

CONCERN *Australia*

*Hope and Care for
Young People and Children*

ANNUAL REPORT
2016-17



02 INTRODUCTION

04 WHO WE ARE

- 4 Our Executive Team
- 5 Our Board
- 5 Advisory Group
- 6 Organisational Structure

08 WHAT WE DO

09 OUR PROGRAMS

- 10 Education
- 12 Housing & Homelessness
- 13 Justice

14 THE PEOPLE WHO MAKE A DIFFERENCE

16 FINANCIALS

- 16 Treasurer and GM Business Operations
- 17 Welfare Inc
- 18 Ministry Inc

19 STORIES FROM OUR PROGRAMS

- 19 Livewires
- 19 Values For Life
- 20 Hand Brake Turn
- 20 Inside Out
- 21 Steps Outreach Service
- 22 Chaplaincy

23 OUR SUPPORTERS

INTRODUCTION

A WORD FROM OUR CHAIR AND CEO



Jason McDonald
Board Chair



Michelle Crawford
Chief Executive Officer

Concern Australia has a bold vision for:

“An Australia where vulnerable young people and children have HOPE for a successful and positive life”.

During our previous financial year, the Board made several significant decisions to invest into the future of Concern Australia. Whilst there is always more to be done, we are excited to see the fruit of these investments and to be able to report a modest surplus of \$7,303.

Over the past 12 months, the Board and Executive have continued to work closely together to secure our financial position into the future, and to refocus the organisation to ensure a refreshed and renewed direction, building on the legacy of those who have gone before.

In this respect, one of the key markers of our work over this period was the launch of 2020VISION, our four year Strategic Plan that sets out four goals that guide our work:

1. People-centred in all we do
2. A Leader who responds to the needs of young people and children
3. A Partner to young people, children and stakeholders, ensuring our services are innovative, effective and impactful
4. A Steward with quality systems, resources and efficient processes

Another key development has been reviewing our premises requirements, resulting in the establishment of a new South-East Region Office in Dandenong. We have also exited our Sunshine premises with plans to co-locate operations with our Preston team into a new North-West Region Office in early 2018.

These changes will result in numerous efficiency savings and ensure that our limited resources can be used to strengthen our capacity and impact.

On top of these changes, the Preston office was impacted by a flood in late December, rendering it uninhabitable for nearly

3 months due to mould and other complications. This placed increased pressure on our small team, and we take this opportunity to sincerely thank our staff for their patience, professional attitude and practical support during this period of change.

The development of our strategic plan coincided with a refocusing of the structure of our service delivery, dividing our work into 3 pillars:

1. Education
2. Housing & Homelessness
3. Justice

This new structure presents opportunities for us to further strengthen our current programs, and explore new opportunities with key partners.

While we have maintained our position as a Registered Training Organisation, the decision was made to pause operations under this umbrella following a program review. As a result, in consultation with key partners and the young people with whom we work, Hand Brake Turn has been re-energised and re-focused as a 6-week pre-vocational automotive training program. We were pleased to be accepted by the Department of Education and Training as a Learn Local Provider during this period.

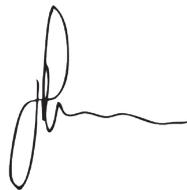
We welcomed a second person to our Chaplaincy Team and continue to value the partnership we have with God's Squad CMC including the shared Annual Bike Show held at Malmsbury Youth Justice Centre.

We continue to be humbled by the trust placed in our organisation by our supporters. This year saw an increase

in income from donations, fundraising and bequests of 29%. These funds enable our non-government work with vulnerable young people and children to continue. Over the coming year there will be an increased focus on building our relationships and communication with new and existing supporters.

There are countless people who practically and prayerfully support our work. We appreciate the nature of the partnerships we have with Government, Business, Schools, Service Clubs, Philanthropists, Donors and Volunteers. These partnerships allow us to mobilise our paid workforce to connect with 30,000 young people and children each year.

To all these amazing people who support the great work of our organisation, we would like to offer our sincere gratitude. It is this support which allows us to continue bringing *Hope and Care for Young People and Children*, and makes the world a better place for current and future generations.



Jason McDonald
Board Chair
Concern Australia



Michelle Crawford
Chief Executive Officer
Concern Australia

VISION

An Australia where vulnerable young people and children have HOPE for a successful and positive life.

MISSION

Concern Australia works in partnership with young people and children, creating opportunities for them to enjoy full and meaningful lives.

VALUES

**Faith
Integrity
Respect
Belonging**

OUR EXECUTIVE TEAM



Michelle Crawford
Chief Executive Officer

Michelle Crawford joined Concern Australia in May 2016 as CEO. With 25 years' experience within the community sector, Michelle brings knowledge of a diverse range of program areas including microfinance, employment, education, training and the governance of not-for-profits. She has overseen partnerships with community organisations, business, government and various funding arrangements leading to innovative responses and the implementation of new programs both domestically and internationally.

Michelle has a Masters in Social Science, Graduate Diploma in Adult Education and Bachelor of Business. She is a Member of the AICD, Board Member of First Nations Foundation, and previously held the role of Chair of the Australian Financial Inclusion Network (2008-2016) and Wavecare Counselling Service (2006-2011).



