

**NAVIGATING
THE
FUTURE**

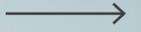
ANNUAL REPORT 2015

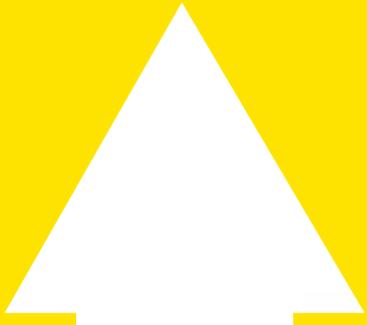
A GUIDE TO LIFE'S LONG JOURNEY

NAVIGATING THE FUTURE

Over the past 12 months, Anglicare Victoria's ever growing team of staff, volunteers and supporters has nurtured babies, raised children, guided young people and supported families through every stage of life's journey. We work hard so those who seek our help get a better chance at life.





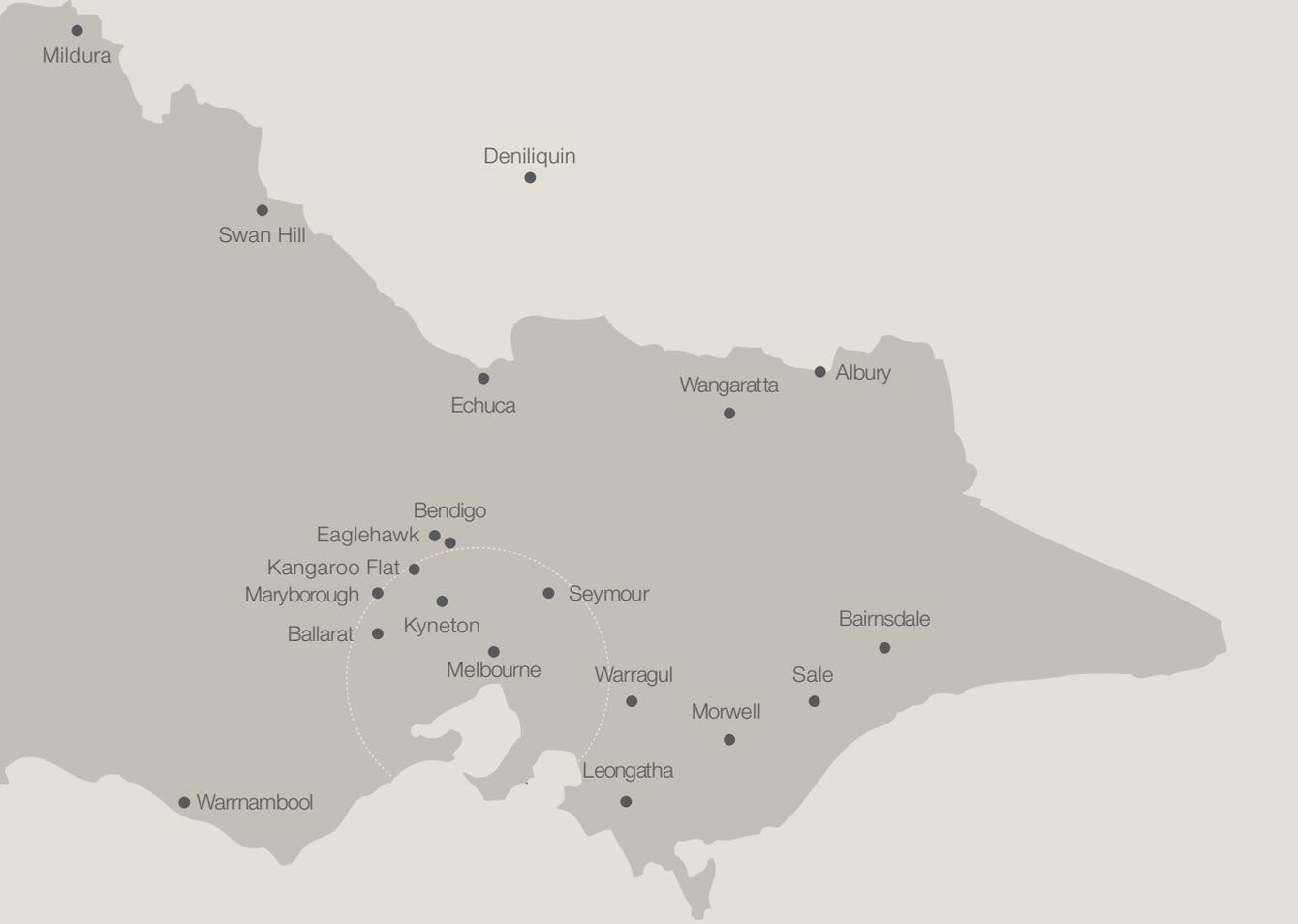




ANGLICARE VICTORIA EXISTS TO CREATE A MORE JUST SOCIETY BY EXPRESSING GOD'S LOVE THROUGH SERVICE, EDUCATION AND ADVOCACY.

OUR VISION IS TO RESOURCE AND EMPOWER CHILDREN, YOUNG PEOPLE AND FAMILIES TO ACHIEVE THEIR FULL POTENTIAL BY PROVIDING QUALITY INNOVATIVE SERVICES, PROMOTING SOCIAL JUSTICE AND STRENGTHENING LOCAL COMMUNITIES.

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MESSAGE FROM THE ARCHBISHOP



The stories of hope that fill this Annual Report are a testament to the strength of the human spirit.

They are stories of change and growth in the most difficult circumstances - individuals fighting against all manner of darkness in their lives to do what is best for themselves and their families.

Certainly, the children, young people and families whose lives have been touched by Anglicare Victoria over the past year, are among the most vulnerable in the state. Their lives are often lonely, stressful, and complicated. Too often they have been born into disadvantage and feel themselves victims in a cycle that, in a moral society, they should not have to struggle against.

These people should remind us of our collective responsibility to the weakest among us - and to ourselves. Without the help of Anglicare Victoria, each of these stories might have different outcomes. But, with support and a sense of community, the people described in this Annual Report have found the strength and courage necessary to overcome adversity.

Together with local parish groups, Anglicare Victoria acts as a catalyst for the kind of change just described. Far from being an organisation of "handouts", it is sophisticated and broad-based, with the aim of providing permanent, life-changing assistance. Though spurred on by love and moral courage, evidence and research provide a solid foundation for the agency's work.

The impact of this work is far reaching. The more than 80,000 Victorians who came into contact with the agency this past year included children in out-of-home care, young, unaccompanied refugees, struggling families, the homeless and young people who'd become unsure of their place in the world.

Anglicare Victoria works so that theirs may be stories of hope, love and strength. It is the agency's mission to create a more just society by expressing God's love through service, education and advocacy. There is a worthy vision, one which properly calls for our support in prayer, volunteering and financial giving.

I commend to you this Annual Report.

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

MESSAGE FROM OUR CHAIRMAN



Organisations like Anglicare Victoria have an obligation to lead the way in shaping the future of the welfare sector.

Anglicare Victoria's role in supporting many of Victoria's most vulnerable children, young people and families means that we are faced with constant and varied challenges. These challenges, however, gives us a deep understanding of the welfare sector.

In the current environment, we face an increasing demand for services and considerable constraints on government funding. It is therefore imperative that we keep asking whether the way we have done things in the past is, in fact, the right way to do things into the future.

One example of how we question the status quo can be found in our Research Department. Our Research Department seeks to ensure that our work is assessed on objective criteria and not merely on our good intentions. The research we produce provides the basis for improving our systems and the quality of care that we deliver.

The past year has seen a considerable amount of activity around service standards and outcomes.

I am proud to say that we achieved outstanding results from a number of external audits. One of the more comprehensive assessments took place as part of the Department of Human Services Standards Enhanced Accreditation Review. We achieved a 100 per cent result across 27 different indicators. This is a magnificent achievement. The QIP External Assessment Team commented on our "outstanding culture, environment and commitment" and, in particular, on "the genuine excitement

that staff feel in working for the organisation". The team also noted the high regard that all external stakeholders have for our collaborative approach and our positive relationships with others in the sector.

During this year the merger of Anglicare Victoria and St Luke's Anglicare was cemented. The merger has been an overwhelming success and has strengthened both agencies. I thank all staff across St Luke's and Anglicare Victoria for the way in which they have embraced the merger of the two organisations.

At the end of the financial year the agency had 1,309 staff members working from 90 different sites across the state. In addition, the practical help of more than 1,700 volunteers and the financial support of the many donors, trusts, foundations, schools, churches, auxiliaries, businesses and community organisations has made our work possible. The collective effort of all of these people – staff, volunteers, financial supporters – has helped change the lives of over 80,000 people in our community. I thank everyone who was part of this incredible achievement.

This Annual Report is a testament to their efforts over the past year.

Damian Neylon
Chairman



MESSAGE FROM OUR CEO



When we look back at our lives, it's the "coming of age" moments that we remember: going to school, leaving home, finding a job, seeking travel, finding love, bringing home baby, becoming a family, only to begin the whole cycle again.

In my own family I have enjoyed these moments of celebration and joy, and for many of us they are our home experience.

But I am keenly aware that, for the children, youth and families that we work with at Anglicare Victoria, these moments are, too often, precarious life stages.

Bringing home baby can be terrifying for those who have grown up in care or without role models. Going off to school is a fearful experience for children in care who feel different to the others. Leaving home is yet more fear, with the leaving care age stuck at 18 years – before many of our young people are prepared for such responsibilities.

Even love can lose out to desperation, dysfunction, and sometimes violence. For too many of our clients, precious life moments become profound life challenges.

