

Anglicare Victoria

Annual Report 1999/2000



**community partnerships
that change lives...**

A n g l i c a r e V i c t o r i a M i s s i o n

The Agency exists to create a more just society by expressing God's love through service, education and advocacy.

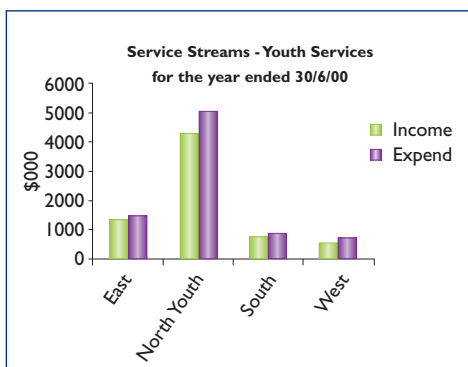
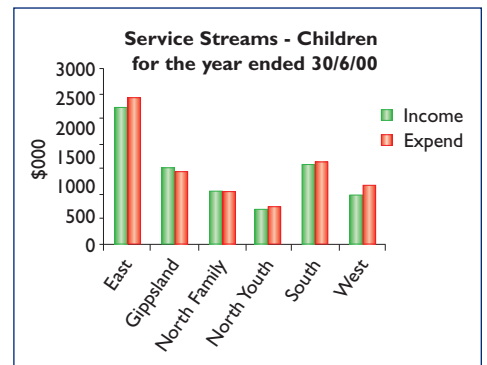
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1999/2000 at a glance...

Children

- 1,268 children were placed in foster care.
- The average length of stay in foster care was 31 days. This represents an increase of 72% from the previous year.
- Anglicare provided the equivalent of 102,899 days of care to foster children.
- Anglicare relies on the support of 528 volunteer foster carers.
- 9,859 children were assisted during 1999/2000.
- Children's Services expenditure - \$7.9 million

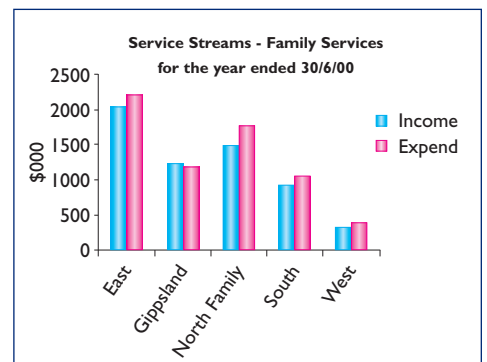


Young People

- There was an 81% increase in young people in the Adolescent Community Placement program.
- 2,534 young people participated in family mediation, drug, alcohol and sexual assault counselling and family violence programs. Of these, 250 young people participated in employment, education and training programs.
- 124 young people stayed in residential care for an average length of 1 year.
- 4,447 young people were assisted during 1999/2000.
- Youth Services expenditure - \$8.2 million

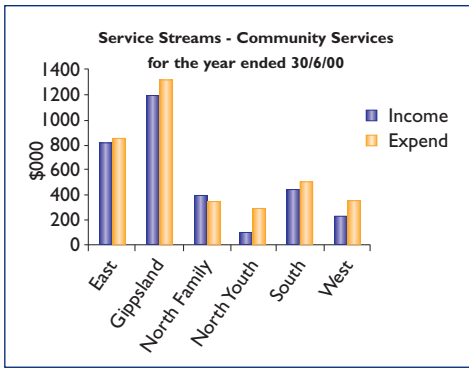
Families

- 9,292 families were assisted during 1999/2000.
- 2,292 families participated in family counselling during the year for an average of 7 months.
- 942 families and children received support through Anglicare's Family/In-home support programs.
- Over 23,000 parents and parenting professionals had contact with Anglicare through Parentzone.
- Family Services expenditure - \$6.7 million



Community Services

- 2,592 people consulted Anglicare's financial counsellors during the year.
- Anglicare assisted 527 people in managing bankruptcies.
- The Break-Even Problem Gambling program in Gippsland assisted 303 new clients - an increase of 28%.
- 3,995 families were assisted with emergency food and material aid.
- 998 people sought assistance through Anglicare's drug and alcohol programs.
- Community Services expenditure - \$3.7 million



Staff

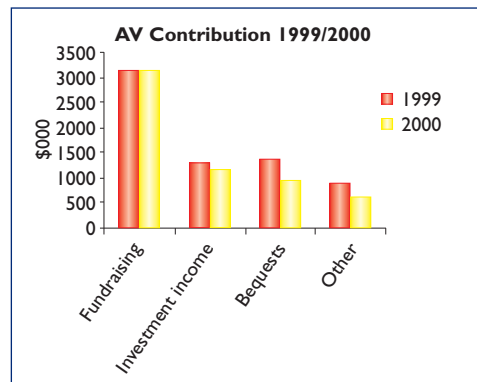
- Anglicare Victoria employed 628 staff across 40 centres throughout the State.

Volunteers

- Anglicare relied on the assistance of 670 volunteers to carry out its work.
- The hours of work contributed by volunteers was equivalent to the hours of work performed by 130 full-time staff.

Anglicare Contribution

- During the past year, the Agency contributed \$5.9 million# from its own resources to meet the costs of helping those in our community with the greatest need. This was in excess of 19% of total expenditure.
- Anglicare's contribution came from:
 - Fundraising - 53% derived from our supporters who contributed in excess of \$3.1 million.
 - Income from investments accounted for 20% - \$1.2 million.
 - Bequest income provided for 16% - \$1 million
 - Fees & Recoveries 11% - \$0.6 million



#Difference between operational income and expenditure before taking into account fundraising, investment, bequest, fees and other income.

board of directors

Standing from left:

Mr Andrew Guy
Dr Graeme Blackman
Deputy Chairperson
Mr Patrick Moore
Mr Peter Horsburgh

Seated from left:

Mrs Beth Delzoppo O.A.M
Mr Carl Massola
Bishop Andrew Curnow
Chairperson
Dr Lynda Campbell
Mr Kevin Hill



executive team



from left:

Mr John Blewonski
Manager Community Relations
Ms Angie Were
Manager Operations
Mr John Wilson
Chief Executive Officer
Ms Jenny Potten
*Manager Organisational Development
& Human Resources*
Mr Chris Baring-Gould
Chief Finance Officer

regional managers



from left:

Mr Jim Killeen
Southern
Ms Maree McPherson
Gippsland
Ms Jillian Rose
Northern Family
Ms Marg Chipperfield
Eastern
Mr Tony Kennedy
Northern Youth
Ms Glenys Wilkinson
Western

chairperson's report

Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up. Therefore, as we have opportunity, let us do good to all people... Galatians 6:9-10a

At Anglicare we value the unique contribution our many supporters make to our work each year. Without question, the critical nature of Anglicare's work in the community could not be performed to the same level, or nearly as effectively without the support of parishes, volunteers, staff, donors and community groups.

