ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Custodians of the land on which we work and live.
We recognise their continuing connection to Country and community.
We pay respect to the Elders of the past, present and future.

Anglicare Victoria’s Cultural Advisors: Uncle Ian Goolagong and Auntie Kellie Hunter.
Over the past year, we have faced huge challenges: high demand for our services, new requests for additional support, bushfires ravaging communities, and of course the impact of the COVID-19 pandemic – all while continuing to provide care for vulnerable children, young people and families. To say I am extremely proud of the way Anglicare Victoria has presented, responded and led, answering the needs of all our clients and communities, is an understatement. And we could not have delivered this level of care without the ongoing and dedicated support that you, our committed donors, continue to provide.

In this extraordinary year of great humanitarian need and anxiety, Anglicare Victoria has stepped up for vulnerable Victorians across the board. This Impact Statement will I hope give you an insight into the responsiveness, endeavour and character of our staff and organisation, the resilience of our community and the generosity of our supporters. I thank you for your role in enabling this important work.

With your support, we have continued to be there for the people who need us, regardless the challenges of a pandemic. This remained true whether delivering services to struggling individuals facing homelessness, looking after the young people in our care, or being there for anxious parents and families.

We continued to offer vital support for those impacted by family violence, helping both victims and their families and delivering interventions for those who use violence in the home. We were there to help families facing financial distress and offered emergency relief, education and parenting support to those in need.

At the height of the pandemic, we stepped forward, supporting families in the high-rise public housing towers during hard lockdown, setting up an accommodation and health facility for COVID-positive homeless young people, and supplying emergency relief for the many who found themselves without food, work or support.

The immense challenges of 2020 have tested all of us, and I’m proud of the way our staff, clients and community have responded and stepped up to them. We have shown that when we all pull together, we are indeed stronger.

Once again, thank you for your thoughtful, generous and continued support.

Paul McDonald
CEO Anglicare Victoria
BUSHFIRES CONTINUE TO BURN IN ONE OF VICTORIA’S WORST SEASONS YET

When Daniel* returned home to his farm after a sixteen-hour firefighting shift, he found the remains of his home ablaze. His parents, who live with him, had been forced to flee under ember attack. The shed where they kept their car had caught alight as they reversed out of it, and they were both extremely traumatised.

With the fires extinguished, Daniel was left to confront the damage left behind. The dairy farm requires 600 litres of clean water a day for adequate production. However, the river they relied on had been contaminated with ash run-off, and their one remaining water tank was fed by rainfall on the dairy roof, which was fire-damaged and contaminated. He was left with no source of water for his livestock, or to clean the dairy lines, and he and his parents entirely reliant on bottled water.

Anglicare Victoria stepped in to offer Daniel and his parents the urgent assistance they needed. We used some of the funds raised to order a new water tank for the farm. This will help them get back to normal, with a safe, accessible water source to meet their needs.

After a request for help from the local Government, Anglicare Victoria has spent $46,000 of donations in Victoria’s North East delivering essential clean water supplies to people like Daniel, who have been impacted by the bushfires.
The pandemic

Monies as of 30/6/2020 remaining to be spent in 2020-21 financial year: $15,000

$80,000

$33,000

$5,000

$8,000

Sri Mark’s Homeless breakfast program

$200,000

$100,000

$150,000

$140,000

TEACHaR Education Packs distributed across Victoria

COVID APPEAL

TOTAL RAISED

$0

Thanks to the support of our donors, Anglicare Victoria has provided support to those impacted by the pandemic across Victoria. In Gippsland we helped vulnerable children and young people affected by the bushfires and COVID-19 through our TEACHaR (Transforming Educational Achievement of Children at Risk) program. Our education specialists conducted online tutoring and guidance for children and young people across the region whose learning had been disrupted.

One of our educators reflected on her experience of remote teaching a Year 12 student located 215km away. This student has lived through drought and parental illness, and only a few short months ago, the bushfires burnt down the area she grew up in. She was evacuated for ten days, and she and her siblings had to wait until roads opened again before they could be reunited with their parents. Together, they found a way forward and some much-needed stability during an anxious time. This student’s teachers reached out to Anglicare Victoria for extra support, and I was connected with her through the TEACHaR program. We worked together on her English Literature studies, and as we discussed characters, key ideas, language devices and themes, I was able to see her intelligence and maturity. I was able to suggest, guide, question and praise. Amid the fear and uncertainty of the COVID-19 pandemic, and on top of the cumulative impact of the bushfires, an English lesson over the internet felt like a moment of calm.

