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Every effort is made to ensure the data is accurate at the time of publication. Data is subject to change as additional information is obtained.

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STRONGER TOGETHER

2020 ANNUAL REPORT

ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Custodians of the land on which we work and live.

We recognise their continuing connection to Country and community.

We pay respect to the Elders of the past, present and future.

Anglicare Victoria's Cultural Advisors: Ian Goolagong and Kellie Hunter.



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Please note: Names in stories have been changed in the interest of protection and privacy
Models appear in our photographs to protect the identity of our clients. The photographs used within this report are a combination of purchased imagery and rightfully owned images of Anglicare Victoria.



In a world enveloped by uncertainty and change, the work we do through Anglicare Victoria has become more important than ever.

The vulnerable members of our local communities – who already have plenty to deal with at the best of times – have this year been thrown further into hardship and tumult.

While personal crises are nothing new to our frontline workers, volunteers and supporters, this year we have all been called to stand taller and dig deeper – and we have all answered that call.

In giving wholeheartedly to those in need, we have again shown the kind of organisation we are. We want to resource and empower young people and families to reach their full potential. The headwinds caused by the COVID-19 pandemic have meant that all of us at Anglicare Victoria have had to dig deeper into our resourcefulness. In stretching to give more, we have reaffirmed our values and remembered the very reason for our mission.

In meeting our tests and trials head-on with courage, we served more than just our community: we have served the purposes of God's love in action that are at the heart of our vision. We have demonstrated that when we come with focussed purpose we can overcome the greatest of adversities.

Anglicare Victoria believes in transformation. We know that crises can and will abate; that young people and their families can heal; and that children can move from uncertainty to prosperity. This vision has been a guiding light throughout this year. When our faith remains steadfast, we are able to stir this courage and expectation in others as they navigate life's challenges.

It is with deep appreciation that I reflect on the work represented in this year's annual report. On behalf of all those we are here to serve, I thank all the dedicated staff and volunteers for their tireless contribution through trying times.

May the peace of God be with you.

The Most Reverend Dr Philip Freier

President of the Council
Archbishop of Melbourne



The use of the word "unprecedented" has been unprecedented over recent months!

I have never been more proud of our Agency than I am right now in 2020: a year that began with the disastrous bushfires, and then followed by the COVID-19 Pandemic. And it is *you*—our members of staff, our clients, our volunteers, and our supporters—that I am proud of. You have all been amazing!

In this year of uncharted territory, *you* have all worked incredibly hard: to enable the continued delivery of our key programs; to find new and innovative ways to work together; to take on new programs associated with these particular circumstances; to support and to encourage each other; and above all, to enable our Agency to continue to strive – to always meet the needs of the children, young people and families in our care.

Just as those in our predecessor Agencies faced the Spanish Flu Pandemic, the two World Wars, the Great Depression and the Polio Epidemic, this has now been *our* time to respond to a situation the likes of which none of us has ever experienced, let alone envisaged.

And respond we all have; with a shared determination to ensure no-one is left behind. Like so many others across our country, we have had to push and push on. Thank you to every one of you for all that you have done and are doing at this very different and historic time for our Nation, our State and our organisation.

It has been the greatest of privileges to serve our Agency and our community, both as a Member of the Board since 2011 and as Chair since 2016. In this period we have seen Anglicare Victoria more than treble in size—the direct consequence of our shared determination to both strengthen and to broaden our programs so that together we might still better meet the needs of each and every one of our clients.

As I complete my term, I am looking forward now to supporting Board Member Dr John Chesterman as he becomes the next Chair of our Board in October.

Please Stay Safe and Please Stay Well.

Stephen Newton AO

Chairperson Anglicare Victoria



Over the past year, we have faced huge challenges. High demand for our services, bushfires ravaging communities, and of course the impact from the COVID-19 pandemic – all while responding to the care and needs of vulnerable children, youth and families. To say I am extremely proud of the way Anglicare Victoria has presented, responded and led, for the needs of all our clients and communities, is an understatement.

In this extraordinary year of great humanitarian need and anxiety, Anglicare Victoria has stepped up for vulnerable Victorians across the board. Inside this annual report I hope you, our reader, will get an insight into the great responsiveness, endeavour and character of our staff and organisation in caring and providing for vulnerable children, youth and families during what has been a year like no other.

We continued to serve, provide and respond to those in need, regardless of the challenges of a pandemic or the high demand for our assistance. This remained true whether delivering services to struggling families and the homeless, looking after the young people in our care, or being there for stressed parents and victims of family violence – or indeed in delivering interventions for perpetrators of that violence, and responding to those facing financial ruin or chronic drug and alcohol problems.

And at the height of the pandemic we stepped forward, supporting families in the high-rise public housing towers during hard lockdown, setting up an accommodation and health facility for COVID-positive homeless youth, and supplying emergency relief for the many who now find themselves without work or support.

This extraordinary year also marks the close of the final term of our Chair Stephen Newton. Stephen has been a giant for Anglicare Victoria. His tenure as Chair has been remarkable in the way he has involved himself in understanding and connecting with our work, as well as the way he has led us through a historic time where our services have expanded like never before.

On behalf of the Agency, I want to thank Stephen for his guidance, his compassion and the priority he has given to our mission, along with his ever-gentle but influential encouragement to do better, to be aspirational for our clients, and to be true to our purpose and directions.

Paul McDonald
CEO Anglicare Victoria

SNAPSHOT

ANGLICARE VICTORIA STRATEGIC AGENDA 2020 - 2024



GROW

- Respond to need
- Meet demand
- Join forces



SUSTAIN

- Develop our people
- Invest in our future
- Create great workplaces



EXCEL

- Improve outcomes
- Embed evidence
- Work smarter



TRANSFORM

- Innovate
- Integrate
- Advocate

Anglicare Victoria has engrained innovation into the way we work. This year, we've taken further steps to meet the ever-changing needs of our clients and transform our services by launching our 2020-2024 Strategic Plan. The plan provides a clear framework for a strong vision, where service growth, staff development, excellence in care, and better outcomes for our clients are a priority.

2019 - 2020

OUR IMPACT

Anglicare Victoria is the state's leading out-of-home care (OoHC) provider for children and young people.

Anglicare Victoria currently has more than 1,700 staff working in 93 locations across the state, committed to improving the lives of Victorians in need.

This year, as we always have, we worked with families to build on their natural strengths, ensuring healthier homes and stronger futures for our young people whatever their current circumstance.

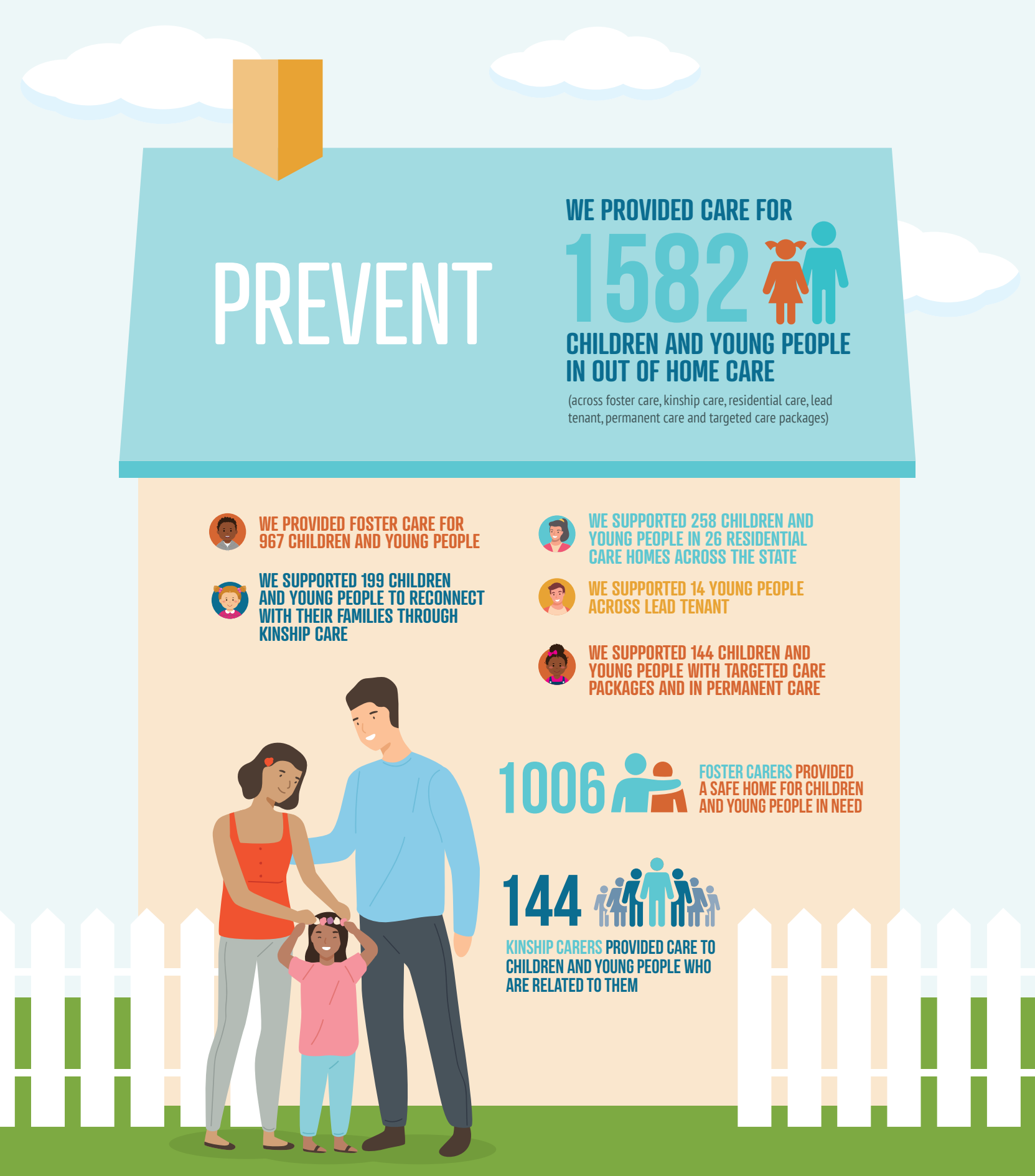
All families need help from time to time. Whatever their unique story, we hold respect and understanding at the heart of our care. And whenever we step up, we aim for real and lasting change guided by three pillars: **prevent, protect, empower**.



