



HOPE AND CARE FOR YOUNG PEOPLE AND CHILDREN



Chair Update

David Eldridge AM
Board Chair

CONTENTS

Chair Update	2
CEO Update	3
Our Executive Team	4
Our Board	4-5
Board Subcommittees	5
Organisational Structure	6
Our People	7
Significant Milestones	8
Pillars & Programs	10
Report from our Programs	12-17
Words from our Supporters	18-19
Financials	20-22
Our Supporters	23

In my first full year as Board Chair, it has been so pleasing to see Concern Australia continue to provide hope and care for children across all stages of life, while consolidating and preparing for many more years of life-changing work.

The efforts of our Board and Executive team have paid off. We are settled into our new premises in north-west and south-east Melbourne, areas with high numbers of young people facing significant challenges. Our finances are modestly healthy, with our strongest surplus of the past three years. We have a solid foundation to build for the future.

This consolidation of Concern Australia's position coincides with the passing of our founder, the Rev. Dr John Smith, and invites us all to reflect on his passion, vision, and his legacy – and our journey over almost five decades.

John was a pioneer who was focussed on people on the margins, and his passion and energy was catching. It was a lens through which Concern Australia's staff viewed their work. We are forever grateful for his vision and dedication, and I offer my personal thanks to John and Glenna, God's Squad Christian Motorcycle Club and St Martin's Community Church, for their ongoing support and relationship. We reflect further on John's life and vision on page 8.

Our work to stand with young people that are deemed too hard, too much trouble or

simply left behind is John's legacy.

And sadly, it is work that is still essential. As a society, we're standing at a crossroads. The numbers of young people who are homeless has increased, housing is more expensive and appropriate job opportunities are scarce.

Governments and the broader community have not adequately intervened to ensure that young people have an opportunity to participate in social and economic life. Unless we restructure our approach to employment and housing, more young people will be forced to the margins of the community. Organisations such as Concern Australia must speak out on behalf of young people and offer practical and accessible pathways to the future and a flourishing, meaningful life.

I want to thank my fellow Board Members, the Executive leadership team and all of the staff of Concern Australia, who embody care and hope for young people on a daily basis, and all of those who support us. Together we will continue to walk beside and advocate for the young people who come into our care.

David Eldridge AM
Board Chair – Concern Australia



CEO Update

Michelle Crawford
Chief Executive Officer

I am delighted to present our Annual Report and show our progress towards our 2020VISION. We are excited by our results and the impact that we are having working with young people and children and we are proud that we continue to live the legacy left by our Founder, Rev. Dr John Smith.

It was with great sadness that staff, volunteers and supporters of Concern Australia heard the news of John's passing in March, 2019. John was a pioneer and his early work forged the pathway for our niche programs that are still as relevant today and still reaching those who need our support the most.

While we mourn this loss, we celebrate John's life and know he is 'Promoted to Glory' enjoying his eternal reward.

This past year our focus has been on working together. In the words of Helen Keller: "Alone we can do so little, together we can do so much."

We feel blessed by some wonderful partnerships that we are delighted to showcase this year.

The Joy Smith Foundation have been long-term supporters of our work, having a tremendous impact on Values for Life and Hand Brake Turn. Gospel Resource Limited have supported Steps Outreach Service for many years. The Campbell Edwards Trust have made significant contributions to support LiveWires.

William Buckland Foundation and the

Jack Brockhoff Foundation have enabled Hand Brake Turn fiXit and Hand Brake Turn Mobile to develop further as social innovations to grow our work and extend our reach. This year 50 cars were donated, 34 cars were sold and we raised \$34,627.

This year also saw us celebrate 25 years of Hand Brake Turn. Supported by grants from the City of Greater Dandenong and the City of Maribyrnong we hosted events in the south-east and north-west. Our partners at RMIT are working with us to tell the story of our celebrations and the program's impact, and all this activity had us eagerly awaiting the graduation of our 10,000th student in August 2019.

The City of Yarra, the Victorian Department of Premier and Cabinet's Multicultural Festival and Events Program and the Neighbourhood Justice Centre provided funding for our inaugural celebration of International Women's Day hosted by LiveWires at Collingwood Neighbourhood House.

The Department of Health and Human Services, Department of Justice and Community Safety and the Department of Education and Training have continued to partner with us through funding agreements and referrals for our Inside Out and Hand Brake Turn programs.

Our Steps Outreach Service Youth Homelessness Team and an army of supporters raised \$23,000 in Run Melbourne to continue their work.

Most recently, Together Financial came

on board as a corporate partner. They are Australia's first mortgage brokerage where 100% of their commission profits will go towards supporting homelessness.

Values for Life reached a record number of students including more interstate schools than ever.

We appreciate our friends at various Rotary Clubs who continued to connect and support our work including the Rotary Clubs of Central Melbourne, Carlton, Footscray, Greater Dandenong and Southbank.

You can read more about these wonderful celebrations and innovative partnerships in the pages ahead.

I would like to extend our heartfelt thanks to all of our loyal and faithful supporters, the Constant Companions and long-term donors who tell us how much they admire our work and believe that we are contributing to changing lives for the better for young people and children. You can read some of their testimonials on page 18.

Lastly, I would like to thank the Board, Executive, staff and volunteers of Concern Australia – without you we couldn't do it and we are stronger together because of your dedication, hard work and commitment to our vision, mission and values.

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 has been leading Concern Australia since May 2016, on a pathway towards achieving its 2020VISION. With 25 years of experience in the community sector leading programs and complex partnerships in microfinance, financial inclusion, employment, education and training, Michelle is driven by a desire for a fairer society and providing opportunities for young people to live full lives.

Michelle has a Masters in Social Science, Graduate Diploma in Adult Education and Bachelor of Business. She is a Member of the Australian Institute of Company Directors and currently serves as a Director on the Boards of First Nations Foundation and Unison Housing.



Georgette Warden
General Manager
Business Operations

Georgette brings to the team over 25 years of experience from the world of corporate, not-for-profit and the education sectors. Georgette's breadth of management experience has included Finance, Human Resources, Compliance and Administration.

Georgette leads an enthusiastic Business Operations team at Concern Australia that support the compliance, finance, human resources, office management, quality, risk and reporting for the organisation across our south-east (Dandenong) and north-west (Braybrook) locations.



Andrea Greenwood
General Manager
Service Delivery

Andrea has over 20 years of experience working with young people in the youth justice and child protection systems. Her passion has seen Andrea hold positions on Government statewide reference groups, strategic leadership groups and reference panels. Her innovation is well regarded within the community sector and she thrives on partnerships, stakeholder engagement and policy change.

Andrea leads a professional team delivering people-centred services for some of Victoria's most complex, marginalised and vulnerable young people. Her experience has seen the delivery of creative, therapeutic and supportive service models to ensure every young person has the best chance possible to feel safe, secure and empowered in life.

Our Board



David Eldridge AM
Board Chair

David was appointed as Board Chair in February 2018 and brings a wealth of experience to Concern Australia. David has over 30 years of experience in senior social policy and programme development, including advising Government on social policy issues. David was appointed a Member of the Order of Australia in 2009 for his contribution to developing policy and programs for young people and people who are homeless.