Thanks to your help, TEACHaR has been able to provide a total of $97,000 worth of support during the Bushfire/COVID-19 crisis and has given children and young people a refuge from trauma, and a chance to build towards a better future, whatever challenges they may be confronting.
This year we stepped up to guide our children and young people through the uncertainties and anxieties of bushfires and the COVID-19 pandemic. In the face of restrictions and lockdowns, we found new ways to keep our young people connected and engaged, such as switching to online learning and creating a new virtual visiting platform.

We adapted quickly to ensure access to our various services, which offer education, specialist counselling and expert understanding to those in our care. Of our children in foster and kinship care, 68% undertook remote learning facilitated by our foster and kinship carers, with the rest attending school onsite. An educational leader’s 75% of children and young people who were at school before COVID-19 engaged in remote learning during lockdowns, with support from our staff. We made sure every young person still had all the help they needed to feel safe and grow. Children like George*, who was removed from his mother’s care due to her struggle with her mental health and substance abuse, has overcome his initial conflict and uncertainty with the support of his foster carer and a 12-month therapeutic program. He has now been offered a permanent home by his carer and has become part of the family. He feels happy now that he has the stability he has always wanted.

Connection to each other, and culture, has been crucial in helping our young people in a tough year. The Buldau Yioohgen Indigenous Leadership Academy is led by Anglicare Victoria’s Cultural Advisors, Uncle Ian Goolagong and Auntie Kellie Hunter. It brings together young Aboriginal and Torres Strait Islander people and gives them opportunities to grow in connection with culture. In the last year, 28 young people aged 15-17 years enrolled in the program, which encourages them to build big dreams for their futures. Since the onset of COVID-19, the program has been offering three online events each week where young people can learn Indigenous languages, songlines and cooking. All 28 young people remained engaged with school during COVID and have aspirations for their future.

Anglicare Victoria would like to thank the philanthropic funders of the Buldau Yioohgen Leadership Academy: The Kimberley Foundation, The Lyon Foundation, donors from the Anglican Diocese and Parish Partnerships, as well as all others who have generously supported the program since its inception.

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*Source: AIHW 2019-20 Impact Statement

RIGHT NOW, THERE ARE 10,300 CHILDREN IN VICTORIA IN DESPERATE NEED OF A SAFE AND LOVING HOME*. OVER THE LAST YEAR, 1,000 AV FOSTER CARERS PROVIDED A SAFE HOME FOR CHILDREN AND YOUNG PEOPLE IN NEED.
HELPING FAMILIES NAVIGATE CRISIS

Every family needs help from time to time, and thanks to your generosity, we can offer it. Our specialist teams and support groups run programs throughout Victoria, empowering families, and achieving lasting change, including our ParentZone program, which offers free training to help parents and professionals overcome the challenges they face when raising a family. Thanks to your support, we were able to adapt the program to changing restrictions by switching to online sessions.

One dad who joined ParentZone online shared that it has taught him valuable communication skills which have dramatically improved his relationship with his ex-partner, and allowed him to reconnect with his son. He is now very excited for the future: ‘I’ll be seeing my boy for Christmas’.

Nine out of ten parents said things changed in their family after attending a ParentZone course. Services for families are one of our largest areas of work, and we have seen demand increase over the past year, with 4,600 episodes of support provided in 2019/20. We work alongside families to prevent children from being removed from their parents’ care, and provide domestic and emotional support for parents struggling with a wide range of issues, including poor mental health and family violence. Thanks to you, our teams have remained open and operational while swiftly adapting to the impact of COVID-19 and other challenges such as the bushfires.

ParentZone supported over 8,000 people last year, bringing parents together to share their experiences, understand more about their child’s development, and learn the skills they need to grow together as families.

In 2019/20 over 1,400 prison visits were made by 18 chaplains across five Dioceses, as part of Anglicare Victoria’s Criminal Justice Ministry programs.

The outstanding efforts of staff and volunteers in our Parish Partnerships reached 5,646 people in 2019/20 and over 560 people took part in our 13 Community Support Programs, including our Refugee Support Services.

COMMUNITY SUPPORT PROGRAMS

At Anglicare Victoria, we have always reached out into our local communities to offer support and drive change where it is needed. Our specialist teams and our Parish Partnerships work throughout Victoria, with 4,600 people in 2019/20. Thanks to your support, we were able to adapt the program to changing restrictions by switching to online sessions.

