



2021
ANNUAL
REPORT

SURVIVE

THRIVE

WOMINJEKA

Welcome

Nark kirrip-ik

My friend/s

Cabbe melemung' il Biladu- njan war?

Greetings How are you?

Liwik bulok nugal ik

We pay our respects to the Ancestors past present and future

Ngoon godgin kirrip-bulok nugal ik

Thanks my many friends

Ngoon godgin wumen-ngat biik-dui-ik

Thanks and come all of you on my Country

Ngoon godgin

Thank you



SCAN HERE
To watch AV's Welcome to Country with Ian Goolagong and Kellie Hunter.

Painted stick artwork: Created by Indigenous TEACHaR client, 18 with assistance from his grandmother who is also his long term carer.



“Biik- dui, baban nugal-nganjin, dharri-nganjin ganbu Barring-ngat nallei jerring liwik nugel-ik nhabu Wigabil ba wigabil-dak murrup-al barring-u biik-dui Biik-al Woiwurrung-u gulinja ba booboop narrkwarren nganjinu.

On this land, our mother, we stand, together as one; your footprints are now mixed with those of my ancestral past. The oldest, most ancient spiritual footprints left on Terra Firma and the land of the Woiwurrung community and our family clans.”

- Norm Hunter Wurundjeri Woi-Wurrung Elder

Pictured holding a Smoking Ceremony, Anglicare Victoria's Cultural Advisors: Kellie Hunter, Wurundjeri Woi-Wurrung and Ian Goolagong, Wiradjuri.



OVER THE LAST YEAR, MORE THAN 30,000 CHILDREN, YOUNG PEOPLE AND FAMILIES WERE SUPPORTED BY ANGLICARE VICTORIA.

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

Models appear in our photographs unless otherwise stated, 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.

OUR PROMISE

Anglicare Victoria works for families, children and young people. We understand their challenges and every day we see their strength.

We know that with the right support, people can achieve their goals. For some this means keeping the family together in tough times. For others it's as straightforward as finding a way to pay the bills.

When those challenges seem too much, Anglicare Victoria provides practical, hands-on support. We offer children, young people and families expert help to resolve differences, build better relationships and find a place to belong.

Working together, for better.

1. Families back in control:

staying together and growing together.

2. Safe places:

children and young people in safe and stable homes

3. Strong young people:

support for young people as they develop and grow.

4. Early action:

stepping up before families reach crisis point

5. Leadership:

working for an informed, effective and compassionate service system.



Safe and nurturing alternative homes for children and young people unable to live with their families.



Specialist family support programs and evidence-based support to achieve better decision making.



Emergency relief and other care for families and young people in times of hardship.



Education, specialist counselling and evidence-based programs for children and young people.



Confidential family violence programs for perpetrators and survivors of family violence.



Free, confidential financial counselling services.



A diverse range of community programs and partnerships to meet local needs.



Alcohol and drug programs and service to empower families to overcome their challenges.

STRATEGIC AGENDA

PLANTING THE SEEDS

AV's Strategic Agenda describes our shared goals and directions over the four years from 2020-2024. In line with the Agenda, staff across the agency continue to work hard to deliver the best possible outcomes for the people who use our services. Just a few of the many highlights for 2020-2021 in the Agenda's key action areas are noted below. Together, they deliver on our guiding pillars: prevent, protect and empower.



GROW

Expanded and embedded evidence-based models and programs to keep families safe and together
Grew core services such as The Orange Door, Child FIRST and family violence programs
Developed emergency responses, including COVID-19 safe facilities and fire and flood recovery



SUSTAIN

Strengthened career pathways
Provided comprehensive learning and development opportunities
Delivered the "Well Worth It" online program of health and wellness activities to support staff through COVID-19



EXCEL

Instituted a comprehensive practice framework across family services
Upgraded organisation-wide IT and data capability
Began to establish agency-wide outcomes framework



TRANSFORM

Developed Seed Projects in three key areas: integration, supporting better outcomes and funding
Established Project Development and Innovation team to spearhead transformation projects

Anglicare Victoria's Strategic Agenda 2020-2024 available at anglicarevic.org.au



SUSTAINABILITY MATTERS AT ANGLICARE VICTORIA

As an organisation that transforms the futures of vulnerable children, young people and their families, supporting the long-term health of our planet is part of our duty of care to the next generations.

AV is committed to reducing the environmental impacts of our organisation. AV aims to positively influence and support widespread action in our centres, communities and regions.

This year, AV established an Environmental and Sustainability Committee (Green Team) to drive positive action and support our regional sustainability teams in further reducing environmental impact in the years to come. AV is proud to announce that the power supply to our organisation is now 100 per cent carbon neutral.



CEO MESSAGE

Something that has inspired us all over the last year has been the way some of the state's most vulnerable young people and families have made the journey from surviving to thriving. They have done this with the help of Anglicare Victoria's dedicated staff; everyday heroes who never took a step back despite the many personal and professional challenges over the last year.

In this year's annual report you will hear from young people, families, foster carers, case workers and staff, as they tell stories from the frontline of the pandemic in their own words. These are education specialists, people who have needed emergency relief for the first time in their lives, and community lawyers who learned how to drive off-road vehicles to remote corners of the state to help those still affected by the bushfires early in 2020.

Through our clients' words you can also get a sense of what we do every day at AV. With so much change in the way people are living their lives, we've had to change the way we work to help those most in need. We continued to look for ways to reach in and help, whether in residential care, supporting struggling families or working closely with the residents of public housing towers who found themselves suddenly locked down due to a COVID-19 outbreak.

This work shows the resilience and determination of our people. And it showed that we were not afraid to lean in to meet some of the most profound challenges of the pandemic whenever the opportunity presented itself.

Anglicare Victoria is an organisation of quiet achievers whose character is revealed most clearly in times we are most needed. That's something that will never change, and it's something we can all be proud of.

Paul McDonald
CEO Anglicare Victoria



ARCHBISHOP MESSAGE

At times during this year, all Victorian's have felt despondent or vulnerable. All families have been under pressure. Many are also carrying the added hardship of missed family ceremonies, rituals, farewells and celebrations.

How truly heart-warming it has been to see the spirit of Anglicare Victoria shine through these challenges. The organisation has worked hard on togetherness in an environment where many have felt separation. Through pandemics, floods and fires, Anglicare Victoria has responded with compassion to the many needs experienced by families and communities in the times.

I trust you will enjoy reading the wonderful stories of this year's Annual Report and will, like me, be thankful for the great work of Anglicare Victoria.

May the peace of God be with you.

The Most Reverend Dr Philip Freier
President of the Council
Archbishop of Melbourne



CHAIRPERSON MESSAGE

It is a great honour to welcome you to this year's annual report as Chairperson. Having worked alongside Stephen Newton for many years as a Board member, I would like to acknowledge the dedication and passion he contributed during his tenure as Chairperson and thank him for his service.

It's a privilege to work for our children, young people and families as they move towards a better tomorrow. We remain focused and coordinated across the agency to deliver the Strategic Agenda 2020-2024, which identifies how we will grow, sustain, excel and transform our services.

In the context of the continued challenges of the pandemic, the Board is delighted to have seen how our services and clients have not only survived but thrived. Staff can feel proud for stepping up when called upon to give even more this year.

AV will continue to navigate this challenging environment working with our partners and community to identify the areas where our expertise, experience and agility can add value and deliver better outcomes for the community as a whole.

I thank all of you for your work and ongoing support.

Dr John Chesterman
Chairperson Anglicare Victoria

"I remember there was a special moment. After supporting a mother to take care of some difficult matters related to family violence, she felt a sudden sense of control coming back. She said, "I think we can get through this; I can see it's going to get better for my kids and me." I saw the weight drop off her shoulders. She has more hope and started conversations about finding her own house." - Sonia Sutcliffe, Caseworker, Family Services

WE WORK TO STRENGTHEN FAMILIES

Every family needs help from time to time. Whatever they are facing, we support parents to ensure their families are safe, stable, connected and in control.

With a broad range of services and programs across the state, our family services focus on strengthening and improving the wellbeing and development of parents and their children. We are there for them in the tough times and by their side until they regain independence.

AV is a key partner in The Orange Door network run by Family Safety Victoria, set up in July 2017 as part of the Victorian Government's response to the Royal Commission into Family Violence.

Our teams support thousands of Victorian families every year, strengthening critical support responses for children and families as part of an integrated service response in The Orange Door network and AV's Child FIRST, and integrated family services.

WE WORK FOR BETTER.



SCAN HERE
To learn more about
how AV works for
better.

"Friends and family have noticed how much my husband has changed emotionally, reflecting on his behaviours and emotional responses. Kathy, our case worker, got to know us first; she understood how I operated, especially as a woman. That helped. Kathy has been amazing; it's been wonderful." - Keren, Mother*

Keren and her husband were referred to AV's Rapid Response program by Child Protection, who were concerned with the safety, wellbeing and behaviour of their three boys. Through the work of the Rapid Response program, these parents were able to take positive action, change their parenting approach and address the relationships with their children. The children now live safely together at home with their parents.

FOUR WEEKS FOR A LIFETIME OF DIFFERENCE



Rapid Response works with families which are at imminent risk of having their children placed into care. Developed by AV, the four-week program works with whole families to improve their parenting skills and relationships so their children can remain in the family home. Intensive contact and in-home support with parents and children across several weeks allows AV workers to provide feedback and coaching. The program is scientifically proven to keep families together and reduce the number of children entering the Child Protection and out-of-home care (OoHC) systems.

208 FAMILIES AT RISK OF HAVING THEIR CHILDREN PLACED INTO OUT-OF-HOME CARE (OOHC) WERE SUPPORTED BY AV'S OWN RAPID RESPONSE. AFTER COMPLETING THE PROGRAM, 94.2 PER CENT OF CHILDREN REMAINED IN THE CARE OF THEIR FAMILIES.

In 2021, DHHS was split into two departments - the Department of Families, Fairness and Housing (DFFH), and the Department of Health (DH).

RESPONDING QUICKLY TO THE HARDEST OF TIMES

Pressure from the pandemic led to increased family violence, substance use and higher demand for AV's services. Under health restrictions, the team had to adopt new ways to assess risk and continue the program's high contact time and support. Home visits ranged from video calls to brief weekly conversations inside or outside homes, depending on whether movement restrictions were in force due to COVID-19 outbreaks. AV staff worked collaboratively with mental health practitioners, drug and alcohol specialists, school psychologists, and Child Protection staff to share knowledge, maintain visibility and support families.

"Every worker from Rapid Response was phenomenal in terms of how they adapted their practice. They are all so truly passionate about working with families to prevent further disruption." - Eliza Todd, Practice Leader Rapid Response

The use of personal protective equipment gear and social distancing made building rapport with clients harder than usual. AV workers demonstrated commitment and perseverance through the year's challenges, further sharpening their communication, relationship, and observation skills.

DELIVERING PROVEN CARE

This year, the Department of Family, Fairness and Housing (DFFH) implemented a new initiative, Family Preservation and Reunification (FPR), which focuses on reducing the number of children and young people entering the care system and reunifying them with their families.

"My friends tell me what to do without understanding my struggles. I find it easier talking to my worker. The support, advice and validation from this program helped me to know I am doing the right thing." - Mother, Rapid Response program

The announcement aligns well with AV's strategic agenda, including our investment in evidence-based models such as Rapid Response. DFFH has confirmed that AV will be a lead agency in this reform.



SCAN HERE
To learn more about AV's Evidence-Based Approach.

Anglicare Victoria would like to thank the philanthropic funders of AV's Rapid Response program: Helen MacPherson Smith Trust, donors from the Anglican Diocese and Parish Partnerships, as well as all others who have generously supported the program since its inception.



When Aiden* arrived at AV's residential house, he was struggling. His case manager Ben*, vividly recalls their first meeting: "He was not in a good state. He was a young boy who'd just come out of some very traumatic years. He was self-harming and suicidal."

Ben and the residential team created a welcoming family environment around Aiden. They provided Aiden with the financial and in-person support he needed to thrive – not just at school but in all aspects of his life. Today, Aiden is a happy, confident go-getter, busy with school, sport and his social life. And he has his sights set on a career in sales.

"Everything has changed! My mental health, my physical health, my knowledge, my discipline, my confidence – everything!" – Aiden, Resident*

THE NEXT BEST THING TO A FAMILY HOME

Residential care is a critical part of the out-of-home care (OoHC) system. The homes offer vulnerable young people the support they need at the most difficult points in their lives. Our staff work intensively in a supportive setting to help our young people develop positive relationships and feel safe and accepted, no matter what.

"We're there for the real high-needs kids, and we don't give up on them."