Our first objective is always to prevent harm and minimise the impact of disadvantage. Our longer term goal is to create stronger future generations.

We do whatever it takes to create safe, nurturing, family environments where children and young people can build and rebuild their lives.

We create programs, services and tools to facilitate independence. We enable disadvantaged people to forge a more positive future for themselves and those around them.



ANGLICARE VICTORIA PROVIDED SPECIALIST CASEWORK AND THERAPEUTIC SERVICES TO **374** WOMEN AND THEIR CHILDREN EXPERIENCING FAMILY VIOLENCE. **1,321** INDIVIDUALISED SUPPORT PLANS (FLEXIBLE SUPPORT PACKAGES) ASSISTED THOSE DIRECTLY AFFECTED. **890** MEN RECEIVED EDUCATION AND COUNSELLING THROUGH MEN'S BEHAVIOURAL CHANGE PROGRAMS.

EMPOWER



659 families engaged in Anglicare Victoria's evidence-based programs which are internationally recognised for their success in keeping families together.

8358

parents were assisted and supported by Anglicare Victoria's ParentZone program.

843

clients in need of legal assistance were supported through the Gippsland Community Legal Service.

230

young people were supported back into schooling thanks to our TEACHaR program.

65

former clients were able to access historical records with our support.

PROTECT



389 Anglicare Victoria volunteers provided urgent assistance to **5,459** Victorians at **15** emergency relief sites statewide.

4650

support episodes were provided to vulnerable families by our Family Services teams.

4332

clients' financial situations were improved by our financial counselling program.

3790

treatment episodes were supported through to completion for clients in our Alcohol and other Drugs Programs.

417

young people who had disengaged from education were supported by the Navigator program.

621

women seeking safety were supported at the Broadmeadows Women's Community House.

160 FAMILIES AT RISK OF HAVING THEIR CHILDREN PUT INTO OUT OF HOME CARE WERE SUPPORTED BY RAPID RESPONSE. AFTER COMPLETING THE PROGRAM, **94.5 PER CENT** OF CHILDREN REMAINED IN THE CARE OF THEIR FAMILIES.

Data as of June 30th 2020. Period inclusive of the 2019/2020 financial year.

FAMILY SERVICES

HELPING FAMILIES NAVIGATE CRISIS

Family Services is one of Anglicare Victoria's largest service streams. Across the state it offers case management and family support through home visits and one-on-one, tailored sessions to improve parenting skills and the wellbeing of children.

Anglicare Victoria's Family Services in 2019/20 were at the forefront of our crisis response, helping families with an extraordinary range of needs.

Our services were tested continuously, with high demand for our range of specialist programs.

We can be there earlier in the morning through a virtual visit when routines aren't working, or even after work. We can talk to parents through difficult times right when they are struggling the most, like getting ready for school or at mealtime. And our workers can be doing that from the safety of their own home while under restrictions
– Anglicare Victoria Family Services Worker

Many of the circumstances our staff responded to in the last year included in-home family support to prevent children from being removed from their parents' care. They provided domestic and emotional support to parents struggling to raise their families, counselling for alcohol and drug or financial problems, and interventions to prevent or respond to family violence in the home.

The importance of Anglicare Victoria's Family Services escalated in the second half of the financial year as the COVID-19 pandemic hit home. With families confined under government restrictions, tension and stress put further pressure on family dynamics which were already fragile. Further, the loss of casual and permanent jobs underlined the importance of our financial counselling services for many families.

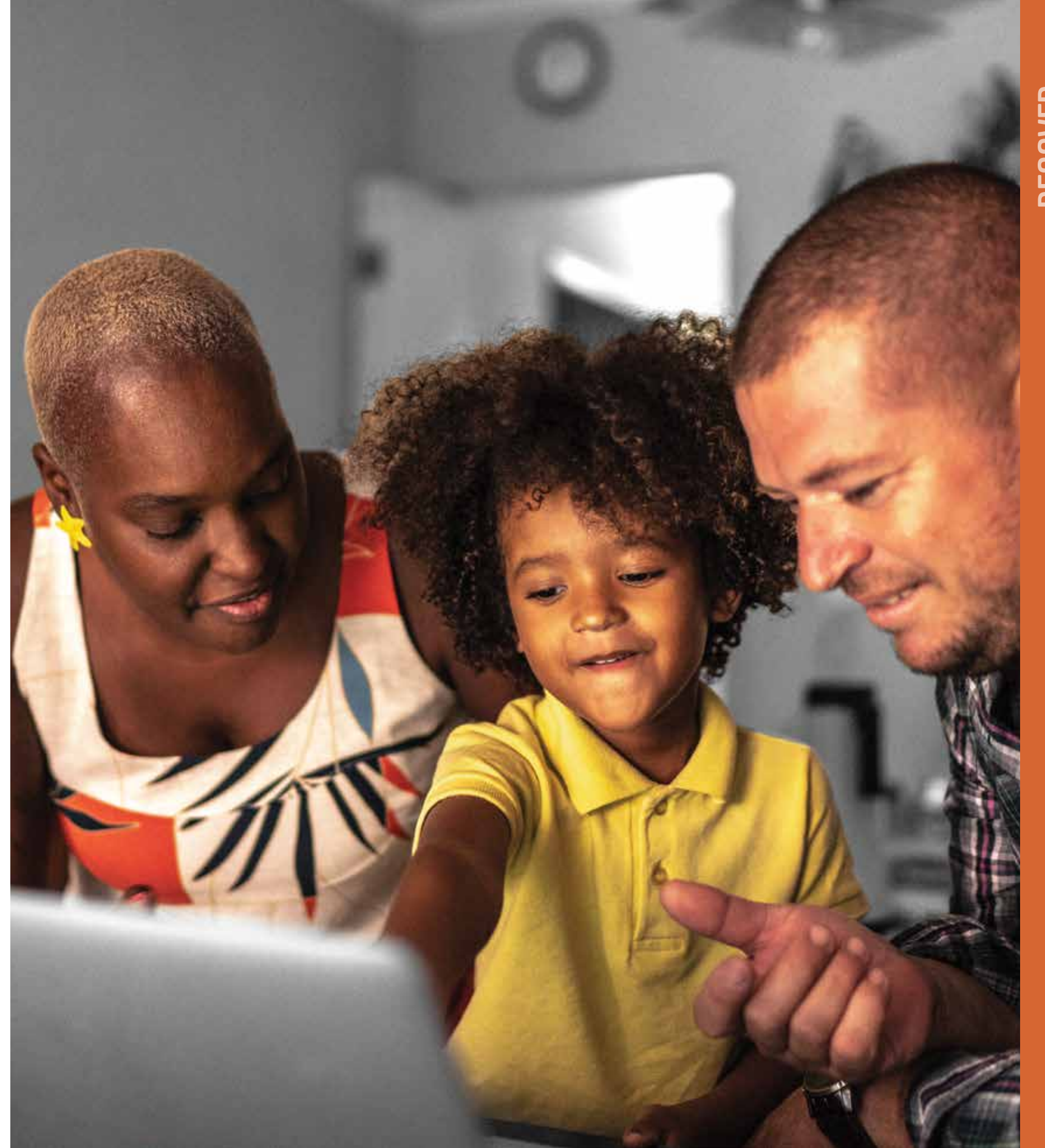
"On a video call to a family, I saw all five children in the first five minutes because they were all so keen to see who Dad was talking to!" – Caseworker, Family Services

Overall, our family support services witnessed a sharp rise in demand, as did our family violence services (particularly with parents seeking assistance with adolescent violence in the home), and requests for drug and alcohol support as a result of the pandemic. Anglicare Victoria's programs responded admirably.

As a result of our intentions to support our families regardless of the difficulties, the second half of the year ushered in innovations. The proactive response to the needs of families in such an extraordinary year is a testament to the efforts of Anglicare Victoria staff, who were quick to embrace new ways of supporting families in a time of social distancing and reduced visits to the home. This included the use of laptops and phones to maintain a connection, frontline visits to stressed families, and domestic and educational resources to ensure home schooling continued during periods of lockdown. Further, such improved connectivity with families also has allowed more timely supports for parents as they face their daily challenges in the home.

"One child answered with headphones on, ready to chat. She showed me all the school work she had done then went into the lounge and introduced me to her family. And I did eventually get to chat to mum!" – Caseworker, Family Services

It is a reflection of the organisation's commitment to its client group that our staff remained active in their outreach to families during the lockdown, working closely with families and new referrals to ensure parents knew that our broad range of Family Services programs remained open and operational.



RESIDENTIAL CARE

A NEW NORMAL IN CARE
FOR OUR MOST VULNERABLE

Residential care is part of Anglicare Victoria's out-of-home care services. We provide 31 homes for small groups of young people under the age of 18.

Anglicare Victoria are the leading agency providing care to young people in residential care homes, youth refuges for those who are homeless and in need of shelter, and a wide range of individually-supported placements in the community through our Targeted Care Packages.

Throughout the 2019/20 year, our staff in these settings continued to provide the best possible care for all the children and young people who found themselves in these facilities and unable to be with their families. With the arrival of the pandemic in early 2020, Anglicare Victoria's long-established culture of care stepped up a notch, and our staff played an important support role for the residents in such stressful times.

Our staff's commitment to the young people in their care was unwavering in the face of the uncertainty and the rapidly-changing landscape that came with the pandemic. They adapted quickly and willingly to new practices including the wearing of personal protective gear, enhanced cleaning arrangements and strict protocols when entering and leaving the houses.

