

IMPACTREPORT

2023

BRINGING DONOR
PASSIONS TO LIFE

LEVERAGING
PARTNERS FOR
GREATER CHANGE

HARNESSING
THE POWER OF
COMMUNITY
SUPPORT

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 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

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.

ARTWORK: DATJIN BURRA - BY CHLOE JONES

(Datjin Burra translates to 'Warm Heart' in Yorta Yorta language)

Chloe Jones: dungalacreations.com
[@dungalacreations](https://www.instagram.com/dungalacreations)





Our Vision

Anglicare Victoria works with children and families to build better tomorrows. We work with them to find solutions for children in need, create opportunities for young people, and support families to stay together. We find innovative ways to overcome challenges and make the system better.

Our Promise

Every child has the right to be safe and happy. Anglicare Victoria works with our clients, to understand their challenges and see their strength. We are single-minded in our mission to create positive change and support them towards a better future.



**TO DONATE
SCAN HERE**





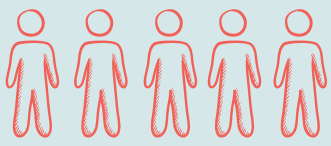

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Working together, for better

IN 2022-23:

2060 
STAFF
WORKING OUT OF
93  **L****CATIONS**
IMPROVED THE LIVES OF MORE
THAN **30,000** VICTORIANS


MORE THAN
930
CHILDREN AND
YOUNG PEOPLE
WERE IN OUR CARE
EACH NIGHT

Safe and stable homes



MORE THAN
1600
CHILDREN AND
YOUNG PEOPLE
LIVED IN
OUT-OF-HOME
CARE WITH US



454

LIVED WITH OTHER
FAMILY MEMBERS
IN KINSHIP CARE



881

LIVED WITH AV
FOSTER CARERS



85

WERE SUPPORTED ACROSS
TARGETED CARE PACKAGES,
PERMANENT CARE AND
LEAD TENANT



236

LIVED IN RESIDENTIAL
CARE IN 27 HOMES
ACROSS VICTORIA

Families back in control

1019

FAMILIES TOOK PART IN AV'S **EVIDENCE-BASED MODEL** PROGRAMS, WHICH ARE INTERNATIONALLY RECOGNISED FOR **KEEPING FAMILIES TOGETHER**

6245

PARENTS ATTENDED SESSIONS IN PERSON AND ONLINE RUN BY AV'S **PARENTZONE PROGRAM**

3470

VULNERABLE FAMILIES WERE GIVEN **PARENTING AND EARLY INTERVENTION SUPPORT** BY OUR FAMILY SERVICES TEAMS

2500

MORE THAN 2500 PEOPLE WERE PROVIDED WITH **SPECIALIST FAMILY VIOLENCE SUPPORT**

Strong young people



327

YOUNG PEOPLE WERE SUPPORTED BY OUR **TEACHAR PROGRAM** TO REGAIN THEIR ACADEMIC CONFIDENCE



724

YOUNG PEOPLE WHO HAD DISENGAGED FROM SCHOOL WERE SUPPORTED BACK INTO EDUCATION BY THE **NAVIGATOR PROGRAM**



1200

YOUNG PEOPLE WERE SUPPORTED THROUGH **YOUTH SERVICES** AND GIVEN OPPORTUNITIES TO BUILD A BRIGHTER FUTURE

From crisis to recovery



3513

PEOPLE WERE GIVEN **FINANCIAL COUNSELLING AND EDUCATION**



7569 VICTORIANS IN URGENT NEED WERE PROVIDED **EMERGENCY HELP** INCLUDING GROCERIES, CLOTHING, MEDICATION AND FINANCIAL ASSISTANCE AT **16 LOCATIONS**

Stronger together

As the cost of living has continued to rise relentlessly this year, our staff on the frontlines have seen the devastating impact it's having on families across the state. Many people who were once able to cope have been stretched beyond their limits, while vulnerable families have been hit hardest of all.

With the generous support of people like you, we've been able to be there as people turn to us for support to get through these tough times. With you by our side we're providing immediate relief and long-term support, including our Rapid Response programs, Financial Counselling initiatives and extensive Family Services.

