



Fifty years of positive impact

Annual Report 2020-2021



Our Commitments

Acknowledgement of Country

Concern Australia acknowledges the Traditional Custodians of the land on which it is situated and we pay respect to Elders past, present and emerging. We acknowledge and respect the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander Peoples across the nation.

We acknowledge the sorrow of the Stolen Generations and the ongoing impacts of colonisation and dispossession on Aboriginal and Torres Strait Islander Peoples. We recognise the strengths and resilience of Australia's First Peoples and champion a reconciled, just and equitable Australia. We believe in the sovereignty and right of Australia's First Peoples to determine their own future.

A Covenant of Reconciliation

We acknowledge that we meet on the land for which the Wurundjeri people are the rightful God-given custodians.

We rejoice that the falsehood and ignorance of Terra Nullius has been overturned by the historic High Court decision in the Eddie Mado case.

We confess our complicity in the injustice and ignorance of Church and State in the action of invasion, exploitation and denial since the European occupation of this land.

We apologise and repent for the children and land stolen, for labour unrewarded, discrimination practiced and self-determination and dignity denied from then until now.

We believe in the indiscriminate, all inclusive love and grace of God, so evidently exhibited in creation and in Christ, but so often ignored and misrepresented by the church that bears His name.

We affirm all efforts by the State, the Church and the common people to promote confession, repentance, justice, restitution, hope and reconciliation.

We covenant and commit ourselves to those processes of justice, reconciliation and co-existence, regardless of the cost.

– Rev. Dr John Smith November 1997



Equality Commitment

Concern Australia are passionate about creating a workplace that promotes and values diversity. We are committed to providing a safe environment for all people, regardless of their age, culture, ability, gender, language, racial origin, religious belief and /or sexual identity.



Our Child Safe Commitment

At Concern Australia, we are committed to the safety and well-being of all children and young people participating in our programs and the welfare of the children in our care will always be our first priority. Children have a right to be safe and protected.

Chair Update	4
CEO Update	8
Our Executive Team, Board and Subcommittees	10 – 11
Organisational Structure	12 – 13
Our People	14 – 15
Pillars and Programs	16 – 17
Service Delivery Update	18
Living, Learning and Earning Update	19
Report from Our Programs	20
Steps Outreach Service	20 – 21
Inside Out	22 – 23
Hand Brake Turn	24 – 25
Values For Life	26 – 27
Chaplaincy	28 – 29
Celebrating 50 Years	30 – 31
What Our Young People Say	32 – 33
Financial Overview	34
Financial Statements	35 – 36
Our Supporters	38 – 39



In last year's Annual Report, I reflected on the unexpected nature of the pandemic that emerged early in 2020, the impact it had on 'business as usual', and my admiration for all Concern Australia staff and volunteers. Their commitment and adaptability to support vulnerable young people in challenging times was outstanding.

My admiration has only increased over the past year as the COVID-19 rollercoaster and constant movement in and out of lockdowns has continued.

Over the past 12 months we stayed the course and continued to plan and innovate. We have responded to the increasing and changing needs of vulnerable young people, exercised prudence in the face of extended uncertainty, while being bold to invest for the future.

Along with our staff and volunteers, I want to honour my fellow Board members for the leadership they have provided during the past year.

This is vital as the pandemic's impact unfolds. Government inputs mean the community as a whole is doing OK, but it's clear that the situation for the most vulnerable is getting worse. Young people aged 15-24 were the hardest hit by pandemic-related job losses, enrolment in education dropped, and they experienced higher rates of psychological distress.

Our planning for the future also coincides with the opportunity to reflect on where we've come from – as we celebrate 50 years of working to support vulnerable young people on the pathway to a successful and positive adult life.

More than five decades ago our Founder, the Rev. Dr John Smith, began his career as a teacher. He saw many young people who needed guidance to make positive life choices. His response was to start innovative school incursions that became our Values for Life program, the

beginning of the Concern Australia journey.

He could never have expected that the 50th anniversary of the work he started would happen during a global pandemic.

Despite ongoing lockdowns, the development of our new Strategic Plan for 2021-23, Resilience and Inspiration, was a testament to the organisation's ongoing commitment. All of the work to gather the input of Board, staff and key supporters and develop this forward-looking plan was undertaken virtually.

We have also taken the opportunity to refresh our visual identity in our 50th year as part of positioning Concern Australia for the next half century.