Our supporters are representative of the complete spectrum of the community, and the bond they share stems from an inherent sense of wanting to "do good".

When they come together they are a powerful force - and we are privileged to share in the richness and depth of experience they bring to our work.

Our supporters are indeed partners, working together to secure long-term, positive change in the lives of some of the most marginalised people in the community.

As this year marks the retirement of John Wilson as founding CEO, I know my fellow Board members will want to join with me in thanking John for his leadership in the successful development of the Agency. It has been no simple task and our best wishes go with John and his wife Valarie.

We look forward to the arrival of Canon Ray Cleary as Anglicare Victoria's new CEO. Ray has significant experience in the welfare field in this State and brings a strong track record in the leadership of complex human service agencies to the position.



My thanks also go to the staff for their continuing efforts throughout this past year and to members of the Board who give so freely of their time in the service of the Agency.

This year has had its many challenges. However, in partnership with the Church, and with Christ's guidance, we look forward to continuing our work in meeting the needs of the wider community during the coming year.

As we look back, let us be thankful for the sense of community and service, which inspires all of our partners. As we look ahead, may we prayerfully seek to continue our work as partners in sharing Jesus' compassion and unconditional love where there is most need.

A handwritten signature in black ink that reads "Andrew W. Curnow". The signature is written in a cursive style with a long horizontal flourish extending to the right.

Bishop Andrew W. Curnow
Chairperson

chief executive officer's report

This Annual Report marks Anglicare's third successful year of service - and my last. It has been a great privilege to have led the development of the organisation as founding Chief Executive Officer.

With 628 staff, providing in excess of 100 programs across 40 centres throughout metropolitan Melbourne and Gippsland, Anglicare has become a significant force in child and family support services in Australia.

Importantly however, Anglicare is about people. People, helping people, sharing in the spirit of humanity and the love of Jesus, in order to effect long-term, positive change. Anglicare is about the Church and community working in partnership, and it is about the unflagging dedication of staff, volunteers and caregivers as they help those in need.

Central to our success has been a determination to ensure that accountability and performance remain the drivers of this Agency. Only by upholding these values can we continue to advocate successfully on behalf of children, young people and families.

This report highlights our success in equipping clients with skills to effect long-term change. However, no words could truly convey the wonderful spirit in which our staff, clients and donors work together, in close partnership, to pursue the best outcomes for the people we encounter every day of the year.

Operations

Providing support services to the most marginalised in the community remains at the forefront of our work, however; our mission in advocating on their behalf to Government is also vital.



Anglicare has participated in the State Government's review of Community Care programs. In conjunction with the Children's Welfare Association of Victoria, we have also urged the Government to act promptly to remedy the serious under-funding of services to clients through residential care, foster care, family support and other programs.

During the year, we commenced programs for men experiencing difficulties in their family relationships. We were also granted funding to open a Community Legal Service in Gippsland and contributed to the Federal Government's review of financial support to individuals and families through pensions and benefits.

The task of determining the best use of resources always remains a struggle. Which of the competing needs takes preference - the care and safety of disadvantaged homeless children, or early preventative work with young families in crisis - the alleviation of hunger or the enrichment provided through the substitute care placements which we have provided for over 100 years?

Whatever the choice, Anglicare Victoria is committed to continually transforming itself to ensure that clients are provided with essential support, while at the same time equipping them with the life skills necessary to take up active roles in our community.

Organisational Development and Human Resources

During 1999/2000, Anglicare's Human Resources Department played an important 'behind the scenes' role to ensure that we build and maintain high standards in all aspects of our work. The specialist support and advice we were able to provide to our Managers in the areas of recruitment and training, finalising our human resources policies and introducing a new payroll system are among some of our key achievements.

Staff are at the frontline of support to families in crisis and distress. Sometimes, the children or young people they work with can behave in ways that place the safety and well being of staff at risk. During the past year, we have become increasingly conscious of how these risks, in the light of Government policy, have caused our WorkCover costs to escalate.

This year, we developed a partnership with The Royal Melbourne Institute of Technology which involves contributing our experience and expertise to their industry training program. We also continued our partnership with The University of Melbourne's Social Work Department.

Corporate Services

At the year ending 30 June 2000, Anglicare Victoria recorded a net deficit of \$876,000 before accounting for bequests. This represents an improvement of

58% over the 1998/99 figure.

The introduction of the GST and changes to the Fringe Benefits Tax placed additional pressures on our Agency by drawing resources away from operations into administration and infrastructure. However, these developments gave us the opportunity to streamline and interlink our financial and technological systems.

Community Relations

We are pleased to note the increasing support from our volunteers, schools, parishes, individual donors, corporate sponsors and Philanthropic Trusts - vital to continuing our work.

'Friends of Anglicare' was approved at the April meeting of the Anglicare Council as our official support Association. 'Friends' provide an important vehicle through which the Agency can acknowledge the efforts of individuals who support our work.

We have also worked hard to increase our profile in the community through the media, having now established a strong foundation of resource materials and networks in order to advocate more effectively on behalf of our clients.

The past three years have been a time we can look back on with pride. We have achieved an incredible amount - this is as much a tribute to those who had the vision to create the new Agency, as it is to the staff, volunteers and the clients who have benefited from their foresight.



John C. Wilson
Chief Executive Officer

During 1999/2000 Anglicare
provided care to
over 9,500 children

children...

Foster Care

Anglicare continued its leadership in foster care with the support of over 500 committed volunteers who opened their homes to over 1,268 children in need across the State.

Foster care is provided to children who cannot live at home due to parental or family illness, financial difficulty, child abuse and neglect, unemployment or other crises.

The majority of the people that come to Anglicare seeking foster care for their children do not have extended family members and friends who are able to help out with child minding during times of difficulty. For some parents, all that is needed is a short period of respite, to avoid a situation reaching the stage where more critical intervention is needed.

Anglicare placed 796 children in foster care for the first time during the year. Increased demand was due in part to an increase in the number of parents with mental illness or drug and alcohol problems.