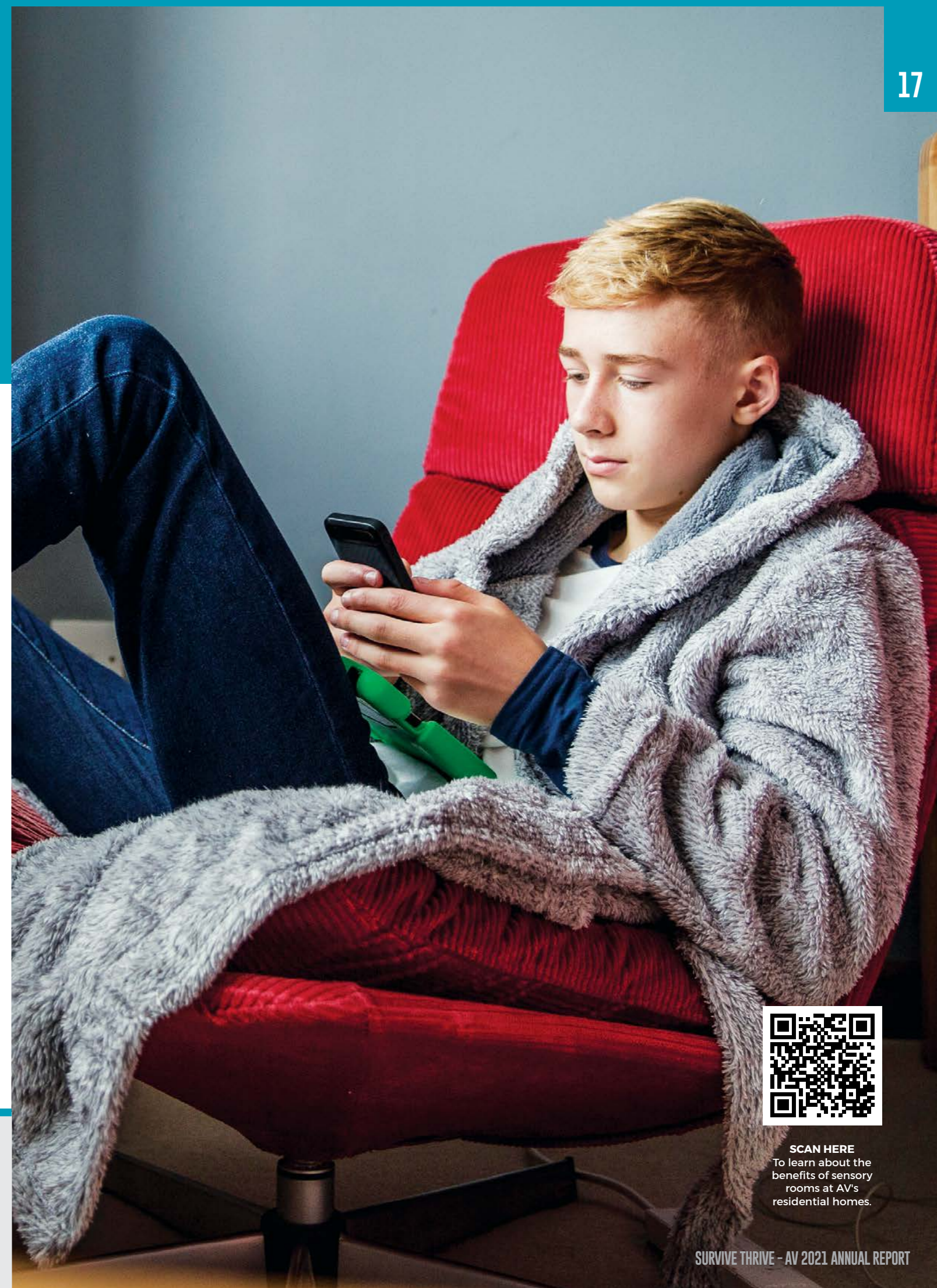
Offering the right mix of freedom and boundaries for young people is challenging at the best of times. This year, AV's residential care programs adapted to work in different ways to build relationships, maintain a positive culture, and negotiate with young people when frustrations arose – which was inevitable during periods of COVID-19 restrictions. Our staff and clients forged deeper relationships in close quarters, and we saw some innovative approaches.

ADAPTING TO LIFE'S BIG EVENTS

During the COVID-19 lockdowns and restrictions, overcoming the isolation and staying connected in different ways was important. Residential homes put on themed nights, cooking nights and video game and board game competitions. One of our staff created a maze-like escape room in the back of the residential house. Young people and staff had fun trying to get through the course in the shortest time. The competition provided some much-needed fun and bonding.

"We do everything we possibly can to support, nurture and help these young people grow into lovely adults. Standing with them, hand in hand, through those tricky years is vitally important. They can achieve great things in life." – Trevor Dray, Program Manager, Residential Care

**WE SUPPORTED 226 CHILDREN AND YOUNG PEOPLE
IN 26 RESIDENTIAL CARE HOMES ACROSS THE STATE.**



SCAN HERE
To learn about the benefits of sensory rooms at AV's residential homes.

Lisa* and Geoff* joke that they learnt how to parent backwards; the couple have fostered around 15 young people in the past six years and consider themselves teen experts. They now have two children of their own, aged four and one, and say the fostering experience continues to impact their lives positively. Watching the interactions between their own children and the young people they foster provides them with daily highlights.

LEARNING HOW TO PARENT BACKWARDS

"I speak to Lisa or Geoff most days. I want to update them on my news and ask for their advice if I need it. I have moved interstate now for a new job and a fresh start - I don't know if I would've been able to do it without their support. I love them and feel part of their family." - Daniel*, 19 years

"The overall experience of foster caring for us has been amazing; it brings a lot to our life. Of course we have some challenging times. We have tears here and there, but we always resolve things and the young people know that they are safe and loved in our family. I think that's really good for our children to see too, that we resolve things as a family." - Lisa and Geoff, foster carers

Anglicare Victoria (AV) is the leading provider of foster care in the state. This year AV navigated new challenges while maintaining support for the carers and children in our care.

The unsettling times created significant challenges for some young people's mental health, resulting in **"the need for connection with others. We brought our carers together as an online community and resourced them to support our young people. We offered online training in new and relevant topics, and we'll continue to broaden them if need be."**

- Tarni Haywood, Program Manager, Out-of-Home Care

CARING FOR OUR FOSTER CARERS

When foster carers join AV, they join an extensive network of support. The sense of isolation during lockdowns increased the pressure on carers this year. In response, AV created an online Carers Connect Hub to maintain a sense of community. We also supported our carers with inspiring video messages, volunteer assistance and gift hampers during Foster Care Week.

"Thank you for the foster carer hamper. It meant so much to my family—there were squeals of delight! We have had a challenging few weeks, and this came at the perfect time!"
- Jo, AV foster carer

OUR CARERS OPENED THEIR HOMES TO PROVIDE **2,878** PLACEMENTS FOR CHILDREN IN FOSTER CARE.



SCAN HERE
To learn more about becoming a foster carer.

THE COVID-19 PANDEMIC HAS PUT ADDED PRESSURES ON FAMILIES AND MORE THAN EVER, WE NEED FAMILIES TO STEP UP FOR THE **14,000*** CHILDREN IN VICTORIA'S CARE SYSTEM.

"This program saved my child from the darkness and saved a life."

The isolation of COVID-19 lockdowns contributed to my daughter Amy's* mental health issues and subsequently her engagement with school. Jacqui, our Anglicare Victoria education specialist, has been incredible. Amy went from a student getting mainly D's in Math to getting A's in such a short time. It's not just tutoring; Anglicare Victoria's TEACHaR program advocates for you with the school, supporting you 100% of the way and more. Before this program, Amy didn't want to live. We now have our beautiful child back. Thank you.



TAILORED TEACHING FOR REAL RESULTS

Right now, AV has 27 teachers employed, working across the state to deliver education to at-risk young people and help them regain their confidence in the classroom.

Anglicare Victoria's TEACHaR (Transforming Educational Achievement of Children at Risk) program helps vulnerable young people in out-of-home care (OoHC) reengage with school. Our education specialists delivered one-on-one tailored sessions at school, in the home or online over a 6-12 month period for our children who live in care.

Our staff at AV worked in creative and energetic ways to keep the kids under our care connected to their education and their classmates during a year of extended remote learning.

Our teachers created a four-week education support service which included physical activity packs to accompany online learning. They also developed an online resource library for families and established Carers Connect,

where carers of children could find support online. During the Carers Connect sessions, expert education specialists would join the conversation and present helpful guidance on requested topics, such as adolescent anxiety, for our foster carers.

"We saw children's faces smiling through the windows and waving, and one child had written thank you on the window."
– Margaret U'Ren, Acting Program Manager

Across many regions, the TEACHaR program supported vulnerable and isolated families by safely hand-delivering over two hundred education packs to families restricted to their homes. The packs contained materials like stationery, writing notebooks and reading material, and building blocks or arts and crafts for the younger ones. It is this effort that saw all kids involved with the TEACHaR program at AV stay connected to their school and their education.



"Through the TEACHaR program, Tyson developed strong social connections, and his attendance was fantastic. He wanted to be at school; he was contributing in class."*
– Principal, outer eastern suburbs primary school

For some of our kids, online school provided a learning environment free from classroom pressures, peer groups and group learning, while others missed the school community. The TEACHaR program responded, spending more time on preparing for the transition back to school. In some cases, students were physically driven to schools and shown around the grounds to ease them back into school life.

TEACHaR staff also secured extra funding to provide young people with essential school items, such as diaries and uniforms.

The immense challenges of the last year have also offered a silver lining for some of our students not comfortable in the classroom. Students can now be offered a hybrid approach to education support depending on their unique needs and preferences in the class or online.

"Most fabulous support person my daughter could have ever had! Reassuring, supportive, affirming, able to share and acknowledge how Andrea was feeling, couldn't recommend you highly enough!"* – Parent feedback

"The education specialist engaged really well with James, and he got a lot out of the sessions."*

I appreciated that although this family were initially difficult to engage, the education specialist continued to pursue engagement, and we got there in the end." – External Case Manager

TEACHaR
TRANSFORMING EDUCATIONAL ACHIEVEMENT OF CHILDREN AT RISK



SCAN HERE
To watch how AV's TEACHaR program is improving educational outcomes for children and young people across Victoria.

OVER THE LAST YEAR, 34 EDUCATION SPECIALISTS DELIVERED DEDICATED SUPPORT TO MORE THAN 300 YOUNG PEOPLE ACROSS THE STATE, ALMOST A 40 PER CENT INCREASE FROM THE PREVIOUS YEAR.

"I didn't think I belonged at school." – Cameron, Navigator participant*

Life had been tough on Cameron*. As a result, he hadn't attended school in over 18 months. Cameron and his father worked with AV's Navigator staff to overcome the obstacles, one at a time. Working with his school, they created a part-time timetable and a unique education plan for Cameron. In the first week of school this year, Cameron attended two days. By the third week, he was attending full time.

FINDING THEIR WAY BACK TO THE CLASSROOM

The Navigator program supports young people aged 12 to 17 who have disengaged from education. AV receives referrals when a young person's school attendance drops below 30 per cent and they need specialist support to help them reengage and return to education. The program acts as a bridge between the young person and their family, school and external support services. Individual education plans are tailored to each young person's educational needs, physical and emotional needs, and personal aspirations. Young people attending school for two consecutive school terms with over 70 per cent re-engagement is a successful outcome.

"We identify early on not just the barriers and the challenges the young person is facing, but the strengths already present within them. We ask: 'how can they be aspirational around their goals, not just educational, but also social, career, and family relationships.'" – Ben Johnston, Team Leader, Navigator

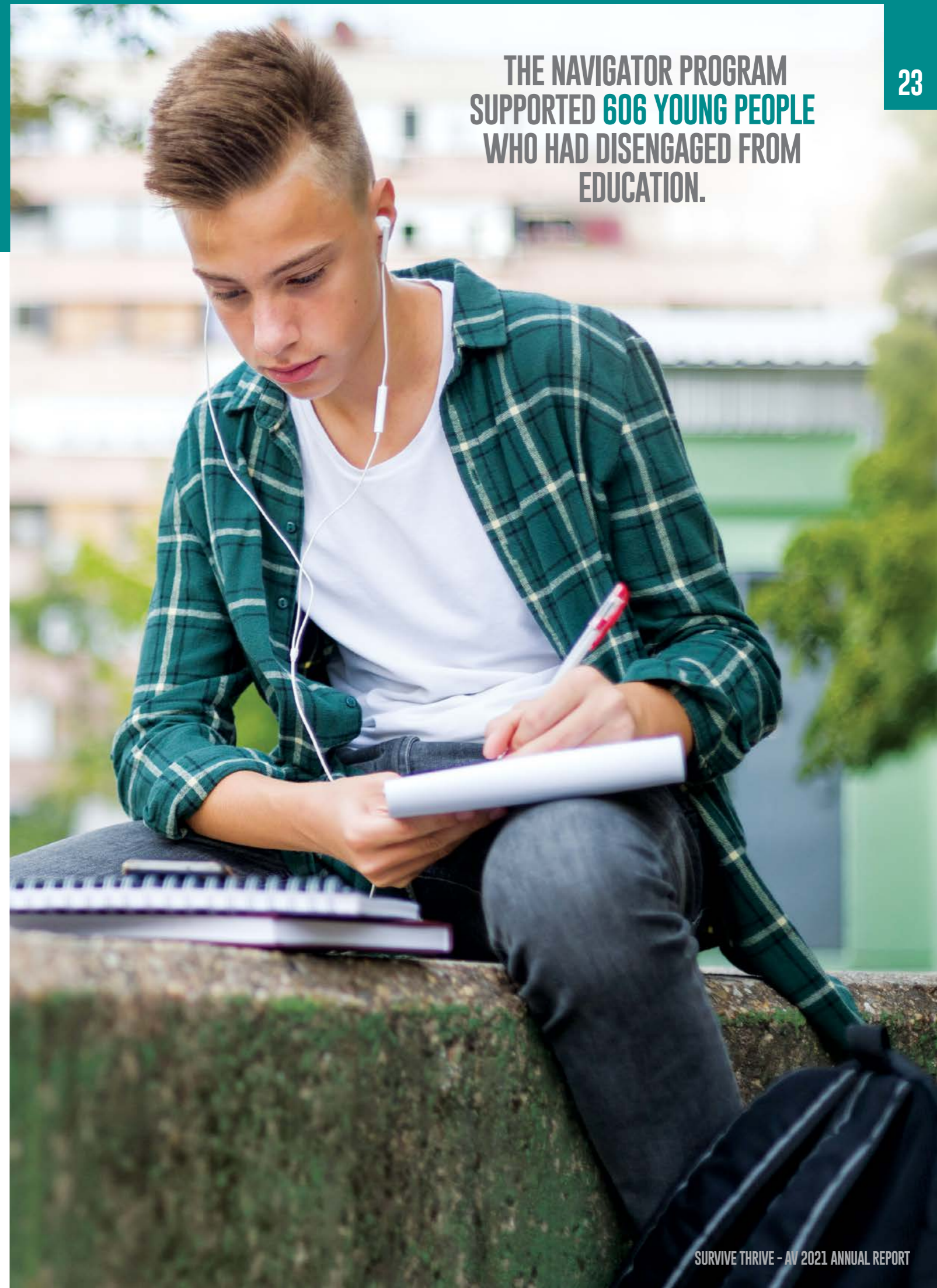
HELPING YOUNG PEOPLE REALISE THEIR POTENTIAL

Though this past year presented many challenges – such as numerous interruptions to school terms due to lockdowns and maintaining rapport with young people remotely – it didn't stop Navigator from getting young people back into school. AV's Navigator team helped 45% more young people who dropped out of school find their way back to the classroom. Navigator staff work to discover a young person's skills and interests, then build these into their education to make it fun and engaging. They also identify any barriers that are stopping them from returning to their studies.