This year's Annual Report reflects this life journey and the role that Anglicare plays at these and other times in our clients' lives. Because these are also moments where great advancement and life change can occur - if the right help is at hand.

Anglicare's array of services and interventions recognise this insight, and this Annual Report reflects our year's work through this paradigm.

The report describes our clients' achievements across all stages of life, from young mothers working with Cradle to Kinder, to the young people and volunteer mentors of Boys will be Men, to the tens of thousands of parents who participate in our Parentzone programs. For the first time it captures the work of the merged St Lukes and Anglicare Victoria, and it outlines the hours and efforts that go to make us one of the most responsive and effective home based care programs in the country.

I hope this report resonates with you and your imagination and expectation of what Anglicare sets out to do.

It will, I hope, demonstrate to you the vision, the liveliness and the mission of the organisation. We hope to communicate our dedication to breaking the cycle of disadvantage so many of our clients have been overcome by, and our determination that when our clients look back on life, they should see their fair share of joyful moments.

When all is said and done, this is what matters to Anglicare Victoria.

Paul McDonald
CEO

SUPPORTING MUMS AND DADS FROM THE BEGINNING

Happy parents make strong homes

At Anglicare Victoria, we know that good parents don't come in a mould. So we work to help parents of all kinds be the best they can be. Because that's what's best for baby.

A BABY IS BORN 
BECOMES  **A CHILD** 
GOES TO SCHOOL 
BECOMES  **A YOUNG ADULT**
EXPLORES THE WORLD 
 **AND STARTS A FAMILY**



I'm a Girl

- I am breastfed
- I am bottlefed

Mother: M. Room No. 128
Date of Birth: 12.16.11 Time: @ 12:39
Weight: 7 lb 8.2 oz Length: 19.5 in
Doctor: _____
Father's Doctor: _____



WE PLACED 2091 BABIES, CHILDREN AND YOUNG PEOPLE WITH FOSTER CARERS

Training leads to successful fostering

Every child deserves a home. When a child's parents can't provide that, Anglicare Victoria's foster carers step in to fill the gap. Last year, Anglicare Victoria placed 2091 babies, children and young people with loving foster carers.

Our carers know that love and good intentions are not enough. Different parenting techniques and philosophies are required, as most of the children that are taken into care have specific needs. For example, very young children going into care often have developmental complications or delays, and older children have often experienced trauma of some kind.

It's a tough job, but carers go in well prepared. Every carer undergoes a rigorous education and training program as an essential part of their assessment and accreditation.

For carers who want to foster babies and toddlers, the program is more stringent. Practices that were seen as appropriate and safe even a year ago may have changed. And, as any parent knows, babies are hard work!

To help carers manage the challenges of newborns, "baby" foster carers have additional training focused on nutrition, discipline, sleeping routines and safe sleeping practices, crying, baby immunisation and safety standards.

And the training doesn't end there. Foster carer support teams run regular workshops on everything from healthy eating to dealing with temper tantrums.

Because there's no job more important than caring for a child.



OUR CARERS KNOW THAT LOVE AND GOOD INTENTIONS ARE NOT ENOUGH. DIFFERENT PARENTING TECHNIQUES AND PHILOSOPHIES ARE REQUIRED, AS MOST OF THE CHILDREN THAT ARE TAKEN INTO CARE HAVE SPECIFIC NEEDS.



From Cradle to Kinder

When life throws up the unexpected, even the most rewarding parts of life can seem all too much. So when young mums and dads aren't prepared for the challenges of parenthood, Cradle to Kinder (C2K) steps in to help them stay in control of their futures.

This ante and postnatal support service provides intensive family and early parenting assistance for vulnerable mums and their children. The program is unique in that it's the only service to support the family from when their children are born, until they turn five.

The process is pretty simple; we get in early with intensive, preventative assistance for vulnerable families. Mums identified as "at risk" are assigned a C2K worker to provide wrap-around support.

Together with a multidisciplinary team, the worker provides on-going, practical help. This ranges from support with maintaining a healthy pregnancy, to targeted education around child development and parenting techniques, including sleeping, feeding and routines.

Most importantly, C2K workers develop a relationship with the family, building confidence and inspiring young parents to make positive decisions that benefit them and their children.

Over the past year, Anglicare Victoria C2K workers have spent over 8000 hours supporting 65 young families across Victoria in their efforts to break the cycle of disadvantage. Because when parents are doing a great job, everyone thrives.

GROWING UP TOO FAST



BARB, THE "BABY MUM"

NO ONE KNOWS BETTER THAN BRIANNA* HOW HARD IT IS TO BE A GOOD PARENT.

Growing up in out-of-home care, Brianna was short on parenting role models. By 17, she was pregnant with her first child, homeless, and had no money to buy even the essentials for her baby.

But Brianna was determined to do better for her son. Before her baby was born, she was referred to the Cradle to Kinder (C2K) program, where she received the advice and support she needed to look after him properly.

Her C2K case manager helped her with the emotional and practical preparation necessary for the arrival of her son. She was helped to find housing, she now has her driver's license, and she's returned to education.

Her son was recently diagnosed with autism. That news has brought fresh challenges, but day by day, and with the guidance of her C2K worker and her own grit, she remains positive and is giving her toddler the best start in life that she can.

BARB O'DONNELL HAS BEEN LOOKING AFTER BABIES FOR 26 YEARS.

Barb and her husband Terry joined Anglicare Victoria as foster carers when her two sons were seven and nine, and since then they've cared for over 100 babies. Now, Barb says she thrives on it.

"They call me the baby mum. I've always got a baby with me, and if I don't they ask me why not."

Barb and Terry look after newborns, including babies who have been relinquished by their parents and those who've been removed from their families for their own safety.

She says she often visits premature babies in hospital, in the days and weeks before they're released into her care. "We're sort of like their mums," she explains. "It's best for that child to bond with a person, rather than just a nurse."

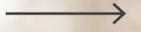
Three of those babies stayed with them in permanent care, and Barb says the eldest of the three is about to get married. "I'm proud of what he's achieved," she says. "And I know we helped him."

SUPPORTING CHILDREN THROUGH TOUGH TIMES



Growing up healthy and happy

Every child has the right to live, to be free, and to feel safe. But when life throws up the unexpected, sometimes parents can't provide those things. This past year, we supported thousands of young families to support them through these difficult times, so their children could grow up healthy and happy.



WORKING TOGETHER

Childhood is short, so we work to ensure young children in our care get the most from it. We have a diverse range of evidence-based programs that support parents of all kinds to do the best for their children **and themselves. We believe a parent is the expert in their own life,** so we work with them, not against them. We aim high for children and families in our care.



BEING THERE FOR YOUNG MOTHERS



Banishing the baby blues

Broadmeadows Women's Community House exists to support local women through all stages of life, including childbirth. Pregnancy and living with very young children often brings downs to match the ups, and 1,800 Australian parents each week are now diagnosed with antenatal or postnatal depression.

So as part of a suite of programs run out of the Women's Community House, the Beyond Baby Blues playgroup supports mothers to become more confident and build social supports through this difficult period.

Mothers and their children meet weekly to engage in supported play, where a facilitator encourages activities and discussions around caring for children.

It's also about learning how to just "play". Quality "play" time has an important role in strengthening the bonds between parent and child, which impact on their learning, development and future relationships. "Many of these mothers are so busy managing the house, they have trouble relaxing and actually playing with their children," said Keklik Aydin, who facilitates the group along with Hanan Elzanaty.

"It's a win-win all round. The mothers' confidence grows, the children have quality time with their mums, and they all make new connections and friendships."

The group is open to all women, though many who choose to access the service are refugees, or have English as a second language and suffer from feelings of isolation.

The group helps these women feel part of a community, giving them the confidence to participate in other programs run by the women's house, such as seminars on saving electricity and other life skills, organised social outings and weekly craft groups.

Over the past year, 292 women and children accessed the Broadmeadows Women's House, some on a weekly basis, and an estimated 1235 people attended their events.



"MANY OF THESE MOTHERS ARE SO BUSY MANAGING THE HOUSE, THEY HAVE TROUBLE RELAXING AND ACTUALLY PLAYING WITH THEIR CHILDREN"

BECOMING A FOSTER CARER



BILLY* SPENT THE FIRST 18 MONTHS OF HIS LIFE IN A COT.

When Laura, a 25-year-old foster carer, first met Billy in 2013, he had multiple, severe development problems as a result. He also had untreated congenital hearing loss.

This neglect deprived Billy of the opportunity to develop speech and the social or emotional skills that come with normal bonding and attachment to a parental figure.

The past two years have seen Laura dedicate herself to helping Billy, now four, overcome his many challenges. She took classes in Auslan, established a routine, and showed him what it's like to have a loving parent.

At the same time, she has been a foster mum to baby Jane*, juggled part-time work and studied.

Today, Billy is in mainstream kindergarten and, thanks to Laura's dedication, he has a bright future.

Laura became a foster carer three years ago, and has welcomed into her Gippsland home around 70 children on respite or emergency placements and looked after more than 30 different foster children.

When it's not safe for children like Billy to stay at home, foster carers like Laura mean it's still possible for them to have a happy life. "I just want to help him achieve and have what children should have," Laura said.



BRONWYN HOLDS ONTO HER KIDS

BRONWYN IS A STRONG YOUNG WOMAN - SHE'S NEEDED TO BE.

After years of living in a violent relationship with her husband, Bronwyn found herself at risk of losing her two young children, Jane* and Sam*.

