are involved and the impact of these on each child, young person and family in our care. Board Members gain a great deal too from our visits to Regions and the opportunities these create to meet and to talk with many more staff members where they are based, and to hear of what is happening out of each of our offices.

And the vibe on each of these occasions? Committed and passionate, professional, skilled and knowledgeable, enthusiastic and excited, wanting to share and to work together, realistic – and above all, Focussed on Achieving the Best Outcomes for the Client who is at the Centre of it All. In our Agency, we want young people to have the chance to live in a stable home-based environment.

We want young people to thrive at school, in work and in relationships, and to fulfil their potential.

As a Board, we have been strongly engaged by each presentation and conversation; and for me, the challenge has always been to move my fellow directors on to the next item of business or aspect of our visit!

As you read this report, may the accounts and stories shared with you by others, give you too the experience of that vibe - that special "atmosphere" that makes Anglicare Victoria.

**Stephen Newton AO**  
Chairperson Anglicare Victoria





# CEO MESSAGE

Welcome to the AV Annual Report! I hope you will enjoy this showcase of programs, stories and actions of AV during the course of the 2018/19 year.

The activities and stories are remarkable.

We continue to develop and roll out the groundbreaking Rapid Response program and bring internationally acclaimed models as we continue to take AV deep into the statutory child welfare continuum to offer real alternatives to families and child protection authorities from our models. These programs are of state significance and will help address the burgeoning demand on child protection services currently witnessed in Victoria.

Throughout this Report, you will learn about the important developments we are now focusing on in relation to young offenders and their families and how we are offering proven programs that both address the offending while strengthening the family supports around the young person.

Further evidence of our position as a leader in the state on child and family is our trailblazing KEYS program that promises a new and more effective model for residential care, focusing on a new residential model that connects the young person's family and community and continues to support the young person after their placement. The outcomes from the two KEYS trials we are running on behalf of the State Government will rewrite the model of residential care as we know it.

Scattered throughout the Report are stories on the colour and movement of the organisation in providing

alcohol and drug services, emergency relief, legal services and financial counselling that are testament to the comprehensive and rounded approach AV takes to the diverse and interrelated needs of our families.

Notably, we also feature Uncle Ian Goolagong, our newly appointed Cultural Advisor and Mentor for AV; and the continued advocacy we bring to Victoria in the areas of Homelessness and leaving care through our Home Stretch Campaign; and the voices and work of our wonderful carers and the young people that have been raised in care.

Never has the intention, the belief and the pursuit of AV been so strong, and I hope you take some joy and pride in the work and the achievements that have been painted across these pages.

**Paul McDonald**  
CEO Anglicare Victoria



# KEY ACHIEVEMENTS



AV IS THE STATE'S **LARGEST OUT OF HOME CARE PROVIDER FOR CHILDREN AND YOUNG PEOPLE**



WE PROVIDED FOSTER CARE AND KINSHIP CARE FOR **1,298 CHILDREN AND YOUNG PEOPLE**



**OUR FAMILY SERVICES** PROVIDED SUPPORT TO **9,187 FAMILIES**



OUR TEACHAR PROGRAM PROVIDED SPECIALIST EDUCATION SUPPORT TO **223 CHILDREN AND YOUNG PEOPLE** IN OUT OF HOME CARE



**1,181 FOSTER CARERS** PROVIDED CARE TO CHILDREN AND YOUNG PEOPLE



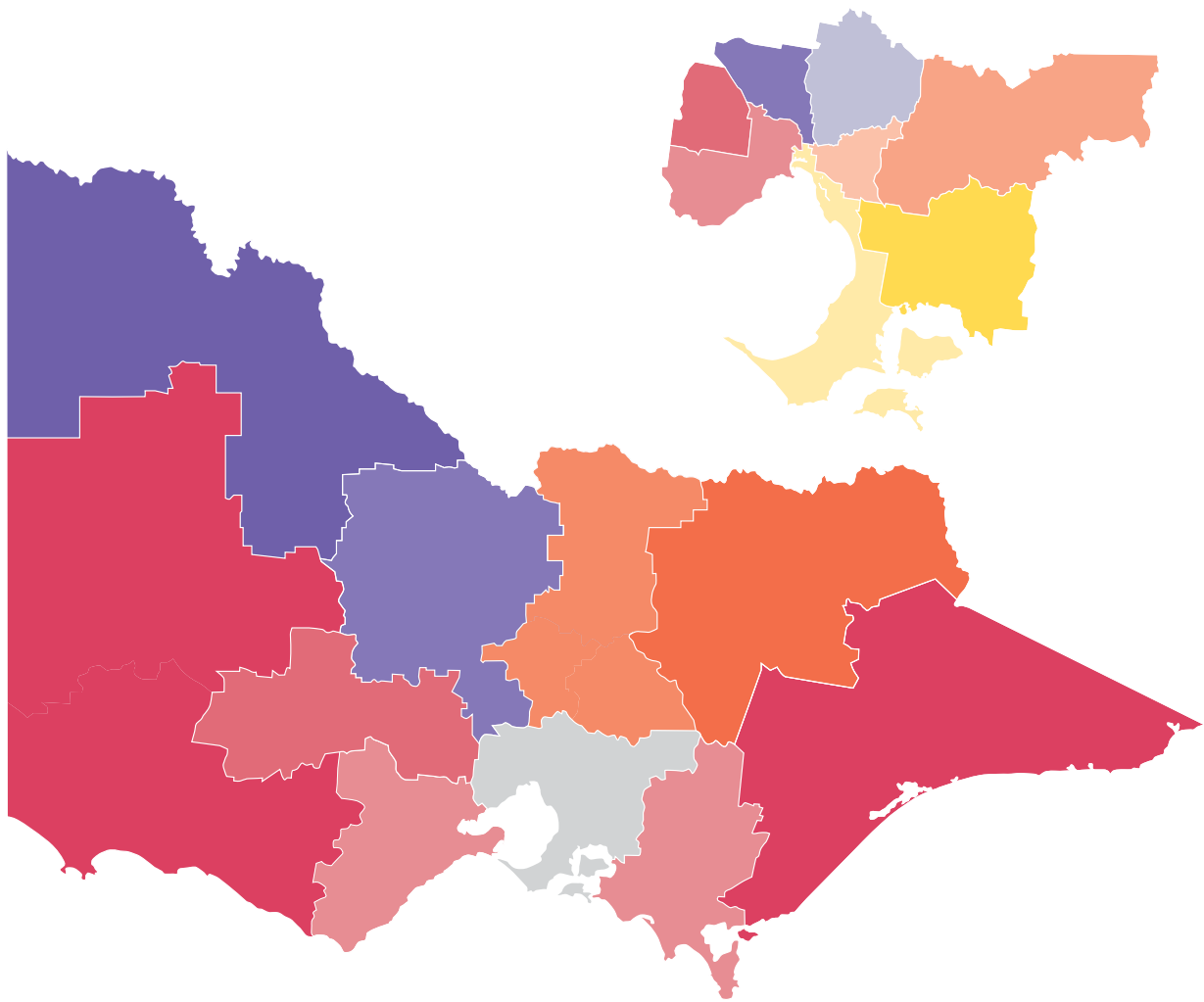
WE SUPPORTED **281 CHILDREN AND YOUNG PEOPLE** IN **26 RESIDENTIAL CARE HOMES**



THIS YEAR AV PROVIDED **2,500 PARENTS** WITH PARENTING SKILLS TRAINING



**5,058 FAMILIES** WERE HELPED BY OUR **CHILDFIRST SERVICES**



## ANGLICARE VICTORIA REGIONS AND SERVICES

### **NORTHERN METRO**

Alcohol and Other Drugs  
 Community Services  
 Education  
 Family Services  
 Family Violence  
 Housing  
 Out of Home Care  
 Youth Services  
 Justice

### **SOUTHERN METRO**

Alcohol and Other Drugs  
 Disability Services  
 Education  
 Family Services  
 Family Violence  
 Out of Home Care  
 Disability Services

### **EASTERN METRO**

Alcohol and Other Drugs  
 Community Services  
 Education  
 Family Services  
 Out of Home Care  
 Youth Services  
 Family Violence

### **WESTERN METRO**

Alcohol and Other Drugs  
 Community Services  
 Education  
 Family Services  
 Homelessness Services  
 Out of Home Care  
 Youth Services  
 Justice

### **CENTRAL & NORTHERN VICTORIA**

Community Services  
 Disability Services  
 Education  
 Housing  
 Mental Health  
 Youth Services  
 Justice  
 Out of Home Care  
 Family Services

### **GIPPSLAND**

Community Services  
 Education  
 Family Services  
 Justice  
 Out of Home Care  
 Family Violence



SINCE LAUNCHING IN APRIL, **51** FAMILIES WITH CHILDREN INVOLVED IN THE YOUTH JUSTICE SYSTEM HAVE BEEN **LISTENED TO, EDUCATED, COACHED AND SUPPORTED** TO PREVENT FURTHER INVOLVEMENT WITH THE LAW.