For the 2019/20 year in out-of-home care, the measure of Anglicare Victoria's services has been the consistency of care delivered by our residential care homes, with staff stepping up to lead, nurture and guide our young people through all the anxieties, new needs and emotions resulting from the COVID-19 pandemic.

"What's a pandemic?"

For some of our young people, the news reports were confusing and overwhelming. On-the-spot education from our staff and the role modelling of pandemic-safe behaviour helped to build understanding. Staff adapted their approaches to working with young people to embed physical distancing requirements, which helped ease anxiety

in the young people, and continuing the caring and supportive environment that our homes are known for.

"We were watching the news, reading newspaper articles, watching the confirmed cases go up and making it educational to ensure the young people were aware of how quickly it was all unfolding."
– Lana Williamsz, Program Manager, Southern Metro.

"That wasn't so scary"

Our staff worked hard during lockdown to ease the concerns of our young people and ensure they felt safe. When Jodie*, a 14-year-old girl in residential care required a COVID-19 test, she went with two support staff to the drive-through testing centre. Jodie became deeply anxious as they waited in the line. The staff members offered to get the test done before her, and demonstrated that it was nothing to be afraid of – "It's just a little tickle" – which was of great relief to her. Together, they listened to the nurse's advice about isolation, and on the journey back they made a list of activities they could complete at home whilst awaiting the results.

"Does this mean we don't have to go to school?"

When the schools closed, our carers became daytime educators for our young people in care. Providing routine and structure became the focus. Children were set up in different areas to reduce disruption. Rapport building became vital, and overall, relationships between the staff and the residents strengthened.

The TEACHaR program also delivered education packs which included board games, craft activities and puzzles to keep everyone busy and engaged.

Of our children and young people in residential care who were at school before COVID-19, 72 per cent engaged in remote learning during lockdown with staff support.

During Skype check-ins with his case-manager, a young boy engaged in online games and activities played through an app. He took the iPad for a tour around the house and was able to tell a story about the positive and negative sides of COVID-19. With their connections maintained, relationships emerged from the hard times stronger than ever as restrictions began to ease.

The same level of care in very different times

Anglicare Victoria's residential care staff were challenged, but not fazed, by the need to maintain a loving home for everyone during a health emergency. With visiting and other access restrictions placed on the houses, our staff created online platforms for our young people to use where they could chat and connect with family and friends. The much-needed counselling, psychologist, GP, and paediatrician appointments for our clients continued successfully online, which for many children was less confronting than a face-to-face meeting.

OUR MANAGER OF CLIENT ENGAGEMENT, MELISSAH CHARLTON, HAS DEVELOPED A DOCUMENT TO HELP STAFF COMMUNICATE HEALTH INFORMATION TO YOUNG PEOPLE. OUR THERAPY DOG ZEUS WAS CALLED IN TO DEMONSTRATE HOW TO WEAR A MASK WHICH WAS ANOTHER INNOVATIVE WAY OF ENGAGING CHILDREN AND YOUNG PEOPLE.



Anglicare Victoria's therapy dog Zeus

**ANGLICARE VICTORIA PROVIDED 343
PLACEMENTS FOR YOUNG PEOPLE IN
OUR RESIDENTIAL CARE HOMES.**

A photograph of two men and a young child sitting at a table outdoors, engaged in a drawing activity. The man on the left, with a beard and a maroon t-shirt, is looking down at the child. The man on the right, bald with a beard and a grey t-shirt, is also looking down at the child. The child, a young girl with curly hair, is holding a red pencil and drawing on a piece of paper. The background is a blurred outdoor setting with trees and a fence.

FOSTER CARE

More than **1,000** foster carers provided a safe home for children and young people in need. Anglicare Victoria rose to meet the challenges of increased demand and supported our foster carers through the stress of the COVID-19 pandemic.

FOSTER CARE

NEW HOMES, AWAY FROM HOME

Unsurprisingly, 2020 was one of the busiest years on record for Anglicare Victoria's foster care program.

Fortunately, the willingness and dedication that our carers are known for triumphed: they learnt the skills required to enable online meetings and opened their hearts and homes to the families of young people in their care. Our foster carers were also supportive in adapting to the ever-changing environment, ensuring that emotional wellbeing was a priority for the children and young people in our foster care programs across the state.

We thank and acknowledge all our foster carers for going above and beyond during these difficult times.

Our carers and staff stepped up in the pandemic

Anglicare Victoria staff and foster carers worked hard during the pandemic to ensure that each household could remain stable and operational. We provided foster homes with entertainment resources and learning equipment such as laptops, iPads, desks, and board games.

While having children at home added extra pressure for our carers, there was also some good news: many with children who struggle in social situations flourished in the home school environment.

In the second half of 2019/20 Anglicare Victoria's support staff (with kids of their own at home) demonstrated flexibility by holding meetings in the evening once children were in bed, catering to the individual needs of each foster home. A webpage was set up specifically for foster carers with important COVID-19 information, resources, links to education programs, and support services. Carers also had an opportunity to meet online with other carers via Anglicare Victoria's Carer Connect, which facilitated group sessions with experts joining in to add support.

Care for the whole family

Despite the challenges of COVID-19, in just over twelve months Jordan* – a young person with significant trauma and emotional challenges – moved from residential care to a foster care placement with her sister. This was made possible because Jordan first spent time at one of Anglicare Victoria's Enhanced Care Opportunities (ECO) placements. ECO is a specialised foster care placement where the carer and the young person and their family receive individual and family therapy, and intensive support to develop relationships and connections. Through her time at the ECO placement she developed skills to better regulate behaviour, and she was able to develop meaningful relationships with her carers, peers at school, and while building strong and sustainable relationships with her family. When asked about her current foster home she said it was "really, really, really good!" She said that she is "learning new things", "changing her attitude", and "trying to be responsible".

Close calls

Connie, a foster parent, could not thank Anglicare Victoria enough for its support when fire almost took her home in North-Eastern Victoria during the summer bushfires. She was required to remain in her house with the children as the threat was so severe it was too late to safely leave. Our staff member supported closely with phone calls every hour to Connie and the children in her care. When the fires cleared, our staff arranged delivery of supplies. Connie was exhausted but grateful. And the care didn't stop there: during the hard times of the pandemic, staff delivered pizza, games and puzzles to the house to keep the spirits high and the children busy.



**OVER 2019-2020 2,781 PLACEMENTS WERE MADE
WITH ANGLICARE VICTORIA'S FOSTER CARERS.**



ATRIUM PLACE

STEPPING UP FOR COVID-POSITIVE YOUNG PEOPLE

As the COVID-19 pandemic loomed in early 2020, the Victorian Government turned to Anglicare Victoria to ask whether it could provide a safe place for homeless young people to self-isolate and recover if they were infected with the virus. Anglicare Victoria was quick to offer help to these Victorians who were expected to be hit the hardest.

One of Anglicare Victoria's properties, Atrium Place, was made available to use as an isolation and recovery facility. The fit-for-purpose venue can accommodate and provide around-the-clock care for up to eight young people.

Paul Rigg, Anglicare Victoria Team Leader at Atrium Place, said the preparation to accommodate COVID-positive cases was extensive and provided Anglicare Victoria with safe working expertise to run this new service.

"After the physical fit-out of the space we engaged extensively with the local police, pharmacy, GP clinic, Ambulance Victoria and specialised agency staff – that's before we'd even accepted a referral. We worked closely with St Vincent's Hospital and the Department of Health and Human Services.

Mr Rigg said the facility provides some major points of difference for those experiencing homelessness.

"A nurse visits Atrium Place every day, including weekends and public holidays. The young people are able to stay with us until the client is deemed 'recovered' by DHHS and the referring hospital. Two weeks is normally long enough for them to see to their health issues, before focusing on exit pathways and making changes to their situation.

Those who are homeless generally have a very transient life. They are often moving between homes and endeavouring to find the next place to sleep – this means that health issues can be neglected or go untreated.

Anglicare Victoria has owned the inner-city property for many years, before converting it to the CIRF (COVID Isolation and Recovery Facility). Previously, it has been used to meet a range of community needs, including palliative care and as a refuge for vulnerable young women and their babies. As it has throughout its history, Atrium Place is again providing a safe haven for those in our community who need additional support and assistance. Anglicare Victoria has stepped up to improve the lives of Victoria's most vulnerable in the current and unprecedented crisis.

GOING FURTHER, THE ESTABLISHMENT OF THIS FACILITY BY ANGLICARE VICTORIA IS ANOTHER EXAMPLE OF STEPPING UP FOR VULNERABLE VICTORIANS IN A TIME OF CRISIS DURING 2019/20. THERE WOULD BE FEW AGENCIES THAT WOULD ACCEPT THE REQUEST TO ESTABLISH A SERVICE FOR COVID POSITIVE HOMELESS AND VULNERABLE YOUNG PEOPLE. STILL, ANGLICARE VICTORIA'S MISSION IS STRONG AND WE DID NOT FLINCH AT THE REQUEST, NOW ESTABLISHING A FACILITY OF SIGNIFICANCE FOR YOUNG PEOPLE IN THIS PANDEMIC.

HOME STRETCH

POSITIVE FUTURES
WITH EXTENDED CARE



Over the past 12 months, the Home Stretch campaign has made significant steps towards achieving its ultimate goal of extending care arrangements for young people in out-of-home care (OoHC) from 18 years of age, to 21 years.

In order to further mobilise a national movement for extended care reform for all states and territories, our Home Stretch campaign held the first Australian symposium on extended care in Sydney on 27 and 28 August 2019.

The symposium hosted 110 delegates from around the country, including government staff responsible for extending care policies from each Australian jurisdiction, along with peak bodies, academics and service providers.

The campaign ramped up its lobbying of state and federal government ministers – sharing evidence that extending care beyond 18 years reduces offending rates by a third, halves homelessness and doubles employment participation for young people leaving state care.

