



**COVID-19:**  
IMPACTING A GENERATION



Anglicare Victoria respectfully acknowledges the Traditional Owners of Country throughout Victoria and pays its respect to the ongoing living cultures of Aboriginal and Torres Strait Islander peoples.

We acknowledge and pay respect to the work of Aboriginal and Torres Strait Islander Educators, past and present, who have ensured the Aboriginal and Torres Strait Islander identity and culture have thrived.

We value the rich culture and history of the First People of this land.

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## How Victorians have been affected so far

OVER THE LAST YEAR, MORE THAN



# 1,700 STAFF

WORKING OUT OF 93 LOCATIONS ACROSS VICTORIA, HELPED MORE THAN

# 30,000

VULNERABLE CHILDREN, YOUNG PEOPLE AND FAMILIES

STRUGGLING THROUGH THE PANDEMIC.<sup>1</sup>



ON ANY GIVEN NIGHT, AV HAS OVER

# 700

CHILDREN AND YOUNG PEOPLE IN OUR CARE<sup>2</sup>

# 16,000

BREACHES OF FAMILY VIOLENCE ORDERS WERE RECORDED IN 2020/21 –

AN INCREASE OF 22.1 PER CENT ON THE YEAR BEFORE<sup>3</sup>

DEMAND FOR AV'S EMERGENCY RELIEF MORE THAN

# DOUBLED

OVER THE PAST YEAR AT SOME MELBOURNE LOCATIONS

MORE THAN

# 16,600

VICTORIANS CONTACTED HOMELESSNESS SERVICES IN JUNE 2021 DUE TO FINANCIAL STRESS, THE HIGHEST NUMBER SINCE RECORDS HAVE BEEN KEPT



CALLS TO KIDS HELPLINE WERE UP

# 30

PER CENT

IN THE FIRST SIX MONTHS OF 2021



CALLS TO LIFELINE INCREASED

# 40

PER CENT

COMPARED TO BEFORE THE PANDEMIC

<sup>1</sup> AV, 2021 Annual Report, October 2021, p4  
<sup>2</sup> AV, 2021 Annual Report, October 2021, p40

<sup>3</sup> Fowler, M. & Pearson, E., The Age, Police expecting rise in family violence post lockdown as CHO violations dominate crime statistics, 30 September, 2021.

# How Anglicare Victoria helps Victorians in need

WITH THE SUPPORT OF DONORS AND VOLUNTEERS

AV SUPPORTED

# 77

PER CENT MORE WOMEN AND CHILDREN

AFFECTED BY FAMILY VIOLENCE<sup>4</sup>

SINCE THE PANDEMIC BEGAN, MORE THAN

# 9,500

CLIENTS

CALLED ANGLICARE VICTORIA ON 1800 809 722 SEEKING SUPPORT

OUR FAMILY SERVICES TEAM MET WITH VULNERABLE FAMILIES MORE THAN

# 4,600

TIMES

TO PROVIDE SUPPORT DURING THE PANDEMIC



# 30

PER CENT MORE FAMILIES AT RISK

WERE HELPED TO STAY TOGETHER AND THRIVE<sup>5</sup>

# 6,200

VICTORIANS RECEIVED EMERGENCY RELIEF AT 17 SITES ACROSS THE STATE

<sup>4</sup> Compared to the previous financial year 2019/2020  
<sup>5</sup> Compared to the previous financial year 2019/2020

# 3,700

VICTORIANS

WERE BROUGHT BACK FROM THE BRINK WITH FREE FINANCIAL COUNSELLING

# 3,470

ALCOHOL AND OTHER DRUGS SERVICES

WERE PROVIDED



AV'S TEACHAR PROGRAM HELPED

# 38

PER CENT MORE

AT-RISK YOUNG PEOPLE REGAIN THEIR CONFIDENCE IN THE CLASSROOM

# \$1,064,730

WORTH OF ASSISTANCE DISTRIBUTED\*

# 10,310

FOOD PARCELS GIVEN TO THOSE IN NEED

# 5,768

FOOD VOUCHERS PROVIDED TO THOSE IN NEED

\*Period inclusive of July 1st 2020, to April 2021 for AV's Emergency Relief

## On the **COVID-19** frontlines

By the end of 2020, Victorians thought we had beaten the coronavirus. We were wrong.

As an organisation that helps tens of thousands of Victorians every year, AV quickly recognised that a once-in-a-century pandemic would require an extraordinary response in addition to adapting and expanding our much needed regular services and support.

In 2020, AV responded to an urgent state government request to set up a facility where homeless young people infected with COVID-19 could safely isolate and recover, attended by qualified staff around the clock.

By mid-2021, the more infectious Delta variant of COVID-19 plunged everyone back into lockdown again, and AV was again on the frontlines and responding to new urgent needs. Partnering with Northern Health, we are providing staff and services for a new facility to care for children whose parents are in hospital with COVID-19 and unable to care for their families. With community cases growing quickly, demand for has been high and the service quickly reached capacity.

In recent months AV has supported homeless people to get vaccinated at our emergency relief centres. We have adapted the way our centres work to continue providing hot breakfasts to people in need in a way that is safe for our clients, volunteers and staff.

