



**Reaching
Higher**
Annual Report
2013–14



Reaching higher



Working together

This year, Anglicare Victoria did more than ever to help Victorians in need. Our dedicated team of staff and volunteers were there every day, reaching out to transform lives and bring hope to thousands of children, young people and families in our own streets, suburbs and regional areas of the state – creating a better Victoria for all.

Shaping the future

Working tirelessly, and often in emotionally charged and difficult environments, our remarkable people achieved extraordinary outcomes. However, the needs of Victorians continue to increase every day. That's why Anglicare Victoria is now aspiring to establish and implement even more effective strategies that will bring about genuine generational change. We're also reaching higher by partnering with key organisations for the growth that will enable us to do more. And the higher we reach now, the more positive impact we will have on the future.



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

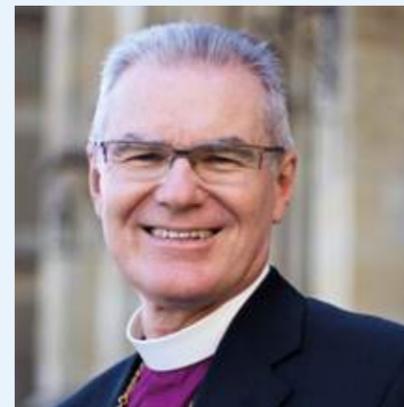
Our vision is to resource and empower children, young people and families to achieve their full potential through: the provision of quality innovative services for children and young people; supporting vulnerable families; and the promotion of social justice.

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“During the past 12 months we have seen the agency support more than 80,000 of the most vulnerable Victorians.”

Message from the Archbishop



Our collective success as a society is ultimately dependent on the fortunes of the meekest among us.

Therefore we must continue to do as much as possible to improve the outlook for children, young people and families.

The worthy ambition to be a fully developed, robustly engaged and commercially successful society must always be balanced with opportunities for a productive and satisfactory life towards which all can aspire.

This year, Anglicare Victoria has once more worked towards achieving definable improvements in the lives of people most in need.

Increasingly it is where, through important work helping Victoria’s disadvantaged overcome the challenges they face, Anglicare Victoria is looked upon as a leader.

Anglicare Victoria is involved at every level of social welfare, from providing care for children who cannot live at home, to working on effective ways to improve community support and government policy in the long term.

During the past 12 months we have seen the agency support more than 80,000 of the most vulnerable Victorians with practical help such as foster care, family counselling, parent education, emergency relief and financial counselling.

In concert with local parish groups, Anglicare Victoria has continued to help strengthen communities by providing real opportunities for people at a local level.

As well, a crucial leadership function of Anglicare Victoria is advocating sensible solutions for the formation of government social welfare policy, at both state and national levels.

Throughout this year, Anglicare Victoria has produced vital work highlighting alarming aspects of the state’s housing affordability and added to our knowledge, the lived experiences of children in state care.

Anglicare Victoria has also continued to deliver this compelling, evidence-based research to the public and decision-makers, with much of it based on rigorous analysis of poverty and disadvantage.

It’s this research that gives the agency a platform and a voice for change, as well as the evidence necessary to improve services and enhance lives.

Through the pages of this annual report you will read about the lives Anglicare Victoria has touched. These stories confirm the mission of the agency, to create a more just society by expressing God’s love through service, education and advocacy.

I commend to you this annual report.

**The Most Reverend Dr Philip Freier
Archbishop of Melbourne**

Message from our CEO



The theme for this year's annual report is 'Reaching Higher'.

Its cover depicts a tree with its many limbs, akin to the way we wish for our programs to provide the necessary strength, shelter and opportunity to the many children, young people, and families who rely on us for care, for assistance, for help.

Our task is not only about responding to our children, youth and family situations, but to ensure we have an eye on their long-term prospects, so they can achieve their dreams and desires.

From our caseworkers, to our programs and services, and to the whole agency, our ultimate goal is to enable our clients to reach higher.

This year Anglicare Victoria rose to numerous challenges. We grew our program base by a further 20 per cent, and supported a record number of children, families, young people and asylum seekers.

Along with this growth, and through the generous help of more than 450 foster carers, we placed 664 children into foster care, including accepting 145 sibling groups into care. We also supported 109 young people in our residential care units, with 90 per cent of those leaving these units in a planned way.

And this year, due to the innovative educational approaches we offer our children, 95 per cent of our out-of-home care children attended school to further cultivate their pathways to a strong future.

Our extensive family support programs continued to have an important year of work, with more than 5,500 families accessing our services, enabling them to achieve many of their personal goals, despite setbacks

caused by issues around mental health, drug abuse and violence. As did our asylum seeker support programs, with Anglicare Victoria staff working with more than 90 vulnerable, unaccompanied minors and 88 families to support them in the community.

Elsewhere, our services in counselling work relating to alcohol, drugs and financial stress were in high demand.

Going forward, we face an exciting year. By the time you read this report our proposed merger with St Luke's Anglicare will be complete. St Luke's is a major child and family welfare provider in central Victoria, and this union with Anglicare Victoria will ensure sustainability and growth for St Luke's in the long term.

This has been significant work for both agencies and their boards, and the result has been a marvellous achievement that makes us the largest provider of out-of-home care and family welfare services in Victoria.

In the year to come, the welfare sector will need to continue to adapt itself to change, growing demand and program reform. Anglicare Victoria looks forward to this future and to maximising the opportunities and experiences for the children, youth and families we work and care for each and every day.

I hope you enjoy this report and the stories and insights it tells of our clients, of our purpose and of our staff that make it all possible.

Paul McDonald

Message from our Chairman



The welfare sector provides plenty of challenges for service providers such as Anglicare Victoria.

The demand for services is constant and increasing, and we continue to be under pressure from funding sources.

Anglicare Victoria therefore has to continually monitor its performance and reposition itself in this changing landscape.

The most significant event in the past year has been the preparation for the merger with St Luke's Anglicare.

Both agencies have a common heritage. St Luke's Toddlers' Home was opened in 1932 by one of Anglicare Victoria's founding agencies, the Mission of St James and St John.

In the years since its foundation, St Luke's has gone on to become a revered member of the Bendigo community and the pre-eminent welfare agency serving the needs of children, youth and families in Bendigo and the Loddon Mallee region.

The merger will give both agencies a bigger footprint in Victoria and an increased capacity to serve our community. The combined strength of the merged entity will be very much more than the sum of its parts.

As part of looking forward, Anglicare Victoria is investing in staff development and infrastructure, as well as continually reviewing what we can do more efficiently.

We have undertaken a significant upgrade of our IT capacity, we are continually reviewing our real property assets so that they meet our

immediate and future needs, and we have introduced new fundraising activities.

I wish to thank my fellow board members for their contributions to the agency in the past 12 months. It has been a very busy year, and I am greatly appreciative of the time and commitment they have devoted to the agency – particularly all the time spent on various committees and in preparing for the merger. Our six board committees do much of the heavy lifting for the agency and there is usually a great amount of detailed information that needs to be considered for the meetings.

I would like to thank the staff and volunteers for shouldering the burden of the agency's work. Without their efforts, the agency would not function. Whether our staff and volunteers are at the coalface and are dealing personally with our clients, or are behind the scenes and not interacting directly with our clients, every staff member and volunteer serves an important role in delivering services and I thank them for it.

Finally, I would like to thank our Chief Executive, Paul McDonald, for his inspired leadership of Anglicare Victoria in the past 12 months and for his leadership in the welfare sector.

Damian Neylon

Our **staff** make the difference

It was a dynamic year for program growth in our regions, with new service innovations introduced to address difficult social problems and drive successful client outcomes across the board.

All of this can be put down to a great effort by the staff at Anglicare Victoria during 2013-14.

During the year, the organisation moved past the 1000 employees mark, and to manage this growth we implemented an engaging and comprehensive induction tool for new staff.

To further support this expansion, we presented a wider range of professional development opportunities for our staff.

Investing in our people with Learning @ Anglicare Victoria

It is important that we continue to invest in our staff through professional development courses that are targeted and relevant to our day-to-day work.

Accordingly, 'Learning @ Anglicare Victoria' is a new approach that saw more than 35 courses for staff across the organisation, all aimed at building skills and widening vocational pathways.

This year we also expanded our post-graduate study opportunities for our staff. This resulted in Anglicare Victoria again commissioning the highly regarded Graduate Certificate in Family Therapy with the Bouverie Centre, and the Vocational Graduate Certificate in Developmental Trauma, conducted by the Australian Childhood Foundation.

“It is important that we continue to invest in our staff through professional development courses that are targeted and relevant to our day-to-day work.”



