



*Hope and Care for
Young People and Children*

RESILIENCE AND OPPORTUNITY

Annual Report **2019-20**



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CHAIR UPDATE

It has been a remarkable year to step into the role of Concern Australia Board Chair.

We began with high expectations and optimism. Following on from Hand Brake Turn's 25th anniversary celebrations, we celebrated our 10,000th graduate, followed by a successful Christmas appeal honouring our founder, the late Rev. Dr John Smith.

No one expected what came next. Bushfires across the country were followed by the COVID-19 pandemic, affecting all our lives and especially the most disadvantaged in our community.

I am proud of the way Concern Australia staff, volunteers and supporters have risen to the challenge, adapting and innovating to continue supporting some of the most vulnerable young people in our community. I also want to recognise our Executive Leadership Team, led by our CEO, Michelle Crawford. Their work to stabilise and consolidate Concern Australia's position has enabled us to weather this year's challenges, adapt and drive plans to better support young people facing uncertainty, and grasp the surprising opportunities that arise in times like these.

The pandemic will have a long-term impact on young people who are already vulnerable. There could be an additional 4,500 young people living in out-of-home care by 2026. This, combined with sharply rising youth unemployment, indicates opportunities for young people will be significantly reduced in the near future.

Our mission and work will be more important than ever.

We are grateful that governments have supported the vulnerable in this difficult time, but much more needs to be done to ensure children, young people and families do not fall off the edge as a result of this crisis.

We remain committed to young people. We provide support through our programs, advocate at all levels of government and society, and create opportunities for their voices to be raised, heard and acted upon. As we develop our next strategic plan, we will ensure that we effectively walk with children and young people as they navigate the impact of the pandemic on the pathway to a meaningful and fulfilling adulthood.

We were excited to welcome our first Aboriginal Board member, Brendan Littlechild, who joined us in August, and Stephanie Armstrong, 24, and Nathan Linton, 24, who joined the Board as Observers. Their voices and insights are invaluable.

Lastly, I want to pay tribute to our previous Board Chair, David Eldridge AM, for his insight and leadership in guiding Concern Australia and wish him all the best for his continued commitment to a just and inclusive society.

Thank you for standing with us as we provide hope and care to children and young people.

Jon Ma
Board Chair



CEO UPDATE

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

The year began with optimism as we embarked on the final stages of our 2020VISION strategic plan, which has framed our ongoing and critical work to support young people.

The final quarter of this financial year has certainly made its mark. The pandemic has been challenging to navigate, however, the work we've done over the past few years provided a solid foundation to manage its headwinds. This foundation, combined with the adaptability and insight of our Board, Executive Team, staff and volunteers, ensured we have maintained relative stability. I am so grateful for the resilience and sustained efforts of every single person, including the young people we support, who have shown remarkable strength and courage.

Our 2019-20 Annual Report outlines our critical work in Education, Housing & Homelessness, and Youth Justice in what has been a disrupted year. It includes reflections on the first three quarters of the year along with our response as the pandemic emerged, noting the silver linings that have appeared amidst the challenges.

In February we welcomed Geoff Manton into the newly-created General Manager Education, Enterprise and Innovation role. His skills and experience strengthen our capacity to build on existing programs and explore new opportunities to enhance the future of vulnerable young people. The importance of this new role became even more apparent as the pandemic began and had an immediate impact on our programs.

Values for Life had to suspend operations; as a face-to-face fee-for-service program, this meant a significant drop in income and capacity for impact. Hand Brake Turn classes were interrupted, yet our social enterprise, fiXit, was able to continue, generating more income than the previous year. Inside Out and Steps Outreach Service teams brilliantly adapted the ways they supported young people in their care, while our Chaplains experienced ongoing disruption to their ability to support young men in the Malmsbury Youth Justice Centre. LiveWires activities were also suspended, which created the opportunity to review this work and subsequently gift stewardship of this vital program to Drummond Street Services.

I am indebted to our Board of Directors and Observers, who have provided wise and strategic guidance. They have empowered the Executive Team to navigate times of uncertainty, managing the needs of the organisation, our staff, volunteers and young people, ensuring all were safe and supported.

Our early decision to move to working remotely ensured we were well prepared for the rollout of social restrictions. Each team's capacity to remain flexible has been outstanding, expertly balancing the need for individual wellbeing and safety while ensuring we continued to support young people throughout restrictions.

Support from our partners and donors has been a vital factor in weathering the COVID-19 storm. We launched our first-ever Crisis Appeal in March, followed by

our Tax Appeal. The response to both appeals, combined with the support of our key philanthropic and government partners and in-kind donations of goods and meals from school, community and business groups, has allowed us to end this financial year in a relatively secure position. The Federal Government's JobKeeper scheme and other pandemic-based grants played a significant role in sustaining us over this period of uncertainty.

The future is unclear for young people. We anticipate high levels of youth unemployment and know that the economic impact of this pandemic will require renewed commitment, creativity and generosity to ensure that young people don't fall through the cracks.

Providing hope and care to children and young people will always be a team effort, and I am incredibly proud of our Board, staff, volunteers, partners and supporters. It has been an honour to work with all of them this year to make a difference, and I have every confidence that together we will navigate the road ahead.

Michelle Crawford
Chief Executive Officer

OUR EXECUTIVE TEAM



Michelle Crawford
Chief Executive Officer

Michelle has led Concern Australia since May 2016. With 30 years' experience in the community sector leading diverse teams, various programs and complex partnerships, Michelle was drawn to Concern Australia's transforming work in the lives of young people and children. She is driven by a desire for a fairer society in which everyone can enjoy life in all its fullness regardless of their past or postcode. 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, currently serves as a Director on the Board of First Nations Foundation and is an Alumnus of the Cranlana Centre for Ethical Leadership and Leadership Victoria Williamson Community Leadership Program.



Andrea Greenwood
General Manager
Service Delivery

Andrea has more than 20 years' experience working with young people in the Youth Justice and Child Protection systems. She has held positions on Victorian Government state-wide reference groups, strategic leadership groups and reference panels. Well regarded within the community sector for innovation, Andrea thrives on partnerships, stakeholder engagement and achieving positive outcomes for young people. She leads a professional team delivering people-centred services for some of Victoria's most complex 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 thrive.



Georgette Warden
General Manager
Business Operations

Georgette brings more than 30 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 leads an enthusiastic Business Operations team at Concern Australia that support the compliance, finance, human resources, office management, ICT, quality, risk and reporting for the organisation across our south-east (Dandenong) and north-west (Braybrook) locations.