AV also established a phone support service to provide emergency relief to clients who would normally drop in to our centres for help. In just six months, this hotline connected more than 720 people with our ER sites to provide food vouchers, food parcels, bill payment assistance, medical and pharmacy vouchers, advocacy and referrals to additional services such as financial counselling.<sup>8</sup>

<sup>6</sup> C Booker, The Age, Spike in poverty-induced homelessness during lockdown, 16 September 2021

<sup>7</sup> P Commins, The Australian, One in four adults now relies on income support, 16 September 2021

<sup>8</sup> AV, 2021 Anglican Synod Report, August 2021, p4

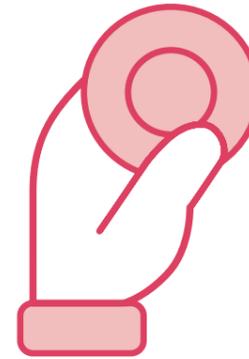
Helping those on the brink  
**remain in their homes**

In June 2021, a record  
**16,621 VICTORIANS**  
contacted homelessness  
agencies across the state  
due to financial stress.<sup>6</sup>

In September  
it was reported  
that

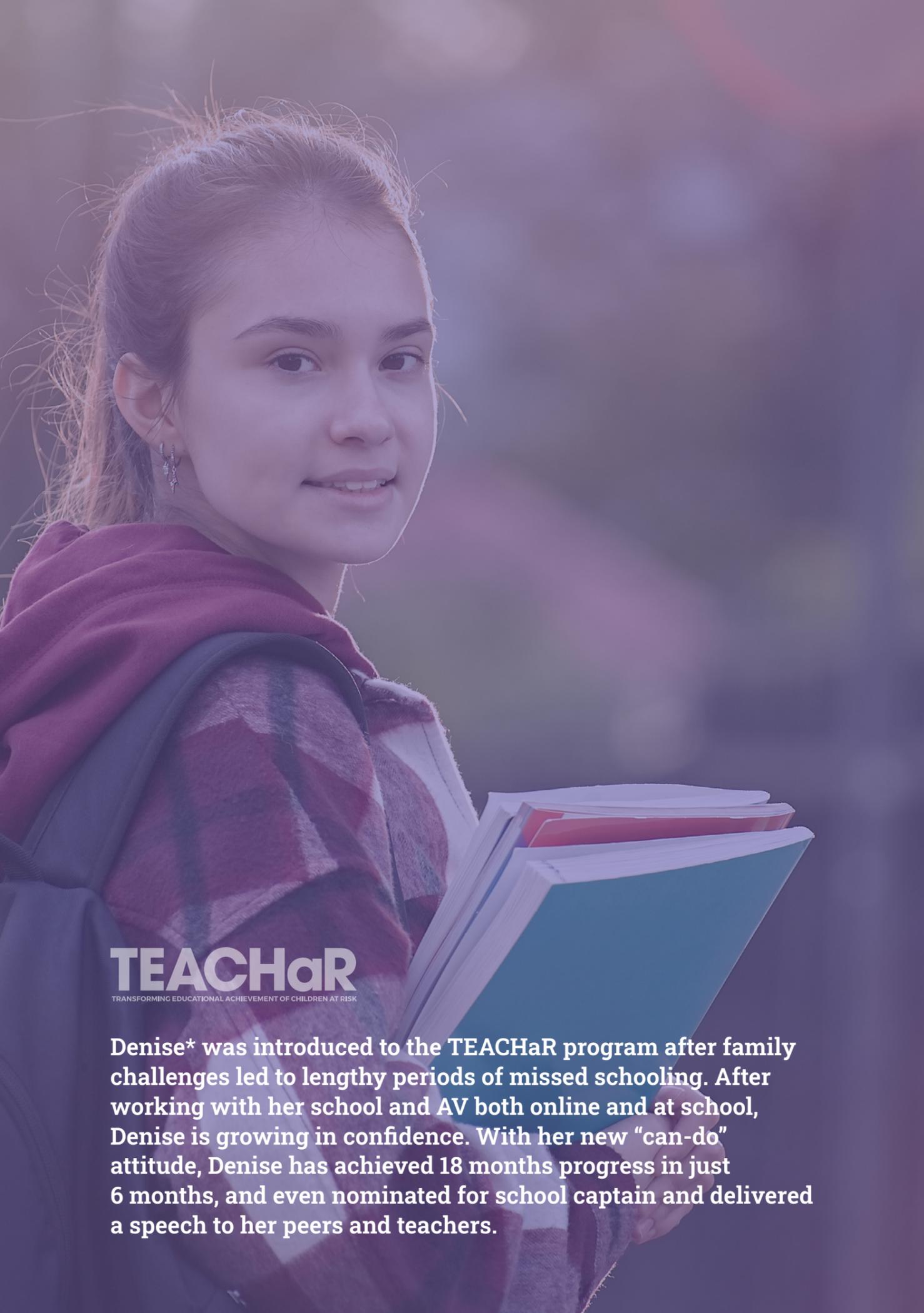
**1 IN  
EVERY 4**

**Australians were  
on some kind  
of income support.<sup>7</sup>**



Natasha\* is a single parent with a young autistic child. She came into our emergency relief program while leaving a domestic violence situation which had resulted in an intervention order against her ex-partner. On top of this, Natasha was struggling financially. She worked part-time while her son was at daycare, but had fallen behind with rent and childcare costs. She was at the point of eviction and highly distressed when referred to AV for specialist financial assistance. We provided emergency funding: food vouchers, rental support and covered her car registration that was due to expire that day. This allowed Natasha and her son to remain in their home while waiting to relocate to a safe house.