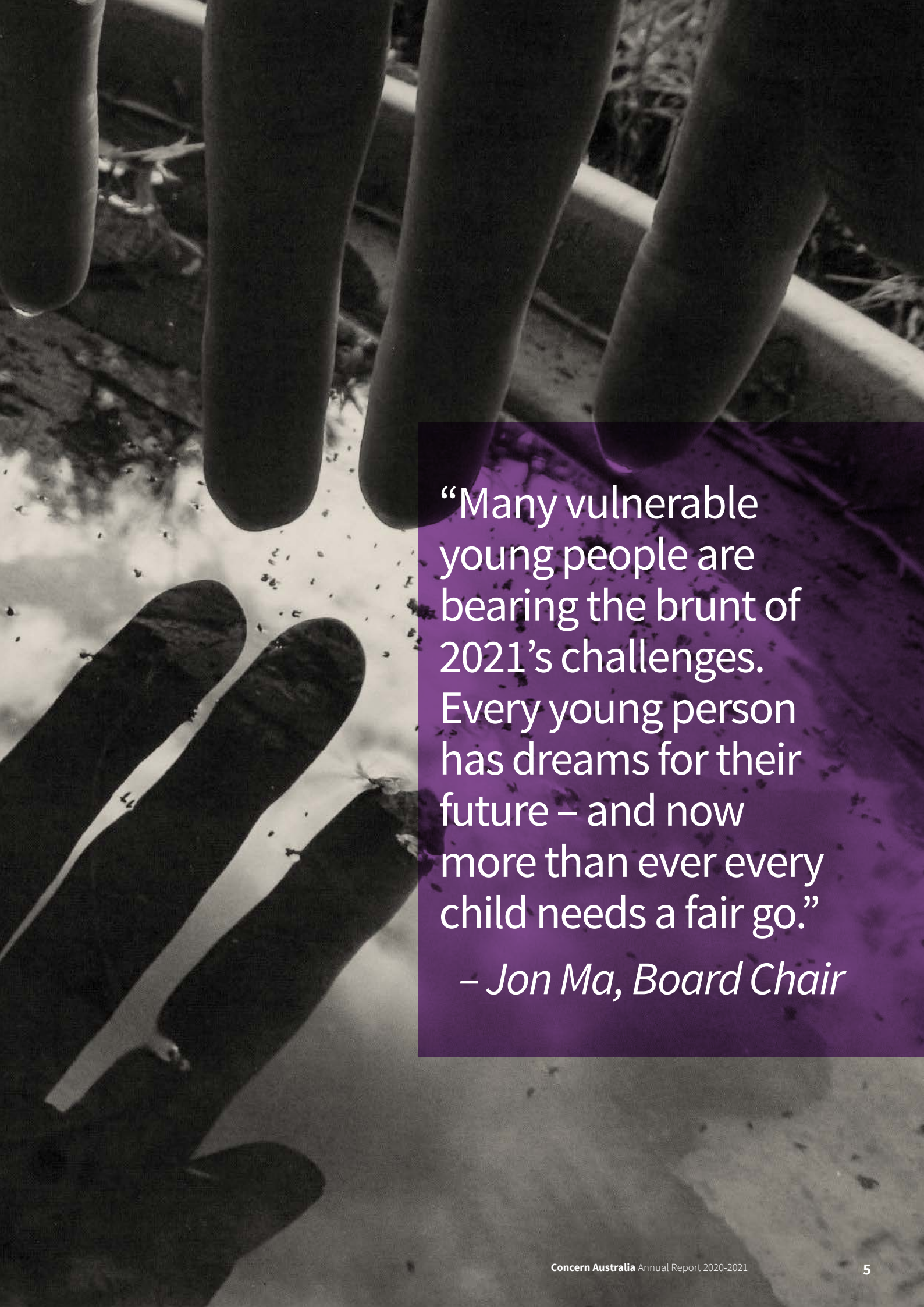
The new Strategic Plan has some important elements, including:

- An expanded perspective on what we can offer through our 'Living, Learning and Earning' pillar (previously our Education pillar).
- Raising our upper age to 25 and recognising the different goals and needs of young people aged 5-14 and 15-25.

Along with our staff and volunteers, I want to honour my fellow Board members for the leadership they have provided during the past year. In particular, I thank Tara Reid and Catherine Richards, who retired from their positions after many years of devoted service, and I offer a warm welcome to new Board Members Brendan Littlechild, Stephanie Armstrong, Nathan Linton and Jamie Munton. We are blessed with a fantastic leadership team that will continue to guide Concern Australia into the future.

Jon Ma
Board Chair

A handwritten signature in black ink that reads "Jonathan Ma".



“Many vulnerable young people are bearing the brunt of 2021’s challenges. Every young person has dreams for their future – and now more than ever every child needs a fair go.”

– *Jon Ma, Board Chair*





OUR VISION

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

OUR MISSION

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

OUR VALUES

Faith
Integrity
Respect
Belonging



The past year has been strange and challenging – not just for us, but for everyone in our community, across the nation, and indeed the world. In the midst of it all, Concern Australia staff and volunteers have demonstrated flexibility, adaptability and, most importantly have shown great resilience and been a real inspiration to each other and to me as CEO. We have all learnt so much that will guide us personally and professionally into the future.

Over the year, we maintained our commitment to serving young people while stewarding our resources. Despite the turbulence around us, we consolidated our position and have a strong foundation for the future.

We are particularly grateful to our supporters for their generous responses during such a difficult year. Those who made Hope at Home donations to support young people and mentors living in our Inside Out properties, responded to our COVID-19 Crisis Appeal and donated to our End-of-Financial-Year Appeal contributed to our strongest fundraising result of the past six years.

This is a remarkable outpouring of generosity that has moved us all. It has been a crucial contribution to our improving financial position that positions us well for future innovation in the way we respond to young people's needs.

It is so encouraging to experience this level of support from people new to our work and those who have journeyed with us for many years. We know that many have been part of the Concern Australia family since the Rev. Dr John Smith started school incursion programs 50 years ago, and we look forward to writing the next chapter together.

Over the past year, we have done far more than just cope with the impact of the pandemic, and this is reflected throughout the pages of this Annual Report. I am so proud of everyone involved with Concern Australia who have worked incredibly hard to ensure that we are building for the future.

This hard work includes the development of a new strategy that will carry us through to 2023, and a new public identity and logo.

As part of our new strategy, our Education area of focus has been reframed as Living, Learning and Earning to reflect the specific life areas that young people need support and development in. Exciting stories throughout the Annual Report reflect our movement to better provide for young people in these areas of life.

We have invested more energy in telling the stories of our work to grow the Concern Australia family of supporters, including a revamp of our website, making greater use of social media, and participating in sector campaigns to change the structures that impact young people.

Highlights from the year include:

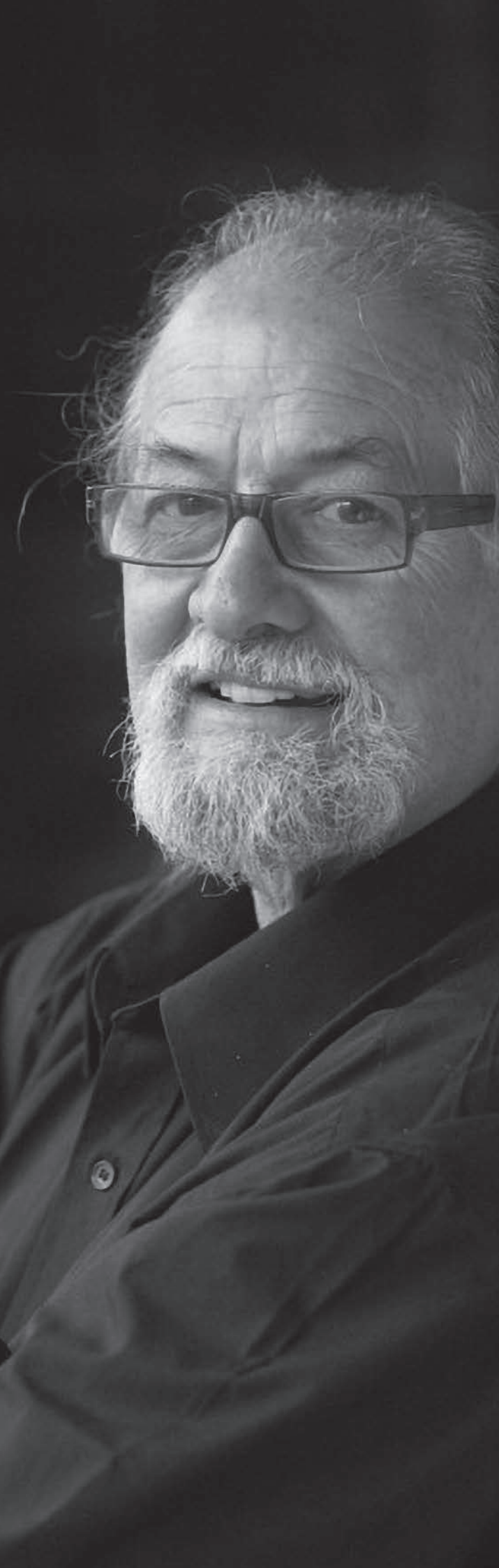
- The Walk in My Shoes exhibition that featured an innovative augmented reality journey following one young person's experience of homelessness.
- Partnering with Jobs Victoria to employ seven highly skilled individuals through the Working for Victoria initiative funding short-term appointments, and two Jobs Victoria Advocates that will help young people find work over the next two years. This partnership with the Victorian Government has significantly grown our capability and capacity during the pandemic and beyond.
- Taking on Hand Brake Turn graduates as short-term employees in the fiXit social enterprise, a goal that we have been working towards for some time.

I want to thank the Executive team for their adaptability and hard work under trying circumstances.

My deep thanks also go to the Concern Australia Board for the trust they place in our team, and for their support and leadership during the challenges of the pandemic that have required a constant process of reviewing and refocusing. I look forward to enacting our new strategic plan, 'Resilience and Inspiration'. We see these attributes demonstrated in the lives of the young people we work with on a daily basis, motivating us as we seek to do our very best to support them in realising their potential as they enter adulthood.

Michelle Crawford

Chief Executive Officer



Almost 50 years ago the Rev. Dr John Smith had a vision of an Australia that nurtures its children and young people – particularly those who are at risk of being left behind, broken and forgotten.

in 1971

John Smith's vision began through Values for Life seminars instilling positive values and teaching resilience in schools nationally.

in 2021

Concern Australia supports some of the most marginalised, disadvantaged young people in our community and responding to the changing needs and issues in the culture around us.



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. 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.



Georgette Wardan
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.

Our Board



Jon Ma
Board Chair

Jon has 25 years' 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. Prior to establishing in private practice, he held senior roles as a Partner of a large consulting firm. He is a member of the Australian Institute of Company Directors.



Terrence Baxter
Deputy Chair
Acting Treasurer
(Nov 2020 - Feb 2021)

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 Acts Global Churches 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.



Jamie Munton
Treasurer
Feb - Jun 2021

Catherine Richards
(Jul - Nov 2020)

Jamie comes to Concern Australia with over 15 years of experience in the Financial Services and Banking industry having worked across retail and corporate teams as a mortgage broker and in capital and risk management. In the last decade Jamie transitioned into a career in law, including several years with ASIC and in private practice. Jamie is an Australian Lawyer admitted to the Supreme Court of Victoria and is a Solicitor of the High Court of Australia.



Stephanie Armstrong
Secretary
Nov 2020 - Jun 2021

Tara Reid
(July - Oct 2020)

Stephanie joined the Concern Australia Board in late 2020 after a period as a Youth Observer, and has taken on the responsibility of Company Secretary. She is currently working as a Lawyer at Lewis Holdway Lawyers in the Not-for-profits team.

Our Board Sub-Committees

Finance, Risk & Audit

Chair: Jamie Munton
Catherine Richards July - Nov 2020

Governance

Chair: Terrence Baxter

Marketing & Fundraising

Chair: Michelle Paterson
Tara Reid July - Oct 2020

Performance Impact & Ethics

Chair: Professor Priscilla Robinson



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



Geoff Manton
General Manager, Living, Learning and Earning

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 is a member of the Australian Institute of Company Directors. Geoff's community directorships include the National Employment Services Association and ECKA Kindergarten Association.



Professor Priscilla Robinson
Ordinary Member

Professor Priscilla Robinson is a Member of the Board who has had training in nursing, public health (especially communicable diseases) and disaster management. Although technically retired, she has worked in many resource-poor places as a researcher, epidemiologist, and public health teacher, and is an Adjunct Associate Professor at La Trobe University.



Kathleen Williams AM
Ordinary Member

Kathleen brings expertise 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 2015 for "significant service to the road transport industry through policies and regulations that support a safe and responsible trucking sector". Board Chair of the Australian Trucking Association between 1999 and 2002, Kathleen also served on the Board for 20 years until 2019.



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.



Brendan Littlechild
Ordinary 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.