# NORTHERN METRO

## YOUTH JUSTICE STARTS WITH FAMILIES

The newest addition to AV's range of innovative services aims to tackle the tough problem of Youth Justice, and to do so through the power of a unified family. Launched in April this year, the program is one of two trials from the Department of Justice and the first of its kind in Victoria. The program takes a fresh approach, recognising that no person is an island; that we are all part of a community, and that the core of a young person's community is their family.

The program is grounded in Functional Family Therapy (FFT) – an evidence-based model with more than 30 years of research behind its success at supporting families and reducing youth reoffending. AV workers teach interpersonal skills across three to five months, at all hours of the day, and in many locations. The program helps disrupted families to grow together from a place of understanding, rather than succumbing to the pitfalls of blame, anger, and resentment.

Bringing disrupted families together is challenging, but AV's experience shows that families do want change; they just don't know how. Jane\* had been remanded by Youth Justice. Her mother was battling the use of drugs and unable to provide support. Jane's nana was brought in, but she was nearing retirement, tired from years of family dramas and very reluctant to help. Both Jane and her nana longed to move out of this turbulent and emotionally draining situation. With the help of AV workers, they were able to reflect that while neither of their lives had played out as they expected, the opportunity to support each other in moving forward remained.

While FFT is not about making things perfect or healing long-standing trauma, it's about getting things to a point where families can communicate as they adapt to the changes in their lives; functioning through difficulty. A mother with seven children, trying to hold down a job has enough challenges without the stress of being in court. By going back to the core of family functioning, sitting around a table together, talking about how things could be different in the future, we see families take new perspectives on their connection to each other and use support to create working relationships despite challenging emotional environments.

Young people involved with the law typically have a complex, though seldom told, backstory. "They are not big, scary kids like you might see in the media; they are mostly 13-16 years old and typically have had long Child Protection and trauma histories." reflects Shannon Harris, Project Lead

"Some have fled violence or live with family violence. But whatever their background, we seldom afford them the same sympathy and understanding that we extend vulnerable children; though equal victims of circumstance," she said.

Prevention is a priority for AV, and Youth Justice social workers have welcomed the program for its fresh perspective towards re-offending. With the program now well underway, the focus is on building more positive outcomes for more families.

\*name has been changed

# HER FIRST SAFE PLACE, AT LAST

Broadmeadows Women's Community House (BWCH) focuses its support on the most vulnerable and disadvantaged local women in the Hume region (North West Melbourne). The house is the first point of contact for a range of social support services. Through empathetic interactions with women who represent hundreds of families each year, workers build trust and when requested, refer to services in early childhood development, family violence, parenting support, drug and alcohol – or create programs as community interest and funding allows. Quietly humming away for nearly four decades, the program is the only women's house in the North.

It's no wonder that Team Leader Helen Slonek describes the BWCH as a 'soft entry point for the community.' Vibrant colours are splashed across its walls, displaying recent art therapy work. Sunlight spills into the front lounge, warming soft pillows and hand-made quilts lay draped on deep couches. Old friends pour cups of tea in the backroom, catching up as they always have – for three decades and counting. Two toddlers chase each other around the playground while their mother, cautious and uncertain, listens about the ways the house can support her as an asylum seeker.

In 2018 the house received \$20,000 from the CSL Behring Community Grants Trust for the HEAL program: an art therapy group for newly arrived and asylum seeker women. The program offered three, eight-week terms of classes, including transport for those who would not otherwise be able to attend, carers for their children, and an art show at its conclusion. Through the medium of art, the women were able to help process what it was like leaving home, escaping war-torn regions, losing some or many family members, or witnessing murder or torture.

The program embodied the principles of the house where inclusion and understanding are paramount: women from diverse cultural and religious backgrounds were able to sit, side by side discussing their shared and unique experiences. The feedback was remarkable.

**One woman expressed that, "No one has ever asked me 'how are you feeling?' and actually listened to my response before. This is the first place that I've felt safe in the two years since being in this country. My family and children look forward to Friday now, because they know I will be happy."**

The house is run with determination and passion for providing care and support – but couldn't do what it does without the generous donations that come in every year from AV's loyal supporters. In the coming year, BWCH aims to remain creative and responsive to its community's needs through partnerships with local services and innovative funding strategies – and the community is in full support. One of the ladies who has been coming to the house for almost 40 years recently spoke of her deep appreciation for the community the house fosters: "I'm here every Tuesday, drinking tea and solving the world's problems. It's more like a family; it's the best place in the world. They have holidays, but we don't want to leave."

**A big thank you to our patron Rosemary and the Anglican Parishes of Gisborne, for their fundraising efforts.**



EACH WOMAN HELPED, IS A FAMILY POSITIVELY IMPACTED. THIS YEAR THE **BROADMEADOWS WOMEN'S COMMUNITY HOUSE** GAVE FRONTLINE SUPPORT TO MORE THAN **769** WOMEN SEEKING SAFETY, ADVICE, HEALING OR FRIENDSHIPS.



**KEYS** IS CHANGING THE LIVES OF VICTORIA'S MOST VULNERABLE YOUNG PEOPLE: **80%** OF OUR CLIENTS ARE NOW IN JOBS OR EDUCATION.

# SOUTHERN METRO

## KEYS TO THE FUTURE

The KEYS (Keep Embracing Your Success) program is an inspiring example of AV's innovative approach to client-centred work. Now entering its third year, the trial program goes beyond traditional residential care models, offering Victoria's most vulnerable young people intensive support over a long period – and it's getting remarkable results. AV delivers the program in partnership with Deakin University, the Department of Human Health Services, Monash Health, MIND Australia, and Victoria Police.

Transition out of residential care can be stressful, especially with the burden of significant health issues or trauma. With so much going on, the stability of a long-term supportive relationship can make a world of difference. Young people aged between 12 and 16 with histories of poor mental health, criminal offending, substance abuse, or sexual exploitation are identified and helped to their feet. The KEYS program offers comprehensive support for 12 months or longer, ensuring clients keep learning, growing, and moving forward.

The KEYS team is a carefully chosen blend of specialists who share critical case insights and guidance in alternative ways to approach specific cases. This allows the program to meet the clients exactly where they are on their journey towards independence.

"We assess young people to determine what level of education they have. We won't put a young person in mainstream schooling if their education level is at grade three. We would look for an alternative education setting and encourage learning differently, from a skills-based approach." Sinead Crowe, Program Manager of KEYS.

Over time, the team supports their clients to design a positive picture for the future. Exploring their natural strengths, the team seeks to ignite an individual's aspirations and bring these dreams to life with appropriate cultural, social, emotional or practical skills.

When Nicholas\* – a young man with a history of criminal offending and substance use – came to the program, he had significant trauma. He was supported to find his drive and passion. Since then he has moved into full-time work (nine months and counting). He has been free from re-offending and is now stable and focused on long-term sobriety.

The attentive support offered by KEYS has had a big impact: 80 per cent of former clients now have regular work or are attending school. Many clients have also been supported to reconnect with their family.

A recent participant of the program said, "when I first went there, I wasn't at school, wasn't working, now I am living with my mother – which is so good."

"KEYS is taking that next step, focusing on what we can do together to make lives better, for everybody." Sinead Crowe, Program Manager of KEYS

# UNDERSTANDING HER SURVIVAL

The training that AV delivers to Child Protection and other agencies is helping service providers to understand the impacts of family violence beyond the physical. Thereby offering appropriate and targeted responses, and providing positive impact on practice and outcomes for families.