\* Names have been changed to protect client privacy



**TEACHaR**  
TRANSFORMING EDUCATIONAL ACHIEVEMENT OF CHILDREN AT RISK

Denise\* was introduced to the TEACHaR program after family challenges led to lengthy periods of missed schooling. After working with her school and AV both online and at school, Denise is growing in confidence. With her new “can-do” attitude, Denise has achieved 18 months progress in just 6 months, and even nominated for school captain and delivered a speech to her peers and teachers.

## Rebuilding confidence in the classroom

**AV employs 27 full-time education specialists** all of whom are trained teachers and experts at working with young people to bring out their best.<sup>9</sup> Our TEACHaR (Transforming Educational Achievement for Children at Risk) program helps vulnerable young people in school, at home and online over a 6 to 12 month period. The program helps those who have fallen behind their peers for a range of reasons, allowing them to regain their confidence at school.

Of the young people in our TEACHaR program, more than 80 per cent maintain or improve their attendance at school, overall engagement in learning doubles, and literacy and numeracy skills end up back on track.<sup>10</sup>

The pandemic also saw a rise in young people disengaging from learning entirely and falling through the cracks in the education system. AV’s Navigator team worked overtime to help those aged 12-17 rebuild their confidence and hit the books with a renewed sense of support. Unique education plans are developed for each student that steps them back into schooling gradually so that they can begin to thrive again in difficult circumstances. A key part of the program is identifying a young person’s interests and passions and helping to work those into the learning environment. The team was particularly active in regional parts of Victoria, with a 45 per cent rise in client numbers overall.

In 2020/21, TEACHaR’s  
education specialists helped  
**38 PER CENT MORE  
YOUNG PEOPLE**  
compared to the year before.

**TEACHaR relies on donations. Without the compassionate support from donors, we would not be able to deliver our program to all those who need it.**

<sup>9</sup> AV, 2021 Annual Report, October 2021, p20

<sup>10</sup> AV, TEACHaR Impact Report, Bridging the Education Gap for Young People in Care, May 2021, p7

## The long road back

Those who received special coronavirus payments in the form of JobKeeper and JobSeeker agree that the payments were very effective in supporting people blindsided by COVID-19. The problem is that in the most affected states such as Victoria, they were removed too early.

AV does not relish having to feed desperate people who do not have enough money to live on. It is something it does because the agency is the last safety net to stop people hitting rock-bottom with the full force of their fall. With the Federal Government cutting the pandemic support to vulnerable people in 2021 long before the effects of the pandemic are over, the emergency relief efforts of AV and others remain an essential lifeline for many Victorians in need.

If we've learned anything from the last two years, it is to expect the unexpected. Even if the vaccination race of 2021 means many of Victoria's shuttered businesses will reopen again next year, the road to recovery will be long. It will be a long road back for all those families which have been forced to access government support for the first time, for women fleeing family violence and children recovering from traumatic childhoods. The care provided by AV staff at the point of crisis makes a world of difference.

With the help of our donors and supporters, AV is putting together a Pandemic Recovery Fund. It will be there to help vulnerable people from Generation COVID, by paying for some of the things that fall outside the scope of the funding we receive from the Victorian Government. The funds will be directed wherever there is the greatest need.

We will all recover from the pandemic at different speeds. Hopefully some of us will emerge with a better appreciation of those that have been struggling. And by reaching out a hand to help those who have fallen behind, we can make sure that we can come back from COVID-19 stronger and more resilient than when it started.



# Supporting vulnerable Victorians is more important than ever

Protecting young people, preventing harm and supporting our clients are essential functions for AV.

The challenges of this crisis will last far longer than the next few months, but we will be there for the long haul to help those in need, whenever they need it.

You can contact **Anglicare Victoria** on **1800 809 722**

Or visit [www.anglicarevic.org.au](http://www.anglicarevic.org.au)

## ADDITIONAL SUPPORT SERVICES

National Debt Helpline – **1800 007 007**

Lifeline Australia – **13 11 14**

Parentline – **13 22 89**

Kids Helpline – **1800 55 1800**

MensLine Australia – **1300 78 99 78**

1800RESPECT – **1800 737 732**

Safe Steps Family Violence – **1800 015 188**

Carers Australia – **1800 242 636**

**Vulnerable young people, families and individuals are more in need of help than ever as a result of the coronavirus pandemic.**

Your support can help make a difference.  
Scan the QR code to donate to our Pandemic Recovery Fund.



**DONATE**

**BETTER  
TOMORROWS**

## **CENTRAL OFFICE**

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