GAMING THE SYSTEM – IN A GOOD WAY

Navigator staff in Bendigo noted that many of the young people were very interested in video games. Building on this interest, staff collaborated with the City of Greater Bendigo Youth Council and the local youth space to run a weekly gamers group. The sessions offered the young people social connection in a safe environment outside of the home and helped build rapport with staff. One young person said it was the first time they had left their bedroom or hung out with other people in three months. Another young person with social difficulties said, *"I really liked to see other people."*

THE NAVIGATOR PROGRAM
SUPPORTED 606 YOUNG PEOPLE
WHO HAD DISENGAGED FROM
EDUCATION.



"I would like to thank this course. It has been such a therapeutic journey for me to recognise all my childhood experiences. It has brought them all to the table for me to acknowledge and address them. I can now give my son the childhood that I wanted. Also it has strengthened the co-parenting bond between his mother and I. We can now both speak freely of our shortcomings and discuss how we can parent in a better way." – James*, ParentZone program

"The program highlight was going to the park to meet the families. After working together online, it reinforced how good it is to facilitate positive interactions in person. The children were delighted and recognised us with comments like, "You were on our computer!" More so, they were really pleased to play with the children from other families. The mothers were happy to see each other in person." – Asha* Facilitator, Beyond The Violence program

POWERFUL PARENTING FOR AN UNCERTAIN WORLD

ParentZone provides parents/carers with a broad range of parenting strategies to help them feel more confident and in control. The topics covered include general parenting, early interventions for vulnerable families, support for the reunification of children, and specific topics for families impacted by violence.

LOCAL INNOVATION FOR A GLOBAL PROBLEM

Many of ParentZone's programs have been co-designed with parents. Local groups advertise for carers to meet up and share their stories, from which programs and sessions are developed. After careful testing, facilitators are trained, and the program is then delivered back to the communities that help conceive them. ParentZone is one of AV's home-grown programs.

ParentZone responded to community needs this year by providing more programs focused on urgent topics that arose from the pandemic, such as parents managing anxious children, healthy approaches to screen time and reducing parental stress.



4,653 PARENTS WERE ASSISTED AND SUPPORTED BY AV'S PARENTZONE PROGRAM.

HELPING FAMILIES STAY STRONG, ONLINE

Parents reported that online sessions have been a helpful addition to AV's services. In Gippsland, online courses enabled attendance for some families who would otherwise have lived too far away. As Victoria returns to normal, the program will continue to deliver a blended model of online and in-person programs.

Beyond The Violence (BTV) is one of ParentZone's programs aimed at parents and children recovering from family violence. There are separate sessions for parents and children that help them move forward, find hope and rebuild their confidence, and provide parents with strategies to manage their children's challenging behaviour and emotions. The program had to pivot as a result of COVID-19, with some components delivered online.

"We've had to morph and develop BTV. We catch up with the parents during the day. And then, after school hours, we do the kids group online. We've had great feedback, and had good retention." – Carol Aberly, Team Leader, ParentZone

A PODCAST FOR ALL PARENTS

ParentZone is working on podcasts for parents to listen to before, during and after attending sessions. The short episodes will feature conversations on a range of popular topics such as dealing with anxious children, stopping the yelling, and holding effective family meetings to give all family members a voice.

"Thank you. This was a great opportunity to support me through COVID-19 and see the differences in each child with autism and how it appears with girls. I really would love to keep communication with this group." – Jennifer*, ParentZone's Living with Autism program

PARENTZONE



SCAN HERE

To watch how AV's ParentZone program supports parents to make better decisions, gain independence and take control of their lives.



"Working with FFT-YJ has brought me closer to my parents. We communicate better and talk more" – Gai*, Young Person

"The process was good. The best thing is the new ways of thinking about how we interact with our son. He has been detained for most of the time, but we were able to talk to him. It has been good to see that we have new ways of talking to him and good ideas for spending time together without lecturing him. We have strategies like asking for his permission before offering advice." – Dora*, Mother of Gai

When Gai was referred to the program, he was on remand due to serious criminal offending. Dora, his mother, said she was "fed-up" with him and the system around him. They hadn't spoken for months. After six weeks of engaging, motivating and planning with the family, Gai and his mother met for their first FFT-YJ session. The FFT practitioner taught behaviour change skills using culturally appropriate storytelling techniques. Dora and Gai were able to share their own stories and experiences. Dora is now supportive of Gai's return home, and the practitioner is planning to undertake further sessions with them to ensure they are supported. Dora is feeling hopeful; she is engaging with the services to help her and Gai and is happy to have her son home. Gai has begun attending his care team meetings for the first time and plans to enrol in a construction course at TAFE.



ACROSS AV WE RUN SEVERAL FUNCTIONAL FAMILY THERAPY PROGRAMS. ACROSS THE YEAR 255 FAMILIES COMPLETED THE FFT PROGRAM, A HIGHLY SUCCESSFUL FAMILY INTERVENTION FOR CHILDREN, YOUNG PEOPLE AND FAMILIES IN CHILD WELFARE.

TACKLING YOUTH OFFENDING AROUND THE KITCHEN TABLE

The younger someone starts offending, the more likely they will be caught up in the juvenile justice cycle of recidivism and court appearances. AV's Functional Family Therapy for Youth Justice (FFT-YJ) aims to disrupt that cycle by getting all family members around the kitchen table to solve communication problems and rebuild relationships which have broken down. Evidence shows that when whole families are strengthened as a unit, positive outcomes occur faster and for the long haul. Our FFT-YJ teams work with clients aged 10-18 to prevent re-offending, increase engagement in school and help families stay together.

USING CULTURE TO FORGE CONNECTIONS

FFT-YJ works with young people from culturally and linguistically diverse backgrounds. Respect and understanding of cultural differences is a critical element of genuine care and positive outcomes. This year, practitioners continued to build cultural expertise, including employing interpreters or identifying advocates in the community for isolated families.

"Engagement relies on us. So, we'll try anything to engage families, especially during COVID-19. We'll be out there at all times of the day, doing things that other services haven't done, and that's what makes our approach unique." – Kate Doswell, Practice Lead, FFT

STRONG SUPPORT WHEN THEIR WORLD FALLS APART

COVID-19 had a significant impact on young offenders. Due to restrictions, the court system was shut down, meaning many young people were held on remand. Longer remand times are known to be detrimental to the wellbeing of young people. Our practitioners never gave up. Even when contact was restricted during the pandemic – sometimes up to 90 days after referral – they eventually got through and made a difference.

FFT-YJ focuses on support for families and young people. Clients may be fatigued from years of hardship and traumatic experiences, as well as weary of the justice system. This year, practitioners had to work hard to build trust and maintain connections remotely. They held video meetings at flexible times, wrote letters, and sent emergency groceries to families. In some cases, families were given Uber Eats vouchers to encourage video sessions over dinner.



SCAN HERE

To watch how AV's FFT-YJ program works with young people in the Youth Justice system and their families to prevent re-offending.

47 YOUNG PEOPLE AND THEIR FAMILIES WERE SUPPORTED IN OUR FUNCTIONAL FAMILY THERAPY FOR YOUTH JUSTICE (FFT-YJ) MODEL TO PREVENT YOUTH RE-OFFENDING.

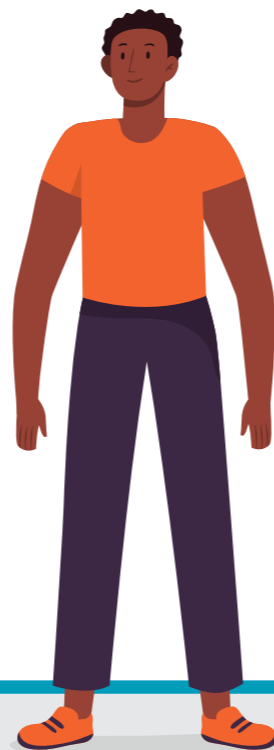
"After appearing in court, I was recommended to contact the Men's Behaviour Change Program. Since finishing the course, I've reflected a lot on my use of violence in the home. I can see it's a cycle. I've learnt different ways of handling conflicts and changed my way of thinking and acting. I need to focus on myself rather than controlling Mary's way of doing things. I don't ever want to use physical violence again." – Jackson*, Men's Behaviour Change participant

CONFRONTING THE VIOLENCE WITHIN OURSELVES

AV's Men's Behaviour Change (MBC) program provides a neutral space for men to discuss the broad topic of family violence and their role within it. Using violence in the home is a choice. A greater understanding of the impact of that choice on their family opens the door to change. Skills can be learned, and healthier relationships formed.

"We support men to confront their choice to use violence in the home, by understanding how it affects those they care about. They don't have to always be the one who never breaks down, never cries or never seeks help – particularly during a pandemic when so many people are doing it tough." – Julie Pratt, Acting Program Manager

The program delivers education and support in a 20-week group program. This allows participants to share their reflections and cement what they have learned, building a sense of camaraderie and a shared journey towards positive change in the home.



1,030 MEN RECEIVED EDUCATION AND COUNSELLING THROUGH MEN'S BEHAVIOURAL CHANGE PROGRAMS.

NEW CONNECTIONS TO CREATE CHANGE

In person, groups were paused during lockdowns. Staff running Men's Behaviour Change groups adapted the face-to-face model as a way of ensuring that this valuable education and support was available to men despite the lockdown restrictions. Many men reported they preferred the online delivery, while others took some extra encouragement to embrace the format.

Increased stress can result in increased alcohol use, deterioration of mental health and increased likelihood of violence. While in lockdown, AV staff maintained contact by phone with those under pressure. Some men struggled with limited access to their children due to travel restrictions, and others needed extra support managing emotions while living and working in the family home.

BRIDGING THE CULTURAL DIVIDE

AV's Eastern region runs the only MBC group in Victoria for Mandarin speakers, which has been operating for about two years. An additional native Mandarin speaker has been employed full time by the program, catering to the specific cultural needs of this growing community and allowing for more intensive support. The program has been receiving interest from outside the region as well.



"You have a fantastic way of teaching, making me feel confident in being able to ask questions when unsure. Not being embarrassed has made me want to learn more. You also had a lot of time and patience for my ADHD, which is a godsend and rare. Also, the way you are with my son is very nurturing. You have taught me a lot about health and helped with all of my questions. Thank you, thank you, and thank you."
- mother, SafeCare participant

CREATING CARING, HEALTHY HOMES AND FAMILIES

When Josie* started the SafeCare program, one of her challenges was taking her child shopping because Lili* would have a tantrum every time. She felt uncomfortable and judged by other people. After completing the parent and child interaction module, things are much better:

"I took Lili shopping. I actually got complimented by somebody saying how well behaved she was. I've been using what you taught me. It's a big improvement in my life, and a relief." - Josie, mother and participant of SafeCare

SafeCare is an evidence-based program for parents who have children aged up to five years who struggle to keep their home environment consistently safe and nurturing. AV's SafeCare educators work through a structured 18-week program in the family home to improve parent/child interactions, safety, and knowledge about keeping children healthy.

CREATING STRONG HOMES DURING TOUGH TIMES

"This year, workers put in a massive effort. We adapted the program using virtual platforms to connect with isolated families, while maintaining our high standard of care."
- Leanne, SafeCare Practice Leader

The need to move support online during the pandemic provided unexpected upsides. Flexible timing for education sessions enabled educators to work with the rhythms of family meals and infant nap times, offering learning opportunities at critical moments.

LOCAL EXPERTS, GLOBAL EXPERTISE

Until 2020, AV's SafeCare educators had been trained by overseas experts who travelled to Australia. International travel bans impacted our access to trainers - however, turning a setback into a strength, several AV staff are now trained SafeCare trainers. AV can now train our staff in-house and respond to the growing demands to meet the need of our communities.



176 FAMILIES COMPLETED THE SAFECARE PARENTING PROGRAM, PROVEN TO IMPROVE THE QUALITY OF PARENTAL CARE, FOR PARENTS OF CHILDREN UP TO AGE 5 WHO WERE REPORTED FOR, OR AT RISK OF, CHILD NEGLECT OR ABUSE.



"It has been a massive help, especially during the pandemic, to have someone to talk to while trying to get sober; to have someone who understands this isolation and addiction—a genuine human connection. I couldn't have done it without Reach Out. You want me to be better." – Alex, Reach Out client*

"We aim to support people to feel connected to their community. We help them focus and achieve their goals." – Danlie Wu, Support Worker, Reach Out

RELIEVING THE PRESSURE

ALCOHOL AND OTHER DRUG (AOD) SUPPORT

With the pandemic increasing stress and isolation for Victorians, people in many areas of the state turned to drinking and substance use as a way of coping. Reducing use of alcohol and drugs in this environment can be tough, and AV's AOD staff saw a general increase in drinking and substance use across all vulnerable groups. AV employed additional staff across Victoria funded by the Department of Families, Fairness and Housing (DFFH) through the AOD COVID Workforce Initiative to manage the increase in demand for our services. Re-engaging isolated young people in areas of high substance use helped reduce their dependence on drugs and alcohol as a way of dealing with the mental health challenges associated with COVID-19.