Earlier this year a mother named Zara\* left a physically abusive partner; taking her children with her – but the challenges weren't over yet. The children's behaviour, significantly influenced by the violence they had seen, became difficult with daily tantrums and power struggles.

For Zara, taking her kids to school was a time of immense anxiety. To get the children ready in time for school each morning was a tremendous battle, but for the most part, she got them there.

The school, unaware of the family history and situation, contacted Zara frequently asking her to come to meetings to discuss her children's lateness; repeatedly insisting that she must have the kids to school on time.

After surviving an abusive relationship and doing everything she could, she now felt an authoritative pressure placed on her. It added to the guilt she already felt for exposing her children to her partner's violence, and just didn't seem fair. Zara's story is not uncommon.

Since incorporating the Safe and Together framework into programs in March 2018, AV has now begun building a team of accredited trainers, offering training across the state. The model has been presented to staff from many agencies, including Child Protection and Family Safety Victoria and is generating positive responses within the sector.

Agencies receiving the education have praised the model for its ability to immediately improve child safety while also supporting adult survivors, and engaging with the perpetrator around their parenting choices.

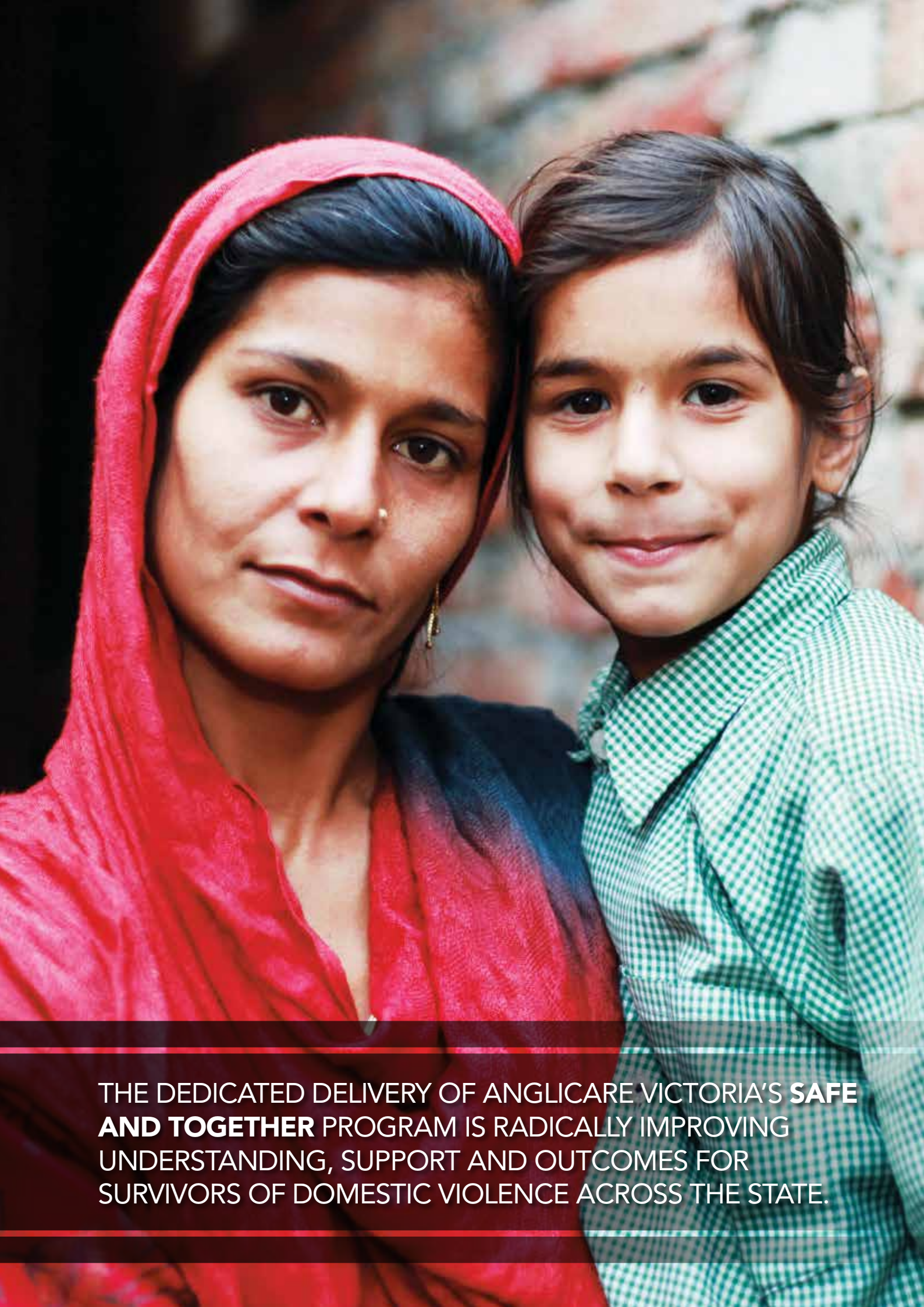
**"Moving from victim-blaming to focusing on the perpetrator as the responsible party for family violence is an overdue change," says AV's Project Manager, Karen Piscopo.**

**"Partnering with adult survivors of family violence, acknowledging their strengths and all they are doing – from packing lunches to helping kids understand trauma – to keep themselves and their children safe is something they have not heard before."**

The Safe and Together model supports professionals in their day to day work to help adult survivors recover following their abusive relationships and begin reconnecting with themselves and their children.

"Only from a sense of safety can we focus on recovery from trauma," says Karen Piscopo.

Adult survivors with long histories in the welfare sector welcome the change and greater sense of justice the Safe and Together model brings. Another mother in a similar situation to Zara recently told her caseworker that: "After 20 years of living with a person who was physically and emotionally abusive to me, an absent and abusive father, this is the first time that a service has held him accountable. Until now, he has gotten away with it in the shadows while I take the blame."



THE DEDICATED DELIVERY OF ANGLICARE VICTORIA'S **SAFE AND TOGETHER** PROGRAM IS RADICALLY IMPROVING UNDERSTANDING, SUPPORT AND OUTCOMES FOR SURVIVORS OF DOMESTIC VIOLENCE ACROSS THE STATE.



ANGLICARE VICTORIA IS ONE OF THE LARGEST PROVIDERS OF **FOSTER CARE** IN THE STATE. THIS YEAR, OUR DEDICATED AND GENEROUS CARERS OFFERED HIGH-QUALITY CARE AND HOUSING TO **1,116 CHILDREN AND YOUNG PEOPLE**.



# EASTERN METRO

## EVERYDAY HEROES

Ben\* was less than two years old when he entered foster care: he's now 18 and still lives with the same family. While it is always hoped that children in foster care can eventually return to their birth parents, it is not always possible. While Ben's story speaks of heartbreak and difficulties of separation, ultimately his is a story of healing, generosity, and above all, personal triumph.

The early years of Ben's life were very challenging. He struggled with the emotional impacts of moving numerous times between foster care and his family. He suffered in the disconnection from his birth family.

Despite Ben's emotional hardship, his foster carers were able to stabilise his world. They provided a predictable and nurturing environment from which Ben could begin to grow and meet important developmental milestones. With the support of his carers and AV, throughout the years he has increasingly engaged with his school environment and peers and will complete his final VCE units this year. With assistance from AV's Better Tomorrow funding, his carers were able to access additional funds for extra-curricular activities. Ben has taken hold of those opportunities with both hands, pursuing both sporting and musical interests – recently performing guitar in front of the whole school at an assembly.

From years of steady support and inclusion, Ben now strongly identifies as a member of his carer family. While returning to his birth family's care was not possible, with the encouragement of his carers, he has maintained a meaningful relationship with them.

Every night there are hundreds of young people, not as fortunate as Ben.

As one of the largest providers of foster care in Victoria, AV integrates itself into communities and helps to support young people in need.

**"There is a real need to provide more placement options for children and young people unable to reside with their families, but more importantly it's about involving the community; sharing that responsibility to create opportunities for children to experience a regular family environment – creating as much normality as possible."** Program Manager, Tarni Haywood

Staying with strangers can be frightening for young people, and challenging for the foster family too. Successful placement occurs when carers appropriately attune to the child's needs: initially offering safety and stability, but over time creating a deeper bond. The foster care team at AV is inspired every day by the commitment and contributions of foster carers: taking in kids and including them as part of their own family; holding strong through the hard times. They are Victoria's everyday heroes building better tomorrows for our most in need young people.