Geoff Manton
General Manager
Education, Enterprise
and Innovation

Geoff has been working and advocating for social change for more than 30 years, with a particular focus on services for the deaf community nationally. Much of his career has been about scaling and optimising services, entering new markets and building sustainable and innovative programs that make a difference. Geoff holds a Bachelor of Arts (Disability Studies), a Diploma in Auditor Quality Management, a Diploma in Front Line Management and is a member of the Australian Institute of Company Directors. Geoff's community directorships include the National Employment Services Association and ECKA Kindergarten Association.

OUR BOARD



Jon Ma
Board Chair

Jon has over 20 years of experience as a business 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. During this reporting period, Jon was a Partner at Deloitte and the Victorian market leader of Deloitte's consulting practice. Jon holds a Master of Chemistry degree from Oxford University.



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.



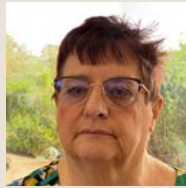
Catherine Richards
Treasurer

For most of 2019-20, Catherine was the 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.



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 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.



Kathleen Williams AM
Ordinary Member

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.



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.



Michelle Paterson
Ordinary Member

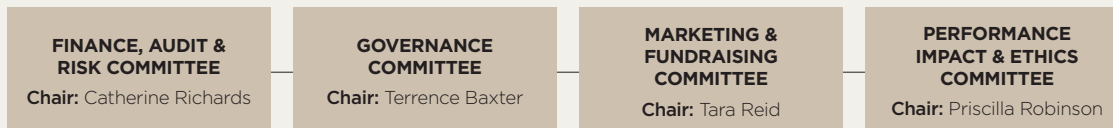
Michelle has 20 years of experience in communications, marketing, public relations and stakeholder relations roles, spanning a diverse range of sectors including not-for-profit, government, professional services and public relations. She is currently the Marketing and Communications Manager at Scope,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



Brendan Littlechild
Co-opted Member

Brendan is a Narrunga man. His ancestors' country is on the Yorke Peninsula of South Australia. He is the founder and CEO of Indigenous Workforce Consulting. Brendan has an immense range of experience and skills, including leading highly successful national programs with a focus on employment pathways for Aboriginal and Torres Strait Islander people, and supporting organisations to design and implement Reconciliation Action Plans (RAP). He sits on the Westpac Indigenous Advisory Committee and the Australia Post RAP Working Group.

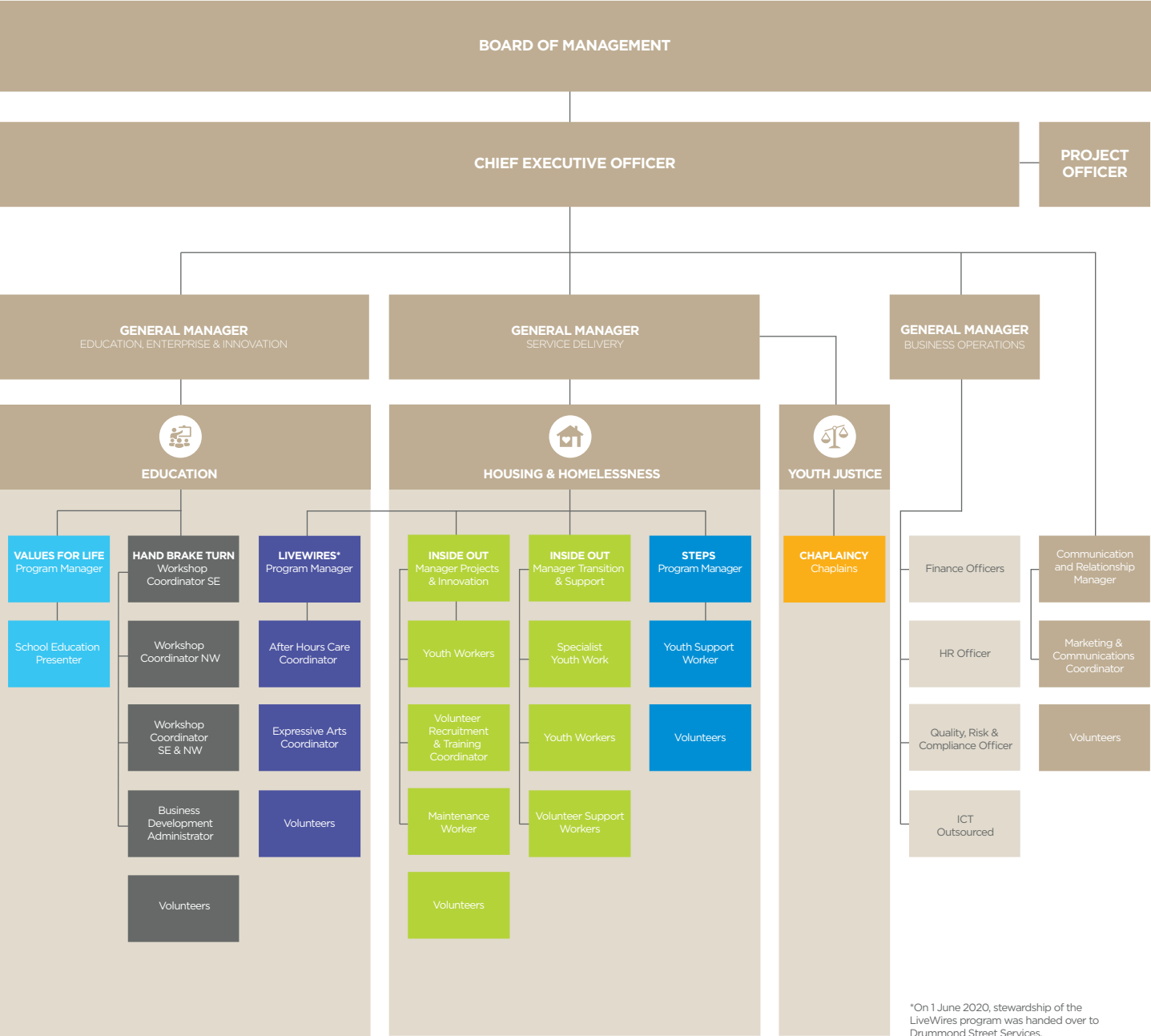
OUR BOARD SUB-COMMITTEES



The Finance, Audit and Risk sub-committee has oversight of Concern Australia's Risk Register, a key aspect of our commitment to ongoing quality improvements. This includes ensuring that understanding of and adherence to Child Safe Standards is maintained, that relevant staff are receiving training in how to assess family and domestic violence risks, and much more. The sub-committee reports back directly to the Board of Directors.

ORGANISATIONAL STRUCTURE

AS AT 30 JUNE 2020



*On 1 June 2020, stewardship of the LiveWires program was handed over to Drummond Street Services.