Georgette Warden
General Manager
Business Operations

Georgette Warden joined in April 2016 as the General Manager Business Operations. This has allowed her personal and professional life to be aligned in the core values held by the ethos of the organisation.

Georgette brings over 25 years' experience from the corporate, not-for-profit and education sectors. Georgette's breadth of management experience has included finance, human resources, compliance and administration. Georgette believes it is a privilege to be able to support the wonderful programs being delivered for the community by the inspirational staff and volunteers.



Andrea Greenwood
General Manager
Service Delivery

Andrea Greenwood joined in 2015 as the General Manager Service Delivery. She has 20 years' experience working with adolescents in a church setting and more recently in DHHS' youth justice and child protection systems.

Andrea has managed some of the most complex, marginalised and vulnerable young people delivering responsive and assertive case management and mentoring programs.

Thriving in the context of partnerships, stakeholder engagement and policy change, she has held positions with government, reference panels and strategic leadership groups. She is well regarded as a change agent and is passionate about leadership development and working with people who strengthen the community.



Jason McDonald
Board Chair

Jason joined the Board in 2012 and took on the role of Chair in October 2015. For the last 8 years, Jason has worked as an adviser to Members of Parliament, specialising in policy and communications. He has been involved in outreach programs for at-risk youth, and is passionate about young people being equipped with the skills and hope they need for the future.



Terrence Baxter
Vice Chair

Terrence is the Deputy Chair and Chair of the Governance Committee. He is the CEO of MMM Australia and serves as a credentialed Minister with the Apostolic Church. Terrence has over 30 years' experience in the IT Industry with some of the world's largest service providers. He has balanced a busy work life with ministry over a broad cross section of Christian Churches and Boards. He is a sports chaplain for an EFL Club.

Dr Willma Gallet
(Convenor)

Rev Tim Costello

OUR BOARD



Kathleen Williams AO
Treasurer

Kathleen is the Board Treasurer and the Chair of the Finance Committee. She brings a strong background in the areas of finance and governance. She was appointed a Member of the Order of Australia in the 2015 Australia Day Honours list for her service as Treasurer on the Board of the Australian Trucking Association (ATA). Kathleen also serves on the Board of Synod of the Uniting Church of Australia.



Tara Reid
Secretary

Tara is the Board Secretary and the Chair of the Fundraising Committee. She is a business consultant with over 20 years' experience including as a Partner at Deloitte and her own internet start up business, which she sold in 2015. She is on the Board of Baptist World Aid and is a teacher to survivors at the Freedom Hub Survivor School. She is a Member of the AICD.



Priscilla Robinson
Ordinary Member

Priscilla has experience in nursing, communicable diseases and disaster management. She works as an epidemiologist and public health teacher at La Trobe University. Priscilla has a passion for people and works for equal access to education for all. Priscilla is an Honorary Associate Professor at La Trobe University.



Catherine Richards
Ordinary Member

Catherine is Director Corporate Services at the Lowitja Institute with focus on the health and wellbeing of Aboriginal and Torres Strait Islanders. She has over 30 years' experience within the not-for-profit sector and the Victorian Government. Catherine has a commitment to social justice and strategies to improve the wellbeing of all Australians. She holds an MBA, is a Fellow of CPA and is a Graduate Member of the AICD.



Michelle Paterson
Ordinary Member

Michelle has 20 years' experience in communications, marketing, public relations and stakeholder relations' roles, spanning a diverse range of sectors including not-for-profit, government, professional services and public relations. She is currently the Marketing and Communications Manager at Scope, which provides disability support services. She has a Bachelor of Arts, majoring in Communication Management.