Foster care is provided from Anglicare centres in Yarraville, Box Hill, Broadmeadows, Preston, Lilydale, Croydon, Elsternwick and Gippsland.

Anglicare's 'Friends' program complements our foster care work, providing on-going 24-hour support to foster carers. 'Friends' are matched with children, young people and families to provide assistance, including taking children to social and recreational activities, helping with schoolwork and transportation to and from appointments.

Residential Care

Anglicare's residential homes provide accommodation for children unable to be placed in foster homes.

This year, the number of children referred to residential care increased due to a higher number of children with challenging and difficult behaviours. There was also an increase in the number of emergency residential care placements, due to issues surrounding abuse and neglect.

Professional staff work intensively with children to rebuild their trust in adults and teach them acceptable ways of expressing their emotions.

Permanent Care and Adoption

For a small number of children, there is no opportunity to return to parents or wider family networks. Across the Agency, a total of 36 children were placed in permanent care or adopted during the year. The Western Region's Kinship Care program, also secured permanent homes for an additional 30 children who had been living in temporary care.

Disability Support

Anglicare also supports families caring for a child with physical or intellectual disabilities. Families are provided with assistance to access appropriate support services to meet their specific needs. The programs also provide assistance in the home or coordinate placements for children with trained and accredited carers, for stays of anywhere from one week to two years.



Counselling, sibling support groups and financial assistance for the purchase of specialist equipment is also provided.

This year, a school holiday program for children with a disability was established at Anglicare Maroondah. The program provided a range of activities including an opportunity for the children to participate in planned excursions.

Anglicare Rosebud expanded its 'Making a Difference' program to assist more families with a disabled child between the ages of 6-18 years. The program co-ordinates parent support groups and provides outreach services to families throughout Frankston and the Mornington Peninsula.

Children and Sibling Groups

Anglicare provides activities for pre-school and primary-aged children to provide opportunities for them to develop social and other skills.

The Warm Fuzzy Club in the Eastern Region is targeted at primary-aged children whose parents are involved in counselling.

The Kid's Biz after school and vacation care program aims to provide safe, stimulating and accessible childcare for families with school-aged children in the Morwell and Traralgon area. This year, the activity-based program catered for over 300 children.

Anglicare also offers other activities including creative writing, craft and playgroups through its services to children and families.

partnerships in action

Mother of six, Mikala had just left an abusive husband and was suffering a mental illness when staff at Anglicare Gippsland first met her.

The family had come from the Ukraine and Mikala spoke very little English.

Mikala's condition required her to spend two weeks in hospital.

Anglicare staff had no option but to place the children with three separate foster families while Mikala was in hospital.

Anglicare staff ensured all six children were able to keep in touch with their mother and each other.

During their time in foster care, the children continued to attend school, spoke to each other on the telephone and shared their new experiences with each other. Staff also arranged for the children to visit Mikala while she was in hospital.

When the placements ended, Anglicare was able to help the family find new accommodation.

Mikala is now learning English and is receiving continued medical care to manage her illness.

During 1999/2000 Anglicare
provided care to over
4,000 young people

young people...

Adolescent Residential Care

Anglicare has over 20 years' experience operating residential units for young people. Programs cater specifically to adolescents demonstrating challenging physical and emotional behaviours, such as persistent running away and/or substance abuse. The units are staffed 24 hours per day and offer intensive support and supervision for adolescents unable to live with their families due to issues such as abuse and neglect.

Homeless Support

Anglicare provides crisis accommodation and support for homeless young people aged from 16 to 22 years.

Throughout the year, Anglicare noted a significant increase in the prevalence of drug, alcohol and mental health issues in the young people seeking crisis accommodation.

Anglicare's Western Region commenced the 'Reconnect' program during the year, to provide counselling to adolescents in the Werribee area at risk of becoming homeless.

Young Women

Napier House, the State's only gender specific refuge for young women aged between 12 and 16 years, closed in June due to cuts in Government funding to youth services in Melbourne's Northern Region. Since it opened in 1990, Napier House has played an integral role in supporting young women

who have experienced physical, emotional or sexual abuse.

Appleby House, for young women aged between 13 and 17 years needing intensive support and supervision, and the residential component of the Choices program, which provided accommodation for homeless young women and their children, also closed this year due to cuts in Government funding.

Anglicare continued to support young women through a redesigned Parenting Skill Development Program at Choices in Fitzroy. This program provides participants with opportunities to learn personal and parenting skills and create nurturing environments for their children.

Counterpoint continues to provide emergency accommodation and support for young women between the ages of 16 and 19 who have experienced family violence and/or sexual assault. This year, Counterpoint experienced an increase in demand for its outreach services within the community.

Adolescent Community Placement

The Adolescent Community Placement program operates in the Northern, Southern and Eastern Regions. Volunteers from the community are trained to provide support and accommodation to young people unable to remain at home due to issues such as family breakdown and homelessness.



Supported Accommodation

Supported accommodation is provided to young people through Anglicare centres in Box Hill and Preston through 'Lead Tenants' who act as role models in the household. The program gives young people the opportunity to prepare for more independent living.

Juvenile Justice Conferencing

Anglicare's Juvenile Justice group conferencing program provides an innovative alternative to tackling the increasing fear of crime in the community. Group Conferences bring together the young person, their family, legal representative, victim(s), police and other community members such as youth workers or teachers and aim to help the young person take responsibility for his or her behaviour and deter them from committing further crimes in the future.

Employment and Training

Anglicare's employment and training initiatives seek to provide young people with skills in:

- independent living, budgeting, health care;
- core numeracy and literacy;
- preparation for return to mainstream education; and
- job training and employment preparation.

This year a range of programs provided an opportunity for young people to develop these skills, including the innovative 'Catering for the Community' initiative in Melbourne's East, which provides education and training opportunities within the context of a catering business.

partnerships in action

Eighteen year old Rebecca came to 'Jenny's Place' in January after being homeless for the previous eight months. 'Jenny's Place' is an accommodation unit managed by the Eastern Youth Services Springboard Program.

In the months Rebecca had been homeless, she slept in a park and on the floor at friends' houses. She had also stayed in a disused warehouse where she was assaulted by two young women.

While in the program, Rebecca shared how her family situation was one of violence and abuse. She disclosed to one staff member that she had been sexually abused by her stepfather. She is now attending counselling and is beginning to deal with this trauma.