OUR PEOPLE



Across the 2019-20 financial year, we employed 44 staff in a range of full-time, part-time and casual roles.

An emphasis on understanding and celebrating diversity, including the creation of the Diversity and Inclusion Committee, led us to gather more information about the diversity of our people.

Our annual staff survey showed that 95% of staff are proud to work for Concern Australia. Areas that staff identified for improvement include technology, along with training and development opportunities.

We had equal numbers of men and women in our staff team, with key leadership roles filled by women, including the CEO position. Our cultural and religious diversity is evident across the organisation, with people from a wide range of backgrounds, and further reflected in the appointment of Brendan Littlechild as our first ever Aboriginal Board member.

In mid-September, staff gathered at Collingwood Children's Farm for a team day to explore themes of diversity, inclusion, belonging and dignity, led by Gregg Morris from Mahana Culture.

When the pandemic caused the cancellation of our second staff day in April, we increased our attention on staff and volunteer wellbeing. This included a weekly virtual 'Staff Cuppa and Chat', virtual staff lunches, and provision of online pilates and mindfulness classes.

Our staff team rose to the challenge of the COVID-19 pandemic, quickly adapting to working remotely ensuring we continued to support young people during this extraordinary and testing time.



Rebecca Taggart
Pioneer Award winner



Keamogetse Mpolokeng
*Corey Lancaster
Volunteer of the Year
Award winner*

STAFF AND VOLUNTEER AWARDS

Each year we honour a staff member and volunteer with significant awards.

This year, we created a new staff recognition award, the Pioneer Award, in memory of our founder, the Rev. Dr John Smith, which was presented to Youth Worker Rebecca Taggart.

"Rebecca is highly respected by her colleagues for the ways she invests in young people, building strong and trusting relationships with them, and thinks outside the square to find ways for them to build supportive networks and get involved in a diverse range of community activities," said CEO Michelle Crawford.

The Corey Lancaster Volunteer of the Year Award was presented to Keamogetse Mpolokeng (known affectionately as 'Kemo').

Kemo has been a volunteer Live-In Mentor with Concern Australia for two years. She has mentored six young people in the Inside Out home, each of them with a history of significant trauma and neglect. Despite the challenges, Kemo has demonstrated great resilience and maintained hope for the young people's future wellbeing.

Concern Australia connects with 30,000 vulnerable young people and children Australia-wide each year. We focus our work on Education, Housing & Homelessness, and Youth Justice. Our six innovative programs addressed 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

Education is a critical foundation for young people. We know that 26% of young people do not finish high school or equivalent (40% of students from low socio-economic backgrounds). Youth unemployment continues to be a serious challenge, and is expected to be increasingly so. A University of Sydney paper estimates that effective youth unemployment is likely to be around 28% by August 2021.

We work with young people in the lowest socio-economic disadvantaged areas of the Melbourne metropolitan area delivering niche programs that fill gaps not met by other service providers. Youth unemployment in our key geographic regions is a barrier to life outcomes. In 2016, the City of Maribyrnong had a youth unemployment rate of 16.6%; in the City of Greater Dandenong, this figure was 17%.

PROGRAMS

Hand Brake Turn

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

LiveWires

15 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. The program was gifted into the stewardship of Drummond Street Services at the end of the financial year.

Values for Life

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



HOUSING & 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 or have experienced homelessness.

Two out of every five people experiencing homelessness are 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 (with this number expected to rise due to the economic and social stresses caused by the COVID-19 pandemic); 50% of young people leaving out-of-home care will be unemployed, in jail, homeless or become a new parent within one year.

PROGRAMS

Inside Out

19 years' experience of providing accommodation and support for young people (aged 16-19) connected with Child Protection and Youth Justice systems to transition to independence.

Steps Outreach Service

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



YOUTH JUSTICE

We have been working with young people exiting Youth Justice for nearly 50 years, developing programs that provide positive role models and that 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.

PROGRAMS

Chaplaincy

For 20 years, God's Squad and Concern Australia have been involved in providing positive male role models, pastoral care and counselling for young men (aged 17-21) at Malmsbury Youth Justice Centre in partnership with the Victorian Department of Justice and Community Safety.

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.

SERVICE DELIVERY UPDATE



Andrea Greenwood
General Manager Service Delivery

The young people in our programs face plenty of challenges at the best of times, but the past year has been particularly tough on them, and for our staff and volunteers who support them. Yet there have been unexpected silver linings.

Our strategic approach to the Inside Out program and the creativity of our team of youth workers allowed us to increase the number of young people we support across the year, and our Steps for Youth Homelessness Run Melbourne team had a successful fundraising campaign in July.

The Inside Out program only lost one Live-In Mentor during the pandemic lockdowns, and all of those mentoring in our homes were so resilient and outstanding during pandemic restrictions. We also saw an increase in contact from people interested in becoming Live-In Mentors, and we were able to secure a few new appointments.

Our Inside Out and Steps teams were quick to adopt Microsoft Teams to help with online virtual communications during the lockdowns. The benefits included regular team meetings, check-ins with Live-In Mentors, meetings with Victorian Government partners, sector networking and the ability to invite guest speakers to team meetings.

We're grateful for the contribution of our partners, including the Victorian Government's Department of Health and Human Services, and Department of Justice and Community Safety, Rotary clubs, corporate supporters and school and community groups. Together we have supported young people through this extraordinary year, and will continue this as we enter a future marked with significant uncertainty.

LOOKING BACK ON LIVEWIRES



This year we passed the stewardship of the LiveWires program to our community partner, Drummond Street Services, after 15 years of providing this vital service to the families and children of the Collingwood Public Housing Estate.

LiveWires was founded as a grassroots program of Concern Australia in 2005 for children who were often left unsupervised after school hours.

Ann Van Leerdam led the process that established LiveWires after being approached by Concern Australia's CEO at the time, Jill Mahar.

The idea for an after-hours program was raised. The group consulted with the Department of Health and Human Services, Collingwood Neighbourhood House and Estate families, and the LiveWires program was born.

LiveWires grew to become a crucial part of the Estate community's life, run in consultation with many agencies, community partners and Yarra Council, and at its peak offered more than eight services.

Ann worked on the Estate for a decade, eight of those managing LiveWires. When her son was born, she handed the reins over to Cynthia Mitchell, who managed the program until mid-2019.

"It's still the best thing I've ever been part of," Ann said. "I'm so thankful that it continues on because I know how important it is for the community."

"LiveWires got a whole lot of volunteers together with a whole lot of children. We had a lot of fun, got to cook and eat together, at least three volunteers went on to do teaching. It wasn't just the change in the children - it actually changed all of us."

