



**ANGLICARE  
VICTORIA  
ANNUAL REPORT  
2009/10**

● WANGARATTA

● BALLARAT

● MELBOURNE

● BAIRNSDALE

● GEELONG

● WARRAGUL

● SALE

● MORWELL

● LEONGATHA

# 30

## OFFICE LOCATIONS

○ CRAIGIEBURN

○ HEALESVILLE

○ DALLAS

○ LALOR

○ BROADMEADOWS

○ GLENROY

○ PRESTON

○ LILYDALE

○ FITZROY

○ COLLINGWOOD

○ BOX HILL

○ CROYDON

○ YARRA JUNCTION

○ YARRAVILLE

○ MELBOURNE

○ BAYSWATER

○ WERRIBEE

○ CLAYTON

○ PAKENHAM

○ CRANBOURNE

○ FRANKSTON

○ ROSEBUD



#### OUR MISSION

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

#### OUR VISION

To resource and empower children, young people and families to achieve their full potential through:

- The promotion of social justice
- The strengthening of local communities
- The provision of quality innovative services.

#### OUR HISTORY

**1886** Mission to the Streets and Lanes of Melbourne established

**1919** Mission of St James and St John commences

**1921** St John's Homes for Boys and Girls set up in Melbourne

**1997** These three agencies merge to form Anglicare Victoria on 1 July

#### ANGLICARE VICTORIA TODAY...

- We are the largest provider of home-based care for children and young people in Victoria.
- Each year, we distribute emergency relief and material aid to over 50,000 Victorians.
- We work with the support of 746 staff, 680 caregivers and 1,395 volunteers.
- We operate from 31 offices, six residential care units, one women's refuge, two youth refuges, a student home and six lead tenant homes.
- We currently have over 120 programs and over 50 parish partnerships.

#### IN THE PAST YEAR...

- Our emergency relief support increased by 29% to 64,929.
- Financial counselling support increased by 17% to 6,928.
- Support to families dealing with drug and alcohol abuse increased by 40%.
- Our non-carer volunteers contributed 174,232 unpaid hours to supporting our work.
- We increased our number of foster carers supporting our work from 588 to 680 and other volunteers supporting us from 1,179 to 1,395.

WHILST WE ARE ALL BORN EQUAL, WE DO NOT ALL HAVE THE GIFT OF THE SAME OPPORTUNITIES

MANY FAMILIES AND COMMUNITIES LIVE IN POVERTY AND ARE DISADVANTAGED AND THIS CAN MAKE IT HARDER FOR THEM TO GET AHEAD

SADLY SOME CHILDREN SUFFER ABUSE AND NEGLECT AND SOMETIMES THIS EVEN HAPPENS WHEN CHILDREN GROW UP IN PROSPEROUS CIRCUMSTANCES

WHEN CHILDREN ARE RAISED WITHOUT THE NURTURING THAT INSTILS CONFIDENCE AND SECURITY, THE RISK THAT THEY WILL STRUGGLE WITH SIMILAR DIFFICULTIES TO THOSE OF THEIR PARENTS' INCREASES AND WITHOUT SOME ADDED HELP, THEY MAY STRUGGLE FOR A LIFETIME

ANGLICARE VICTORIA EXISTS TO CREATE A MORE JUST SOCIETY FOR CHILDREN, YOUNG PEOPLE, FAMILIES AND ADULTS

IF YOU ARE UNEMPLOYED, A REFUGEE SEEKING ASYLUM, A HOMELESS PERSON, OR A SINGLE PARENT, THEN IT CAN BE HARD TO PARTICIPATE IN SOCIETY, AND LIFE CAN BE DIFFICULT

IF YOU HAVE EXPERIENCED VIOLENCE, OR HAVE AN ALCOHOL OR SUBSTANCE ABUSE PROBLEM, A FINANCIAL PROBLEM OR STRUGGLE WITH MENTAL HEALTH ISSUES, THEN LIFE CAN BE LONELY

IF YOU ARE A PARENT, AND IF YOU FACE ANY OF THESE SORTS OF CHALLENGES, THEN IT CAN BE A STRUGGLE TO NURTURE CHILDREN AND TO ALWAYS ATTEND TO THEIR NEEDS WITH CARE AND FROM TIME TO TIME, IT MAY BE HELPFUL TO SEEK SOME ADVICE AND EXTRA SUPPORT

ANGLICARE VICTORIA EXISTS TO CREATE A MORE JUST SOCIETY.

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## MESSAGE FROM THE ARCHBISHOP

Anglicare Victoria has a long and proud history of supporting and advocating on behalf of some of the state's most marginalised people.

As Christians, we know that we will be judged not on what we say, but on what we do. Christ's commandment to reach out to others to relieve suffering and hardship is clearly evident in the actions of the agency's staff and supporters.

The strengthening of the agency's partnerships with local parishes has also enabled the Church to more effectively further its social justice mission ensuring basic human rights are provided to all our citizens.

This year's Annual Report highlights the vital work being carried out to support children, young people and families who miss out on many of the life experiences and opportunities that most of us enjoy.

During the past year, Anglicare Victoria has provided almost 2,000 placements to children and young people. Through these placements and the provision of a warm bed and nourishing food by understanding and supportive carers, and through access to education, these younger Victorians are given a positive and stable life experience on which to base their future development.

This work is not done in isolation, but with the combined efforts and contribution of staff, volunteers, donors, Anglican parishes and the community.

I commend the 2009/10 Anglicare Victoria Annual Report to you.



The Most Reverend Dr Philip Freier

Archbishop of Melbourne

## MESSAGE FROM OUR CHAIRMAN

Looking back over the past year, I am reminded how busy we have been and how many milestones have been reached. Dr Graeme Blackman OAM retired as the Chairman of the Board of Anglicare Victoria at the end of 2009 after nine years' service. Graeme was a member of the Amalgamation Committee, which saw the proclamation of the Anglican Welfare Agency Act in 1997, and has provided strong and focused leadership of the agency over the past decade.

In July 2010, we farewelled Canon Dr Ray Cleary AM as Chief Executive Officer of Anglicare Victoria. After ten years of service, Dr Cleary has left an indelible mark on the agency and has stretched resources and capacity to new heights.

Due to its depth of talent across all levels, the agency has been able to successfully deal with issues of succession. Despite the two significant senior changes, we look forward to the future with a great deal of optimism and confidence.

After an extensive search, the Board was delighted to announce the appointment of Paul McDonald to the role of Chief Executive Officer. Paul has many years' experience in the community services sector as a senior leader in both the government and non-government sectors. His most recent role was as the Executive Director of the Children, Youth and Family Division of the Department of Human Services.

Throughout the year, we have continued to lobby strongly for the interests of those in our community we serve and to draw attention to any environmental or policy influences that might constrain the effectiveness of agencies like ours. This was achieved by walking the corridors of Parliament House at both state and federal levels, through the actions of Anglicare Australia, and our involvement with other associations such as the Victorian Council of Social Service (VCOSS) and the Centre for Excellence.

We have witnessed the ongoing impact of reform of state-led service systems and their corresponding policies and funding reforms. We have also witnessed the release of two reports from the Victorian Ombudsman; one relating to the work of the Department of Human Services in the area of child protection, and the other focused on the out-of-home care system. We have noted the prospect of reforms to the Australian taxation system and the findings of the Productivity Commission, the Prime Minister's apology to the Forgotten Australians and the introduction of the National Child Protection Framework. Despite the many challenges ahead, I am confident that our systematic approach, persistence and patience will continue to pay strong dividends.

Closer to home, we have continued to refine and reconstruct ourselves into a robust and dynamic agency.



New services are being established, including Kinship Care, Communities for Children Plus and Residential Care in conjunction with Anglicare in Tasmania. Enhanced funding for existing services has also allowed the agency to extend capacity or to redevelop services altogether. Parish partnerships continues to be our flagship initiative, providing a variety of services such as support for refugee communities and the homeless, emergency relief and homework clubs to name a few.

There has been a significant increase in the demand for services to the Forgotten Australians – people who were in 'care' with out-of-home care services from the three agencies that amalgamated to form Anglicare Victoria. It is also pleasing to see that the State Government has funded new services in recognition and understanding of their needs.

I was honoured to be asked to take on the role of Chairman of the Board. I take this responsibility seriously and look forward to leading the agency into new frontiers.

The work of Anglicare Victoria would not be possible without the selfless service and combined efforts of our staff, volunteers, donors, funding and service partners, management team and the Board. By working in partnership, we can and do change lives and communities. To each of you, I would like to extend my sincere thanks and appreciation.

A handwritten signature in black ink, consisting of a stylized 'D' followed by a horizontal line extending to the right.

Damian Neylon  
Chairman

# MESSAGE FROM OUR CEO

*In July, we welcomed Paul McDonald as our new CEO. Here, he tells us a little about his time so far and his vision for the future direction of the agency.*

## WHAT INSPIRED YOU TO TAKE UP THE ROLE OF CEO AT ANGLICARE VICTORIA?

After 10 great years in leadership positions in the public service I felt it was time for me to consider other ways I could make a positive and lasting impact on children and families suffering chronic disadvantage. Anglicare Victoria has vast program diversity, is committed to working with the state's most disadvantaged people, is brimming with potential, and has the ability to take a strong leadership role in policy advocacy. I considered Anglicare a perfect next step.

## WHAT IS YOUR VISION FOR THE FUTURE DIRECTION OF THE AGENCY?

Firstly in talking about vision it is important to recognise what already is here. The organisation is in very good shape, we have a committed staff group and we have a remarkable array of programs that are focused on reaching out and improving the lives and stability of children, young people, families and adults beset by disadvantage.

To further these strengths, I would like us to consider ourselves as being relational, developmental and aspirational as we go forward.

- Relational - At the end of the day it is relationships that matter. I want us to be known as an agency that is approachable, proactive and optimistic in our relationships with all of our stakeholders, from Government, to the parishes, to our donors and to the wider community.
- Developmental - I would like to see the agency further develop its programs from their already strong and effective base. This means being willing to go for opportunities as they present themselves, or proposing further developments to already effective services.
- Aspirational – Being aspirational can set us apart from other organisations. Our staff are already aspirational for our client group, and I would like to capitalise on this strength and action further responses that can be life changing or life enhancing for our client group.

Finally, I think our vision is also informed by our roots. Anglicare was formed through three very well regarded and responsive organisations with long histories, one of which goes back 100 years. When the one agency was formed 13 years ago, it was built on a rich history and culture of service to the disadvantaged, the lonely and the abandoned in our community. Vision is also drawing from this history to inspire us into program areas that



were the hallmarks of the commitment of the Mission to Streets and Lanes, The Mission of St James and St John and St John's Homes for Boys and Girls.

## CAN YOU SPEAK FURTHER ABOUT DEVELOPING ANGLICARE OVER THE MONTHS AND YEAR AHEAD?

Anglicare has just reached the end of a three year strategic plan. It is pleasing to see that much of what it set out to do has been achieved. We now need to turn our attention to the next three years ahead.

In the coming months, we will be developing a new strategic plan to inform and guide our direction as an organisation. It is my intention that our new plan is engaging for our staff and stakeholders and instructive and directional for the organisation.

As part of this, we will undertake a process for Anglicare moving forward. Though we are a large and diverse organisation it is important that we identify what sets us apart from other organisations, what connects our programs and staff together, and what drives and motivates us. I hope through this process that we are able to develop a core proposition that captures both the past and present, our purpose and intent and reflects the principles of being Relational, Developmental and Aspirational.

## HOW IMPORTANT ARE YOUR KEY STAKEHOLDERS TO THE SUCCESS OF THE AGENCY?

Without our stakeholders we simply could not operate. Our stakeholders include donors who generously provide the funds to do our work, volunteers who help out in a myriad of ways, government who see us as a vehicle to implement social programs that effectively address disadvantage and parishes who see Anglicare as a way of expressing their faith through helping the disadvantaged.

As we are completely dependent on our stakeholders, we need to be engaging and relevant in both their participation with the agency and our narrative to them on our work.

A handwritten signature in black ink that reads "P McDonald". The signature is written in a cursive, slightly stylized font.