In response to the COVID-19 environment, in the second half of the financial year, the campaign wrote to every state and territory minister requesting that they hold off terminating care of any young person until at least the end of 2020, as a matter of urgency. The Victorian Government subsequently adopted this approach, while the Queensland Government brought forward its commencement of continued care to 19 years to March 2020.

Campaigning continues to be led by the Anglicare network, associated peak bodies and major agencies which now form a Home Stretch Campaign Committee in each Australian state and territory.

In Victoria the campaign collaborated with 15 young people and the Create Foundation to write to Victorian Premier Daniel Andrews and his ministers, calling on the government to make extended care to

21 years universal, rather than limiting it to 10 per cent as per the current Victorian trial. The Age newspaper followed up this initiative with a feature article, which broadened the campaign's media reach and advocacy.

Driven by Anglicare Victoria, the Home Stretch campaign has made extraordinary progress in extending care across Australia. Five of the eight state and territory governments across Australia have changed their extended care arrangements since the start of the campaign, by either implementing trials or through policy change. This is all progress towards the final step of the journey – program and legislative change in every jurisdiction.



Anglicare Victoria would like to thank the philanthropic funders of the Home Stretch Campaign: B B & A Miller Foundation, The Beverley Jackson Foundation, Sidney Myer Fund, donors from the Anglican Diocese and Parish Partnerships, as well as all others who have generously supported the program since its inception.



FAMILY VIOLENCE

VIOLENCE IN THE HOME: ANGLICARE VICTORIA ON THE FRONTLINE

Anglicare Victoria's focus on family violence continued throughout 2019/20. Between the implementation of the state government's recommendations from the Royal Commission into Family Violence and the increase in incidents as a result of the COVID-19 pandemic and related lockdowns, the year has been very busy for Anglicare Victoria's array of services and response in this important program area.

The year saw an expansion of our services, supporting families who are victims of violence, growing our men's behaviour change programs in response to the perpetrators and further responding to the increase in parents seeking assistance with adolescents who are violent in the home.

Anglicare Victoria continued significant efforts throughout the year to reduce the prevalence and impacts of family violence in many ways. Our support and protection of victims when things go wrong – and interventions for those who have used violence in the past – were effective because of the learning environments we have developed to transform their parenting. These include our Caring Dads program, A Better Way program and our wide array of men's behaviour change groups.

Our family violence services across the state reported, on the one hand, a reduction in phone calls seeking help, but an increase in website activity around midnight when the rest of the family was presumably asleep. Services also confirmed increasing contact from women who were at crisis point rather than seeking information and support.

You gave me the strength to know people will believe me, that I am not overreacting. I can see now how abusive he really is. You give me the strength to keep fighting for my daughter.
– Client survivor helped by a Safe & Together trained facilitator

Working to keep families safe – and together

Safe & Together advocates for behaviour to be seen in the context of coping and survival, and for strengths to be recognised and built upon. With Safe & Together, behaviour change and accountability for the impacts of violence is placed where it belongs: on the perpetrator. The importance of this approach has been particularly stark over 2019/20, with the response to COVID-19 cases placing additional pressure on relationships that have already been under immense strain. Victims were isolated from their support networks, and perpetrators in many cases were constantly at home, leaving people with limited capacity to reach out in search of help. Safe & Together created safe words so women could let support services know if they were unable to report their situation safely. Family services checked in on families however they could, sometimes dropping off essential supplies, art and crafts, and learning activities as a means to stay in touch.

The program offers attendees and their organisations a new perspective and professional language around family violence, and clients have welcomed the change.

"We know that when staff are trained, family violence-informed, and using a Safe & Together lens, better outcomes for children and families are created" – Karen Piscopo, Practice Leader

Caring Dads and A Better Way

COVID-19 has changed the operation of most programs in some way, and Anglicare Victoria's family violence programs are no exception. Since the pandemic began, Caring Dads and A Better Way have engaged clients online, giving men activities to do with their children or by themselves.

For some men, it's a revelation that their behaviour can affect others in such a profound way. As well as group-based behaviour change programs for men, Anglicare Victoria's Caring Dads and A Better Way are one-on-one family violence support programs. They use the Safe & Together framework and principles to work with both perpetrators and survivors.

6-YEAR-OLD BRODY* AND 4-YEAR-OLD ELIZABETH* USED TO BE SCARED OF THEIR FATHER, DANIEL*. NOW THEY LOVE TO SPEND TIME WITH HIM. WITH THE HELP OF A BETTER WAY AND A RECONNECTION WITH HIS CULTURE, DANIEL REMEMBERED WHO HE IS. HE CAME TO SEE THAT HIS BEHAVIOUR WAS DAMAGING HIS RELATIONSHIPS AND AFFECTING HIS CHILDREN. HE IS NOW COMMITTED TO ENSURING HIS FAMILY LIVES FREE FROM VIOLENCE. IN RECOGNITION OF HIS RECONNECTION, HE WAS GIFTED A POSSUM SKIN FROM HIS COMMUNITY.

RAPID RESPONSE

FAST ACTION KEEPS FAMILIES TOGETHER



In the last financial year, five teams delivered Rapid Response, supporting 160 families. Of the families who completed the program, 94.5 per cent of their children remained with their parents after Rapid Response support finished.

A recent independent evaluation by Monash University (from a sample group of 251 children) found that in 2018/19, 82.7 per cent of children remained with their parents six months after completing the program. The report concluded that after completing Rapid Response, the majority of families had met their required levels of safety and responsibility. Parenting skills, family interactions and child wellbeing also improved.

The program receives referrals from Child Protection when a family is at imminent risk of child removal. A referral is completed on the phone between Child Protection and Anglicare Victoria staff, and an initial meeting in the family home visit takes place within 24 hours of the referral.

During the pandemic the service became more important than ever as more families were pushed to their limits. The model had to be adapted to suit the guidelines in place under COVID-19.

In the second half of the financial year as the various requirements of stages of lockdowns rolled out, the Rapid Response team adapted the program accordingly, remaining fluid in delivery. Long face-to-face contact sessions were replaced with socially-distanced home visits and video calls. Rather than families using their limited phone credit, teams were creative in finding packages or funding to ensure families could stay connected.

Rapid Response also changed the eligibility criteria to allow increased access to the program. Usually, each worker would hold a maximum of two cases, whereas the COVID-19 modified program enabled capacity for four families per worker.



"The best service we have received. The team showed great tenacity even during a crisis." – Parent supported by Rapid Response during the pandemic.

When Karen* threw a brick through a window at the house and wasn't able to stay sober, she was asked to leave the home. Geoff* had to step up and become sole parent of their four children – all of whom were struggling with school attendance. Geoff didn't feel capable parenting alone.

Anglicare Victoria's Rapid Response team was called in, but due to COVID-19, all support to Geoff had to be delivered via video and phone call. He was provided parent training videos where he learnt about setting boundaries, communication and about what children need. After weeks of support, the family is doing much better.

Geoff is feeling more confident and the children are feeling safer now that their home is less chaotic. Geoff continues to attend online support groups and training.

FUNCTIONAL FAMILY THERAPY

PIONEERING PROGRAM STOPS YOUTH RE-OFFENDING

In 2019/20 Anglicare Victoria had a strong year in continuing to deliver Australia's first trial of the Functional Family Therapy for Youth Justice FFT (R) program.

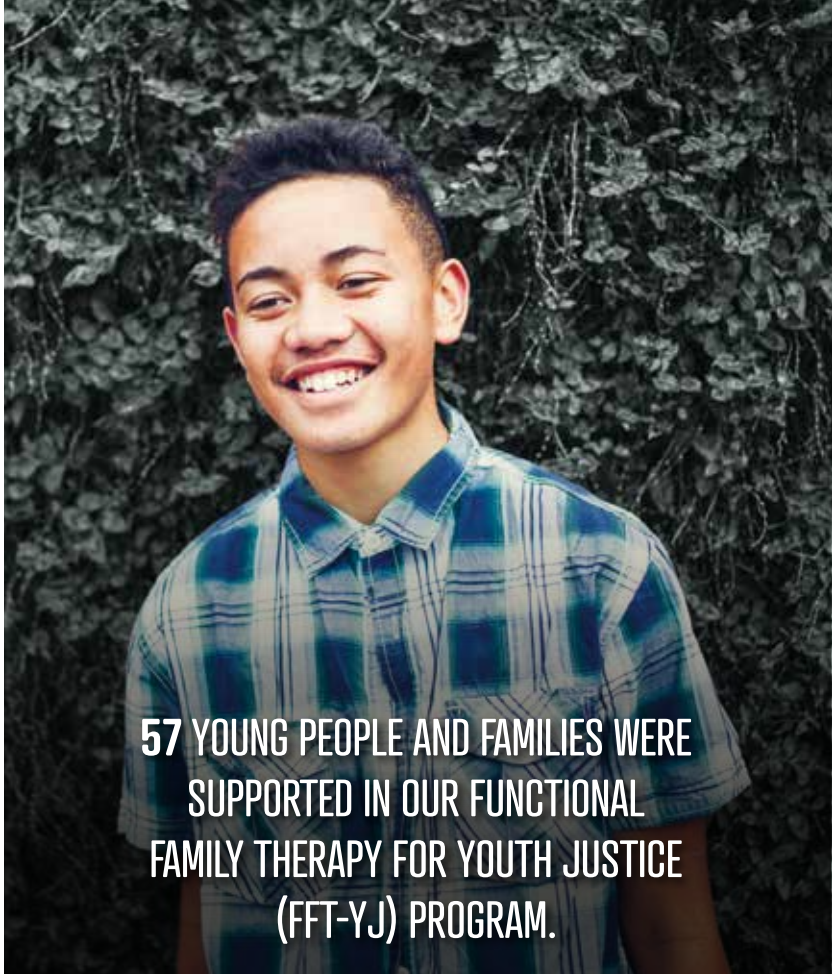
Aimed at the families of young people aged between 10 and 18 in the youth justice system, the FFT-YJ trial was made possible by \$3.2 million in funding from the Victorian Government. The program works with all family members to improve relationships and restore the role of the family as a key part of a young person's support network. Despite the additional challenges of COVID-19, the trial continued to perform well and give confidence to the role that this program can play in reducing recidivism in offending and positioning the young person more strongly within his or her family.