Reach Out is a one-stop-shop which provides a broad range of services for those struggling with drinking or drugs. Care and recovery clinicians can help with more complex cases, connecting clients with whatever services are

needed most, from general AOD counselling, food and housing to mental health support, transport to and from vaccination appointments, and reunification for families which have struggled with addiction.

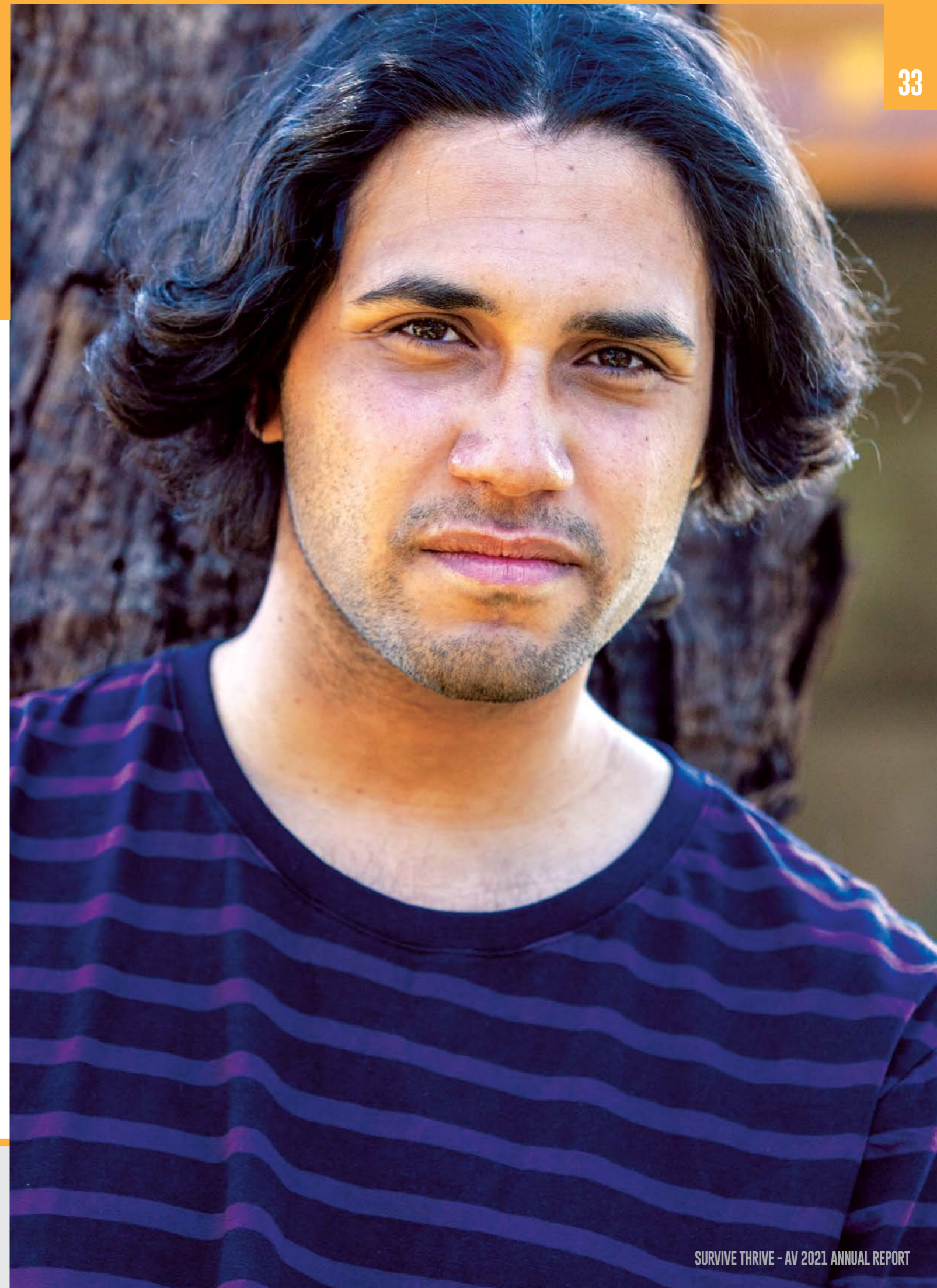
"This year, we've learnt how strong our teams are. We've employed great staff and seen that they can work independently. We've had to give them the space to do their job, and they've done it exceptionally well."

– Terese Cunningham, Team Leader, AOD

The use of substances is often a factor in family violence. AV's AOD services work collaboratively with teams across the agency and other family violence agencies to ensure the best possible care is delivered to clients.

"The parts of the rehabilitation program I enjoyed were: being encouraged because it gives me hope; not being judged because I don't feel useless, and knowing I can be honest." – Client Feedback, The Discovery Therapeutic Day program

OUR ALCOHOL AND OTHER DRUGS PROGRAMS PROVIDED **3,470 SERVICES**, INCLUDING OUTREACH, ASSESSMENTS AND COUNSELLING.



"Thank you for the help throughout this difficult process. You advocated for my rights when you were concerned with how the energy company was treating me, and you put in a huge effort on my behalf. Your communication was extremely concise and informative. I would have otherwise had no way to deal with this. It was extremely important knowing I had someone genuinely sticking up for me." – Client, financial counselling

CRITICAL HELP FOR THOSE ON THE EDGE

No one is immune to tough times. AV's financial counsellors support families and individuals experiencing financial hardship. Financial counsellors offer information, budget planning, support and advocacy.

"You helped me repay my debts – how can I ever repay you?"

AV supported Victorians with their finances during the worst lockdown period in late 2020, but the full impacts of COVID-19 were still ahead. The temporary JobSeeker and JobKeeper payments restored dignity to many people who were sitting idle due to the pandemic, as well as those who had been struggling to find work for longer. This support ended in 2021. Large utility debts continued to burden vulnerable Victorians, who also needed support to pay bills and rent. AV's financial counselling teams also provided support for an increasing number of people having a hard time paying their mortgages.

COOL HEADS HELP IN A CRISIS

AV's financial counsellors continued to help many people who lost their homes in bushfires or other natural disasters. They not only provided advice on available relief payments but advocated on their behalf to insurance companies or utilities who were slow to act when the need could not have been more urgent.

AV also has financial counsellors who specialise in helping survivors of family violence get back on their feet. Many of those who suffer abuse in a relationship also suffer financial abuse, where their partners maintain control of their finances and spending. This makes it much more difficult to leave a relationship and make a new start, particularly when children are involved. AV's financial counsellors can help survivors by advocating on their behalf when they have outstanding debts and household expenses. They will also make referrals to other organisations and services that can provide additional support during these difficult times.

This advocacy role takes a huge burden off the shoulders of the people affected, who are often managing many other issues as well as their finances during these periods.

"What you have done for me is truly amazing and I am holding back the tears at the sense of relief you have given me. I could not have done this without your help" – Client, family violence financial counselling

NEW ROLES TO REDUCE FINANCIAL STRESS

The Working for Victoria grant supported AV to employ 18 financial wellness workers. These additional workers provided budgeting, money management education, and advocacy around utilities and telecommunications for the increasing number of clients who wanted our support.

This invaluable extra help supported by WfV allowed the AV Financial Counselling program to implement an online and a state-wide telephone financial wellness service.

"As a result of the financial wellness worker's negotiations, my stress levels are greatly reduced and my understanding of the benefits of realistic budgeting activities has improved. Her professionalism is a credit not only to herself but to the knowledge, values and compassion of the team."

– Client, financial wellness program

"This is one of the biggest blessings I have ever received or could wish for this year."

– Client, financial counselling



SCAN HERE
To read the research report on Anglicare Victoria's financial counselling services, which are among the most extensive in the state.

OVER THE LAST YEAR, AV'S FINANCIAL COUNSELLORS IMPROVED THE FINANCIAL SITUATION AND EDUCATION OF 3,701 PEOPLE.

Anglicare Victoria would like to thank the philanthropic funders of the financial counselling program: The Flora and Frank Leith Foundation. And our generous corporate and community partners: Coliban Water, Sunbury Community Health and Melbourne Community Legal Centre.

"I often bring my sister, Joanne*, to the ER centre for the food parcels. She struggles to manage her food shopping, having suffered serious brain injuries when younger and surviving many years of domestic violence. I tried several places to find a financial counsellor and could not find anyone who could help manage her debts. You never gave up, even when it was hard to help us. With thanks and gratitude.

- Joanne's sister



THE BUCK STOPS HERE

AV's Emergency Relief (ER) centres provided urgent support across the state for over 6,000 Victorians going through tough times. Our centres take the time to address each visitor's needs and sometimes refer to other internal and external supports that may help them further. We provide food parcels, daily breakfasts, clothing and emergency grants for bills and living costs. Some of our ER centres - like Mission House in Fitzroy - now offer a more comprehensive range of support, including case management, financial counselling and helplines.

OVERCOMING AN EPIDEMIC OF ISOLATION

ER centres have successfully navigated a year of change. This year, social distancing and hygiene practices continued at our centres, and volunteers enabled our delivery service to continue during the various lockdowns. Temporary accommodation provided by the Victorian Government meant homeless people were in many ways better cared for this year. However, those at AV's ER centres noted visits from a lot of families they had never seen before. Reported increases in family violence were also felt on the ground and through a rise in calls to our helpline.

"A young woman drove up to an ER centre. It was a newish car. She had a baby in the back. I could see she was new to asking for help. She was living with her parents (who were on a pension) after escaping domestic violence. She had no money. We filled up the car with nappies, groceries and baby formula. She was overwhelmed. Seeing her leave so grateful is something I'll never forget. We are used to helping homeless people, but seeing someone pushed into hardship for the first time really hit home." - Chris de Paiva, Program Manager, Diocesan and Parish Partnerships

COORDINATING CARE ON A MASS SCALE

When the needs of our communities rapidly changed and expanded this year, coordination of ER became a complex operation. Generous contributions from donors, schools and bulk purchases from food wholesalers solved the first issue of sourcing sufficient supplies. Storage of large quantities of frozen, tinned and fresh produce was the next hurdle. AV ER teams purchased large freezers with program funds, and food deliveries were carefully timed to avoid overstocking.

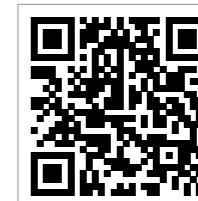
While the Victorian Parliament remained in lockdown, its kitchen donated 200-300 frozen meals to AV each week on the morning of our client delivery service. Volunteers then delivered 100 food parcels each week to vulnerable people and families.

affected by the pandemic and additional staff employed through the Andrews Government's Working for Victoria program.

Denis is one of many cherished and committed AV volunteers. In his early 70s, he usually comes in once a week to pack food parcels, but when demand almost doubled during COVID-19, he came in five days a week. He packed around 200 food parcels a week, totalling thousands across the year. Thank you to all of our wonderful and dedicated volunteers.

VOLUNTEER-DRIVEN COMMUNITY SUPPORT

The selfless contribution of hundreds of volunteers drives AV's ER services. Many older volunteers stayed home to preserve their health during the pandemic. However, the void was filled by young people whose work was



SCAN HERE
To hear how AV's Emergency Relief centres are seeing record levels of people experiencing hardship since the pandemic began.

375 DEDICATED AV VOLUNTEERS PROVIDED URGENT ASSISTANCE TO 6,209 VICTORIANS AT 17 EMERGENCY RELIEF SITES STATE-WIDE.

'The single most significant reform to child welfare in a generation'
 - Paul McDonald, Chair of the Home Stretch campaign

"Living with my carers was great, but I felt I was ready to move out on my own. Without Home Stretch I probably wouldn't be living independently."
 - Alkira, 19, Home Stretch recipient in Victoria

HOMESTRETCH CAMPAIGN MAKES HISTORY

The 2020/21 financial year was a landmark one for the Home Stretch campaign. Over the course of the last year we now have six out of eight Australian states and territories with extended care.

In January 2021, Victoria became the first jurisdiction to introduce the Home Stretch reform in full. This means all young people in foster, kinship, residential and permanent care arrangements have the option of continuing that care to the age of 21. It is estimated that around 700 young people leaving care each year in Victoria will be eligible to receive this extended support, reducing homelessness and doubling the chances of employment and further education among this group.

Victorian Minister for Child Protection Luke Donnellan said in Parliament that introducing the Home Stretch reform was his proudest moment as a government minister.

"No young person should miss out on the critical support they need to thrive as they transition into adult life. This program is already helping dozens of vulnerable young people and their carers get the ongoing support they need as they take the next big step in life - whether that's university, living independently or beginning a career," he said.

In the run-up to the March 2021 Western Australian state election, incumbent Premier Mark McGowan committed to introduce universal extended care to the age of 21 if he was re-elected.

Another first for Home Stretch came in June 2021, with the Northern Territory making legislative amendments to ensure that the essential supports young people deserve beyond their 18th birthday are recognised in territory law. The Home Stretch Committee is working closely with the Northern Territory Government to draft policy to implement locally.



Alkira, 19, Victorian Home Stretch recipient

South Australia was the first state to introduce Home Stretch for those in foster and kinship care, and is now working to include young people in residential care in the eligibility criteria for extended care to 21.