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INNOVATIVE LEARNING FOR BRIGHTER FUTURES

Staying connected to education is critical for young people’s long term success. We know that the achievement gap between advantaged and disadvantaged students is two years.¹ Of children in OoHC, only 35% complete year 12, and by Year 7, 29% are not meeting national minimum standards for reading³. Research also shows that trauma and family violence have ongoing impacts on the brain development of children, meaning that without extra support, they quickly fall behind.

In the Victorian community, 29% of young people aged 15 to 24 are living in temporary accommodation. As Anglicare Victoria, we work with students, families and educators to enable care children and young people from every background to fulfill their potential. We create innovative and specialised programs to answer the educational needs of the children in our care, and in the broader community. Our assistance and support reduce the academic impact on children that bushfires, the COVID-19 pandemic, the experience of trauma and family violence, or the disruption of moving into out-of-home care might have. Our assistance and support have every chance to fulfill their potential. We create innovative and specialised programs to answer the educational needs of the children in our care, and in the broader community. Our assistance and support reduce the academic impact on children that bushfires, the COVID-19 pandemic, the experience of trauma and family violence, or the disruption of moving into out-of-home care might have.

At Anglicare Victoria, we work with students, families and educators to make sure children and young people have every chance to fulfill their potential. We create innovative and specialised programs to answer the educational needs of the children in our care, and in the broader community. Our assistance and support reduce the academic impact on children that bushfires, the COVID-19 pandemic, the experience of trauma and family violence, or the disruption of moving into out-of-home care might have.

During the past year of COVID-19 and the introduction of home-schooling restrictions and limitations, we supported 217 students, with impacted families seeking support to maintain their academic engagement.

Of 73 students who were already disengaged, 48% began attending school again. Thanks to your support, we were able to respond quickly, and we now employ nearly 40 education specialists, who are helping young people across Victoria get back into schooling. Thanks to community support, our Teach Inspiring Minds program can offer one-to-one tutoring and provide Homework Clubs to engage younger children, laying the foundation for educational achievement. We began TEACHaR to support students from rural, migrant and refugee backgrounds, and those who have experienced trauma. We have seen some terrific results, such as with Sarah* who across a 20-week course of tutoring and support was able to catch up with a year’s worth of reading and spelling development. The resilience and persistence she showed in the face of difficulty earned Sarah the respect of her peers, and we’re delighted with her progress.

IN THE PAST YEAR, OUR TEACHERS HAVE:

- Provided an average of 11 per session.
- Delivered 280 hands-on learning packs.
- Supported 308 parents and carers, through our CARER CONNECT service.
- Informed advice from 56 schools with teaching staff with trauma-informed strategies.
- Provided 189 teaching staff from schools with informed advice and training.
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For Further Information, please request our TEACHaR Impact Statement.

INFORMED ADVICE
FROM 56 SCHOOLS
TEACHING STAFF
FROM 189 SCHOOLS
WITH TRAUMA-INFORMED ADVICE & TRAINING
PROVIDED
189
SUPPORTED
308
CARER CONNECT
THROUGH PARENTS & CARERS
PROVIDED
HANDS-ON LEARNING PACKS
280
ENROLLED
2340
ONLINE 1:1 TEACHING
SESSIONS
(AN AVERAGE OF 11 PER
STUDENT)
ENSURED NEEDED LEARNING EQUIPMENT
4
DELIVERED
TEACHING ONLINE 1:1
PACKS
PARENTS & CARERS
THROUGH OUR
CARER CONNECT STRATEGY
100% OF STUDENTS HAD
PROVIDED
2019-20 Impact Statement

By supporting educational success, you help build the long-term health of our communities and to create a happier, more equal Victoria. Thank you so much for playing a part in this significant work.

Anglicare Victoria would like to thank the philanthropic funders of the TEACHaR Program: The Flora and Frank Leith Foundation, The Essie and Johnell McAllister Foundation, The Phillips Foundation, Cadell Cotton Trusteed Fund, and those who have generously donated to the program and its initiatives.

The TEACHaR program has been delivered in partnership with the Victorian Department of Education and Training (DET), the Federal Government’s ‘More Support for Students with Disabilities’ Education Initiative, LOOKOUT, and the Victorian Department of Health and Human Services (DHHS).


4 Knight & Rossi (2018). Children in Out of Home Care and their Educational Outcomes, A literature review. The Australian Centre for Nonprofit Studies. Knight and Rossi found only 35% complete year 12, only 35% complete year 12, and by Year 7, 29% are not meeting national minimum standards for reading.