As one of the leading international Evidence-Based Models being trialled at Anglicare Victoria, we are showing that FFT-YJ is effective in treating adolescents with a range of complex behaviours, as well as interrupting the likely trajectory of young offenders and their siblings into the youth justice system and out-of-home care.

In 2019, 79 per cent of young people accessing some form of Functional Family Therapy through Anglicare Victoria stopped re-offending.

They worked with us to understand what was happening in our world. We had to work hard – it wasn't easy, but we are getting there. We don't fight as much, and when we do, we can get things back on track – Parent

Usually, the program is delivered in the family home or staff build trust with young people at more relaxed places like the basketball court, but this year that was not possible.



57 YOUNG PEOPLE AND FAMILIES WERE SUPPORTED IN OUR FUNCTIONAL FAMILY THERAPY FOR YOUTH JUSTICE (FFT-YJ) PROGRAM.

"We are quite a structured program, but during the pandemic, we had to respond in whatever way we could to support these families". – Shannon Harris, Program Manager

While socially distancing, the team had to work extra hard at building relationships – text messages and phone calls can easily be declined or ignored when young people don't want to engage. The team were relentless at staying in touch, visiting homes from the front yard. No matter the challenges or needs, they never gave up on the families.

Akifa* and her 4 children arrived in Victoria as refugees from Africa. Her oldest son Kazim* got into trouble and found himself referred to Anglicare Victoria from The Department of Justice and Community Safety.

During the pandemic a number of the family tested positive for COVID-19, making support particularly difficult. Despite the additional challenges of COVID-19, the program has shown great promise in reducing re-offending and positioning the young person more strongly within their family.



PARENTZONE

Anglicare Victoria staff played an essential role in the lives of thousands of community members who found themselves reaching out for help with the many challenges of raising children over the last year.

ParentZone helps to strengthen family relationships using interactive sessions, both in-person and online — a way of working which has become much more familiar to all in the COVID-19 working environment.

RESOLVING, REPAIRING, AND RELEARNING: RELIEVING FAMILY STRESS

Demand for ParentZone sessions spiked as parents looked for support with home education, behaviour management and connection to fellow parents undergoing such unusual times.

While schools were transitioning to online education delivery, ParentZone staff were quick to visit families and safely deliver much-needed education packs for children. These packs included basic stationery, games and learning resources.

I feel the ParentZone session really helped me reflect on my own behaviour, as a result I changed the way I parented to suit my partner. It's been empowering to know that I can now do it, and we're now on the same page and working as a team.
– ParentZone participant.

Network connection

The need to create pandemic-safe practices in our service delivery rapidly ushered in a new era of online operation for ParentZone. The dedicated work of our teams to evolve content into a digital format has allowed the ParentZone programs to migrate online in a short period successfully.



"It's been a magic roller coaster ride. The speed with which we've been able to move online has been phenomenal. The staff have been absolutely astonishing. What may have normally taken us five years we have achieved in three months. This has provided the catalyst to reach more clients on an ongoing basis." – Cathie Valentine, Program Manager Community Services

PARENTZONE

During one-on-one and group sessions, Anglicare Victoria's **ParentZone** supports parents, carers and families to meet up, share and learn from each other. The program provides free parenting groups, workshops, resources, and training for parents and the professionals who work with them. Programs are offered for all ages. They address the stages and challenges faced by parents including family violence and mental health. Key programs are also offered in multiple languages. Programs run across the state in schools, kindergartens, community houses, and churches. ParentZone sessions supported over **8,000 people** in the last year.

WITH DEMAND FOR SERVICES IN SOME REGIONS TRIPLE PREVIOUS LEVELS, IT IS CLEAR THAT PARENTS ARE COMMITTED TO BEING THE BEST THEY CAN BE FOR THEIR CHILDREN.





TEACHaR

Anglicare Victoria designed the TEACHaR program to raise the aspirations of all children in care. The program's innovative approach helps our young and vulnerable people to re-engage with school by providing tailored educational support.

Our Education Specialists deliver one-on-one sessions at school or in the home over a 6-12 month period. These highly experienced teachers are trained to work with students going through tough times and adapt their support to the complex circumstances of their students.

EDUCATION INNOVATION WHEN IT COUNTS

The young people in our care faced extraordinary educational challenges in 2020; first confronted with bushfires, and then the COVID-19 pandemic. The team behind TEACHaR addressed these challenges head-on, by rapidly adapting and evolving this home-grown program that helps children rediscover their joy for learning.

The Federal Government provided funding for Anglicare Victoria services to deliver bushfire recovery support. We directed part of these funds to the TEACHaR (Transforming Educational Achievement of Children at Risk) program to provide education support to vulnerable bushfire affected children who were relocated to new schools.

With her all the way

Janine* returned to her family home the day after the fires. Everything the 17-year-old owned had been turned to ash. Traumatized by fear and loss, and with her family thrown into turmoil, she began falling behind in her VCE school work.

Jenny, an Education Specialist with Anglicare Victoria's TEACHaR program, is a former principal who has a strong connection with the community near Janine. The two were introduced when Jenny was invited to meet some of the most affected students following the destruction of several schools in the area. They talked about what had been going on and agreed to meet up regularly to keep Janine on track with her English requirements.

The two worked for many weeks, using online resources and creating study plans. Together they made sense of the course requirements—and what was happening in Janine's family. Janine started smiling a bit more.

Then the pandemic hit. Suddenly education moved online. Again, Janine found herself thrown into uncertainty and confusion, but Jenny was still by her side as a teacher and mentor, helping her to stay grounded and focused.

One morning, Jenny picked up the phone and called Janine for one of their regular catch-ups. Before she could even begin the session, Janine interrupted, "I've got this, Jenny; I can do this on my own. I'm feeling pretty good now".

In just six months, the two had journeyed through trauma and confusion to find a place of independence and optimism.

Exceptional times call for exceptional action

The TEACHaR team moved quickly to create "FLOAT" (Flexible Learning Online with Anglicare Teachers), an online version of the program. The service innovation meant that one-on-one tutoring and the provision of educational resources continued for all young people in our care. Our education specialists reported that some students coping with severe social anxiety actually thrived in the online learning environment. The success of the program's online format will likely see it become a permanent addition for Anglicare Victoria's school-aged clients.

I suffer from extreme anxiety and haven't been able to attend school for the past year and a half. I'm very eager to complete Year 10 next year. I couldn't imagine not having Leanne's (Education Specialist) support. – Amy, Melbourne's outer east

Caring for our carers

School closures, job uncertainty and lockdown restrictions pushed many families and carers to the edge of their limits this year. Providing constant support for our students throughout the crises was also effective in relieving some of this pressure. The TEACHaR program went further still, creating a new forum for connecting carers and parents online to share their home schooling experiences. Some foster carers reported that the extra support during this stressful time was the difference that allowed them to continue providing a home for their young people.

“JUST BECAUSE THESE KIDS HAVE BEEN THROUGH TRAUMATIC EXPERIENCES DOESN'T MEAN THEY CAN'T GO ON TO THRIVE. WE HELP THEM REMEMBER WHAT THEY ARE PASSIONATE ABOUT.”
- JO MYERS, PROGRAM MANAGER FOR TEACHaR



Since its launch seven years ago, the TEACHaR program (Transforming Educational Achievement of Children at Risk) has grown substantially. This year almost 40 education specialists have delivered dedicated support to more than 200 students across the state.

Anglicare Victoria would like to thank the philanthropic funders of the TEACHaR Program: The Flora and Frank Leith Foundation, The Brian and Virginia McNamee Foundation, The Phillips Foundation, Collier Charitable Fund, and those who have generously donated to the program since its inception.

FINANCIAL COUNSELLING

MONEY MATTERS IN TOUGH TIMES

Anglicare Victoria’s financial counselling services operate from multiple locations across the state and provide free support to any Victorians having a hard time with money – be that debt, job loss, insurance claims, or fines. Our dedicated professionals offer confidential financial information, advice and advocacy, as well as emotional support, for better decision-making.

Few face the kind of burden felt by those whose lives were disrupted by this year’s summer bushfires. Evacuation, trauma and the destruction of homes and livelihoods gave way to a complex and lengthy recovery period – and then the isolation of COVID-19 restrictions set in. Anglicare Victoria was active from the beginning of the crises with emergency relief support and a successful bushfire appeal that raised over \$241,000 as of 30 June 2020. We continued to offer support throughout the pandemic with our dedicated financial counselling services.

You helped me when no one else would, and you have made the sun shine again (for me). Even though there are hard days ahead, they are nothing like when we met. You are a true guardian angel, and my heart fills with joy when I think about you. – Client message to Anglicare Victoria financial counsellor

Still picking up the pieces

Operating out of several bushfire recovery hubs in Gippsland and north-east Victoria, Anglicare Victoria supported more than 340 families in the first six months of 2020. Some clients escaped with only their lives. Others were still nursing fresh burns. About a quarter had lost everything on their property.

Due to the severity of the fires, local communities in the north-east corridor of Victoria and Gippsland, lost access to clean drinking water. Anglicare Victoria played an integral role in ensuring that residents had water and that it was distributed to those who needed it most.

While dealing with loss and trauma, it can be tough to ask for help or know where to start.

Our financial counsellors helped clients to navigate the complex, and at times chaotic, bushfire support system, which includes emergency relief, welfare, support services, grants and insurance claims.

“Our financial counsellors do a lot of mental health support and just checking in. That’s a big part of the role.” – Tracey Grinter, Program Manager, Community Services

Changed forever

Anglicare Victoria’s financial counselling teams rapidly adjusted to the new paradigm of socially-distanced support. The teams tailored the service to create a faster, more accessible model. They created welcome packs, intake packs and fact sheets to reduce the need for phone calls. Communication transitioned to online channels, consent and creditor contact forms were put online. Video calls allowed services to be delivered directly into people’s homes, at times convenient for clients. The innovation to service delivery has been so effective that the teams have been able to serve more clients than previously possible.