Terrence Baxter
Deputy Chair

Terrence has served on the Concern Australia Board since early 2013, and is the CEO of MMM Australia as well as serving as a credentialed Minister with the Apostolic Church Australia. Terrence has over 30 years of experience in business, in the IT Industry with some of the world's largest service providers. He has balanced a busy work life with ministry across a broad cross section of Christian Churches and Boards. He is a sports chaplain for an Eastern Football League Club.



Kathleen Williams AM
Treasurer

Kathleen brings a strong background in the areas of finance and governance, and has previously served as Board Treasurer and the Chair of the Finance Committee. 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, a not-for-profit lobbying group, and she continues to serve on the Board.



Tara Reid
Secretary

Tara is a business consultant with more than 20 years of experience, including as a Partner at Deloitte and her own internet start-up business, which she sold in 2015. She is Vice-Chair of the Board of Transform Aid International where she also serves as Chair of the Finance and Risk Committee. Tara is a Member of the Australian Institute of Company Directors.



Priscilla Robinson
Ordinary Member

Priscilla trained as a nurse specialising in community work, and later as an epidemiologist specialising in public health aspects of communicable diseases along with disaster response and management. Technically retired, she is an adjunct Associate Professor at La Trobe University, and teaches and researches public health through other universities. Her interests have taken her to remote places, most recently Papua New Guinea.



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 of 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 Australian Institute of Company Directors.



Michelle Paterson
Ordinary Member

Michelle has 20 years of 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.



Jon Ma
Ordinary Member

Jon has over 20 years of experience as a management consultant, in Australia and internationally, in strategy and business transformation. He has a collaborative style and has worked with a wide range of corporate, Government and not-for-profit organisations. He is a Partner at Deloitte, where he is the Melbourne office leader of Deloitte's consulting practice, and holds a Master of Chemistry degree from Oxford University.

Our Board Sub-Committees

FINANCE, AUDIT & RISK COMMITTEE

Chair: Catherine Richards

GOVERNANCE COMMITTEE

Chair: Terry Baxter

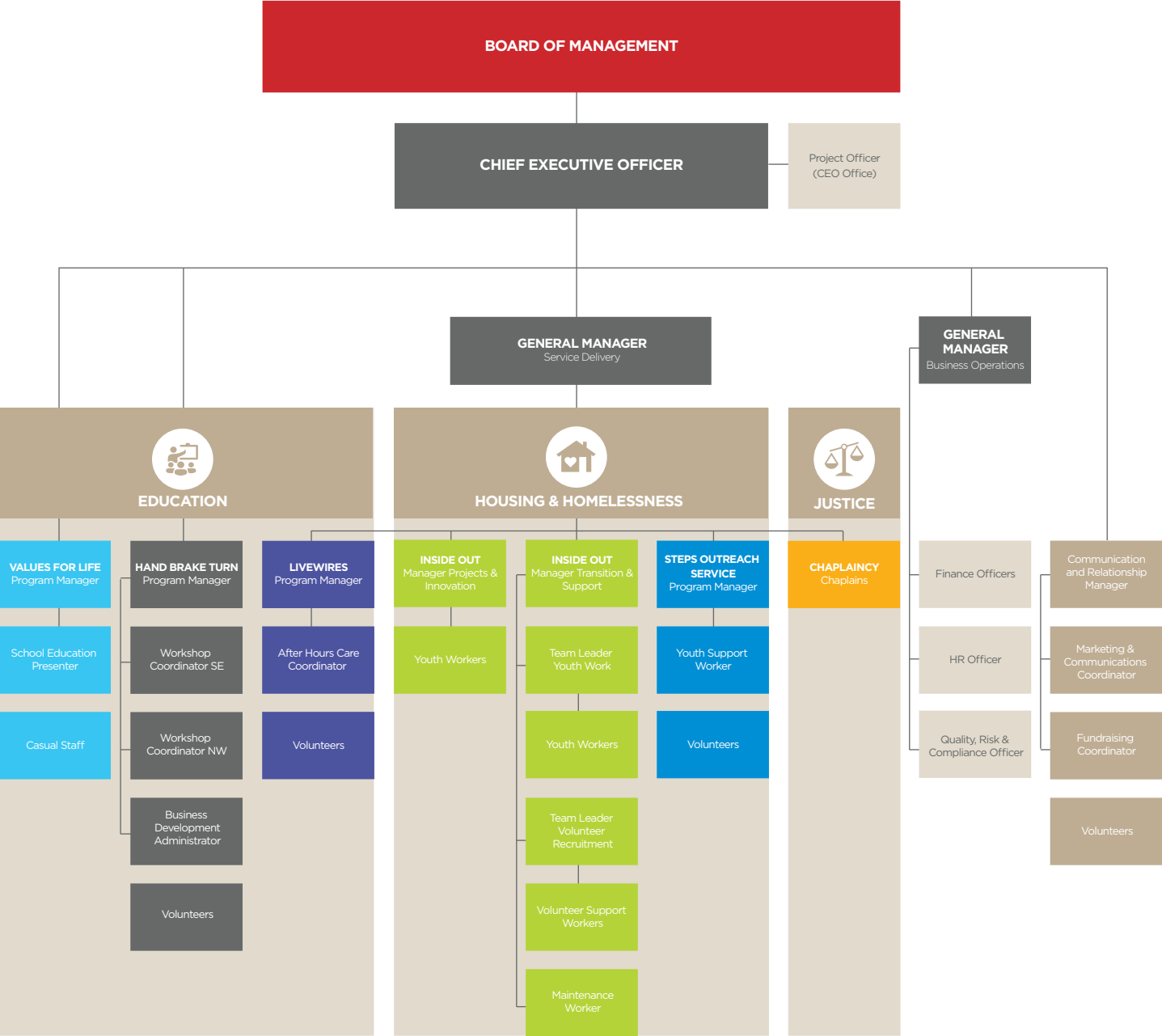
MARKETING & FUNDRAISING COMMITTEE

Chair: Tara Reid

PERFORMANCE IMPACT & ETHICS COMMITTEE

Chair: Priscilla Robinson

Organisational Structure



Our People

Throughout the year we invest in staff wellbeing, professional development and team building.

We spent \$25,000 on staff training, or 1% of our operating expenses. This ranged from equipping youth workers to respond to high-risk young people, professional development for our educators, and child-safe training for staff.

Staff also engaged in informal and free training offered by partners and sector peers, ranging from financial systems, fundraising, upskilling to leadership training and more.

Team days are held twice each year to bring us together to connect, learn and vision our future – to reflect on where Concern Australia has come from, focus on where we are heading and explore what leadership looks like for all staff.

Our annual staff survey showed that 87% of staff are proud to work for Concern Australia and believe our work has an impact. Improvement focus areas include better systems and work/life balance.

In 2019-20, our energies will turn to becoming a more culturally safe organisation for staff, volunteers and young people we work with. This will include developing our first ever Reconciliation Action Plan, along with a training schedule that will include upskilling staff in cultural competency.

AWARDS RECOGNISE OUTSTANDING CONTRIBUTIONS

We deeply value our committed and hardworking staff and volunteers, and each year we honour a few outstanding individuals.