At the same time we're working alongside the community to develop innovative, long-term solutions and evidence-based services to help create better tomorrows for families and children. This isn't easy work but we're tackling it head on and addressing the root causes of disadvantage to achieve better results for generations to come. I hope you'll read our story on Mockingbird Family – a wonderful example of this transformative work in action.

I want to take this opportunity to sincerely thank you for your support and partnership. To us, you are part of the Anglicare Victoria family. Without your selfless generosity our dedicated staff simply couldn't do what they do to improve the lives of the most vulnerable people in our state.

As you'll see in the following pages, we've achieved so much together this year, including the big wins we've seen for disaster affected residents in Rochester; the continuation of the inspiring Garage program that's reaching more young people in the expanding west of Melbourne; and Home Stretch reform that's been adopted in all states across Australia, with implementation now underway.

As we reflect on this year, we have our eyes set firmly on the future. We're currently developing our next Strategic plan for 2024 – 2028, which will help Anglicare Victoria catalyse new opportunities that broaden the scope of our impact in ways that meet more of the emerging, complex and sometimes overlooked issues that allow disadvantage to continue in our state.

Once again, please accept my sincere thanks for your generosity and know that every dollar you donate has a real impact on the lives of vulnerable people in Victoria. I hope that you will continue to stand with us as we work to create important, lasting change in our communities.



Paul McDonald, CEO Anglicare Victoria



How Anglicare Victoria helps Victorians in need

Our clients achieve great things after facing profound challenges. These results are often hard won, coming with regular support and encouragement from our practitioners. The many services we provide to children, families and young people help to prevent harm, protect the vulnerable and empower our clients towards better futures.

An agency-wide outcomes framework has been developed under the 2020-2024 Strategic Agenda. AV reports on these outcomes for the 2022-23 financial year under the impact areas below:



Families back in control, staying and growing together

19 in 20 (95 per cent) children at risk were able to stay living safely with their family after their parents completed an intensive family service with AV.



Children and young people in safe and stable homes

Three quarters (75 per cent) of children in our care[^] have lived in the same home for more than a year.



Early action: Stepping up to prevent harm

Four in five (80 per cent) clients improved parental confidence following participation in an AV ParentZone group.



Strong young people

After one term of accelerated learning with the TEACHaR program, **three quarters** (74 per cent) of participants had high levels of learning engagement. **Seven in ten** (72 per cent) had more confidence in their ability.

Four in five (86 per cent) young people in our care regularly attended school*.

[^] Stable (6 months+) foster and kinship care placements
Data accurate as of 30 June 2023



Historic reform for care leavers

With the generous help of our funding partners and supporters, history has been made.

In November 2022, the Home Stretch campaign successfully achieved once-in-a-generation policy reform to Australia's child welfare system – with every state and territory adopting Home Stretch reform to extend out of home care for all young people.

The impact of this reform will resonate into the future. Young people will no longer be forced to leave care at the age of 18, but have an additional three years of support to better transition into adulthood.

Since 2016, Anglicare Victoria and a coalition of 200 organisations have been working on this important campaign. Anglicare Victoria's CEO and Home Stretch chairperson Paul McDonald has worked tirelessly alongside a dedicated team of campaigners and supporters advocating for policy reform.

By 2021, every state and territory – except Queensland and NSW – had adopted Home Stretch reform.

Resolute, the Home Stretch campaign continued until Queensland, then NSW adopted the reform late last year. "When we started the Home Stretch campaign in 2016, all support stopped for young people in foster, kinship and residential care when they turned 18. In their first year of 'adulthood', around half suffered unemployment or mental health issues, were unable to continue their education, had teenage pregnancies or found themselves in the justice system. This group made up two-thirds of the homeless youth population," says Paul McDonald. "It's fantastic that around 3000 young Australians are now receiving some form of extended state care to the age of 21 due to the Home Stretch campaign. It is already making a massive difference to so many young lives."

Since securing the commitment of NSW, the focus of the Home Stretch campaign has turned to levelling the playing field across all states and territories, as some currently offer differing levels of support. This is complex work, but with the ongoing support of our partners and people like you, the Home Stretch campaign will not rest until this pioneering reform is uniformly embedded across the country.