ADVISORY GROUP

Captain David Eldridge

John Cleary

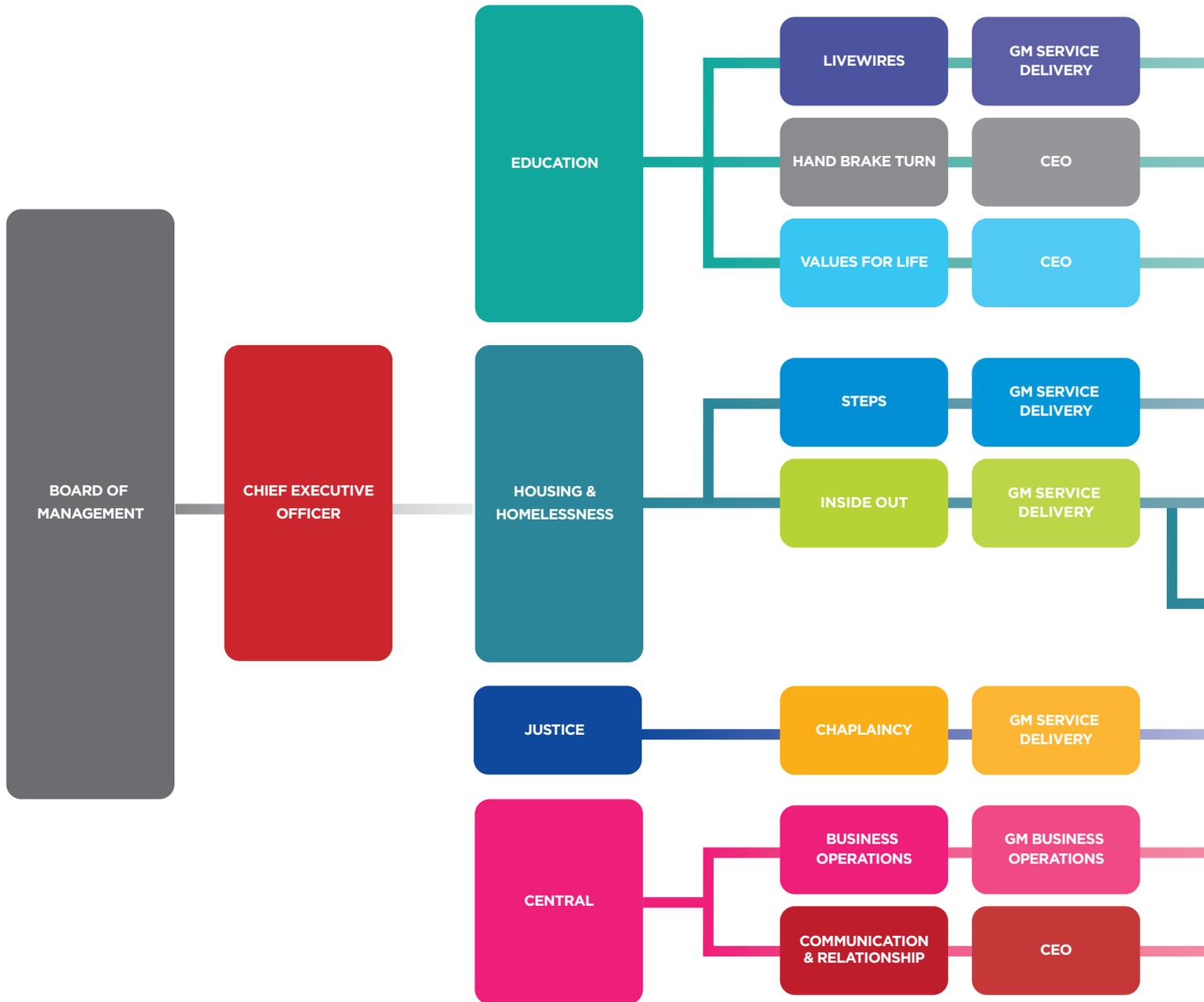
Stella Avramopoulos

Deb Tsorbaris

Marion Webster

Concern Australia Team:
Chair
CEO
GM Service Delivery

ORGANISATIONAL STRUCTURE





WHAT WE DO

CONNECT WITH YOUNG PEOPLE AND CHILDREN

In the last year we connected with 30,000 young people and children through our programs in the areas of Education, Housing & Homelessness and Justice.

AREAS OF SERVICE DELIVERY



EDUCATION



HOUSING &
HOMELESSNESS



JUSTICE

OUR PROGRAMS



LIVEWIRES

Provides after school care and holiday programs for primary aged children. It is a community development program providing early intervention, educational and support programs for primary aged children living in and around the Collingwood Public Housing Estate.



VALUES FOR LIFE

An incursion program for primary and secondary schools throughout Australia. It provides seminars and resources that are engaging, fun and educational on topics including bullying, cyber-safety, resilience, leadership, drug education and more.



HAND BRAKE TURN

Provides automotive work skills, pre-vocational training and opportunities to develop life skills.



INSIDE OUT

Provides accommodation and support for young people aged 16-19 in the child protection and youth justice system. The program aims to assist in the transition towards independent living.



STEPS OUTREACH SERVICE

Offered to young people experiencing homelessness, from the steps of Flinders St Station at night time. The service also provides follow up relational and practical support.



CHAPLAINCY

Offers pastoral care and counselling to young men aged 17 to 21 in the Malmesbury Youth Justice Centre.



HAND BRAKE TURN

Provides automotive work skills, pre-vocational training and opportunities to develop life skills.



LIVEWIRES

VICTORIA - COLLINGWOOD HOUSING ESTATE

53

NUMBER OF YOUNG PEOPLE AND CHILDREN THE PROGRAM HAS HELPED IN THE LAST FINANCIAL YEAR

20

THE NUMBER OF VOLUNTEERS CONNECTED TO THE PROGRAM OVER THE FINANCIAL YEAR

2520

TOTAL NUMBER OF VOLUNTEER HOURS



KEY PROJECTS FOR THE YEAR

- **Launched** the 'Lively' poetry and short story magazine
- **In the school holidays we:**
 - > **Learned to ice skate** for the first time at the O'Brien Group Arena with family
 - > **Picked blueberries** and strawberries at Blue Hill Berries
 - > **Spent time** at the Enchanted Adventure Playground
 - > **Sumo wrestled**, played laser tag, raced dodgem cars at 234 Fun Galore
- **Raised \$5000** via a Pozible campaign for Christmas gifts and entertainment
- **Created** a mindfulness space