“We had a three-to-six-month waiting list at the start of the pandemic. With the changes in service delivery, we’ve been able to get through the entire waitlist.” – Tracey Grinter, Program Manager, Community Services



A COUPLE HAD THEIR FARM DESTROYED AND LOST ACCESS TO RUNNING WATER. WAITING OVER EIGHT WEEKS FOR THEIR INSURANCE CLAIM APPROVAL. THIS CAUSED A GREAT DEAL OF FRUSTRATION, AND STRESS TO THE COUPLE, BUT THEY WERE UNSURE HOW TO RESOLVE THE ISSUE. WHEN THEY WERE REFERRED, ANGLICARE VICTORIA’S FINANCIAL COUNSELLORS LODGED, AND THEN ELEVATED, A COMPLAINT. SIX DAYS LATER THE COUPLE HAD WATER SUPPLIED TO THE HOUSE, AND THREE WEEKS LATER THEY WERE APPROVED FOR SIGNIFICANT FUNDS UNDER BUSHFIRE REPARATIONS.

A close-up photograph of a woman with dark hair tied back, holding a baby. The woman is looking down at the baby with a gentle expression. The baby is looking directly at the camera. The background is a soft, out-of-focus sunset or sunrise with warm light. The text 'EMERGENCY RELIEF' is overlaid on the left side of the image.

EMERGENCY RELIEF

Anglicare Victoria's emergency relief services rely on support from our Diocese and Parish Partnership Network and helped those doing it tough over the last year.

Volunteers saw many new faces during 2019/20, whether as a result of the economic impact from the COVID-19 pandemic or because of the devastating summer bushfires in various parts of Victoria.

EMERGENCY RELIEF

PRACTICAL HELP IN HIGH DEMAND

Our emergency relief centres were a godsend for locals who found themselves suddenly unemployed, or ineligible for welfare, international students stranded without income, those unexpectedly on the verge of homelessness and families that had never faced struggles like this before. In reaching out, they found that a meal was just the tip of the iceberg of the support available to them. They found themselves connected to Anglicare Victoria’s extensive network of dedicated staff, volunteers and support.

Connection and support in a socially-distanced world

Anglicare Victoria’s emergency relief services and Diocese and Parish Partnership run programs adapted quickly to meet public health guidelines and the increased demand during the pandemic. Social distancing and regular sterilising of surfaces became standard protocol. Isolated families collected care packages at our locations by appointment to reduce crowds and gatherings. Phone orders helped to reduce anxiety for clients, who were able to consider their needs from the security of their home and spend less time in lines.

“I dropped off an ER package to a husband and wife from Syria. They warmly greeted me. The wife was unwell and they needed money for rent, bills and medicines. To stay safe, they had not been out for months. They were very much alone. I gave them parcels and food vouchers. There were tears of gratitude, thank-yous and smiles. It was a small gesture that made a real difference.

– Lisa Foley, Regional Director southern metro

With the support of volunteer drivers and staff, the program quickly added home deliveries of food and hygiene products to our more vulnerable individuals or those placed in temporary accommodation. These visits also provided a much appreciated – albeit socially distanced – face-to-face connection for those living alone or experiencing poor mental health. As essential services, following the initial lockdown our centres reopened to provide face to face services and are staffed to provide access to food, meals and support.

Michelle, a mother of three boys, visits Mission House regularly. All three of her children display hyperactive behaviour and struggle with schooling. Their father helps where he can, but has a disability so there are limits to how he can help. Michelle comes in for support but stays for the conversation – or at least she did before COVID-19. She is always incredibly grateful. When Michelle had no way to pay her bills, we provided financial counselling, food vouchers and access to financial assistance.

THERESA*, A MOTHER OF TWO, ENROLLED AT UNIVERSITY TO RETRAIN FOR HER DREAM CAREER. WHEN HER HUSBAND BECAME UNWELL SHE HAD TO TAKE ON A PART-TIME JOB. THEN COVID-19 HIT AND BOTH HER WORK AND UNIVERSITY CLOSED. THE HOUSEHOLD EXPENSES BEGAN TO PILE UP WHILE THE TWO PARENTS STRUGGLED WITH HOME SCHOOLING. WHEN THERESA ARRIVED AT ANGLICARE VICTORIA’S EMERGENCY RELIEF CENTRE, SHE ASKED FOR SOME GROCERIES TO SUPPORT HER FAMILY. WHAT SHE DIDN’T EXPECT TO FIND WAS FINANCIAL SUPPORT, REFERRALS TO MENTAL HEALTH SUPPORT, AND THE COMFORT OF KNOWING THAT SHE IS NOT ALONE.



CELEBRATING OUR STAFF AND VOLUNTEERS

Thank you

At the core of our organisation is a belief that has always united our staff and volunteers: we can help.

Even in a year of dramatic challenges and increased need from our community, that belief remained unchanged. This year, our staff have met the exceptional demands with exceptional care and proved once again that we will always be here to help.

Our family support teams worked closely with victims and perpetrators of family violence and helped young people in the justice system rebuild relationships with their parents and siblings.

Our residential workers again showed themselves to be everyday heroes putting our young people first in a time of increased uncertainty for everyone, while embracing new ways of working to minimise health risks.

Our teachers educated young people from traumatic upbringings with dedication.

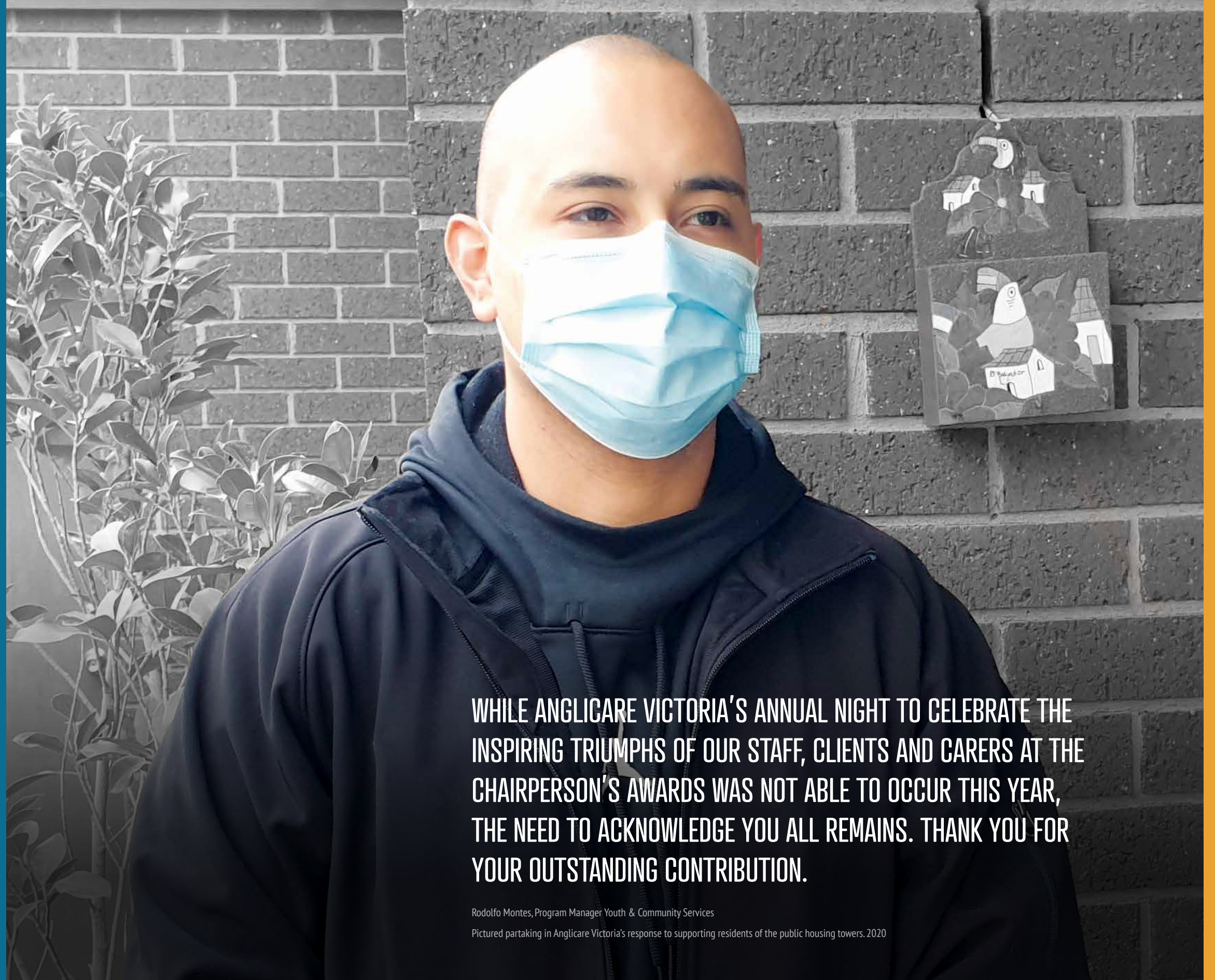
Our emergency relief centre team and Diocese and Parish Partnership provided not only access to immediate support but also genuine compassion and warmth for those doing it tough.

Our financial counsellors turned up in the hard times for those who had lost their homes or livelihoods from bushfires.

And all our back-of-house teams taking care of our technological, staffing, resourcing and administrative needs kept their spirits high, knowing the work they were doing was driving extraordinary care.

People join Anglicare Victoria knowing the work we do is both challenging and important. Every day requires resilience and understanding. In 2020, our staff and volunteers not only delivered, they elevated. They innovated.

Whether working to strengthen frontline teams or working directly with clients, our organisation stayed true to our belief and truly helped.