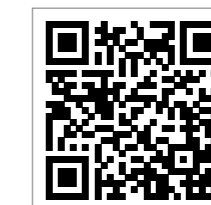
The ACT is taking a bipartisan approach to review existing legislation in the territory and make it more accessible to its young people.

Premier McGowan's subsequent victory in WA has given additional momentum to the Home Stretch campaign, with six states and territories now having introduced some form of extended care or committed to doing so in the future.

Committees in both New South Wales and Queensland are actively campaigning to bring their states in line with the rest of the country.

Queensland is currently offering foster and kinship care to 19. NSW Labor, the Greens and an independent MP back the reform.

The Home Stretch held its second national symposium virtually on 13 September 2021.



SCAN HERE

To watch how Victoria's landmark Home Stretch program has armed Alkira, 19, with the tools to live independently on her own two feet.

Anglicare Victoria would like to thank the philanthropic funders of the Home Stretch campaign: The Beverley Jackson Foundation, donors from the Anglican Diocese and Parish Partnerships, as well as all others who have generously supported the campaign since its inception.

OUR IMPACT



ON ANY GIVEN NIGHT,
AV HAS OVER
700
CHILDREN AND YOUNG
PEOPLE IN OUR CARE



998 FOSTER CARERS
PROVIDING CARE
TO CHILDREN AND
YOUNG PEOPLE



314 KINSHIP CARERS
PROVIDING CARE
TO CHILDREN AND
YOUNG PEOPLE
WHO ARE RELATED
TO THEM

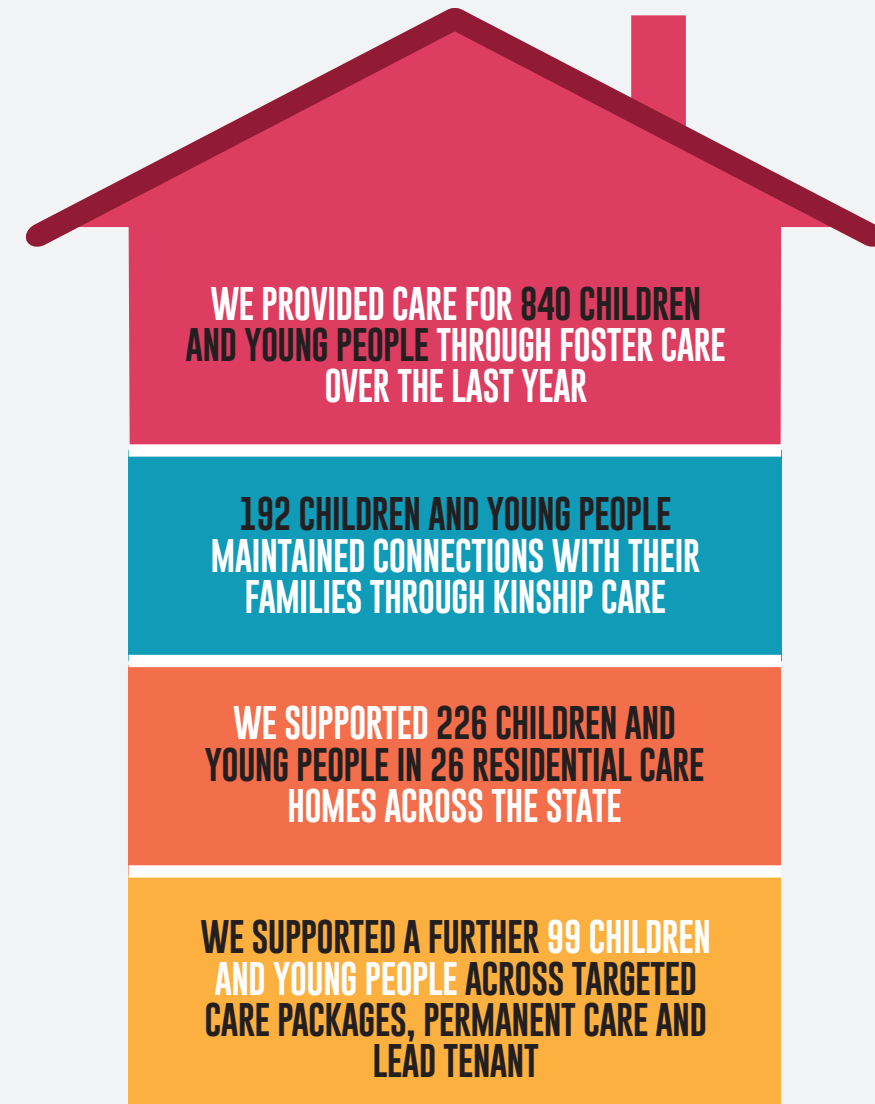


CHILDREN AND YOUNG PEOPLE IN SAFE AND STABLE HOMES

ANNUALLY, AV
PROVIDES CARE FOR

1,357

CHILDREN AND YOUNG
PEOPLE IN OUT-OF-
HOME CARE (OOHC)



FAMILIES BACK IN CONTROL, STAYING AND GROWING TOGETHER

4,648

SUPPORT EPISODES WERE
PROVIDED TO VULNERABLE
FAMILIES BY OUR FAMILY
SERVICES TEAMS



4,653

PARENTS WERE ASSISTED
AND SUPPORTED BY AV'S
PARENTZONE PROGRAM



AV PROVIDED SPECIALIST SERVICES TO **661**
WOMEN AND CHILDREN EXPERIENCING FAMILY
VIOLENCE

EDUCATION AND COUNSELLING WAS PROVIDED
TO **1,030** MEN THROUGH MEN'S BEHAVIOURAL
CHANGE PROGRAMS

AV DELIVERED **1,013** SUPPORT PACKAGES TO
SURVIVORS OF FAMILY VIOLENCE TO IMPROVE
THEIR SAFETY, WELLBEING AND INDEPENDENCE

WORKING WITH FAMILIES EARLY MAKES THE DIFFERENCE

804

FAMILIES ENGAGED IN AV'S EVIDENCE-BASED
MODEL PROGRAMS WHICH ARE INTERNATIONALLY
RECOGNISED FOR THEIR SUCCESS IN KEEPING
FAMILIES TOGETHER

208

FAMILIES AT RISK OF HAVING THEIR CHILDREN PLACED INTO OUT-OF-HOME CARE (OOHC) WERE SUPPORTED BY AV'S OWN RAPID RESPONSE. AFTER COMPLETING THE PROGRAM, **94.2** PER CENT OF CHILDREN REMAINED IN THE CARE OF THEIR FAMILIES

255

FAMILIES COMPLETED THE **FUNCTIONAL FAMILY THERAPY PROGRAM**, A HIGHLY SUCCESSFUL FAMILY INTERVENTION FOR CHILDREN, YOUNG PEOPLE AND FAMILIES IN CHILD WELFARE

47

YOUNG PEOPLE AND THEIR FAMILIES WERE SUPPORTED IN **FFT-YJ (FUNCTIONAL FAMILY THERAPY FOR YOUTH JUSTICE)** MODEL TO PREVENT YOUTH RE-OFFENDING

118

MEN COMPLETED **CARING DADS**, A FAMILY VIOLENCE GROUP INTERVENTION PROGRAM FOR MEN WHICH IMPROVES THE SAFETY AND WELLBEING OF THEIR CHILDREN

176

FAMILIES COMPLETED THE **SAFECARE PARENTING PROGRAM**, PROVEN TO IMPROVE THE QUALITY OF PARENTAL CARE, FOR PARENTS OF CHILDREN UP TO AGE 5 WHO WERE REPORTED FOR, OR AT RISK OF, CHILD NEGLECT OR ABUSE



Data caveat* Data as of June 30th 2021. Period inclusive of the 2020/2021 financial year. 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. There may be a lag in public reporting of particular data due to data quality assurance activities, ongoing maintenance and updating of notification details.



OUR TEAM

THE POWER OF WORKING TOGETHER

THE WAY WE CARE

During a challenging year, our staff and volunteers worked harder than ever to ensure no one was left behind. More than what we did, it was how we worked that clearly articulated who we are as an organisation.

Across many programs, our teams took on new challenges with willingness and dedication, often going above and beyond their roles.

Across the regions we serve, team leaders reported countless stories of our people answering the call and doing whatever was needed to keep our children, young people and families safe and in control.

When floods threw entire communities in the East into darkness and danger, AV staff stepped up, providing solidarity, food, accommodation, and generators to affected families.

When local commission housing flats were abruptly locked down during a COVID-19 outbreak, AV volunteer teams orchestrated support and the door-to-door delivery of information, food parcels, and education packs to families under pressure.

Our collective endeavour to serve our communities has made a difference this year and set an example of what it means to truly care.

We thank our staff and volunteers for remaining steadfast in our commitment to transform the futures of vulnerable children, young people and their families.

Thank you.



Chris de Paiva - AV's Program Manager, Diocesan and Parish Partnerships receiving a donation of food at our Emergency Relief centre, thanks to the students and teachers at Brighton Grammar School

This photo was taken when mask-wearing was not mandatory outdoors.



SCAN HERE
To watch how AV staff stepped up to support residents in the public housing towers.

OVER THE LAST YEAR, MORE THAN



1,700 STAFF WORKING OUT OF 93 LOCATIONS ACROSS VICTORIA, COMMITTED TO IMPROVING THE LIVES OF ALL VICTORIANS.

“THERE WAS A STRONG FEELING OF PRIDE AMONG OUR TEAM IN ANGLICARE VICTORIA AS AN ORGANISATION; FOR STEPPING OUTSIDE OF OUR USUAL ROLE AND DOING THIS REALLY LOVELY THING FOR THESE CHILDREN AND THEIR FAMILIES WHO WERE STUCK IN THE TOWERS.”

- MARGARET U'REN, TEACHAR PROGRAM

OUR TEAM

WORKING FOR BETTER

At AV, our people are our greatest asset. Our people work hard for their communities, our people are representative of their communities and the clients we support, and our people are committed to working together for the good of those communities and clients. We work hard to support and develop early career practitioners (student pathways program) and provide opportunities for professional growth and career progression so that our clients benefit from the depth and breadth of the experience of our people.

CONNECTION WITH COMMUNITY IS KEY

At the request of the Andrews Government, our AV response team bravely volunteered to supported COVID-19 positive families in two of the public housing towers. One of our dedicated team members was Rodolfo, Program Manager for our Youth and Parish Partnership. Rodolfo grew up in the housing flats around Kensington, so when he heard the towers were going into lockdown, he knew straight away that he wanted to volunteer.

"Some people looked really sick; some didn't know they were COVID-19 positive, so we had to tell them, which was challenging. One person was down to their last pill for psychiatric medicine; another was asthmatic and had run out of their Ventolin."

"Communities like this have helped shape me to become the person I am today. My family came to Australia as asylum seekers. I was four when we arrived and lived in the Commission flats of Kensington till about age 25."

"I'm 34 now, and still connected to that community. The diverse people and cultures that make up the communities of Commission Housing have a lot to give to the wider community. They didn't come here to take. That's not what they want; they came to give back."



Rodolfo Montes, Program Manager Youth and Community Services

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



Candice Ame, a social worker on student placement at AV's youth program The Garage in Melbourne's western suburbs

This photo was taken when mask-wearing was not mandatory

AV IS COMMITTED TO PROVIDING WORK TO TERTIARY STUDENTS. IN A SUPPORTIVE ENVIRONMENT THESE PLACEMENTS PROVIDE AN OPPORTUNITY FOR STUDENTS TO APPLY THEIR THEORETICAL LEARNING IN THE REAL WORLD. WE PLACE STUDENTS CURRENTLY STUDYING SOCIAL WORK, YOUTH WORK AND COMMUNITY SERVICES.

OPPORTUNITIES FOR CAREER PROGRESSION AND DEVELOPMENT

Carol Abery, Manager Community Services (Southern Region), reached 20 years of service at AV last year.

Carol first came into contact with AV on her student placement in 1999 - when AV was two years old.

Inspired by her love of parent groups as a young mum, Carol undertook a Bachelor of Social Welfare and became a practitioner in Family Services at AV Gippsland shortly after that.

"Coming into Anglicare Victoria gave me significant scope to partner with a diverse range of services provided to families, both within the agency and across the sector. The commitment to an integrated response to the community really stood out and was reflected in many activities."

AV supports staff to work across the agency and explore professional development internally and externally. They provide encouragement to continuously improve and to develop our own evidence-based programs for local communities." said Carol.

One of Carol's more sobering experiences was during 2009-2010 when she ran groups for parents and children following the Black Saturday bushfires.

Carol explains that she has been lucky enough to move around a number of different services over the last 20 years, growing her experience as a practitioner and manager and learning about the culture of AV.

"I've always felt supported to be creative and step out and suggest things. I'm a person who needs to grow and develop, and the size and diversity of AV has allowed me to do that," said Carol.

AS PART OF OUR COMMITMENT TO BUILDING CAPABILITY, AV OFFERED 160 LEARNING AND DEVELOPMENT EVENTS DURING THE LAST FINANCIAL YEAR.

3,678 LIVE AND SELF-PACED LEARNING ACTIVITIES WERE COMPLETED BY AV STAFF DURING THE LAST FINANCIAL YEAR.

"THANKS TO MY PLACEMENT EXPERIENCE, I FEEL MUCH MORE CONFIDENT IN MY SKILLS AND KNOWLEDGE AS AN EMERGING WORKER IN THE COMMUNITY SERVICES SECTOR."

- EARLY CAREER PRACTITIONER WHO WORKED WITH AV AS PART OF OUR STUDENT PATHWAYS PROGRAM

OUR TEAM

MULTIPLYING THE BENEFITS FOR THOSE IN NEED DURING THE PANDEMIC

In response to the COVID-19 pandemic in 2020, the Victorian Government's Working for Victoria (WfV) partnership allowed Anglicare Victoria (AV) to bolster staff numbers in roles that could help people across the state who were in urgent need of support.