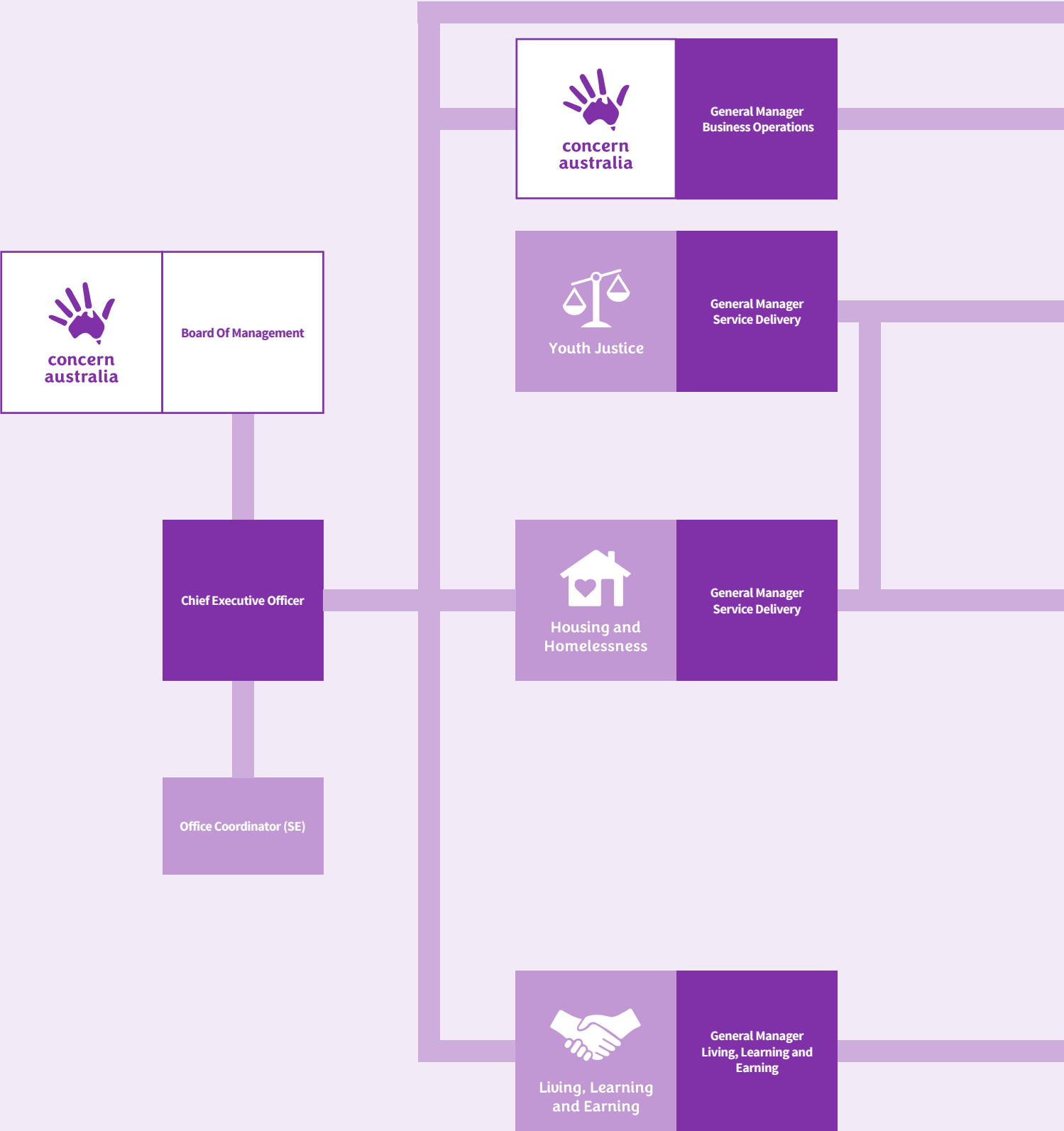
Nathan Linton
Ordinary Member

Nathan joins the Board as a vital voice for young adults, with a particular passion for the wellbeing of young people with diverse gender identities and sexual orientation. He brings skills and experience in international development, youth programming, child safe practice and volunteer engagement.

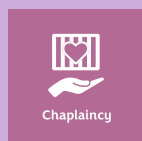
Nathan is the Head of International Engagement at Oaktree and was previously the organisation's Victorian State Director.

The Finance, Risk and Audit 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.

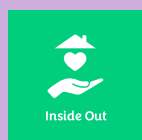
Organisational Structure



Communications & Relationship Manager	Communications & Fundraising Coordinators x 2		
Office Coordinator (NW)	Finance	Human Resources	Quality Risk & Compliance



Chaplain



Manager Transition & Support

Specialist Youth Worker

Youth Workers

Volunteer Support Workers

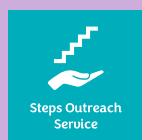
Volunteer Recruitment & Training Support

Manager Projects & Innovation

Youth Worker

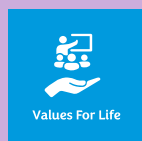
Case Manager

Maintenance Worker



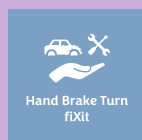
Program Manager

Youth Support Worker



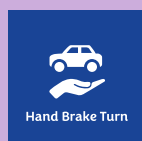
Program Manager

School Education Presenter



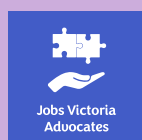
Social Enterprise Coordinators

Vehicle Repair & Sales



Workshop Coordinators

Business Development Administrator



Jobs Advocates

Administrative Assistant

Our People



Second staff day saw us gathering in Williamstown

A year of rolling lockdowns made balancing work and life challenging for many people. Our staff and volunteers performed admirably under pressure, and we worked hard to ensure they had the support they needed to get through these difficult times and continue their vital work with vulnerable young people. This included online pilates and mindfulness classes that began in the first half of 2020 and continued through until late September.

Across the year, 61 amazing people worked for Concern Australia in a variety of full-time, part-time and casual roles.

The first of our two staff days for the financial year was held during Melbourne's long lockdown, so we gathered online. Care packs were distributed in the lead-up to

Investment in staff training continued despite the challenges of lockdowns.

the day for each staff member to enjoy as we met on Zoom and contributed our ideas and feedback to the development of the new Concern Australia strategic plan.

Our second staff day saw us gathering in Williamstown on a glorious day, tentatively reconnecting in real life and learning how to be whole-hearted, daring and courageous in our personal and professional journeys, guided by the work of Brené Brown.

Through all the interruptions, we continued work on developing our Diversity Committee and the Reconciliation Action Plan process. Our RAP Working Group was ratified as a formal sub-committee of the Concern Australia Board, demonstrating our commitment to justice and self-determination for First Nations peoples. Our cultural and religious diversity was further strengthened by the recruitment of seven staff members through the Working for Victoria initiative.

Investment in staff training continued despite the challenges of lockdowns. Examples include cultural safety training for the Inside Out team, Hand Brake Turn staff completing an Adult Literacy and Numeracy Practitioner Program, and our new Jobs Victoria Advocates taking part in training provided by the Australian Centre for Career Education.