WHILE ANGLICARE VICTORIA'S ANNUAL NIGHT TO CELEBRATE THE INSPIRING TRIUMPHS OF OUR STAFF, CLIENTS AND CARERS AT THE CHAIRPERSON'S AWARDS WAS NOT ABLE TO OCCUR THIS YEAR, THE NEED TO ACKNOWLEDGE YOU ALL REMAINS. THANK YOU FOR YOUR OUTSTANDING CONTRIBUTION.

Rodolfo Montes, Program Manager Youth & Community Services

Pictured partaking in Anglicare Victoria's response to supporting residents of the public housing towers. 2020

HOW ANGLICARE VICTORIA HELPED IN AN EXTRAORDINARY YEAR



- 68%** of children in foster and kinship care undertook remote learning, facilitated by our foster carers/kinship carers, with the rest attending school onsite.
- 72%** of our children and young people in residential care, who were at school before COVID-19, engaged in remote learning during lockdown with staff support.
- 1136** education packs were distributed by our ParentZone teams to vulnerable children and families in need.
- 40%** spike in referrals occurred for our TEACHaR program, whose educators are now supporting higher numbers across the state including providing 165 education packs to those in need.
- 1577** clients spoke with our financial counsellors using telephone, video and email technology to access financial counselling during these uncertain times.
- 2829** clients sought support through Anglicare Victoria's 1800 809 722 number on a range of service referrals including parenting support referrals, financial counselling, and emergency relief.

Data as of June 30th 2020. Period inclusive of March 2020 until June 30th 2020.

IMPACT ON CLIENTS



During COVID-19, Anglicare Victoria's Emergency Relief centres supported the delivery of **4,500 food parcels** and assisted **2,271 Victorians in urgent need**.



As part of the Working for Victoria initiative, **88 new positions have been created at Anglicare Victoria**.



During the lockdown, our events teams safely **delivered over 1,500 toys and games to residential care homes and families in need**.



Thanks to our dedicated Anglican donors, our **COVID-19 appeal raised \$142,557** to support a range of activities including, TEACHaR education packs, St Mark's Homeless breakfast service, and Buldau Yioohgen cultural packs for young people.

In May 2020, Anglicare Victoria opened accommodation (Atrium Place) to house homeless youth who had tested positive to COVID-19. In early June as we came out of the first wave of COVID-19 cases, referrals moved to support homeless youth as they left temporary hotel accommodation offered during the pandemic.

IMPACT ON ANGLICARE VICTORIA STAFF



Our IT Team provided **180 additional laptops, 88 monitors and 86 new mobiles** to enable all staff to work remotely.



Our foster care case managers **remotely interviewed and screened 319 potential foster carers.**



Our Property Team delivered **500 pairs of safety glasses, 100 digital infrared non-contact thermometers, 1,000 packs of anti-bacterial wipes, 3,000 medical-grade face masks, 10,000 disposable gloves, and more than 3,000 bottles of hand sanitiser** to staff.



Our CRT (COVID-19 Response Team) worked tirelessly from mid-March and **responded to over 1,200 staff enquiry emails.**



Since social distancing **Anglicare Victoria has held over 3,100 video conferences and 810,000 hours** with staff and clients.



Anglicare Victoria's workforce, across 32 offices, **grew by more than 8 per cent.**



Our Learning and Development Team created and **delivered 379 remote professional training sessions** to staff.



"CLIENTS HAVE BEEN EXTREMELY APPRECIATIVE OF THE FACT THAT ANGLICARE VICTORIA STAFF HAVE BEEN ABLE TO ADAPT TO NEW WAYS OF CONTINUING TO ENGAGE AND SUPPORT THEM."

AV staff member, 2020 Employee Survey

“DESPITE THE CHALLENGES THAT HAVE BEEN THROWN AT US ALL DURING THIS PANDEMIC, THE LEVEL OF CARE AND COMPASSION AND THE ‘CAN DO ATTITUDE’ EXHIBITED BY OUR PEOPLE HAS BEEN WONDERFUL TO SEE. WE HAVE REALIGNED TO RESPOND TO NEW CIRCUMSTANCES AND THIS HAS ALLOWED US TO CONTINUE TO SUPPORT OUR COMMUNITIES. AS AN ORGANISATION, WE HAVE WITNESSED THE STRENGTH OF THE COLLECTIVE IN SUPPORTING THE INDIVIDUAL — AND WE WILL CONTINUE TO DO THIS UNTIL WE GET TO THE OTHER SIDE, BECAUSE THIS IS WHAT ANGLICARE VICTORIA DOES!”

— Sue Sealey, Deputy CEO Anglicare Victoria



EVERYONE IS WELCOME AT ANGLICARE VICTORIA

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. We actively support 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.

PRIDE in all we do

Anglicare Victoria values diversity. It affirms the right to equality, fairness and decency for all Victorians and is committed to removing discrimination from our services, policies and workplaces.

We want our clients, employees and communities to know that we acknowledge diversity and make it work, in a respectful way, thereby creating value from difference.

Over the last 12 months, we have continued to work hard to affirm the dignity and value of LGBTIQ+ clients, employees and volunteers. We aim to ensure that LGBTIQ+ staff, volunteers and clients feel confident that they will not experience discrimination in our workplaces or within our services.

In 2020, for the very first time, an enthusiastic and passionate contingent of employees marched under the Anglicare Victoria banner at the annual Midsumma PRIDE March. Kellie Webb, from Anglicare Victoria's PRIDE Working Group, reflected on the community impact of the presence of our organisation at the March.

I saw past and current clients at the PRIDE March. Marching in solidarity demonstrated to our clients that we as Anglicare staff support, advocate and empower the LGBTIQ+ community. Anglicare Victoria could see how proud they were to see us there marching for them!

Many visitors to our marquee at Midsumma were keen to find out more about the services that we provide and enquired about becoming foster carers and volunteering more generally. People wrote messages of hope to our young people in care, and several enquired about employment opportunities with Anglicare Victoria.

Our genuine commitment to inclusion and diversity for our clients, volunteers, and staff drives much of what we do and say, and how we act at Anglicare Victoria.



Anglicare Victoria staff at the 2020 Pride March



THE BULDAU YIOOHGEN LEADERSHIP ACADEMY PLACED 28 INDIGENOUS YOUNG PEOPLE IN WORK EXPERIENCE WITH OUR PARTNER ORGANISATIONS INCLUDING THE RAAF, TENNIS AUSTRALIA, MELBOURNE VICTORY, OPERA AUSTRALIA AND TENNIS VICTORIA.



Anglicare Victoria's Indigenous Leadership Academy at the Southern Experience with Essendon Football Club

WALKING FORWARD TOGETHER WITH OUR YOUNG PEOPLE AND CULTURAL ADVISORS

With Aboriginal and Torres Strait Islander children accounting for a significant proportion of all children in Anglicare Victoria's care, our responsibility to support young people's connection to their culture and community has never been more important.

Anglicare Victoria now employs two cultural advisors to guide this work – Ian Goolagong and Kellie Hunter. Uncle Ian and Auntie Kellie have played an essential role for our young people before and during the pandemic. In the first half of 2020, they conducted a smoking ceremony to cleanse the site at Anglicare Victoria's Atrium Place facility, so that it could be used as a place of healing for young homeless people who contract COVID-19.

Anglicare Victoria's cultural advisors lead the operation of the Buldau Yioohgen Leadership Academy, which gives young Aboriginal and Torres Strait Islanders a deep connection to their culture.

Uncle Ian continued his association with the Australian Open early in 2020, allowing young people to get involved in a supporting role with one of the country's flagship sporting events.

The Buldau Yioohgen program provides vulnerable young Indigenous people with opportunities to strengthen their connection to culture. With community by their side, it then offers exposure to professional work environments that can be otherwise difficult to access.

Anglicare Victoria's Reconciliation Action Plan continues to guide our thoughts and actions in the community. Our vision of social justice for Aboriginal and Torres Strait Islander peoples drives us towards equal opportunity for all communities.

We can make sure that every Aboriginal child, family and young person we work with has an opportunity to connect to culture and community. Because culture matters. Because family matters. Because growing healthy, strong and proud matters. Black Lives Matter.

— excerpt from Anglicare Victoria's 2020 Black Lives Matter Statement

“AS YOU KNOW, THE STRONG AND RESILIENT PEOPLES OF THIS LAND HAVE SURVIVED CLIMATE CHANGE, FOOD SHORTAGES, WAR AND SICKNESS LONG BEFORE TODAY. OVER THOUSANDS OF GENERATIONS OUR MOBS HAVE OVERCOME BIG CHALLENGES BY STANDING TOGETHER, BECAUSE IT'S OUR STRONG COMMUNITY, CONNECTED IN SPIRIT, THAT MAKE US STRONG AS PEOPLE. THIS VIRUS OUR MOBS ARE FACING TODAY IS DANGEROUS, BUT REMEMBER IT'S REALLY WE WHO ARE THE DEADLY ONES, EH!

— excerpt from Uncle Ian and Auntie Kellie's letter to our Indigenous community during the pandemic.”



Anglicare Victoria invites you to join us as we walk with our **Aboriginal and Torres Strait Islander communities** towards an Australia that raises up Indigenous voice, truth-telling and treaty. Walking hand in hand with culture through Country and history, let's continue to reflect on the part we can all play, whether big or small.

Anglicare Victoria would like to thank the philanthropic funders of the Buldau Yioohgen Leadership Academy: The Kimberley Foundation, The Lyone Foundation, donors from the Anglican Diocese and Parish Partnerships, as well as all others who have generously supported the program since its inception.

BOARD & COMMITTEES

ANGLICARE VICTORIA BOARD



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Claire Nyblom	Regional Director Western
Tim Pedlow	Regional Director Gippsland
David Poynter	General Manager – Business Development & Evidence - Based Models

INVESTING WITH IMPACT



FINANCIALS VINCENT BUCCI DIRECTOR — FINANCE AND BUSINESS SERVICES

FINANCIAL NARRATIVE 2019-2020

Just as the pandemic and the resulting lockdowns have impacted the broader economy, Anglicare Victoria experienced significant disruption to “business as usual”. Despite the widespread affects, Anglicare Victoria has continued to maintain its financial performance by carefully managing costs and improving fundraising.