Paul McDonald  
CEO

# OUR COMMITMENT TO CHILDREN AND YOUNG PEOPLE

## PLACEMENT AND SUPPORT

### OUR ACHIEVEMENTS IN NUMBERS

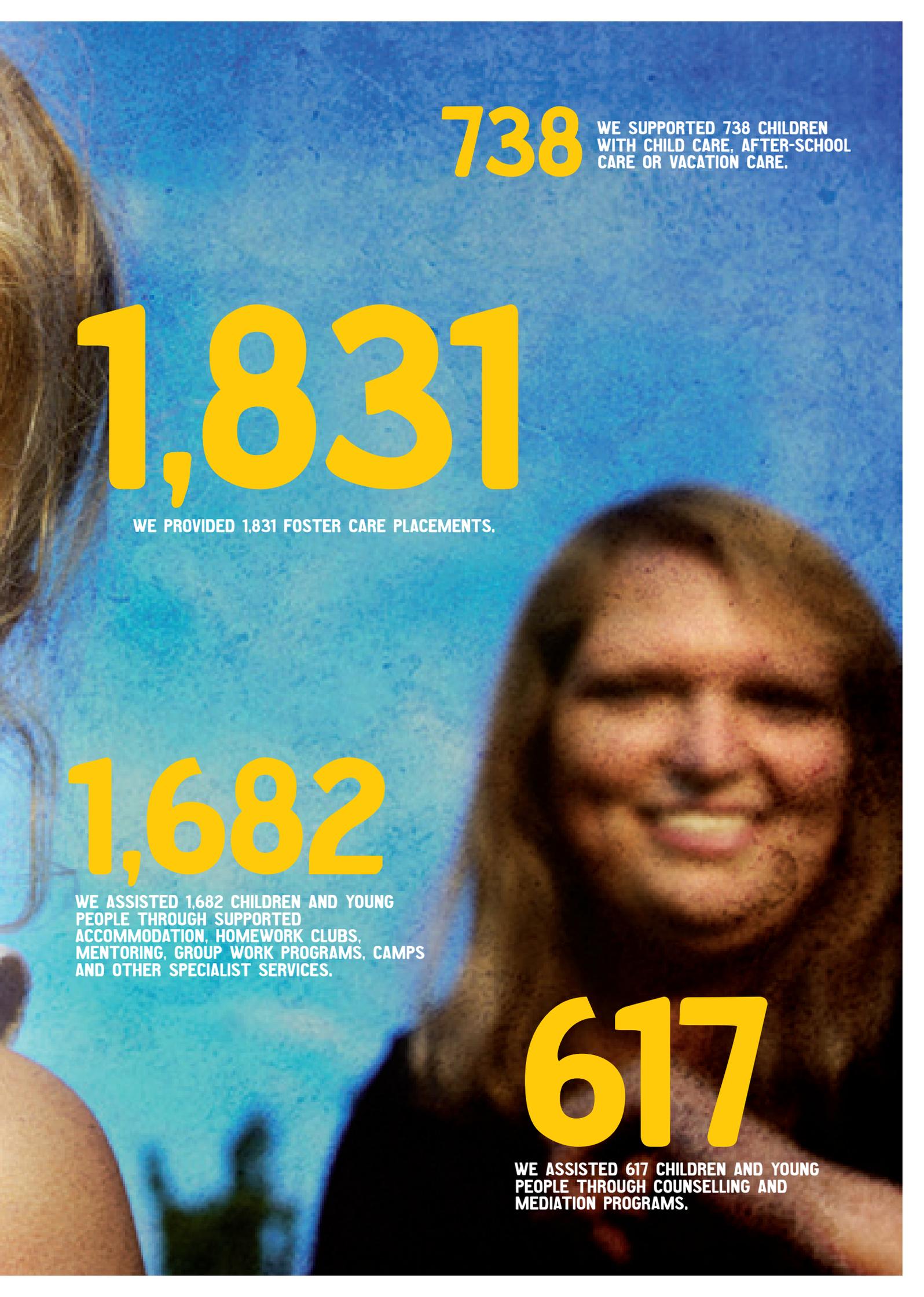
- We provided 1,831 foster care placements.
- We assisted 617 children and young people through counselling and mediation programs.
- We coordinated 95,172 days of out-of-home care for children and young people.
- We provided support to 361 children and young people through programs to better link them to education and training.
- We assisted 1,682 children and young people through supported accommodation, homework clubs, mentoring, group work programs, camps and other specialist services.
- We supported 738 children with child care, after-school care or vacation care.

### OUR PROGRAMS FOR CHILDREN AND YOUNG PEOPLE

- Accommodation Services
- Adolescent Community Placements
- Adolescent Support Programs
- Adoption and Permanent Care
- Education, Training and Support
- Foster Care
- Homework Clubs
- Kinship Support
- Youth Counselling
- Youth Mediation

### DID YOU KNOW?

- There are around 6,000 substantiated cases of abuse and neglect each year in Victoria.
- 94% of children removed from their homes are placed in foster care or the care of relatives.
- Around 50% of children placed in out-of-home care in Victoria remain in care for more than two years.
- Young people from low socioeconomic backgrounds, indigenous communities, those with integration needs, children in families under stress and young people living in neighbourhoods with high levels of poverty are most likely to disengage from school or leave school early.



**738** WE SUPPORTED 738 CHILDREN WITH CHILD CARE, AFTER-SCHOOL CARE OR VACATION CARE.

**1,831**

WE PROVIDED 1,831 FOSTER CARE PLACEMENTS.

**1,682**

WE ASSISTED 1,682 CHILDREN AND YOUNG PEOPLE THROUGH SUPPORTED ACCOMMODATION, HOMEWORK CLUBS, MENTORING, GROUP WORK PROGRAMS, CAMPS AND OTHER SPECIALIST SERVICES.

**617**

WE ASSISTED 617 CHILDREN AND YOUNG PEOPLE THROUGH COUNSELLING AND MEDIATION PROGRAMS.

## OUR COMMITMENT TO CHILDREN AND YOUNG PEOPLE

Over the past year, our out-of-home care programs continued to provide a healing and therapeutic environment for children unable to live with their birth families, due to issues such as abuse, neglect and parental illness.

### OUR ACCOMMODATION OPTIONS INCLUDED:

- Kinship care
- Foster care
- Adoption and permanent care
- Residential care
- Youth supported accommodation, and
- Youth crisis accommodation.

### OUR KINSHIP CARE SUPPORT

In the first instance and wherever possible, our aim is to place children and young people with relatives or members of their social network.

- A new model of kinship care services commenced in March 2010 to better support people in the community providing kinship care and minimise the need for Child Protection intervention.
- The program has provided support to 54 children, young people and their carers in its first four months. For our kinship carers, this initiative has meant intensive one-to-one support and group work and increased assistance and advocacy through information on financial supports available, parenting advice and resources.

### OUR FOSTER CARE PROGRAMS

When kinship care is not possible, other home-based care options are explored, such as foster care.

- As the state's largest provider of foster care, we were supported by 680 committed carers throughout the year. It is heartening to know that we have so many people in the community who are willing to nurture and support children and young people unable to live with their birth parents.
- During the year, nine children transferred from foster care to permanent care with their carer families. This is a great outcome for these children, providing them with stability and permanency.
- Our peer support groups, caregiver recognition events and comprehensive caregiver training have all been instrumental in acknowledging and supporting carers.

**FOR THE PAST 12 MONTHS, OUR RESIDENTIAL CARE PROGRAM HAS MAINTAINED ALL ITS SCHOOL-AGE CHILDREN IN FULL-TIME SCHOOLING, WITH TWO OF THE YOUNG PEOPLE COMPLETING YEAR 12 DURING THE YEAR.**

### OUR RESIDENTIAL CARE PROGRAMS

Due to behavioural and other issues that have been brought about by the cumulative impact of years of abuse and neglect, residential care may be the only suitable option for some children and young people.

Our residential care programs provided both short and long-term accommodation for young people who required intensive therapeutic care with our residential care facilities being staffed 24 hours a day, seven days a week.

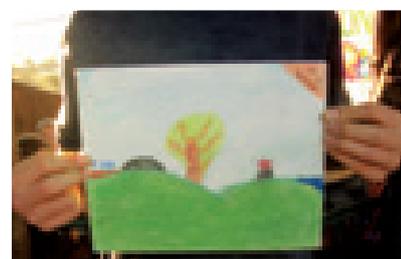
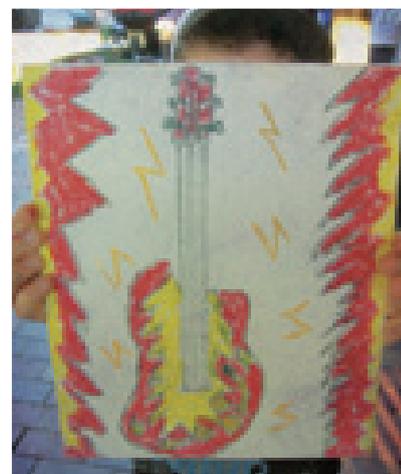
- For the past 12 months, the program has maintained all its school-age children in full-time schooling, with two of the young people completing Year 12 during the year.
- During the year, 11 young people have moved on positively from the Northern Adolescent Residential Care program. This is a significant achievement for a program that works with a very disengaged and high-risk population of young people.

### OUR YOUTH SUPPORT WORK

Our range of youth support programs, which include counselling, mediation, and education and training support, continued to provide disadvantaged young people with life skills that will set them up for adulthood.

- In March, we partnered with K.Y.M. (Victoria) to provide a new federal Youth Education, Employment and Training program for young people at risk of disengaging from school. The program supports young people to address the barriers which impact on their school participation, leading to better educational outcomes and vocational opportunities.

# PLANS FOR A BRIGHTER FUTURE



**OVER 60 CHILDREN AND YOUNG PEOPLE IN FOSTER CARE EXPRESSED THEIR FUTURE AMBITIONS THROUGH ARTWORKS AT THE ANNUAL ANGLICARE VICTORIA EASTERN REGION EASTER GET-TOGETHER IN MARCH.**

The children drew pictures depicting what they want to be when they grow up. Aspirations included astronauts, dentists, florists, fire-fighters, vets, guitarists and landscape designers.

By providing a safe and nurturing environment, our wonderful foster carers are working to ensure children in care have the best chance of securing a brighter future.

OUR COMMITMENT TO CHILDREN AND YOUNG PEOPLE



# JENNIFER'S STORY

**JENNIFER IS A REMARKABLE YOUNG WOMAN WHO HAS OVERCOME ADVERSITY WITH DETERMINATION AND STRENGTH. SHE CURRENTLY LIVES IN ONE OF OUR SUPPORTED YOUTH ACCOMMODATION HOUSES.**

"I first came into foster care with Anglicare when I was 15 years old. I was referred by Child Protection. They found out about me through my school when I finally told one of my teachers that my dad had been abusing me.

Before I started school, life was pretty normal, well what I thought was normal at the time. Once I started primary school, Dad seemed to just get worse and worse. I would run away a lot and stay with friends, walk around the streets – anything to get away from him. Mum couldn't really protect me, she didn't really know what to do. I was an only child and always wished I had a brother or a sister. Dad was good at hiding his anger from others and whenever we were out in public he would act like Mr Wonderful. I don't think anyone really suspected what was going on at home.

I guess looking back now, when I was first put into foster care I could have gone either way. I could have stopped going to school and misbehaved or I could have picked myself up and tried to get my confidence back and see what I could make of things. Luckily, I went the good way.

I was in foster care with two different families and spent a year with each one. I knew once I turned 18 I would have to find somewhere else to go. Luckily, Anglicare got me a place in a student house. I will be 20 in December and am studying for an Advanced Diploma in Legal Practice and working part-time. I am hoping to keep studying next year and get a job in the justice system one day.

I guess if I was going to give advice to whoever decides what happens to kids in my situation, I would say they should try and make sure that once kids turn 18 they aren't left with nowhere to go. It's pretty hard to be all on your own when you are 18 and, even though you have learnt things in care like cleaning and cooking, just learning how to be properly independent and handle money and pay bills and all that would help. The lead tenant who lives with us here helps to guide you and you learn to be independent, but for kids who don't have a place like this it would be much harder.

My mum and dad are separated now. Once I left home, Dad had no one to hit and yell at, so he started on Mum. Mum and I still see each other sometimes but I don't see Dad at all. Even though I am much older now, I'm still scared of him.

One day when I have kids myself, I will make sure I protect them and love and care for them no matter what. I would never take their confidence away from them. I will also make sure they have a dad who is always there, won't judge them and who will love them for who they are."



# OUR COMMITMENT TO FAMILIES

FAMILY SUPPORT

# 4,019

4,019 FAMILIES WERE ASSISTED WITH INTENSIVE IN-HOME CASE MANAGEMENT

# 1,048

WE ASSISTED 1,048 PEOPLE THROUGH OUR FAMILY VIOLENCE AND ANGER MANAGEMENT PROGRAMS.

# 8,403

WE ASSISTED 8,403 PEOPLE THROUGH FAMILY AND COMMUNITY ENGAGEMENT ACTIVITIES.