WHAT INFORMS OUR PROGRAM

11.7%

The increase between 2011-17 of households in the Collingwood area with children

55.5%

The employment status of couple families, where both are unemployed compared to the national average of 19.2%

75%

of St Joseph's students were ranked as being socio-educationally disadvantaged. The majority of participants at LiveWires attend St Joseph's



VALUES FOR LIFE

NATIONAL

26,000

NUMBER OF YOUNG PEOPLE AND CHILDREN THE PROGRAM HAS HELPED IN THE LAST FINANCIAL YEAR

404

NUMBER OF SEMINARS DELIVERED

167

TOTAL NUMBER OF SCHOOLS TAKING PART IN THIS PROGRAM

107 MELBOURNE BASED SCHOOLS AND 60 INTERSTATE AND REGIONAL SCHOOLS

92.6%

OVERALL TEACHER EVALUATION SCORE





KEY HIGHLIGHTS

- **Launched** a new program specifically addressing anxiety
- **Continued** to open up more opportunities in interstate and regional schools
- **Have received** very positive feedback from students that helps ensure the program remains relevant, topical and addresses the specific needs of the school

WHAT INFORMS OUR PROGRAM

23%

of young Victorians who currently don't finish high school or an equivalent.

(VCOSS 16 December 2016)

WELLBEING

For our students and communities to thrive, our schools must prioritise wellbeing support, especially for those students who face the biggest barriers to learning.

(YACVIC Deputy CEO, Leo Fieldgrass)



HAND BRAKE TURN

VICTORIA - DANDENONG AND SUNSHINE

52

NUMBER OF YOUNG PEOPLE THE PROGRAM HAS HELPED IN THE LAST FINANCIAL YEAR



THE NUMBER OF VOLUNTEERS TO THE PROGRAM OVER THE FINANCIAL YEAR

76 HOURS

TOTAL NUMBER OF VOLUNTEER HOURS

73%

of employers in the Automotive Mechanics industry reported that a lack of basic qualifications, specific experience or failing a skills test resulted in applicants being unsuitable.

(Australian Government, Dept of Employment Victoria - December 2016)



KEY PROJECTS FOR THE YEAR

- ✓ **Moved** from delivering a Certificate 2 in Automotive to the new 6 week pre-vocational Automotive course
- ✓ **Built** relations with local businesses
- ✓ **Attended** Dandenong Youth Crime Prevention workshops
- ✓ **Attended** Malmsbury Youth Justice Centre
- ✓ **Mobile** Hand Brake Turn in development
- ✓ **Relocated** from 7 Hilton St to 27 Station St Dandenong
- ✓ **Closed** Sunshine Factory to find more suitably located premises

WHAT INFORMS OUR PROGRAM

- In Dandenong people are:

3X more likely to be experiencing long term unemployment or have been exposed to child maltreatment

2.6 times more likely to have experienced domestic violence



Twice as likely to have criminal convictions as the rest of the Victorian population



Automotive Mechanics

We need a new approach to assist jobless young people to build their qualifications, skills and experience to obtain a job in the modern economy.

(Brotherhood of St Laurence 2017)

HOUSING & HOMELESSNESS



INSIDE OUT

VICTORIA - ACROSS METROPOLITAN MELBOURNE

1000

ESTIMATED NUMBER OF YOUNG PEOPLE ENTERING HOMELESSNESS IN THEIR FIRST YEAR OF LEAVING OUT OF HOME CARE

TOTAL NUMBER OF YOUNG PEOPLE THE PROGRAM HELPED

37

38

THE NUMBER OF VOLUNTEERS TO THE PROGRAM

210,816

TOTAL AMOUNT OF HOURS VOLUNTEERED ON AVERAGE BY 24 LEAD TENANTS



KEY PROJECTS FOR THE YEAR

- **Closed** a few old houses, and opened Bulleen and Blackburn
- **Delivered** 6 Targeted Care Packages (TCP) and one NDIS Package
- **Creation of** Housing Readiness Tool
- **Renovation** for some houses in the North/West
- **Refresh of** the Inside Out model, creating and rejuvenation of new frameworks, policies and procedures
- **19 Enhanced** Lead Tenants participated in the program

WHAT INFORMS OUR PROGRAM

18

is the age when a child leaves residential care, they are on their own and do not necessarily have the skills or accommodation options to be able to live

independently and safely.

(Victorian Auditor-General's Office, Residential Care Services for Children, Melbourne 2014)

17%

In 2013 - 14, 17% of all people accessing specialist homelessness services were young people aged 15-24.