Bronwyn has an intellectual disability which impacts on her reading and understanding, and has made it more difficult for her to escape her situation. She told our Integrated Family Services workers that she didn't feel safe to leave the relationship.

But, at risk of losing her children, and with wrap-around support from a number of Anglicare Victoria services, Bronwyn made the decision to take action. Our programs Yaail Lung Dardee, Integrated Family Services and CHILD First worked together to provide support, and Bronwyn obtained an intervention order and left for a safe house last year.

With our support, she found the strength to attend court and won the right to look after her children.

Today Bronwyn is a different person. She manages her own finances and has saved a tiny nest egg. Her children are safe and doing well at school and childcare despite their experience of family violence.

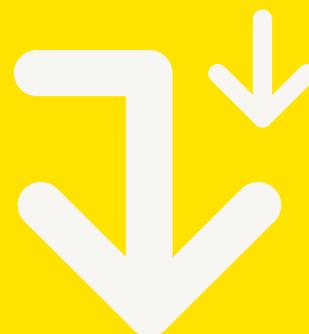
Most importantly, they're together.



→ **31174**

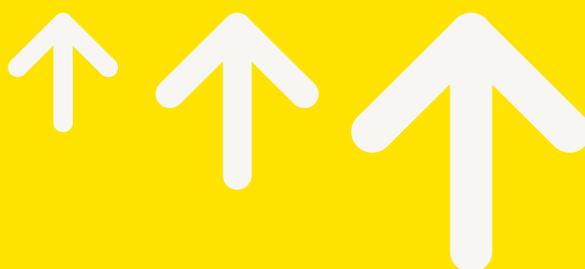
→ **INDIVIDUALS HELPED
WITH EMERGENCY
FOOD RELIEF**

→ **2173** FAMILIES
COUNSELLED
BY FAMILY SERVICES



→ **WOMEN &
CHILDREN
SUPPORTED**
292

52 INDIGENOUS MUMS AND
TODDLERS TAUGHT TO PLAY



KEEPING KIDS ON THE RIGHT TRACK

ANOTHER



Guiding kids through to adulthood

Being a kid is tough at times, but tougher still without a stable family life. These are the transition years. They are turning into mini-adults, formalising the social skills they first learned as younger children. Our programs work to fill the gaps in a young person's educational, social and emotional development that arise when their parents are struggling with life. To help our kids get on the right track.



WAY 





MANY KIDS NEED OUR HELP

Sport opens the doors to equality

Not all kids are born with equal opportunity, particularly if they're from regional or rural Victoria. Our Sport for Higher Education program, run by David Law, dares children to dream their potential through mentoring, exploring different workplaces and meeting people who work there.

Working alongside Horsham Primary School and Horsham College, and with students in Stawell and Ararat, David and his team are helping to stem the tide of high youth unemployment in regional Victoria.

The program takes kids to meet sporting professionals who talk about the importance of setting goals, personal development and aiming for a big future.

But they also meet the people who work with the "heroes". One group of students recently returned from a trip to Sydney, where they met AFL footy player and 2014 Australian of the Year Adam Goodes and formed a mock footy team complete with players, physiotherapists, and media managers.

"The point is that not everyone can become a footy player but with passion and education, anyone can work in the industry," said David Law.

Respect me, don't sext me

"Sexting" - the label for sending a provocative or sexual image by phone or social media - is at risk of becoming "normal" behavior for young teens. Sexting puts teens at risk of sexual exploitation and can have serious legal consequences, as the law is currently unequipped to deal with the issue properly.

Our Respect Me and Sexting & the Law programs aim to stop this dangerous practice via fun and memorable education sessions. Run by our Gippsland Community Legal Service, the programs involve mock trials in real courtrooms. Kids play out a case and discuss the dangers and consequences of inappropriate use of social media.

Judges, defence lawyers and police prosecutors get involved, telling the kids about their jobs and how they fit into the legal system.

This year, we worked with the National Trust and Gippsland Community Legal Service on courtroom dramas, Respect Me (shown at the Old Melbourne Gaol) and I've Killed My Best Mate, where students examine a case of a young man who had a horrific crash as a result of hoon behaviour, killing two of his best mates.



Becoming a real man

It's not easy being an adolescent boy, but harder still without a proper role model. Boys who are socially disadvantaged often grow up without a father, or in a family where the father figure sets a poor example. Needless to say, they miss out on a lot.

Boys Will Be Men, part of our suite of family-violence programs, is an early intervention and prevention program, aimed at filling this gap.

The program partners with local schools to identify boys, aged 10-16, who are considered at risk of early school leaving, drug or alcohol dependence, violence or dangerous, risk-taking behaviours.

Once identified, specially-trained volunteer men take the boys on "adventure" activities, mostly in the outdoors. The majority of the boys come from single parent families, so they benefit from the opportunity to link up with positive, caring men.

Jim Allen, who oversees the program, said the volunteers taught the boys to take responsibility for their behaviour, teaching self-control, self-management and how to deal with relationship issues.

"These boys [who lack good male role models] miss out a lot," Jim said. "They miss out in terms of building a strong, masculine identity... of understanding what it means to be a man."

"The volunteers teach them how real men – men who take responsibility for their behaviour - behave."



THE PROGRAM PARTNERS WITH LOCAL SCHOOLS TO IDENTIFY BOYS, AGED 10-16, WHO ARE CONSIDERED AT RISK OF EARLY SCHOOL LEAVING, DRUG OR ALCOHOL DEPENDENCE, VIOLENCE OR DANGEROUS, RISK-TAKING BEHAVIOURS.

SIBLINGS STICK TOGETHER

JUSTIN* AND HIS THREE YOUNGER SIBLINGS WERE AT RISK OF BEING SPLIT UP.

Their parents had always struggled to be good role models, exposing the children to drug and alcohol abuse, neglect and domestic violence. But when Justin's mum died, he and his siblings were removed from their father, and they had no extended family they could live with.

Already suffering from the loss of their mother and about to end up in care, our placement staff knew they had to do whatever it took to keep the children together.

A special residential care house was established for the family. When they first arrived, the children acted as one unit: when one felt threatened, all were threatened. The result was self-harm, abuse of staff and damage to property.

There was also a culture of inter-family violence, adding to the strain. But now the children are learning self-control and alternatives to violence. Justin is earning himself an iPod touch by helping with jobs around the house and keeping a lid on the bad language. His younger brother and sisters are focusing on 'not getting involved' and being honest with staff.

It hasn't been easy for anyone, but Justin's brother and sisters are the only family he's got left. We think that's worth fighting for.

TEENAGE GIRLS CAN DREAM BIG



CHELSEA IS A REGULAR TEENAGE GIRL, WITH HOPES AND DREAMS LIKE ANY GIRL IN THE COMMUNITY.

Life hasn't been easy for her. Chelsea has been living in one of our residential care units for more than three years now. She came as a fragile and frightened thirteen-year-old who had been exposed to years of neglect and abuse.

But Chelsea knows, with the support of the Youth Workers in the team she now calls her "family", she can do whatever she wants. So she's making her dreams a reality. About to finish her VCE, Chelsea is undertaking a Beauty apprenticeship with the local salon and formal training in Beauty Therapy.

A happy, confident young woman, Chelsea is now an inspiration to everyone she comes into contact with. Her future is bright.



540 KIDS & YOUNG
PEOPLE HELPED
TO MANAGE THEIR DISABILITY

619 
CARERS VOLUNTEERED
1,534,504 HOURS 

20 
RESIDENTIAL
CARE HOMES
MAINTAINED



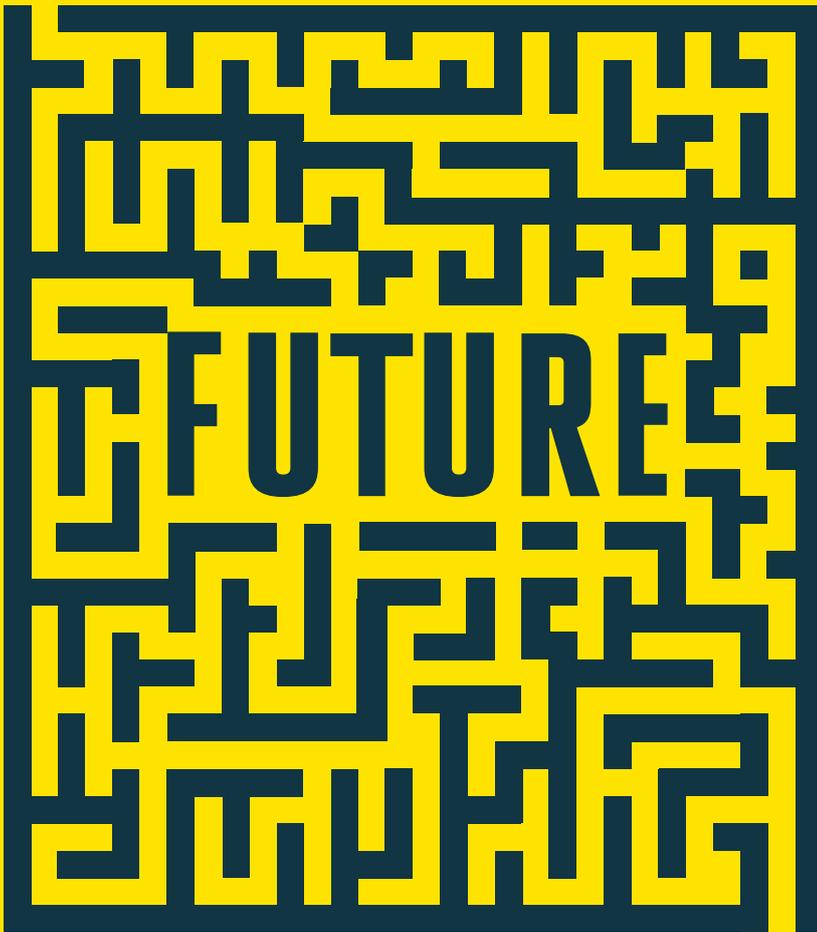
REGIONAL KIDS TAUGHT
TO VALUE FURTHER
EDUCATION

450

156 KIDS IN CARE HELPED
TO NAVIGATE SCHOOL

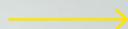


HELPING YOUNG PEOPLE SEE THE POSSIBILITIES



The path from childhood to adulthood

The line between childhood and adulthood isn't sharp, like some administrative deadline. Many young people need our support well into their 20s. We're advocating for a flexible leaving care age for young people who need help beyond 18. We're also providing practical support, helping at-risk young people into work or education, and making sure there's a roof over their head and food in the fridge.