Steps Outreach Youth Worker Grace Baulch received the James Ridgway Award (for displaying outstanding servanthood, integrity and loyalty in her work practice and life). She was noted as a quiet and humble achiever who has helped support hundreds of young people over her nine years on the outreach team, with a focus on providing intensive support for 15 young people each year.

Nicolle Layman was presented with the inaugural Corey Lancaster Volunteer of the Year Award at our Volunteer Recognition event held on International Volunteers Day.

Nikki has been a volunteer live-in mentor with Inside Out since August 2016, when she moved into a house with fellow live-in mentor, the late Corey Lancaster.



Grace Baulch James Ridgway Award winner.

Nicolle Layman Corey Lancaster Volunteer of the Year Award winner.

Live-in mentors live rent-free in a shared house with one or two young people aged 16-19 who are learning how to live independently.

In partnership with his family, the Corey Lancaster Volunteer of the Year Award was established to honour Corey's contribution as a volunteer live-in mentor for over 10 years before he unexpectedly passed away in January 2018.

Concern Australia management team and staff with John Jeffries, who ran The Leadership Challenge over two days in March.



Concern Australia Significant Milestones



John and Glenna Smith attending our Braybrook official opening, with Ambassadors Lauren and Justin Bowen.

JOHN SMITH: ON THE SIDE OF THE ANGELS

In March 2019, our pioneering founder, the Rev. Dr John Smith — known affectionately to many as ‘Smithy’ — passed away peacefully at home after a long battle with cancer. He was one month away from his 77th birthday.

Along with founding Concern Australia (previously Care & Communication Concern), John was also the founding President of the God’s Squad Christian Motorcycle Club, Melbourne, Truth & Liberation Concern and St Martin’s Community Churches.

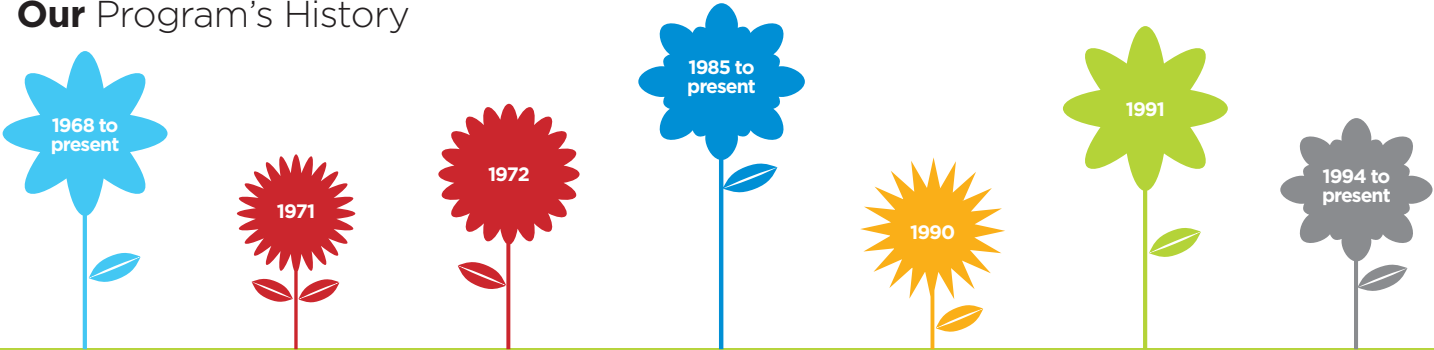
Ahead of his times, John delivered counter-cultural messages, challenging people to be authentic, compassionate and to live God’s love through caring for those less fortunate. John devoted his

life to this calling to reach out to those most in need and living on the fringes of society.

John’s legacy will live on through Concern Australia as we work with young people and children who are vulnerable, at risk and experiencing disadvantage. This includes programs he started: Values for Life has been instilling positive values and teaching resilience in schools since the late 1960s; and Hand Brake Turn, delivering hands-on automotive training since 1994.

In August 2018, John and his wife Glenna joined us for the official opening of our new north-west site in Braybrook and our Annual General Meeting. This was our last time together and will be a treasured memory.

Our Program’s History



Values for Life
First incursion
program in schools

Rev. Dr John Smith
God’s Squad
Christian Motorcycle
Club began

**Care and
Communication
Concern Ltd**
Founded by Rev.
Dr John Smith

**Steps Outreach
Service**
Started from
Flinders Street
Station steps

God’s Squad
First Bike Show
in Pentridge Prison

Inside Out
Started operating

Hand Brake Turn
Started in Port
Melbourne



25 YEARS OF HAND BRAKE TURN

In early 2019 we celebrated 25 years of Hand Brake Turn providing hope and opportunity to young people.

Hand Brake Turn began operating from a car yard in South Melbourne in 1994 when Rev. Dr John Smith and the God's Squad Christian Motorcycle Club identified that young men coming out of the youth justice system were disengaged from the community. They had no positive role models to steer

them in the right direction, and lacked opportunities for employment or education.

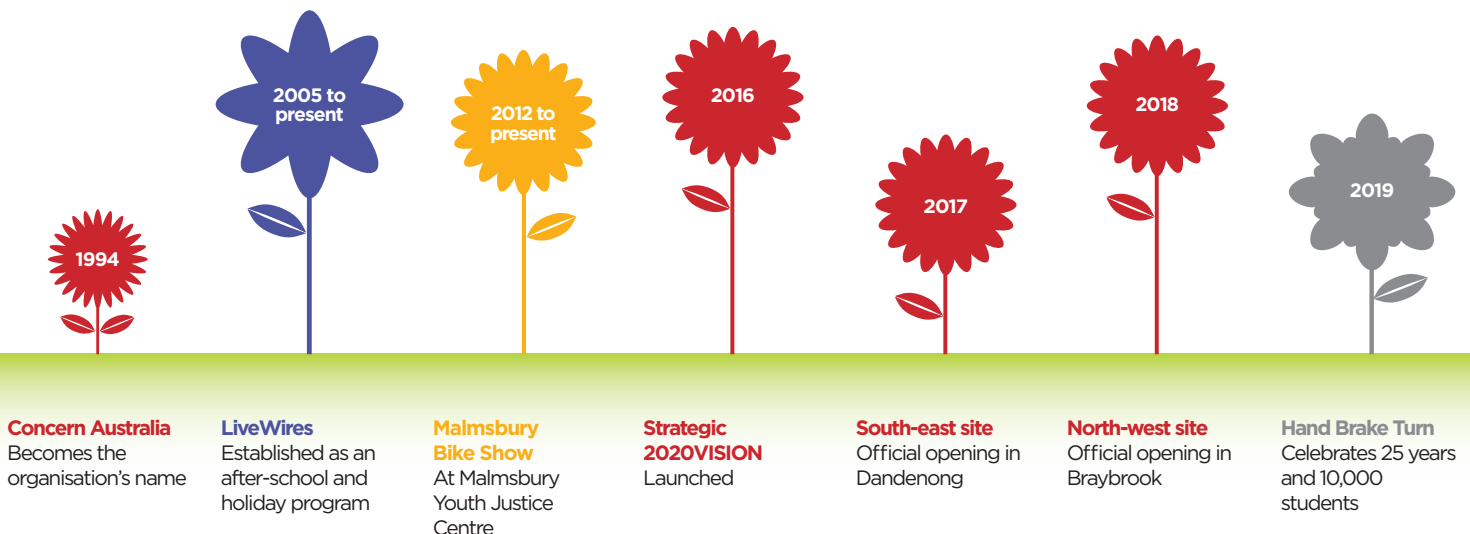
Twenty-five years later, we continue to provide opportunities for young people coming out of youth justice or disengaged with school or community to gain a sense of purpose. We train them with practical and technical motor mechanic skills while also building their life skills, confidence and job readiness, creating positive outcomes and employment pathways.