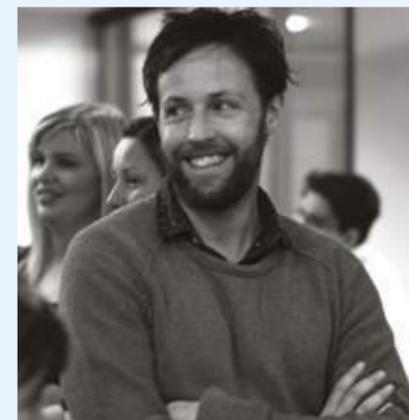
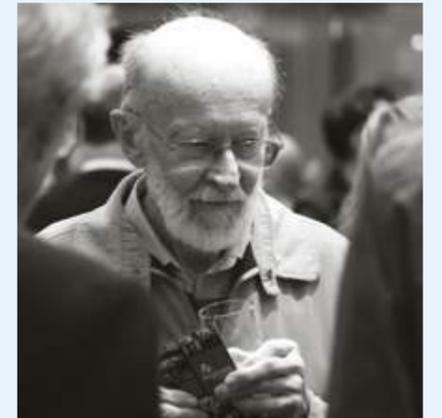
Our new management development program

Also this year, for the first time, we commissioned an Anglicare Victoria management development program for our managers, through collaboration with Melbourne Business University and its Melbourne Business School. This is an important step, enabling us to further support our middle and senior managerial levels in the tasks of leading and managing our staff and programs.

Recognising staff with our annual Chairman's Awards

Every year, the great work and achievements of our wonderful staff are recognised through the Chairman's Awards, presented and celebrated at a fantastic annual event.

There were more than 83 nominations for the six categories this year, and the final award outcomes were a credit to the talented judging panel and the recipients. You can see the winners on our website.



Children and young people



Anglicare Victoria is reaching higher than ever to provide safety, structure and hope to children and young people in need.



Putting hope within their reach



Anglicare Victoria is Victoria's largest provider of out-of-home care, youth and family services.

For children and young people, our programs include foster care, kinship care, residential care, permanent care and adoption, youth homeless programs and community-based care for young asylum seekers.

This year, much of our work with children and young people centred around the impact that trauma, abuse, neglect and hardship had on their lives.

These negative life experiences can have a dramatic effect on a child's sense of identity, self-worth, relationships, school, work, community life and their hopes for the future. That's why our key focus is on programs that help make a child thrive and become resilient. Our specialist education programs, our post-care support services, and our therapeutic approaches to residential care are part of that journey.

Youth Garage

Helping kids to connect



It's more than just a hangout after school. It's a place where young people can feel a sense of inclusion, a place called the 'Youth Garage'.

In Werribee, you can drop into the Youth Garage on Wednesday afternoons during school term. It's where the buzz is; where you can share your stories, thoughts, ideas and perspective; a welcome pitstop for those who've experienced a feeling of disengagement in their neighbourhood or wider community.

Established by Anglicare Victoria, the Youth Garage is where youth workers can connect with children and teens in a setting that's casual and comfortable. You can grab something to eat or get involved in an activity.

With a chilled-out atmosphere, it's a place where youth workers engage with the garage-goers, offering supports, such as legal services, alcohol and drug prevention services and Centrelink, and with staff that specialise in working with vulnerable youth.

Jim's story

Jim often pops into this drop-in centre. According to Jim it's all about meeting people and recognising that it's good to have a place to go.

"I have a lot of respect for this place, we all do," he said. "We try to make sure everyone keeps in line, so it can stay open."

Jim explained that it's a place that has changed many lives, including his friends'. "If anything was to happen, I know I could always come here."

Tina's story

Another young person who this year made a beeline for the Youth Garage was Tina.

At 17, Tina was shy and lacked confidence. Disengaged from her schooling life and unemployed, it was a Youth Garage staff member who discovered her love for cooking. Before she knew it, she was rocking up to a Good Food course run by Jamie Oliver's Ministry of Food in Werribee, an enrolment organised by Anglicare Victoria's youth workers.

A few months later, Tina was back at the drop-in centre, catching up with everyone and proudly waving her certificate around. She's grown in leaps and bounds since then, gaining qualifications in first-aid and food handling, and setting her sights on a career in hospitality.

As you can see, it all happens at the Youth Garage.

"The Youth Garage is where youth workers can connect with children and teens in a setting that's casual and comfortable."

Life

after out-of-home care



On the eve of Rory's 18th birthday, he had other things on his mind. Not whiz-bang parties, friendly smiles and presents to unwrap. Instead, Rory was in turmoil, wondering if he'd have a roof over his head.

Due to life's unexpected challenges, Rory couldn't live at his family home, so he was placed into residential care at the age of 13.

Through this time, he went to school, participated in 'resi' life and grew up.

However, once young people in Rory's situation turn 18, they are required to leave state care. It's a law that is often the topic of debate within the Australian welfare sector.

Things weren't going to plan. He was counting on accommodation with one of his parents, but the arrangement fell through. And his options looked grim.

"I started freaking out, because I didn't know where I was going to live" he said. With much persistence, Rory found a place to live... however the challenges kept stacking up.

"It was all exciting (at first), I had heaps of room, and I could be by myself. Cool I thought... but then I wondered, could I manage alone?" he said.

Springboard: helping young people transition from care

Thankfully for Rory, there was Anglicare Victoria's Springboard, a successful program that assists young people transitioning from care. Our Springboard team offers one-to-one support, and

works to uncover opportunities for young people, including education and employment.

Rory's young life was very much connected to our organisation, through his years living in out-of-home care, so it was a natural fit for our Anglicare Victoria Springboard case manager, to support Rory at this time.

"My case manager has been a great help for me, just to talk to... he's helped me get into TAFE too," Rory said.

The case manager, Joe explained that most of his young clients needed extra help, so they could access and experience all facets of life.

"They just need to believe they can do it... and from that belief and self confidence, everything changes," Joe said.

Rory is now settled in employment and he's very happy in his workplace. He also manages a public speaking business.

"Our Springboard team offers one-to-one support, and works to uncover opportunities for young people, including education and employment."



Children & young people A year in summary

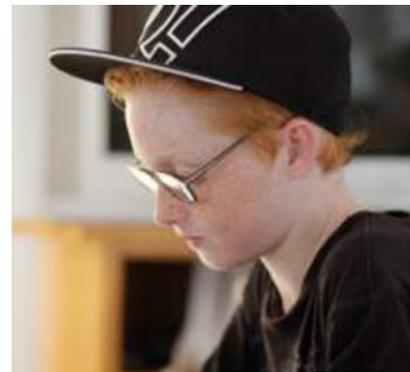
“If we can get these areas right, we will get a lot right for the children in our care.”

It was a big year for our work with children and young people. We placed 664 children in more than 420 foster care households; looked after 109 children in our residential care services, and a further 40 through our youth refuges.

We also cared for more than 160 young people through our community housing and support services for asylum seekers who are unaccompanied minors.

In addition, we managed to establish new residential units in Seymour and Frankston, and provided countless hours of counselling and support to the many children and young people referred to us.

For the second year in a row we released our 'Children in Care Report Card'. This is an annual report highlighting how our children in care are faring compared to the average Victorian child who is not in care. And the gaps were significant.



The report card, a now much anticipated annual release, emphasises the gaps between the children we care for and other Victorian children in the areas of mental wellbeing, reading and writing, having friends outside school, participation in organised sport, physical development and even accidents incurred.

The report enables us to focus our efforts on closing these gaps. If we can get these areas right, we will get a lot right for the children in our care.

The 2014 report was one of the centrepieces in our commentary and advocacy to government and the community. It certainly revealed the status of these children and young people in our communities.

Children placed in foster care during the year

664

Number of different families that our children come from

457



Households providing foster care

422



Number of sibling groups accepted into our care

145



Number of children and young people in residential care this year

109



Families

Families are so important to the wellbeing of our community. We are reaching higher than ever to improve the lives of thousands of challenged Victorian families.

Making a lasting difference

Our Family Services and Child FIRST teams play a vital role in supporting the needs of thousands of troubled or disadvantaged Victorian families.

Along with delivering more than 75 per cent of Anglicare Victoria's family-support work, these teams provide a range of other family-related services including our high-profile parenting education programs.

This year, our programs across metropolitan Melbourne and Gippsland connected with 5,647 families. Of those families, more than 40 per cent were affected by domestic violence; 43 per cent were affected by mental health problems; 20 per cent were affected by drug or alcohol issues; and over one third had previous histories with Child Protection.

This is demanding work. However, our teams have shown great innovation and creativity throughout the year in supporting the many, varied and complex family situations that we are required to work with and resolve.