(Snapshot Report! The Australian Youth Homelessness Experience)



STEPS

VICTORIA - MELBOURNE CBD

6130

APPROXIMATE NUMBER OF VICTORIANS BETWEEN THE AGES OF 12 AND 25 WHO HAVE NOWHERE TO CALL HOME

TOTAL NUMBER OF YOUNG PEOPLE THE PROGRAM HELPED

120

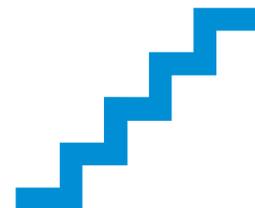


10

THE NUMBER OF VOLUNTEERS TO THE PROGRAM

220 HOURS

TOTAL NUMBER OF HOURS VOLUNTEERED



OUR PROGRAMS

JUSTICE

(Note: Hand Brake Turn is included in our Justice Area of Operation)



KEY PROJECTS FOR THE YEAR

- Homelessness Photography Competition

- The "Staying Connected" project provided support for 15 children and their families who have experienced homelessness and family violence

- Steps Photography Competition

WHAT INFORMS OUR PROGRAM

22,789

Estimated number of Victorians who are homeless, almost half of them are under 25

OVER 1/2

Over half of young people under the age of 25 receiving support from homeless services slept rough at least once prior to turning 18.

(Snapshot Report!+: The Australian Youth Homelessness Experience)



CHAPLAINCY

VICTORIA - MALMSBURY

100

IS THE NUMBER OF YOUNG PEOPLE AT MALMSBURY YOUTH JUSTICE CENTRE



KEY PROJECTS FOR THE YEAR

- Malmsbury Bike Show

- Christmas Celebration

- Easter Celebration

- Anzac Day Memorial

WHAT INFORMS OUR PROGRAM

THE FACTS

If you're poor, live in regional Victoria, or happen to be Aboriginal, then you're much more likely to end up in the youth justice system than your richer, whiter or city dwelling friends.

(Emma King, VCOSS Voice, 31 July 2017)





Phil Bloy

Ian Dubbeld

Andrew Johnstone

Jenny Cincotta

Emma Williams

Thu Le

Jessica Ruschen

Beyanid Caicedo

Hayden Luxmoore



JAMES RIDGWAY AWARD 2016

TIM POWELL

The James Ridgway Award is presented annually to a staff member who has displayed outstanding servanthood, integrity and loyalty in their work practice and life across the year.

The 2016 Award goes to Tim Powell, Program Manager, Values For Life for his exceptional contribution to Concern Australia over 16 years. Congratulations and well deserved Tim.

THE PEOPLE WHO MAKE A DIFFERENCE

OUR PEOPLE

Georgette Wardan

Michelle Crawford

Luti Tapeli

Anne Mitchell

Andrea Greenwood

Jay Abiera

Neil Porter

Andrew Parker

Cynthia Mitchell

Grace Baulch

Luke Philp

Nathaniel Sutton



FINANCIAL OVERVIEW

A REPORT FROM OUR TREASURER AND GENERAL MANAGER BUSINESS OPERATIONS

OVER THE PAST YEAR THE BOARD AND STAFF SHARED A STRONG DESIRE AND FOCUSED ACTIVITIES TO STRENGTHEN THE ORGANISATION'S FINANCIAL POSITION.

Against the backdrop of a difficult financial year for 2016 which ended with a deficit (\$298,807), our determination remained constant and we are pleased to report that we ended the financial year in a stronger position -

- Concern Australia Welfare Inc. recorded surplus of \$7,575
- Concern Australia Ministry Inc. reported a small deficit of \$272

The operational surplus for 2017 was an actual surplus of \$33,149.

The balance of the RTO investment of \$68,258 has been written off this financial year and we also recognised the contingency insurance receipt of \$50,000 less inventory loss of \$5,497.

Total **revenue** for the year was \$2,904,927, a modest increase of 0.3% from the previous year, with the main items to note:

- Increase in revenue of Victorian Government Targeted Care Packages positively contributed an 8% increase
- Generous bequest of \$65,000
- Insurance payment received of \$50,000
- Pausing RTO operations has had a negative impact of 48% on revenue in comparison to 2016 which directly and negatively impacted the revenue by approximately \$267,110

Total expenditure in 2017 was \$2,871,778 representing a decrease of 6.11% from 2016.

The main items to consider for expenditure:

- An overall cost saving of 14% was made in staffing costs
- A focussed investment in our grant application process

The overall result of the 2017 financial year has been a positive turnaround for Concern Australia

and we congratulate the Board, Executive and Staff for their commitment with regard to the financial stewardship of the organisation and a desire for cultural change that enabled savings, a practical expression of Goal 4 in Concern Australia's Strategic Plan 2020VISION.

Employees and Volunteers

Concern Australia's work with young people and children depends on support not only from our paid staff but from philanthropists, workplaces, community groups and individuals for the successful delivery of all our programs.

As at 30th June, we had 31 paid employees (FTE 24.20) with the demographics of general management representing 62 percent of females and 38 percent of males.

Our organisation has a strong unpaid workforce, with 56 volunteers, representing a ratio of 1:2 paid to volunteer staff. We are indebted to our volunteers, and take this opportunity to highlight the significant contribution which volunteers

make so willingly and effectively to Concern Australia's work.

Volunteering is a great way for members of the community to donate their skills and time to help us deliver and manage our programs. To register your interest, please visit our website or call us on 03 9470 2972.