'Jenny's Place' provided Rebecca with a safe, caring environment - the first she had had in a number of years. Rebecca says Springboard gave her the opportunity to start to learn to trust adults.

Anglicare staff have since supported Rebecca to move into permanent accommodation with two other young women. She has enrolled in TAFE and hopes to eventually work in childcare.

Rebecca has a long journey ahead to deal with her violent and abusive past. Thanks to the skilled staff at 'Jenny's Place', Rebecca now believes there is a place for her in our community - and that she has a future.

During 1999/2000 Anglicare
provided care to over
9,000 families

families...

Parent Education

Parent education underpins much of Anglicare's work with families.

In addition, Anglicare operates Parentzone resource centres for parents in Box Hill, Ringwood, Gippsland, Preston and Frankston.

Parentzone centres provide support to individuals and parenting professionals in the community on a wide range of parenting issues, including dealing with difficult behaviour, managing conflict and building self-esteem in children.

Strengthening Families

The Strengthening Families initiative, operating from centres in Knox, Gippsland, Rosebud, Frankston, Glenroy, Lilydale and via outreach from Yarra Junction and Healesville, recognises that all children have a right to be safe and protected. The program is designed to prevent child abuse by tackling family problems in their early stages and works alongside families with children up to 18 years of age.

During the year, Strengthening Families in the Northern Region extended its service area to better meet increasing demand for assistance.

Family Counselling

Anglicare's Family Counsellors work alongside individuals, couples and families focusing on risk factors associated with family breakdown including; mental illness, intellectual disability, homelessness and poverty.

Counsellors help family members maintain positive relationships to strengthen the family unit. This year, 2,292 families participated in family counselling across the State for an average of 7 months.

Family/In-home Support

A crucial component of Anglicare's support for families is provided through outreach in the community. Outreach is provided to clients who are geographically isolated or may be reluctant to attend an Anglicare centre.

Family/In-home support programs equip individuals and families with the skills necessary to maintain the stability of their family and prevent family breakdown.

Over the past year, Anglicare assisted 942 families in their own homes.

Family Violence

Many of Anglicare's programs for families deal with issues relating to family violence.

Anglicare also provides programs specifically targeted at reducing the incidence and impact of family violence in the community. These include support groups for both perpetrators and victims of abuse and violence in the family home.

Over 350 men and women participated in family violence support groups during the year.



Plenty Valley Family Services co-ordinate support groups for women who are currently living in, or have left, abusive relationships.

Anglicare's Men's Family Violence program in Lilydale offers an extensive program for men to help them stop using abuse in their relationships.

During the year, Anglicare's Meridian Youth and Family Counselling Service in Melbourne's East, was awarded the certificate of merit in the 1999 Australian Violence Prevention Awards for its program for mothers whose adolescents behave in violent or abusive ways.

Anglicare's Broadmeadows Family Services continued its group program, 'More Fun, Less Fights', aimed at helping all family members reduce the level of violence in their lives.

Family Camps

Some families rarely, if ever, have the opportunity to spend time together in a holiday setting, particularly those living on very low incomes.

During the year, the Eastern Region coordinated camps specifically for parents to explore parenting skills and techniques, for children in disability support programs, and for children whose family circumstances may otherwise have prevented them from participating in holiday activities.

In the Southern Region, a highly successful camp for children in foster care was held again, while the Northern Region coordinated a camp for disadvantaged young people in the region.

partnerships in action

Robert, 51, has been attending the Men's Family Violence Program at Anglicare Yarra Ranges for 6 months.

Robert first heard about the program through his wife Janet who contacted Anglicare feeling controlled, trapped, and abused - emotionally, financially and socially.

Eighteen months would go by however, before Robert would finally make a commitment to participate in the program.

Robert was very hesitant in the early stages, as he felt shame for his behaviour. As the program progressed Robert discovered he could better control the kind of behaviour he adopted towards Janet and his step-sons and avoid using abusive behaviour.

Robert also had an opportunity to speak about his tragic childhood and struggles which provided new insights and meaning into his old behaviour.

Through meeting other men in similar circumstances and with the support of Anglicare workers in the group program, Robert is finding new ways of controlling his abusive behaviour and his family is staying together.

Robert hopes that telling his story will encourage other men to stop using violence in their relationships.

**During 1999/2000 Anglicare
provided care to over
7,500 people through
community programs**

community...

Emergency Relief

Anglicare's emergency relief programs assist families and individuals who, while struggling on very low incomes, also face crises such as illness, violence, homelessness and family breakdown.

Emergency relief provides food parcels, assistance with paying household accounts, no-interest loan schemes and crisis accommodation.

This year, requests for emergency relief rose across the Agency, with demand peaking a further 20% on last year's figures, prior to the onset of winter.

While the focus of Anglicare's emergency relief programs is on meeting the immediate needs of clients in crisis, every effort is made to link clients to other Anglicare programs to enable them to break the poverty cycle.

Emergency relief is provided at Anglicare centres in Fitzroy, Lilydale, Box Hill, Croydon, Preston and Clayton.

Financial Counselling

Problems faced by individuals and families in financial difficulty often extend further than having a limited income. Poverty can lead to depression, relationship breakdown, and chronic health problems caused by stress and anxiety.

Anglicare operates the largest financial counselling network in the State. This year over 2,500 Victorians were assisted through the provision of information on Government assistance, bankruptcy laws, the resolution of credit and debt issues, assistance with budget planning and referrals to other support services as required.

Clients include the unemployed, sole parents, people with an illness, widows/widowers, and low-income earners.

Financial counselling is provided from Anglicare centres in Box Hill, Lilydale, Yarra Junction, Yarraville, Werribee, Preston, Clayton, Maribyrnong, Moonee Valley and Gippsland, with outreach provided in Healesville, Tecoma and Croydon.

During the year, research was undertaken in the Western Region, examining the financial difficulties faced by sole parent women. Officially launched by the Minister for Community Services, The Hon. Christine Campbell MP, the research identified that rent consumed half the income of the majority of sole parents; many sole parents could not afford to send their children to school camps or excursions; and the majority of sole parents are geographically isolated as they cannot afford everyday transport.

Alcohol and Drug Counselling

A number of Anglicare centres provide counselling, group work and related support for people with alcohol and drug related problems. Other programs also target family members of drug/alcohol users who play an important role in their treatment and can also be heavily impacted by the alcohol or drug taking of their family member.