AV was successful in securing more than \$4.2 million from the Department of Jobs, Precincts and Regions (DJPR) and established 88 full-time positions for a period of six months.

Jessica Reivers, a WfV team member who worked on the emergency relief phone line said that being able to support people at Christmas was a real highlight for her.

"I spoke to a mother shortly before Christmas who had lost her job and was feeling upset and helpless. A tree had fallen on her rental property and many of her possessions had been damaged or destroyed. I was able to send her a department store e-voucher for her daughter's Christmas present, which really lifted her spirits. It was a good feeling knowing I could help her when she was going through such a stressful time," Jessica said.

The WfV initiative offered a six month placement to those out of work, most as a result of the pandemic. The talented and passionate WfV staff trained and worked in financial wellbeing, community support and important back-of-house roles for our HR, IT and finance departments.

More than half of the new staff offered phone and outreach support to struggling and isolated people in the thick of the pandemic, as part

of AV's new COVID-19 community support service program. We provided services across the state, with hubs in Morwell, Wangaratta, Bendigo, Ballarat and Warrnambool, as well as four hubs across greater Melbourne. The new support program allowed AV to reach more Victorians, providing both emotional support and emergency relief.

Eighteen new financial wellness workers assisted clients hardest hit by the financial impacts of COVID-19, helping with budgeting, making informed financial decisions and, where necessary, triaging to more specialist services where required.

Thanks to the WfV staff, we were able to translate public health and program information into other languages such as Arabic and Mandarin Chinese to reach as many communities as possible.

Close to a third of the staff hired through WfV were able to secure ongoing positions with Anglicare Victoria after their WfV placements were completed.

"I have always had an interest in working for an organisation that exists to help people. When I found out I had successfully landed an ongoing role with Anglicare Victoria I was over the moon. I feel like I am in the perfect job for me and I have achieved a goal that has been a few years in the making," said Ida Gaskell, who now works in the Communications and Fundraising team.

AV's Working for Victoria (WfV) program ended on 31 May, 2021.



AV's Working for Victoria staff
This photo was taken when mask-wearing was not mandatory outdoors

Anglicare Victoria saw a significant increase in demand across a range of services as a result of the COVID-19 pandemic. The WfV programs were designed to provide support to clients, whilst also adhering to social distancing requirements.




WORKING FOR VICTORIA - RECRUITMENT



- 88** full-time positions were created at AV across **20** different roles
- 27** WfV staff accepted **short or long term positions at AV** after the program concluded
- 25** WfV staff secured **ongoing positions** outside of AV after the program concluded.


THE FINANCIAL WELLNESS PROGRAM



- 18 financial wellness** workers were recruited from across Victoria
- The program received **455 referrals**, supported **315 ongoing clients**, and responded to **3,704 requests for service**
- Common needs included:** household budget management, rental stress, utility relief, and phone or internet bills.*

*The financial wellness program commenced on the 26th October 2020 and closed for referrals on 22nd February 2021.

THE COMMUNITY SUPPORT PROGRAM



- Established as a result of COVID-19, the community support hotline took just over **1,295 requests** for assistance during its time of operation. More than **40%** of people were in need of food relief.
- The emergency relief metro hotline took over **1,167 referrals** and coordinated over **\$64,000** worth of assistance to the community.

"I AM VERY GRATEFUL AND OVERWHELMED BY THE ASSISTANCE AND SUPPORT OFFERED BY THE FINANCIAL WELLNESS PROGRAM. IT HAS REALLY MADE A DIFFERENCE IN MY LIFE."

- FINANCIAL WELLNESS CLIENT

PARTNERSHIPS FOR IMPACT

BETTER FOR EVERYONE.

Finding solutions for children in need, creating opportunities for young people, and providing tools and support for families to stay together, would not be possible without the support of those who care as much as we do.

Thank you to all those who share our vision, individual donors, philanthropic and corporate partners, Community Service Organisations, Federal and State Government departments, Local Government Authorities and our friends at Peak Body associations and Aboriginal Controlled Community Organisations.

Every day our clients face their challenges and achieve great things. The work they do is never easy, and neither is ours. But it has never been more necessary. Together, we can meet those challenges. This means children and young people who are safe and strong, happier and healthier homes and families, and better futures. For everyone.

Anglicare Victoria and VincentCare Victoria Partnership

Anglicare Victoria established a partnership with VincentCare Victoria to design the COMPASS Social Impact Bond, which is the largest social impact bond in Australia. Compass Leaving Care has also partnered with more than 50 investors and the Victorian Government to provide comprehensive support for 202 participants to help them make a positive start to independent living.

Anglicare Victoria works with participants to build their skills and provide access to specialist service such as mental health, and drug and alcohol services. VincentCare provide support to COMPASS participants who require Compass owned or head leased housing.

As of 30th June 2021, COMPASS had 158 total participants, of these 38 participants identify as Aboriginal and/or Torres Strait Islanders. Forty five of the participants were living in COMPASS housing. Thirteen participants had completed their time with COMPASS.



GIPPSLAND COMMUNITY LEGAL SERVICE (GCLS) COVERS GROUND TO SUPPORT 18 MONTHS ON FROM SUMMER BUSHFIRES

“The roads used to access some of these communities are narrow and can be very dangerous, and there is often ice on them too during the winter months. These tracks are predominantly used by logging trucks and, as there is no phone reception, UHF radios and numbered markers are used to communicate your location if you end up in trouble.” – Simone Elias, Community Lawyer, GCLS

During the Gippsland bushfires at the start of 2020, some of the hardest hit communities were extremely remote and near impossible to access without a reliable off-road vehicle and Ultra High Frequency (UHF) radio walkie talkies.

Before affected communities could receive the legal support and education they needed to get back on their feet, the safety of GCLS lawyers working in the region had to be prioritised. Additional funding from the Department of Justice Community and Safety (DJCS) made a real difference for GCLS staff to complete the work they were still undertaking many months after the bushfires stopped burning.

“I broke down recently on my way out to Errinundra and the Snowy communities. It gives me peace of mind that I can now travel in the SUV that we have been able to lease with the funding from DJCS. It can easily manage off-road driving and has a larger carrying capacity, which is great for when I am doing outreach – I can easily transport a gazebo, a table, chairs, pamphlets and the paperwork I need.”

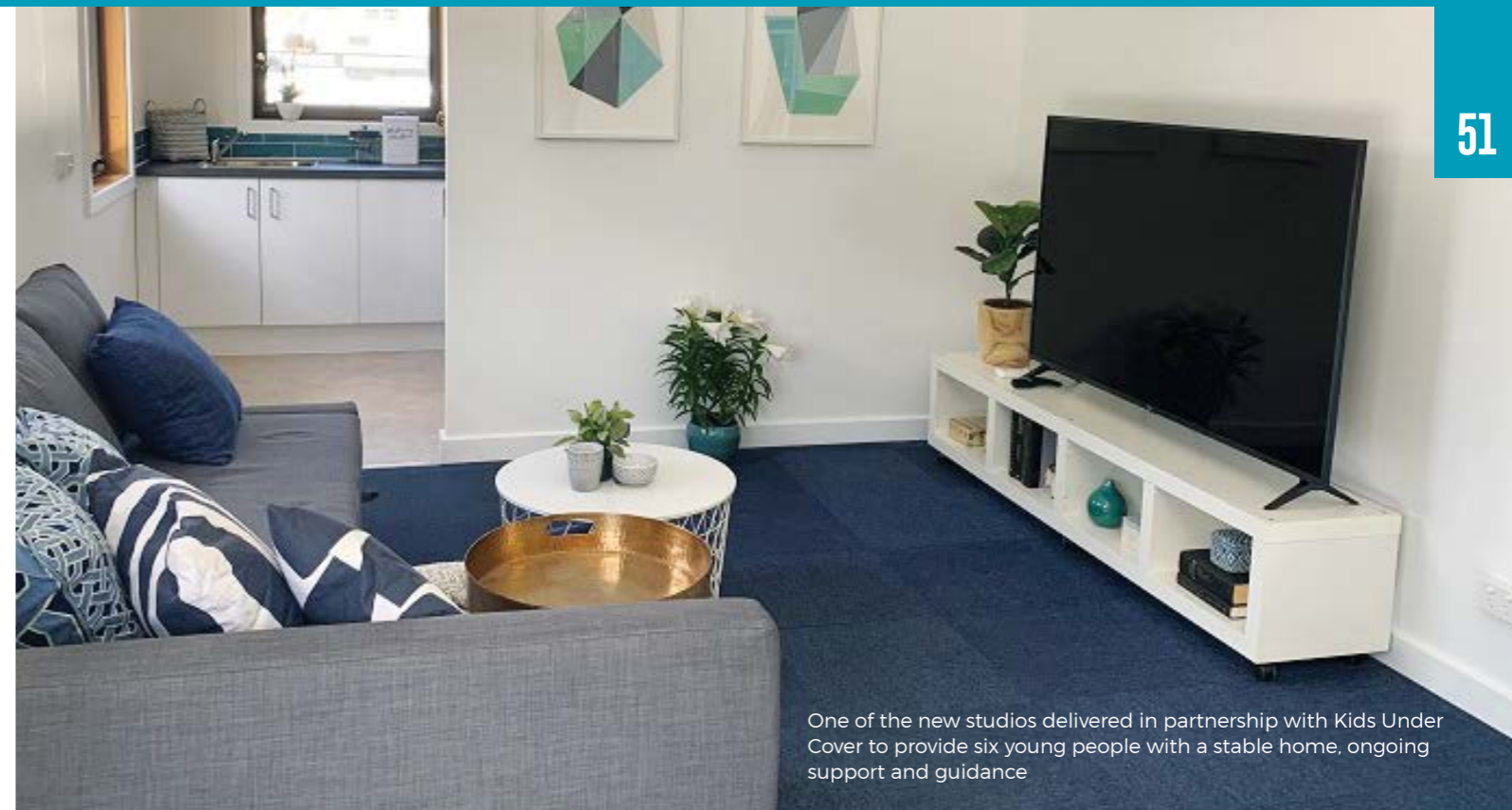


Alongside the bushfire financial counselling team and Bushfire Recovery Victoria, GCLS continued to visit communities within the East Gippsland Shire Council during the 2020/21 financial year that still needed support to continue rebuilding. The team will provide educational sessions about insurance, wills, power of attorneys, intervention orders and advance care directives. There will also be information available about fencing, planning law and tenancy.

GCLS wants to extend a special thanks to community lawyers Simone Elias and Taylah Alanis who have worked tirelessly with the communities in East Gippsland since the summer bushfires of 2019/20. Simone and Taylah have gone above and beyond to support Gippslanders to rebuild their lives over the past 18 months, and are funded to continue this work until mid-2022.



OVER THE LAST YEAR 1,181 CLIENTS IN NEED OF LEGAL ASSISTANCE WERE SUPPORTED THROUGH THE GIPPSLAND COMMUNITY LEGAL SERVICE.



One of the new studios delivered in partnership with Kids Under Cover to provide six young people with a stable home, ongoing support and guidance

VILLAGE 21



“Places like Village 21 give people like me a place to stay and study and learn and go out into the future – to get back on your feet over the next few years. It’s a really great place for young people to come, learn and live life.” – Kiren, Village 21 resident

18-year-old Kiren spent the majority of his life bouncing between different foster care homes. When Village 21 launched, Kiren was one of the first young people to move in. For the month before that, he had been sleeping on a friend’s couch.

Village 21 is a \$1.2 million partnership between Anglicare Victoria and Kids Under Cover which provides housing and support to young people leaving state care, giving them a positive start to their adult lives.

Situated in Melbourne’s north, Village 21 provides accommodation for six young people aged 18 to 21 and two mentors who share a communal kitchen, living, dining and laundry areas.

Safe and secure housing allows the young people to grow and reach a level of maturity where they are able to comfortably move out into independent living.

“I’m really looking forward to seeing the impact Village 21 will have on these young and important lives. These types of models provide the feel of a small community to help young people flourish,” said Anglicare Victoria CEO Paul McDonald.

“This wonderful partnership between Anglicare Victoria and Kids Under Cover is not just about housing. We understand the fundamental importance of housing, but it’s also about the access to many services to support young people through their transition from out-of-home care (OoHC) to independent living.”

Village 21 was officially launched in December 2020 by Victorian Housing Minister Richard Wynne. The City of Darebin helped to find a suitable location for the project.



SCAN HERE
To watch the 2020 Village 21 launch, in partnership with Kids Under Cover



AV's Emergency Relief Coordinator Judith Beshara packing food parcels for those in need. Judith celebrated 20 years at Mission House in 2020

DIGGING DEEP FOR THE COMMUNITY THANKS TO NEWCREST MINING



“Now, more than ever, people in our communities need support. And Newcrest’s generosity has allowed us to continue supporting them with food and support services. We can offer immediate help to people doing it tough, and direct them to other services to support them in the long term – often all in the one place.” – Chris de Paiva, Program Manager, Diocesan and Parish Partnerships

When COVID-19 hit, AV’s Chris de Paiva found himself very concerned about how the organisation could continue to run its breakfast and emergency relief programs for some of the community’s most vulnerable people.

“We have previously relied heavily on donations from schools and community groups to allow us to keep providing assistance – but once COVID-19 arrived, none of these activities were operating.”

A generous donation of \$25,000 from Newcrest Mining Ltd’s Community Support Fund meant that the homeless breakfast program at St Peter’s Eastern Hill was able to continue providing nutritious food to those doing it tough every day of the year – guaranteed.

Also through its Community Support Fund, Newcrest increased its impact by investing \$133,000 in an upgrade to AV’s Mission house.