We continue to maintain our focus on effective stewardship of all resources, particularly financial. Our Program Managers closely monitor financial performance, with monthly reviews with the Executive.

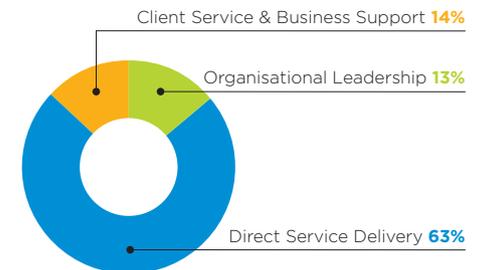


Kathleen Williams
Treasurer
Concern Australia



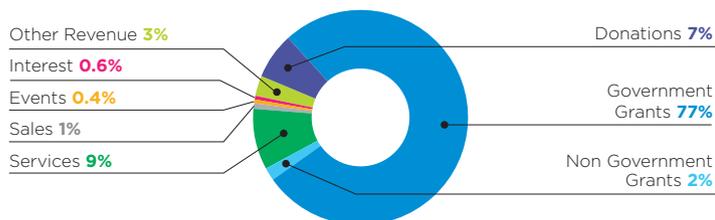
Georgette Warden
General Manager
Business Operations

WELFARE AND MINISTRY STAFF NUMBERS AGAINST JOB ROLES

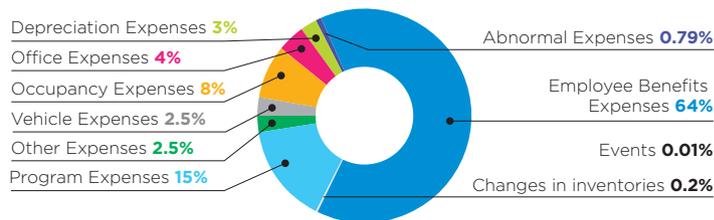


FINANCIAL STATEMENTS

REVENUE



EXPENSES



CONCERN AUSTRALIA WELFARE INC COMPREHENSIVE INCOME

STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2017

	2017 (\$)	2016 (\$)
REVENUE		
Donations 7%	196,090	127,900
Government grants 77%	2,193,903	1,982,295
Non-government grants 2%	62,038	125,979
Services 9%	265,459	530,570
Sales 1%	26,296	28,763
Events 0.4%	11,027	18,602
Interest 0.6%	11,879	14,299
Other revenue 3%	138,235	67,604
	2,904,927	2,896,012
EXPENSES		
Employee benefits expenses 64%	1,821,558	2,121,121
Changes in inventories 0.2%	5,569	1,057
Events 0.01%	342	2,889
Program expense 15%	437,197	397,352
Motor vehicle expense 2.5%	69,071	83,248
Depreciation expense 3%	76,174	90,019
Occupancy expense 8%	225,325	221,471
Office expense 4%	109,964	104,177
Other expenses 2.5%	126,578	37,379
Abnormal expenses 0.79%	25,574	136,106
Surplus (deficit) after abnormal expenses	7,575	(298,807)
Total comprehensive income	7,575	(298,807)

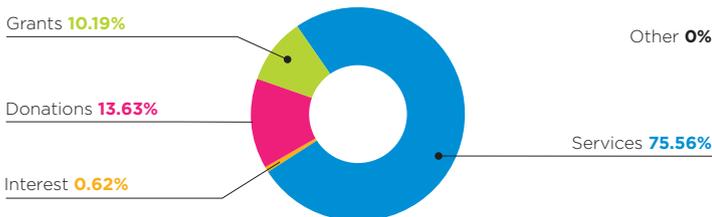
CONCERN AUSTRALIA WELFARE INC FINANCIAL POSITION

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

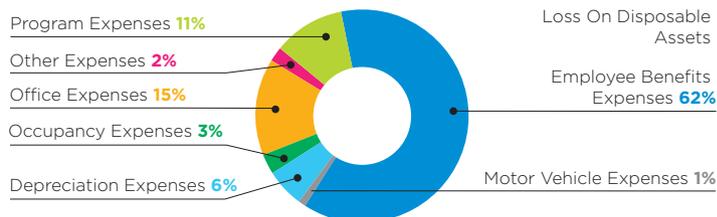
	2017 (\$)	2016 (\$)
CURRENT ASSETS		
Cash and cash equivalents	715,967	399,134
Trade and other receivables	10,796	80,931
Inventories	12,734	18,303
Other	59,764	37,670
Total current assets	799,261	536,038
NON-CURRENT ASSETS		
Property, plant and equipment	194,815	231,237
Intangible assets	3,680	91,012
Total non-current assets	198,495	322,249
Total assets	997,756	858,287
CURRENT LIABILITIES		
Trade and other payables	90,006	101,145
Held in Trust	-	166,451
Provisions	121,376	105,310
Other	353,195	227,836
Total current liabilities	564,577	600,742
NON-CURRENT LIABILITIES		
Provisions	27,960	26,352
Proceeds from sale of Montrose	166,451	-
Total non-current liabilities	194,411	26,352
Total liabilities	758,988	627,094
Net assets	238,768	231,193
EQUITY		
Retained surpluses	238,768	231,193
Total equity	238,768	231,193