Staff and volunteer awards

In the year that we have faced, all our volunteers and staff have gone above and beyond, each of them deserving a tailor-made award for their commitment and efforts. With this in mind, the recipients of our annual staff and volunteer awards are truly outstanding.

In 2019 we created the Pioneer Award to honour the life and legacy of our Founder, the Rev. Dr John Smith, who passed away in March 2019. This year at our AGM the Pioneer Award was presented to our ever-cheerful Accounts Officer Rozetta Moses.

One co-worker said: "I've seen firsthand the way Rozetta assists frontline workers, executive members, donors and fellow colleagues with patience, knowledge and efficiency. The background support that she gives enables the broader organisation to function efficiently, which in turn benefits our young people. Rozetta is cheery and welcoming when she meets anyone who enters the building, and she is friendly and accepting of the young people who come to her for assistance with paying Hand Brake Turn fees. Rozetta goes above and beyond to support staff who approach her for help. She's a great colleague."



Rozetta Moses
*This year's Pioneer Award
winner*



Kate Watson
*Corey Lancaster Volunteer
of the Year Award*

At the AGM we also acknowledged staff who had reached key milestones of service with Concern Australia. These included:

- Grace Baulch (10 years)
- Andrew Parker (10 years)
- Andrea Greenwood (5 years)
- Hayden Luxmoore (5 years in July 2019)
- Thu Le (5 years)

This year's Corey Lancaster Volunteer of the Year Award was presented to Kate Watson, who was a Volunteer Live-in Mentor with the Inside Out program between June 2019 and February 2021. Kate was nominated by Inside Out staff for her outstanding and caring approach to her volunteer role.

"Kate has a genuine calming presence in the house that helps create a home for young people," said Andrea Greenwood, our General Manager of Service Delivery. "She is a person of integrity and genuine character with a heart for young people who walks alongside them irrespective of their circumstances."

Pillars and Programs



Living, Learning
and Earning

2021 saw the establishment of our Living, Learning and Earning Pillar, replacing Education, which more accurately reflects the level of support we provide young people on their journey into adulthood.

Disadvantaged students are on average 2-3 years behind in reading and maths by the time they are 15 years old. The reading gap between the lowest socio-economic status (SES) students and the highest SES students is equivalent to almost three years of schooling. Year 12 completion rates are significantly lower (60%) for students from low SES backgrounds than for students from high SES backgrounds (90%).

Youth unemployment in our key geographic regions is a barrier to life outcomes. Labour Force Data shows that in one month approximately 213,000 young people aged 15-24 lost their jobs, representing 35% of the close to 600,000 Australians that lost work in April. Enhancing the scope of this Pillar to encompass Living and Earning reflects our commitment to provide holistic pathways for young people to have a meaningful and fulfilling life, including sustainable employment opportunities.

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.



Housing and
Homelessness

Our programs respond directly to some of the most vulnerable and complex young people in our community, from those who are transitioning from Out-of-Home-Care (OOHC) to independent living, to young people experiencing or who have experienced homelessness.

On any given night, 6,000 young Victorians have no safe place to sleep, according to the 2016 Census. A quarter of Victoria's homeless are between the ages of 12-24, highlighting the over representation of young people among the total number of people experiencing homelessness in Victoria. Whilst the past year has seen some welcome actions taken, such as housing rough sleepers in hotels and a once in a generation commitment of \$5.3 billion

Big Housing build in the previous year's State Budget to build social and affordable housing, they will sadly do little to change homelessness for young people aged 12-24. This is especially true for young people who have no safe home to return to due to abuse, neglect, family violence or family breakdown.

This year in response to a powerful Homestretch campaign, the Victorian government announced that it will invest \$64 million to extend Out-of-Home-Care (OOHC) until 21 years of age which was celebrated by the sector. All young people leaving care will now receive a guaranteed housing allowance, plus case worker assistance and other financial support up to that age.



Youth Justice

We have been working with young people exiting Youth Justice for 50 years, developing programs that provide positive role models and that support young people to find meaning, purpose, potential and engage with their community, with an aim to reduce re-offending.

On an average day in 2018-19, in Victoria: 953 young people aged 10 and over were under youth justice supervision. 4 in 5 (80%) were supervised in the community, and the rest (20%) were in detention.

This year saw the welcome launch of the Victorian Government's Youth Justice Strategic Plan 2020-2030 that sets out a path to reduce offending, strengthen diversion and early intervention, boost workforce

support and safety and create opportunities for children and young people to live productive lives through education, training and employment.

The plan also sets a framework to reduce the over-representation of Aboriginal children and young people in the youth justice system, alongside the upcoming Aboriginal Youth Justice Strategy led by the Aboriginal Justice Caucus.

It also outlines a pathway to reduce the over-representation of culturally and linguistically diverse groups, including children and young people from South Sudanese, Maori and Pacific Islander communities.

Living, Learning and Earning Programs

Values for Life

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

Hand Brake Turn

27 years of delivering pre-vocational automotive and life skills training for young people aged 15-25 from our workshops in Dandenong and Braybrook, turning more than 10,000 lives around on the path to a positive future.

Jobs Victoria Advocates

In partnership with the Victorian Government we have two Advocates based in Dandenong assisting Victorians to prepare for and secure employment through the provision of valuable information, referral and connection to available resources and supports in south-east Melbourne.

fiXit

Our new start up social enterprise was certified by Social Ventures Australia in September 2020. Initially based in Braybrook, fiXit's aim is to provide three month part-time employment contracts and a pathway to employment for disadvantaged and at-risk young people who have successfully graduated from the Hand Brake Turn program. fiXit will also be donating cars that have been repaired to people in the community in need.

Housing and Homelessness Programs

Inside Out

20 years' experience providing accommodation and support for young people (aged 16-21) connected with Child Protection and Youth Justice systems to transition to independence as young adults.

Steps Outreach Service

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

Youth Justice Programs

Chaplaincy

For 21 years, Concern Australia has 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 God's Squad Christian Motorcycle Club, the Victorian Department of Justice and Community Safety.

Local schools, community agencies and the Department of Justice and Community Safety refer young people for participation in Hand Brake Turn where they undertake pre-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 Volunteer Live-In Mentors in our Inside Out homes, providing vital support for some of the most complex young people in the out-of-home-care space and who may be connected to youth justice. We do this in partnership with the Victorian Department of Health and Human Services.