# 8,234

WE PROVIDED PARENTING INFORMATION, EDUCATION GROUPS AND RESOURCES TO 8,234 PEOPLE.

## OUR ACHIEVEMENTS IN NUMBERS

- 4,019 families were assisted with intensive in-home case management
- 6,552 families were assisted with brief outreach and telephone support by our family services and Child FIRST workers
- We assisted 1,048 people through our family violence and anger management programs.
- We supported 515 families through our disability programs.
- We provided parenting information, education groups and resources to 8,234 people.
- We assisted 8,403 people through family and community engagement activities.

## OUR PROGRAMS FOR FAMILIES

- Camps and Respite
- Child Care and Vacation Care
- Child FIRST
- Children's Contact Centre
- Disability Support Services
- Family Counselling
- Family Violence Support
- Family and Community Engagement
- Group Work
- Integrated Family Services
- Men and Boys Programs
- Parenting Education Groups
- Young Parent Education and Support

## DID YOU KNOW?

- In Australia, approximately 73% of all families with a child under the age of 18 years are couple families, 17% are headed by lone-mothers, 3% are headed by lone-fathers, 4% are step families and 3% are blended families.
- In the past 30 years, the number of children being raised in sole-parent families has increased from 12% to 20%.
- The proportion of mothers in paid work increased from 43% in 1981 to 63% in 2009.
- In Australia, over 22,000 grandparents are raising their grandchildren full-time, due to issues such as parental drug or alcohol abuse, family breakdown, and physical and mental illness.
- Around one in six adult women (17%) have experienced actual or threatened physical or sexual violence from a partner.
- Almost 50% of divorces in Australia involve children.
- One in five Australians will experience a mental illness at some time in their lives.

## OUR COMMITMENT TO FAMILIES

### THROUGHOUT THE YEAR OUR FAMILY SERVICES PROGRAMS CONTINUED TO SUPPORT FAMILIES WHO WERE DEALING WITH SIGNIFICANT ISSUES THAT PLACED PRESSURE ON THEIR ABILITY TO SAFELY NURTURE THEIR CHILDRENS' WELLBEING AND DEVELOPMENT.

Our casework support principally targetted families, where children were at risk of falling into the Child Protection and Out-of-Home Care system.

### PREVENTING ABUSE AND NEGLECT

In the past five years, the work of the Family Services portfolio has necessarily concentrated on introducing the Every Child Every Chance reforms. The Child, Youth and Families Act (2005), positions Family Services as an integral part of the system of care and protection for children in Victoria.

Our Integrated Family Services, which includes Child FIRST, assisted over 5,500 families last year who were contending with the impact of mental illness, family violence, drug and alcohol addiction and poverty.

In the May 2010 State Government budget, a progressive increase of funding to Integrated Family Services was announced. This has been the result of ongoing negotiations between the sector and the Department of Human Resources, in which Anglicare Victoria played a significant leadership role. In 2010/11, Anglicare Victoria will receive an additional \$800,000 to enhance service capacity to meet the multiple and complex needs of families at risk.

### NEW PROGRAMS TO STRENGTHEN FAMILIES

- During the year, we were successful in a submission to deliver the Communities for Children Plus program in the Cardinia Shire. The program is based in Pakenham and is one of eight new projects to be established across the nation. It is directed at vulnerable families with children aged 0–12 years, whose support needs are complex and not being met by existing services. The program works in partnership with local services such as Child FIRST, Child Protection and adult-focused services in the areas of mental health, drug and alcohol addiction.
- In partnership with the Traralgon Family Relationship Centre, our Gippsland Community Legal Service was successful in receiving funding to provide a pilot project to support separating couples and their children. The program assists vulnerable men and women to use a non-adversarial approach when resolving their family law dispute.
- The Choices Intensive Parenting program commenced in November. The program provides intensive, targeted, education-focused, in-home parenting and pre-natal sessions to young women and their partners. The program focuses on prevention by providing clients with information specific to their pregnancy, newborn, toddler or pre-school aged children.

### BUSHFIRE SUPPORT

- Parentzone in Gippsland ran the Friends for Life group work program for 278 students from schools in bushfire-affected areas to develop their resilience and to teach skills for managing stress and anxiety. Our Parentzone staff are now delivering the Parenting after Bushfires program in those areas to help parents to support their children's recovery after the bushfires.



**THE DIFFICULTIES OF RAISING CHILDREN ARE MAGNIFIED WHEN YOU ARE ALSO DEALING WITH ISSUES SUCH AS MENTAL ILLNESS, POVERTY, FINANCIAL HARDSHIP OR DOMESTIC VIOLENCE. OUR FAMILY SUPPORT WORK ASSISTS FAMILIES TO OVERCOME THESE CHALLENGES...**

OUR COMMITMENT TO FAMILIES

# ANN + TASMAN'S STORY



**ANN AND TASMAN ARE PART OF A GROWING GROUP OF OLDER AUSTRALIANS WHO HAVE TAKEN ON THE ROLE OF RAISING THEIR GRANDCHILDREN. THE COUPLE CARE FULL-TIME FOR THEIR THREE GRANDCHILDREN, AGED 9, 14 AND 15. THE CHILDREN HAVE NOT SEEN THEIR MOTHER FOR FIVE YEARS. ANN ATTENDS OUR PARENTZONE'S PARENTING AGAIN SUPPORT GROUP IN MELBOURNE'S EAST.**

"Attending the group really helps you deal with some of the issues you face raising your grandkids. For one, you get to hear the stories of some people doing it so much harder than you. It is great to be able to talk to others in the same situation and be able to share problems and access parenting resources. Finding the energy to keep up with kids when you're older and how to stay on top of finances, school work and after school activities seems to be a common theme in the group.

So many things have changed from when our own children were growing up. It is also a greater challenge, as most of the kids who are being cared for by their grandparents or other relatives have been traumatised in some way, otherwise they would still be living with their parents. As informal carers, many grandparents miss out on government support. We would like to be able to afford more counselling for the kids but we simply can't afford it. Many of us have also encountered prejudice. I don't think the community realises how prevalent grandparents and other relatives raising children is."

# CHERIE'S STORY



**CHERIE IS A 14-YEAR-OLD GIRL WHO HAS MISSED 90% OF SCHOOL OVER THE PAST 18 MONTHS AS A RESULT OF BECOMING INCREASINGLY RESPONSIBLE FOR CARING FOR HER MOTHER WHO HAS A CHRONIC MENTAL ILLNESS THAT HAS LED TO MULTIPLE HOSPITALISATIONS. CHERIE ALSO LIVES WITH HER FATHER WHO WORKS LONG HOURS.**

Anglicare Victoria became involved with the family following a report to Child Protection about Cherie not attending school. The caseworker spent a lot of time with Cherie, talking about her anxieties and feelings of responsibility for her mother's care. A young carers program became involved and offered Cherie the opportunity of talking with other young people who were similarly involved with their parent's mental illness.

A support worker was found for Cherie's mother and visited the family home to enable Cherie to participate in some activities. A specialist educational service was organised for Cherie to initially do some home tutoring and then to reintroduce Cherie back to school. The school was very supportive. Cherie is now attending school three days each week, is continuing with home tutoring and remains involved with the young carers support program.

# OUR COMMITMENT TO THE COMMUNITY

**"SOMETIMES IT FEELS LIKE THE ONLY CHOICES YOU REALLY HAVE LEFT ARE WHETHER YOU TURN ON THE HEATING OR BUY SOME FOOD, PAY FOR THE KIDS' SCHOOL EXCURSION OR KEEP THEM HOME ON THE DAY SO YOU CAN BUY THEM SHOES."**

**ANGLICARE VICTORIA CLIENT**

## OUR ACHIEVEMENTS IN NUMBERS

- Our emergency relief and material aid programs provided support to 64,929 people during the year.
- Our financial counsellors provided support to 6,928 individuals and families.
- We assisted 1,019 people with treatment and prevention programs for alcohol and drug abuse.
- We provided 316 families with information and support relating to drug and alcohol abuse by a family member.
- Our legal and justice services provided support to 1,213 people.
- Our victims assistance programs supported 721 people, primarily in Gippsland.
- The number of people supported by our legal and justice services increased by 15.4% in the past year.

## OUR COMMUNITY PROGRAMS

- Art Therapy
- After School and Vacation Care (until April 2010)
- Drought and Bushfire Relief
- Drug and Alcohol Services
- Emergency Relief and Material Aid
- Financial Counselling
- Gippsland Community Legal Service
- Koori Offender Mentoring Program
- Koori Youth Justice Program
- Rights and Advocacy Support Program
- No Interest Loan Schemes
- Victims Assistance Counselling Program
- Young Adult Restorative Justice Program (until March 2010)
- Youth Justice Group Conferencing



## DID YOU KNOW?

- Alcohol is the second largest cause of drug-related deaths and hospitalisations in Australia.
- There are over 41,000 people currently on the public housing waiting list in Victoria.
- In June 2010, there were 158,100 unemployed people in Victoria.
- More than 23% of Melbourne residents spend 30% or more of their income on housing – a rise of 16% over the past decade.

Our community and regional programs provide a range of services that target areas of greatest need within local communities.

Since 2009, we have also responded with services directed at assisting communities impacted by the bushfires.

## SUPPORTING THOSE SUFFERING FINANCIAL HARDSHIP

- Our emergency relief programs are set up to distribute essential items such as food, vouchers, clothing and toiletries to people suffering financial hardship across many geographically dispersed Victorian communities. These services are largely coordinated by volunteers and we are grateful for their efforts.
- Demand for financial counselling continues to be very high across all areas with more households struggling with debt. Over the past year, demand for financial counselling has increased by 17%. It is a salient reminder that, despite Australia's overall affluence, many in our community struggle to pay for everyday items and unexpected expenses.



### AIDING LOCAL INDIGENOUS COMMUNITIES

- Throughout the agency, important work is being done to support local indigenous communities. Our Koori Youth Justice program provides culturally responsive support to young aboriginal people who are at risk of offending. Our Koori Offender Mentoring program assists Koori adults complete their community-based orders and to work alongside Elders and Respected Persons in local Koori communities.

### LEGAL ASSISTANCE

- The Gippsland Community Legal Service and the Rights and Advocacy Support program provide legal assistance to disadvantaged and marginalised members of Gippsland communities using a range of strategies, including information workshops, referral, advice, casework and representation. The service works collaboratively with the Family Relationship Centre to provide information and non-adversarial support to families needing to mediate new living arrangements. This form of pragmatic negotiation has resulted in very beneficial and amicable solutions for families who might otherwise be in conflict.
- The Victims Assistance and Counselling program provides practical and emotional support to victims of crime whilst at the same time guiding them through the justice system. There was a 15.3% increase in the number of people assisted by victims assistance counselling during the year. In 2009, innovative protocols were drafted to expedite referrals in Gippsland. This strategy proved successful and was adopted and rolled out across the state.

### TACKLING THE IMPACTS OF DRUG AND ALCOHOL DEPENDENCE

Our alcohol and drug programs provide counselling and group work to minimise the adverse effects that alcohol and illicit drug use can have on individuals and their families.

- Our Linking Youth and Families Together program commenced in September 2009 and provides family-based therapeutic counselling, group work interventions, and ongoing case management and support to young people aged 12–21 involved in problematic alcohol use and their families. The program is being delivered across the agency in Bayswater, Lilydale, Frankston, Rosebud and Morwell.



- Our Knox Area Alcohol and Drug Therapeutic program established an ongoing weekly support group for people who are experiencing substance use anxiety and/or depression. The group is being delivered out of our Bayswater office and has successfully engaged individuals and concerned family members since it commenced late last year.

### BUSHFIRE CASE MANAGEMENT AND SUPPORT

In addition to our case management services for people impacted by the February 2009 bushfires, we have continued to support fire-affected communities.

- We expanded our traditional emergency relief services of food and material aid to also contribute to the costs of additional items such as temporary accommodation, water tanks, septic tanks and water cartage.
- Anglicare Victoria in Yarra Ranges coordinated luncheons for 64 people during the year to enable local community members to re-establish links with their fractured communities and provide a supportive space for networking and forming friendships.

## OUR COMMITMENT TO THE COMMUNITY

**MONEY IS STILL TIGHT, BUT I AM NOW FINALLY ON TOP OF THINGS AND FREE OF THE BURDEN OF DEBT. I CAN TAKE MY GRANDCHILDREN OUT AND BUY THEM AN OCCASIONAL SMALL TREAT AT THE SHOP.**

### BERNADETTE'S STORY

"My financial difficulties started with a \$200 store card. I had used the card to buy some clothes and other essentials for the kids – certainly nothing elaborate. When they changed my card to add a line of credit, I would sometimes get a cash advance to help pay bills and buy food. Being on the disability pension made it almost impossible to make ends meet and pay for unexpected expenses. I was never able to pay off the balance and the card continued to accrue high interest charges even though I was no longer using it. Over seven years, the debt continued to mount until I owed \$6,000.