FINANCIAL STATEMENTS

REVENUE



EXPENSES



CONCERN AUSTRALIA MINISTRY INC COMPREHENSIVE INCOME STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2017

	2017 (\$)	2016 (\$)
REVENUE		
Donations 13.63%	25,928	33,900
Grants - Government Funding 10.19%	19,386	-
Services 75.56%	143,738	168,356
Interest 0.62%	1,178	2,148
Other 0%	-	300
	190,230	204,704
EXPENSES		
Changes in inventories 0%	-	293
Loss on disposal of assets	389	-
Events 0%	-	-
Program expense 11%	21,152	20,367
Employee benefits expense 62%	119,023	137,533
Motor vehicle expenses 1%	1,497	6,602
Depreciation expense 6%	10,512	9,842
Occupancy expense 3%	6,091	6,553
Office expense 15%	27,992	34,994
Other expenses 2%	3,846	3,649
Surplus (deficit)	(272)	(15,129)
Total comprehensive income	(272)	(15,219)

CONCERN AUSTRALIA MINISTRY INC FINANCIAL POSITION STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	2017 (\$)	2016 (\$)
CURRENT ASSETS		
Cash and cash equivalents	77,147	69,352
Trade and other receivables	10,106	8,636
Inventories	2,912	2,912
Other	4,081	1,518
Total current assets	94,246	82,418
NON-CURRENT ASSETS		
Property, plant and equipment	33,199	42,383
Total non-current assets	33,199	42,383
Total assets	127,445	124,801
CURRENT LIABILITIES		
Trade and other payables	2,634	797
Provisions	17,546	17,548
Other	8,289	7,118
Total current liabilities	28,379	25,463
NON-CURRENT LIABILITIES		
Total non-current liabilities	-	-
Total liabilities	28,379	25,463
Net assets	99,066	99,338
EQUITY		
Retained surpluses	99,066	99,338
Total equity	99,066	99,338

STORIES FROM OUR PROGRAMS



LIVEWIRES

MARK'S STORY

Mark* attends LiveWires regularly and loves our sport and recreation program where he gets passionately competitive. His world flipped on its head when at 9 years of age he was pulled from his family home to live with his Grandma. His Dad left for prison and his Mother was given visitation rights. We often heard him yell, "It's unfair!" when circumstances became unbearable for him. His anger would erupt against furniture, people and objects.

We rallied around Mark and helped him learn techniques to calm down, and how he could make choices to avoid an escalated confrontation. We also created an area for children to practice mindfulness with Lego, kinetic sand, books and mandalas to go when they felt too emotional or overwhelmed.

We provided a consistent safe space filled with fun activities with peers and positive role models who supported and encouraged him for his every achievement, whether big or small. Points were given out for his team accomplishments and stars for making an effort. We nurtured his physical, mental and emotional health through our food, sport, and social skills projects.

He has now returned home to his mother who has been clean of drugs for 18 months. She now volunteers in our holiday programs and thanks us for the important role Concern Australia has played in supporting her family through an incredibly difficult period in their lives.

*Mark's name has been changed



VALUES FOR LIFE

TESTIMONIALS

"I would just like to email you guys, Values For Life, and just thank you for such an amazing session today at my school. I have never walked out of a session, feeling so happy and secure in my life. Almost everything in that session really stuck with me, as a lot of things that were talked about, I could relate to in my day to day life. The 2 hour session has really opened my eyes to what it means to enjoy who I am, and not change myself for anyone else, and I will definitely apply this through my life from here on out. So I would just like to thank you. Thank you so much for your amazing session, which was extremely amazing for myself, and made me full of confidence for the rest of the day forward. Keep on doing what you do :)"

Year 9 Student, Mentone Grammar

"A fantastic incursion. Very suited to the students' needs. Content was very relevant and interaction was great. Thank you for your time and enthusiasm. Very much appreciated."

Essex Heights PS

"The sessions were of great value and addition to the school. I really valued that the messages communicated by someone outside of school reiterating the same messages the students hear from us."

Antonio Park PS

"The session was fantastic - related perfectly to the kids' needs and kept them engaged!"

Viewbank PS

"The seminar addressed real life issues. Excellent stories, engaging, fun and easy to follow. A wonderful session!"

Kolbe Catholic College

STORIES FROM OUR PROGRAMS



HAND BRAKE TURN

PHILLIP'S STORY

Phillip Dawson - 20 years old

HBT Student class 2017

Phillip had been in a great deal of trouble with the law when he realised if he didn't sort his life out he would go back to Youth Detention.

Phillip enrolled in Hand Brake Turn's 6 week Automotive work skills course as he knew he was heading into a life he didn't want for himself or his family.

He recently graduated from the course and says "Everything I learnt about the mechanics of the car I learnt at Hand Brake Turn". Phillip is happy he has graduated and because of his hard work and persistence has received great job references.

Well done Phillip!