“I was first put into foster care when I was six. My mum put me there voluntarily, because she couldn’t cope. When I was eight, I went home but I soon asked to go back into foster care, because this time I couldn’t cope. I was looking after my brother, sister and my mum, while going to primary school and still trying to stay top of my class. Over the next nine years I lived in over 15 different foster care placements, residential care placements and finally my lead tenant placement. I had attachment issues. Actually I still have attachment issues but I’m getting better. When I was in foster care, when someone got too close, I pushed them away because I was already afraid they were going to leave. And the way I saw it, I was betraying mum by actually liking living with someone that wasn’t her. Sometimes I would purposely break down placements because the guilt got too much. I never realised what I was doing until it was too late to fix it, and I regretted it every time. Since I turned 18, I’ve been in contact with some of those foster carers and tried to explain. As a young adult, I’m now incredibly grateful for everything they taught me.

A year ago I was referred to Anglicare Victoria’s Breaking the Barriers (BTB) program. At first I thought “oh God not another worker.” But the moment I met my Brooke, I thought, “she’s awesome”. It’s honestly the first thing that popped into my head. Within the first 15 minutes, we’d already planned out six things for me to get done. And

Brooke made sure that I did every single one of them. BTB helped me get a place at Victoria Uni. With Brooke’s help, I also got a job, got my learners and sorted myself out. Now I’m living in Perth, working as an executive assistant at a digital business and marketing company. I really like working, and I’m looking forward to continuing uni next year. In my spare time, I’m writing a fantasy novel, just for fun. I’ve learnt that it takes a lot of hard work to get what you want, but it’s always worth it. I just need the confidence to believe in myself.” - Jamii Burgess



A HOME FOR YOUNG PEOPLE



Giving children a voice

Children living in care need a voice of their own. That's the view of The Youth Movement Initiative (YMI), which was set up by St Luke's, now a division of Anglicare Victoria, to help children speak for themselves.

This group of enterprising young people, employed by St Luke's as youth advisors and advocates, know exactly what it's like to be in care. They have all experienced living in out-of-home care and are committed to helping other young people who are either in care or have left care.

Funded by the Sidney Myer Foundation, the YMI program is one of the first of its kind in Victoria. "The Future" is one of the main projects of the YMI. The team is working alongside educational coaches from St Luke's Leaving Care service to gather young people's views about how they see the future.

The team also produces a newsletter for young people in St Luke's care and for those who are leaving care.

The team advises out of home care workers, as well as advocates for young people in care. "YMI is playing a significant role in helping workers understand the stresses of being in care as far as young people are concerned," YMI Program Manager Frank Clinton said.

"It's about providing peer support, training and advice, and a voice of reason and reality."

A place to call home

When young, homeless people step into the Kirrang Wilam youth refuge for the first time, they often burst into tears. Such is the relief that comes when they discover they have their own bedroom, and they can lock their door and help themselves to food from the fridge.

The refuge is available to people aged 16-22, who have demonstrated they're ready for change. So the young people who arrive at the refuge have already committed to changing their lives. That comes in the form of the Living Skills program where they're taught to cook, clean and look after themselves while they focus on finding more permanent accommodation and work or study.

Kirrang Wilam is about breaking the cycle of homelessness, the refuge's Team Leader, Maree McCleary, said. "It's about making them grow, I guess. Maybe a little quicker than they should have to, normally, but it's about giving them that self esteem and independence to make good decisions."

"You see them come in at 16 years old, and they don't know where they fit in the world," she said. "But then, at 19, they're living independently and sometimes studying."

The refuge has given 308 young people the opportunity to break the cycle of homelessness and secure housing since opening its doors in 2010.

DWAYNE FINDS FRIENDS THROUGH YMI



Dwayne has always found it hard to keep friends. Now 23, Dwayne had 24 placements while in foster care. Some moves were due to behavioural issues, some because carers weren't able to cope, and some because Dwayne couldn't get along with other kids.

He linked up with the Youth Movement Initiative because, although he didn't always have the best experience through care, he realised he'd been exposed to many opportunities that he'd never taken advantage of, because of a lack of confidence.

He's now in a position to pass on advice and be a support to children in care, who feel like he did. "One of the things the YMI group has given me is the ability to be social again," Dwayne said. "As a kid you get caught up with things. Eventually you shut yourself off from everyone and kind of disconnect yourself from your emotions at the same time."

"When the YMI went on a snow trip last year, the thing I enjoyed most about it was seeing the smiles on the kid's faces," he said. "It makes me really happy to see... they don't have a care in the world, even if it's just for that small amount of time," he said. "They get to be truly happy without anything getting in the way."

MANOO REGAINS HIS SPARK

MANOO KNOWS WHAT IT'S LIKE TO BE ALONE.

A Kurdish refugee who had been living in Iran, he arrived in Australia by boat as an unaccompanied minor in 2012. Initially he lived with his aunt and uncle but when that didn't work out, he moved in with friends.

"I was living with friends for a year but they were smoking and drinking a lot, and I wasn't in control of my circumstances," Manoo said.

Manoo ended up staying briefly with his cousin before he was referred to Kirrang Wilam. With the help of refuge staff, Manoo was helped into transitional housing. In the 40 days he was at the refuge, Manoo said he found the support he'd been looking for to finish his studies and support himself.

"They were so friendly, and we did everything like a big family," he said.

Manoo just finished his pre-apprenticeship as an electrician. He is now on the hunt for an apprenticeship.



  **79**

**YOUNG PEOPLE
COMMITTED TO
TURNING THEIR LIFE
AROUND**



 **75**

**YOUNG ASYLUM
SEEKERS
CARED FOR**



 **80**

**YOUNG PEOPLE LEAVING
CARE SUPPORTED**



  **422**

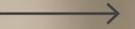
**PEOPLE GIVEN MENTAL
HEALTH SUPPORT OR
COUNSELLING**

WE HELP FAMILIES GUIDE THEIR CHILDREN



Helping families through difficult times

Guiding children through the cycle of life is all about supporting families - happy children grow to be happy adults who have happy children. But, all too often, the reverse is true. Children growing up in care are more likely to have children that end up in care themselves. That's why our programs work to break the cycle of disadvantage by supporting families to be the best they can, and giving them the confidence to take responsibility.





BREAKING THE CYCLE OF FAMILY VIOLENCE

Helping families take control

Violence from a child towards their parents is as damaging as any other kind of family violence. Like “typical” violence, it can be physical, emotional or financial, but it’s even harder to talk about.

The perpetrator is usually a teenager in a single-parent household. It’s seldom reported, with parents often blaming themselves or feeling the need to protect their children. But, as with any kind of violence in the home, it can devastate families.

Our Breaking the Cycle program works with parents to help them develop techniques to stop the escalation of violence in the home. Run by our Meridian Team, this eight-week therapeutic program helps parents and carers understand why the violence is happening. They are also trained in de-escalation techniques and boundary setting.

An evaluation of the program found parents or carers who participated saw a sharp reduction in the incidence of physical and verbal abuse, psychological violence and financial abuse between program intake and program end, with around 88 per cent feeling optimistic about improving the parent-adolescent relationship.

“You always think that you have the worst situation,” said one participant. “But to be able to hear other people, what they’re going through, it makes you feel you’re not alone.”



OPERATING ACROSS THE STATE, PARENTZONE WORKS WITH THOUSANDS OF PARENTS, CARERS AND PROFESSIONALS TO PROVIDE THEM WITH ACCESS TO THE RESOURCES AND SUPPORT THEY NEED TO PARENT EFFECTIVELY.



Great families make great kids

Being a parent is one of the greatest experiences life has to offer. But, as every parent knows, it's also hard, emotionally challenging work, and for some parents the joys of parenthood can be clouded by stress, exhaustion and isolation.

Enter Parentzone, a suite of free programs and resources run by Anglicare Victoria to support every aspect of parenting. Operating across the state, Parentzone works with thousands of parents, carers and professionals, providing them with access to the resources and support they need to parent effectively.

Programs are developed for parents and for professionals. One example is Growing Great Kids, a flexible parenting course designed specifically around topics each particular group feels to be important. Every session is different, but example topics are tantrums, fighting, routines, and setting boundaries.

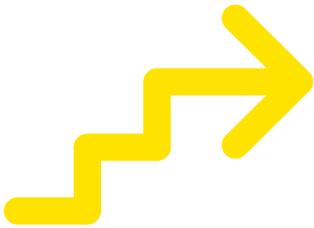
All programs are targeted for maximum effectiveness. "Aboriginal Dad's group" in Parentzone Southern, for example, addresses the particular cultural needs of Aboriginal dads, while the "You and Your Foster Kids Matter" program focuses on the unique experiences of foster parents.