Andrea Greenwood
General Manager, Service Delivery

Being a youth worker is a tough gig at the best of times. They often work long and irregular hours, exhibit great patience for the rollercoaster behaviour of young people who have experienced disrupted lives, and endure despite limited recognition and encouragement.

During a pandemic and ongoing lockdowns, the challenges are magnified. This has certainly been the case for our committed teams across the Inside Out and Steps Outreach Service programs over the past year, and they have risen to the challenge admirably because they are passionate about making a difference for young people who should not be forgotten.

Staff, Volunteer Live-in Mentors and young people in the Inside Out program faced their own specific

of the pandemic. Special mention must be made of the fantastic Walk in My Shoes exhibition and augmented reality experience that raised awareness of young people experiencing homelessness, and the efforts of the Run Melbourne team that raised more than \$20,000 despite it having to be a virtual event for the second year running.

It has been a challenging year for our Youth Justice team, with COVID-19 rules restricting entry to the Malmsbury Youth Justice Centre. We ask that you continue to keep the young men at the centre in your thoughts as the pandemic intensifies the isolation and fear that they often experience.

I would like to sincerely thank and offer my best wishes to Peter Whitefield, who finished up after three years as a chaplain in our Youth Justice program, and Grace Baulch, who moves on after 11 years of faithful commitment to young people experiencing homelessness.

We continued to provide innovative responses for young people despite the impacts of COVID-19

challenges this year, particularly with young people and their mentors often confined to their homes and restricted from external contact that can help to alleviate the tension that sometimes builds. Our CREWY team (Creating Real Experiences With Youth) was a vital lifeline, initiating a rolling series of creative activities to keep everyone's spirits up.

The targeted care packages (TCP) aspect of the Inside Out program provides tailored support for young people who might not fit into our lead tenant home environment. We continued to provide innovative responses for young people despite the impacts of COVID-19 and it is exciting that the Victorian Government continues to fund and entrust us in this space.

The Steps Outreach Service team also faced many unique challenges this year and continued their dedicated and life-changing work to support some of the most vulnerable young people through the impact



Geoff Manton

General Manager, Living, Learning and Earning (including responsibility for Hand Brake Turn, fiXit social enterprise, and Values for Life)

The impact of the pandemic over the past year has presented plenty of challenges for our work in the newly renamed Living, Learning and Earning space, reflecting the barriers facing the young people that we support.

However, expanding beyond the former 'Education' description that we used helps us to focus on what young people really need to build a stable, independent adult life, no matter the situation.

Rolling lockdowns over the year meant fewer young people could undertake the Hand Brake Turn course, plans to employ Hand Brake Turn graduates in our fiXit social enterprise were delayed, and our Values for Life team couldn't access schools across the country.

Throughout it all, our staff have continued to adapt, staying in touch with young people to maintain ongoing support, online and offline, and plan for the future.

Lockdowns highlighted just how much the vulnerable young people who enrol in Hand Brake Turn need our focussed, one-on-one real-world mentoring. Low digital literacy and digital poverty combined with struggles with self-directed education made online learning even more of a challenge for this group of young people.

We realised it was necessary to adapt the way we offer Hand Brake Turn learning opportunities to young people to better suit their needs. We retooled the 140-hour course held over 7-weeks into a 100-hour course held over 5-weeks, added a new 1-week taster course, experimented with creative online learning platforms to keep young people engaged, and trialled fun adventure excursions facilitated by the Concern Australia CREWY team.

The time spent in lockdown was not wasted. We continued fixing and selling secondhand cars (donated and purchased at a competitive price) to generate income, we refined our theory of change for Hand Brake Turn to make our work more effective, and as we came out of lockdowns, embraced the long-awaited

opportunity to employ Hand Brake Turn graduates in our fiXit social enterprise.

The Values for Life team developed a new website and fully revised and updated their teaching curriculum to build an even stronger foundation for the program that signalled the earliest beginnings of Concern Australia.

Lockdowns highlighted just how much the vulnerable young people who enrol in Hand Brake Turn need our focussed, one-on-one real-world mentoring

The Victorian Government has been a vital long-term partner for Concern Australia, and the pandemic has strengthened the relationship. The Working for Victoria initiative enabled us to welcome two new Engagement Officers appointed to short-term roles to support the young people connected with Hand Brake Turn. This was followed by two Jobs Victoria Advocates who will work with the Living, Learning and Earning team to help many young people on the journey from disengagement to a career pathway over the coming years.

As we reached the end of the financial year, I was presented with a new opportunity and made the difficult choice to move on. I'm proud to have helped guide Concern Australia through this incredibly difficult time. I am sure that Richard Parker will invest just as much energy and enthusiasm as Concern Australia steps into the next chapter.



Steps Outreach Service

Housing and Homelessness

Most of the Steps team's work this year involved supporting vulnerable young people through Melbourne's rapidly changing COVID restrictions. The team adapted quickly, working remotely as much as possible and maintaining physical distance when providing vital in-person support.

The Victorian Government provided emergency temporary hotel accommodation to rough sleepers, a welcome but short-term solution. Young people needed a lot of support adjusting, and the Steps team delivered essential items such as meals, groceries, care packs and Personal Protective Equipment (PPE). When young people had access to technology, the team stayed connected remotely, playing games via Zoom and checking in regularly.

This year Steps partnered with Igniting Change, Catalyst VR and 8th Wall to host Walk in My Shoes, an immersive and innovative augmented reality exhibition designed to raise awareness of youth homelessness and raise the voices of young people.

The highly successful exhibition included winning entries from our photography and design competitions for Melbourne secondary students. It was inspiring to see young people using their creativity to support other young people who are experiencing homelessness.

It was a final and impactful parting effort from Grace as she moved on from Concern Australia after more than 10 years with the Steps team. Grace leaves an incredible legacy through her impact building relationships with vulnerable young people on Melbourne's streets.

Our partnership with the Rotary Club of Central Melbourne on the Hope for the Future Scholarship project supported eight school-aged children to stay connected to education and to develop knowledge and skills. The Club received a Rotary district award recognising the project, and they are considering making it an ongoing program in honour of a Rotary member who had a passion for supporting these young people.