Keeping families together



Our Yaail Lung Dardee Stronger Families program is helping children stay at home with their families and out of state care.

Georgie didn't expect much from life. She'd spent a lot of time with social workers, because she'd been raised in state care.

During much of her life, she'd lost a sense of hope, and her turbulent journey seemed endless.

When Georgie reached adulthood, her life continued down a disruptive path.

She was a mother now, but instead of settling down, Georgie was losing control, emotionally and practically.

“She wants her children to know they can achieve anything they set their minds to.”

To compound her situation, Georgie and her children had recently escaped a situation of extreme family violence that had a direct impact on them all.

Also experiencing extreme financial stress, Georgie was finding it hard to run the household, keep the kids at school, and cope with her youngsters and their challenging behaviour. Especially hard, was finding assistance for her disabled daughter.

The pressure was so intense that Georgie was at imminent risk of having her children removed from her care, through monitoring by Child Protection.

A program entitled, Yaail Lung Dardee Stronger Families changed all that.

Yaail Lung Dardee offers intensive, long term, whole-of-family case support and specialist services. It enables children, who are at risk of being placed in care for the first time, to remain at home with parents or to support their return to parental care when it is safe to do so.

Change started for Georgie. Because while feeling very isolated, she knew, even in her darkest moments that, more than anything, she wanted to make positive steps towards a better life.

Working with the Yaail Lung Dardee program, Georgie got involved in the emotional, educational and health services on offer.

It made a difference. She was more motivated and more confident.

Georgie can see the future now, and it's brighter. With a new driver's licence and an ambition to start her own business. Georgie says that just as how her own life has turned around, she wants her children to know “they can achieve anything they set their minds to”.



Supporting positive parenting



We know that a safe, supportive relationship with a parent is vital for a child's development. By intervening early in a youngster's life and supporting their caregiver to create a nurturing environment, we can make a real difference.

Supporting vulnerable families and working with parents around self-esteem issues, is a vital part of what we do at Anglicare Victoria.

In fact, parent education is an integral component of our work with families.

It's no surprise that our programs, such as Parentzone offered in Gippsland and throughout Melbourne are so popular.

This year, our Parentzone program, working in the southern reaches of Melbourne, supported more than 500 parents, providing 22 forums, 20 group work programs, as well as individual sessions for 28 parents.

Rigorous measures were used to evaluate the outcomes, with approximately 130 parents providing important and insightful feedback.

The results were remarkable: 90 per cent improved their confidence as parents; 96 per cent changed their behaviour following a course; 84 per cent reported a more positive relationship with their child; and 89 per cent had an improved awareness of child development.

The feedback told us that parents came to Parentzone to learn new parenting strategies and new ways to behave around their children, such as providing discipline in a structured, constructive way, without a raised voice.

By the end of the program, one parent commented: "I'm more level-headed. I'm cooler and calmer, and I can see clearer now. I have other tools to use instead of resorting to yelling."

"Parent education is an integral component of our work with families."

During the year, the most significant outcome of our work has been the many parents who have reported that they have changed their own behaviour. This is making a huge difference in children's lives.

One of the group programs that is successfully delivering solid outcomes for both parents and professionals working with parents, is the six-week 'Tantrums, Tears and Trouble' program. This program covers topics related to the daily challenges faced by parents, such as: how to get children to listen; dealing with feelings; positive discipline that works; self-care; and building stronger relationships with your kids.

The program was recently delivered in conjunction with a local migrant centre, and staff members have warmly witnessed noticeable change in parent behaviours, such as parents projecting a more relaxed attitude and dedicating more time to their children.



“Every family is unique: in their make-up, stories, history and culture.”

Families

A year in summary

“These strengths, however minor, could be expanded and built upon, to develop habits focused on keeping children safe.”



There is a saying: “An ounce of prevention is better than a pound of cure”. It’s a saying that reflects the fundamental focus of Anglicare Victoria’s Integrated Family Services programs and their coordinated entry points, Child FIRST.

These services work with families in difficult circumstances, helping them improve their situations so family homes become safer and more nurturing places for children.

Ultimately, the aim of Family Services is to help families turn things around, so there is no need for a government department to consider removing children and placing them in care.

Child FIRST and Family Services work to keep families together, and to help family homes become places of hope for children and young people, where they can develop healthily and realise their full potential.

This year, Child FIRST and Family Services staff provided more than 170,000 hours of service, working with 5,647 families throughout metropolitan Melbourne and Gippsland.

Every family is unique: in their make-up, stories, history and culture. However, particular adversities were frequent with many families experiencing two or more adversities at once.

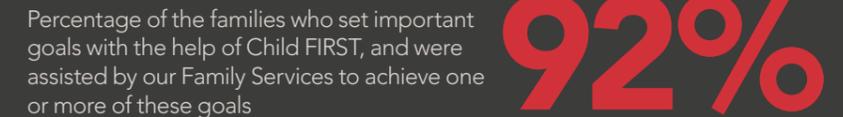
Many families were near to the brink, with children close to being removed and placed in care. In fact, 34 per cent of families came to Family Services with a history, current or otherwise, requiring statutory Child Protection services.

To prevent this, Anglicare Victoria focused on discovering the strengths of both the parent and child – enabling us to focus on aspects of their lives that were going well.

These strengths, however minor, could be expanded and built upon, to develop recognisable strategies and habits focussed on keeping children safe.

For example, some parents – despite having ongoing struggles with drugs, or mental health issues – had a strong desire to nurture. They therefore could be supported with assistance to develop a routine to get their children to school.

Working with parents, our staff members were able to draw on the pride this renewed motivation and awareness of capability evoked. They then channelled this self-respect towards helping reduce other challenges in their lives.



Community programs

We want everyone we work with to become a valued part of the community.



The changing face of community hardship



Anglicare Victoria's community programs are now helping more people than ever before, including some from a surprising part of our community.

In the past, the vast majority of our time and resources were spent supporting those who were homeless, unemployed, or chronically disadvantaged.

This is critical work, and people in these circumstances continue to take up a large proportion of those who seek our assistance, particularly through our homelessness breakfast and emergency food relief programs.

More recently, however, we've seen disturbing increases in the number of people who, while employed, are still experiencing poverty, and are in search of our help, particularly in the area of financial counselling.

Regardless of the person or the situation, Anglicare Victoria is always there to provide care and support to those who need it.

Friendship and a welcome meal

The Anglicare Victoria breakfast program is in full swing all year round, to support those people affected by homelessness.

Those in Melbourne who are marginalised and experiencing homelessness know they are welcome, respected, and a part of a community at St Peter's Eastern Hill.

It's where our breakfast program operates every day to support people impacted by homelessness, by offering a self-serve continental style breakfast on the go.

Think cereal, yoghurt, fruit and hot drinks served with fresh milk. The exception is twice a week, when corporate volunteers from organisations such as National Australia Bank (NAB) and Whitbread Insurance Brokers help to provide a cooked breakfast of eggs, bacon and hash browns.



It's a big operation. In the past 12 months, the program has dished up at least 20,000 breakfasts.

But it's not just about food. It's also about the warm welcome.

St Peter's Eastern Hill is a place of community. Its casual atmosphere encourages others to catch up with mates and make new ones. The breakfast serves as a drop-in hub where people can come and go as they please, and eat as much as they like. They can pop in for a quick bite, or stay for the whole hour-and-a-half. The choice is theirs and there's dignity in choice.

This drop-in location is a place where relationships are built between staff and clients. Our experienced volunteer staff members are always available to assist when needed or refer people onto an appropriate service.

The networking doesn't stop there.

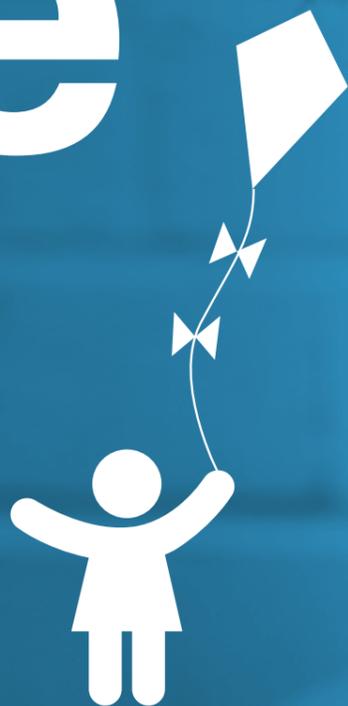
Workers from other agencies are warmly welcomed. You'll see staff that work in the housing and accommodation sector meeting up to complete paperwork, while district nurses tend to wounds and conduct health checks. Other welfare professionals will pop in too, just to keep in touch with breakfast-goers. They will ensure everyone's travelling well despite any challenges.