We also know the breadth of our reach is important. That's why Parentzone ran courses for over 1200 professionals over the past year, helping them develop skills that will be transferred to an even greater number of families across the state.

And, in addition to its suite of programs, Parentzone in each region compiles a quarterly newsletter of local parenting resources, which was downloaded more than 15,000 times last year.

These are the resources that parents need to do the best they can for their families. Ultimately, we're investing in the healthy development of children.

LIGHTENING THE LOAD OF DEBT



JONNO* FIRST MET OUR FINANCIAL COUNSELLING TEAM AT THE LOWEST POINT OF HIS LIFE.

His wife - the mother of his two children - had died of cancer a year earlier and somehow, through the long painful process, he'd lost control of the family finances.

Jonno had already been working with our family services counsellors to get on top of his grief and do the best for his kids. But his desperate financial situation made it harder to get his life back together.

When the gas was disconnected he was referred to financial counselling. Our team rang the utility company to request an immediate reconnection and a payment plan.

The request was initially refused, but the counsellor lodged a complaint with the Energy & Water Ombudsman Victoria. Within 24 hours, the gas was reconnected. Eventually, he also received \$22,000 compensation for wrongful disconnection, which he used to pay off his bills.

Now the debt collector is off his back, Jonno says he's focussing on getting well and looking after his kids.

Our financial counsellors have organised for more than \$1.5m in debt to be waived over the past financial year.

OVERCOMING THE SCOURGE OF ICE

SHYNA* KNOWS WHAT IT'S LIKE TO BE IN THE DEPTHS OF DESPAIR.

An ICE addict, Shyna was referred to Anglicare Victoria after a psychotic breakdown. Her baby daughter, then eight months old, had been removed from her care by child protection.

She was enrolled in the Substance Use Recovery (SURE) program, run by Anglicare Victoria. The program involves fortnightly consultations with an Alcohol and Other Drug counselor, who helps the participant build the emotional and physical strength necessary to overcome addiction.

Shyna has been abstinent ever since. Motivated by her daughter, she's worked hard to recover from her addiction, setting strong boundaries with her former partner who is still using, and enrolling in after hours Alcohol and Other Drugs support group.

Shyna is now living with her mother, who is also the legal guardian of her baby.



1272
**PEOPLE SUPPORTED
THROUGH ADDICTION**



 **5522**

**PEOPLE ACCESSED
FINANCIAL COUNSELLING**



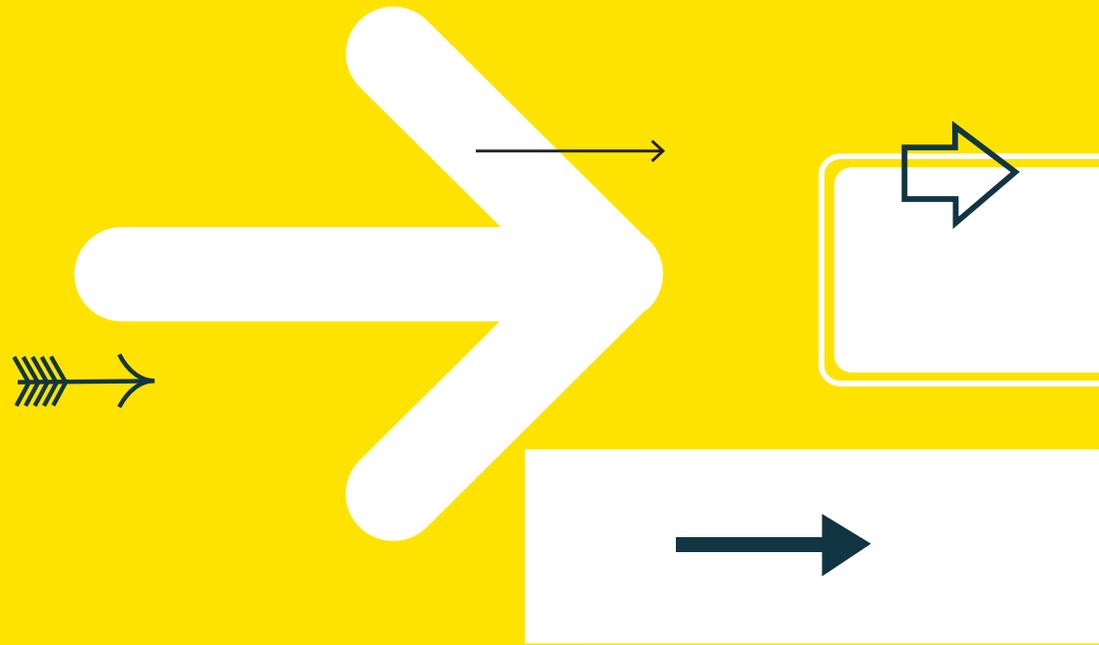
**\$1.5
MILLION IN DEBT WAIVED**



 **3524**

**PARENTS AND
PROFESSIONALS
TRAINED IN
PARENTING SKILLS**





THE FUTURE

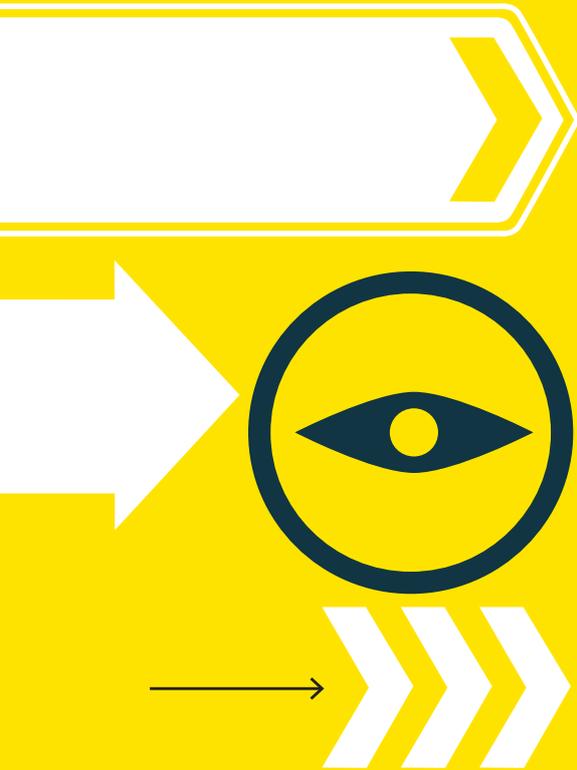
Where we've come from, where we're going

Anglicare Victoria's strategic plan for 2012-2015 was designed to ensure the organisation's growth whilst accomplishing our mission to create a more just society by expressing God's love through service, education and advocacy. The focus areas of the strategic plan are: Our Clients; Our Voice; Our People; Our Friends, Partners and Supporters; Our Financial Sustainability and Our Operations.

With a clear plan and a passionate team, we have improved the quality of our interactions with clients. A great example of this is our multi-award-winning TEACHaR program. This program ensures children in our care receive educational support tailored to their unique circumstances and has meant improving their lived-experience of care. We have led the way with

innovative, service pilot programs, such as Cradle to Kinder, Stronger Families, Drug Treatment Services, Mental Health Community Support Services and Services Connect. We successfully advocated for improvements to the Residential Care funding model. Our Reconciliation Action Plan, which is focused on working with Aboriginal and Torres Strait Islander stakeholders to test and trial approaches to building relationships, showing respect and improving opportunities, was launched this year and is a key consideration in all our work. To ensure we maintain consistently high standards we have developed comprehensive "Pillars of Practice" manuals for Residential Care, Drug and Alcohol Services and Kinship Care programs.

Our advocacy has been strengthened by numerous research projects including the Children in Care Report Card, which forms part of a series



THE JOURNEY SO FAR

designed to clearly communicate the experiences of our clients to the general community. Research initiatives and our media presence, with regular commentary by our CEO on key issues in the sector, have enhanced the organisation's profile.

Since commencing implementation of our 2012-2015 strategic plan, staff turnover has reduced by 17 per cent to a level significantly below the sector average. This is despite a 90 per cent increase in the size of our workforce. We have also more than doubled the total number of registered volunteers to more than 2500.

Our relationships with our friends, partners and supporters have never been stronger. Tied fundraising now amounts to over \$2m annually, with an eight per cent increase over the past financial year. Parish Partnerships has benefited from stronger engagement

with regional bishops as well as the establishment of the "Share the Benefit" program. Enhancing our links with community sector partners, our CEO has been appointed to boards including that of Anglicare Australia, VCOSS and the Centre for Excellence in Child and Family Welfare.

As the 2012-2015 strategic plan nears completion, we are now considering the next stage of Anglicare Victoria's development. Our 2016-2019 strategic plan will continue to focus on how best to support those in need of our help.

In particular, we will formally enter into new partnerships and arrangements with organisations and specialists to enhance our ability to meet the needs and desires of our clients. We will seek new ways of tapping into the views and experiences of our clients, to better inform our day-to-day work. Also, taking

advantage of Anglicare Victoria's progressive operational culture, we will strive to be sector leaders in innovation and positive reform in our work with children, youth and families. Keep yourself posted for our exciting next steps.



WE WILL ALSO FOCUS ON CEMENTING THE ACHIEVEMENTS OF THE PAST THREE YEARS, TO ENSURE A SOLID FOUNDATION FOR FUTURE GROWTH.

OUR STAFF MAKE US GREAT



THE WORKERS AT ANGLICARE VICTORIA ARE DEDICATED, INNOVATIVE, CARING AND BRAVE.