We are very grateful to all of our supporters who have stuck by us through a tough year. We particularly honour the Flora & Frank Leith Trust, whose unwavering support has provided a foundation for the Steps Outreach Service to continue making a difference this year. We would also like to acknowledge the support of RACV meals this year providing cooked meals for vulnerable youth in our care.

We are very grateful to all of our supporters who have stuck by us through a tough year.

As part of the Walk in My Shoes goal to raise the voice of young people, a Steps Advisory Group was formed. Members included young people supported by the Steps team who have experienced homelessness.

Run Melbourne continued to be Steps' biggest annual fundraising event and the Steps for Youth Homelessness team raised an impressive \$21,177, exceeding their target. We were incredibly grateful to Steps youth worker, Grace Baulch, who raised more than \$10,000!



102

Young people supported

23

Families supported

16

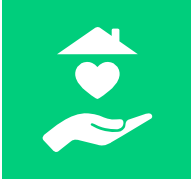
Volunteers

281

Contact visits with young people
(real and virtual)

“Not all homeless people are on the street due to drugs and not all are bad. If you see someone begging for money, don’t give them cash, give them a meal and a conversation.”

– *Jasmine*



Inside Out

Housing and Homelessness

The Inside Out team successfully navigated an extraordinary year as the impact of the pandemic and associated restrictions continued. The team rose to the challenge and are to be commended for the ways that they adapted to support the young people and mentors living in our lead tenant homes, and other young people supported through tailored plans.

Lockdowns are particularly hard for vulnerable young people and mentors living together in our homes, depriving them all of the opportunity to leave the house for space and outside contact. As much as possible, our youth workers supported young people through online platforms and phone calls. They also provided care packages that covered basic needs such as groceries and other essentials.

We are so proud of the young people in our homes, whose strength and resilience shone through this year.

This year a special mention goes to the CREWY project team (Creating Real Experiences With Youth) who played a key role in helping young people and mentors get through the year by creating an ongoing series of cool competitions and fun, challenging activities with great prizes. These activities kept the young people connected

and engaged, lifted everyone's spirits and played a critical role in helping our young people and Live-in Mentors get through the lockdowns. We are incredibly grateful to the City of Greater Dandenong who supported CREWY's pilot initiative and look forward to expanding CREWY to other young people in our programs, including Hand Brake Turn and fixIt social enterprise in the future.

We're very grateful to those who responded to our Hope at Home Appeal that helped help meet the needs of young people who are living in our Inside Out houses and brighten their days and homes through indoor plants, care packs, meals and so on.

We are so proud of the young people in our homes, whose strength and resilience shone through this year. Despite the challenges thrown at them this year we saw young people saving for their first car, getting their driver's licence and also part-time employment which are all key life milestones we have all been excited to share.



4% to 19%

This year we've again seen a significant increase in the number of referrals of Aboriginal people accessing support.

In response to this growing need in our program the team prioritised cultural safety and engaged VACCA and Melbourne City Mission to deliver training in this area.

“The pandemic is a very tough and challenging time for our young people - not being around their friends due to isolating and the restrictions. Knowing I have to be strong for them and be that pillar when they need me has given me strength and actually helped me through lockdown.”

– Edy, Live-In Mentor



Hand Brake Turn

Living, Learning and Earning

The core of the Hand Brake Turn program is getting disengaged young people into our workshops for hands-on practical learning with focused, in-person support from automotive professionals who are passionate about making a difference in young lives.

So a year of lockdowns that prevents us running workshop-based training makes things pretty tough, for us, and our students.

The Hand Brake Turn team showed great initiative throughout the year, staying in regular contact with students who had enrolled but couldn't get into the workshop, encouraging them through lockdowns and looking for opportunities to keep them engaged. This included regularly joining students in the Car Mechanic Simulator, an online virtual workshop that makes learning the basics of mechanics fun and interactive. It

The pandemic highlighted serious challenges experienced by Hand Brake Turn students, who are some of the most at-risk in our community

allowed for stronger relationships and a foundational knowledge when the students were able to come into our Braybrook and Dandenong workshops in-between lockdowns.

A pause on workshop training gave the team an opportunity to review the course format, and they adapted it into a more compact five-week length to better meet student needs. Since the changes we have seen the number of graduations rise to 72%, compared to 56% pre-pandemic which is a great outcome for the students.

The pandemic highlighted serious challenges experienced by Hand Brake Turn students, who are some of the most at-risk in our community. Gaps in literacy, numeracy and a clear digital divide became apparent, and addressing these became a priority for the team. This included partnering with the Rotary Club of Keilor, who generously funded Adult Literacy and Numeracy Practitioner training for our Workshop Coordinators to be appropriately equipped to teach young people experiencing these issues.

We are delighted our partnership with RMIT continued despite lockdowns and their students were actively involved in our face-to-face and online sessions. RMIT students ran an online fundraising event to further contribute to the program and support where possible during lockdowns.

This year our ongoing partnerships with the Victorian State Government, through the Departments of Justice and Community Safety and Education and Training, ensured we were able to continue to support young people to participate in the program. We are incredibly grateful for their ongoing support and understanding of the challenges faced by our students and trainers during lockdowns. Our partnership with the Department of Jobs, Precincts and Regions through the Working for Victoria initiative provided the additional support of two Youth Engagement Workers for six months which was a significant boost to the program and young people's outcomes.

We track data trends in our participants' demographics and we are noting that participants are getting younger year on year - In 2020 (73%) of participants were 17yrs or under, in 2019 (57%), in 2018 (32%). If a young person is still connected to their school they are ineligible for government subsidies like Adult Community Further Education(ACFE) funding to participate in HBT.

To address this gap we were delighted to partner this year with the Bennelong Foundation, Western Region Aged Care Inc., Brimbank Community Fund and Casey Cardinia Foundation who together contributed to 50 HBT scholarships to young people still connected to school who would have been ineligible for funding.

This year we were incredibly grateful to all our long-term partners, including the William Buckland and Jack Brockhoff Foundations whose multi-year partnership, support and flexibility throughout the year was exceptional.

A young man with dark hair, wearing an orange high-visibility shirt, is focused on working on the engine of a car. The background is slightly blurred, showing what appears to be a workshop or garage setting with various tools and equipment.