The important milestone was marked at events held at our south-east and north-west sites in March and April, attended by special guests, past students, God's Squad members, staff, volunteers, and our Hand Brake Turn ambassadors, Lauren and Justin Bowen.

"The people that attended on the weekend touched our hearts in the work and time that you all have offered over the years to such a great cause and for making people like us feel a part of something," they said.

Guests shared memories over a barbecue meal while looking at displays of the program's 25-year history, admiring God's Squad motorcycles and a vintage car display, listening to a live band at the south-east event, and enjoying a variety of other activities.

But the celebrations don't stop there. We finished the year looking forward to our next major milestone – our 10,000th graduating student in August 2019.



Our Pillars and Programs

Concern Australia connects with 30,000 vulnerable young people and children Australia-wide each year. We focus our work on:

EDUCATION

Education is a critical foundation for young people. Yet we know that 23% of young people do not finish high school or equivalent, and youth unemployment continues to be a serious challenge. We work with young people in the lowest socio-economic disadvantaged areas, delivering niche programs that fill gaps not met by other service providers.

HOUSING AND HOMELESSNESS

Insecure housing has a huge impact on young people and their ability to build stable lives. Our programs respond directly to some of the most vulnerable and complex young people in our community, those who are transitioning from out-of-home care to independent living, or who are experiencing homelessness. Two out of every five people experiencing homelessness is under 25; in Victoria on 2016 Census night, there were 9,742 young people with no home. In Victoria, 3,780 young people live in out-of-home care; 50% of young people leaving out-of-home care will be unemployed, in jail, homeless or become a new parent within one year.

JUSTICE

We have been working with young people exiting youth justice for nearly 50 years, developing programs that provide positive role models and support young people to find meaning, purpose, potential and engage with their community, and that aim to reduce re-offending. Many offenders (45%) are sentenced for the first time in their late teens, and reoffending rates are high, with 40% reoffending within two years and 61% reoffending within six years. We often work with young men that have been evicted from other services, offering second chances and new opportunities.

Our six innovative programs address crucial aspects of these three pillars enabling us to make a difference and have an impact on the lives and wellbeing of young people.



EDUCATION



HAND BRAKE TURN

25 years of delivering pre-vocational automotive and life skills training for young people aged 15-21, turning almost 10,000 lives around on the path to positive outcomes.



LIVEWIRES

14 years of providing a free after-school care and holiday program in a safe, supportive and fun learning space for children aged 5-12 from the Collingwood Public Housing Estate.



VALUES FOR LIFE

Nearly 50 years of delivering relevant and engaging workshops in schools on resilience, leadership, identity, empathy, bullying, cyber-safety, peer pressure, and more.



HOUSING & HOMELESSNESS



INSIDE OUT

18 years' experience of providing accommodation and support for young people (aged 16-19) coming out of child protection and youth justice systems to transition to independence.



STEPS OUTREACH SERVICE

34 years' experience delivering assertive outreach and ongoing intensive, relational, long-term support for young people experiencing homelessness.



JUSTICE



CHAPLAINCY

For 19 years, God's Squad and Concern Australia have been involved in providing positive male role models, pastoral care and counselling for young men (17-21) at Malmesbury Youth Justice Centre.



HAND BRAKE TURN

Local schools, community groups and the Department of Justice and Community Safety refer young people for participation in Hand Brake Turn where they undertake automotive training, developing life skills and confidence as an education and employment pathway.



INSIDE OUT

We deliver Targeted Care Packages and an Enhanced Lead Tenant Program with live-in mentors providing support for some of the most complex young people coming through the out-of-home care, child protection and youth justice systems. We do this in partnership with the Victorian Department of Health and Human Services.



VALUES FOR LIFE EDUCATION PROGRAM

“

SOMETIMES YOU COULD LOOK AT YOUR LIFE AND FUTURE AND KNOW IT'S A BIT OF A CHALLENGE, BUT A LOT OF PEOPLE AREN'T AWARE THAT THERE MAY BE A POINT WHERE THINGS MAY FALL APART. IT'S IMPORTANT TO KNOW WHAT AREAS OF SUPPORT AND PLACES WE CAN GO TO WHEN THIS DOES HAPPEN.

- HEALTH/WEELLBEING TEACHER

”

Values for Life continues to make a significant impact on students, creating opportunities for young people to develop emotional and social resilience as a foundation for life. This year our team delivered 364 workshops to almost 30,000 students across Australia.

TEACHING RESILIENCE IN ROCKHAMPTON

As many young people journey through life, they can often feel that their immediate experiences will last forever, which can be hard when experiencing challenges or tragedies. Our Values for Life Team aims to equip students with coping strategies for dealing with difficult times.

Two years after Cyclone Debbie hit Rockhampton in Queensland, the community is still recovering from the second-most damaging cyclone in Australia's history. This impacts on many students who live in low socio-economic households, don't have many employment options and face challenges with their mental health, along with struggling with engagement and retention in school.

Values for Life ran tailored sessions responding to student needs to help them deal with anxiety, disappointment, stress and peer pressure when faced with few job prospects after school or options for further education.

One student approached Values for Life presenter Tim Powell and said: "What you did today was really good. You really opened my eyes about this. I'd never thought about it like this before."

It's the kind of comment that Tim hears regularly. "We have an incredibly powerful privilege to step into a child's life when they are challenged with the reality of 'life is unfair'," said Tim. "We can help them learn and discover strategies to manage and find hope and purpose within those times."

364

SEMINARS,
WORKSHOPS
DELIVERED

18

OTHER
(E.G. NOT-FOR-PROFIT,
CAMPS, PARENT
WORKSHOPS, ETC)

29,891

STUDENTS ATTENDING

118

SCHOOLS VISTED
WITHIN MELBOURNE
REGION

122

PRIMARY SCHOOLS
VISTED

80

SCHOOLS VISTED
INTERSTATE/REGIONAL
VICTORIA

58

SECONDARY SCHOOLS
VISTED



LIVEWIRES EDUCATION PROGRAM



IT WAS FANTASTIC. THE NOTICEABLE THING WAS HOW REFRESHINGLY DIVERSE AND INCLUSIVE A PUBLIC EVENT CAN BE, WHEN IT IS DONE WITH WOMEN, COMMUNITY AND FAMILY AT THE CENTRE.

- CATRIONA, DRUMMOND ST SERVICES

LiveWires continues to deliver a free after-school program and school holiday program for 43 children. Engaging with LiveWires children and families through cultural festivals and events continues to be a highlight, including International Women's Day, the Harvest Festival, NAIDOC day at the Collingwood Children's Farm and the Christmas Party. Our LiveWires team continue to use expressive arts as a form of self-regulation, reflection and embedding cultural practice and respect.