Ben will continue to reside with his carers as he moves into the next phase of his life. He hopes to pursue his interest in science at university next year, and he will continue to be supported and encouraged by his carers as he faces the excitement and challenges of tertiary education. Ben has matured into an engaging, intelligent and well balanced young man; something he and his family can be truly proud of.

# COMING HOME

A part of AV's Alcohol and Drug program, our family reunification program supports families both affected by substance use and involved with Child Protection. If they are to reunite with their child, clients must demonstrate their ability to provide a safe home environment, which means overcoming not only the use of drugs but the root causes of their behaviour too. In some cases, this requires the unravelling of long family histories of emotional trauma. It's an intensive process requiring dedicated work from both client and AV teams.

A young couple in their twenties were living in the eastern suburbs of Melbourne with their baby. The couple had been using methamphetamines heavily, resulting in the child's court-ordered placement into kinship care with her grandparents. When the couple discovered they were pregnant again, they realised they were likely to lose this child too. The consequences and reality of their drug use suddenly hit home. They became determined to change their lives for the better.

Many people battling substance dependence will continue to use while pregnant, but this mother was different. She was driven to get well and managed to cease all drug use. While heavily pregnant, she would spend the day on public transport or walking to see her daughter; hoping to re-build their relationship.

The father self-referred into detoxification programs and found employment in the hope of providing better accommodation for his family.

The Family Reunification workers observed the conditions affecting the family unit and how both parents could be supported while addressing very different challenges.

Utilising AV's extensive range of support services, these parents were offered support for drug abstinence, prenatal care and engagement with their child's kinship carers. The family reunification workers also dedicated time to support the parents in connecting to their role as parents – even if their children were not to be placed with them. Proactively facing fears, barriers, and disadvantages tough enough to exhaust most people, the couple began to cultivate their recovery. The couple is now well on track to keep their soon-to-be newborn and have their first child return home.

**"Working alongside vulnerable families is to be the witness of immense resilience and strength of human spirit that families can hold." Stephanie Bortignon, Team Manager**

**AV'S FAMILY REUNIFICATION UNIT SUPPORTS PARENTS STRUGGLING TO MAINTAIN CUSTODY OF THEIR CHILDREN DUE TO DRUG USE. A THIRD OF THOSE ASSISTED ARE NOW FREE FROM DRUGS; TWO-THIRDS ARE MAINTAINING MEANINGFUL CONTACT WITH THEIR CHILDREN, AND A QUARTER HAVE **WELCOMED CHILDREN BACK HOME.****





THIS YEAR OUR **RAPID RESPONSE** TEAMS SUPPORTED OVER 200 FAMILIES AT IMMINENT RISK OF LOSING THEIR CHILDREN: **95%** OF KIDS IN COMPLETED CASES **REMAINED WITH THEIR FAMILIES**

# WESTERN METRO

## PREVENTION FIRST

Anglicare Victoria is successfully demonstrating that there is still more that can be done for families who are at risk of losing or relinquishing custody of their children. Rapid Response (RR) is an innovative program designed by Anglicare Victoria to effect major turnarounds in struggling families previously believed to be at a point of no return.

It's 10 o'clock on a sunny November morning in the Western region of Victoria. Anglicare Victoria's Rapid Response (RR) team leader and worker have just arrived at a mother's flat with two Child Protection (CP) workers. They can see dirty nappies and smell urine. There is broken glass on the floor. A toddler walks by. The mother, Joanna\*, has lost control - unable to cope with the trauma of violence from her ex-husband. Heartbroken and despondent, she is about to lose her children too. It is at this moment that the RR team do what they do best.

The RR team received a referral from CP just 24 hours prior. By responding immediately and effectively, there is a high chance that the safety of the environment and carer's behaviour (or child's behaviour depending on the case) can be strengthened to a safe standard - meaning the children can remain with her. Everyone is better off this way: the children, the parents, and the agencies that fund our over-stretched Out of Home Care system.

The RR team get to work straight away, working with clients to explain the safety goals set by Child Protection and required to be reached by the conclusion of the intervention. The RR team will visit for up to 15 hours a week; for four weeks in a row. They demonstrate, educate, role-model and support parents and their children to adjust behaviour, using evidence-based tools and techniques for improved familial relationships.

In one successful RR case, a father who had used excessive physical discipline on his young child was supported to see the child's fiery behaviour as a reactive call for attention, helping him to become more attentive to her emotional needs.

In another family, a young teenager that was frequently threatening and violent towards her parents and siblings was supported to communicate better the complex emotions she had experienced while growing up around violence.

Fortunately, working with Joanna ended positively too. The RR worker saw an incredible transformation: by the second week, each morning as they arrived, she would be there, bucket in hand ready to clean. As her confidence increased, she started proactively addressing the safety issues, and the children were able to remain in her care. Joanna spoke of her appreciation in the approach of RR workers: rather than a checklist of requirements, the workers listened and heard what she needed, referring services that she wanted, thereby improving the engagement of the service.

**"Everybody has strengths, but they can't always see that. During the interventions, RR workers slowly step back, and the family start to take over and lead - it's a huge thing to see; it's amazing." Eliza Todd, Practice Leader**

The program has secured additional funding for expansion in the coming year, allowing the North and West regions to establish independent sites. Evolving the program towards evidence-based practice is underway, which will ensure that all regions operate to the same high standards.

# FINDING KIN

When things go wrong in the family home, it's not always possible for children to stay with their birth parents. Providing children with the familiarity of an existing relationship, biologically related or otherwise, can be a less traumatic alternative to Out of Home Care.

These placements, known as kinship care, are typically with grandparents, uncles or aunts. The familial connection allows children to maintain significant relationships in their lives, as much as their sense of identity. Kinship placements also improve the possibility of future contact with birth parents and extended family members.

This year, two boys, aged eight and ten, were placed with their maternal grandmother. The boys had been removed from their mother's care because she was still recovering from drug use, mental health issues and ongoing instability after being homeless for over a year. The ten-year-old has autism and had been disengaged from school for over six months.

As AV workers met with the grandmother, it became clear that she was not coping: in her seventies, she did not feel physically strong enough to provide care, particularly for the boy with autism. She was also suffering from depression.

Assisted by the kinship program's First Support's Immediate Needs Assessment, AV was able to act quickly, making contact with the boys' maternal aunt with whom they had a long and positive relationship. Within a few weeks, the boys had moved into her care creating a better outcome for their grandmother, a better outcome for their mother, and a better outcome for the boys – who are now doing well in their aunt's care.

AV has received plenty of positive feedback from kinship families, highlighting the quality of our workers and the benefits families have experienced after receiving support.

"The model is effective and has an opportunity to grow and improve outcomes for children and their families." Spiros Drakopoulos, Program Manager

**THIS YEAR AV'S KINSHIPS CARERS SUPPORTED 182 CHILDREN AND YOUNG PEOPLE TO MAINTAIN AND REBUILD CONNECTION WITH THEIR FAMILIES**



# CENTRAL & NORTHERN VICTORIA

## YOUR COMMUNITY MONEY MENTOR

Australia holds the world's fourth-highest rate of household debt\*\*. It's become normal to live outside our means; just a few missed paychecks away from defaulting on repayments. It's not surprising then that a single disruptive life-event can create financial difficulty for anyone - whether on a six-figure income or a Centrelink payment.

AV's Financial Counselling program targets this issue primarily through education, providing information and demonstrating options to financially troubled clients (many of whom are self-referred). Our financial counsellors may also negotiate debt and repayment terms with creditors on a client's behalf.

Financial counsellors navigate complex cases. Clients are typically burdened by numerous sources of debt, and may also be emotionally affected by gambling, trauma, mental health, drug use, or domestic violence – and sometimes all at once.

Money troubles flow on to every area of life: personal relationships, work performance, mental health and physical wellbeing. Frank\*, a taxi driver in his late sixties and on a pension, was the victim of a vicious stabbing during a night shift. Not only physically harmed, but severely traumatised by the attack, he was unable to face another shift.