Being in so much debt really affected my health. I suffered depression and needed to be hospitalised several times. I would often go without food and the medications I needed. I could see no way out. Being referred to Anglicare's financial counselling program really did change my life. They organised a payment plan with the bank where I made small repayments without interest. After a year, they were able to negotiate with the bank to clear the debt. I will never forget that day. It was like winning Tattslotto. Anglicare has gone on to help me with budgeting and payment plans for my utility bills so I always have enough money put aside. They reassured me that I was not the only one in that situation and that I shouldn't be afraid to ask for help. Money is still tight, but I am now finally on top of things and free of the burden of debt. I can take my grandchildren out and buy them an occasional small treat at the shop. It used to break my heart to not be able to do such little things for the kids."

### NORMAN'S STORY

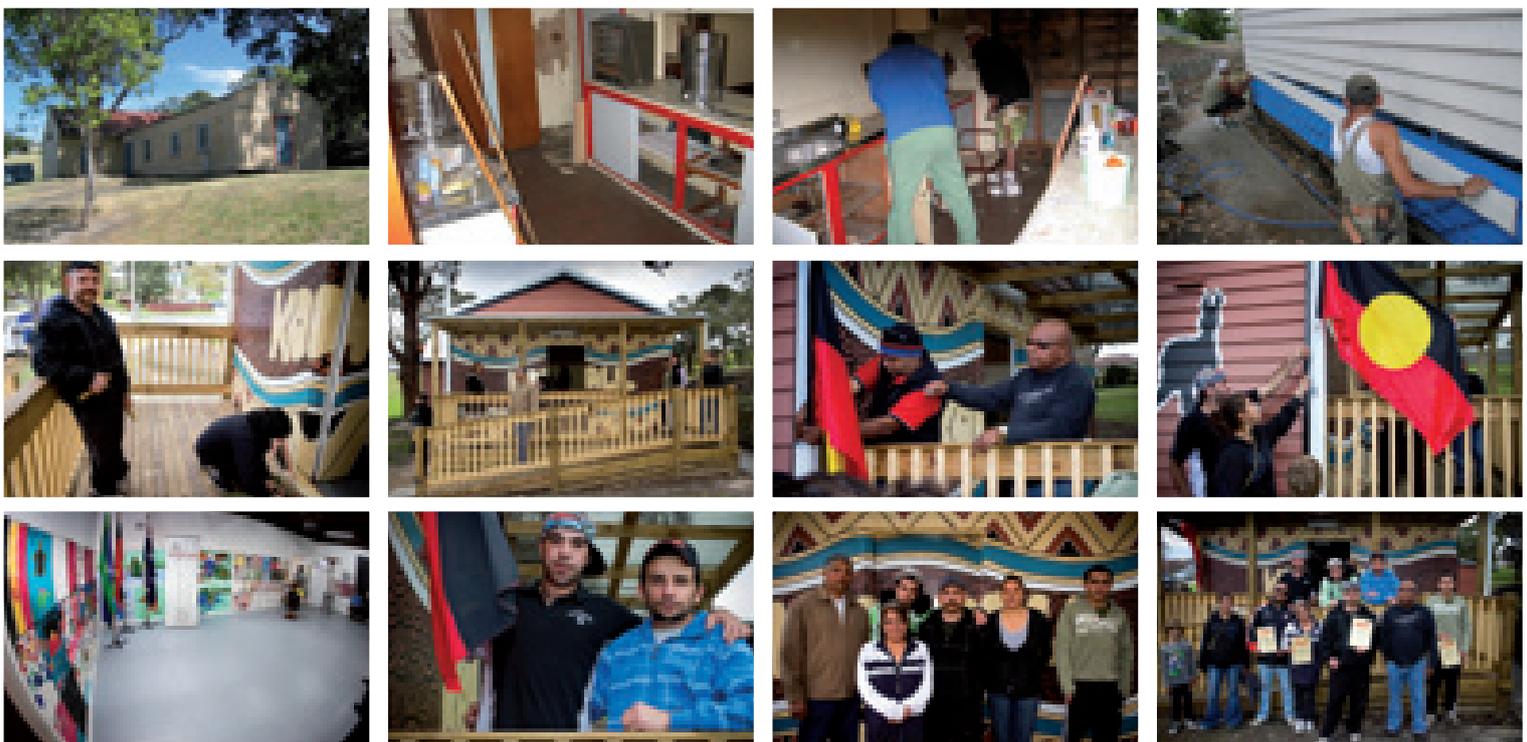
Norman lost his home of 32 years in Dixon's Creek in the February 2009 bushfires. He is a client of Anglicare Victoria's Yarra Ranges bushfire case management service and lives on his land in a converted school portable. He only had the power restored to his block in August this year.

"Not much has been done in the 20 months since the fires. So many people are still living in makeshift accommodation – tents, caravans and sheds. Of the 2,000 homes destroyed, only 10% have been rebuilt.

People are still so traumatised and I know of quite a few suicides. People have lost everything and now feel as though they have been forgotten. Even the small percentage of people who were fully insured are finding it impossible to rebuild with new building regulations adding tens of thousands of dollars to the cost. For those without insurance, they have got no hope of being able to re-establish themselves. I can't fault what Anglicare has done for me. They have helped me out with some material goods such as paying for a slasher to cut the grass and some items I needed for the portable. They also helped out a lot with all the paperwork and are still in contact to check everything is going along alright. They've shown a lot of compassion and real concern for us up here.

I sometimes get asked by people to describe the day of the fires and I just can't explain it. You would have to experience it for yourself. The speed, the darkness and the feeling of coming back to your home and it's a pile of ash. It's the personal things that you miss the most, irreplaceable things like family photos. Every day you remember something else that is gone forever."

OVER THE PAST YEAR, A DISUSED SCOUT HALL HAS BEEN THE SCENE OF A TRANSFORMATION THAT HAS UNITED MEMBERS OF THE LOCAL COMMUNITY AND SHOWN WHAT CAN BE ACHIEVED WHEN THE COMMUNITY WORKS TOGETHER TO SUPPORT ITS LOCAL INDIGENOUS PEOPLE. THROUGH ANGLICARE'S KOORI OFFENDER SUPPORT AND MENTORING PROGRAM IN GIPPSLAND, INDIGENOUS VOLUNTEERS AND YOUNG PEOPLE UNDERTAKING COMMUNITY SERVICE ORDERS WORKED ALONGSIDE QUALIFIED TRADESPEOPLE TO RESTORE THE HALL AND TURN IT INTO A GATHERING PLACE AND ACTIVITY CENTRE FOR THE LOCAL KOORI COMMUNITY, SEEING THE IMMENSE ENTHUSIASM AND PRIDE THAT THE YOUNG PEOPLE HAVE HAD IN THE PROJECT HAS BEEN HEARTENING FOR EVERYONE INVOLVED.



# OUR COMMITMENT TO WORKING WITH PARISHES

# 1,597

OUR SERVICES FOR HOMELESS MEN AND WOMEN PROVIDED SUPPORT AND LINKAGES TO OTHER APPROPRIATE SERVICES FOR 1,597 PEOPLE.

Anglicare Victoria has formal agreements with the Dioceses of Ballarat, Gippsland, Melbourne and Wangaratta and the Archdeaconry of Geelong, each with the objective of establishing working partnerships with the church and its local parishes to develop and deliver programs which meet the needs of disadvantaged and vulnerable people in their local community. We currently have support programs in operation in conjunction with over 50 parishes throughout Victoria.



# 840

WE PROVIDED SUPPORT TO 840 RECENTLY ARRIVED MIGRANTS OR REFUGEES.

# 486

WE ASSISTED 486 PEOPLE FROM DIVERSE BACKGROUNDS WITH A VARIETY OF PROGRAMS AT OUR DIXON HOUSE COMMUNITY CENTRE IN CLAYTON.

WE PROVIDED BREAKFAST FOR HOMELESS PEOPLE EVERY DAY OF THE YEAR AT ST PETER'S EASTERN HILL, WITH 15,049 BREAKFASTS IN TOTAL BEING SERVED BY OUR VOLUNTEERS.

# 15,049



## OUR COMMITMENT TO WORKING WITH PARISHES

**OUR PARISH PARTNERSHIPS ARE GRASS ROOTS INITIATIVES THAT HELP US SHOW GOD'S LOVE FOR PEOPLE. MEETING THEM WHERE THEY ARE: THE HOMELESS; THE REFUGEE WRESTLING WITH PAST TRAUMA AND STRUGGLING TO SETTLE IN A NEW LAND; A SINGLE PARENT LONGING FOR A SOCIAL OUTLET TO RELIEVE ISOLATION; THE FARMER, STOIC BUT SUFFERING SEVERE STRESS AND DEPRESSION AFTER A DECADE OF DROUGHT.**

It might be a meal, breakfast after sleeping rough, a phone card, assistance with school work, making a patchwork quilt to tell an untold story, or someone to help fill out another form. Each day, our parish partnerships address areas of greatest need within their local communities.

- The Lazarus Centre works in partnership with St Peter's Eastern Hill and St Paul's Cathedral to support homeless people in the Melbourne CBD with breakfast each day of the week. The Centre also provides emergency relief and the opportunity for showers and use of the laundry. The program's referral service aims to address client needs, such as an alternative to a low-quality and unsafe rooming house, the limited availability of crisis accommodation, poor nutrition, mental illness and limited access to medical services such as dental and psychiatric services. Long waiting lists for detox and rehabilitation services is an issue for clients with alcohol and drug dependence. For many of our core group of clients, the breakfast program represents their 'home'.
- In the Diocese of Gippsland, the Parish of Moe has given over the Holy Trinity Church to the local Sudanese Community, both as a place of worship and as a community centre. It has been tremendously important to the local Sudanese refugees to have their own place after being displaced peoples for so long and also to assist them in maximising their potential to feel part of the Latrobe Valley community.
- In the Diocese of Wangaratta, community gardens are flourishing under the guidance and direction of local parishioners. The gardens help people in practical and emotional ways to feel part of their local community in a positive, active and social way. They enable people to become more self-sufficient and to provide fresh vegetables for emergency relief sites and food for community meals.
- Also in the Diocese of Wangaratta, the Art in Schools program has been a significant project in the lives of local students. The project has given students an opportunity to express their experiences of the ravages of drought and the destruction of the bushfires.
- The Indigenous Arts program emerged out of concern for a number of indigenous families affected by suicide. Through the medium of art, these families are coming together to work through their grief and loss and gain strength for the present and hope for the future.
- In the Diocese of Ballarat, there are parish partnership projects being undertaken across Western Victoria, ranging from emergency relief centres, community breakfasts and gift hampers for pensioners and the elderly, welcome sessions for new residents, casserole banks for cancer patients, refugee support, hospitality centres for people on total fire ban days, through to working with the community to build a community centre or carry out neighbourhood renewal.
- Our work in the Geelong Diocese, in partnership with the Brotherhood of St Laurence, continues to go from strength to strength. The work being done to support members of the local Karen community highlights the effectiveness of joint efforts to assist local communities in the region.

# ANGLICAN CRIMINAL JUSTICE MINISTRY

**WORKING WITH OTHER CHRISTIAN DENOMINATIONS AND FAITH GROUPS, WE TOOK A STRONG ROLE IN THIS ELECTION YEAR IN ADVOCATING JUSTICE POLICIES WHICH TACKLE THE CAUSES OF CRIME AS A MEANS OF MAKING OUR COMMUNITY SAFER.**

The Anglican Criminal Justice Ministry continues to provide support for prisoners and their families in Victoria's 13 prisons and the three youth detention centres at Parkville.

The team of clerical and lay chaplains is part of an interdenominational, interfaith chaplaincy service in prisons.

Our chaplains conduct worship services and provide spiritual support and pastoral care. As part of our Christian responsibility to pursue justice for the less powerful, our chaplains advocate at an individual and a policy level on behalf of prisoners.