INTERNATIONAL WOMEN'S DAY – A CELEBRATION OF WOMEN

LiveWires celebrated the diversity and achievements of women in the Collingwood Public Housing Estate by having refugee women share their cultural stories, artwork, music, food and practices with the local community at Collingwood Neighbourhood House.

The afternoon was a great success, with a celebration of culture including an Eritrean coffee ritual, a drumming lesson/jam

session, handcrafted weaving, Aboriginal storytelling, delicious food by Cultural Catering, and Crossing the Bridge Chinese seniors choir and Vocal Boogie choir singing powerful and emotional songs about the experiences of refugees and the struggles of women.

Children participated in activities including badge making and drawing, sharing their she-ros and learning more about International Women's Day. Women relaxed and chatted and children played on comfy cushions sprinkled around the lawn.

Farzana spoke beautifully about her experiences as a successful woman and her journey from Afghanistan as a refugee, having travelled to three different countries by age of 7, going to school for the first time at 9 years old and starting her own business at 12 years old. She shared the values she lives by – respect, human rights, love of learning and knowledge, self-improvement and supporting others.

Ching Ching, a resident artist, set up an amazing Bird Cage installation inviting people to walk through. As they emerged from the cage, she encouraged them to feel and enjoy a sense of freedom. It was a very moving experience.

People lingered and talked in the way that makes it clear that joy has been shared and connections have been forged with a beautiful spirit of community.

43

**YOUNG PEOPLE
PARTICIPATING IN THE
PROGRAM – 28 MALES
15 FEMALES**

12

**10-14 YEAR OLDS
PARTICIPATING
IN THE PROGRAM**

33

**5-9 YEAR OLDS
PARTICIPATING
IN THE PROGRAM**

39

**FAMILIES SUPPORTED /
ENGAGED**

22

VOLUNTEERS



HAND BRAKE TURN EDUCATION PROGRAM



IN HIS FEEDBACK, MASON SAID THAT HAND BRAKE TURN WAS A VERY SUPPORTIVE PLACE, WHERE HE LEARNED FAR MORE THAN HE EXPECTED, AND WAS PLEASED THAT HE GOT A JOB.

”

Hand Brake Turn celebrated 25 years of turning lives around and drew ever closer to the imminent graduation of our 10,000th student in August 2019. Celebrations were held at our south-east and north-west sites with current and past program staff, volunteers, supporters, God's Squad CMC members and community members. Hand Brake Turn Mobile and fiXit initiatives continued to gain momentum thanks to philanthropic support from the William Buckland Foundation and the Jack Brockhoff Foundation.

MASON'S JOURNEY TO SUCCESS

Mason joined the first Hand Brake Turn class held in Braybrook in July 2019. Mason's school referred him to Hand Brake Turn as he was disengaged from school and experiencing mental health challenges that led to violence and anger management issues.

At first shy and timid, Mason soon showed great passion for cars and motorbikes. The Hand Brake Turn team supported

Mason as he continued to work through his challenges.

Mason showed great resilience and commitment. He also secured work experience for one day a week at a local workshop to gain experience, and his passion for vehicles grew as he practised the skills he was learning through Hand Brake Turn.

With support and guidance, we watched Mason change from a person who would lash out in anger and emotion to being an excitable, enthusiastic young man who was setting goals to become a motor mechanic.

Mason graduated from the course with great marks, full of enthusiasm and ready for his next steps.

He applied for a part-time apprenticeship at the same workshop where he was completing his work experience, and was successful thanks to his hard work and resilience at Hand Brake Turn.

73

YOUNG PEOPLE
PARTICIPATING IN THE
PROGRAM.
69 MALES, 4 FEMALES

73

FAMILIES SUPPORTED /
ENGAGED

15

VOLUNTEERS

953

VOLUNTEER HOURS

12

CLASSES

50

CARS DONATED

34

CARS SOLD

\$34,627

RAISED THROUGH
VEHICLES SOLD AND
SCRAPPED



CHAPLAINCY YOUTH JUSTICE PROGRAM

“

**THANKS FOR JUST BEING HERE AND TAKING THE
TIME TO GIVE US AN EXPERIENCE.**

- MALMSBURY YOUTH JUSTICE CENTRE RESIDENT

”

Our two Chaplains continue to provide ongoing support, counselling and pastoral care for young men aged 17-21 at the Malmsbury Youth Justice Centre. These young men have often experienced trauma and building trusting relationships takes time and patience. A highlight of the year was the annual Bike Show, a collaboration with Malmsbury staff and the God's Squad Christian Motorcycle Club.

COOKING UP RELATIONSHIPS

By chaplain Peter Whitefield

After many years cooking for a living I'm naturally drawn to the hospitality area at Malmsbury. Watching the young men under the watchful eye of the teacher is a joy.

I even get offered a 'real' coffee from time to time, and have been offered food they have prepared. Food is something many of us take for granted. Sadly, not all have enjoyed food made by their mothers or another family member.

Sitting and chatting with one young man he said that his mother was never able to

cook for him. He wanted to learn so that he could cook for his kids one day.

On the odd occasion when I've been able to sit at the table and eat with the young men, it reminds me that community is important – even more so in places such as Malmsbury where isolation can be a way of life.

In a small, meaningful way, our work aims to provide a sense of connection and community that can give these young men hope for the future.

MOTORBIKES BRING JOY TO MALMSBURY

The 15th Annual Malmsbury Bike Show was held on a cool spring September morning. Our chaplains, Andrew Blankley and Peter Whitefield, worked with God's Squad CMC members who brought 15 of their finest Harley Davidsons and Triumphs to display.

About 24 young people joined the event, a record number. They spent hours mingling and chatting with staff and God's Squad

members about the bikes and their history. The sunny day provided a perfect opportunity for the young men and Squad members to sit on the grass and get to know one another while sharing a delicious barbecue lunch.

The 24 young people all received a Malmsbury Bike Show sticker and T-shirt featuring a classic 1968 Triumph Bonneville design – a motorcycle famous for its speed and power.

100

**YOUNG PEOPLE
AT MALMSBURY
YOUTH JUSTICE
CENTRE SERVED BY 2
CHAPLAINS**

24

**YOUNG PEOPLE
ATTENDED THE
ANNUAL BIKE SHOW**



INSIDE OUT SUPPORT SERVICES

HOUSING & HOMELESSNESS PROGRAM

“

**THE MOST POWERFUL CHANGE IN
YOUNG PEOPLE'S LIVES COMES
THROUGH THE POSITIVE ROLE
MODELLING OF OUR VOLUNTEER
MENTORS**

”

Inside Out made significant program changes during the year that strengthen our strategic position for growth and ability to serve the young people in our care. This included investing in our volunteers with the newly-created role of Team Leader of Volunteer Recruitment and Support. This has enhanced our focus on recruiting and supporting our live-in mentors who are the backbone of the Inside Out program. We mapped our work and introduced our new CCC program model (Connect, Coach and Community), which provides a strong framework for how we support young people in our program.

DAN'S STORY

Dan* was a part of Inside Out from 2017, sharing a home with two live-in mentors for two years. Dan thought his live-in mentors were fantastic and supportive, and developed strong relationships with them.

He was happy in a house that was well supervised. He liked having people around him and the supervision helped him form boundaries. Dan had previously experienced challenges living in lead

tenant houses, with too many friends coming over in the evenings.