For the 2019-20 financial year Anglicare Victoria recorded an overall net deficit of (\$1.1m). This was mainly due to a write-down adjustment of Anglicare Victoria’s investment portfolio valuation and overall increase in total staff leave provisions and associated costs, largely as a result of the pandemic; and an increase in the Redress liability provision.

From an operational perspective, Anglicare Victoria has continued to improve its performance by effectively controlling core staffing costs. This has included a reduction in WorkCover expenses, while at the same time dealing with lower growth in government funding during the year (another impact of the economic downturn caused by COVID-19).

Gaps in funding were offset by a major increase in total fundraising revenue, which was driven by the generosity of many new and long-standing donors and benefactors. Thousands of donations across numerous campaigns demonstrated the support for the care Anglicare Victoria delivered during the difficult times of this financial year.

Anglicare Victoria’s current financial position is strong with close to \$36m in net equity. However, this does not come by chance and relies on sound and prudent financial management. While this year’s financial performance has been generally affected by circumstances outside Anglicare Victoria’s control, the Board and management of Anglicare Victoria fully recognise that financial sustainability, now and into the future, remains an on-going priority.

87 young people are currently participating in COMPASS

17 participants are Indigenous Australians

56 participants are engaging with community and health services

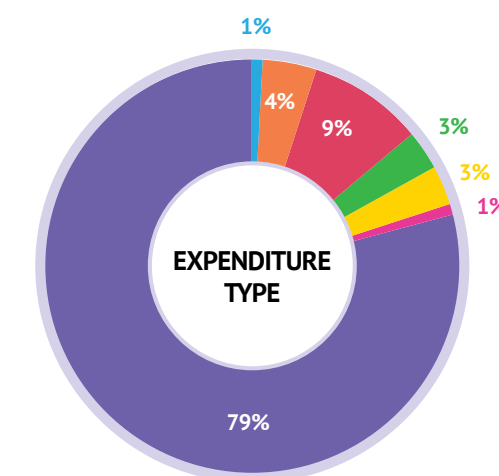
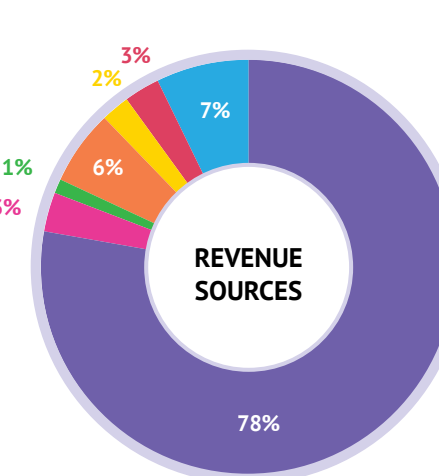
62 participants engaged in education, training and/or employment

53 per cent live in other accommodation including foster and kinship care

20 properties were leased by COMPASS and six owned



COMPASS is funded by one of Victoria’s first social impact bonds, an innovative partnership between Anglicare Victoria, VincentCare, the Victorian Government and private investors, which is designed to deliver better outcomes for care leavers and pass on savings to investors in the program. **COMPASS** supports young people who have grown up in care to make a positive start to their adult lives. Some of the young people participating in **COMPASS** live with foster or kinship carers, with others living in **COMPASS** owned or leased properties. **COMPASS** provides a comprehensive package of housing and tailored case management support, working with each young person for two years.



- state government funding
- client fees
- fundraising, donations & bequests
- investment & rental income
- sundry income
- federal government funding
- funding from other agencies
- office/administration
- depreciation & amortisation
- client/program costs
- infrastructure support
- leasing costs
- motor vehicle & travel
- staff

Statement of surplus and deficit and other comprehensive income
For the year ended 30 June 2020

	2020	2019
	\$'000's	\$'000's
Service Delivery – Operating Revenue		
Government funds / grants	133,879	125,609
– State	4,479	4,259
– Federal	28	36
– Local	12,784	11,354
Client Fees	10,451	9,234
Funding from other Agencies	893	930
Other		
Total operating revenue	162,514	151,422
Service Delivery – Operating Expenditure		
Employee Benefits Expenses	132,976	118,116
Client and caregiver costs	15,371	16,522
Property, Maintenance and Equipment Expenses	3,770	3,483
Travel and Motor Vehicle Expenses	1,866	1,832
Administration Expenses	6,867	6,885
Depreciation and Amortisation Expenses	5,193	2,276
Leasing Expenses	2,014	4,635
Other Expenses	134	203
Total operating expenditure	168,191	153,952
NET OPERATING DEFICIENCY	(5,677)	(2,530)
Net investment income	2,970	2,899
Net fundraising, donations and bequests	5,655	3,486
NET OPERATING SURPLUS	2,948	3,855
Non-operating activities		
Grant to Anglicare Victoria Childrens Foundation	–	(88)
Net (loss) / gain on sale of plant and equipment and investments	(276)	758
“Financial assets – net change in fair value through profit and loss”	(692)	387
Financing costs – interest on lease liabilities	(375)	–
Heritage/Redress claims cost	(2,701)	(859)
NON-OPERATING (LOSS)/INCOME	(4,044)	198
NET (DEFICIT) / SURPLUS FOR THE YEAR	(1,096)	4,053
Other comprehensive (loss)/income for the year	–	–
TOTAL COMPREHENSIVE (LOSS) / INCOME FOR THE YEAR	(1,096)	4,053

Statement of financial position
As at 30 June 2020

	2020	2019
	\$'000's	\$'000's
Assets		
Cash and cash equivalents	15,518	10,894
Trade and other receivables	4,322	4,652
Inventories	380	309
Investments	30,243	29,385
Total Current Assets	50,463	45,240
Investments	4,347	3,221
Property, plant and equipment	22,666	21,854
Intangible assets	4,028	3,715
Lease – right of use assets	4,681	–
Total Non-Current Assets	35,722	28,790
Total Assets	86,185	74,030
Liabilities		
Trade and other payables	4,385	3,694
Provisions for Redress Claims	2,481	1,200
Employee benefits	19,433	15,856
Deferred income	18,062	15,178
Lease liabilities	2,559	–
Total Current Liabilities	46,920	35,928
Employee benefits	1,158	1,198
Deferred Income	400	400
Lease liabilities	2,299	–
Total Non-Current Liabilities	3,857	1,598
Total Liabilities	50,777	37,526
Net Assets	35,408	36,504
Equity		
Establishment corpus	23,767	23,767
Reserves – Property	15,618	15,618
Accumulated (losses)	(3,977)	(2,881)
Total Equity	35,408	36,504

PARTNERSHIPS FOR IMPACT



AN IMPORTANT PART OF OUR PARTNERSHIP WITH THE ANGLICAN COMMUNITY IS OUR WORK WITH PARISHES AND DIOCESES ACROSS VICTORIA.

The Anglican Parishes in Melbourne and Victoria have a long tradition of supporting local communities, providing a range of services for vulnerable children, families and young people.

Anglican values are at the core of Anglicare Victoria's work. The agency is deeply grateful for the continual support and generosity we have always been shown from the Anglican Community, particularly in these difficult times we are currently experiencing.

With Anglicare Victoria's support the Diocese and Parish Partnership program has renewed contracts to deliver Prison Chaplaincy, grow the 'Get Out for Good' 'pre' and post-release programs, and extended it to all Victorian prisons.



5646

people were helped by Anglicare Victoria through the Diocese and Parish Partnership program.



562 people engaged with **Anglicare Victoria's 13 Community support programs**, including the Women's Craft Groups and Refugee Support Services.



1,090 young people were supported by **Anglicare Victoria's 11 youth engagement programs**, including the Buldau Yioohgen Indigenous Youth Academy, and Homework Clubs.



1,412 prison visits were made by 18 Chaplains across five Dioceses as part of **Anglicare Victoria's Anglican Criminal Justice Ministry programs**.





THANK YOU

THERE ARE SO MANY WAYS YOU CAN MAKE A DIFFERENCE. JOIN US TODAY TO BE STRONGER TOGETHER.

DONATE to our fundraising appeals online at www.anglicarevic.org.au/donation/ or call 1800 809 722.

BECOME A FOSTER CARER and provide a stable, loving home for foster care children who are unable to live with their birth families. Information sessions are advertised at www.anglicarevic.org.au/foster-caring/

GIVE REGULARLY by joining our monthly giving program. Regular giving is an effective way to ensure Anglicare Victoria can plan and prepare for the future. By becoming a regular giver, you will help us to sustain our vital programs and services. Call 1800 809 722 or visit our website for more details.

GIVE AT CHRISTMAS and support our annual Christmas Toy & Food Appeal. Donating to us online during this season will bring joy to children by way of a gift, and help contribute to a family meal on Christmas Day. To donate online visit www.anglicarevic.org.au or call 1800 809 722.

INCLUDE a Gift in your Will to Anglicare Victoria when you are planning your estate. Visit our website to find out how you can make a lasting and valued impact, 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 and Instagram, 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

Thanks to donors' generous support, the Better Tomorrows program has been able to fund extra-curricular activities that these children would otherwise miss out on. Funds were distributed between activities such as music and singing lessons, while other funds were spent on educational resources such as laptops and training courses to support career aspirations. If you wish to donate to the Better Tomorrows program, call 1800 809 722.

Ian Traynor, Volunteer at Anglicare Victoria's Homeless Breakfast

*This photo was taken before mandatory mask-wearing in Victoria.

Contact us if you need this information in an accessible format such as large print: please telephone 1800 809 722 or email info@anglicarevic.org.au.
Anglicare Victoria's Annual report is available on our website: www.anglicarevic.org.au