- Jo Myers, Program Manager for TEACHaR

EDUCATION

THANKFUL FOR EVERYTHING SHE HAS DONE.”
- PARENT OF A YOUNG PERSON IN RESIDENTIAL CARE

I FEEL THAT (THE TEACHER) WAS WORKED HARD TO ACHIEVE THE BEST FOR MY SON, SO THAT HE CAN RE-ENTER SCHOOL, POSITIVELY. I’M EXTREMELY THANKFUL FOR EVERYTHING SHE HAS DONE.”
- PARENT OF A YOUNG PERSON IN RESIDENTIAL CARE

IN 2019-20, TEACHaR SUPPORTED 217 STUDENTS WITH IMPACTED FAMILIES SEEKING SUPPORT TO MAINTAIN THEIR ACADEMIC ENGAGEMENT.

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Our staff bring a wealth of expertise to the issue of family violence. We aim to support survivors with empathy, respect and understanding, always putting the safety of the family first. Anglicare Victoria provides a range of programs for men who use violence in the home. We have services that are tailored specifically for fathers, who are encouraged to change their behaviour for the sake of their children, and for adolescents who are displaying violent behaviours within the family.

We worked with 374 women and their children experiencing family violence, supporting them through play therapy, therapeutic group work including our Safe & Together program, parent-child counselling and specialist casework to deal with the impacts of trauma, help them recover from violence and build empowerment, safety and connection.

We help those who use violence in the home to take responsibility and change their behaviour by running individual and group sessions through our Men’s Behaviour Change Programs, such as Caring Dads and A Better Way, this year helping 890 men to understand their actions, and transform their relationships with their families and partners.

Younger people can also display violent behaviours within the family. Our Breaking the Cycle programs help those caring for young people to understand their behaviour. Through group sessions, parents and families come together to learn how to build healthy and happy relationships with the children in their care.

Our staff and facilitators work to help families overcome the trauma of family violence and to feel empowered to bring about fundamental change. With incidents of family violence expected to grow, we thank you for helping them to continue this vital work.

With the help of nearly 300 volunteers, we provided urgent assistance to 4,493 Victorians in 2019/20, at 43 different Emergency Relief Centres across the state.

With things in life that go wrong, we’re here and ready to help. We welcome families and young people seeking refuge, emergency relief, or emotional support in times of hardship, whatever they are going through.

Lisa, one of our staff in the Eastern Region, shared her experiences delivering parcels: ‘I dropped off 8+18 shoes to a family who had just lost their home. The mom was overwhelmed, and she received money for new kids and medicine. To stay safe, they had not been out for months and felt very much alone. When I gave them the parcel, they were so happy. They were so grateful; they left me with a small gesture that made a real difference.’

Bushfires and COVID-19 led to increased demand for our Financial Counselling Services, and we helped more than 4,380 clients who were having a hard time with money, be that debt, job loss, insurance claims, or just helping out at control. Our expert financial counsellors help get people back on their feet through practical and emotional support, and can help you in all areas of financial management. Our staff are still providing telephone, video or online support with their clients.

Emergency relief and financial counselling can be truly transformative to the wellbeing of our clients, helping them gain a sense of control and independence, and preventing them from falling into crisis. We are deeply grateful to all those who make this life-changing assistance possible.
POSITIVE FUTURES FOR YOUNG PEOPLE

Over the past three years, Home Stretch has made significant progress in extending care from 18 to 21 years of age across Australia. The Victorian government has now pledged to adopt extended care arrangements in every young person in the state – the single most important reform to child welfare in a generation.

If one of the eight state and territory governments have now changed their extended care arrangements, by either implementing trials or through policy change. This is all progress towards the final step of the journey that ultimate goal: legislative change. The campaign has ramped-up its lobbying of state and federal government ministers in the past 12 months, sharing evidence that extending care beyond 18 years would deliver significant savings for the state treasuries, federal governments, and double up employment participation for young people EXITING care.

Anglicare Victoria was quick to offer help to these Victorians, who were expected to be hit the hardest. One of our properties, Atrium Place, was made available to be used as an isolation and recovery facility.

Our Rapid Response program grew out of our observation that early intervention could prevent many children from being removed from their parents’ care. The program recognises that many families simply need extra support when they are struggling, and recent research by Monash University backs this up. The innovative program was able to play to the strengths of the parents, as they showed that they are open to learning new skills, and keen to put them into practice.

The best service we have received. The team showed great tenacity even during a crisis. – Parent supported by Rapid Response during the pandemic.

In partnership with Department of Health and Human Services (DHHS) Anglicare Victoria produced and filmed three online learning courses for the residential care sector, and over 6,000 staff across the sector have completed these pieces of training in infection control and personal protective equipment.