The emergency relief centre is now offering support to vulnerable Victorians five days a week, and has partnered with local community agencies to deliver a ‘one stop shop’ approach.

“Mission House has provided me with food parcels and essentials for my baby, which I am very grateful for. As a single mum it is difficult to afford my bills, as well as food and everything else I need to look after my daughter.” – Ayeen Tong, Mission House client.

In addition to the food and essentials available, a part-time financial counsellor has been funded to advocate for clients seeking utility bill and rent relief subsidies, and assist women fleeing family violence and others to get their personal finances back on track.

Clients can also be easily referred on to drug and alcohol support, family violence support and mental health services. Parenting and life skills support is available onsite at Mission House.



SCAN HERE
To watch how Anglicare Victoria’s Mission House in inner Melbourne offered emergency relief for those in need, thanks to the generous support of Newcrest Mining Ltd.



GOVERNANCE AND OVERSIGHT

Anglicare Victoria (AV) is committed to best practice in governance for not-for-profit organisations. Effective governance and risk management is essential for AV to maintain the confidence of public and private funders in our role providing care and services to some of the most vulnerable children, young people, families and individuals in the community.

Anglicare Victoria was created by the Anglican Welfare Agency Act 1997, an Act of the Victorian Parliament. Governance is informed by the Anglicare Victoria Constitution, which was last updated as part of the 20 Year Review – Governance and Related Matters in 2017.

AV's operations and service delivery are overseen by its Board, whose role is to exercise

independent leadership, strategic direction, integrity and judgement in ensuring the organisation meets all of its legal and moral responsibilities. The Board is informed by a governing Council and a range of committees, along with a series of connected systems and processes to carefully manage risk in the operations of the organisation. AV's Board and senior management are committed to transparency and accountability, and the role of the Board is reviewed every two years.

CEO Paul McDonald is responsible for implementing AV's Strategic Agenda 2020-2024, which aims to help the organisation grow, sustain, excel and transform across a range of areas and benchmarks.

MANAGING RISK

Along with the usual suite of legal, regulatory and financial risks, AV manages a broad range of risks in its various operating environments. These include the risk to staff and clients from COVID-19, the safety and wellbeing of both vulnerable young people and staff in residential care.

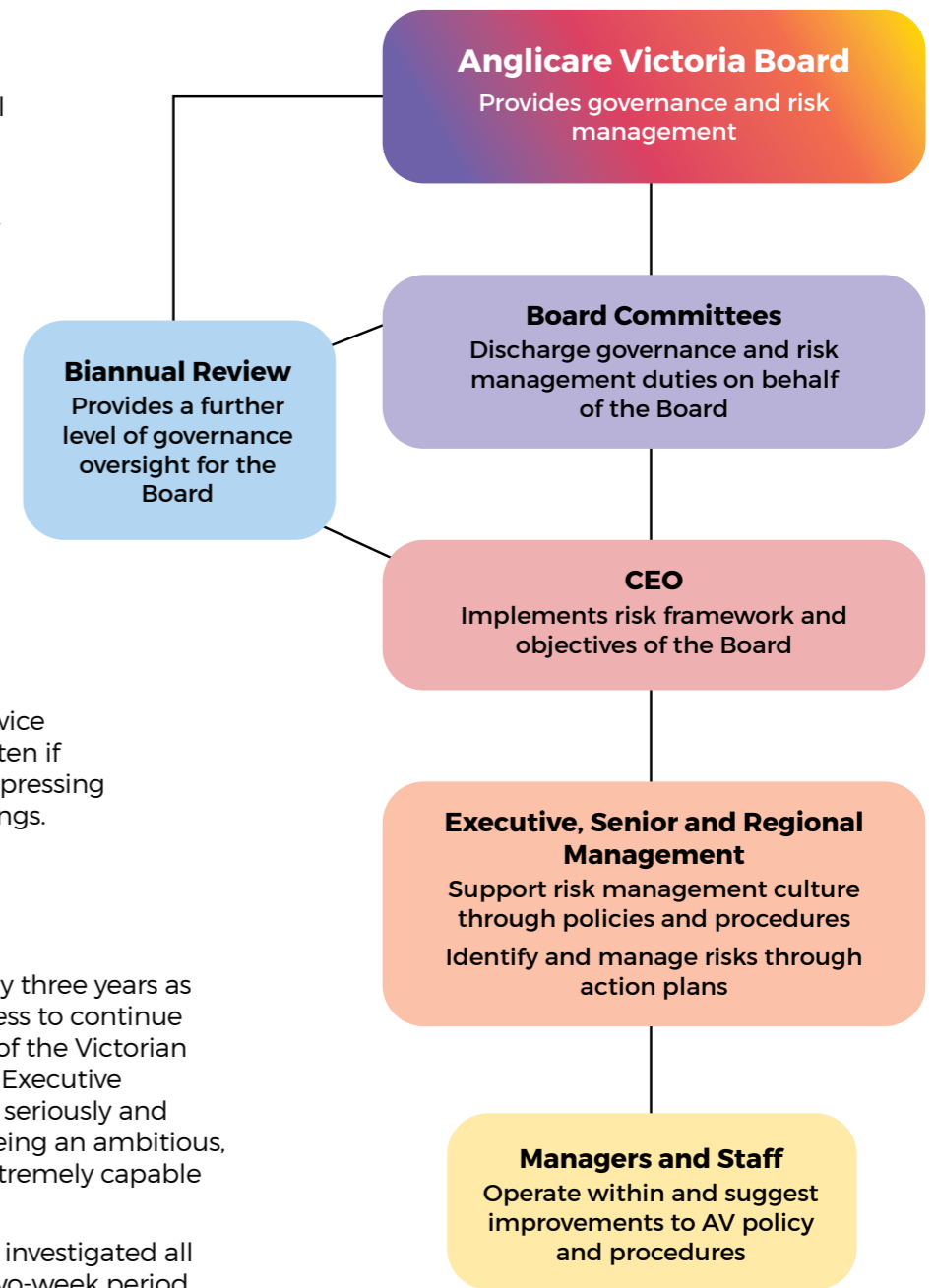
A dedicated Risk Advisory Group provides advice to the AV Board on all aspects of risk across the organisation. The group's membership includes the Chairs of all other Board committees, as well as Board members, the AV CEO and senior directors. The group meets twice a year and can meet more often if necessary, or deal with more pressing issues outside of these meetings.

ACCREDITATION RESULTS

AV is extensively audited every three years as part of an accreditation process to continue delivering services on behalf of the Victorian Government. AV's Board and Executive Group takes this process very seriously and continues to push towards being an ambitious, responsive, innovative and extremely capable social services agency.

In 2020 six external assessors investigated all aspects of AV's work over a two-week period. They found the organisation had met all standards and identified no areas for corrective action. The accreditors praised the positive and collegiate relationships between staff and management, the flexible response to COVID-19 and the innovative evidence-based programs developed in-house by practitioners.

Client feedback was positive, with those using our services overwhelmingly feeling they were in a better place afterwards.



AV also earned a positive review for its quality management system, with the assessors judging that all facets such as regional quality managers, incident reporting and file reviews had proven effective at responding to risk.

BOARD AND COMMITTEES

ANGLICARE VICTORIA BOARD



DR JOHN CHESTERMAN
BOARD CHAIR



ANDREW ASTEN
BOARD MEMBER



BISHOP GENIEVE BLACKWELL
BOARD MEMBER



CAROL DOLAN
BOARD MEMBER



PAULINE KELLY
BOARD MEMBER



DR DAVID MACKAY
BOARD MEMBER



MATTHEW PRINGLE
BOARD MEMBER



CLAIRE SIME
BOARD MEMBER



GEOFF WALSH
BOARD MEMBER

CLIENT SERVICES COMMITTEE

- Pauline Kelly** Committee Chair
- Dr John Chesterman** Board Chair (ex officio)
- Bishop Genieve Blackwell** Board Member
- Dr David Mackay** Board Member
- Shawana Andrews** External Member
- Susan Halliday AM** External Member
- Paul McDonald** CEO
- Sue Sealey** Deputy CEO
- Jan Noblett** Director - Quality & Outcomes
- Meaghan Courtney** General Manager - Quality & Review
- Dr Anne Welfare** Principal Practitioner

EMPLOYMENT POLICY & REMUNERATION COMMITTEE

- Carol Dolan** Committee Chair
- Dr John Chesterman** Board Chair (ex officio)
- Claire Sime** Board Member
- Ian MacCallum** External Member
- Virginia McLaughlan** External Member
- Damian Neylon** External Member
- Paul McDonald** CEO
- Gaye Crichton** Director - People & Culture
- Vincent Bucci** Director - Finance & Business Services

FINANCE, AUDIT & INVESTMENT COMMITTEE

- Mr Geoff Walsh** Committee Chair
- Dr John Chesterman** Board Chair (ex officio)
- Matthew Pringle** Board Member
- Andrew Asten** Board Member
- Andrew Dix** External Member
- Peter Horsburgh** External Member
- Paul McDonald** CEO
- Vincent Bucci** Director - Finance & Business Services
- Noreen Hazari** Budget & Analytics Manager
- Tony Phillips** Financial Controller

PROPERTY COMMITTEE

- Dr John Chesterman** Committee Chair
- Matthew Pringle** Board Member
- Ron Courtney** External Member
- Peter Dempsey** External Member
- Paul McDonald** CEO
- Vincent Bucci** Director - Finance & Business Services
- Garry Dalton** General Manager - Infrastructure

RISK ADVISORY GROUP

- Geoff Walsh** Risk Advisory Group Chair & Finance, Audit & Investment Committee Chair
- Dr John Chesterman** Board Chair & Property Committee Chair
- Pauline Kelly** Client Services Committee Chair
- Carol Dolan** Employment Policy & Remuneration Committee Chair
- Andrew Dix** External Member
- Susan Halliday AM** External Member
- Paul McDonald** CEO
- Vincent Bucci** Director - Finance & Business Services
- Gaye Crichton** Director - People & Culture
- Jan Noblett** Director - Quality & Outcomes

EXECUTIVE GROUP

- Paul McDonald** CEO
- Sue Sealey** Deputy CEO
- Vincent Bucci** Director - Finance & Business Services
- Gaye Crichton** Director - People & Culture
- Andrea Dwyer** Director - Project Development & Innovation
- Jan Noblett** Director - Quality & Outcomes
- Kirsty Simpson** Director - Strategic Communications & Marketing
- Marianne Watson** Director - Operations
- Bridget Weller** Director - Strategy
- Shaye Chalmers** Regional Director Eastern
- Sonia D'Urbano** Regional Director Northern
- Lisa Foley** Regional Director Southern
- Michael Oerlemans** Regional Director North Central
- Claire Nyblom** Regional Director Western
- Tim Pedlow** Regional Director Gippsland
- David Poynter** General Manager - Business Development & Evidence - Based Models



FINANCIALS

VINCENT BUCCI
DIRECTOR - FINANCE AND BUSINESS SERVICES

Anglicare Victoria has reported another strong year, with operational performance holding up remarkably well despite the ongoing challenges of the pandemic and associated lock-downs.

Several key factors sit behind this performance, including the constant vigilance by management and staff to keep costs under control whilst also navigating the pandemic's impact on operations to minimise disruption on critical services; an increase in investment income; and the receipt of additional COVID-19 related funding from the Government to support:

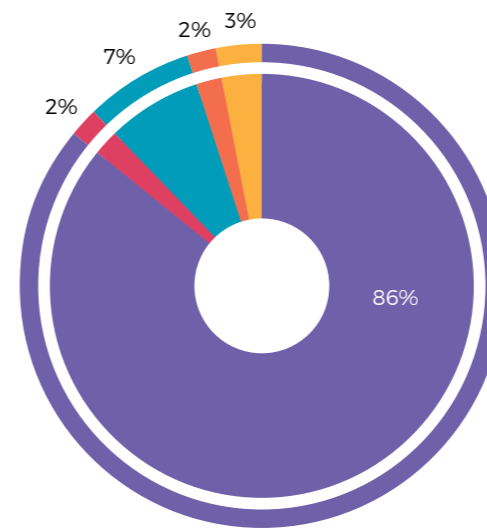
- increase in demand for services such as family violence, financial counselling and emergency relief
- expenditure to cover personal protective equipment, extra cleaning and backfilling of staff, which has enabled critical services, like residential care, that operate 24 hours - 7 days a week, continue to perform uninterrupted and as normal during the pandemic.

And thanks to the ongoing generosity of our supporters, fundraising income kept pace with the previous year, despite the fact that emergency appeals were not held again in 2020-21. In particular, AV benefited from a rise in bequest income; improved distributions from estates in perpetuity, and the success of the four regular appeals during the year.

While operational performance was sound for the year, AV's overall net result, after non-operating items, was negatively impacted by a major increase of its current Redress liability provision, required to reflect the revised claims costs expected to be settled over the next five years. However, this was somewhat offset by the very favourable market valuation adjustment of AV's investment portfolio, as a result of improved economic conditions during the second half of this financial year.

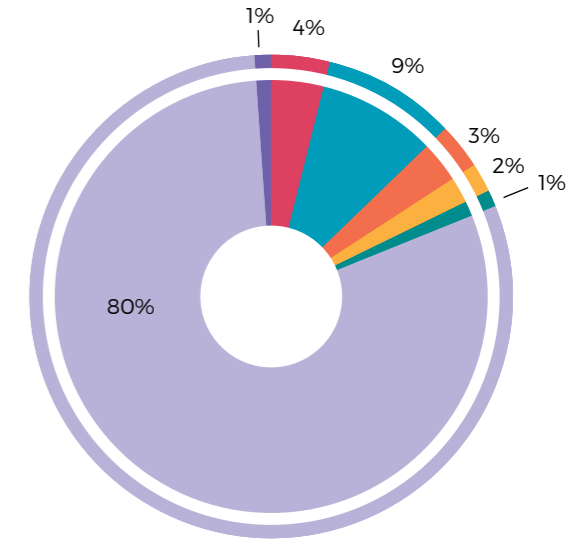
Overall, AV's financial position continues to remain strong, with net equity of \$34m, after provision adjustments mentioned previously.