Through this collaborative effort, real changes are made to people's lives they form friendships, find homes, jobs and some finally gain treatment for mental and physical health issues.

"It's not just about food. It's also about the warm welcome."

Helping asylum seekers feel at home



Many asylum seekers suffer great trauma in their homeland before making the treacherous journey to Australia. This year, Anglicare Victoria has continued to offer them much needed support and care.

Our work with asylum seekers went from strength to strength during 2013-14.

We grew our 'unaccompanied minor' program extensively during the past year, at one stage opening more than 20 houses across metropolitan Melbourne and in Ballarat.

Our family asylum work also expanded greatly throughout the course of the year, with our staff opening more than 90 homes for families.

This year was also highlighted by the wide range of activities we provided our young people and families in this area. These included holding a now-renowned 'sports without borders'

event, which saw more than 150 young unaccompanied minors play off in soccer and cricket teams.

We also held community markets, where our asylum seeker families could access much needed clothing and household items. And now plans are afoot for a new initiative – a program that combines the playground and music therapy – to encourage children of our families to participate.

As a national tender for asylum seeker support is expected, we envisage having a changed role in this area for the coming year. This change will see us concentrating on our work with unaccompanied minors.

Asylum seekers 2013-14

What we did and who we helped

UNACCOMPANIED MINORS	VULNERABLE FAMILIES
20 houses +8 from previous year	104 houses +31 from previous year
118 children in care +100 from previous year	97 families +31 from previous year
34 weeks in care +22 weeks from previous year	41% Sri Lankan Tamil
73% Afghani	22% Iranian
14% Sri Lankan	

Putting the fun into fundraising

Money raised through fundraising has its greatest value when it can make a positive difference to the work we do.

At Anglicare Victoria, we are dedicated to ensuring our annual fundraising events are not only enjoyable, but well worth it.

Most importantly, it's about more than just asking for money, it's about coming together as a like-minded community and responding to a genuine social need.

During the year, we worked hard to organise and promote fundraising events that were innovative, varied, creative, and above all fun. Here is one of the standouts...

Altitude Shift for foster kids

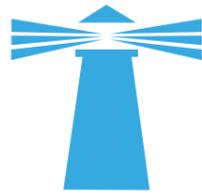
In a fundraiser called Altitude Shift, 125 brave community participants, including our CEO Paul McDonald, boldly abseiled, Spiderman style, from the top of the 27-storey St James building in Bourke Street. They were raising funds for Anglicare Victoria's foster care program. Thanks to sponsorship dollars enthusiastically gathered by the participants, the event raised a remarkable \$150,000. Further to this event, we held our highly successful Dinner with the Angels that saw 24 of Melbourne's top restaurants cooking for more than 500 guests.



“During the year, we worked hard to organise and promote fundraising events that were innovative, varied, creative, and above all fun.”

Anglicare Victoria would like to thank the many staff, volunteers, sponsors, media organisations and community members who make these events and all we do in fundraising, possible and worthwhile.





Community A year in summary

“The year saw our community programs really interface with our core family, youth and out-of-home care services.”

A unique strength of Anglicare Victoria is the diversity of programs it provides for children, young people and families.

We pride ourselves on offering a suite of services that directly responds to the range of problems and issues encountered by our clients.

Within this program profile are our services for financial management, drug and alcohol abuse, and domestic and material relief to assist families to get through the week.

Last year we saw a heavy demand on our community program services.

Our financial counselling has provided intervention and budgeting relief to more than 5000 people.

We not only saw families and individuals struggling to financially cope with spiralling utility and other cost of living bills, but also people facing bankruptcy and similar major financial crises.

It is testament to the work of our financial counsellors that the debts resolved this year for our clients ran into many hundreds of thousands of dollars.

Our drug and alcohol programs had another strong year, particularly in an era where the drug ice is causing so much damage.

We are looking forward next year to broadening our services in this area, with Anglicare Victoria being very successful in securing further drug and alcohol services across Melbourne.

Our parish partnerships and community programs for the homeless continued to be a centrepiece of our community work.

Many thousands of meals were distributed to needy individuals and families across Victoria.

The year saw our community programs really interface with our core family, youth and out-of-home care services.

Moving forward, this presents us with a strong service delivery platform, enabling us to respond to those with multiple disadvantage issues.



6850

Chaplaincy hours delivered to prisoners across Victorian prisons

70000+

Number of meals provided through our homeless meals program



54

Number of offenders supported through Koori Youth Justice & group conferencing programs

21000+

Breakfasts provided for school kids

53

Parish Partnerships delivered

Innovation and research

Our breakthrough research is leading us to develop exciting new programs, transforming lives and setting the direction for real generational change.



Improved
research
better
outcomes



Our research allows us to identify what outcomes are important, and how we can meaningfully effect positive change for the children and families who come into contact with our services and programs.

The recent policy move towards an outcomes-based framework for the out-of-home care and family services sectors reflects the acknowledgement that, to be effective, community services must be grounded in a strong evidence base.

Anglicare Victoria is already well positioned to move towards an outcomes-orientated approach.

Our work in this area records our clients' changes in their material circumstances. We view their parenting and family function, their engagement with education or the workforce, and their sense of inclusion and integration within society.

Thorough research will make an important contribution to the development of our models and the outcomes we can achieve.

Children in Care

Report Card

Our research can highlight Anglicare Victoria's achievements as well as areas in our community that need recognition and support.

The annual 'Children in Care Report Card' is an example of how research can highlight the problems experienced by children and young people in out-of-home care, with a view to identifying areas where intervention can lead to more positive outcomes.



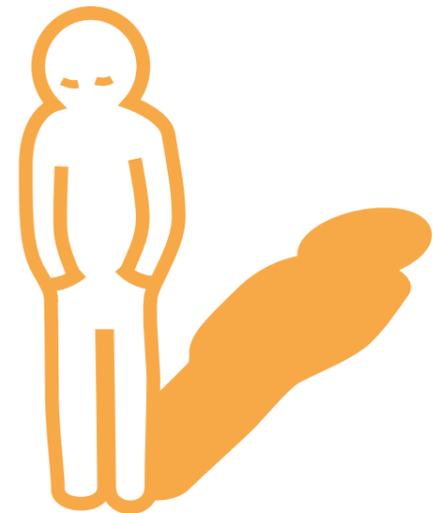
“The report card once again highlights the significant disparity that exists between children in care and their peers in the general community.”

This year, the report card once again highlights the significant disparity that exists between children in care and their peers in the general community

More than 50 per cent of children and young people aged between five and 17 in out-of-home care, were found to have clinically significant emotional and behavioural difficulties, compared to only 13.3 per cent of children and young people in the general community.

We also found that close to 20 per cent of very young children in care did not attend kindergarten or preschool, compared to only two per cent of children in the general community.

The report card directs our attention to more than 20 areas where Anglicare Victoria can make a meaningful difference to the lives of children and young people in care.



Bringing hope through better learning




Our TEACHaR program is helping to positively transform the educational achievements of children in home-based and residential care.

TEACHaR is funded by the Helen Macpherson Smith Trust, The Alec Prentice Sewell Gift managed by The Ian Potter Foundation, the Vera Moore Foundation, the R.M. Ansett Trust managed by Equity Trustees, and the Kimberley Foundation.

The TEACHaR program is a fine example of Anglicare Victoria's commitment to innovation.

Offered across our eastern, southern and northern regions, its work sees highly-skilled teaching interventions drawn from a sensitive understanding of how past experiences of trauma can impact a child's sense of security, relationships and behaviours, including the ability to learn at school.

The program employs registered teachers, and is guided by the principle that a 'good education' is not only a universal right, but also a potential lever for change in the context of hardship and disadvantage.

With direct help with learning, in a classroom setting or at home, the

program works in close collaboration with schools, case managers and carers, with funding offered for students to allow for a range of learning assessments and services.

It also provides secondary support to schools and classroom teachers, to foster a greater understanding of children in the care system.

This interaction with school staff also goes to strengthen their capacity to support students with complex needs and challenging behaviours.

The program aims to curb the negative educational trajectories too often experienced by children and young people in care.

Results of our one-on-one work with children during 2013-14

PERCENTAGE WHO WERE ALWAYS OR USUALLY HAPPY AT SCHOOL	
92%	Always or usually happy at school +30% from the previous year
81%	Always or usually involved in learning tasks +20% from the previous year
69%	Working hard, on level or exceeding the average level +31% from the previous year

The future



Looking into the future, the community services sector is experiencing unprecedented reform and restructure.

Governments are reassessing how to continue to respond to growing demand for human services in tighter fiscal times.