EDUCATION, ENTERPRISE AND INNOVATION UPDATE



Geoff Manton

General Manager Education, Enterprise and Innovation (including responsibility for Hand Brake Turn and Values for Life)

When I joined Concern Australia, I never imagined I would be rapidly plunged into working with the Executive Team to lead the agency through a global pandemic. In what has been an extraordinary year, I've been heartened by the incredible commitment and resilience of our staff, volunteers and young people that we serve.

This year we built on former Hand Brake Turn Program Manager Ian Dubbeld's work to refine Hand Brake Turn's fiXit social enterprise. In 2018-19, fiXit generated about \$32,000. In 2019-20, this figure had jumped to \$65,000. We envision building fiXit into a sustainable social enterprise over the next 3-5 years, creating local jobs for at-risk youth now and into the future.

While fiXit's income enables us to offer paid positions to graduates of the Hand Brake Turn program, we are waiting to hire these talented young people when restrictions ease as we emerge out of Victoria's lockdown.

Tim Powell continued to lead our successful Values for Life program, running workshops in schools across the country. When the pandemic arrived the team turned their energies to upgrading presentation materials and creating new content, ready to hit the ground running once restrictions lift.

Despite the impacts of the COVID-19 pandemic, we have a strong foundation for the future, and are excited about the path ahead.

JAYDEN GRADUATES AS 10,000TH STUDENT



In August 2019, Hand Brake Turn celebrated another milestone with the graduation of our 10,000th student, Jayden, who was referred to us after becoming disengaged from school.

At Jayden's graduation, he received a special trophy made out of an engine piston to honour the occasion.

Jayden's father, Lee, said his son was passionate about cars, and had been since he was young. "Hand Brake Turn is a milestone for him," said Lee. "He wasn't interested in school. Now he's found something that he enjoys, it's definitely given him a pathway. We're real proud."

Jayden's mother, Emma, said he'd been so keen to participate that he travelled on public transport by himself from Melton to Braybrook every day.

Yahye Ali, our Braybrook Workshop Coordinator, said Jayden was an outstanding student.

Immediately after graduation, Jayden's hard work led to a four-year automotive apprenticeship. Alan Mance Holden Dealership Service Manager, David Copeman, welcomed Jayden, "He's an all-round good kid, level-headed, with good family qualities. He's got the basic knowledge required from doing the Hand Brake Turn course."

"I have always had a passion for cars and loved working with my dad on cars together when I was young," Jayden said. "The team at Hand Brake Turn shared the same passion and by completing the course, I have been able to turn that passion into a career."

REPORT FROM OUR PROGRAMS



“Your information was so valuable. Thank you for being able to engage with our students and providing such a worthwhile program. The best presentation I have seen in my 20 years of teaching.”

~ School teacher

This year saw record demand from schools and community groups for Values for Life workshops. When the COVID-19 pandemic emerged, we had presented to more schools than at the same time the previous year, and our diary for the remainder of the year was booked solid, with presentations planned across the country.

These were schools such as Heathdale Christian College in Melton. In August 2019, Tim Powell led sessions for two groups: Bully Proof for grades prep to 2, and Cyber Savvy for grades 3 to 6. Key messages included:

- The way we talk to each other makes a BIG difference.
- Don't let your online life get in the way of your real life.

Teachers continue to provide strong and positive feedback about the quality and importance of our workshops.

“The presenter was really passionate and engaging. The personal stories were effective in getting the message across. The students will take many valuable lessons from this.”

“Full of energy, positive, easy to listen to. Thanks to the team for the messages you have given our students.”

In line with Government restrictions, in-school workshops were suspended late March. For the rest of the year the Values for Life team reviewed and updated the content of all presentations to ensure that they can provide the best support possible to help students process the impact of the pandemic and the many other challenges of growing up.

KEY FACTS

302	12
SEMINARS/ WORKSHOPS DELIVERED	OTHER (E.G. NOT- FOR-PROFIT CAMPS, PARENT OR TEACHER WORKSHOPS ETC)
21,519	72
STUDENTS ATTENDING	SCHOOLS VISITED WITHIN MELBOURNE REGION
85	64
PRIMARY SCHOOLS VISITED	SCHOOLS VISITED INTERSTATE/REGIONAL VICTORIA
39	
SECONDARY SCHOOLS VISITED	



LIVE WIRES
EDUCATION



"LiveWires is a place where I can always have fun. You all know me here and that matters a lot to me."

LiveWires continued to provide a much-valued service to the children and families of the Collingwood Public Housing Estate.

This included core LiveWires activities along with special events such as NAIDOC Week and International Women's Day. The after-school program marked important events such as Book Week, and tapped into the children's creativity with the weekly expressive arts sessions.

With the emergence of the COVID-19 pandemic, LiveWires activities were suspended.

At the beginning of 2020 we undertook a review of LiveWires to determine whether Concern Australia was the right organisation to continue delivering this important service that has been part of our suite of programs since it was established in 2005. This included an approach to our partner, Drummond Street Services, to discuss the future of the program. Given their strong presence

and service delivery expertise within the Collingwood Housing Estate, the input of Drummond Street Services into the process was invaluable.

After further review, the Concern Australia Board decided to transfer the stewardship of LiveWires to Drummond Street Services from 1 June 2020.

We are proud and honoured to have served the children and families of the Collingwood Public Housing Estate for 15 years, and we are delighted that Drummond Street Services have taken the helm (find out more about the history of LiveWires on page 9).

The transition to Drummond Street Services will ensure that LiveWires continues into the future and the children and their families will have ongoing access to the after-school care and holiday programs that have been such a vital support for their community.

KEY FACTS

34

**YOUNG PEOPLE
PARTICIPATING IN THE
PROGRAM - 21 MALES
13 FEMALES**

13

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

21

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

13

VOLUNTEERS

REPORT FROM OUR PROGRAMS



The 2019-20 year got off to a flying start, with momentum building in various aspects of the program.

In August we celebrated our 10,000th Hand Brake Turn graduate, following our 25th anniversary celebrations earlier in the year.

In late 2019 and early 2020 we undertook successful school pilots of the Hand Brake Turn Mobile program in Melbourne's north-west, and secured funding to subsidise delivering the program to schools in low socio-economic areas in Melbourne's south-east.

A key priority has been transitioning the fiXit enterprise into a viable business that generates income and contributes to providing free or subsidised vehicles to people in need. fiXit's transformation to a working social enterprise will facilitate short-term employment contracts for Hand Brake Turn graduates. fiXit's capacity to provide entry-level employment opportunities is made possible through income more than doubling from the previous financial year.