A new Federally funded Family Alcohol and Drug Service commenced at Anglicare in Knox, in February. The service assists families of young people with an illicit drug problem as well as young parents, under the age of 25, who are using illicit drugs.



Aboriginal Support

Following the successful establishment of The Wanjana Lidj Aboriginal Family Preservation program by Anglicare Gippsland, the program was transferred to the management of the Central Gippsland Health Housing Aboriginal Cooperative. Wanjana Lidj was established to support Aboriginal families to reduce the risk of children being placed in alternative care.

Schools Programs

Anglicare is increasingly working alongside and within schools to deliver a range of programs to the community.

In the Southern Region, the 'Exploring Together' and 'Good Kids' programs work in conjunction with primary schools across Frankston and the Mornington Peninsula to identify and build on issues relating to behaviour management and family relationships.

The 'Catering for the Community' program, which provides work-skills training for young people in the Eastern Region is now being offered within schools for adolescents at risk of leaving the education system.

Anglicare Youth Services in Glenroy provides mediation programs in local schools in Melbourne's West. Over 300 students in 15 schools in Melbourne's northern suburbs have been recruited as 'peer media-

tors', responsible for settling disputes within the school. The program, catering for both primary and secondary school children, provides training in topics including bullying, name-calling and rumours.

partnerships in action

Ann has three children under the age of six and has been caring for her children on her own since her husband left late last year.

Ann was referred to the Financial Counselling Service at Anglicare Werribee by Centrelink because although she had begun to receive the parenting allowance, she was struggling financially.

Ann felt inadequate about not being able to provide for her children. She was finding it increasingly difficult to even pay for essentials such as clothing and shoes and her home utilities were about to be disconnected.

Ann did not receive any child maintenance which impacted heavily on her financial situation.

She was also faced with having to spend close to half her weekly income on rental payments.

Anglicare was able to assist Ann to structure a budget to better manage her bills. Anglicare also assisted Ann with methods of accessing child support and other Government services through advocacy on her behalf.

volunteers...

Anglicare Victoria is grateful to all our volunteers for the significant contribution they make to our work. A total of 670 volunteers carried out tasks as diverse as providing transport, gardening, tutoring, baby sitting, administrative support and care for children and young people in their own homes.

In 1999/2000, the hours of work these volunteers contributed to Anglicare was equivalent to that of 130 full-time staff.

Judy Gilbert is a volunteer with a long history at Anglicare Victoria. Judy has worked in Anglicare's Opportunity Shop for the past 18 years, her mother was the Treasurer of the South Yarra Auxiliary of The Mission to the Streets and Lanes and Judy's grandmother was one of the original founders of that agency.

Judy's own experience as a volunteer began when the Op Shop was located at Greville Street in Prahran. Since then, Judy has continued in a voluntary role at the Op Shop which is now located in Brunswick Street, Fitzroy.

"I initially volunteered because my mother was involved but I've stayed on because it's like a family here, I've been at it for so long. I'll continue as long as they need me."



*Anglicare community volunteer,
Judy Gilbert.*



Foster carer, Carol Sharp.

Carol and Allan Sharp have been foster carers with Anglicare for 11 years and have provided a stable and caring environment for 97 children in that time. In addition to the foster children they welcome into their home, the Sharps have four children of their own, as well as three children they permanently care for.

The Sharps began fostering because they thought they could offer a stable, happy home and help others in need.

Carol says her own children took part in the initial interviews with Anglicare workers as part of the recruitment process. She says it's a team effort and her children play a large role in nurturing the foster children they assist.

One of the rewards for Carol is when children they have had for long stays keep in touch. "It's nice that they feel they can call in and say hello and to find out that their time with us was of value to them."

Sharon Clifford has been working at Dixon House as a volunteer for two years. Sharon provides supportive counselling and greets people when they first come to the centre.

"Most people initially only come in for food but it is rare that it will be the only issue you help them with."

She says there are people who attend the centre regularly and this can be good because a rapport can be established.

"I really like the one-on-one interaction and getting to know people. Something that is really important to clients is being listened to. I feel privileged to be able to do that."



Anglicare community volunteer, Sharon Clifford.



Caroll Ralph behind the wheel as a volunteer driver.

Caroll Ralph has been a volunteer driver for Anglicare for eight years.

Caroll's involvement began when she was participating in an Anglicare group program that needed a volunteer driver. When the regular driver was unable to fulfil the role, Caroll stepped in to help and hasn't looked back since.

Carroll regularly provides transport for participants of Anglicare Werribee's Parenting Skills group. Two years ago she obtained a heavy vehicle licence that allows her to drive coaches, trucks and buses. This skill has enabled her to transport larger groups to Anglicare's family camps at Phillip Island. During the camps, Caroll also looks after the children of parents who may need a break.

Christine Lawrence loves to paint, and since becoming a volunteer with Anglicare's Youth Education and Specialist Support program in the Northern Region, she is sharing her passion with young people.

Christine spends one afternoon each week painting and talking with the young people in the program.

"Many of the young people seem aimless, confused, angry and hurt. So many of them come from very disadvantaged backgrounds. It's important they start heading in certain directions for employment and career prospects, but their troubled backgrounds mean they are often living in limbo."

Christine concedes that her role is not always an easy one, but says "I'm happy just to be here for them if they need me."



Volunteer, Christine Lawrence works with young people through Anglicare's programs.

acknowledgements...

As the welfare arm of the Anglican Church in Victoria, our ongoing links with parishes and the wider church community provides an important reference for the work we do.

The three agencies that merged to form Anglicare Victoria, were originally established for two simple reasons. Firstly, the agencies offered a very real response to the needs of their local communities, and secondly they were a means by which the church could express Christ's teaching to love others as he loved us. Now, as Anglicare, our mission has not changed.

Much of the work Anglicare undertakes requires significant self-sacrifice and service from those involved. While accepting the challenge to serve others is not done for self-recognition, it is nevertheless important that acknowledgement is given to the enormous contribution that is made by individuals and groups in support of our work in meeting the increasing demand from people seeking assistance through Anglicare Victoria programs.

The financial support received from Parishes, Philanthropic Trusts, Corporate organisations, Schools, Service Groups and private donors remains vital in ensuring that Anglicare is able to effectively serve the community in providing essential support to children, young people and families living in crisis.

Our appeals program continues to grow, with in excess of \$800,000 raised during the past year. This is an outstanding result which has involved 6,647 individual and corporate donors (an increase of 19% over the previous year) and provides 25% of our total fundraising income.