On a daily basis they face clients who are in the depths of despair. But with commitment and training, and the help of our many volunteers, they overcome adversity to make the differences you've read about in this Annual Report.

The past year has seen significant growth in the number of people working at Anglicare Victoria, partly as a result of our merger with St. Luke's. The wealth of experience and high quality of programs that this group of people has brought along with them, have made Anglicare Victoria an even stronger organisation.

And experience is important. While much of the sector struggles to keep its staff, we're proud that over 160 of our workers have been a part of Anglicare Victoria for 10 years or more. Of those people, 24 have been with us for more than 20 years.

We continue to invest in our staff through the Learning @ Anglicare Victoria professional development program. This year, there were over 700 participants in programs, designed to provide higher education and vocational training pathways to help build the skills base of our practitioners.

Also this year, for the first time, we introduced the Managers Toolkit program through collaboration with the Australia Institute of Management. This is an important step, enabling us to further support our managers and team leaders in leading and managing their people.

Flexibility is also critical, in our line of work. Knowing that life still happens outside of 9-5, our workers go above and beyond to ensure those who come to us get the help they need, when they need it. Like the educational professionals from our TEACHaR program, who spend evenings and weekends supporting young people whose educational needs don't fit into the working-week. Like the staff and volunteers at St Peter's Eastern Hill, who provide a hot breakfast 365 days per year for Victoria's homeless. Like the many Parentzone workers who run evening and weekend courses to fit in with the schedules of busy parents. Like the foster carers who, though technically volunteers, are "on the job" 24 hours per day, 365 days per year, often for years at a time without a break.

It is their combination of experience, energy, dedication and knowledge that makes Anglicare Victoria the effective, innovative organisation we strive to be.



THE SUPPORT OF OUR VOLUNTEERS

From our experience,
being a volunteer isn't just about doing good for others,
it's about doing good for yourself. Our volunteers tell us the joy they get from
helping someone is often the highlight of their week. Here are some things they've said: "I'm so
happy and proud that we never send anyone in need away. Whatever their creed, colour or
background, everybody is treated the same here. I've been there, and if you've been there you
understand how they feel and you've walked in their shoes. We're a rooster one day but we could be a
feather duster the next. It could happen to any of us so we need to look after each other." Benita, St Albans
Emergency Relief. "The feeling that you've contributed a little bit to help children in need, to form a
friendship and see kids grow, as well as enjoy the funny moments of kids' wisdom every now and then is
worth it." Elaine, foster carer. "It makes me feel like I'm doing something useful with my life. To try to make
a small difference in someone's life every day is worth it." John, St Mark's Community Centre. "Being at
the coal face, meeting and feeding people who are trying to survive is a privilege. Volunteering is
helping everyone really. I'd say please come and help - you don't have to do a whole week, a few
hours makes a big difference. I know I'll keep volunteering as long as I am able." Cherie, St
Mark's Community Centre. "The boy we've been caring for told me he loved me and
was a wonderful mother to take care of him as his mum couldn't. I was really
emotional. It meant a lot." Shereen, kinship carer. "I feel useful and
more connected with my community. I think the greatest joy
you can get is from helping others." Cherlyn, Friends of
Foster Carers volunteer. "It started with the
first hike, which was organised
through my
uni. *

* Josh, Hike for Higher Education



MAKING A DIFFERENCE



Nga's haircuts bring dignity

Qualified hairdresser Nga knows a good haircut is priceless. A regular volunteer at our community centre at St Mark's Fitzroy, Nga's main role is cutting our homeless clients' hair. It is common for her to cut up to 15 people's hair in one shift without a break.

Nga is ably helped by volunteer, John. He organises the timetable, the clients and equipment, and makes sure everything runs smoothly and to time.

Run mainly by volunteers, the centre is a partnership between the parish of St Mark's, Fitzroy and Anglicare Victoria.

In addition to Nga's free haircuts, the centre provides a hot lunch each weekday, showers and washing facilities, volunteer tax help, an on-site Centrelink worker, help with PBS prescriptions and food parcels.

For many of the people who visit the community centre, it's also the closest thing they have to a sense of belonging.

The links between the church and the centre are close and some parishioners and clergy help out in the centre. Other Anglican parishes and schools provide crucial donations of food, help and other items to the centre.

Lilydale Op Shop - one in a million

When it comes to raising money, the volunteers at Lilydale op-shop are second to none. In the ten years since Anglicare Victoria took over the op shop, it's grossed over \$1 million. Last year alone, the shop made just over \$180,000.

A dynamic retail space, it's run entirely by 27 volunteers, some of them working up to five days per week.

As a typical op shop, the volunteers work sorting and selling the clothes and other items that come in. An entrepreneurial group, they've recently started selling specialty items on Gumtree with the aim of getting a better price for some of the high quality, quirky items.

1093 
REGULAR VOLUNTEERS
DEDICATED 187,623 HOURS
TO OUR ORGANISATION

MAJOR CONTRIBUTORS

ANGLICARE VICTORIA'S BOARD, MANAGEMENT AND STAFF ARE PLEASED TO ACKNOWLEDGE MANY SIGNIFICANT CONTRIBUTORS TO OUR WORK DURING THE FINANCIAL YEAR.

Their generous gifts enable us to trial innovative new programs and to invest further in proven existing programs, generating better outcomes for our clients and therefore for Victorians as a whole. We are extremely grateful for this wonderful support.

Trusts & Foundations

The Alec Prentice Sewell Gift
 Alfred Felton Bequest
 Aussie Farmers Foundation
 Australian Communities Foundation
 Bayley Foundation
 Bell Charitable Fund
 Beverley Jackson Foundation
 Brian M Davis Charitable Foundation
 Collier Charitable Fund
 Community Services Trust
 The Danks Trust
 Dimmick Charitable Trust
 Douglas & Philip Young Charitable Trust
 Equity Trustees Limited
 Flora & Frank Leith Charitable Trust
 Foundation for Homeless Youth
 George Hicks Foundation
 Guthrie Family Charitable Trust
 Hanlon Foundation
 Helen Macpherson Smith Trust
 Herbert & Dorothy Lancaster Charitable Trust
 The HMA Foundation
 The Hugh Williamson Foundation
 The Ian Potter Foundation
 Invergowrie Foundation
 Kilwinning Nominees P/L
 The Jack Brockhoff Foundation
 Joan & Peter Clemenger Trust
 Joe White Bequest
 The Kimberley Foundation
 Lord Mayor's Charitable Foundation
 Louis & Lesley Nelken Trust Fund
 Mars-Stride Trust
 Matana Foundation
 Mavis & Bill Jennings Foundation
 Mazda Foundation
 Meg & Frank Sims Fund
 Newsboys Foundation
 Perpetual Trustees
 Peter Isaacson Foundation
 Prescott Family Foundation
 R E Ross Trust

R. M. Ansett Trust
 Rosskim Pty Ltd
 Roy Ogden Foundation
 Russell Foundation
 Sidney Myer Fund
 Vera Moore Foundation
 Walter & Eliza Hall Trust
 Walter Campbell Memorial Trust
 Ward-Ambler Foundation
 Will & Dorothy Bailey Charitable Gift
 William Angliss (Vic.) Charitable Fund
 William Henry Pawsey Charitable Trust
 Winifred & John Webster Charitable Trust Fund
 The Yulgilbar Foundation

Bequests & Estates

A G Birch Trust
 Aileen Merle Cooper Estate
 Annette Marie McWaters Estate
 Barbara Mary Fleming Estate
 Cynthia Warr Estate
 Dorothy (Deri) Saunders Estate
 Dudley Barton Adams Estate
 Edmund George Barker Estate
 Edna Ethel Barthelmeh Estate
 Edna C Curwen-Walker Charitable Trust
 Florence & Melville Hughes Trust
 Frank & Sybil Richardson Charitable Trust
 Frederick Shepherd Trust
 Frederick William Roper Trust
 Gertrude Hemmings Endowment Fund
 G F Matthews Estate
 Grace & Herbert Foulkes Charitable Trust
 Henry Brough Smith Charitable Trust
 Henry Ernest Bryant Estate
 Kathleen Louisa Curwen-Walker Charitable Trust
 Lily Maude Payne Charitable Trust
 L I Roach Estate
 Llewellyn Evans Testamentary Trust
 Louis Arnold Lothian Estate



Margaret Jill Minifie Estate
 Marjorie Poulton Estate
 N J Horton Charitable Fund
 N J Horton & Grace Horton
 Charitable Fund
 Robert Burnham Dun Estate
 Roy Don Fishley Estate
 Tivey Memorial Fund
 Victoria May Lienhop Estate

Schools

Ballarat and Queen's Anglican
 Grammar School
 Geelong Grammar School
 Ivanhoe Grammar School,
 Buckley House
 Korowa Anglican Girls' School
 Loreto College Ballarat
 Melbourne Grammar School
 Melbourne Grammar School, Wadhurst
 St Michael's Grammar School
 Trinity Grammar School

Churches & Auxiliaries

All Saints' Anglican Church
 Barwon Heads Opportunity Shop
 All Saints' Anglican Parish of
 Newtown/Geelong West
 All Saints' Anglican Church St Kilda East
 All Saint's Anglican Church Northcote
 All Souls' Anglican Church
 Sandringham Opportunity Shop
 Anglican Diocese of Ballarat
 Anglican Diocese of Bendigo
 Anglican Diocese of Gippsland
 Anglican Diocese of Melbourne
 Anglican Diocese of Wangaratta
 The Anglican Parish of
 Altona/Laverton
 Anglican Parish of Bass/Philip Island
 Anglican Parish of Corner Inlet Foster
 Anglican Parish of Corner Inlet Foster
 Opportunity Shop
 Anglican Parish of Horsham
 Anglican Parish of Leongatha
 Opportunity Shop
 Anglican Parish of Sorrento and Rye