At the end of 2019 we said farewell to Hand Brake Turn Manager Ian Dubbeld after three years at the helm, and early in 2020 we welcomed Geoff Manton as General Manager Education, Enterprise and Innovation (including responsibility for Hand Brake Turn), along with Josh Niclair, who joined us as a Workshop Coordinator.

COVID-19 lockdowns disrupted face-to-face classes and the Mobile program, although fiXit continued to function reasonably despite the restrictions. Our partnership with RMIT youth workers was also paused.

Lockdowns highlighted the digital exclusion faced by most of our students, along with challenges in language, literacy and numeracy. We continued to adapt, exploring ways of staying in touch with enrolled students, supporting them and keeping them engaged.

KEY FACTS

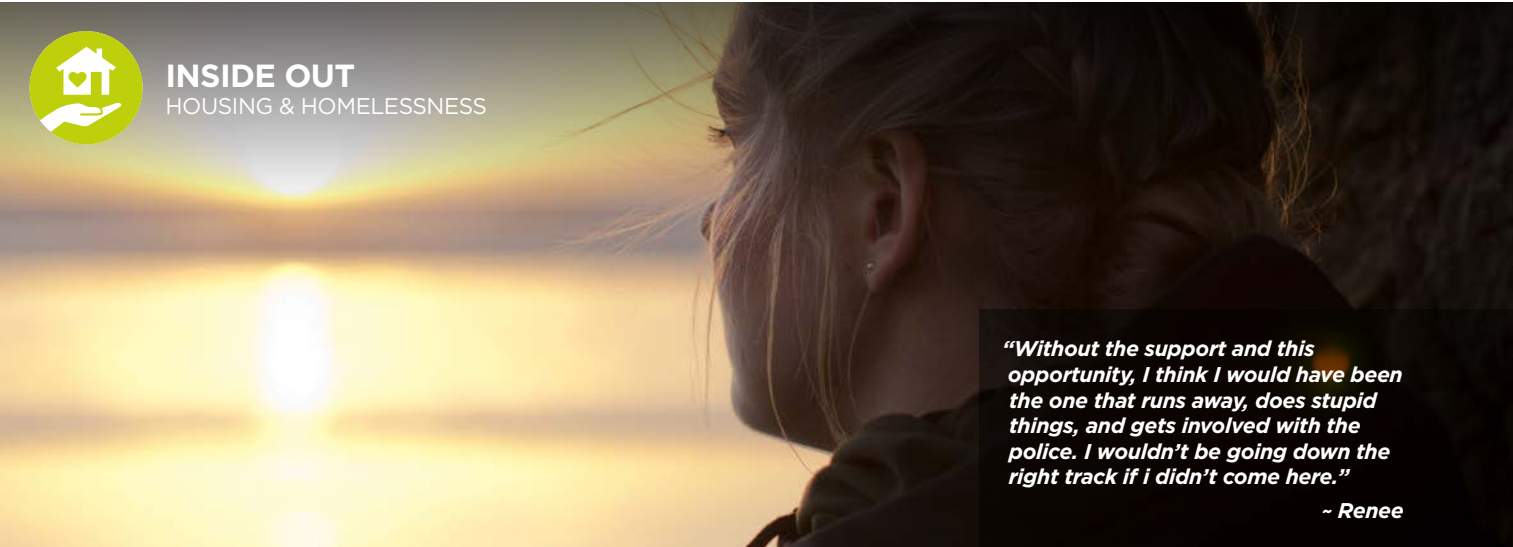
TWO HBT CLASSES COMPLETED STUDIES BETWEEN THE TWO COMMUNITY LOCKDOWNS IN METROPOLITAN MELBOURNE. HOWEVER, THEY TECHNICALLY GRADUATED IN FY2020-21. THESE NUMBERS WILL BE INCLUDED IN THE 2020-21 ANNUAL REPORT.

48	67
PARTICIPANTS (42 MALE, 6 FEMALE)	CARS DONATED
10	\$54,439
CLASSES COMPLETED IN FINANCIAL YEAR	INCOME FROM RE-SELLING/SCRAPPING
50	\$10,521
FAMILIES SUPPORTED/ENGAGED	INCOME FROM CAR SERVICING
24	\$65,000
VOLUNTEERS	OVERALL FIXIT INCOME

REPORT FROM OUR PROGRAMS



INSIDE OUT
HOUSING & HOMELESSNESS



“Without the support and this opportunity, I think I would have been the one that runs away, does stupid things, and gets involved with the police. I wouldn’t be going down the right track if I didn’t come here.”

~ Renee

This year has been an extraordinary one for the young people we support in our Inside Out program.

Before the pandemic, our youth workers continued to provide guidance and support to the young people and volunteer Live-In Mentors residing in properties across Melbourne. A fresh initiative this year was the creation of our CREWY team (Creating Real Experiences With Youth), established to provide fun excursions and activities for young people they would not otherwise be able to access.

CREWY planned local outings as well as trips further afield to Melbourne Zoo and Phillip Island. These trips were milestones in these young people’s lives and gave them opportunities to feel more connected to country, build their confidence and share in experiences that create positive memories.

When the pandemic emerged, the Inside Out team quickly adapted to providing support to young people in their care via online

platforms and phone. They also delivered care packages that covered basic needs such as groceries and other essentials.

In early March, before restrictions were implemented, Concern Australia was one of the first community service agencies to adopt working on the Microsoft Teams platform. This was a great advantage for the Inside Out team, improving communication, flexibility and responsiveness. In some circumstances, in-person support for young people was necessary, which our team provided in line with Victorian Government pandemic safety guidelines.

The CREWY team played a critical role in helping the young people and Live-In Mentors get through the lockdowns. They worked together to come up with a rolling series of creative challenges and competitions to keep them engaged and positive. Participation was high and it was clear that the young people loved them.

There was a large increase in Aboriginal

young people entering the program. Last year 4% of our young people identified as Aboriginal or Torres Strait Islander. This year it rose to 19%. To ensure the team continues to prioritise cultural safety, we engaged fresh training from VACCA and Melbourne City Mission.

KEY FACTS

39

LIVE-IN MENTORS
(VOLUNTEERS)

26

YOUNG PEOPLE IN
TRANSITION AND
SUPPORT (ENHANCED
LEAD TENANT)

42

YOUNG PEOPLE
SUPPORTED IN THE
PROGRAM

17

YOUNG PEOPLE
RECEIVED TARGETED
CARE PACKAGES
(TCPS)

14

HOMES FOR YOUNG
PEOPLE.



STEPS OUTREACH SERVICE

HOUSING & HOMELESSNESS

"You have seen many ups and downs of my life and you have always stuck by me. I know you will always be there, you have really showed it over the last few years."