Despite behavioural issues, the relationship between Dan and his live-in mentors deepened over the year. Their role modelling, as well as the security and stability they provided, helped Dan mature significantly into a respectful and independent adult.

This year, with the support of his case worker, Dan secured a traineeship at a social enterprise restaurant, Charcoal Lane, which he very much enjoys.

In February, Dan moved out of his Inside Out house and is now living with his father. His ability to maintain his housing and positive relationship with his father since then is a credit to the mentoring he received, particularly in relation to living with others, budgeting and maintaining a home.

Dan remains in contact with his live-in mentors who have also since moved on from the program. He hopes to obtain a driving licence soon and then purchase a car.

Dan's story is a great example of the Inside Out program's impact. The most powerful change in young people's lives comes through the positive role modelling of our volunteer mentors. When combined with interventions from Youth Workers targeted at health care, independent living skills, identity development and family reconciliation, life-changing outcomes can happen, and supportive relationships often continue even after all involved have moved out of the program.

**Name changed*

25

**YOUNG PEOPLE
PARTICIPATING IN THE
PROGRAM**

18

**TARGETED CARE
PACKAGES**

35

**LIVE IN-MENTORS
(VOLUNTEERS)**



STEPS OUTREACH SERVICE

HOUSING & HOMELESSNESS PROGRAM



Steps Outreach Service Youth Worker Grace Baulch

STEPS HAS BEEN WITH ME THROUGH THE HIGHS AND LOWS AND HAS BEEN AN AMAZING SUPPORT THAT HAS MADE A DIFFERENCE IN MY LIFE.

- TAYLOR



Steps Outreach Service continues to deliver outreach support for young people experiencing homelessness. Over the year, almost 400 contacts were made with young people; 95% of young people that we support are no longer homeless and are making positive choices in their lives. The Staying Connected project supported 15 school-aged children and Hope for the Future Scholarships supported eight school-aged children to stay connected to education and develop skills in activities that they enjoy. Our Run Melbourne team raised a record-breaking \$23,000 that will be used to fund the work of the Steps team as they support young people throughout the year.

TAYLOR'S STORY

Taylor* was 18 years old and particularly vulnerable when our Steps Outreach Service team started working with her. She was pregnant, homeless and in an abusive relationship.

With support from Steps, Taylor's circumstances meant she was able to access housing before her son was born.

Taylor now lives in stable accommodation. Although she experiences ongoing challenges with her mental health, she is in a stable relationship and continues to make positive decisions for herself and her son. She has been volunteering for a local organisation for the past two years as a way of giving back to the community.

Taylor's son is now six years old. Through our Hope for the Future scholarship program in partnership with Rotary Central Melbourne we provided him with new uniforms and shoes for school, and have supported him to join his local football team. It has been a great opportunity for him to make new friends and to be active.

Steps Youth Worker Grace Baulch has been intentionally spending time with Taylor's son, providing another adult presence that he can trust and rely on. This can be as simple as going to the park or playing board games.

For both Taylor and her son, Steps has been a consistent and trustworthy presence.

It is this long-term support that helps Steps to make an impact in the lives of young people.

**Name changed*

120

YOUNG PEOPLE
PARTICIPATING IN THE
PROGRAM

24

FAMILIES SUPPORTED /
ENGAGED

10

VOLUNTEERS

398

CONTACT VISITS

Words from our supporters

We feel truly blessed by our wonderful supporters and Constant Companions. We're grateful for your faithful giving that enables our work to continue to provide positive outcomes through education, housing and justice. With your support we were able to reach 30,194 young people and children in 2018-19.

Many of our supporters have contributed to our work for many years and this year, as we reflect on the life and passing of Rev. Dr John Smith, we asked some of our donors for testimonials and reflections on our work and the impact that we have had working with young people.

Our commitment to Concern Australia in prayer and financial support continues to this day and our interest in the wonderful ministries of Concern Australia is as strong as ever. May God continue to bless this work for His glory.

- Russell Smith, former Chair of Concern Australia 2012-15

We decided to contribute to Values for Life due to the incredible, long-term value of this program. We believe that if young people can be reached and positively influenced during their most significant formative years, it can empower the rest of their lives."

- Jackie and Stewart Waterman



LiveWires children with representatives from Credit Union Australia.



Hand Brake Turn students with RMIT Youth Work students.

John had quite a profound effect on my life when the University of Melbourne Christian Union invited him to give a series of lectures during my first year (1983). I have always been impressed with the work Concern Australia/God's Squad do with the outlaw motorcycle community, in schools, with vulnerable youth and with the marginalised in the Melbourne/Australian community. My wife, Michele, and I are proud that our daughter Olivia has been volunteering with the LiveWires program this year and, while it hasn't always been easy for her, it has been an extremely valuable experience.

- Paul Cherry, Hong Kong

In 1975 Graham and Sheila Barker transferred ownership of their engineering company to a new legal entity, Gospel Resource Ltd, with the primary purpose of using the funds generated from the engineering business for Christian and charitable purposes. We have been doing this for 44 years, and over that time have provided support to many inspiring people and organisations, including Concern Australia.

- Gospel Resource Limited

My association started in my late teens with indirect contact with God's Squad and John. I have seen the impact of the schools program and I really like the idea of Hand Brake Turn, which we have supported over the years with a scholarship and donated a couple of cars.

- Malcolm Garnham

John has been a dear friend, a great influence and an inspirational example to us of how a Christian should live in our times. Watching him go about his life and work for the Lord, and his outreach to all, was, to us, like watching what Jesus might have done if He was with us today. John challenged us all to take seriously the call from Micah 6:8 "He has shown you, O man, what is good; and what does the LORD require of you but to do justly, to love mercy, and to walk humbly with your God?" John was able to make the Bible not something that happened years ago, but make Jesus and his teaching relevant to today's issues. Dear Glenna walked side-by-side with John supporting him in this ministry. Together, they have built a ministry platform that is strong, growing, timely, and current. These strengths should ensure these ministries continue to impact our world.

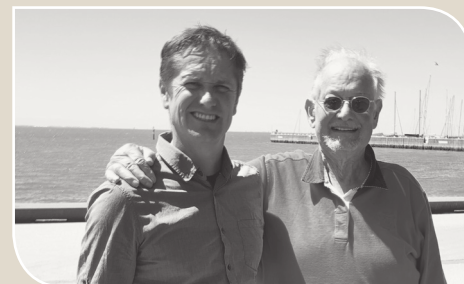
**- Sylvia & Rob Edwards, Brisbane
(married by John Smith in February 1978)**



Anne Mitchell and Jo Thitchener with members of Rotary Central Melbourne and TAL.



Anne Mitchell with representatives from the Tan Family Fund.



Values for Life presenter Tim Powell with our founder, the Rev. Dr John Smith.

John came to my high school in 1986. I was leading the ISCF (InterSchool Christian Fellowship) at the time. After he gave his inspiring address, we stood outside looking over the railing talking. Then in 1988 we saw John speak at The Jam '88 music festival with his usual passion. Then I, too, was professionally involved with young people as a midwife, setting up a health promotion program for teens who were pregnant or parenting and living in an accommodation service. Now aged 50, I have been a sponsor of Care and Communication Concern, now Concern Australia, since about 1988, so glad to support the work of social justice and equity in this way.