Over the coming decade, Anglicare Victoria will be required to adapt and respond to ongoing demand. We will be seeing more numbers of children entering out-of-home care, families that are financially stressed or just struggling with daily life, and young people who are disenfranchised and under pressure.

As part of our response, we will continue to trial and implement new ways of bringing even greater outcomes to our clients, with a particular emphasis on outcomes that improve their long-term life outlook.

In the current challenging economic climate, we will be nimble and athletic in responding to need and operating our services.

We will also continue our close association with government, bureaucracies and the public about our work, our effectiveness and the experiences and outcomes of our clients in this changing environment.

Coming together to achieve more



Anglicare Victoria has recently merged with St Luke's, making us the largest child, youth and family support service organisation in Victoria, further building our capacity to help those in need.

During 2013-14, the St Luke's board moved to seek a merger with Anglicare Victoria, to ensure its continued growth and sustainability.

St Luke's has worked with its regional community in central and north-west Victoria for more than 35 years, and also delivers services to parts of southern New South Wales.

The agency has many similar program areas to Anglicare Victoria. Its five key service areas are: out-of-home care, youth services, family and children services, mental health and housing, and community programs.

On any given night during this year, 73 children were in the care of St Luke's through its foster care program.

In fact, St Luke's is the major out-of-home care service provider in the Loddon Campaspe region.

St Luke's is also the major provider of financial counselling and the Gambler's Help program in Bendigo.

During the past 12 months, staff members have worked with more than 300 clients dealing with gambling-related issues, while 154 people spoke with financial counsellors.

St Luke's has been, to date, the major provider of outreach mental health services in the region. In New South Wales, St Luke's mental health staff forged a project that has attracted national attention, the 'River 2 Recovery'.

It's a project highlighting how people, who have experienced mental health issues, can handle life's challenges.

Local partnerships, large and small, are highly valued by St Luke's staff. The organisation provides the Child FIRST program and benefits greatly from its partnership with local aboriginal agencies.

This agency's residential care services provided accommodation for 29 young people in three units located in suburban Bendigo this year.

Closer to the heart of Bendigo, the 'Youth Central' building is a purpose designed services hub where the youth services team work with vulnerable young people around

housing, education and employment issues – with a 'no wrong door' ethos.

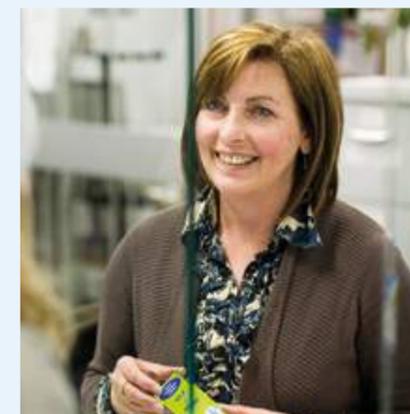
It's here that staff support young people, many of who are experiencing tough life challenges, offering services such as homelessness support, educational and leaving care programs. Homelessness outreach work experienced an increase, with 276 young people seeking assistance.

Anglicare Victoria's merger with St Luke's was completed in August 2014.



Viva la volunteers

Putting up
their hand to help
us **bring hope**



Every day, the generous efforts of volunteers help us to provide support and hope to Victorians in need.

Anglicare Victoria has been connecting with its community through volunteering for the past 16 years, with great success.

Much of this success is due to the amazing efforts of community members who choose to become involved in volunteering, and our staff members who are such an integral part of the volunteer process.

Volunteering touches many of Anglicare Victoria's services, including fundraising, an area in which companies such as Telstra are strongly involved through workplace programs. During the year, we saw more than 100 people contribute via these kinds of programs.

Our agency also recognises the immense contribution that volunteers make through their participation with support services, such as serving food to people who are disenfranchised in their community and experiencing life's obstacles.

According to Anglicare Victoria's team leader for homeless support services, Louise Lang, volunteering is a truly vital component.

"We offer many daily programs, we put food in the hands of more than 100 people through breakfasts and barbecues," Louise explained.

"So while we work to support people currently facing immense challenges, including homelessness, we couldn't do the work we do without our volunteers.

"They're such a valued part of our team, and they free us up to deal with client issues as they arise."

Louise said the face of volunteering is also changing.

"Where once we had mostly retirees and people making long-term commitments, we now find people are looking at volunteering as a pathway to employment and to seek learning opportunities," she said.

"In fact, some who have volunteered, have been students on study placements, and because of their outstanding work, they have been employed here at Anglicare Victoria.

"It's a true partnership, and one that we cherish."

"We couldn't do the work we do without our volunteers."

Major contributors

Through the many ways they contribute, our donors are pivotal members of our growing Anglicare Victoria family.

We value our donors. Quite simply, without them, our mission to support and care for children, young people, adults and families in our community, who are impacted by life's challenges, would not be realised.

Anglicare Victoria's board, management and staff are extremely grateful for this significant support.

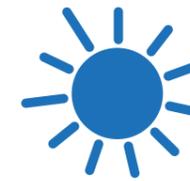
Trusts & Foundations

The Alec Prentice Sewell Gift
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Aussie farmers Foundation
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Bequests & Estates

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Kathleen Louisa Curwen-Walker Charitable Trust
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N J Horton Charitable Fund
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Norman Ryder Stevens Estate
Olive Katherine Kell Estate
Robert Ackland Macdonald Estate
Ronald John Hicks Estate
Roy Don Fishley Estate
Tivey Memorial Fund

Schools

Beaconhills Christian College
Geelong Grammar School
Ivanhoe Grammar School, Buckley House
Ivanhoe Girls' Grammar School
Korowa Anglican Girls' School
Lilydale High School
Melbourne Girls Grammar School, Merton Hall
Melbourne Grammar School
Melbourne Grammar School, Wadhurst
Trinity Grammar School

Churches & Auxiliaries

All Saints Barwon Heads Opportunity Shop
All Saints East St Kilda
All Saints Newtown/Geelong West
All Souls' Sandringham Opportunity Shop
Anglican Diocese of Ballarat
Anglican Diocese of Gippsland
Anglican Diocese of Melbourne
Anglican Diocese of Wangaratta
Anglican Mothers Union Hamilton
Anglican Parish of Altona/Laverton
Anglican Parish of Ararat
Anglican Parish of Box Hill
Anglican Parish of Bairnsdale
Anglican Parish of Gisborne
Anglican Parish of Ocean Grove with Barwon Heads
Anglican Parish of Sorrento & Rye
Anglican Parish of Wandin/Seville & Mt Evelyn Golden Opportunity Shop

Anglican Parish of Wangaratta West & the Warbys
Anglicare Victoria Camberwell Auxiliary
Anglicare Victoria Eltham Auxiliary
Anglicare Victoria Rosanna Auxiliary
Anglicare Victoria Strathmore Auxiliary
Anglicare Victoria Sunshine Auxiliary
Anglicare Victoria Vermont Auxiliary
BICCY's Opportunity Shop (Brighton Inter-Church Council)
Church of the Ascension Burwood East
Emmanuel Anglican Uniting Church West Wodonga Opportunity Shop
Holy Trinity Cathedral Wangaratta
St Andrew's Brighton Opportunity Shop
St Christopher's Bentleigh East
St Dunstan's Camberwell
St Faith's Glen Iris
St John's Bentleigh
St John's Camberwell
St John's Diamond Creek
St Luke's Mulgrave
St Mary's Community Store, Sunbury
St Mary's Fossick & Find Opportunity Shop, Morwell
St Matthew's Wendouree
St Oswald's Glen Iris
St Peter's Ladies' Guild Leongatha
St Peter's Ballarat Opportunity Shop
St Peter's Eastern Hill Melbourne Charitable Foundation
St Silas' with St Anselm Albert Park
St Stephen's and St Mary's Mount Waverley
St Stephen's Gardenvale
St Stephen's Highett
St Thomas Burwood
The Salvation Army Wangaratta Corps
Toorak Ecumenical Opportunity Shop
Victory Life Wangaratta
Wangaratta Lutheran Opportunity Shop
Wangaratta Uniting Church
Williamstown Uniting Church

Community

Gippsland Emergency Relief Fund
Gippsland Region Girl Guides
Heathmont Inter Church Help Inc
Lions Club of Mooroolbark
Lions Club of Oakleigh
Masonic Lodge Ballarat
Military & Hospitalier Order of Saint Lazarus of Jerusalem
OTU Association
Rotary Club of Bright
Rotary Club of Glen Waverley
Rotary Club of Sorrento
The Footmen Club
United Way Ballarat

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Individuals

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Mrs R Andre
Ms R Armstrong
Mrs Nancye Backholer
Mr P & Mrs J Barrett
Mr C Bates
Mr A & Mrs J Bell
Mr Kenneth Bethell
Mr Geoffrey Betts
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Mr David Turnbull
Mr Alistair Tweeddale
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Mr I Whykes
Mr Malcolm Woolrich
Mr David Young

Businesses

3BA (Radio Ballarat Pty Ltd)
AccessPay
Alerton Australia
Alphabet Fleet
Barnes Wines
Joned Pty Ltd
Mulnot Pty Ltd
My Little Patch
Juilliard Group
The Good Guys, Niddrie

These generous gifts enable us to trial innovative new programs and to invest further in proven programs. They support us to strive to deliver better outcomes for our clients, and in turn, all Victorians.