"When I moved out of care at 18, I had clothes, a few bags and nowhere to live. Home Stretch helped me find a house and furnish it, manage my rent and bills, and get tutoring for uni. I wouldn't be the person I am today without that support.

– Sam*, 20-year-old care leaver in Victoria



Hayley Prasad, youth advocate and expert advisor, at the 2023 Home Stretch symposium in Melbourne

Bringing it home

Long-time supporters of Anglicare Victoria, the Ian Potter Foundation is a major Australian philanthropic foundation dedicated to supporting charitable organisations that work to benefit the community.

The Foundation generously granted the Home Stretch campaign \$100,000 that was critical in the campaign's efforts to ensuring the final two states – Queensland and NSW – joined the rest of the country in their commitment to Home Stretch reform.

"It was a very compelling case – only two states left to achieve full nationwide extension of out of home care. It made a lot of sense for us to fund it," says Alberto Furlan, Senior Program Manager at the Ian Potter Foundation. "We are very pleased to have partnered with Home Stretch on this project and that the project was successful. I think it shows what philanthropy can do, working with good organisations on a solid project with good evidence behind it."

TRANSFORMATIVE SUPPORT

Equity Trustees has been a key supporter of the Home Stretch campaign since its inception in 2016. "Home Stretch was an opportunity for innovation," says Emily Cormack, Children and Young People Grant Manager at Equity Trustees. "And what's been achieved is incredible. We're really proud to be part of that."

Managing over 1,000 charitable trusts, around 50 of which are focused on supporting children and young people, Equity Trustee's significant and ongoing support has been crucial to the campaign's success.

This year, Equity Trustees has continued its commitment with another generous grant that will help ensure Home Stretch reform is embedded consistently across the country. This support has already funded the Home Stretch Symposium, an important event that brought together government representatives and key workers in the sector from around Australia to share learnings and develop strategies.



Looking ahead, this generous grant will also fund a Home Stretch project coordinator who will facilitate the adoption of reform across the country. "We are so happy to know that what they're working towards with Home Stretch will improve lives for young people and have a significant impact to reduce negative outcomes for young people who wouldn't have had this opportunity for extension before," says Emily.

Generosity empowering better futures

Financial literacy is a building block for a better tomorrow. Yet many vulnerable young people – especially those living in out of home care – have never had the opportunity to learn about managing their money.

But now, thanks to a transformative donation made by Janet Thomson in her late husband's name, we've been able to establish the 'Bill Thomson Financial Literacy Program', to support new frontline work.

This innovative new program will provide holistic financial literacy education that demystifies money and empowers young people with the skills they need to budget, save and build financial wellbeing into the future.

"Bill had an extraordinarily kind heart," says Janet. "His main concern was always the welfare of children and young people. So I think he would be thrilled to bits with this program."

The family's connection to Anglicare Victoria, goes back to our very inception. Bill was on the Board of St John's Homes for Boys and Girls for 23 years and was Chairman when St John's came together with two other agencies to form Anglicare Victoria in 1997.

Bill maintained his lifelong dedication to philanthropy and volunteering until his passing in 2015. With the blessing of his four children, Janet is continuing his legacy through this gift, which with our careful stewardship will have a lasting impact. Importantly, the family's donation has also enabled us to secure further philanthropic funding for financial literacy for young people.

In its inaugural year, the Bill Thomson Financial Literacy Program has already received overwhelmingly positive feedback from participants who attended in-person sessions tackling a broad range of finance topics.

The family's gift has also allowed us to provide ten frontline staff members, including an Aboriginal cultural advisor from Buldau Yioohgen, with financial literacy training through the ANZ 'Pocket Your Money' Facilitator Course, which modifies content to meet the cultural needs of Aboriginal youth.

"It's really very exciting," says Janet. "I hope as more and more young people access the program they'll gain some skills in life which they may not have had otherwise."

We'd like to express our most sincere thanks to Janet and the Thomson family for their extraordinary generosity and partnership which will help countless young people build better futures.