**- Julie Leask, Professor,
University of Sydney**

The more I explored the ministry of Concern Australia, the more I was impressed by the way that the team, under John's leadership, brought an authentic incarnation of Jesus to so many areas of ministry - the early days of the Steps ministry; the establishment of the LiveWires after-school program in the Collingwood Housing Estate; and Hand Brake Turn. The organisation has grown and evolved so much over those 30 years, but thankfully, though not surprisingly, God has continued to bless its work, in having an amazing impact on the lives of young people who need to know they matter. It's been a blessing for Meredith and I to watch and support the organisation for the past 30 years.

- Peter Opie

Financial Overview

A REPORT FROM OUR TREASURER AND GENERAL MANAGER BUSINESS OPERATIONS

It is a delight to finish the 2018-19 year with a modest positive financial result for both Concern Australia Welfare and Concern Australia Ministry. During the year, Catherine Richards took on the role of Board Treasurer from Kathleen Williams, who resigned from this position at our 2018 AGM. We are very grateful to Kathleen for her crucial role in ensuring a stable financial position for Concern Australia.

Kathleen, Catherine, Michelle Crawford (CEO) and Georgette Warden (General Manager Business Operations), make up the Finance, Risk and Audit subcommittee, managing the organisation's finance, risk and compliance framework.

It is a pleasure to report another positive result for the 2018-19 financial year following two previous positive financial years. Our surplus of \$70,134 for Concern Australia (combined) exceeded our budgeted amount of \$11,167 by a satisfying \$58,967.

- Concern Australia Welfare Inc. reported a surplus of \$63,122
- Concern Australia Ministry Inc. reported a surplus of \$7,012

Total revenue for Concern Australia Welfare for the year was \$3,383,281, an increase of 21.75% from the previous year.

The overall result of the 2018-19 financial year reflects a stable and consistent team commitment and focus on Goal 4 of Concern Australia's Strategic Plan 2020VISION. We congratulate the Board, Executive and staff for their commitment to financial stewardship and cultural change that continues to focus on delivering our services within our means.

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

OUR COMMITMENT TO QUALITY IMPROVEMENT

The commitment of Concern Australia staff to quality improvements was also reflected in the successful outcome of an external audit by Quality Innovation Performance (QIP) in June 2019 and the highly positive feedback they provided. This mandatory audit is on a three-year cycle. We are assessed against two sets of standards: Human Services Standards and Australian Service Excellence Standards.

STAFF AND VOLUNTEERS

Concern Australia's work with young people and children is only able to continue due to the generous support, hard work and dedication of staff and volunteers, along with contributions from Australian philanthropists, workplaces, church and community groups and individual donors.

As at 30 June, we had 42 paid employees (FTE 29.06) with 50% female and 50% male staff.

Our organisation has 48 volunteers, making up 62% of our program teams. We are very grateful to our volunteers for the significant contribution they make to Concern Australia's work.

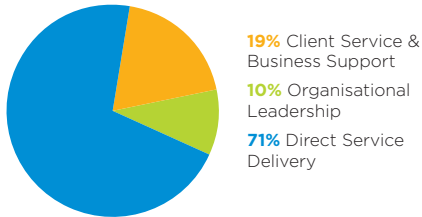


Catherine Richards
Treasurer
Concern Australia

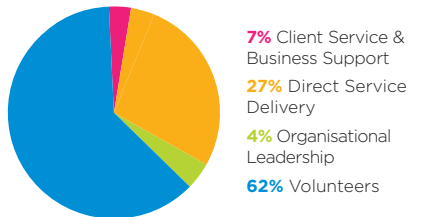


Georgette Warden
General Manager
Business Operations

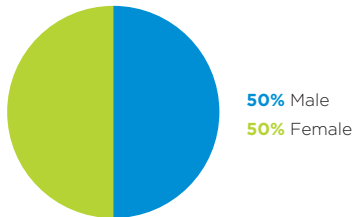
WELFARE AND MINISTRY STAFF NUMBERS AGAINST JOB CATEGORIES



WELFARE AND MINISTRY STAFF NUMBERS INCLUDING VOLUNTEERS



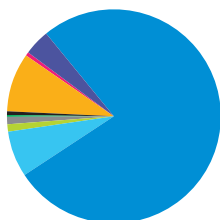
STAFF NUMBERS MALE TO FEMALE RATIO



Financial Statements

REVENUE

4.12% Donations
76.53% Government Grants
7.1% Non-government Grants
0.98% Enrolment Fees
1.02% Sales



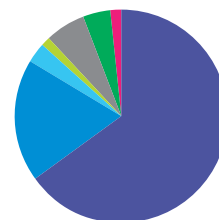
0.27% Fundraising
0.73% Interest
8.95% Management, Operation and Service Fees
0.29% Other Revenue

CONCERN AUSTRALIA **WELFARE INC** COMPREHENSIVE INCOME STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2019

	2019 (\$)	2018 (\$)
REVENUE		
Donations 4.12%	139,529	147,117
Government grants 76.53%	2,589,283	2,295,761
Non-government grants 7.1%	240,294	111,055
Enrolment fees 0.98%	33,250	0
Sales 1.02%	34,628	31,150
Fundraising 0.27%	9,055	9,158
Interest 0.73%	24,663	9,104
Management, operation and service fees 8.95%	302,681	126,609
Other revenue 0.29%	9,897	49,013
	3,383,281	2,778,967
EXPENSES		
Employee benefits expense 65.21%	2,165,095	1,869,655
Program expense 18.46%	612,895	446,707
Motor vehicle expense 3.12%	103,564	83,638
Depreciation expense 1.43%	47,497	49,868
Occupancy expense 6.19%	205,593	137,668
Office expense 3.97%	131,716	102,667
Other expenses 1.62%	53,799	66,751
	3,320,159	2,756,954
Surplus (deficit) after abnormal expenses	63,122	22,013
Total comprehensive income	63,122	22,013

EXPENSES

65.21% Employee Benefits Expense
18.46% Program Expense
3.12% Motor Vehicle Expense



1.43% Depreciation Expense
6.19% Occupancy Expense
3.97% Office Expense
1.62% Other Expenses

CONCERN AUSTRALIA **WELFARE INC** FINANCIAL POSITION STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

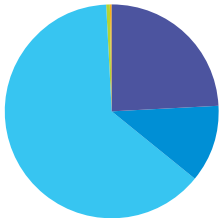
	2019 (\$)	2018 (\$)
CURRENT ASSETS		
Cash and cash equivalents	1,282,018	1,074,572
Trade and other receivables	30,131	43,496
Inventories	0	12,734
Other	100,927	89,064
Total current assets	1,413,076	1,219,866
NON-CURRENT ASSETS		
Property, plant and equipment	158,794	160,897
Intangible assets	897	2,288
Total non-current assets	159,691	163,185
Total assets	1,572,767	1,383,051
CURRENT LIABILITIES		
Trade and other payables	295,193	229,602
Provisions	199,820	181,613
Income in advance	567,246	539,370
Total current liabilities	1,062,259	950,585
NON-CURRENT LIABILITIES		
Provisions	20,154	5,234
Proceeds from sale of Montrose	166,451	166,451
Total non-current liabilities	186,605	171,685
Total liabilities	1,248,864	1,122,270
Net assets	323,903	260,781
EQUITY		
Retained surpluses	323,903	260,781
Total equity	323,903	238,768