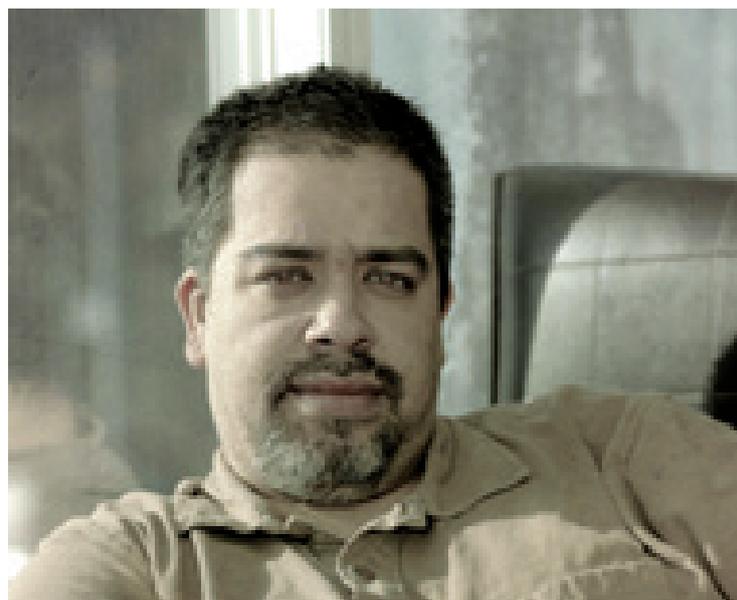
The 13 prison chaplains:

- Undertook 4,815 hours of chaplaincy during the year
- Conducted 462 worship services attended by 2,985 prisoners
- Provided pastoral support to 6,653 prisoners, 104 family members of prisoners and 947 prison staff.

In the past ten years, Victoria's prison population has increased by nearly 50% and it costs, on average, \$90,000 per annum to hold each person in a Victorian prison.

The greater but more difficult cost to measure is the effect of the social alienation which occurs during incarceration. Family breakdown and loss of social networks, combined with essentials such as the need for accommodation, employment and a supportive community, mean the task of making a fresh start becomes very difficult for many.

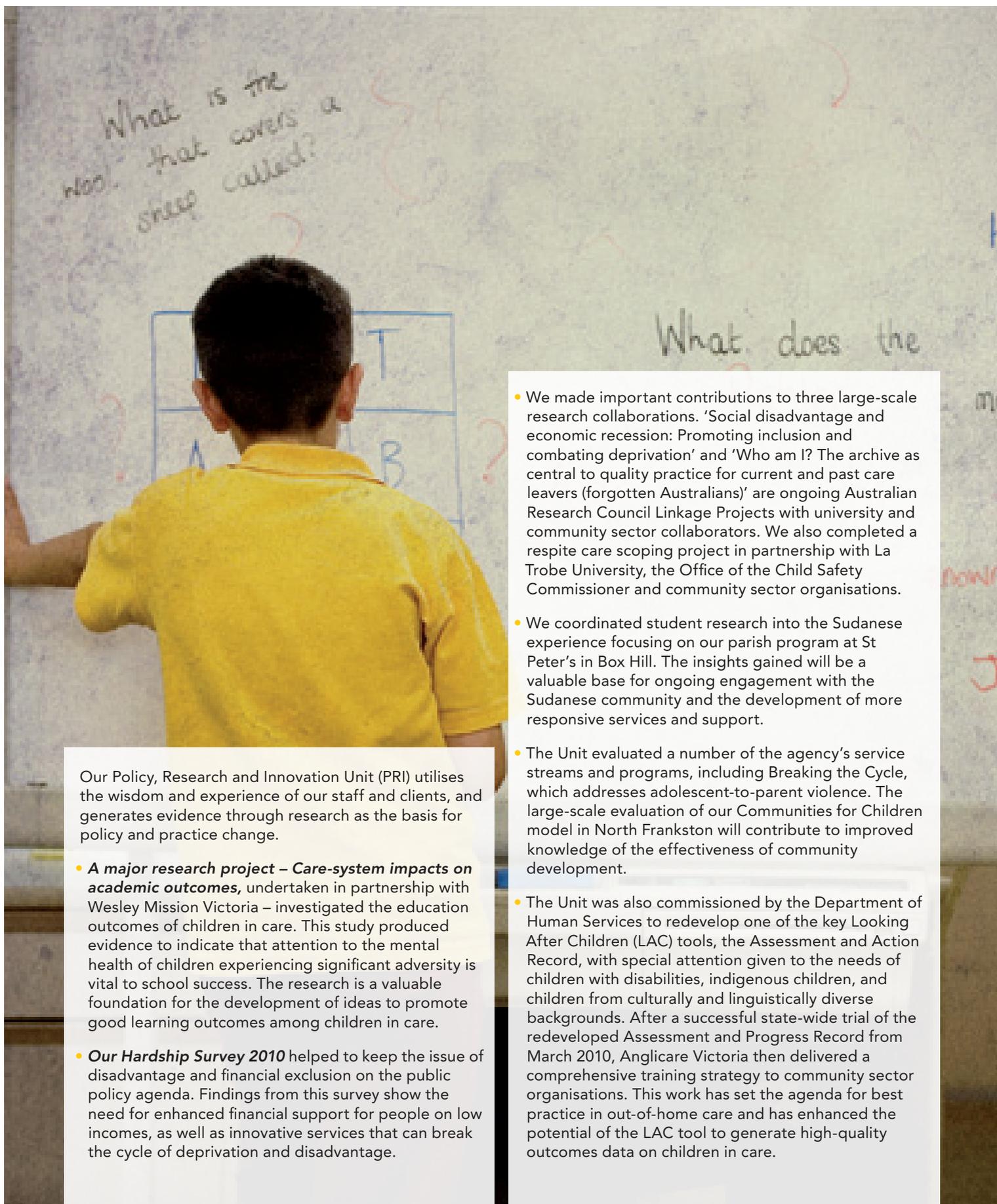
Anglicare Victoria is currently exploring with other stakeholders ways to address this through the provision of more effective post-release support.



## DID YOU KNOW?

- There were 4,538 prisoners in Victorian prisons at 30 June 2010, of which 313 were female.
- Around 90% of male prisoners and 80% of female prisoners have not completed secondary schooling.
- 60% of male prisoners and 76% of female prisoners were unemployed when they entered custody.
- 87% of women prisoners have been victims of sexual, physical or emotional abuse at some point in their lives, with the majority being victims of multiple forms of abuse.
- 44% of sentenced male prisoners and 60% of sentenced female prisoners reported that they had committed their offence(s) under the influence of drugs and/or to support a drug habit.
- There are 640 postcodes in Victoria, yet 25% of prisoners come from only 13 (2%) of the state's most socially disadvantaged postcodes.
- 80% of prisoners suffer from drug and substance abuse while 80% suffer from one or more mental health-related issues and 30% have a diagnosed mental health condition.

# RESEARCH AND INNOVATION



Our Policy, Research and Innovation Unit (PRI) utilises the wisdom and experience of our staff and clients, and generates evidence through research as the basis for policy and practice change.

- **A major research project – Care-system impacts on academic outcomes**, undertaken in partnership with Wesley Mission Victoria – investigated the education outcomes of children in care. This study produced evidence to indicate that attention to the mental health of children experiencing significant adversity is vital to school success. The research is a valuable foundation for the development of ideas to promote good learning outcomes among children in care.
- **Our Hardship Survey 2010** helped to keep the issue of disadvantage and financial exclusion on the public policy agenda. Findings from this survey show the need for enhanced financial support for people on low incomes, as well as innovative services that can break the cycle of deprivation and disadvantage.

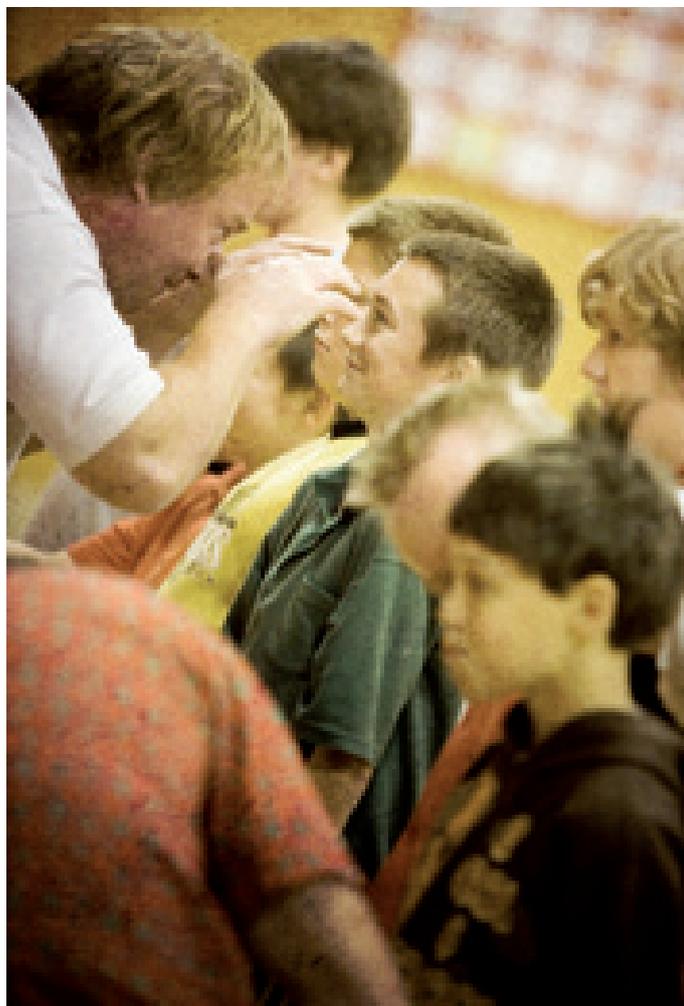
- We made important contributions to three large-scale research collaborations. 'Social disadvantage and economic recession: Promoting inclusion and combating deprivation' and 'Who am I? The archive as central to quality practice for current and past care leavers (forgotten Australians)' are ongoing Australian Research Council Linkage Projects with university and community sector collaborators. We also completed a respite care scoping project in partnership with La Trobe University, the Office of the Child Safety Commissioner and community sector organisations.
- We coordinated student research into the Sudanese experience focusing on our parish program at St Peter's in Box Hill. The insights gained will be a valuable base for ongoing engagement with the Sudanese community and the development of more responsive services and support.
- The Unit evaluated a number of the agency's service streams and programs, including Breaking the Cycle, which addresses adolescent-to-parent violence. The large-scale evaluation of our Communities for Children model in North Frankston will contribute to improved knowledge of the effectiveness of community development.
- The Unit was also commissioned by the Department of Human Services to redevelop one of the key Looking After Children (LAC) tools, the Assessment and Action Record, with special attention given to the needs of children with disabilities, indigenous children, and children from culturally and linguistically diverse backgrounds. After a successful state-wide trial of the redeveloped Assessment and Progress Record from March 2010, Anglicare Victoria then delivered a comprehensive training strategy to community sector organisations. This work has set the agenda for best practice in out-of-home care and has enhanced the potential of the LAC tool to generate high-quality outcomes data on children in care.

# OUR STAFF

## CLOSE TO HALF OF OUR STAFF HAVE BEEN WORKING WITH US FOR OVER FIVE YEARS.

We are committed to providing an environment in which staff can grow and excel to enable them to most effectively impact the lives of the people we support. A number of initiatives have contributed to the professional development of our staff in the past year and are making a solid contribution to our key organisational objective of becoming an employer of first choice.

- Our Learning @ Anglicare Victoria program is a comprehensive professional development program that is centred on further enhancing the knowledge and practices of an already skilled workforce. With over 30 professional development activities, the program had over 630 participants in the past year.
- In conjunction with RMIT University, we introduced an innovative professional program called the Graduate Certificate in Advanced Family Support Practice to develop the skills of our program managers, team leaders and practitioners.
- With funding from the Federal Department of Health and Ageing, we are providing nationally accredited, competency-based training to better equip relevant practitioners to understand and provide effective interventions for people with drug, alcohol and mental health issues.
- We hosted the Anglicare Australia Human Resource Network conference during the year. Leading speakers provided an overview of the major political, economic, demographic and societal trends in Australia and a detailed examination of what impact these inevitable changes will have on the work of human resources practitioners in the community sector.
- 185 new employees commenced during the year, with the total number of employees at year's end totalling 746.
- 2009/10 has seen a renewed emphasis on aspects of our workplace culture, including equal opportunity, inclusion and respect for individuals. Existing staff across the organisation have undergone 'refresher' training on equal opportunity, bullying and harassment. A training calendar has been established to ensure all new staff receive this training within their first few months of service.
- 225 staff participated in the Work Free Health Checks program. The findings have prompted staff to get together and develop workplace strategies to promote a healthier diet, more physical activity and social interaction among staff and volunteers.