Our board

At Anglicare Victoria, one of our greatest assets is the outstanding service and dedication of our Board of Directors.



Chairman

1. Mr Damian Neylon

Deputy Chairman

2. Mr John Unkles

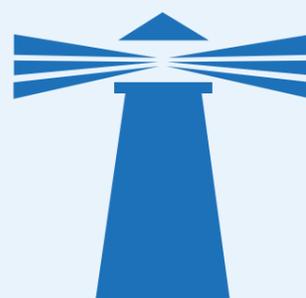
Board members

3. Professor Glenn Bowes
4. Ms Amanda Derham
5. Ms Caroline Johnston
6. Ms Pauline Kelly
7. Archdeacon Ray McInnes
8. Mr John McKenzie
9. Mr Stephen Newton AO
10. The Hon Chris Pearce
11. Dr Winsome Roberts
12. Mr David Stewart
13. Mr Geoff Walsh

Executive management group



Chief Executive Officer	Mr Paul McDonald
Chief Financial Officer	Mr Chris Baring-Gould
Director People & Culture	Ms Elizabeth Holley
Director Business Technology	Ms Diana Holmberg
Director Business Development	Ms Brenda Petersen
Director Quality	Ms Jenny Potten
Regional Director Gippsland	Ms Jane Anderson
Regional Director North West	Ms Claire Nyblom
Regional Director East	Ms Sue Sealey
Regional Director South	Mr Darren Youngs
General Manager Refugee Services	Ms Antoniette Bonaguro
General Manager Community Relations and Fundraising	Mr Greg Romanes



Council and committee

Council president

The Most Reverend Dr Philip Freier

Council

The Rev'd Dr Stephen Ames
 Fr Kim Benton
 Dr Graeme Blackman
 Mr Adam Blackmore
 Mr Malcolm Boyce
 Rev'd Bruce Charles
 Ms Beryl Coombe
 Mrs Beth Delzoppo
 Mrs Jenny Disney
 The Rev'd Catherine Heath
 The Rt. Rev'd Philip Huggins
 Ms Caroline Johnston
 Ms Pauline Kelly
 The Rev'd Christopher Lancaster
 Fr Thomas Leslie
 The Rev'd Rachel McDougall
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 Bishop John McIntyre (dec. June, 2014)
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 Ms Julia Russell
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 The Rev'd Stuart Soley
 Mr John Unkles
 The Rt. Rev'd Garry Weatherill
 Mr Chris Wells
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 Chris Baring-Gould
 Ms Amanda Derham
 Mr Peter Horsburgh
 Ms Caroline Johnston
 Paul McDonald
 Mr Stephen Newton AO
 Mr Damian Neylon
 Mr Chris Pearce
 Marcus Riesewyk (Minutes)
 Mr David Stewart
 Mr John Unkles

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 Mr Paul McDonald
 Mr John McKenzie
 Ms Maria Polujnikoff
 Ms Jenny Potten
 Mr Marcus Riesewyk (Minutes)

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 Mr Ron Courtney
 Mr Garry Dalton
 Ms Amanda Derham
 Mr Paul McDonald
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 Mr Damian Neylon
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 Mr David Giles
 Ms Pauline Kelly
 Mr Paul McDonald
 Mr John McKenzie
 Ms Jenny Potten
 Ms Leonie Rooney
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 Dr Tatiana Corrales
 Ms Laura David
 Prof Margaret Hamilton AO
 Mr Paul McDonald
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 Mr David Giles (resigned Feb, 2014)
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 Mr Gavin Kempin
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 Ms Elizabeth Yewers

Friends of Anglicare Victoria

Mr Malcolm Boyce
 Mrs Jenny Disney
 Mr Ian Smith

Nominations

Mr Damian Neylon (Chair)
 Ms Beryl Coombe
 The Hon Christopher Pearce
 Mr John Unkles

Financials

Statement of comprehensive income for the year ended 30 June 2014

Revenue and income	2014 \$'000s	2013 \$'000s
Government funds and client fees		
Placement & support	40,135	28,996
Family services	23,809	21,706
Community programs	4,439	4,595
Parish partnerships & community development	717	840
Funds raised by Anglicare Victoria		
Tied fundraising income	2,128	2,079
Untied fundraising income	2,726	2,622
Bequests	542	1,094
Net investment income	2,488	2,246
Total revenue and income	76,984	64,178

Expenditure

Services provided to children, young people & families		
Placement & support	42,133	31,548
Family services	21,666	20,038
Community programs	5,110	5,276
Parish partnerships & community development	2,357	2,383
Infrastructure, support and governance costs		
Quality assurance, audit & other legislative compliance costs	766	728
Property (rents & maintenance), vehicles & technology infrastructure	1,892	1,702
Staff wellbeing, advocacy and community relations		
Staff development and training	719	522
Research and advocacy	513	537
Building relationships with community, schools, parishes and media	1,896	1,721
Total expenditure	77,052	64,455
Net operating deficit	(68)	(277)
Grant to Anglicare Victoria Childrens Foundation	(881)	(441)
St Lukes merger costs	(362)	
Net gain on sale of plant, equipment & investments	1,061	286
Unrealised impairment losses on investments (AASB 139)	(83)	(15)
Impairment plant and equipment	(20)	(69)
Deficit for the year	(353)	(516)
Other comprehensive income		
Items that may be reclassified subsequently to surplus or deficit		
Net change in fair value of available-for-sale financial assets	971	2,144
Other comprehensive income for the year	971	2,144
Total comprehensive income for the year	618	1,628

Represented by

	2014 \$'000s	2013 \$'000s
Operating activities		
Provision of direct services to children, young children and families, including infrastructure and support services	(7,275)	(7,800)
Non-operating activities		
Net gain on sale of plant and equipment & investments	1,061	286
Unrealised impairment losses on investments (AASB 139)	(83)	(15)
Plant and equipment impairment	(20)	(69)
St Lukes merger costs	(362)	
Anglicare Victoria's contribution of resources		
Net fundraising income	4,177	4,183
Net investment income	2,488	2,246
Bequests received	542	1,094
Grant to Anglicare Victoria Childrens Foundation	(881)	(441)
Other comprehensive income		
Net change in fair value of available-for-sale financial assets	971	2,144
Total comprehensive surplus for the year	618	1,628