Like many Victorians, he still had mortgage repayments for the house in which he lived, and regular payments due for bills and his credit card debts. The financial pressure began to affect his ability to function as he would, further restraining the emotional and physical recovery after his attack.

Through the help of his AV financial counsellor, his bank and other sources of debt were contacted and informed of his story.

Successful negotiating saw the removal of significant debt. Frank was immensely relieved. Free from financial strain, he was able to focus on therapeutic recovery and has since returned to day-shift work.

"The best thing is when you tell a client about an outcome, such as debt waiver or payment arrangement, is the relief that you see. It might be a few thousand dollars waived, but to someone under extreme duress and financial hardship, that feels like two million dollars." Tracey Grinter, Program Manager

Failure of income support payments to meet the rising cost of living, alongside improved identification of family violence, has dramatically increased demand for the service – up to 15 referrals a day has quickly added extensive length to a newly created wait-list. However, it is a lack of fundamental financial education that is the most common thread to referrals.

Survivors of abuse and trauma may look for hope in gambling, or things they cannot afford – but AV knows that ultimately hope is generated through personal power. Working with financial counsellors to build financial literacy allows clients to take back control of their lives. The program will continue to focus on prevention in the coming year, utilising its volunteer workforce to strengthen the financial literacy services it currently provides to communities, businesses, and high schools.

**This year AV's financial counsellors improved the financial situation and education of 6,384 people.**

\*\* OECD (2019), Household debt (indicator). doi: 10.1787/f03b6469-en (Accessed on 24 July 2019)





## SUPPORTING FAMILIES AT A DEEPER LEVEL

"I can't cope with her, I don't want to do this anymore" a mother exclaimed. She was at the end of her tether in dealing with Angelica\*, her ten-year-old daughter. The two were living in social housing after surviving a long history of family violence, from which the mother herself developed significant mental health issues. Now Angelica's behaviour was becoming too much. She would scream at her mother, trash her room, throw things and frequently refuse to go to school. Her mother saw no remaining options: she was ready to relinquish custody of her only daughter.

What if we could see beneath Angelica's anger more clearly and reach through to its source, or recognise her violence as a last-ditch attempt at communicating unmet needs. What if we looked at substance use in other family members as a last resort in dealing with unresolved trauma?

Questions like these drive AV's innovative approach. Functional Families Therapy for Child Welfare (FFT-CW) is now testing deeper, more integrated methods of work; addressing the momentum and impact of trauma by breaking down its root cause: misunderstanding and fear. Since launching in May 2018, the team of the pilot program has been generating promising feedback from families making significant improvements.

Practitioners work with the whole family, which can include grandparents and other significant people. They explore the wider networks of the child and their family, AV workers look at all interconnected and related elements. Unpacking the layers and dynamics of behaviour for each member and linking it to the (sometimes intergenerational) trauma that sits behind it. This offers a fresh perspective to assist the family in rebuilding their culture. Clients are supported to strengthen their relationships with new methods of communication. They are then taught practical skills led by respect and understanding, supporting each other to change their behaviours.

During sessions with Angelica's family, her mother began to understand why her daughter had screamed "I hate you" a few weeks ago. She started to see the behaviour for what it was: a frightened response to the very real and imminent possibility of losing her mother. And when Angelica saw her mother break down in tears over the grief and stress in her life, she realised that deep down, her mother loved her, she didn't want to give her up – she just didn't know what else to do. Angelica's family is a great example of the program's work: through a tremendous effort by all members, they have been able to remain together.

Workers of the program help families to find better ways of communicating with each other, having their needs met, or dealing with grief, loss, anxiety and anger. As with most AV programs, workers look to build on strengths, empowering the families to observe their behaviour and manage their conflict better, and more independently.

One FFT-CW worker recently supported members of a family to recognise when things are falling apart, and at that moment to do something that helps everyone step back. The father chose star-jumps. Now, the household moves from yelling to laughing in an instant because Dad can choose to do star-jumps rather than add to the tension. Simple yet effective tools like these cut through difficult times as families move forward and out of difficulty together.

The work of FFT-CW looks deep into the core of family issues. The program attempts to break down the intergenerational involvement with Child Protection by preventing the breakdown of families. By educating and empowering, we deliver better care and better futures for our families and communities.

# GIPPSLAND

## NURTURING FOUNDATIONS

The day a baby enters a family's life is a special one. The nurse places a newborn in the mother's arms and in that moment, a permanent bond is made. The nurse probably won't, however, place in her arms a handbook explaining just exactly what to do for the next few decades of parenthood – as there isn't one.

As parents, we know that raising kids is learnt on the job; a life-long lesson for all involved, delivered by an array of teachers with various levels of influence. The purpose of ParentZone is to make that learning easier; fostering the best possible relationship between caregivers and their children.

AV's ParentZone is an umbrella service with many targeted programs to develop and enhance parenting skills. The programs are born from the wide-ranging and ever-evolving needs of the community, be that group sessions for young solo mothers struggling to maintain order in the home, kinship carers concerned about cyber-safety, or fathers in prison who want to be better dads when they get out. Typically the programs cater to families and carers who do not require more intensive services.

We all want to be good parents, but just what that means is unique to each of us. Attending groups with others in similar situations help to normalise experiences and break down isolation within the community. A young mother was putting immense pressure on herself to control her children's behaviour, giving frequent and lengthy lectures.

After attending one of ParentZone's programs, she could see that their behaviour was not so unusual.

Aligning her expectations of 'good behaviour' to expected developmental stages, she was able to see her relationship to the children in a new light.

**"Being able to provide spaces for families to engage, or witness those 'lightbulb' moments where people understand and make changes and then see the benefits of those changes – is really refreshing and rewarding."** Samantha Massey, Team Leader, Gippsland

ParentZone can support people in incredibly difficult positions too. A father who had risked his life many times over to escape extreme hardship in Iran was having difficulties with his son; he was acting out in school. With no family to support in Australia, the father struggled to understand why his son was not more appreciative of his sacrifice or the safety and opportunity he had provided. Working with the ParentZone worker, the father and son were able to unpack the trauma of their experiences and begin a deeper, more supportive relationship.

ParentZone nurtures a better understanding of where children's behaviour comes from; enabling parents to meet the needs of their children with more attuned responses. This kind of approach creates the foundation of healthy and loving attachment; improving communication and the understanding between carers and children.

# SOMEONE IN YOUR CORNER

Sometimes the world can seem like a frightening and uncaring place; from unexpected hardships that shake our foundations; to abusive relationships with people we still love; to random, malicious acts from strangers. At these crisis points, our legal system is designed to provide extra care.

While Australians all agree that justice is a right intrinsic to all people, it is the dedication from teams like AV's Gippsland Community Legal Service (GCLS) that upholds and promotes this belief in the most underserved pockets of our regional communities, ensuring it is delivered to the most afraid and vulnerable.

Pressure from high rates of unemployment and low economic activity have affected Gippsland communities; with the added burden of mental health issues and domestic violence – of which the Latrobe region has one of the highest rates in the state. The GCLS team (seven lawyers, three support staff and growing) focuses on these vulnerable groups offering them free and timely legal services.

There are a wide range of situations where GCLS can support: helping citizens like Laura\*, a 60-year-old living with mental impairment, to address and resolve a previously distressing neighbourhood dispute calmly; empowering someone like Emily\*, a young adult from a troubled home and affected by clinical depression, to appropriately defend an unjust insurance payment.

When Melinda\* sought GCLS' assistance at a local Magistrates' Court, she explained how she had been the victim of severe family violence at age 16. After her ex-partner raped and threatened to kill her, the police took out a year-long intervention order on her behalf. Melinda's former partner continued to send threatening text messages over the year, forcing Melinda to re-apply for protection herself. GCLS did not think this was fair and took on Melinda's case. They were successful in extending the intervention order – indefinitely. Relieved, Melinda was no longer required to face traumatic court hearings and could begin to put her past behind her.

The service aims to develop and utilise community partnerships wherever possible.



This year working with Community Mental Health Service, the Cleanslates project was successfully funded, which gives direct access to legal support for people affected by mental health. As well as direct legal advice and representation, GCLS also provide legal education to their communities through schools, community centres, and to professionals – such as helping mental health professionals to identify when clients are experiencing legal issues.