INSIDE OUT

MIKE'S STORY

Before entering the Lead Tenant Program, Mike* was in residential care and had been involved in substance use and Youth Justice. He presented as a person with strong family values, yet was distrustful, anxious and aggressive.

When Mike first entered the Program, he would sleep most of the day, refused to get involved in housework or pay his board. Mike would regularly become aggressive and threatening towards staff. He was timed out of the house for a week on two occasions and was persuaded to go to Headspace. The staff focussed on building a trusting relationship with Mike and raised his self-belief. A close friendship developed between Mike and his volunteer Lead Tenant. After seven months, the Program advocated for Mike's younger brother to move in, the first time the brothers had lived together since entering care.

Mike started some gardening jobs with his case worker and enrolled in an outreach VCAL Program. Whilst Mike did not want to go to school, he was encouraged by another young person he lived with who was at school. Mike applied himself to his Year 11 studies and passed.

A defining moment for Mike was attending his School Graduation where he received an Award of Merit. He has completed TAFE and is likely to gain an apprenticeship.

At eighteen and a half, Mike moved into share accommodation and has been there for almost 6 months.

Recently Mike's younger brother has been unwell and in hospital. Mike's growth in maturity has been most impressive during this time. He has been incredibly caring and nurturing to his brother and a reliable advocate.

Mike and his brother (also an Inside Out client) have just been approved for a two bedroom unit, and will be moving in together soon. A great outcome for the brothers.

**Mike's name has been changed*



STEPS OUTREACH SERVICE

GEORGE'S STORY

The 'Staying Connected' project supports school-aged children and young people, who have experienced homelessness and family violence, to stay connected to education. The aim is to help them to break the dysfunctional generational cycles they have experienced and to lead positive lives.

George is 9 years old. He has experienced parental drug use, violence, poverty and homelessness. He displays trauma-based behaviours, gets into fights at school and abuses the teachers. He has been suspended five times.*

Since being part of the Staying Connected project, George has been supplied with school supplies, new shoes and a school bag. He has been assigned a volunteer mentor who meets with him weekly and is a positive role model for him as well as being someone who shows that he cares about George. They do fun activities like shooting hoops or kicking a soccer ball. George also spends time with a Steps' youth worker in the school holidays.

Recently the youth worker took him out for his birthday. For the first time, he was not anxious or stressed but was happy and relaxed. He spoke about how he now has friends at school and how he doesn't care what they look like, they are still his friends. He is also now able to participate in school sports without getting into trouble and he is really enjoying this. It is such a delight to see the positive changes Steps has made in this young person's life.

**George's name has been changed*





CHAPLAINCY

THE BIKE SHOW

The Bike Show was a tremendous success on the senior site. The young people involved interacted with the guests from God's Squad and Concern Australia and enjoyed sharing a BBQ, and awarding trophies in various categories.

Chaplain Andrew Blankley handed out the awards making it clear he didn't necessarily agree with the Judges' decisions (this is probably because he missed out on a medal - again) but those decisions will stand. It was great to have the CEO and a number of staff involved with the Bike Show and an amazing ministry provided by Concern Australia.

Quite a number of young people returned for a Church service with some of the guests later on in the day. Feedback from young people and staff went a long way to securing support from senior management in the youth justice system which led to a date being set for the Malmsbury Bike Show 2017 on September 24th.



OUR SUPPORTERS

We would like to thank the following partners and donors whose generous support helps make the work we do possible.

- ANZ Staff Foundation
- Auroma
- Calendar Print
- Campbell Edwards Trust
- Casamento Photography
- Centre for Excellence in Child and Family Welfare
- City of Greater Dandenong
- City of Melbourne
- City of Yarra
- City LLEN
- CNH Industrial (IVECO)
- Dandenong Christian Reformed Church
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- Department of Employment and Training
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- Department of Justice and Regulation
- GIVIT
- God's Squad CMC, various chapters throughout Australia.
- Gospel Resources
- HESTA
- HoMie
- IGA Abbotsford
- Jack Brockoff Foundation
- Jet Couriers
- John Sands
- Lord Mayor's Charitable Foundation
- Macpherson Kelley
- Mission Australia
- Mode 707, Vintage Melbourne
- Narre Warren Community Learning Centre
- PWC
- Quint Café
- RE Ross Trust
- Rotary Clubs of Carlton, Central Melbourne, Essendon, Keilor, Moorabbin, Southbank
- Skills Plus
- Swimwear Galore
- The Joy Smith Foundation
- Three Bags Full Café
- VACC
- Victorian Council of Social Services
- Victoria Police (Dandenong and Pakenham)

Pictured: Rev Dr John Smith

Concern Australia Founder with his wife Glenna and our Executive Team.



CONCERN Australia

*Hope and Care for
Young People and Children*

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Connect



Child Safety Commitment

Concern Australia is committed to providing child safe and protected environments in all its activities and programs and has a zero tolerance approach to child abuse or exploitation. Contact and working with children is a critical responsibility. Children have the right to be safe and protected.

For further details around our commitment, please refer to our policies at www.concernaustralia.org.au



Concern Australia acknowledges the traditional custodians of the land, and pays respect to their history, culture and Elders – past, present and future.