Significantly, the involvement of a number of key corporate sponsors, who underwrote the costs of our Christmas and Winter Appeals, ensured that the sup-

port received from individual donors could be directly applied to clients.

We are also sincerely grateful to the CEBS Anglican Boys Society, through their Community Services Committee for their very significant support of our Meridian Youth Counselling Services. The support received from the Hindson Trust for our Family Counselling, Family Support and Foster Care programs and the Opportunity Youth Services Trust, which supported our Youth Support, Accommodation and Counselling programs is also gratefully acknowledged. The Children's Foundation has continued to play a significant role in the support of Anglicare Victoria as one of our largest contributors to programs for children and young people.

The strong contribution from the Anglican Diocese of Gippsland which raised \$130,000 through two Regional Appeals, supporting Anglicare Gippsland's Family Support, Foster Care and Family Camp programs, is further testament to the strong partnership between the Agency, the church network and local communities.

Once again we were also well supported through funding received from Philanthropic Trusts, which contributed approximately one third of our fundraising revenue, while Legacies accounted for 16% of Anglicare's contribution to program funding.

The success of our work is reliant on a close partnership between our staff in their direct work with clients, our donors who through their financial support make a vital contribution to ensuring the day to day needs of those with whom we work are able to be met, and our volunteers who support our work through their involvement in a wide range of programs and activities.

The support given to the Agency should not however be measured solely in financial terms. The preceding pages of this report highlight the enormous contribution made by volunteers who support our staff, work directly with clients as caregivers, are involved in our opportunity shops, or are involved as volunteers in support of Anglicare Victoria through the parishes and the auxiliary network.

In partnership together - caring for those most in need in our community - we remain grateful to all our supporters for their contribution, self-sacrifice and service.

Anglicare Victoria is extremely grateful to all our donors for their ongoing support. We would like to acknowledge, in particular, the support received from the following Philanthropic Trusts, corporate donors and Legacies.

AG Birch Bequest, Alexander Rushall Charitable Fund, Alfred Felton Bequest, Amelia Eliza Holland Trust, AMP Foundation, ANZ Trustees, Barbara Gillam Hunt Foundation, Barbara M Holland Estate, Bell Charitable Trust, Bendigo Bank, Bierman Charitable Trust, Bokhara Foundation, Breta Lynda Elvish Estate, Browne Charitable Trust, Bruce McDonald Estate, Bunnings Warehouse, CAF America, CEBS Anglican Boys Society, Charles Alexander Hamilton Estate, Children's Foundation, Clive Wallace Smith Estate, Collier Charitable Fund, Dame Elizabeth Murdoch Trust, Danks Trust, David Syme Charitable Trust, Diana Elizabeth Edmond Baker Trust, Elizabeth Graham Ellis Estate, Elizabeth Wood-Ingram Trust, Equity Trustees, F & S Richardson Charitable Fund, Flack Trust, Flora & Frank Leith Charitable Trust, Florence & Melville Hughes Trust, Francis Fabrics Pty Ltd, Frederick B Shepherd Estate, George Alexander Foundation, George Chapple Hodges Estate, GF Mathews Estate, Gladys Garside

Estate, Grant Bequest, H&L Hecht Trust, Harbig Charitable Foundation, HD Williamson Foundation, Health Super Pty Ltd, Helen M Schutt Trust, Henry B Smith Charitable Fund, Hilda F Callaway Estate, Hindson Trust, Hookey Family Trust, Hugh V McKay Charitable Trust, Hulbert Foundation Pty Ltd, Ian Potter Foundation, IB Adams Estate, Inger Rice Foundation, J & G Romanis Estate, Jack Brockhoff Foundation, Jackman-Muntz Charitable Trust, JB Were & Son Charitable Fund, Jean Maver Charitable Foundation, Jenny Craig Weight Loss Centres, Jessie Street Trust, John E Taylor Perpetual Trust, John Russell MacPherson Fund, Kilwinning Trust, Kimberley Foundation, Lily Maude Payne Estate, Llewellyn Evans Estate, Lois & Lesley Nelken Trust, Lord Mayor's Charitable Fund, Lorna Hegarty Estate, LR Cazaly Trust Fund, Lucy Anna Baynes Estate, Marrich Charitable Fund, Melbourne Direct Marketing Club, Melbourne Newsboys Club Foundation, Members Australia Credit Union, Mercantile Mutual Insurance Foundation, Merrill Lynch, MG Grose Estate, Michael Waring Trading Pty Ltd, Miller Foundation, Miss Bell Memorial Fund, ML Charitable Foundation, Morphet Family Trust, Morris Family Trust, National Mutual Pty Ltd, NJ & G Horton Charitable Fund, Opportunity Youth Services, Ormond Baker Charitable Fund, Percy Baxter Charitable Trust, Permanent Trustee Foundation, Perpetual Trustees, RE Ross Trust, Renaissance Supermarkets Pty Ltd, Robert AH Struth Estate, Roma Jean Musty Estate, Ronald Ivan Cole Estate, S & C Mackinnon Trust, Sidney Myer Foundation, Snowy Nominees, Stanley Heath Fund, State Trustees, Stephen NH Wong Estate, Stolac Trust, Pitt Family Trust, Precision Plating, Prender Trust, Portland House Group, Trust Company of Australia, Twedde Charitable Fund, Tyler House Trust, V Tivey Estate, VFB Ireland Estate, Victorian Community Foundation, Victorian Homeless Fund, Victorian Women's Trust, Walter & Eliza Hall Trust, Walter Campbell Memorial Fund, Wandee Pty Ltd, William Angliss (Vic.) Charitable Trust, William Beeton Sangster Trust, William Buckland Foundation, Winifred & John Webster Trust, Yarra Valley Water, Yuncken & Yuncken.