Building cultural connection and opportunity

Buldau Yioohgen (BY) means ‘Big Dreams’ in the language of the Wurundjeri Woiewurrung people, and with your support – alongside the generous commitment of our partners – the BY program helps our young Aboriginal and Torres Strait Islander people successfully walk in two worlds and realise their full potential.

While acknowledging that every young person in Anglicare Victoria’s care is at a different point in their cultural journey, the BY program facilitates cultural connectedness, immersive cultural activities, education and exposure to career pathways.

BY takes pride in following traditional Aboriginal Lore learned from the Dreamtime and passed on through song lines and customs that influence all aspects of traditional life. To gain deeper understanding, BY’s nine participants spent time learning from indigenous frontline AV staff and Elders including Aunty Kellie Hunter (Wurundjeri Woiewurrung) AV Senior Cultural Operations Lead and Uncle Les Corlett (Gunditjmara and Wiradjuri man) who recently joined our team.

The group also had opportunities to deepen their connection to Culture through inspiring on-Country camps, first at Maria Island (off the coast of Tasmania), then in the ancient lands of Lake Mungo (NSW).





BY's wonderful ongoing partnership with Tennis Australia and Tennis Victoria provided many opportunities for young people throughout the year. These included 'Culture on Court' tennis events, the chance to participate in First Nations Day at the Australian Open in January 2023 and opportunities to train up as ball kids at the event.

At BY's dedicated cultural centre in East Melbourne called Darrango yhan-dhan, meaning 'Young Walking Together' in Woiwurrung language, your generosity helped enable important renovations.

"This year Darrango yan-dhan has been updated, building on previous efforts to make it a culturally safe space for our young people, families and staff," says Aunty Kellie.

OPENING DOORS TO NEW WORLDS

Many of ANZ's 48,000-strong staff make kind donations to the ANZ Community Foundation. This year the Foundation joined our incredible network of partners, supporting BY with a generous grant of \$20,000.

The grant provided BY participants with financial literacy training through ANZ's 'Pocket Your Money' program.

Young people attended sessions during the year, with the program culminating in a week-long stay in Melbourne, where they developed further skills and confidence in managing their money.

Looking for additional ways to support BY, Kerry Ford, ANZ Portfolio Director & Community Foundation Committee member (Vic), and her team organised a visit to ANZ's Headquarters where the group got a behind-the-scenes look into the bank's operations, met indigenous staff members and learned about potential career pathways. "It was such a great day for us as well as the kids – both groups really benefited from the experience," says Kerry.

"The Buldau Yioohgen crew are here to support every Aboriginal and Torres Strait Islander young person who is part of Anglicare Victoria. The program is supportive and culturally safe, and can immerse the young people in a beautiful, strong and proud Culture."

– Aunty Kellie Hunter (Wurundjeri Woiwurrung), AV Senior Cultural Operations Lead.

A place of inclusion and hope

Located in Melbourne's West, Werribee is the largest suburb in the Wyndham City Council – one of Australia's fastest growing areas and a hotspot of socio-economic disadvantage. But with you by our side, Anglicare Victoria is bringing practical support and new hope to vulnerable young people in Werribee through The Garage Program.

The Garage is a safe, welcoming drop-in centre located next to the Werribee train station. This year over 1,500 young people aged 12 -24 came to The Garage to connect, share nutritious, culturally appropriate meals and access a wide range of services.

"The Garage is a positive way of bringing together different young people from different cultural groups and giving them a sense of belonging and community," says Terese Cunningham, AV's AOD and Youth Programs Team Leader in Werribee.

Combining the support of people like you, with broader community fundraising, The Garage offers a weekly Breakfast Club at a local school and has a range of meals on-hand several afternoons each week. "We've found that food is a really good resource for us. It helps start a conversation," says Hannah Meilak, The Garage Program's Youth Program Facilitator, who works on the frontline in Werribee. "Some of the young people come in and let us know they haven't eaten all day, or some take school snacks home for the week, because they don't have food at their place."

Friendly and down-to-earth, our staff slowly build relationships with the young people and introduce them to various services that can help support them and their families. "We try to break down that stigma between services and young people, and show them that it's not a scary thing to engage with a service," says Terese.