~ Mikayla.*

The Steps Outreach Service team did an incredible job this year, tirelessly driving partnerships that enable them to continue to support young people experiencing or who have experienced homelessness. These young people are from a variety of cultural backgrounds, all are disadvantaged and most have experienced childhood trauma.

Before the pandemic emerged, the Steps team maintained regular engagement with vulnerable young people on the streets of Melbourne, along with intensive ongoing daytime follow-up and support.

The Staying Connected project supported 15 school-aged children who have experienced homelessness and family violence to stay connected to education.

The Hope for the Future scholarship program, in partnership with the Rotary Club of Central Melbourne, supported eight school-aged children to stay connected to education and to develop a talent or skill.

In July, our Steps for Youth Homelessness Run Melbourne team raised a stellar \$23,000 that helped to fund the ongoing work of the Steps team.

In the face of the pandemic the team adapted quickly, supporting young people while complying with safety regulations, working as remotely as possible, maintaining physical distancing and using protective measures whenever in-person support was required. The team delivered essential items including meals, groceries, care packs and PPE equipment. When young people had access to technology, support and connection was provided remotely including playing board games via Zoom, and virtual chats with young people and families.

This crucial support was also provided to young people housed in hotels as part of the Victorian Government's initiative to protect people who were sleeping rough.

There was a groundswell of community support that made a significant difference this year. Along with generous financial donations, in-kind support included pre-cooked meals from RACV, donations of hand sanitiser from NED Whisky, care packs from school groups and more. We are grateful to Igniting Change for connecting us with much-needed support.

KEY FACTS

105

YOUNG PEOPLE
SUPPORTED

20

VOLUNTEERS

24

FAMILIES SUPPORTED/
ENGAGED

378

CONTACT VISITS WITH
YOUNG PEOPLE (REAL
AND VIRTUAL)



CHAPLAINCY
YOUTH JUSTICE



"One young man spoke of how they all needed to recognise that they had made mistakes but had been given a second chance. When you hear things like that, you know there is hope."

~ Peter Whitefield, Chaplain

Image courtesy of Carl Rainer/Crosslight

Our two Chaplains, Peter Whitefield and Andrew Blankley, continued to bring their decades of experience working with challenging and at-risk young people to their roles supporting young men at the Malmsbury Youth Justice Centre.

The Chaplains' work provides crucial relational support to the young men who have often experienced trauma and tough challenges in their lives and is provided in partnership with God's Squad Christian Motorcycle Club and the Victorian Department of Justice and Community Safety.

The young men, aged 17-21, are in Malmsbury for a range of offences, from violent crimes through to vehicle accidents that have caused injuries. The Chaplains also provide unstructured relational support to the staff at the centre, who in turn work with the young men.

Before the pandemic, the Chaplains visited the Centre regularly and engaged the young men in an informal and organic

way to develop relationships and build trust. This relational support assists the young people to work through issues that are impacting their lives, and to provide feedback and strategies for coping and moving forward.

The Chaplains also advocate for the young men as required, from requesting specific items that they may need, to addressing larger issues.

One example was a young man whose partner gave birth to a stillborn baby. The Chaplain worked with Centre staff to enable the young man to visit his partner in the hospital and to attend the funeral for their child.

With the onset of restrictions due to the pandemic, both our Chaplains had their access to and within Malmsbury restricted. Young men's movements within the Centre were also restricted, regular programs were being cancelled and face-to-face visits ceased completely.

KEY FACTS

100

YOUNG PEOPLE AT MALMSBURY YOUTH JUSTICE CENTRE SERVED BY TWO CHAPLAINS

OUR STRATEGIC PLAN



In Children's Week 2016 we launched 2020VISION, our four-year strategic plan to realise our vision of an Australia in which vulnerable young people and children have hope for a successful and positive life.

2020 is the final calendar year of this strategic plan. We have been working to achieve its four headline goals throughout the 2019-20 financial year as outlined below.

People-centred in all we do

- Continued focus on staff engagement via staff survey: 83% of staff responded to the survey. They said they were proud to work at Concern Australia (95%); identified their manager listens (96%); feel part of a team (97%); and feel we respect people of all cultures and backgrounds (99%).
- Staff day in September 2019 held at the Collingwood Children's Farm had an emphasis on cultural competency and our fourth value – belonging.
- Emphasis on self-care and wellbeing during bushfire and pandemic crises. Provision of online pilates and mindfulness classes and support through Employee Assistance Program.
- Creation of the Diversity and Inclusion Committee.

A leader responding to the needs of young people and children aged 5-21 years

- Development of Reconciliation Action Plan commenced.
- Appointed two youth Observers to the Board.
- Launch of extraordinary COVID-19 Crisis Appeal in March.
- Provision of care packs, remote support and creative activities for young people during pandemic.

A partner to young people, children, stakeholders, ensuring services are innovative, effective and impactful

- Commencement of Hand Brake Turn Mobile program and fiXit social enterprise.
- Gifting stewardship of LiveWires to Drummond Street Services.
- Welcome Shine for Kids to share office space and facilities at Braybrook.
- Partnering with RACV for meals delivery to young people during pandemic.
- Supporting South Sudanese Youth Association to apply for grants and offer of shared space in Braybrook if grants successful.
- Providing space at Braybrook for a local Artist in Residence.

A good steward, with quality systems, resources and efficient processes

- Appointment of an Aboriginal Board Member.
- Improvements to systems such as database, email platform and website – including a new, user-friendly website donation page.
- Restructuring Hand Brake Turn to create new roles: Workshop Coordinator (south-east and north-west) and General Manager – Education, Enterprise and Innovation.
- OH&S review of all programs and business areas and application of Concern Australia Pandemic Plan.
- Achieved a positive position for the 2019-20 financial year.

OUR YOUNG PEOPLE

HBT Student

Before attending Hand Brake Turn, I was not interested in school. I felt lost and did not have direction.

Livewires Participant

I love LiveWires because I get to have fun and just hang out with friends and do different activities.

Steps Outreach Service Young Person

You have been there for many years and have helped me through the battles that have made me who I am now. I couldn't have done it without you.

Livewires Participant

LiveWires makes me happy. I have fun and get to create new things

Values for Life School Teacher

The presenter was really passionate and engaging. The personal stories were effective in getting the message across. The students will take many valuable lessons from this.

HBT Student

I got to do things I couldn't do at home on cars. I learned about suspension. I really appreciated the support preparing a resume too. That was great. Thank you for the mad experience!

Inside Out Participant

I don't feel like another kid in the system. Thank you for always being here when I've needed you. I'm so grateful I've had you in my life and wouldn't have it any other way.

Steps Outreach Service Young Person

If it wasn't for you, I wouldn't still be alive.