Statement of financial position as at 30 June 2014

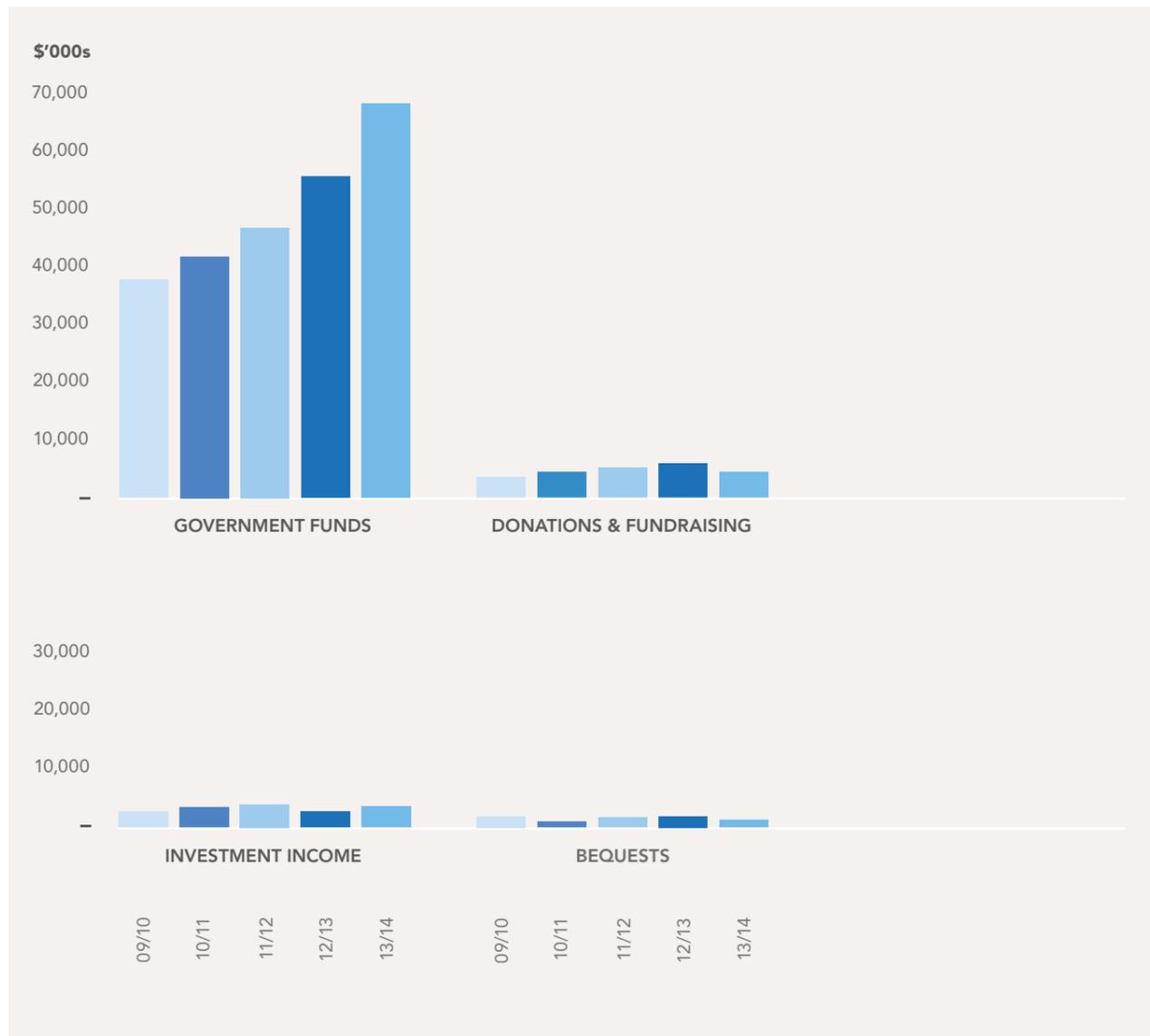
Assets	2014 \$'000s	2013 \$'000s
Cash and cash equivalents	3,627	5,588
Trade and other receivables	3,609	2,741
Total Current Assets	7,236	8,329
Investments	25,705	24,015
Property, plant and equipment	16,611	16,530
Intangible assets	824	243
Total Non-Current Assets	43,140	40,788
Total Assets	50,376	49,117
Liabilities		
Trade and other payables	4,334	4,016
Provisions	100	100
Employee benefits	3,992	3,540
Deferred income	4,803	5,055
Total Current Liabilities	13,229	12,711
Employee benefits	1,844	1,571
Deferred income	850	1,000
Total Non-Current Liabilities	2,694	2,571
Total Liabilities	15,923	15,282
Net Assets	34,453	33,835
Equity		
Establishment corpus	23,767	23,767
Reserves	14,389	13,418
Accumulated losses	(3,703)	(3,350)
Total Equity	34,453	33,835

Financials

Revenue

	2009/10 \$'000s	2010/11 \$'000s	2011/12 \$'000s	2012/13 \$'000s	2013/14 \$'000s
Government funds	39,039	42,525	47,996	56,137	69,100
Donations & fundraising	3,528	4,259	4,544	4,701	4,854
Investment income	2,224	2,603	2,688	2,246	2,488
Bequests	1,244	144	998	1,094	542
Total	46,035	49,531	56,226	64,178	76,984

Sources of income



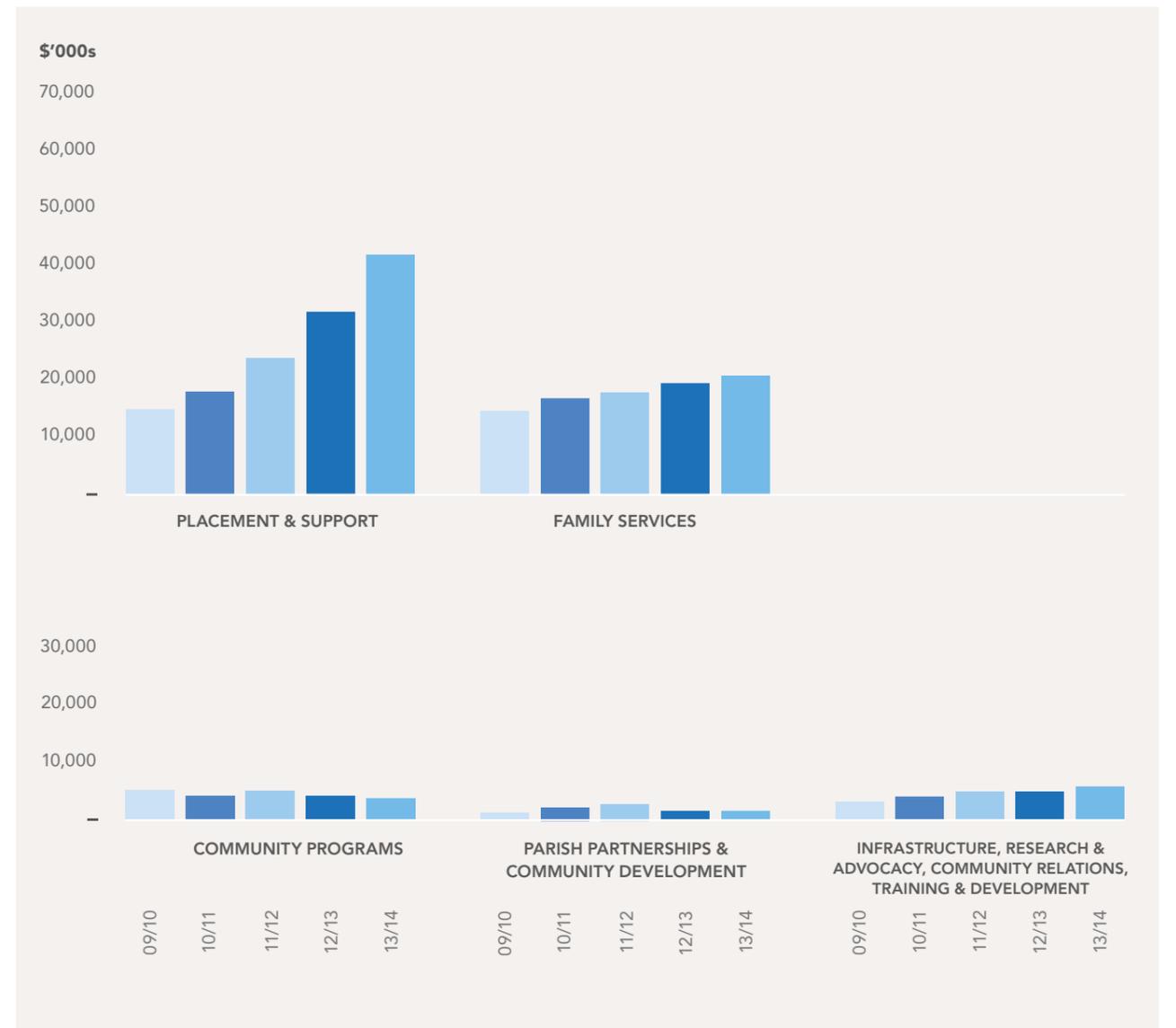
Expenditure

Services provided to children, young people & families

	2009/10 \$'000s	2010/11 \$'000s	2011/12 \$'000s	2012/13 \$'000s	2013/14 \$'000s
Placement & support	16,825	19,053	23,670	31,548	42,133
Family services	16,098	18,319	19,168	20,038	21,666
Community programs	5,932	5,393	5,711	5,276	5,110
Parish partnerships & community development	1,949	2,530	2,690	2,383	2,357
Infrastructure, research and advocacy, community relations, training and development	4,277	4,624	5,235	5,210	5,786
Total	45,081	49,919	56,474	64,455	77,052

Expenditure

Services and support activities



How you can help

There are many ways to get involved with Anglicare Victoria, and throughout the year we work hard to ensure you have ample opportunity to come on board, contribute and keep in touch.

A large percentage of the work we do is funded by government, but with your generosity we can reach higher, as we strive to bring even stronger programs and services to our society's disengaged and vulnerable people.

Some of the ways you can help:

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

BECOME A CARER and provide a stable, loving home for foster care children who are unable to live with their birth families. Information sessions are advertised on our website.

GIVE REGULARLY by joining our regular giving program, a way that you can provide ongoing funding through direct debit donations. Call and ask to speak with our Donor Relations Manager for more details.