Unemployment and mental health challenges are both prevalent among young people in the area, so The Garage runs an annual Mental Health Expo, as well as popular Careers Days and accredited Barista and First Aid training courses that have launched a number of young people into the workforce.

"We have a very big focus on vocation," says Terese. "We're really upskilling the young people as well."

On any day at The Garage it's easy to see the vital difference funding has made to help young people navigate towards a better future. "The support we receive helps us provide food and services that make these young people feel cared for," says Hannah. "It makes them feel held, so they're more likely to open up and share what they're struggling with. And that's what we need."

COMMUNITY OF COMPASSION

Anglicare Victoria is deeply grateful to the wonderful schools, community groups, organisations and individuals who use their talents and creativity to raise funds in support of our programs.

From black-tie events held by families, to the food drives at schools where students create long 'food trains' to donate, we couldn't be more appreciative of your community fundraising efforts. "I'm overwhelmed by how incredibly generous people in our communities are, both with their giving and with their time," says Penny Mitchell, AV's Relationship Manager, Corporate and Schools Partnerships.

Inspired by your kindness, Penny, a life-long runner, gathered a team of ten AV staff members to enter Run Melbourne, a fun-run held every July.



Together the group decided to raise funds for The Garage Program. "The Garage team spoke so passionately about the services they provide for kids and the gaps that exist – we were excited to help," says Penny. Sponsored by family and friends the team raised over \$4,000 that was used to provide food for young people visiting The Garage. "It felt so good," says Penny.

"Next year we'd love to get corporate, school or family groups to join us in Run Melbourne to fundraise on AV's behalf. It's easy and it's so good to see where the money goes."

Please don't hesitate to contact Penny and the AV team for support with your community fundraising event or for more information about joining the Run Melbourne team in 2024.



Powerhouse Parishes

We're extraordinarily fortunate to have the generous support of almost 200 Anglican parishes across the state. Their boundless commitment to helping the most vulnerable children, women and men in Victoria is truly inspiring and deeply appreciated.

For some, the connection to Anglicare Victoria is recent, but for others like St Hilary's Church in Kew the partnership is longstanding.

"It all started 25 years ago when the church put a collection box for food items outside the entrance," says Mike Urwin, who manages St Hilary's Hope, which oversees St Hilary's fundraising efforts. "People would drop things in it, and they would be taken along to Anglicare Victoria's Mission House."

Before long the 500-strong parish began a food drive, with volunteers going from door-to-door in the local area collecting food items to donate to Anglicare Victoria.

Compelled to do even more good, in the last two years the food drive has evolved into a highly-coordinated one day event. Months in the planning, on a Saturday in May parishioners work alongside volunteers from local schools to collect food donations from generous shoppers at local supermarkets.

"This year we covered 13 supermarkets – that's almost every supermarket in Boroondara – and we had more than 150 volunteers on the day," says Mike.

Donations are then transported to St Hilary's Church where they're packed into individual bags. "This year we got more than 25,000 items which we packed into around 2,000 bags" says Mike. "We dropped off 500 of these to Mission House and distributed the rest to other charities we support."

As the cost of living continues to burden more people than ever before, we thank St Hilary's and all our parishes across the state for your generous ongoing support.



A HEART-WARMING PARTNERSHIP

As St Hilary's Church has evolved, and St Hilary's Hope was formed to steward the charitable works of the parish, the relationship with Anglicare Victoria has remained strong.

"We want to deal with agencies we trust," says Mike. "We know the good work Anglicare Victoria does and we know the items we donate will be given to people who need them, and will be well used. It's something we feel pretty good about."

In the wake of disaster

“People in the community have been through something so traumatic that they can’t actually keep going. They need someone else to step in for them,” says AV Financial Counsellor Lylia Martion.

With people like you by their side, Lylia and our frontline team of financial counsellors in AV’s North Central Office have been able to achieve outstanding outcomes for people whose lives were devastated by the floods that hit Rochester in October 2022.