Anglicare Victoria Camberwell Auxiliary
 Anglicare Victoria Eltham Auxiliary
 Anglicare Victoria Vermont Auxiliary
 BICCYS Opportunity Shop
 Supporters Inc.
 Castlemaine Friends of St Luke's
 Church of the Ascension Anglican
 Church Burwood East Fossick & Find
 Opportunity Shop Morwell
 Holy Trinity Anglican Church Hampton
 Holy Trinity Cathedral Wangaratta
 JackanAndy's Op Shop
 Parish of Central Goulburn
 St Andrew's Anglican Church
 Brighton Opportunity Shop
 St Barnabas' Anglican Church Balwyn
 St Dunstan's Anglican Parish
 Camberwell
 St Faith's Anglican Church Burwood
 St George's Anglican Church Malvern
 St Hilary's & St Silas Anglican
 Church Kew
 St John's Anglican Church Bentleigh
 St John's Anglican Church Camberwell
 St John Chrysostom Anglican
 Church Brunswick West
 St John the Evangelist Anglican
 Church Malvern East
 St Luke's Anglican Church Mulgrave
 St Mark's Anglican Church Fitzroy
 St Matthew's Anglican Church
 Cheltenham
 St Mary's Anglican Church Sunbury
 Community Store
 St Oswald's Anglican Church Glen Iris
 St Peter's Eastern Hill Melbourne
 St Peter's Eastern Hill Melbourne
 Charitable Foundation
 St Peter's Ladies' Guild Leongatha
 St Silas & St Anselm Anglican
 Church Albert Park
 St Stephen's and St Mary's Anglican
 Church Mount Waverley
 St Stephen's Anglican Church
 Gardenvale
 The Anglican Parish of Alexandra
 The Anglican Parish of Bendigo North

The Anglican Parish of Gisborne
 The Parish of St John's Diamond Creek
 Toorak Opportunity Shop
 Wangaratta Lutheran Op Shop
 Warrnambool Parish
 Williamstown Uniting Church

Community

Discovery Community Care
 Firefighters Charity Fund Melbourne
 Geelong Football Club
 Lions Club of Mooroolbark
 Lions Club of Oakleigh
 Melbourne City Council Employee
 Recreation Association
 Military & Hospitaller Order
 of Saint Lazarus of Jerusalem
 Monash Community Group
 Rotary Club of Bright
 Rotary Club of Sorrento
 The savewater! Alliance Williamstown
 Ladies Benevolent Society Inc
 Wyndham City Council

Businesses

3BA (Radio Ballarat Pty Ltd)
 AccessPay
 Alerton Australia
 Bendigo Bank
 CSC Australia Ltd
 Dabrant Pty Ltd
 Darley Australia Pty Ltd
 Fleet Partners
 Jemena
 Joned Pty Ltd
 Ligson Nominees Pty Ltd
 Mulnot Pty Ltd
 My Little Patch
 RACV
 The Good Guys, Niddrie
 Turnco Industries (Vic) Pty Ltd
 UFS Pharmacies

THIS WAY



MAJOR CONTRIBUTORS



A BIG
THANK
YOU

To all the contributors that helped us on our journey

We are grateful to every one of our donors. Their generous gifts, large and small, 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.



THE BOARD

AT ANGLICARE VICTORIA, ONE OF OUR GREATEST ASSETS IS THE OUTSTANDING SERVICE AND DEDICATION OF OUR BOARD OF DIRECTORS.



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Mr Damian Neylon



Deputy Chairman
Mr John Unkles



Board Member
Professor Glenn Bowes



Board Member
Bishop Andrew Curnow AM



Board Member
Ms Amanda Derham



Board Member
Ms Caroline Johnston



Board Member
Ms Pauline Kelly



Board Member
Archdeacon Ray McInnes



Board Member (until 8/10/14)
Mr John McKenzie



Board Member
Mr Stephen Newton AO



Board Member
The Hon Chris Pearce



Board Member
Dr Winsome Roberts



Board Member
Mr David Stewart



Board Member
Mr Geoff Walsh



Board Member
Mr Damian Wells

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Chris Baring-Gould	Chief Financial Officer
Elizabeth Holley	Director People & Culture
Diana Holmberg	Director Strategy, Planning & Technology
Jenny Potten	Director Quality
Antoniette Bonaguro	Residential Care Southern/ Refugee Services
Brenda Petersen	Director Business Development
Greg Romanes	General Manager Community Relations and Fundraising
Jane Anderson	Regional Director, Gippsland
Carolyn Wallace	Regional Director, Bendigo
Andrea Dwyer	Regional Director, Southern
Darren Youngs	Regional Director, Eastern
Claire Nyblom	Regional Director, North & West
Sue Sealey	Director, Client Services





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Council

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Fr Kim Benton

Dr Graeme Blackman OAM

Mr Adam Blackmore

Mr Malcolm Boyce

Rev'd Bruce Charles

Ms Beryl Coombe

Mrs Beth Delzoppo OAM

Mrs Jenny Disney

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Ms Caroline Johnston

Ms Pauline Kelly

The Rev'd Christopher Lancaster

Fr Thomas Leslie

The Rev'd Rachel McDougall

Archdeacon Ray McInnes

Mr John McKenzie

The Rev'd Murray Morton

Mr Stephen Newton AO

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The Hon Chris Pearce

Ms Joy Ritchie

Dr Winsome Roberts

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Mr Geoff Ryan

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The Rev'd Stuart Soley

Mr John Unkles

The Rt. Rev'd Garry Weatherill

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Mr Damien Wells

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Mr Paul McDonald

Mr Stephen Newton AO

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Research Ethics

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Ms Sally Alsop

Dr Tatiana Corrales

Dr Clem Gruen

Mr Gavin Kempin

Mr Malcolm Woolrich

Ms Elizabeth Yewers

Nominations

Mr Damian Neylon (Chair)

Ms Beryl Coombe

The Hon Christopher Pearce

Mr John Unkles

FINANCIALS

STATEMENT OF SURPLUS AND DEFICIT AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

REVENUE AND INCOME	2015 \$'000s	2014 \$'000s
Government funds and client fees		
Placement & support	46,279	40,135
Family services	29,006	22,385
Community programs	9,183	4,439
Mental Health & Disability Services	4,253	1,424
Parish partnerships & community development	765	717
Funds raised by Anglicare Victoria		
Tied fundraising income	2,317	2,128
Untied fundraising income	2,732	2,726
Net contribution from Innovative Resources	24	
Bequests	178	542
Net investment income	2,818	2,488
Total revenue and income	97,555	76,984
EXPENDITURE		
Services provided to children, young people & families		
Placement & support	49,493	42,133
Family services	25,326	20,266
Community programs	9,875	5,110
Mental Health & Disability Services	4,112	1,400
Parish partnerships & community development	2,379	2,357
Infrastructure, support and governance costs		
Quality assurance, audit & other legislative compliance costs	966	766
Property (rents & maintenance), vehicles & technology infrastructure	2,825	1,892
Staff wellbeing, advocacy and community relations		
Staff development and training	1,152	719
Research and advocacy	574	513
Building relationships with community, schools, parishes and media	2,123	1,896
Total expenditure	98,825	77,052
Net operating deficit		
	(1,270)	(68)
Grant to Anglicare Victoria Childrens Foundation	(34)	(881)
Gain on merger with St Luke's	1,782	
St Luke's merger costs	(60)	(362)
Net gain on sale of plant, equipment & investments	4,940	1,061
Unrealised impairment losses on investments (AASB 139)	(43)	(83)
Plant and equipment expensed	(446)	(20)
Surplus / (Deficit) for the year	4,869	(353)
Other comprehensive income		
Items that may be reclassified subsequently to surplus or deficit		
Unrealised gain / (loss) on investments	(911)	971
Other comprehensive income for the year	(911)	971
Total comprehensive income for the year	3,958	618



REPRESENTED BY	2015 \$'000s	2014 \$'000s
Operating activities		
Provision of direct services to children, young children and families, including infrastructure and support services	(6,808)	(7,275)
Non-operating activities		
Net gain on sale of plant and equipment & investments	4,940	1,061
Unrealised impairment losses on investments (AASB 139)	(43)	(83)
Plant and equipment expensed	(446)	(20)
St Luke's merger costs	(60)	(362)
Anglicare Victoria's contribution of resources		
Net fundraising income	4,300	4,177
Net investment income	2,818	2,488
Net contribution from Innovative Resources	24	-
Bequests received	178	542
Grant to Anglicare Victoria Childrens Foundation	(34)	(881)
Other comprehensive income		
Unrealised gain / (loss) on investments	(911)	971
Total comprehensive surplus for the year	3,958	618

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2015**

ASSETS	2015 \$'000s	2014 \$'000s
Cash and cash equivalents	8,112	3,627
Other financial assets	2,512	-
Trade and other receivables	2,562	3,609
Inventories	309	-
Total Current Assets	13,495	7,236
Investments	29,587	25,705
Property, plant and equipment	17,539	16,611
Intangible assets	1,467	824
Total Non-Current Assets	48,593	43,140
Total Assets	62,088	50,376
LIABILITIES		
Trade and other payables	5,323	4,334
Provisions	200	100
Employee benefits	9,565	3,992
Deferred income	7,150	4,803
Total Current Liabilities	22,238	13,229
Employee benefits	789	1,844
Deferred income	650	850
Total Non-Current Liabilities	1,439	2,694
Total Liabilities	23,677	15,923
Net Assets	38,411	34,453
EQUITY		
Establishment corpus	23,767	23,767
Reserves	16,519	14,389
Accumulated losses	(1,875)	(3,703)
Total Equity	38,411	34,453