Values for Life School Teacher

Full of energy, positive, easy to listen to. Thanks to the team for the messages you have given our students.

FINANCIAL OVERVIEW

A REPORT FROM OUR TREASURER AND GENERAL MANAGER BUSINESS OPERATIONS



Georgette Wardan
General Manager
Business Operations



Catherine Richards
Treasurer

After an entirely unexpected year, we are delighted to report a stable financial outcome for Concern Australia.

We were grateful to be eligible for COVID-19 Federal and State Government supports such as JobKeeper and other business-based grants. These funds contributed towards the combined surplus for the FY2020 year of \$350,546.

For Concern Australia Welfare, the end-of-year result was a surplus of \$346,131. Excluding the \$320,000 of pandemic-related Government support, the result would have been a surplus of \$26,131 – a great result in a tough fiscal year.

For Concern Australia Ministry, the surplus was \$4,415. Our Values for Life program is a fee-for-service model that needed to

suspend activities, significantly affecting income generation. Pandemic-related Government support played a key role in maintaining financial stability. Without this support of \$29,000, Ministry would have ended the year with a deficit of \$24,585. However, it is also worth noting that if the year had continued without interruption and Values for Life maintained its schedule of booked school workshops, Ministry would have achieved a surplus.

The road into FY2021 and beyond is unclear. Government support and our current cash surplus will provide a vital buffer. We will move forward carefully and prudently, balancing the needs of young people with our ability to maintain financial stability.

Quality improvement

After a successful Quality Innovation Performance review in 2018-19, we have maintained our momentum to prepare for the cycle of reviews in 2020-21.

Staff and volunteers

Along with the impacts on staff described elsewhere in this Annual Report, community lockdowns also impacted our volunteers. Apart from our Live-In Mentors, many other volunteers had to suspend their work with us.

Our organisation has 32 volunteers, making up 58% of the overall Concern Australia team, and we celebrate their vital contribution. Without them, we would be challenged to provide such important support services to young people.

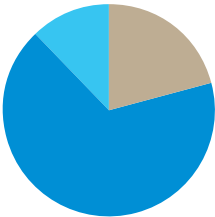
At Concern Australia we balance the need for financial stewardship with our strategic emphasis on being people-centred. Throughout the pandemic, we have prioritised the wellbeing of staff and volunteers, ensuring that no redundancies were necessary, and investing in opportunities for self-care, such as regular online pilates and mindfulness sessions.

The dedication and contribution of staff, volunteers, philanthropic organisations, businesses, churches, community groups and individual donors has never been more important to ensure that we can continue to support children and young people, and we offer our sincere gratitude and congratulations to all.

Georgette Wardan

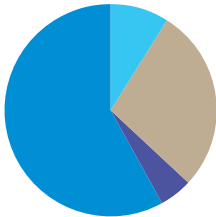
Catherine Richards

WELFARE AND MINISTRY STAFF NUMBERS AGAINST JOB CATEGORIES



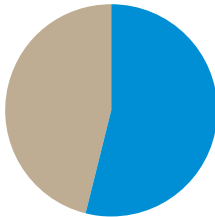
21% Client Service & Business Support
12% Organisational Leadership
67% Direct Service Delivery

WELFARE AND MINISTRY STAFF NUMBERS INCLUDING VOLUNTEERS



9% Client Service & Business Support
28% Direct Service Delivery
5% Organisational Leadership
58% Volunteers

STAFF NUMBERS MALE TO FEMALE RATIO



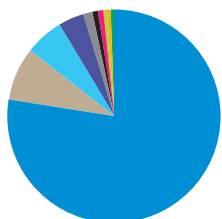
46% Male
54% Female

FINANCIAL STATEMENTS

CONCERN AUSTRALIA WELFARE INC

REVENUE

77.08% Government Grants
8.0% Government stimulus funds
5.67% Non-Government Grants
4.03% Donations
1.36% Sales



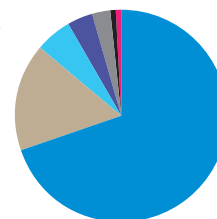
0.87% Other Revenue
0.72% Interest
0.63% Enrolment Fees
0.59% Management, Operations and Service Fees
0.34% Fundraising

CONCERN AUSTRALIA WELFARE INC COMPREHENSIVE INCOME STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2020

	2020 (\$)	2019 (\$)
REVENUE		
Donations 4.03%	161,003	139,529
Government stimulus funds 8.00%	320,000	
Government grants 77.80%	3,112,090	2,589,283
Non-government grants 5.67%	226,652	240,294
Enrolment fees 0.63%	25,141	33,250
Sales 1.36%	54,439	34,628
Fundraising 0.34%	13,630	9,055
Interest 0.72%	28,719	24,663
Management and operation fees 0.59%	23,433	302,681
Other revenue 0.87%	34,764	9,897
	3,999,871	3,383,280
EXPENSES		
Employee benefits 69.83%	2,551,584	2,165,095
Program 16.47%	601,702	612,895
Motor vehicle 3.96%	144,544	103,564
Depreciation 0.92%	33,709	47,497
Occupancy 5.43%	198,503	205,593
Office 2.80%	102,395	131,716
Other 0.58%	21,303	53,799
	3,653,740	3,320,159
Surplus (deficit) after abnormal expenses	346,131	63,121
Total comprehensive income	346,131	63,121

EXPENSES

69.83% Employee Benefits
16.47% Program
5.43% Occupancy
3.96% Motor Vehicle
2.80% Office
0.92% Depreciation
0.58% Other



CONCERN AUSTRALIA WELFARE INC FINANCIAL POSITION STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

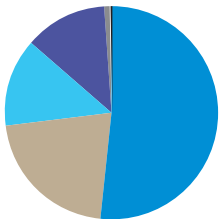
	2020 (\$)	2019 (\$)
CURRENT ASSETS		
Cash and cash equivalents	1,563,351	1,282,018
Trade and other receivables	113,816	30,131
Other	87,402	100,927
Total current assets	1,764,569	1,413,076
NON-CURRENT ASSETS		
Property, plant and equipment	92,150	158,794
Intangible assets	1,244	897
Total non-current assets	93,394	159,691
Total assets	1,857,963	1,572,767
CURRENT LIABILITIES		
Trade and other payables	304,271	295,193
Provisions	271,943	199,820
Income in advance	420,102	567,246
Total current liabilities	996,316	1,062,259
NON-CURRENT LIABILITIES		
Provisions	25,162	20,154
Proceeds from sale of Montrose	166,451	166,451
Total non-current liabilities	191,613	186,605
Total liabilities	1,187,929	1,248,864
Net assets	670,034	323,903
EQUITY		
Retained surpluses	670,034	323,903
Total equity	670,034	323,903