## STAFF AWARDS

- Congratulations to Brigitte Boulet, our Program Manager Out-of-Home Care Eastern Region, on being awarded a 2009 Robin Clark Award for innovation and service excellence for her work in home-based care – making a difference to the lives of vulnerable children, young people and families in Victoria.
- Erica Lambert, a dedicated Koori Youth Justice worker from the Healesville office in Yarra Ranges, received the Eastern Indigenous Ambassador Award. The award ceremony was part of National Aboriginal and Islander Day Observance Committee (NAIDOC) week celebrations of our Indigenous people, culture and heritage. Erica was nominated for the award in recognition of her commitment, creativity and achievements in the Koori Youth Justice program.

# OUR BOARD



## OUR BOARD ENSURES THAT ALL OF OUR WORK IS UNDERTAKEN EFFECTIVELY AND TO THE HIGHEST ETHICAL STANDARDS.

They have responsibility for ensuring that our funds are managed soundly and for setting strategic directions for the agency.

We demand that all our processes and actions uphold integrity and transparency and monitor all facets of the business with care and diligence.

In all we do, we never fail to appreciate the efforts of all the people who work with us to bring our commitments to life.

Mr Damian Neylon (Chair)  
Dr Barbara Fary OAM (Deputy Chair)  
Ms Susan McCarthy  
Archdeacon Ray McInnes  
Mr John McKenzie  
The Hon. Chris Pearce  
Dr Winsome Roberts  
Mr David Stewart  
Mr Richard Tudor  
Mr John Unkles  
Ms Angela Were  
Professor Ruth Webber (until August 2010)

### **Damian Neylon – Chairman** **BCom, LLB** **Board member since October 2007**

Damian is a principal of Russell Kennedy, a medium-sized firm of lawyers based in Melbourne. He has practised as a lawyer for 25 years, principally in the area of commercial litigation and dispute resolution. He has been a Board member of Banksia Palliative Care Service Inc. since 1994.

### **Dr Barbara Fary OAM – Deputy Chair** **BA, BEd, MEd, PhD** **Board member since October 2000**

Barbara is Chair of The Invergowrie Foundation, a charitable body advancing the education of girls and women and has been a member of the Council of Melbourne Grammar School since 2002. She was awarded a Medal of the Order of Australia in 2002 for her services to education in Victoria.

### **Susan McCarthy** **BA, FRMIT** **Board member since October 2000**

Susan is a trustee of the Richmond Church Lands Trust and a member of the investment committee of the Rotary Club of Melbourne. She developed skills in regulatory matters during 30 years with ANZ, and served two terms on the Reserve Bank's Payments System Board and six years as Chair of Melbourne Girls Grammar School.

### **Archdeacon Ray McInnes** **ThL** **Board member since October 2008**

Ray is Vicar of St Silas and St Anselm's Albert Park, Archdeacon of Port Phillip and Bayside, a member of Melbourne Diocese's Archbishop in Council and Property Committee, Chair of the Diocesan Building Committee, and a member of local ecumenical and clergy groups. He is also a member of Rotary.

### **John McKenzie** **MEngSci, BE(Mech), GradDip H&TE, DipMechEng** **Board member since October 2007**

John is a professional engineer who worked in senior management roles with RACV. He is currently Chairman of Benetas, the Anglican Aged Care Services Group, and Honorary Treasurer of the General Synod of the Anglican Church in Australia, and was General Manager/Registrar of Melbourne Diocese.



Board Members from left to right: Mr Damian Neylon (Chair), Dr Barbara Fary OAM (Deputy Chair), Ms Susan McCarthy, Archdeacon Ray McInnes, Mr John McKenzie, The Hon. Chris Pearce, Dr Winsome Roberts, Mr David Stewart, Mr Rick Tudor, Mr John Unkles, Ms Angela Were

**The Hon. Chris Pearce**  
**BBus, FAICD**

**Board member since October 2008**

Chris was the federal member for Aston from 2001 until 2010, during which time he served in many roles including as Parliamentary Secretary to the Treasurer with responsibility for corporate governance, financial services, financial markets and consumer affairs. Chris is currently Executive Director, Government and Non-profit Sector with Telstra.

**Dr Winsome Roberts**  
**BA(Hons), MSW, PhD**

**Board member since March 2006**

Winsome has 30 years' experience as a social policy researcher and practitioner. She has worked on national government evaluations and enquiries, in policy positions in the Victorian Public Service and in full-time academic positions at the University of Western Australia and the University of Melbourne.

**David Stewart**  
**BChE, MSc, PhD(Cantab)**

**Board member since March 2005**

David is a chemical engineer who, prior to retiring in 2001, held a number of CEO and other senior management positions in the manufacturing sector in South-East Asia, the United States and Australia. He is active with Melbourne Legacy and the Adult Migrant Education Service.

**Rick Tudor**  
**MSc, DipEd**

**Board member since October 2002**

Rick has been the Headmaster of Trinity Grammar since 1999 and has 37 years' experience as an educator. He is Deputy Chair of the Victorian Branch of the Association of Heads of Independent Schools, Chair of the Indigenous Education Focus Group of the Centre for Strategic Education and Chair Elect of the Melbourne Anglican Foundation.

**John Unkles**  
**DBS(Ins)(P Admin)**

**Board member since February 2009**

John has over 25 years' experience as CEO of industry associations, including the Australasian Institute of Banking and Finance and the Taxation Institute of Australia. He is a Senior Fellow of the Financial Services Institute of Australasia and a Fellow of both the Australian Marketing Institute and the Australian and New Zealand Institute of Insurance and Finance.

**Angela Were**  
**MSW, BA**

**Board member since October 2006**

Angela has 40 years' experience as a social worker in child protection, youth corrections, family counselling, foster care and adoption. She was a manager for 15 years with Anglicare Victoria and its predecessor agencies. She provides consultancy in child protection, complaints management and preventative child welfare services.

# BOARD COMMITTEES AND COUNCIL

## FINANCE COMMITTEE

Mr Damian Neylon (Chair)  
Dr Graeme Blackman OAM  
Mr Peter Horsburgh  
Ms Susan McCarthy  
Mr John McKenzie  
Mr David Stewart  
Mr John Unkles  
Mr Chris Baring-Gould  
Mr Paul McDonald (since July 2010)  
Mr John Blewonski (until January 2010)  
Dr Ray Cleary AM (until July 2010)

## RISK MANAGEMENT AND AUDIT COMMITTEE

Ms Susan McCarthy (Chair)  
Ms Jane Harvey  
The Hon. Chris Pearce  
Mr David Stewart  
Mr Chris Baring-Gould

## SOCIAL POLICY AND RESEARCH COMMITTEE

Dr Winsome Roberts (Chair)  
Mrs Beth Delzoppo OAM  
Dr Barbara Fary OAM  
The Reverend Barry Martin AM  
Archdeacon Ray McInnes  
Mr Paul McDonald  
Ms Jenny Potten  
Dr Sarah Wise  
Dr Ray Cleary AM (until July 2010)  
Ms Angela Were (until December 2009)

## ETHICS COMMITTEE

Ms Angela Were (Chair since February 2010)  
Ms Sally Alsop  
Ms Thelma Castles  
The Reverend Dr Helen Granowski  
Dr Clem Gruen  
Ms Margaret Harrison  
Dr Suzanne Hood  
Dr Cas O'Neill  
Dr Sarah Wise  
Professor Ruth Webber (Chair and member until December 2009)

## FRIENDS OF ANGLICARE

Mr Ian Smith (President)  
Mr Malcolm Boyce  
Mrs Jenny Disney  
Ms Lilian Harrington  
Mr Dennis Sherwell  
Ms Emily Umbers

## COUNCIL

The Most Reverend Dr Philip Freier (President)  
The Reverend Dr Stephen Ames  
Dr Ron Aspin  
Dr Graeme Blackman OAM  
Mr Malcolm Boyce  
The Reverend Margaret Burt  
The Reverend Bruce Charles  
Ms Beryl Coombe  
Mrs Beth Delzoppo OAM  
Mrs Jenny Disney  
Ms Suzie Don Leonard  
Dr Barbara Fary OAM  
The Reverend Stuart Gardiner  
Mr Steve Gilbert  
The Reverend Michael Hanlon  
The Right Reverend Michael Hough  
The Right Reverend Philip Huggins  
The Reverend Alan Jarrad  
The Reverend Barry Martin AM  
Mr Robin Mitchell  
The Reverend Murray Morton  
Ms Susan McCarthy  
The Reverend Rachel McDougall  
Archdeacon Ray McInnes  
The Right Reverend John McIntyre  
Mr John McKenzie  
Mr Damian Neylon  
Mrs Mary Ogilvy  
The Right Reverend John Parkes  
The Hon. Chris Pearce  
Ms Heather Pearson  
Ms Liz Prideaux  
Dr Winsome Roberts  
Ms Sue Sealey  
Mr Ian Smith  
The Reverend Stuart Soley  
Mr Richard Tudor  
The Reverend Sophie Watkins  
Ms Angela Were  
The Venerable Peter Yeats  
Dr Gordon Young

# EXECUTIVE MANAGEMENT TEAM



Executive Management Team from left to right: Peter Thompson, Sarah Wise, Paul McDonald (CEO), Jenny Potten, The Reverend Graham Reynolds, Wendy Pascoe, Antoniette Bonaguro, Chris Baring-Gould, Rosie Pizzi, David Sandison

Mr Paul McDonald,  
Chief Executive Officer

Ms Jenny Potten, Deputy Chief Executive  
Officer Community Services

Mr Chris Baring-Gould,  
Chief Financial Officer

Ms Rosie Pizzi,  
General Manager Family Services

Dr Sarah Wise, General Manager Policy,  
Research and Innovation

Ms Antoniette Bonaguro, General Manager  
Placement and Support

Mr David Sandison,  
General Manager Leadership Training and  
Organisational Development

Mr Peter Thompson, General Manager  
Community and Regional Programs

The Reverend Graham Reynolds,  
General Manager Parish Partnerships  
and Community Development

Ms Wendy Pascoe, Executive Officer/PA  
to the CEO

# FINANCIALS

## STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2010

	2010 \$'000	2009 \$'000
<b>REVENUE AND INCOME</b>		
<b>Government funds and client fees</b>		
Placement & support	15,924	14,910
Family services	16,750	16,130
Community programs	5,549	3,892
Parish partnerships & community development	816	606
<b>Funds raised by Anglicare Victoria</b>		
Tied fundraising income	1,362	2,554
Untied fundraising income	2,166	2,114
Bequests	1,244	866
Net investment income	2,224	2,320
<b>Total revenue and income</b>	<b>46,035</b>	<b>43,392</b>
<b>EXPENDITURE</b>		
<b>Services provided to children, young people &amp; families</b>		
Placement & support	16,825	16,207
Family services	16,098	15,704
Community programs	5,932	4,656
Parish partnerships & community development	1,949	1,501
<b>Infrastructure, support and governance costs</b>		
Quality assurance, audit & other legislative compliance costs	485	554
Property (rents & maintenance), vehicles & technology infrastructure	1,395	1,321
<b>Staff wellbeing, advocacy and community relations</b>		
Investment in staff development and training	436	500
Research and advocacy	642	403
Building relationships with community, schools, parishes and media	1,319	1,603
<b>Other</b>		
Grant to Anglicare Victoria Childrens Foundation	1,244	866
<b>Total expenditure</b>	<b>46,325</b>	<b>43,315</b>
Net gain/(loss) on sale of property & investments	560	(2,212)
Unrealised impairment losses on investments (AASB 139)	(349)	(1,137)
<b>Deficit for the year</b>	<b>(79)</b>	<b>(3,272)</b>
<b>Other comprehensive income</b>		
Net change in fair value of available-for-sale financial assets	946	(731)
<b>Other comprehensive income for the year</b>	<b>946</b>	<b>(731)</b>
<b>Total comprehensive income for the year</b>	<b>867</b>	<b>(4,003)</b>
<b>REPRESENTED BY:</b>		
<b>Operating activities</b>		
Provision of direct services to children, young children and families, including infrastructure and support services	(5,765)	(6,521)
<b>Non-operating activity</b>		
Net gain/(loss) on sale of plant and equipment & investments	560	(2,212)
Unrealised impairment losses on investments (AASB 139)	(349)	(1,137)
<b>Anglicare Victoria's contribution of resources</b>		
Net fundraising income	3,251	4,278
Net investment income	2,224	2,320
Bequests received	1,244	866
Grant to Anglicare Victoria Childrens Foundation	(1,244)	(866)
<b>Other comprehensive income</b>		
Net change in fair value of available-for-sale financial assets	946	(731)
<b>Surplus for the period</b>	<b>867</b>	<b>(4,003)</b>

**ANGLICARE VICTORIA CONTRIBUTION OF RESOURCES**

(2010:\$5.7 million; 2009:\$6.5million)

Each year Anglicare Victoria raises significant funds in addition to the government monies we receive to provide client services so that we can maintain the high quality of those services, deliver other vital services for which we receive no government funding, and invest in research and advocacy, staff development and infrastructure.