Atrium Place has provided safe accommodation and around-the-clock care for fourteen children, young people and family members who were required to isolate as COVID positive or close contacts during the pandemic, who had nowhere else safe to do so.

57 YOUNG PEOPLE AND FAMILIES SUPPORTED IN OUR FUNCTIONAL FAMILY THERAPY FOR YOUTH JUSTICE (FFT-YJ) PROGRAM.

In 2019/20 Anglicare Victoria had a strong year in continuing to deliver Australia’s first trial of the globally recognised Functional Family Therapy – Youth Justice FFT® Program, which has helped nearly 120 families with children involved in the youth justice system. The program reduced re-offending rates through engagement with the family, on their terms, and increases motivation whilst encouraging and valuing positive change.

79% of children remained in the family home and are on track at the completion of the Rapid Response intervention.

77% of children remained in the family home and are on track at the completion of the Rapid Response intervention.

Whatever they do, we are committed to moving forward with programs that adapt to a changing world, and best serve the needs of our clients now, and years into the future.

Anglicare Victoria would like to thank the philanthropic funders of the Home Stretch Campaign: B B & A Miller Foundation, The Beverley Jackson Foundation, Sidney Myer Fund, donors from the Anglican Community and Parish Partnerships, as well as all others who have generously supported our programs in 2019-20.
Anglicare Victoria draws upon the help of a wide variety of supporters from across the public and private realms. From individuals, to state government, Anglican Parishes, local businesses and corporations, our work is made possible by their commitment to improving their communities.

Despite the challenges that have been thrown at us all during this pandemic, the level of care and compassion and the ‘can-do attitude’ exhibited by our people has been wonderful to see. We have realigned to respond to new circumstances, and this has allowed us to continue to support our communities. As an organisation, we have witnessed the strength of the collective in supporting the individual – and we will continue to do this until we get to the other side because this is what Anglicare Victoria does!

— Sue Sealey, Deputy CEO Anglicare Victoria

During the pandemic, a number of the families we assist tested positive for COVID-19, making support incredibly difficult. Despite the additional challenges of COVID-19, our new programs have shown great promise, and our established services have continued to deliver.

We thank you for the part you play in delivering dedicated care to our most vulnerable Victorians. On behalf of all our clients, staff and volunteers, please accept our warm and heartfelt thanks for choosing to make a difference. We count ourselves lucky to have you on our team, and by our side.

You have been exceptionally generous at a time when many more people have needed our help, and we would not have been able to continue all that we have without you. From giving financially to our appeals to donating food and clothes to our emergency relief sites, and remembering us in your thoughts, every contribution has made a difference to the lives of the people we help.

The kindness and generosity Norm and Audrey Geschke have shown to Anglicare Victoria over many years was continued after their passing with a generous gift in Norm’s Will. This allowed us to set up a special birthday present fund for the children and young people in our care. These things make a real difference to the happiness and self-esteem of our young people, and it is typical of Norm’s thoughtful spirit that he would make such a provision for those at risk of missing out.

To the many of you who have worked in your parishes, and in our Anglicare Victoria Partnership Groups collecting goods and resources for vulnerable families, thank you so much for giving your time and effort to uplift others in your community. And to those of you whose financial contributions allowed us to offer the knowledge, support and understanding that so many Victorians have needed, thank you.

To date, 649 Birthday Gift Cards of $150 value were distributed to children in need within our Out of Home Care programs.

To the many of you who have worked in your parishes, and in our Anglicare Victoria Partnership Groups collecting goods and resources for vulnerable families, thank you so much for giving your time and effort to uplift others in your community. And to those of you whose financial contributions allowed us to offer the knowledge, support and understanding that so many Victorians have needed, thank you.

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TOGETHER YOU HAVE SPREAD A MESSAGE OF HOPE, COMMUNITY AND CARE FOR ONE ANOTHER THAT IS A TRUE REFLECTION OF WHAT WE AT ANGLICARE VICTORIA HAVE LONG KNOWN: THAT WE ARE ALWAYS STRONGER TOGETHER.

Anglicare Victoria gratefully acknowledges the generosity support and continued collaboration of all philanthropic and Government partners.

*Please note: Names in stories have been changed in the interest of protection and privacy. Models appear in our photographs to protect the identity of our clients. The photographs used within this report are a combination of purchased imagery and rightfully owned images of Anglicare Victoria.

Contact us if you need this information in an accessible format such as large print: please telephone 1800 809 722 or email info@anglicarevic.org.au.

Anglicare Victoria’s Annual report is available on our website: www.anglicarevic.org.au.