FINANCIAL STATEMENTS

CONCERN AUSTRALIA MINISTRY INC

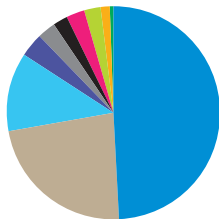
REVENUE

- 51.79% Services
- 21.36% Donations
- 13.46% Government Grants
- 12.54% Government stimulus
- 0.81% Interest
- 0.05% Other



EXPENSES

- 49.51% Employee Benefits
- 22.99% Program
- 12.13% Office
- 3.56% Depreciation
- 2.81% General Insurance
- 2.33% Motor Vehicle
- 2.77% Advertising
- 2.39% Audit Fees
- 1.53% Occupancy
- 0.33% Other



CONCERN AUSTRALIA MINISTRY INC COMPREHENSIVE INCOME STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2020

	2020 (\$)	2019 (\$)
REVENUE		
Donations 21.36%	46,033	53,801
Government stimulus 13.46%	29,000	0
Grants - Government funding 12.54%	27,021	25,560
Services 51.79%	111,600	139,589
Interest 0.81%	1,739	1,404
Other 0.05%	106	228
	215,499	220,582
EXPENSES		
Employee benefits 49.51%	103,754	112,672
Program 22.99%	48,535	39,134
Motor vehicle 2.33%	4,913	4,716
Depreciation 3.56%	7,512	7,058
Occupancy 1.53%	3,235	4,119
Office 12.13%	25,608	30,408
Other 0.33%	705	525
Audit fees 2.39%	5,050	4,800
Advertising 2.77%	5,840	4,719
General insurance 2.81%	5,932	2,507
Cost of inventory sold 0%	0	2,912
Total expenses	211,084	213,570
Surplus (deficit)	4,415	7,012
Total comprehensive income	4,415	7,012

CONCERN AUSTRALIA MINISTRY INC FINANCIAL POSITION STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	2020 (\$)	2019 (\$)
CURRENT ASSETS		
Cash and cash equivalents	124,830	91,227
Trade and other receivables	10,774	23,243
Inventories	2,474	0
Other	0	4,775
Total current assets	138,078	119,245
NON-CURRENT ASSETS		
Property, plant and equipment	16,574	24,086
Total non-current assets	16,574	24,086
Total assets	154,652	143,331
CURRENT LIABILITIES		
Trade and other payables	8,763	10,637
Provisions	28,911	22,881
Other	3,600	850
Total current liabilities	41,274	34,368
Total liabilities	41,274	34,368
Net assets	113,378	108,963
EQUITY		
Retained surpluses	113,378	108,963
Total equity	113,378	108,963

OUR SUPPORTERS

THANK YOU!

We appreciate all the loyal and faithful supporters of Concern Australia. It takes a tremendous team effort to provide hope and care for children and young people, and we couldn't do it without you.

Along with our wonderful partners listed here, we offer thanks to all of our donors, including those of you who commit to a regular donation that provides us with financial stability, and also those who have donated cars to the Hand Brake Turn fixIt social enterprise.

We value everyone who supports our programs, whether this is financial assistance, prayerful support, in-kind contributions or other donations. Together, your generosity ensures we remain dynamic and responsive to emerging needs and contributes to the life opportunities of vulnerable children and young people.

WANT TO GET INVOLVED?

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

- Become a Regular Supporter
- Volunteer
- Donate a car to fixIt
- Get involved in fundraising
- Run your own fundraising event
- Offer in-kind support
- Consider leaving a Gift in your Will

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

AFL SportsReady	Department of Justice and Community Safety	Marion Webster	Sunbury College
Albert Park Primary School	Department of Transport	Matt Adnate	TAL
Anglican Parish of Mount Dandenong	Drummond Street Services	Modara Pines Charitable Foundation	Taylor's Lakes Secondary College
Ardoch	FareShare	Mt Dandenong Primary School	The Big Umbrella
Aussie Tune	God's Squad CMC, various chapters throughout Australia	Narre Warren Community Learning Centre	The Jack Brockhoff Foundation
Big Brothers Big Sisters Australia	Good Shepherd Microfinance	NED Whisky	Tradeswomen Australia
Bunnings - Dandenong South, West Footscray, Sunshine	Gospel Resource Ltd	Neighbourhood Justice Centre	The Tan Family Foundation
Business Chicks	Graeme Pearson	OzHarvest	V8 Supercars Australia
Calendar Print	Grill'd Collingwood	RACV	Victoria Police
Casamento Photography	HoMie	RMIT University	Victorian Aboriginal Child Care Agency
Casey Cardinia Foundation	Hosier Hoodies - Ben Hoban	Ray White Southbank	Victorian Automotive Chamber of Commerce
Catalyst Network	HUG Foundation	Rotary Club of Carlton	Victorian Council of Social Services
Caulfield Grammar School	Igniting Change	Rotary Club of Central Melbourne	Victorian Government Multicultural Festival and Events
Centre for Excellence in Child & Family Welfare	Indigenous Workforce Consulting	Rotary Club of Essendon	Walleraro Primary School
Centre for Multicultural Youth	John Peberdy	Rotary Club of Footscray	WAYSS
City LLEN	John Sands	Rotary Club of Greater Dandenong	Whitelion
City of Greater Dandenong	Joy Smith Foundation	Rotary Club of Keilor	William Buckland Foundation
City of Maribyrnong	Kids in Philanthropy	Rotary Club of Moorleigh Moorabbin	Wilma Gallet and Associates
City of Melbourne	Kids Own Publishing	Rotary Club of Port Melbourne	Wombat Housing Support Services
City of Yarra	Kids Under Cover	Rotary Club of Southbank	Women CAN Australia
Collingwood	Kilfinan Australia	SELLEN	Western Region Aged Care Inc.
Neighbourhood House	KOGO	Social Engine	Wyndham City Council
Collingwood Soup Van	LMCF - The Tan Family Foundation	Social Traders	
Commonwealth Bank	Ladder	South Sudanese Australia Youth United	
Country Women's Association	Launch Housing	Social Ventures Australia	
Cultivating Community	Lauriston Girls' School	Spotlight Foundation	
Currie & Brown	Les Twentyman Foundation	St Hilary's Women on Thursday Group	
Department of Health and Human Services	Lighthouse Foundation	St James & St Peter's Anglican Church	
Dandenong Christian Reformed Church	Lindsay Tanner		
	LL Group Holdings Pty Ltd		
	Maribyrnong Mooney Valley LLEN		



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 lands on which we work, and pays respect to their history, culture and Elders – past, present and future.