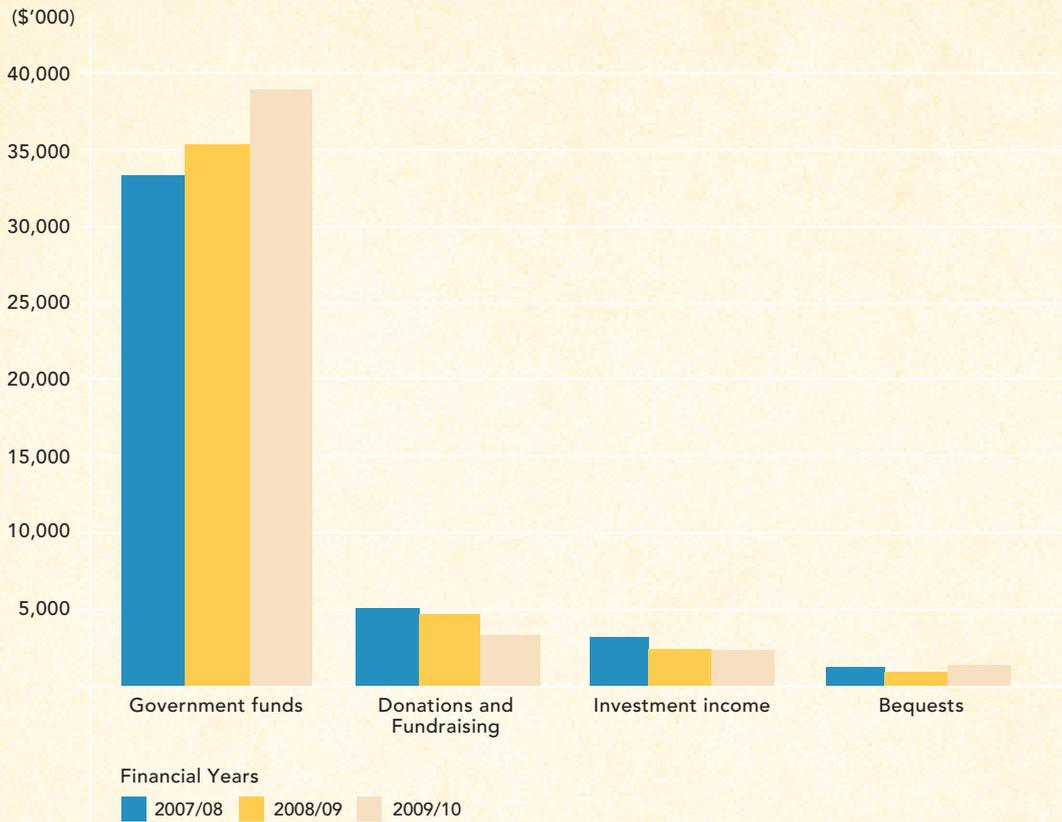
These additional funds are sourced mainly from the Agency's fundraising efforts, bequests and investment income. The Agency acknowledges the support of the community, volunteers, donors, philanthropic trusts and foundations, without which much of our work could not be delivered in its current form.

**STATEMENT OF FINANCIAL POSITION**

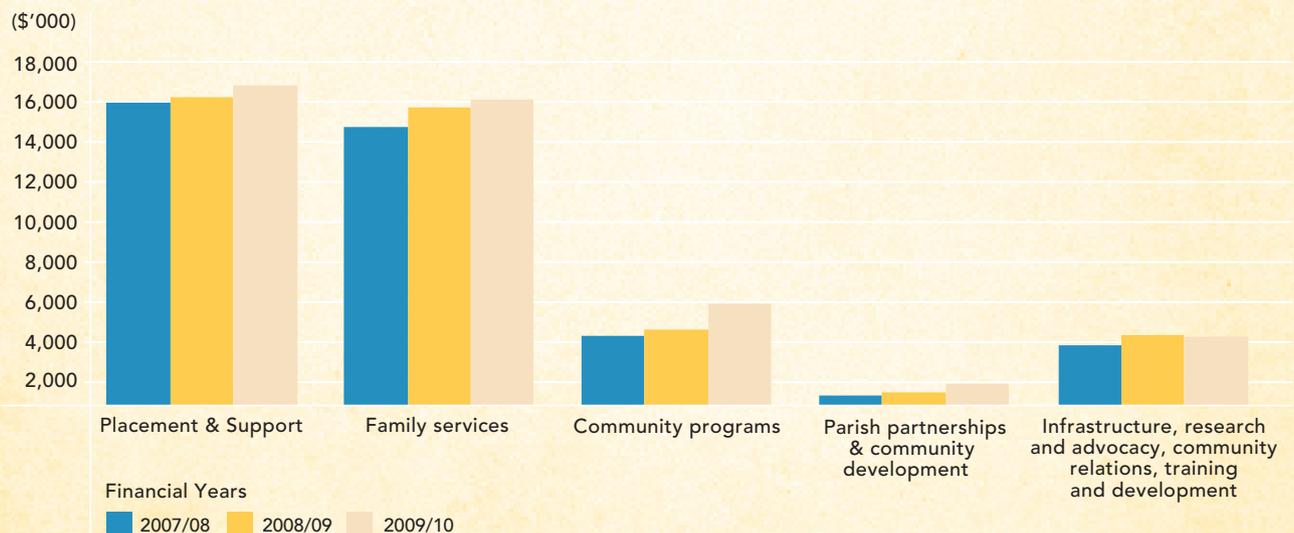
	<b>2010</b>	<b>2009</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>ASSETS</b>		
Cash and cash equivalents	8,048	6,444
Trade and other receivables	1,882	1,118
Asset held for sale		244
<b>Total Current Assets</b>	<b>9,930</b>	<b>7,806</b>
Investments	20,801	20,600
Property, plant and equipment	16,346	16,465
<b>Total Non-Current Assets</b>	<b>37,147</b>	<b>37,065</b>
<b>Total Assets</b>	<b>47,077</b>	<b>44,871</b>
<b>LIABILITIES</b>		
Trade and other payables	1,972	2,042
Employee benefits	2,422	3,054
Deferred income	6,297	4,278
<b>Total Current Liabilities</b>	<b>10,691</b>	<b>9,374</b>
Employee benefits	1,181	1,159
<b>Total Non-Current Liabilities</b>	<b>1,181</b>	<b>1,159</b>
<b>Total Liabilities</b>	<b>11,872</b>	<b>10,533</b>
<b>Net Assets</b>	<b>35,205</b>	<b>34,338</b>
<b>EQUITY</b>		
Establishment corpus	23,767	23,767
Reserves	10,984	10,038
Retained Earnings	454	533
<b>Total Equity</b>	<b>35,205</b>	<b>34,338</b>

# FINANCIALS

## SOURCES OF INCOME



## EXPENDITURE ON SERVICES AND SUPPORT ACTIVITIES



A full set of Anglicare Victoria audited accounts is available on request.

# THANK YOU

**"IT FEELS GOOD TO KNOW THAT MY DONATION CAN HELP CHANGE THE LIFE OF SOMEONE WHO HAS NOT BEEN AS LUCKY IN LIFE AS I HAVE"**

## **VOLUNTEERS**

Our volunteers are vital contributors to all of our work. The impact that their selfless dedication and commitment has to bettering the lives of disadvantaged children, young people and families could never be measured.

In addition to our 680 caregivers, a further 1,395 volunteers supported Anglicare Victoria and our programs for a total of 174,232 hours during the year.

Our number of caregivers rose by 15.6% during the year and we saw an 18% increase in the number of other volunteers.

## **APEAL DONORS**

Our very generous donors contributed close to \$1million this year through our four annual appeals. This money has provided valuable support for a number of key programs and services across the organisation.

## **CARE PARTNERS**

The number of Care Partners contributing to our regular giving program continues to grow. Having a group of regular givers provides a stable pool of funding which allows us to plan ahead to meet the needs of children and families who are severely disadvantaged.

## **COMMUNITY PARTNERS**

Schools, parishes and other community groups have supported Anglicare Victoria this year by raising funds, donating food and toys and spreading the word about the work that Anglicare Victoria undertakes in their communities. The role of our community partners is an important one that helps to increase the number of people who support our work.

## **TRUSTS AND FOUNDATIONS**

Philanthropic trusts and foundations continue to be wonderful supporters of Anglicare Victoria. The grants we received enabled us to respond to community needs and invest in the development and establishment of new programs and services.

## **BEQUESTS**

This year we received over one million dollars from gifts left in the wills of Anglicare Victoria supporters. Funding received through bequests allows us to plan into the future; to extend the reach of existing services and develop new ones.

## **CORPORATE SUPPORTERS**

Melbourne businesses contributed funding for our foster care services through their involvement in the annual Dinner with the Angels event. The 2009 dinner held at the National Gallery of Victoria attracted record support from both attendees and sponsors. For the first time this year corporate supporters also contributed to the Winter Appeal and supported the introduction of the Winter Breakfast.

*"We greatly admire the work that Anglicare Victoria undertakes and are proud to be associated with an organisation which makes such a positive impact"*

Anglicare Victoria sincerely thanks all the individuals and groups who supported our work throughout the year with financial support, gifts-in-kind and volunteering.

# THANK YOU

## MAJOR CONTRIBUTORS

**This page lists all organisations and bequests from which we received \$1,000 or more during the financial year. The Board, management and staff are extremely grateful to them and to every person and organisation who has supported our work with vulnerable and marginalised Victorians in any way during the past year.**

ACS Financial  
 A G Birch Bequest  
 Alerton Australia  
 All Saints' Barwon Heads Opportunity Shop  
 All Saints' Clayton  
 All Saints' Rosebud  
 All Souls' Sandringham  
 All Souls' Sandringham Opportunity Shop  
 Anglican Diocese of Ballarat  
 Anglican Diocese of Gippsland  
 Anglican Diocese of Melbourne  
 Anglican Diocese of Wangaratta  
 Anglican Parish of Box Hill  
 Anglican Parish of Sorrento & Rye  
 Anglicare Victoria Camberwell Auxiliary  
 Anglicare Victoria Eltham Auxiliary  
 Anglicare Victoria Rosanna Auxiliary  
 Anglicare Victoria Strathmore Auxiliary  
 Anglicare Victoria Sunshine Auxiliary  
 Anglicare Victoria Vermont Auxiliary  
 Anglicare Willochra  
 ANZ Trustees Ltd  
 Aqualife Products (Australia) Pty Ltd  
 Arlec Australia  
 Bell Charitable Fund  
 Beverley Jackson Foundation  
 B F James Estate  
 Billanook College  
 Bird Family Charitable Trust  
 BJ Bearings Pty Ltd  
 Carleton Family Charitable Trust  
 Christ Church Berwick  
 Christ Church South Yarra  
 City Living Property Services  
 City of Melbourne  
 Collier Charitable Fund  
 Community of the Sisters of the Church  
 Community Services Trust  
 Cora White Bequest  
 Danks Trust  
 David Taylor Galt Estate  
 Diana B Hardy Trust  
 Dorothy Phyllis Garrett Estate  
 Douglas & Philip Young Charitable Trust  
 Edmund George Barker Estate  
 Edna C Curwen-Walker Charitable Trust  
 Ellen Hutton Mary Cummins Estate  
 Equity Trustees Ltd  
 Eric & Elizabeth Gross Foundation  
 Fairley's Pty Ltd  
 Flora & Frank Leith Charitable Trust  
 Florence & Melville Hughes Trust  
 Fossick & Find Opportunity Shop  
 Foster's Community Grants  
 Foundation for Rural & Regional Renewal  
 Frank & Sybil Richardson Charitable Fund  
 Frederick B Shepherd Estate  
 Frederick William Roper Estate  
 Freedom City Church Mission, Wangaratta  
 Freemasons Victoria United Lodge  
 Freemasons Victoria Yarra Glen Lodge  
 G Bullen Pty Ltd  
 Geelong Grammar School  
 Gertrude Hemmings Endowment Fund  
 G F Matthews Estate  
 Grace & Herbert Foulkes Charitable Trust  
 Grace Horton Charitable Trust  
 Graham Victor Jelleff Estate  
 Grosvenor Foundation  
 Gwenneth May Dallimore Estate  
 Hanlon Foundation  
 Helen Macpherson Smith Trust  
 Henry B Smith Charitable Trust  
 Hilda Mavis Stewart Estate  
 Ian Potter Foundation  
 Ivanhoe Grammar School  
 Invergowrie Foundation  
 Jack Brockhoff Foundation  
 Jean Elizabeth Low Estate  
 Jean Fielding Tweedie Estate  
 Joan & Peter Clemenger Trust  
 Joe White Bequest  
 Kathleen Louisa Curwen-Walker Charitable Trust  
 Kilwinning Trust  
 Kimberley Foundation  
 Korowa Anglican Girls' School  
 Lilydale High School Staff  
 Lily Maude Payne Charitable Trust  
 Lions Club of Mooroolbark  
 Lions Club of Rosebud  
 L I Roach Estate  
 Llewellyn Evans Trust  
 Lord Mayor's Charitable Foundation  
 Lorna Sunalani Thevathasan Estate  
 Louis & Lesley Nelken Trust Fund  
 Lyreco  
 Marian & E.H. Flack Trust  
 Marrich Charitable Foundation  
 Melbourne Girls Grammar School  
 Merton Hall  
 Melbourne Grammar Senior School  
 Mercers' Charitable Foundation  
 Mid Valley Bearings  
 Mt Beauty Anglicare Welfare Network  
 National Australia Bank  
 Nina May Mace Estate  
 N J Horton Charitable Fund  
 Order of St Lazarus of Jerusalem  
 OTU Association National Committee  
 Parish of Wangaratta West & the Warbys  
 Patricia McIntyre Foundation  
 Patricia Ruth Croke Estate  
 Perpetual Trustee Company  
 Peter Isaacson Foundation  
 Queen's Fund  
 R. E. Ross Trust  
 Ricketson Foundation  
 Ritchies Stores Pty Ltd  
 Ronald King Men's & Boys Wear  
 Rosskim Pty Ltd  
 Rotary Club of Preston  
 Russell Foundation  
 Ruth Jennings Estate  
 Ruyton Girls' School  
 R W E Pty Ltd  
 St Aidan's Carrum with  
 St Barnabas' Seaford