Courtrooms are becoming busier with more court days offered in response. Meeting the increased needs for representation (particularly in domestic violence cases) across a large geographic area is a major challenge. While remaining focused on their core work, GCLS continues to foster and implement innovative ideas that help to break down the barriers to legal support. Recent initiatives include increasing outreach; improving visibility with regular lawyer time at local neighbourhood houses; a new emergency phone service for timely telephone consultations; and plans for a coffee truck that can serve up legal advice – as well as lattes – to the underserved corners of the community.

**This year the Gippsland Community Legal Service supported 764 clients in need of legal assistance.**



# PARISH PARTNERSHIPS

## BUILDING CONNECTIONS

AV's Parish Partnerships program supports local Parishes to better address the needs of their community. Over 180 churches support AV in delivering support to thousands of people across the state each year. One heartwarming example is the Brick Club, based in Warrnambool.

Since 2013, the club has been using construction toys – most famous of which is Lego – to facilitate learning and engagement through the art of play. Used across a range of ages and settings, groups include local communities, primary school visits, disability sessions, children with Asperger Spectrum Condition, and an Aged Care initiative that brings elderly and primary children together. Leading with inclusivity, acceptance, and above all fun, the club is a rare space for boundless creativity, free of judgement or competition.

**"We invite people in to play Lego with their children, share their creation, and then we do the packing up. It's wonderful in its simplicity, but such an effective medium." Louise Serra, Program Manager**

**"Playing with blocks offers a highly versatile format for developing foundation skills and meaningful experiences. It builds confidence; capacity for sharing, listening, contribution; and it's great fun for any age," she said.**

We all know that feeling: the burning motivation that is awakened when searching for a missing Lego block, the one that would complete the masterpiece.

As Doris\* (80 years old) crawled around the communal Aged Care lounge, looking for the last needed piece for a creation made with Jamie\* (six years old), her carers saw a beautiful moment of connection: to the child in front of her; and the child within. It's moments like these in which the magic of the Brick Club shines.

Construction play has also been successful at engaging children living with Autism or Asperger's Spectrum Condition.

Five years ago a child first attended a school Brick Club session but struggled to behave appropriately. He could not cope with the noise from other children, or sharing bricks; he almost needed a private session. Since then a lot has changed. After attending enough sessions to receive the coveted Blue Architect t-shirt – the highest level acknowledgement of club commitment – his mother has noticed how he now takes turns to talk, listens to other people and likes to assist with finding pieces for other kids and their creations. He initiates conversations and shares his ideas or suggestions for creations.

The Brick Club is a refreshing alternative for playtime at school. Football and netball are dominant features in most regional playgrounds, but not all kids thrive in that environment. Brick Club sessions are held at four different primary schools in the region during lunch – perfectly suited for those struggling to socialise or taking a rest from AusKick; enabling different ways for children to develop and shine.

# HELP WHEN SHE NEEDED IT THE MOST

When clients enter AV's Emergency Relief centres, they come from many backgrounds. They may be coping with long-term homelessness or struggling to pay the bills while in between jobs. They may be there for financial support, a hot meal, or a friendly chat with someone who will listen, but they all share a common thread: they are going through a rough patch and need a helping hand.

**Janine\* was recently supported by AV's Emergency Relief. She had been homeless for most of her life; living on the streets and in and out of boarding and rooming houses for many years. Describing homelessness, she said that "as a woman, it's really scary."**

After some time living in an emergency accommodation facility, she was finally ready to move out and found a place she could afford. Her life had been very raw and tough at times, but she felt relieved and thankful to be at last moving into safer and more permanent accommodation. It felt to her as though 'life was only just beginning.'

Determined and courageous to make her way forward, Janine used what remained of her last Newstart Allowance to pay for the relocation of her belongings. During the move, her fridge was damaged beyond repair; but without any spare money, she had no way to replace it. Unable to refrigerate food or cook at home, the situation left no option but to eat takeaway food.

With few family or friends, Janine felt isolated and unsure who to call on for help. She heard of financial support that might be on offer from Anglicare Victoria and made her way to one of our Western Emergency Relief centres.

It's easy to oversimplify people as 'rich' and 'poor', but of the 774,000 Victorians who live in poverty (13.2 per cent), the majority of these own their homes, and a third of them have jobs. (VCOSS report\*\*) Emergency



Relief volunteers aim to meet people where they are; maintaining client dignity while acknowledging that we all need a bit of help sometimes.

Our volunteers were able to spend time with Janine, listen to her struggles and provide practical financial assistance. They were able to give her emergency food vouchers for the local supermarket, and a food parcel from the Pantry Program located on-site.

Our emergency relief volunteers are trained and experienced in supporting people from all kinds of backgrounds: living with disabilities, chronic illness, domestic violence, mental health issues. They will encourage each person to share their story, enabling opportunities for further assistance or referrals to other Anglicare Victoria support services. Janine was referred to the ER Crisis Counsellor on-site to discuss eligibility for a No Interest Loan (NILS) to purchase a new fridge, couch and discuss other support services options that are available locally.

**THIS YEAR, ACROSS 14 EMERGENCY RELIEF CENTRES, HUNDREDS OF DEDICATED AV VOLUNTEERS SUPPORTED THE DELIVERY OF FRONTLINE ASSISTANCE TO 4,667 VICTORIANS IN URGENT NEED.**

\*\*Every suburb, Every town: Poverty in Victoria (Nov, 2018) R. Tanton; D. Peel; Y. Vidyattama, Victoria Council of Social Services.



# CHAIRPERSON'S

Anglicare Victoria's Chairperson's Awards provide an opportunity to recognise and celebrate the extraordinary efforts and achievements of staff, volunteers, and clients.

This occasion allows us to step back from the day to day work that we undertake and pause for reflection. It is about recognising the wonderful work being carried out day in, day out by our dedicated staff and volunteers who continue to do amazing work with our clients continually prove their commitment to the organisation and the community.

**Clients were nominated across three categories\*.**

## RISING STAR

## INSPIRATIONAL OUTCOME

## EDUCATIONAL OUTCOME

## FOSTERING FUTURES AWARD

### Highly Commended:

- Katrina & Damien Quinney, Home Based Care (Eastern)
- Kim & Michael Verstedden, Permanent Care (Gippsland)

### Winner:

- Kate & Tim Bowles, Out of Home Care (St Luke's)
- Crystal Kromendy, Adolescent Case Management Service (Western)

## OUTSTANDING VOLUNTEER AWARD

### Highly Commended:

- Rob Hallisey, Financial Counselling (St Luke's)

### Winner:

- Doug Leighton, Targeted Care Package Team (Southern)

## LEADERSHIP AND INNOVATION AWARD

### Highly Commended:

- Kathryn Venables, Integrated Family Services (Eastern)

- Shannon Harris, Functional Family Therapy (Northern)

### Winner:

- Keep Embracing Your Success Program Team, Residential Care (Southern)
- Leanne Waite, SafeCare (Southern)

## EXCELLENCE IN SERVICE AWARD (TEAM)

### Highly Commended:

- Functional Family Therapy, Child Welfare Team (Northern and St Luke's)

### Winner:

- First Supports Team Kinship Care, Claire Thornell, Jessica Young, Dominic Fonoimoana, Nicola Houghton & Sara Laidlaw (Eastern)
- Keysborough Residential House (Southern)

## EXCELLENCE IN SERVICE AWARD (INDIVIDUAL)

### Highly Commended:

- Deng Malith, Navigator (Western)
- Sandra Phillips, ParentZone (Southern)
- Shankar Ramaswamy, Information Technology Services (Central)

### Winner:

- Cassandra Wright, Alcohol and Other Drugs (Eastern)
- Joshua Hart, Community Services (Gippsland)
- Peter Kadissi, Residential Care (Western)

## STEVE WATKINSON MANAGER'S AWARD

Awarded to an individual Manager who through drive, leadership and innovation has demonstrated their absolute passion and commitment, both to best program outcomes and staff development.