CONCERN AUSTRALIA MINISTRY INC

Financial Statements

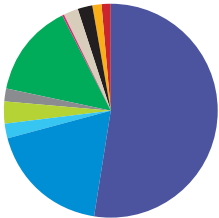
REVENUE

- 24.39% Donations
- 11.59% Grants Government Funding
- 63.28% Services
- 0.64% Interest
- 0.10% Other



EXPENSES

- 52.76% Employee Benefits Expense
- 18.32% Program Expense
- 2.21% Motor Vehicle Expense
- 3.30% Depreciation Expense
- 1.93% Occupancy Expense
- 14.24% Office Expense
- 0.25% Other Expenses
- 2.25% Audit Fees
- 2.21% Advertising
- 1.17% General Insurance
- 1.36% Cost of Inventory Sold



CONCERN AUSTRALIA MINISTRY INC COMPREHENSIVE INCOME

STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2019

	2019 (\$)	2018 (\$)
REVENUE		
Donations 24.39%	53,801	48,798
Grants - Government Funding 11.59%	25,560	24,303
Services 63.28%	139,589	135,685
Interest 0.64%	1,404	708
Other 0.10%	228	302
	220,582	209,796
EXPENSES		
Employee benefits expense 52.76%	112,672	127,420
Program expense 18.32%	39,134	20,620
Motor vehicle expenses 2.21%	4,716	12,594
Depreciation expense 3.30%	7,058	8,503
Occupancy expense 1.93%	4,119	3,345
Office expense 14.24%	30,408	23,801
Other expenses 0.25%	525	149
Audit Fees 2.25%	4,800	2,955
Advertising 2.21%	4,719	4,744
General Insurance 1.17%	2,507	2,779
Cost of Inventory sold 1.36%	2,912	0
Total expenses	213,570	206,910
Surplus (deficit)	7,012	2,885
Total comprehensive income	7,012	2,885

CONCERN AUSTRALIA MINISTRY INC FINANCIAL POSITION

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

	2019 (\$)	2018 (\$)
CURRENT ASSETS		
Cash and cash equivalents	91,277	82,536
Trade and other receivables	23,243	9,877
Inventories	0	2,912
Other	4,775	5,125
Total current assets	119,245	100,450
NON-CURRENT ASSETS		
Property, plant and equipment	24,806	27,500
Total non-current assets	24,806	27,500
Total assets	143,331	127,950
CURRENT LIABILITIES		
Trade and other payables	10,637	6,516
Provisions	22,881	19,482
Other	850	-
Total current liabilities	34,368	25,998
Total liabilities	34,368	25,998
Net assets	108,963	101,951
EQUITY		
Retained surpluses	108,963	101,951
Total equity	108,963	101,951

Our Supporters

Albert Park Primary School	City of Maribyrnong	Department of Health and Human Services	John Sands	PwC	School
Anglican Parish of Mount Dandenong	City of Melbourne	Department of Justice and Regulation	Joy Smith Foundation	RE Ross Trust	TAL
ANZ Staff Foundation	City of Yarra	Djerriwarrh Community and Education Services	Kennards Hire	Restore Hope Australia	Tailors Lakes Secondary College
Australia Post Workplace Community Grant	Clayton Church of Christ	Dresden Optics	Kilfinan Australia	RMIT University	The Jack Brockhoff Foundation
Bunnings - Dandenong South, West Footscray and Sunshine	Clifton Hill / North Fitzroy Community Bank	Drummond St Services	Kids in Philanthropy	Rotary Club of Carlton	The Tan Family Foundation
Calendar Print	CNH Industrial (IVECO)	FareShare	Kids Own Publishing	Rotary Club of Central Melbourne	V8 Supercars Australia
Campbell Edwards Trust	Collier Charitable Fund	Feed Melbourne	Kogo	Rotary Club of Essendon	Victorian Automotive Chamber of Commerce
Carringbush Adult Education	Collingwood Neighbourhood House	GIVIT	Lindsay Tanner	Rotary Club of Footscray	Victoria Police
Casamento Photography	Collingwood Soup Van	God's Squad CMC, various chapters throughout Australia	Lions Club	Rotary Club of Moorleigh Moorabbin	Victorian Council of Social Services
Catalyst Network	Commonwealth Bank	Gospel Resource Ltd	Macpherson Kelly	Rotary Club of Port Melbourne	Victorian Government Multicultural Festival and Events
Centre for Excellence in Child and Family Welfare	Country Women's Association	Graeme Pearson	Mackillop Family Services	Rotary Club of Southbank	William Buckland Foundation
City LLEN	CUA Mutual Good	Grill'd Collingwood and Grill'd Yarraville	Marion Webster	Rotary Club of Keilor	Wilma Gallet and Associates
City of Greater Dandenong	Cultivating Community	HESTA Super	Matt Adnate	Rotary Club of Moorleigh Moorabbin	Windemere
	Currie & Brown	HoMie	Mt Dandenong Primary School	Rotary Club of Port Melbourne	young Art
	Dandenong Christian Reformed Church	Hosier Hoodies	Narre Warren Community Learning Centre	Rotary Club of Southbank	YSAS
	Department of Employment and Training	Jesuit Social Services	Neighbourhood Justice Centre	Skillsplus	
		Jet Couriers	OzHarvest	St Hillary's Women on Thursday Group	
		John Peberdy	Precision Shims Australia	St James and St Peter's Anglican Church	
				St Joseph's Primary	

CONSTANT COMPANIONS

We appreciate all the loyal and faithful supporters of Concern Australia. This year, we would like to acknowledge just a few of our long-standing supporters and Constant Companions who give regularly.

Grace Baulch	Peter Opie
Jackie and Stewart Waterman	Phillip Bloy and family
Julie-Ann Leask	Rolf Van Wollingen
Malcolm and Janet Garnham	Sylvia and Rob Edwards
Marina and Noel Dyson	Tom O'Brien
Paul Cherry and family	

We also want to honor with gratitude supporters who have passed and have provided a legacy gift.

Estate of the Late Kenneth Budge
Estate of the Late Dennis Humphrey
Estate of the Late Lidia Scrigni

We value everyone who supports our programs, whether this is financial assistance, prayerful support, in-kind support or other donations - every little bit helps to keep our work alive.

WANT TO GET INVOLVED?

There are many ways that you can get involved and help support our work:

- Become a Constant Companion
- Volunteer with us
- Donate a car to our fixIt program
- Get involved in fundraising for us
- Become a corporate supporter
- Offer in-kind support
- Consider leaving a Bequest in your will

For more information, go to www.concernaustralia.org.au or call us on **03 9470 2972**.



Contact:

w: www.concernaustralia.org.au

e: info@concernaustralia.org.au

t: (03) 9470 2972

Address:

8 Scotland St, Braybrook 3019

27 Station St, Dandenong 3175

Postal:

PO Box 1040, Robinson 3019

Concern Australia Incorporates:

Concern Australia Welfare Inc

ABN 62 648 170 797

Concern Australia Ministry Inc

ABN 12 060 206 671

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.