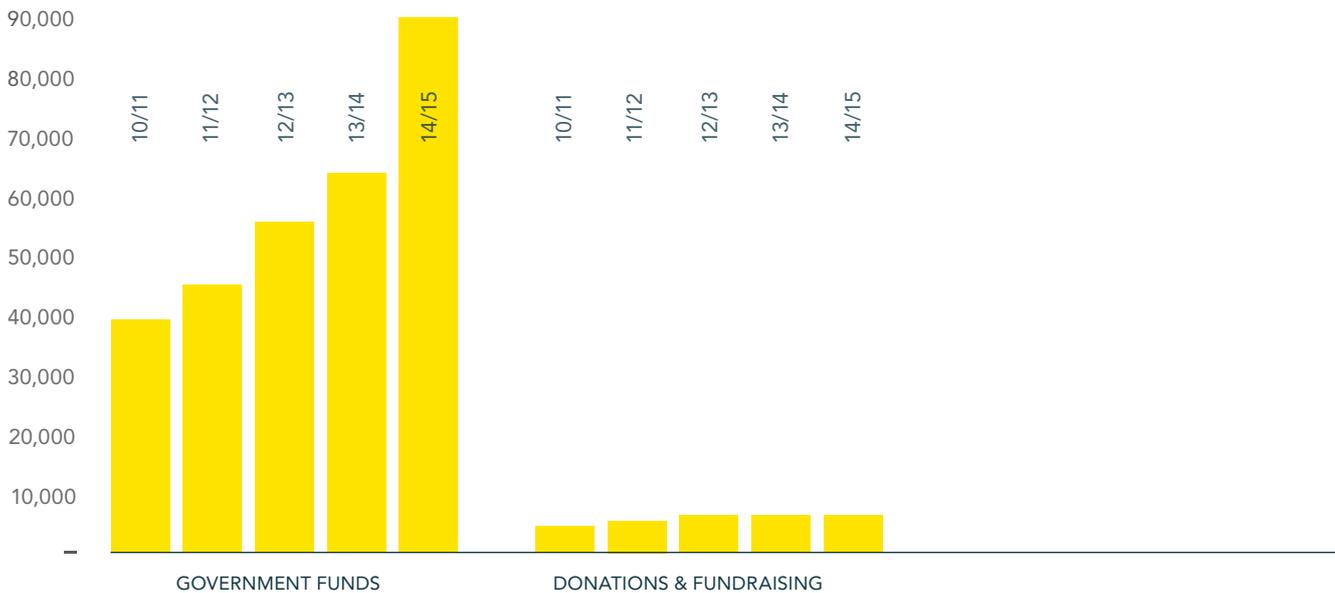
FINANCIALS

REVENUE AND INCOME

	2010/11 \$'000s	2011/12 \$'000s	2012/13 \$'000s	2013/14 \$'000s	2014/15 \$'000s
Government funds	42,525	47,996	56,137	69,100	89,486
Donations & fundraising	4,259	4,544	4,701	4,854	5,073
Investment income	2,603	2,688	2,246	2,488	2,818
Bequests	144	998	1,094	542	178
Total	49,531	56,226	64,178	76,984	97,555

SOURCES OF INCOME

\$'000s



30,000

20,000

10,000



INVESTMENT INCOME

BEQUESTS



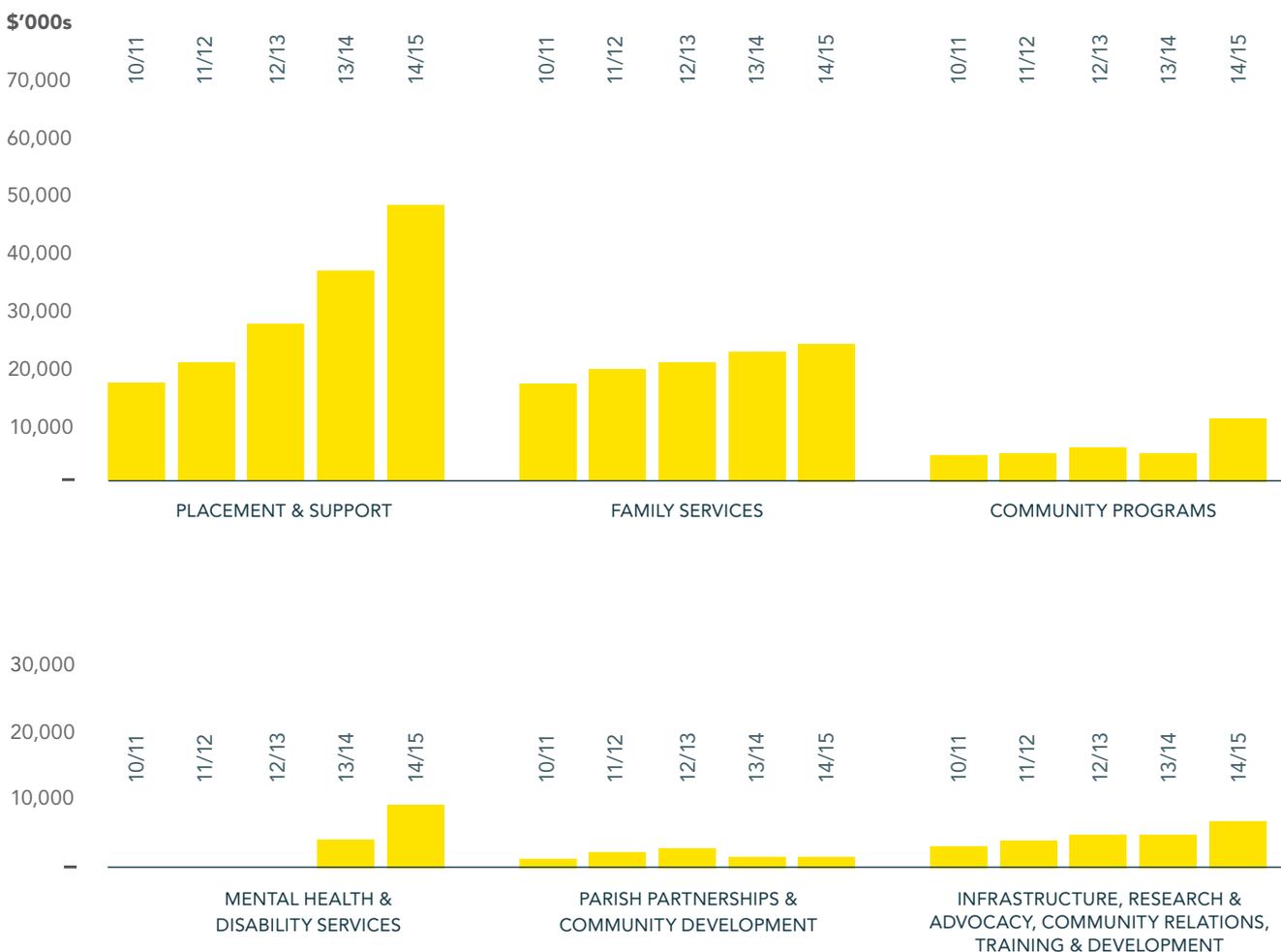
EXPENDITURE

SERVICES PROVIDED TO CHILDREN,
YOUNG PEOPLE & FAMILIES

	2010/11 \$'000s	2011/12 \$'000s	2012/13 \$'000s	2013/14 \$'000s	2014/15 \$'000s
Placement & support	19,053	23,670	31,548	42,133	49,493
Family services	18,319	19,168	20,038	20,266	25,326
Community programs	5,393	5,711	5,276	5,110	9,875
Mental Health & Disability Services				1,400	4,112
Parish partnerships & community development	2,530	2,690	2,383	2,357	2,379
Infrastructure, research and advocacy, community relations, training and development	4,624	5,235	5,210	5,786	7,640
Total	49,919	56,474	64,455	77,052	98,825

EXPENDITURE

Services and support activities



JOIN US

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, 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 Relationships Manager of Bequests 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".

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

Wangaratta
39 Ovens St
Wangaratta VIC 3677
Tel: 5723 7900

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
1703 Point Nepean Road
Rosebud West VIC 3939
Tel: 03 5986 9900

Dandenong
15 Scott Street
Dandenong VIC 3175
Tel: 03 9706 8568

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

Preston
42 Mary Street
Preston VIC 3072
Tel: 8470 9999

Warrnambool
c/o Anglican Parish of
Warrnambool
230 Koroit Street
Tel: 0458 750 351

Ballarat
14 Victoria St
Bakery Hill VIC 3350
Tel: 5332 9788

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

St Luke's Corporate Services
10 Mundy Street
Bendigo VIC 3550
Tel: 03 5434 3922

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

Innovative Resources
62 Collins Street
Kangaroo Flat VIC 3555
Tel: 5446 0500

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
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

Mildura
136 Lime Street
Mildura VIC 3502
Tel: 03 5051 0050





THANK YOU

Protecting personal and sensitive information is a key element of our work at Anglicare Victoria. Some names and identifying details have been changed to protect the privacy of individuals.

NAVIGATING THE FUTURE

ANNUAL REPORT 2015



This annual report is printed on Pacesetter Laser Pro.
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