**Winner:** Amanda Stacey

The Chairperson's Awards are proudly sponsored by AccessPay and HESTA

# CULTURAL CONNECTIONS

Anglicare Victoria is delighted to welcome Uncle Ian Goolagong to our staff as Anglicare Victoria's very first Aboriginal Cultural Advisor and Mentor. Uncle Ian is a Wiradjuri Elder with an important story to share.

His story is extraordinary in many ways: the second-youngest of eight children born into the only Aboriginal family in the tiny town of Barellan, New South Wales, and he was 21 when he became the first (and only to date) Aboriginal man to play tennis at Wimbledon.

In other ways, Uncle Ian's story is not unusual: as a Wiradjuri man, there have been times when the persecution, genocide, and dislocation of his people has impacted him greatly. There have been times when he has been distant from his culture; times when he has faced discrimination; and times he experienced the effects of intergenerational trauma.

Despite the darker chapters of his journey, he held on to his culture; his deep connection: an endless source of strength. Today, as a Cultural Advisor to the Buldau Yioohgen Leadership Academy, Uncle Ian shares his life experience to support young Aboriginal people on their cultural journey and help them become leaders.

**"The whole idea is to try and help them instill confidence, turning them into leaders so they can go back and help their community," he said.**

Uncle Ian's approach to working with Buldau Yioohgen kids is instinctive. He talks about his life, sharing stories about Aboriginal culture and lore. He listens to the kids, trying to understand where they are at on their cultural journey, and how he can best support them – mixing in some of the learnings from his time as a tennis coach.

## Helping Kids Develop Cultural Tools

It's important to Uncle Ian that he supports them to navigate their own pathway between culture and their aspirations for their life. He teaches kids that culture is always there for them.

"You never really lose your culture," he said. "A lot of kids know their culture, but they are still trying to fit in somewhere, and they're not really sure how to.

That's where I come in: I try to help them work through that."



Ian Goolagong fishing during the 2018 Northern Experience

Uncle Ian describes his work with kids as helping them develop the cultural tools they can use throughout their lives. "You have to install a tool they can fall back on and steer them in the right direction," he said.

"The trick is to find that tool."

Ultimately, he believes that once young people have found the cultural tool that works for them, it's something they can use to help others – moving through his one-on-one work with young Aboriginal people, rippling out into the community.



# DRIVING INCLUSIVITY AND DIVERSITY

Anglicare Victoria values diversity. We believe in the right of equality, fairness and decency for all Victorians and we are committed to removing discrimination from our services, policies and workplaces.

Diversity offers an increased breadth of perspectives and depth of understanding, further enabling the provision of high-quality inclusive services to our communities.

The ultimate aim of celebrating diversity is to ensure we foster an inclusive organisational culture and deliver inclusive services.

We're proud to have recently won the Diverse and Inclusive Workplace Award at the Bendigo Business Excellence Awards. It's a testament to our commitment to continue to build understanding of the diverse needs of the people we work with and for.

Over the last 18 months, we have also been working diligently to obtain Rainbow Tick Accreditation – a statewide standard in diversity.

Receiving our Rainbow Tick Accreditation is important as it allows us to reassure our clients that AV is a welcoming and safe organisation.

**A client recently shared with our program that they were very nervous attending an education session. They stated that when they saw a little rainbow tick on the reception window they instantly felt reassured they were in a safe environment.**

More than ticking a (rainbow) box, our genuine commitment to inclusion and diversity for our clients and staff is an ongoing journey. We will continue to strive for improvement by addressing any gaps and ensuring that valuing diversity and embedding a culture of inclusiveness continue to be a key focus for AV.



# ADVOCACY

## Campaigning for change; advocating for those most in need

To remain effective in delivering care and services that improve the lives of our clients, our systems and policies must be current. When expert research generates new insights, we sometimes find that the systems and policies that have dictated our work are no longer the best options. Anglicare Victoria is committed to influencing forward-thinking policy, contributing to public discussion, and providing evidence to create awareness and change that benefits those who are most vulnerable.

## Calling for a National Homelessness Summit

In Australia, more than 116,000 people are homeless. The rate has risen by close to 14 per cent over the last five years. 40 per cent of the homeless are women, 60 per cent are under 35 and a quarter are families. Despite these alarming figures, social housing – as a proportion of all housing – fell from 3.4 per cent to 3.3 per cent in the year to June 2018. (ABS report\*\*)

On National Breakfast television, CEO of Anglicare Victoria, Paul McDonald said Australia was in the midst of a homelessness and affordable housing crisis. He called for a summit that would include all tiers of government and kick-start policy development. He followed this up with a letter to the Minister for Housing reiterating his call.

Paul was contacted by several housing and homelessness agencies eager to join forces and lobby for a summit. Momentum was gained with Lord Mayors from across the country committing to hold a national homelessness summit following a two-day conference with Assistant Housing Minister, Luke Howarth.

"There is a unique opportunity for government to develop significant and bold solutions to address our current housing crisis. We need to draw on the best and most innovative approaches from around the world to guide national action. One of the most important functions of government is to care for our most vulnerable. It is time for big steps to be taken, ensuring these people aren't left out in the cold," Paul said.



## The Home Stretch

The Home Stretch campaign has made some significant progress over the past year with the West Australian government promising to trial a variation of the program.

In Victoria, the re-elected Andrews' Government has committed \$11.6 million to extend care to 21 for 250 young people over five years. Implementation of Home Stretch in Victoria began in April 2019, with Child Protection Minister Luke Donnellan saying that he would like to see this reform rolled out universally.

To date, both the South Australian and Tasmanian governments have agreed in principle to Home Stretch; unfortunately, the New South Wales and Queensland governments have not yet committed to the reform. Home Stretch continues to lobby and campaign for change in these two states.

A Home Stretch Symposium in August was informed by international and national experts in extending care. The event brought together influencers, policy developers and implementers from each Australian jurisdiction to explore and discuss the challenges and complexities associated with introducing extended care policies.

\*\*Census of Population and Housing: Estimating homelessness (2016) ABS.



Not pictured Pauline Kelly

### ANGLICARE VICTORIA BOARD

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Bishop Genieve Blackwell	Board Member
Dr John Chesterman	Board Member
Bishop Andrew Curnow AM	Board Member
Carol Dolan	Board Member
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Matthew Pringle	Board Member
Geoff Walsh	Board Member
Revd Kathryn Watt	Board Member

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Sue Sealey	Deputy CEO
Vincent Bucci	Director Finance & Business Services

### EXECUTIVE GROUP (CONT.)

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Edward Tudor	External Member
Paul McDonald	CEO
Sue Sealey	Deputy CEO
Bridget Weller	Strategic Projects Manager



# FINANCIALS

Anglicare Victoria (AV) recorded an overall net surplus for the 2018/19 financial year. This result was again favourably influenced by the very strong net income flows generated from our fundraising activities and investment returns. Funding from these sources continues to play a vital role in assisting AV offset the net cost of our overall operating and service delivery functions, in particular the provision of residential services (covering 26 homes spread primarily across the outer metropolitan areas of Melbourne), which recorded a significant funding shortfall of (\$4.9m) for the year.

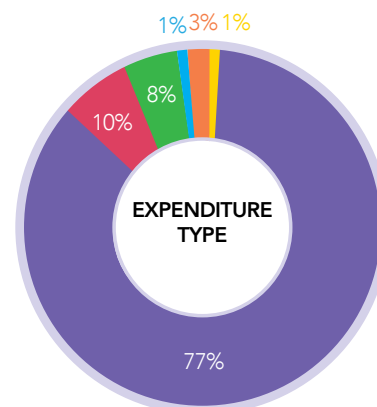
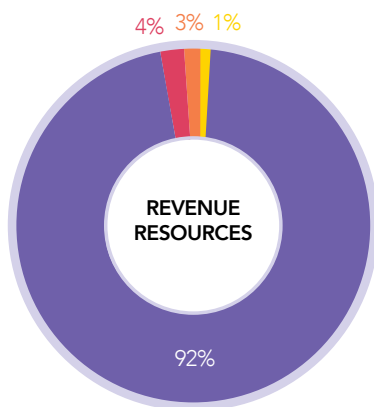
Furthermore our financial result also reflects management's on-going focus to improve performance by growing revenue and controlling operating costs across a range of areas, namely:

- The generosity of AV's many donors and benefactors, that included additional bequest income through enhanced fundraising events and campaigns.
- Reduction in Workcover costs due to greater emphasis on assisting injured staff with their "return to work" program.