REVENUE SOURCES



- STATE GOVERNMENT INCOME (incl. client fee brokerage)
- FEDERAL GOVERNMENT INCOME
- COMBINED OTHER INCOME/GRANTS
- INVESTMENT INCOME
- FUNDRAISING, DONATIONS AND BEQUESTS

EXPENDITURE TYPE



- OFFICE/ADMINISTRATION
- CLIENT/PROGRAM COSTS
- DEPRECIATION AND AMORTISATION
- INFRASTRUCTURE SUPPORT
- MOTOR VEHICLES AND TRAVEL
- STAFF
- LEASING COSTS



STATEMENT OF SURPLUS AND DEFICIT AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$'000's	2020 \$'000's
Service Delivery - Operating Revenue		
Government funds / grants		
- State	148,876	133,879
- Federal	4,643	4,479
- Local	98	28
Client fees	14,715	12,784
Funding from other agencies	11,217	10,451
Other	1,074	893
Total Operating Revenue	180,623	162,514
Service Delivery - Operating Expenditure		
Employee benefits expenses	147,745	132,976
Client and caregiver costs	17,455	15,371
Property, maintenance and equipment expenses	4,065	3,770
Travel and motor vehicle expenses	1,296	1,866
Administration expenses	7,214	6,867
Depreciation and amortisation expenses	5,781	5,195
Leasing expenses	1,419	2,014
Financing costs - interest on lease liabilities	307	375
Other expenses	271	132
Total Operating Expenditure	185,553	168,566
OPERATING DEFICIT	(4,930)	(6,052)
Net investment income	3,223	2,970
Net fundraising, donations and bequests	5,661	5,655
SURPLUS BEFORE NON-OPERATING ACTIVITIES	3,954	2,573
Non-operating activities		
Grant to Anglicare Victoria Childrens Foundation	-	-
Net gain / (loss) on sale of plant and equipment and investments	2,200	(276)
Financial assets - net change in fair value through profit and loss	4,967	(692)
Redress claims and provisioning costs	(12,478)	(2,701)
NET DEFICIT FOR THE YEAR	(1,357)	(1,096)
Other comprehensive (loss)/income for the year	-	-
TOTAL COMPREHENSIVE (LOSS) / INCOME FOR THE YEAR	(1,357)	(1,096)

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2021

	2021 \$'000's	2020 \$'000's
ASSETS		
Cash and cash equivalents	14,718	15,518
Trade and other receivables	5,444	4,322
Inventories	429	380
Investments	38,445	30,243
Total Current Assets	59,036	50,463
Investments	4,347	4,347
Property, plant and equipment	22,802	22,666
Intangible assets	3,704	4,028
Lease - right of use assets	6,412	4,681
Total Non-Current Assets	37,265	35,722
TOTAL ASSETS	96,301	86,185
LIABILITIES		
Trade and other payables	4,187	4,385
Provision for Redress claims	2,501	2,481
Employee benefits	19,191	19,433
Deferred income	18,064	18,062
Lease liabilities	2,748	2,559
Total Current Liabilities	46,691	46,920
Provision for Redress claims	10,199	-
Employee benefits	1,025	1,158
Deferred Income	400	400
Lease liabilities	3,910	2,299
Provision for make good	25	-
Total Non-Current Liabilities	15,559	3,857
TOTAL LIABILITIES	62,250	50,777
NET ASSETS	34,051	35,408
EQUITY		
Establishment corpus	23,767	23,767
Reserves - Property	15,618	15,618
Accumulated (losses)	(5,334)	(3,977)
TOTAL EQUITY	34,051	35,408

EMBRACING CULTURE

With Aboriginal and Torres Strait Islander children making up around thirty per cent of all children in AV's care, we have a responsibility to ensure their connection to culture and community is strengthened and remains strong. Across our organisation, we are creating environments that foster self-determination and empowerment for young people and their communities. We aim to work collaboratively with Aboriginal and Torres Strait Islander children, families, and communities to pursue justice and equality.

Creating a culturally safe organisation requires all at AV to build and strengthen a personal connection to this land's history, people, and cultures. We are working to support and build agency-wide cultural capability across all areas of our work. Our new Reconciliation Action Plan (RAP), currently under development, will map out an ambitious and meaningful program of work to strengthen the quality of our service delivery and our cultural capacity as an organisation.

A YEAR OF CULTURAL MILESTONES

Uncle Ian Goolagong and Aunty Kellie Hunter's appointments as Cultural Advisors have added depth and strength to the culturally grounded support we can provide for children, young people and their families, and boosted cultural learning across the organisation. We thank Uncle and Aunty for their leadership and guidance in establishing many significant cultural milestones this year:

- **First Nations staff network:**

AV employees who identify as Aboriginal and/or Torres Strait Islander now have an opportunity to join a group that supports employees and advances AV's understanding of culture in the workplace.

- **'Darrango yan-dhan' new cultural centre:**

AV has opened a new cultural centre, the name of which means 'young walking together' in the Woi Wurrung language of the Wurundjeri people. Darrango yan-dhan is a culturally safe place where young Aboriginal and Torres Strait Islander people from across AV can come together, access cultural support and advice and connect with Elders.

- **Aboriginal Cultural Safety Executive Committee:**

This committee ensures a forum at the most senior level of the organisation for our Cultural Advisors to effectively engage about strategies for enhancing cultural safety and capability across AV.

- **Embedding culture:**

Led by local RAP teams, AV is supporting an ongoing program of learning across all offices featuring book clubs, movie clubs, cultural walks and reflective sessions with the engagement of local Elders.

- **Cultural reflection spaces:**

During National Reconciliation Week, AV provided every office and site a collection of books written by and about Aboriginal and Torres Strait Islander peoples.

We are delighted to create a cultural space, - a safe place to find out more about Aboriginal and Torres Strait Islander peoples' experiences and to learn about the intimate relationships Aboriginal and Torres Strait Islander people have with kinship, culture, connection and Country." – Lisa Foley, Regional Director, Southern Region



Jarrah, Wotjobaluk - on Country attending a Smoking Ceremony at the Hike for Higher Education

LED BY COMMUNITY

AV appreciates our valued partnerships with Aboriginal Community Controlled Organisations across the state. These partnerships are central to our continued efforts to support self-determination in the delivery of care, ensuring that our services are guided, planned and delivered in conjunction with local Aboriginal and Torres Strait Islander clients and communities.

BULDAU YIOOHGEN MOVING FROM STRENGTH TO STRENGTH

AV's Indigenous Leadership Academy, Buldau Yioohgen, continues to build momentum, providing opportunities for young people across the agency to grow, learn and connect with culture.

Maddie's* family have experienced generations of cultural disruption. As part of her empowerment goals for TRAK Forward^, Maddie focused on "culture confidence" for both her and her children.



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.

"I've never had anything like this in my life, and to share it with my daughter and with Elders is incredible. I've never been to a Smoking Ceremony, and I'm 34 - but they didn't make me feel self-conscious. I just felt welcomed back. It's not just my daughter and me who have benefitted; it's our whole family. Truly life-changing." – Maddie

"I came home buzzing with energy; I have a new sense of connection. I feel I have a community now. My mother has started to talk about her life now. I think this has given her permission to be proud." – Maddie's adolescent son



SCAN HERE To hear Dylan explain what the discovery of culture has meant to him.

"I USED TO THINK THE WORLD WAS AGAINST ME - NOW I THINK THE WORLD IS MY OYSTER." – DYLAN, BULDAU YIOOHGEN PARTICIPANT

Anglicare Victoria would like to thank the philanthropic funders of AV's Indigenous Leadership Academy, Buldau Yioohgen. The Kimberley Foundation, The Lyone Foundation, The William Angliss Charitable Fund, donors from the Anglican Diocese and Parish Partnerships, as well as all others who have generously supported the academy since its inception.

^TRAK Forward offers a range of therapeutic interventions to support the recovery of people, including children, who are moving forward away from the impact of family violence.

ANGLICARE VICTORIA IS A RAINBOW TICK ACCREDITED ORGANISATION

Research shows that members of the LGBTQIA+ community have poorer health outcomes than the general population because they experience a higher level of discrimination. As a result, they are more likely to avoid or delay seeking care. This is why AV feels a sense of pride that we are Rainbow Tick accredited!

Being Rainbow Tick accredited sends a message that our clients can access services where their sexual orientation or gender identity, and/or intersex status will be valued, and their needs will be understood. It also assures our volunteers and staff that AV is a culturally safe and supportive workplace.

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."*

THE AV PRIDE STEERING COMMITTEE

The AV PRIDE (Promoting Respect and Inclusivity for Diversity and Equality) Steering Committee continues to work collaboratively across the agency to support and enhance inclusion.

PROVIDING INCLUSIVE CARE

When clients who identify as being part of the LGBTQIA+ community see that AV is Rainbow Tick accredited, they are assured that they will receive an informed and inclusive service.

"There's been times in my life where I've had to hold back on that part of myself. But here, in every aspect, not even just in my sexuality and stuff, I can just be myself. It's a place where you can really just be yourself. I've felt super accepted in every way, shape and form."
– Young person at Kirrang Wilam Youth Refuge

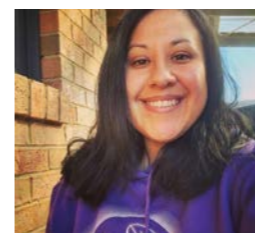
CREATING AN INCLUSIVE CULTURE FOR OUR PEOPLE

At AV, we want our clients, employees and communities to know that we acknowledge and respect gender diversity which is why on International Pronouns Day, we were pleased to be able to invite all employees to update their AV email signature block and internal staff profiles to include their personal pronouns.

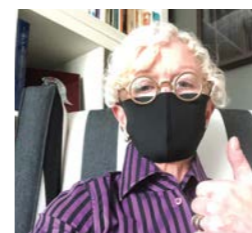
All new starters at AV are now invited to do the same and they are also able to request an AV pronoun badge.



Anglicare Victoria staff at the 2021 Midsumma Pride March
This photo was taken when mask-wearing was not mandatory.



Angela Porras on Wear It Purple Day 2021



Jan Noblett on Wear It Purple Day 2021

AV continues to explore how we can make our systems and processes more inclusive of gender diversity and advocates with our providers to do the same.

AV provides regular training and development for all employees and volunteers around gender diversity and inclusive service provision. In the last 12 months, approximately 715 staff, including senior management, have participated in the training. The training was conducted by Rainbow Health, StarLady, Rainbow Network and Minus18.



AV staff Shannon Appleby and Tony Yates celebrating IDAHOBIT day in 2021

CELEBRATING WITH PRIDE

At AV, we are committed to providing safe environments where every client, volunteer and employee can be their genuine self and know that they will not experience discrimination.

Acknowledging key diversity dates and participating in community festivals such as Midsumma and the PRIDE March is a great way to create opportunities to think, talk about and recognise how our diverse experiences make our workplaces and our programs welcoming and inclusive of all. The AV PRIDE Steering Committee has introduced a calendar of LGBTQIA+ Diversity Celebration Days and they work with each region to raise awareness and acknowledge these days in a range of different ways.

"It was so fantastic to represent Anglicare Victoria at the PRIDE March in 2021. Marching along Fitzroy Street in the sunshine and hearing the positive response from the crowd made me feel proud to be an employee of this organisation." – Tony Yates, AV Pride Steering Committee Member

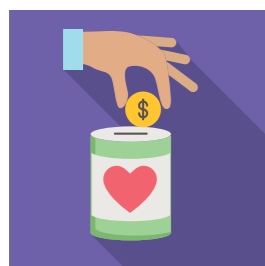


SCAN HERE
To watch AV staff celebrate the PRIDE March 2021.

715 STAFF MEMBERS COMPLETED OUR LGBTQIA+ TRAINING MODULE OVER THE LAST FINANCIAL YEAR.

Diversity and inclusivity are important to Anglicare Victoria and we are committed to ensuring our workplace and services reflect this. Everyone is welcome at Anglicare Victoria, regardless of race, religion, gender or sexuality. AV have taken out membership with Diversity Council Australia to demonstrate our commitment to diversity and inclusion.

THANK YOU WE THRIVE WHEN YOU



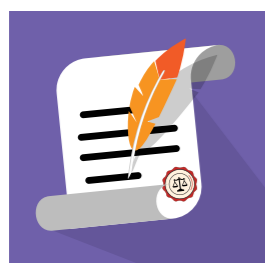
DONATE NOW



**BECOME A
FOSTER CARER**



**COMMIT TO A
REGULAR GIFT**



**INCLUDE A GIFT
IN YOUR WILL**



**ENGAGE YOUR
WORKPLACE**

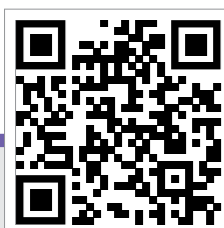


JOIN OUR TEAM

1800 809 722

anglicarevic.org.au

Anglicare Victoria would like to sincerely thank the Anglican Diocese across Victoria and the many Anglican parishes and parish partnerships for their generous support. Our thanks also go to the many donors, trusts and foundations, corporations and schools that have supported us over the last year.



DONATE

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: **anglicarevic.org.au**



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PO Box 45, Abbotsford VIC 3067
P. 1800 809 722 **E.** Info@anglicarevic.org.au

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