St Andrew's Brighton Opportunity Shop  
 St Andrew's Clifton Hill with St Luke's  
 North Fitzroy  
 St Eanswythe's Altona &  
 St Clement's Laverton  
 St George's Flemington  
 St George's Ivanhoe East  
 St John Chrysostom Brunswick West  
 St John's Camberwell  
 St John's Diamond Creek  
 St John the Baptist Wantirna South  
 St John the Evangelist Malvern East  
 St John the Evangelist Toorak  
 St Luke's Mulgrave  
 St Mary's Community Store, Sunbury  
 St Mark's Dromana with  
 St George's Red Hill  
 St Mary's Melbourne North  
 St Matthew's Cheltenham  
 St Michael & All Angels' Beaumaris  
 St Oswald's Glen Iris  
 St Peter's Ballarat Opportunity Shop  
 St Peter's Eastern Hill  
 St Peter's Leongatha Ladies Guild  
 St Peter's Leongatha Opportunity Shop  
 St Stephen's & St Mary's Mt Waverley  
 St Stephen's Rutherglen Ladies Guild  
 St Thomas Parish of Burwood  
 Shire of Yarra Ranges  
 Sunshine Foundation  
 Tivey Memorial Fund  
 Tyler House Trust  
 Ventura Bus Lines  
 Walter Campbell Memorial Trust  
 Wangaratta Lutheran Opportunity Shop  
 Westgate Vineyard Church Inc.  
 Will & Dorothy Bailey Bequest  
 William Angliss (Vic.) Charitable Fund  
 Winifred & John Webster  
 Charitable Trust  
 Women of the University Fund Inc

### LONG-TERM DONORS

**The individuals listed below have been regularly donating to Anglicare Victoria for over 20 years and remain active contributors today. This loyalty is virtually unparalleled and most definitely appreciated.**

Mr Roderick Ackroyd  
 Mr John Adams  
 Dr T Adamson  
 Ms June Anderson  
 Mrs Rosemary Anderson  
 Miss Rowena Armstrong

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 Mr K Brodrick  
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 Mr Bramwell Burville  
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 Mrs Jean Cheshire  
 Mrs Jeanette Chester  
 Miss M Chong  
 Prof Sandford Clark  
 Miss Catherine Coghlan  
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 Mrs Constance Cooke  
 Miss Joan Covey  
 Mrs Fay Coysh  
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 Dr Robert Craig  
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 Mrs L Curtis  
 Mr B Dahlsen  
 Mrs T Dalrymple

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 Mrs Gladys Dimond  
 Miss Betsy Dingle  
 Mrs Jenny Disney  
 Mr C Dobb  
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 Mr Peter Don  
 Dr J Down  
 Mr E Drayton  
 Mr L Drury  
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 Miss Judith Eadon  
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 Mr L Ellis  
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 Mr Reginald Francis  
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 Mr Geoffrey Gay  
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 Sir Archibald Glenn  
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 Mr Don Grierson  
 Mr P Griffiths  
 Mrs J Grigg  
 Mrs Jenny Groves  
 Mrs Angela Grutzner  
 Mrs Joy Hardie  
 Miss V Harding

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Mr K Harrison  
 Mrs H Harry  
 Miss V Hegarty  
 Mr M Hellstrom  
 Dr T Henderson  
 Mr J Hilliard  
 Mr Alistair Hillier  
 Mr John Hobbs  
 Mr & Mrs P Hollibone  
 Prof Mollie Holman  
 Miss Nancy Hosking  
 Mr John Howden  
 Mr C Howlett  
 The Hon. Judge Howse  
 Mr F Hudson  
 Mr E Huggard  
 Miss Betty Huston  
 Mr R Hutchins  
 Mr Gary Israel  
 Mrs B Jack  
 Mrs Vilma Jackson  
 Mr Horace James  
 Miss Geraldine James  
 Dr Bruce Kaighin  
 Mrs Alice Kane  
 Mr W Kay  
 Mr V Kelly  
 Mr J Kent  
 Miss Barbara Kirby  
 Mr R Knaepple  
 Dr Neville Knight  
 Mrs Joan Kottek  
 Mrs Maisie Larcombe  
 Mrs Anne Lawrance  
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 Mrs A Leong  
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 Mrs Joyce Littlejohns  
 Mr D Livermore  
 Mr David Lording  
 Mr Louis Lothian  
 Mr Jack Mabbett  
 Mr H Mann  
 Dr Rae Matthews  
 Mr Raymund Matthews  
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 Mr A Metelmann

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 Mr C Morris  
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 Mr Bruce Murray  
 Mrs Jane Neville  
 Dr J O'Neil  
 The Rev'd W Orange  
 Mr David Orford  
 Mr T Owen  
 Mr Roy Palmer  
 Mrs D Parker  
 Mr Paul Permezal  
 Mrs I Phillips  
 Miss E Pike  
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 Mrs B Plant  
 Miss Jeanette Pollock  
 Mr John Poustie  
 Dr H Powell  
 Mr Michael Pridgeon  
 Miss J Radford  
 Mrs Sheila Randell  
 Mr & Mrs R Rankin  
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 Dr H Robinson  
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 Mrs Amy Rogers  
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 Mr Adrian Rothwell  
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 Mr Donald Walker  
 Joy Waller-Ogden  
 Mrs Elaine Walsh  
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 Mr E Wilkinson  
 Mrs Mary Wilkinson  
 Mrs Suzanne Will  
 Mrs Hermena Wood  
 Dr John Wriedt  
 Dr N Yeaman  
 Mr E Young  
 Anonymous (85)

# OFFICES

## CENTRAL OFFICE

103 Hoddle Street, Collingwood VIC 3067, Ph: 9412 6133

## BOX HILL AREA

7-11 Shipley Street, Box Hill VIC 3128, Ph: 9896 6322

## BROADMEADOWS AREA

**Broadmeadows**, 32 Railway Crescent, Broadmeadows VIC 3047, Ph: 9301 5200

**Craigieburn**, 33 Craigieburn Road, Craigieburn VIC 3064, Ph: 9333 8380

**Lalor**, 8 Hurtle Street, Lalor VIC 3075  
Ph: 9465 0322

**Women's Community House**, PO Box 258, Dallas VIC 3047, Ph: 9309 9433

## FRANKSTON AREA

**Cranbourne**, 38 Bakewell Street, Cranbourne VIC 3977,  
Ph: 5991 2200

**Frankston**, Level 2, 60-64 Wells Street, Frankston VIC 3199, Ph: 9781 6700

**Pakenham**, 41 Pakenham Road, Pakenham VIC 3810,  
Ph: 5940 9122

**Rosebud**, 1161 Pt Nepean Road, Rosebud VIC 3939,  
Ph: 5986 9900

## GIPPSLAND AREA

**Bairnsdale**, 83 Main Street, Bairnsdale VIC 3875,  
Ph: 5152 1213

**Leongatha**, 6 Smith Street, Leongatha VIC 3953,  
Ph: 5662 4561

**Morwell**, 65 Church Street, Morwell VIC 3840,  
Ph: 5133 9998

**Morwell**, 162 Commercial Road, Morwell VIC 3840,  
Ph: 5135 9555

**Warragul**, Suite 2, 3 Barkly Street, Warragul VIC 3820,  
Ph: 5622 8600

## KNOX AREA

**Bayswater**, 666 Mountain Highway, Bayswater VIC 3153,  
Ph: 9721 3688

**Croydon**, 22 Croydon Road, Croydon VIC 3136,  
Ph: 9725 1622

## PRESTON AREA

**Glenroy**, 32 Widford Street, Glenroy VIC 3046,  
Ph: 9306 0000

**Preston**, 239 Murray Road, Preston VIC 3072,  
Ph: 8470 9999

## WERRIBEE AREA

**Werribee**, 2 Market Road, Werribee VIC 3030,  
Ph: 9731 2500

**Yarraville**, 41 Somerville Road, Yarraville VIC 3013  
Ph: 9396 7400

## YARRA RANGES AREA

**Healesville**, 282-284 Maroondah Highway, Healesville VIC 3777, Ph: 5962 3255

**Lilydale**, 47-51 Castella Street, Lilydale VIC 3140,  
Ph: 9735 4188

**Yarra Junction** Cnr Hoddle Street & Warburton Highway,  
Yarra Junction VIC 3797, Ph: 5967 2698

## PARISH AND COMMUNITY DEVELOPMENT

**Ballarat**, 49 Lydiard Street South, Ballarat VIC 3350,  
Ph: 5331 1183

**Dixon House**, 2 Dixon Street, Clayton VIC 3168  
Ph: 9543 8911

**Geelong**, St Paul's Anglican Church, Cnr LaTrobe Terrace & Brougham Street, Geelong VIC 3220  
Ph: 5222 5705

**Lazarus Centre**, 203 Flinders Lane, Melbourne VIC 3000,  
Ph: 9639 8510

**Mission House**, 122 Napier Street, Fitzroy VIC 3065  
Ph: 9486 0445

**Sale**, 149 Cunninghame Street, Sale VIC 3850,  
Ph: 5144 1100

**Wangaratta**, 24 Ely Street, Wangaratta VIC 3676,  
Ph: 5722 9890

# CARE TO JOIN US

## I CARE

Two words can be the first step to changing lives.

We often hear from people who acknowledge the hardships facing people in their community, want to do something to help, but don't know what they can do to make a difference.

We have recently launched the 'i care' campaign to make it easy for individuals and organisations to support the most vulnerable members of the community.

Here are ten simple ways you can participate in the 'i care' campaign and help make a positive impact on the lives of disadvantaged children, individuals and families:

1. Donate online or through one of our four annual appeals.
2. Join our Care Partner program and have regular monthly contributions automatically deducted.
3. Donate non-perishable food or toys for our Christmas Toy and Food appeal.
4. Make a provision in your Will, leaving a gift to Anglicare Victoria.
5. Volunteer with our foster care, mentor, fundraising or emergency relief programs.
6. Attend our Winter Breakfast or Dinner with the Angels fundraising events.
7. Sign-up to receive eNews or our quarterly supporter magazine, Imagine.
8. Ask your employer about making pre-tax donations to Anglicare Victoria through workplace giving.
9. Enquire about career opportunities at Anglicare Victoria. Our website ([www.anglicarevic.org.au](http://www.anglicarevic.org.au)) is updated each week with new employment vacancies.
10. Speak with your family and friends about the work that Anglicare Victoria does in the community and encourage your friends and family to become involved in the 'i care' campaign.



**FOR FURTHER INFORMATION ON ANY OF THE WAYS YOU CAN HELP MAKE A DIFFERENCE, PLEASE CALL 9412 6133 OR EMAIL [ICARE@ANGLICAREVIC.ORG.AU](mailto:ICARE@ANGLICAREVIC.ORG.AU)**

Did you Know Statistics: ABS, AIFS, AIHW, FaHCSIA  
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