- Enhancing the recruitment process of specialised staff to enable the replacement and reduction in the use of "more costly" external agency staff.
- Review of property portfolio resulting in the sale of vacant property no longer suitable and or required, including reduction of overall rental costs.



Anglicare Victoria's key financial objective is to ensure its on-going sustainability, through strong financial management and performance. However, achieving this objective each year is not without its challenges, as we balance service demand and delivery within an environment of constrained government funding and additional costs associated with the growing number of audit and compliance reporting obligations.



- State Government Funding
- Fundraising (donations/bequests)
- Federal Government funding
- Investment income
- Staff
- Client Costs
- Infrastructure support
- Office/Administration
- Depreciation
- Other

## ANGLICARE VICTORIA

Statement of surplus and deficit and other comprehensive income  
For the year ended 30 June 2019

	2019	2018
	\$'000's	\$'000's
<b>REVENUE AND INCOME</b>		
Government funds / grants and client fees	150,222	118,918
Bequests, donations and fundraising	4,084	4,496
Net investment income	2,899	2,799
<b>TOTAL REVENUE AND INCOME</b>	<b>157,205</b>	<b>126,213</b>
<b>EXPENDITURE</b>		
<b>Services provided to children, young people &amp; families</b>		
Placement & support	78,296	63,191
Family services	47,501	39,573
Community programs	14,155	13,024
Mental Health & Disability Services	4,470	3,529
Parish partnerships & community development	2,838	2,512
<b>New Service Development</b>		
Innovative Evidence Based Programs	265	1,815
<b>Infrastructure, support and governance costs</b>		
Quality assurance, audit & other legislative compliance costs	599	603
Property (rents & maintenance), vehicles & technology infrastructure	1,461	1,575
<b>Staff wellbeing, advocacy and community relations</b>		
Staff development and training	1,003	1,029
Research and advocacy	674	490
Building relationships with community, schools, parishes and media	2,001	2,161
<b>TOTAL EXPENDITURE</b>	<b>153,263</b>	<b>129,502</b>
<b>NET OPERATING SURPLUS / (DEFICIT)</b>	<b>3,942</b>	<b>(3,289)</b>

<b>Statement of surplus and deficit and other comprehensive income CONTINUED</b>	<b>2019</b>	<b>2018</b>
	<b>\$'000's</b>	<b>\$'000's</b>
Grant to Anglicare Victoria Childrens Foundation	88	-
Net gain on sale of property, plant, equipment & investments	758	469
Financial assets at fair value through profit and loss (FVTPL) - net change in fair value	387	-
Unrealised impairment losses on investments (AASB 139)	-	(180)
Plant and equipment impairment expense	-	(43)
Heritage claims and redress costs	(1,122)	(1,225)
<b>SURPLUS / (DEFICIT) FOR THE YEAR</b>	<b>4,053</b>	<b>(4,268)</b>
<b>OTHER COMPREHENSIVE INCOME / (LOSS)</b>		
<b>Items that may be reclassified subsequently to surplus or deficit</b>		
Unrealised gain / (loss) on investments	-	1,049
<b>Other comprehensive income / (loss) for the year</b>	<b>-</b>	<b>1,049</b>
<b>TOTAL COMPREHENSIVE INCOME / (LOSS) FOR THE YEAR</b>	<b>4,053</b>	<b>(3,219)</b>
Represented by:		
<b>Operating activities</b>		
Provision of direct services to children, young children and families, including infrastructure and support services	(2,447)	(10,063)
<b>Non Operating activities</b>		
Net gain on sale of plant and equipment & investments	758	469
Unrealised impairment losses on investments (AASB 139)	-	(180)
Financial assets at fair value through profit and loss (FVTPL) - net change in fair value	387	-
Plant and equipment impairment expense	-	(43)
Heritage claims and redress costs	(1,122)	(1,225)
<b>Anglicare Victoria's contribution of resources</b>		
Net fundraising income	2,609	3,400
Net investment income	2,899	2,799
Net contribution from Innovative Resources	4	118
Bequests received	877	457
Grant to Anglicare Victoria Childrens Foundation	88	-
<b>Other comprehensive income</b>		
Unrealised gain / (loss) on investments	-	1,049
<b>TOTAL COMPREHENSIVE INCOME / (LOSS) FOR THE YEAR</b>	<b>4,053</b>	<b>(3,219)</b>

## ANGLICARE VICTORIA

### Statement of financial position

As at 30 June 2019

	2019 \$'000's	2018 \$'000's
<b>ASSETS</b>		
Cash and cash equivalents	10,894	12,459
Trade and other receivables	4,652	3,078
Inventories	309	420
Investments	29,385	27,349
<b>Total Current Assets</b>	<b>45,240</b>	<b>43,306</b>
Investments	3,221	2,094
Property, plant and equipment	21,854	21,749
Intangible assets	3,715	3,456
<b>Total Non-Current Assets</b>	<b>28,790</b>	<b>27,299</b>
<b>TOTAL ASSETS</b>	<b>74,030</b>	<b>70,605</b>
<b>LIABILITIES</b>		
Trade and other payables	3,693	4,835
Provisions	1,200	800
Employee benefits	15,856	14,870
Deferred income	15,178	16,152
<b>Total Current Liabilities</b>	<b>35,927</b>	<b>36,657</b>
Employee benefits	1,199	1,046
Deferred income	400	450
<b>Total Non-Current Liabilities</b>	<b>1,599</b>	<b>1,496</b>
<b>TOTAL LIABILITIES</b>	<b>37,526</b>	<b>38,153</b>
<b>NET ASSETS</b>	<b>36,504</b>	<b>32,452</b>
<b>EQUITY</b>		
Establishment corpus	23,767	23,767
Reserves	15,618	17,796
Accumulated (losses)	(2,881)	(9,111)
<b>TOTAL EQUITY</b>	<b>36,504</b>	<b>32,452</b>



# PARTNERING FOR IMPACT







# KEY ACHIEVEMENTS

**\$1,295,000**



**\$1,295,000 SECURED FROM 24 GRANTS AND 19 DIFFERENT PHILANTHROPIC BODIES**



**154 YOUNG PEOPLE ACROSS VICTORIA BENEFITTED FROM DONATIONS TO OUR BETTER TOMORROWS PROGRAM**



**\$116,329 RAISED BY 131 PARTICIPANT'S ABSEILING FOR ALTITUDE SHIFT**



**8,000 TOYS DONATED BY 19 SCHOOLS, 21 PARISHES AND 18 CORPORATES FOR OUR TOY & FOOD APPEAL**



**30 AV OFFICE LOCATIONS ACROSS VICTORIA**



**14 EMERGENCY SERVICE LOCATIONS**



**1,637 STAFF AND 2,300 VOLUNTEERS MAKE UP AV'S DEDICATED SERVICES ACROSS THE STATE**



THIS YEAR THROUGH OUR **PARISH PARTNERSHIPS** PROGRAM, THE BRICK CLUB HAS CREATED A FUN & SAFE LEARNING ENVIRONMENT FOR **1,424 PEOPLE**



# THANK YOU

There are so many ways you can make a difference.  
Join us today and help change lives.

**DONATE** to our fundraising appeals online at [www.anglicarevic.org.au/donation/](http://www.anglicarevic.org.au/donation/) 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 [www.anglicarevic.org.au/foster-caring/](http://www.anglicarevic.org.au/foster-caring/)

**GIVE REGULARLY** by joining our monthly giving program. Call 1800 809 722 or visit our website for more details.

**GIVE AT CHRISTMAS** and support 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.

**INCLUDE** a Gift in your Will to Anglicare Victoria when you are planning your estate. Visit our website to find out how you can contribute to make a lasting and valued impact, [www.anglicarevic.org.au/get-involved/ bequests-gifts-in-wills/](http://www.anglicarevic.org.au/get-involved/bequests-gifts-in-wills/)

**VOLUNTEER** in a range of locations and roles across Victoria. 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, LinkedIn or sharing our YouTube videos.

**JOIN OUR TEAM** and work in one of Victoria's leading agencies supporting children and families. All career opportunities are advertised on our website.

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



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