GIVE AT CHRISTMAS and get involved with our annual Christmas Toy & Food Appeal. Giving to us during this seasonal occasion will bring joy to children by way of a gift, and help contribute to a family meal on Christmas day. Leave your donations under the Christmas tree at 101 Collins Street, Melbourne or phone us to arrange a collection.

LEAVE A LEGACY and remember Anglicare Victoria when you are planning your estate and arranging your will. Your bequest funds can go to our organisation as a whole, or we can ensure your gift goes to support a program of your choice. Speak with our Bequests Relationships Manager to find out how you can contribute to make a lasting and valued impact.

VOLUNTEER and become an appreciated member of the Anglicare Victoria team. Please visit our website to view the volunteering positions that are currently available.

GET SOCIAL and keep in contact with the work we do, by following us on Twitter, liking us on Facebook, or sharing our YouTube videos.

TALK WITH US and find out more about our programs that coordinate giving projects with business leaders, workplace groups and staff social clubs through sponsorship, workplace giving or corporate volunteering.

NETWORK with like-minded supporters of Anglicare Victoria at events such as our annual gala 'Gastronomique' event and scale the heights of giving with our fundraiser 'Altitude Shift'. See page 34 for more information about these events. (*Gastronomique, previously known as Dinner with the Angels*)

GIFTING with a major gift in mind is something we welcome, so speak to our Donor Relations Manager to discuss how you can make a major contribution to our organisation, or speak with us to ensure your gift goes to a specific program of your choice.

JOIN OUR TEAM because Anglicare Victoria is always keen to meet people who would like to work with us. All career opportunities are advertised on our website.

For more helpful information about the ways you can bring added value to our work in the community, please contact our team on 03 9412 6133 or visit to our website anglicarevic.org.au



Our offices

Central Office

Collingwood
103 Hoddle Street
Collingwood VIC 3067
Tel: 03 9412 6133

Eastern Region

Box Hill
7-11 Shipley Street
Box Hill VIC 3128
Tel: 03 9896 6322

Bayswater
666 Mountain Highway
Bayswater VIC 3153
Tel: 03 9721 3688

Lilydale
47-51 Castella Street
Lilydale VIC 3140
Tel: 03 9735 4188

Yarra Junction
Cnr Hoddle Street
& Warburton Highway
Yarra Junction VIC 3797
Tel: 03 5967 2698

Southern Region

Frankston
Level 2
60-64 Wells Street
Frankston VIC 3199
Tel: 03 9781 6700

Pakenham
66-68 Main Street
Pakenham VIC 3810
Tel: 1300 984 011

Rosebud
1161 Point Nepean Road
Rosebud VIC 3939
Tel: 03 5986 9900

North Western Region

Broadmeadows
32 Railway Crescent
Broadmeadows VIC 3047
Tel: 03 9301 5200

Craigieburn
59 Craigieburn Road
Craigieburn VIC 3064
Tel: 03 9483 2401

Plenty Valley
8 Hurtle Street
Lalor VIC 3075
Tel: 03 9465 0322

Broadmeadows Women's Community House
PO Box 258
Dallas VIC 3047
Tel: 03 9309 9433

Glenroy
32 Widford Street
Glenroy VIC 3046
Tel: 03 9306 0000

Werribee
2 Market Road
Werribee VIC 3030
Tel: 03 9731 2500

Yarraville
41 Somerville Road
Yarraville VIC 3013
Tel: 03 9396 7400

Sunshine
Cnr Anderson Road
& Sun Crescent
Sunshine VIC 3020
Tel: 03 9334 1203

Gippsland Region

Bairnsdale
347 Main Street
Bairnsdale VIC 3875
Tel: 03 5152 1213

Leongatha
5a Church Street
Leongatha VIC 3953
Tel: 03 5662 4561

Morwell
65 Church Street
Morwell VIC 3840
Tel: 03 5133 9998

Morwell
162 Commercial Road
Morwell VIC 3840
Tel: 03 5135 9555

Warragul
Suite 2
3 Barkly Street
Warragul VIC 3820
Tel: 03 5622 8600

St Luke's Bendigo

Main Office
22 Pall Mall
Bendigo VIC 3550
Tel: 03 5440 1100

Family & Child Services
175-187 Hargreaves Street
Bendigo VIC 3550
Tel: 03 5440 1100

Youth Services
Youth Central
10 Mundy Street
Bendigo Vic 3550
Tel: 03 5434 3922

Community Programs
47 High Street
Bendigo VIC 3550
Tel: 03 5448 1000

St Luke's Regional Locations

Eaglehawk
9 High Street
Eaglehawk VIC 3556
Tel: 03 5430 1200

Albury
442 Swift Street
Albury NSW 2640
Tel: 02 6058 6500

Deniliquin
Deniliquin Arcade
344-356 Cressy Street
Deniliquin NSW 2710
Tel: 03 5881 7086

Echuca
51-53 Heygarth Street
Echuca VIC 3564
Tel: 03 5482 0900

Kyneton
1 Victoria Street
Kyneton VIC 3444
Tel: 03 5421 2000

Maryborough
93 Clarendon Street
Maryborough VIC 3465
Tel: 03 5460 4144

Swan Hill
62 McCallum Street
Swan Hill VIC 3585
Tel: 03 5036 3200

An amazing community effort

We express our gratitude.
We could not have done it without you.

There are many ways generous people in our community have supported our important work during 2013-14.

Appeal donations

Donations to our appeals during the year helped us raise much-needed funds for resources that enabled us to work more effectively.

Donations help us to assist people in crisis; people who have been impacted by financial hardship, family violence or other dire circumstances.

Our fundraising appeals also support us to strengthen our foster care program, and help with the delivery of our youth programs.

And for the first time this year, funds raised also boosted support for unaccompanied minors seeking asylum.

But in the shifting not-for-profit landscape we work in, we are always endeavouring to broaden our reach, to attract new donors.

Through a campaign to do just that, Anglicare Victoria has worked with 260 new donors this year, and for this, we are truly grateful.

Regular giving

Members of our regular giving program provide essential funds to help people deal with the vulnerability they are experiencing.

And because of the regularity of this giving program, we can also give our clients the long-term support needed to reach their full potential.

This year, funds from regular giving care partners provided food hampers for families in need, recreational activities for disadvantaged children and additional support for children in residential care.

Trusts and foundations

Philanthropic trusts provided an income of \$1.132m this year.

This is significant funding, which has enabled us to undertake a range of important programs.

For instance, the TEACHaR program is producing great results, so instead of children living in care experiencing very poor learning outcomes, the program is lifting educational achievements. For more details on our TEACHaR program, please turn to page 42.

Added highlights

In the past year, five philanthropic trusts supported a program entitled, Making Ararat A+. Its innovation assists young people who are lacking aspiration.

The program helps young people to find their passions and, through this, be inspired to take more control of their future study, career and pathways in life.

During its three years of operation, Ararat A+ has increased the participants' school attendance, engagement and retention. Because of this program, we are now seeing young people who, after completing Year 12, are planning their futures, involved in tertiary studies or performing meaningful full-time work. This outcome has delighted their local communities.

During 2013-14, Making Ararat A+ was funded by the Newsboys Foundation, the Jack Brockhoff Foundation, Aussie Farmers Foundation, Harry Dicker Estate now managed by Equity Trustees, and the Community Services Trust.

Community support

At Anglicare Victoria, we appreciate the many schools, parishes and community groups that kindly donate their time, goods and financial

assistance to support our work with people who need additional help to get their lives back on track.

This year your big-heartedness prevailed, to the betterment of so many of our clients.

Corporate giving

Connecting with the business community within the many communities we serve is a priority for us at Anglicare Victoria.

This involvement happens in many ways, through sponsorship, corporate volunteering, event participation, pro bono support and workplace giving.

It has been with pleasure that we have worked with so many business leaders, staff groups and individuals throughout this year.

Bequests

As a lasting legacy, this year we gratefully accepted monetary gifts to Anglicare Victoria through our bequest program.

Last year alone, we received more than \$1 million in contributions.

Leaving a bequest to Anglicare Victoria is a simple and straightforward way to support us and leave a lasting contribution.

It's a meaningful way for many people, who truly understand the difference our specialist programs and services make to those who are confronted with difficult issues in their lives, to give.

As we reach higher, we invite you to join us in the coming year, and together we can promote social justice, to ensure the lives of our children, young people, adults and families are better, safer and more fulfilled.

Thank you



Protecting personal and sensitive information is a key element of our work at Anglicare Victoria. Therefore, within this report, we have replaced the real names of our clients with other varied names. While precautions have been taken to ensure the accuracy of the contents of our 2014 Annual Report, Anglicare Victoria cannot accept responsibility for damages or injury which may arise there from.



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