The small community of around 3,000 suffered a catastrophic flood event that affected an estimated 1,000 homes. “The entire community was impacted whether they had flood water through their home or not. It was huge. Absolutely huge,” says Lylia.

AV played a crucial role in the immediate aftermath of the disaster, helping more than 500 people find temporary accommodation – including caravans and pods at the Elmore Temporary Village – and connecting them to important services. AV’s work has continued even after the closure of the Elmore site in August 2023, with a new recovery hub in the region serving more than 260 households.

As families began dealing with insurance claims, AV’s financial counsellors were on hand to offer invaluable advice, advocacy and long-term support to help them navigate the often complex and exhausting process. “There’s a lot of fatigue within the community. A lot of people are saying ‘I’m done. I just want to move on. I don’t want to talk to the insurance company anymore.’ So they need support to make sure that their cash settlement offer is appropriate, it’s accurate, and it’s what they need to actually repair their home.”

Thanks to the tireless advocacy of our financial counsellors, displaced families and individuals have claimed more than \$743,000 in additional funds above their original insurance payments. With your help, our financial counsellors are now engaging the services of independent engineers to ensure more claims are appropriately settled in the months ahead.

A LIFE-CHANGING RESULT

A Rochester resident born and bred, 81-year-old Frank* was distressed when his unit was flooded in October 2022. Fearing he’d have to move out permanently, Frank relied on the support of his adult children to help him to clean up his damaged home and make his insurance claim. Frank was initially offered just \$24,000 to settle both his building and contents claim. Concerned that this was insufficient to repair Frank’s home, his son Boris* sought advice from AV’s financial counsellors. They helped him advocate for Frank and with their support the insurers settled the claim for \$193,000 – an additional \$169,000 above their initial offer. Both Frank and Boris were very happy with the outcome which would cover the costs of rebuilding and ensure Frank could stay in his beloved home.

“I think one of the challenges for communities is that recovery takes over three years. And it doesn’t go back to normal. It’s a new normal. Being able to be there consistently throughout that process and their journey is just so important.”

– Lylia Martion, AV Financial Counsellor, North Central Region

*Names changed to protect privacy





Helping foster families thrive

The incredible generosity of people like you in our Anglicare Victoria family means we're able to launch initiatives like the Mockingbird Family™ – the first of its kind in Victoria.

A globally researched, evidence-based model, Mockingbird Family™ provides a network of support for foster carers and foster kids that helps them thrive. "Mockingbird Family™ creates a structured community of carers," says Kate Badham, Projects and Developments Manager, Anglicare Victoria. "It's very much a peer support and peer-driven model that works really well in with the existing structures of foster and kinship care in Victoria."

The idea of the model is for 6-8 foster (and/or kinship) carers in the community to form a 'Constellation' – effectively an immediate extended family. Both carers and kids can lean on this tight-knit group for support, advice, friendship and respite.

Over the course of this year, we've been delighted that our first Constellation of six families in Bendigo has bonded so well. "Carer feedback has been extremely positive, highlighting the benefits of joining a community with shared lived experience" says Kate.

Independently reviewed and evaluated in May, our management of the Constellation received a 91% fidelity score, confirming that the model is meeting the international standards set by the Mockingbird Society.

Excitingly, your support now means we are able to extend the Mockingbird Family™ and start Constellations with foster carers and kids in other parts of the state. "Funding from donations is being used to support the Constellation in Bendigo and will also be used to support future Constellations," says Kate "It's meant that I've been able to go to other regions and say 'As soon as your carers are ready to go, we're ready.'"

"My mind has exploded with the possibilities that Mockingbird Family™ could bring to kids and families if it becomes available in more regions across Victoria, it is a real game changer."

– Foster Carer in Anglicare Victoria's first Mockingbird Family™ Constellation, Bendigo.

Thank you to everyone who supports our work

Anglicare Victoria would like to sincerely thank the Anglican dioceses 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 years.



**DONATE
NOW**



**BECOME A
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REGULAR GIFT**



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IN YOUR WILL**



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VOLUNTEER**



**JOIN OUR
TEAM**



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Volunteer Beata Sicat (left) with Jane McLean on student placement (right) at AV's Williamstown emergency relief service

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