Summary of Anglicare Victoria's Services Provision

	Northern Family				Northern Youth		Southern			
	Preston	Glenroy	Plenty Valley	Broadmeadows	Preston	Glenroy	Elsternwick	Frankston	Rosebud	Clayton
Children										
Disability Support	√							√	√	
Foster Care	√			√			√			
\$7.9										
Permanent Care and Adoption										
Residential Care										
Total no. children assisted by Anglicare:	9,859									
Youth										
Adolescent Community Placement					√	√				
Adolescent Support					√	√		√	√	
Crisis Accommodation for Homeless Youth					√					
Education and Training	√	√		√	√	√	√	√	√	
\$8.2										
Juvenile Justice										
Residential Care					√					
Youth Mediation					√	√			√	
Residential Care for Young Women					√					
Total no. young people assisted by Anglicare:	4,447									
Families										
Domestic Violence Support		√	√	√						
Family Camps		√		√						
Family Counselling	√	√	√			√	√	√	√	
\$6.7										
Family/In-home Support	√	√	√	√				√	√	
Parent Education	√	√	√	√				√		
Strengthening Families		√						√	√	
Total no. families assisted by Anglicare:	9,292									
Community										
Alcohol/Drug Counselling					√	√				
Food and Material Aid	√									√
Financial Counselling	√									√

1. The service types included in this table are not exhaustive.

2. Where necessary, information has been reclassified to achieve consistency in reporting.

3. Figures for Family Service provision do not include Parentzone resource centre enquiries which exceeded 23,000 for the year ended

Moorabbin	Western			Gippsland					Eastern					No. of Centres offering program	Staff	Expenditure (millions)
	Yarraville	Werribee	Fitzroy	Bairnsdale	Morwell	Phillip Island	Warragul	Leongatha	Box Hill	Ringwood	Croydon	Bayswater	Lilydale			
	√				√		√	√	√			√		√	4	
											√				10	162
	√			√	√	√	√	√							6	
								√							1	
√								√							4	
√		√	√					√				√			9	
								√							2	
			√					√							10	186
√															1	
√															2	
√		√						√							6	
															1	
			√										√		5	
		√				√					√				5	
		√			√			√			√	√	√		13	193
		√	√		√		√	√		√	√	√			14	
			√	√	√		√	√	√	√	√			√	14	
					√		√					√	√	√	8	
		√						√				√	√	√	7	
								√			√		√	√	5	
√	√				√	√	√	√			√		√	√	11	87

regional highlights...



The Hon. Christine Campbell MP, Minister for Community Services, officially launched at Anglicare's Werribee office in March, research examining the financial difficulties experienced by sole parent women.

- Anglicare Eastern Youth Services' Meridian program was awarded a certificate of merit in the 1999 Australian Violence Prevention Awards for their group program targeting mothers of adolescents exhibiting violent or abusive behaviour.

- Services targeting men have been expanded in the Eastern Region through the establishment of The Men and Family Relationships program following a successful tender between Anglicare and Lifeworks.

- The Anglican Diocese of Gippsland raised \$130,000 through two Regional appeals, supporting Anglicare Gippsland's In-home Family Support, Foster Care and family camp programs.

- Anglicare Western's In-home support has commenced an innovative and exciting group for primary school aged boys. The program operates as part of the Lifeworks Men in Family Relationships program funded by the Commonwealth Government, and involves a program of outdoor recreation activities designed to provide the boys with an opportunity to explore their relationships with a significant male adult and develop their confidence and self-esteem.

- Anglicare's Northern Youth Education & Specialist Support program developed a series of education programs held in conjunction with Preston and Reservoir Adult Community Education Network.

- A new Family Alcohol and Drug Service (FADS) funded by the Commonwealth Government commenced taking referrals in February 2000. The program is managed from the Knox Office and covers the Eastern Region. The service targets families where a young person under 25 years of age has an illicit drug problem and young parents under 25 years of age, who are using illicit drugs.

■ Anglicare's Intensive Youth Support Services in Melbourne's North, facilitated a Young Achiever's Camp in the Otway Ranges.

■ Anglicare Eastern Region's Out of Home Care Training Manual was published in an effort to establish a standard framework for screening and training all potential foster caregivers.



Children participate in fun art and craft activities at Anglicare Maroondah in the Eastern Region.

■ The Commonwealth Government's efforts to address issues surrounding youth homelessness provided a three year funding grant to provide youth counselling to young people living in Werribee who are at risk of becoming homeless. Anglicare will work in partnership with Werribee Support & Housing Inc. and Bay West Housing in Hobson's Bay.

■ Anglicare Maroondah established a school holiday program for children with a disability.

■ Parentzone (Northern) and Broadmeadows Family Services worked with Hume Council, to stage a very well attended and highly successful Parenting Expo.

■ The Family Mediation program in Hume further developed community links in growth corridor areas, in an effort to successfully target young people and families at risk within the Arabic communities.

■ The Minister for Community Services, The Hon. Christine Campbell MP, visited the Broadmeadows Women's House where she spent time talking to staff and clients on issues facing the significant non-English speaking population in the Northern suburbs.

■ Anglicare Glenroy's Homework Group has continued its rapid growth with 50 young people now registered for its after school tutorial program.

regional highlights...



Stage star Marina Prior lent her support to Anglicare Victoria's 'Warm Hearts for Winter' Appeal this year.

- Anglicare Gippsland was successful in securing funding from the Commonwealth Attorney General's Department for the establishment of a Community Legal Service for the Gippsland Region.

- Preston Family Services' Foster Care Team established a range of collaborative 'program to program' initiatives in order to resource the Victorian Aboriginal Childcare Agency.

- New purpose built accommodation was secured for Anglicare's Counterpoint Young Women's Service.

- Anglicare Northern Youth published a Statewide Mediation Service Directory as part of a collaborative research project with The Royal Melbourne Institute of Technology.

- Anglicare's Choices program moved to Fitzroy, following the closure of the residential component of the program. Choices now provides an innovative outreach response to marginalised young women across metropolitan Melbourne, while the successful literacy programs and group work component of the former Choices program continues to be offered at the new centre.

- Rosebud Family Services received funding for the expansion of its Disability Program - Making a Difference. The funding included provision for the part funding of renovations at the Rosebud centre.

- Parentzone Frankston was successful in obtaining a Federation Grant to conduct a community development project on the role of parenting in society.

-
- Anglicare's Dixon House launched the publication 'Shared Journey', which outlines the unique partnership between Anglicare Victoria and the All Saints Anglican Church in Clayton.
 - Anglicare Western's Permanent Care program was successful in obtaining funding to secure permanent family based care arrangements for 30 children who had not previously had legal or emotional security in their living arrangements.
 - A Student Unit was established at Broadmeadows Family Services, as part of the partnership between The University of Melbourne and Anglicare Victoria. The partnership provides opportunities for staff to contribute to research in order to better inform our advocacy work.
 - Anglicare's Dixon House received an award for Excellence in Community Services at the Anglicare Australia National Conference.
 - Anglicare Eastern Region's Shrublands 'Catering for the Community' program, which targets young people at risk of leaving the school system, began to offer the program to students in schools.
 - Anglicare Gippsland established a base in Bairnsdale, in co-operation with St John's Anglican Parish.
 - Anglicare's Northern Youth Education and Specialist Support Program, together with the Next Wave Festival produced the theatre piece 'Wild Becomes Her', which was staged at the Organ Factory in Clifton Hill.

Anglicare staff member, Heather Link, worked with students from Werribee Secondary College as they provided input into a financial and consumer education kit for young people.



Financials as at 30 June 2000

Balance Sheet as at 30 June 2000

	2000 \$000s	1999 \$000s
Current Assets		
Cash	1,978	2,711
Receivables	569	1,019
Inventories	54	33
Total Current Assets	2,601	3,763
Non-Current Assets		
Investments	8,500	8,200
Property, Plant and Equipment	16,272	16,244
Total Non-Current Assets	24,772	24,444
Total Assets	27,373	28,207
Current Liabilities		
Accounts Payable	3,942	5,033
Provisions	1,541	1,487
Total Current Liabilities	5,483	6,520
Non-Current Liabilities		
Provisions	403	282
Total Non-Current Liabilities	403	282
Total Liabilities	5,886	6,802
Net Assets	21,487	21,405
Equity		
Establishment Corpus	23,767	23,767
Reserves	958	1,405
Accumulated Losses	(3,238)	(3,767)
Total Equity	21,487	21,405

1. Where necessary, comparative information has been reclassified to achieve consistency in disclosure.

2. The economic entity Anglicare Victoria includes the net assets of the Pitt Family Trust Limited.

Financials as at 30 June 2000

	2000 \$000s	1999 \$000s
Income		
State Government Funding	22,742	20,364
Commonwealth Government Funding	606	338
Local Government Funding	223	149
Fundraising Income	3,147	3,134
Client and other fees	1,396	1,038
Investment Income	1,178	882
Net Profit / (Loss) on sale of Assets	187	(196)
Total Income	29,479	25,709
Expenditure		
Foster Care / Adoption & Permanent Care	7,888	6,676
Youth & Residential Services	8,176	8,305
Family & Community Services	10,417	9,988
Other organisational expenses	3,874	2,837
Total Expenditure	30,355	27,806
Net Operating Deficit	(876)	(2,097)
Add: Bequests	958	1,405
Net surplus / (deficit)	82	(692)
Accumulated losses at the beginning of the year	(3,767)	(2,693)
Movement in Reserves	447	(382)
Accumulated losses at the end of the financial year	(3,238)	(3,767)

1. Where necessary, comparative information has been reclassified to achieve consistency in disclosure.

2. The economic entity Anglicare Victoria includes income from the Pitt Family Trust Limited.

Eastern Region

Anglicare Eastern Region
7 - 11 Shipley Street, Box Hill 3128
Ph. 9890 6322

Anglicare Maroondah
22 Croydon Road, Croydon 3136
Ph. 9725 1622

Anglicare Parentzone
16 Railway Place, Ringwood 3134
Ph. 9876 8945

Knox Family Services
1A Elm Street, Bayswater 3153
Ph. 9720 3488

Yarra Ranges Family Services
47 - 51 Castella Street, Lilydale 3140
Ph. 9735 4188

Anglicare Yarra Junction
2468 Warburton Highway
Yarra Junction 3797
Ph. 5967 1933

Gippsland Region

Anglicare Gippsland
65 Church Street, Morwell 3840
Ph. 5133 9998

Bairnsdale
5 Pearson Street, Bairnsdale 3875
Ph. 5152 1213

Leongatha
8 Bruce Street, Leongatha 3953
Ph. 5662 4561

Warragul
2A Smith Street, Warragul 3820
Ph. 5622 2810

Anglicare Discovery Centre
60 Forrest Avenue, Newhaven
Phillip Island 3925
Ph. 5956 7202

Northern Region - Family Services

Anglicare Family Services Preston
256 Murray Road, Preston 3072
Ph. 9478 9499

Broadmeadows Family Services
1/848 Pascoe Vale Road, Glenroy 3046
Ph. 9306 1244

Broadmeadows Women's Community House
PO Box 258, Dallas 3047
Ph. 9309 9433

North West Foster Care
1100 Pascoe Vale Road
Broadmeadows 3047
Ph. 9302 3899

Plenty Valley Family and Community Services
8 Hurtle Street, Lalor 3075
Ph. 9465 0322

Parentzone
296 High Street, Preston 3072
Ph. 9471 4527

Northern Region - Youth Services

Anglicare Northern - Youth Services
239 Murray Road, Preston 3072
Ph. 9478 9633

Youth Services Glenroy
32 Widford Street, Glenroy 3046
Ph. 9306 0000

Southern Region

Anglicare Southern Region
24 - 26 Riddell Parade
Elsternwick 3185
Ph. 9523 1999

South East Foster Care
24 - 26 Riddell Parade
Elsternwick 3185
Ph. 9523 1999

Frankston Family Services
51 Playne Street
Frankston 3199
Ph. 9783 4888

Rosebud Family Services
'The Shop'
1161 Point Nepean Road
Rosebud 3939
Ph. 5982 2586

Dixon House
2 Dixon Street
Clayton 3168
Ph. 9543 8911

Southbridge Youth Services
1001 Nepean Highway
Moorabbin 3189
Ph. 9532 3482

Western Region

Anglicare Western Region
41 Somerville Road
Yarraville 3013
Ph. 9687 5200

Werribee
2 Market Road, Werribee 3030
Ph. 9742 5300

Choices
118 Napier Street, Fitzroy 3065
Ph. 9415 9060



Anglicare Victoria was formed in July 1997 following the merging of three long-established and highly respected Anglican child and family welfare agencies. The three agencies were The Mission to the Streets and Lanes, The Mission of St James and St John and the St John's Homes for Boys and Girls.

Today, Anglicare provides an extensive range of support services throughout metropolitan Melbourne and Gippsland for children, young people, families and the broader community.

Among the services Anglicare Victoria offers are:

- food and material aid
- family counselling
- crisis accommodation
- family camps
- parent education
- education, employment and training programs
- home-based care for children with disabilities
- support services for people with gambling problems and drug and alcohol addictions
- counselling for victims of sexual assault
- domestic violence programs