35%

From Culturally and linguistically diverse backgrounds

27%

Referred from youth justice

40%

Identify as having a disability

90%

Disengaged from education & employment prior to attending

“Initially I was worried about working with cars because of all the things that needed to be learnt, but HBT then fiXit helped me develop in the area to the point where I would like to find an apprenticeship as a mechanic.”

– Noah (17 years old)



Values for Life

Living, Learning and Earning

As a program built on engaging young people in the school environment, the past year has been very challenging. All school sessions for terms 3 and 4 in 2020 were cancelled, and sessions in terms 1 and 2 of 2021 were greatly reduced.

Despite the obstacles, the team worked tirelessly to navigate the complexities of lockdowns and provide engaging seminars and workshops to primary and secondary school students across the country. We were able to deliver 97 sessions to more than 7000 students across 44 schools.

A 2020 report by the Commission for Children and Young People captured the negative impact of ongoing lockdowns on young people's mental health, wellbeing, safety and security. It is clear that programs such as Values for Life that offer young people skills and tools to process all that they have experienced and navigate the journey to adulthood are more important than ever.

This included developing training resources to enable any new staff who join the Values for Life team in the future to hit the ground running, ensuring the program is sustainable and ongoing. We also launched an entirely new website that improves the way we share our story and engage with schools, teachers and parents, and makes it easier to book seminars online.

We reviewed all of our material and created new content to better support children and young people learning to deal with the new and unfamiliar challenges created by the pandemic, along with the ongoing challenges of growing up. We also adapted all of our content so we can present effectively or online as required.

Every crisis also creates an opportunity. While we haven't been able to visit schools, we have had time and space to fully revitalise the program

The response to our 'Making Healthy Choices' drug and alcohol seminars at Heathmont College affirmed the importance of our work with students, particularly as alcohol consumption has increased during the pandemic. "The session was awesome," said one teacher. "The students related so well to the presenter, he was engaging and informative. The students and teachers found it very valuable."

Every crisis also creates an opportunity. While we haven't been able to visit schools, we have had time and space to fully revitalise the program that started the Concern Australia journey, building a foundation for the next 50 years of supporting children and young people on the pathway to a healthy adult life.

97

Seminars

16

Secondary schools

7738

Students

23

Melbourne schools

25

Primary schools

21

Regional Victoria and
Interstate schools

"The session was awesome. Easy for all ages to understand. The anecdotal stories were fantastic and games were enjoyable."

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

"One of the best presentations I've seen. The students really enjoyed the activities and the messages were very relevant to our cohort. Thanks so much!"

"Great. Kids loved it! Thanks very much – very worthwhile."

"The presenter was very enthusiastic! The kids enjoyed the whole session."

Report from Our Programs



Chaplaincy

Youth Justice

This year our Chaplains continued to provide ongoing support, counselling and pastoral services to the disadvantaged young men in their care at the Malmsbury Youth Justice Centre.

COVID-19 has been particularly tough on the young people in detention this year, and Malmsbury was no exception. Our Chaplains Peter Whitefield and Andrew Blankley had limited access to and within Malmsbury due to the suspension of in-person visits in line with Victoria's public health directives, but continued to provide support where possible.

Young men at Malmsbury Youth Justice Centre have often experienced trauma in their lives and building relationships with others can be challenging for a number of reasons. We know these young men sought support like counselling during periods of lockdown and understand being unable to connect face to face for months at a time has had a particularly negative impact on them and their mental health.

Each year young people who have been incarcerated at Malmsbury and who are returning to the community are given the opportunity to participate in our Hand Brake Turn and Inside Out programs and this year was no exception

Our 50th year sees the departure of one of our Chaplains, Peter Whitefield, who will be leaving a powerful legacy in the Chaplaincy role supporting at-risk young people. We wish him all the best in his next chapter and are honoured he brought his heart, experience and unconditional support to the role with us at Concern Australia for 30 years

Andrew Blankley continues to conduct services and build organic relationships with young men seeking support. Approximately 150 young men, aged 17-21, are in Malmsbury for a range of reasons, including violent

crimes, serious vehicle accidents, and other offences, "They clearly need friends and mentors" to guide them to their opportunities and towards a successful path, Blankley said.

The Chaplains provided unstructured relational support to staff at the centre, who in turn support the young men. They worked closely with God's Squad Christian Motorcycle Club and the Victorian Department of Justice and Community Safety.

Each year young people who have been incarcerated at Malmsbury and who are returning to the community are given the opportunity to participate in our Hand Brake Turn and Inside Out programs and this year was no exception.

This last year saw an increasing trend of First Nations young people from the Centre enrolling in our programs. We will continue to track this over-represented group of young people to provide the extra support they need to successfully transition back into the community and provide hope and opportunities for them to live fulfilling lives

“They clearly need friends and mentors to guide them to their opportunities and towards a successful path.”

*– Andrew Blankley, Chaplain
Malmsbury Youth Justice Centre*





More than five decades ago our Founder, the Rev. Dr John Smith, began his career as a teacher. He saw many young people in the community who needed guidance to make healthy life choices on the road to adulthood. His response was innovative school incursions that were ahead of their time – the beginning of our Values for Life program and the journey of Concern Australia.

As he spoke in schools throughout the country and observed the broader community, John realised that many young people were falling through the cracks. He was motivated to act.

At the same time, John was pioneering the work of the Melbourne chapter of the God's Squad Christian Motorcycle Club, which had originally started in Sydney. The Melbourne chapter soon became the centre of what would evolve into a global movement and a key community that supported the work that grew into Concern Australia.

This year we are so proud to celebrate 50 years of living out our vision from these early foundations and through many different seasons.

"It was really a community movement," said the Reverend David Fuller, current President of the Melbourne God's Squad chapter and International Vice-President. "We did church and life together, and took seriously the Bible's teachings about reaching out to those who are excluded, marginalised and disadvantaged – whether it was motorcycle gang members, homeless young people or single mums. Our work nationally included mission tours and visits to secondary schools, military bases, indigenous communities, prisons and youth training centres."

We worked as a community to respond to them all, and John led the charge with his unstoppable energy."

John Smith had a vision of an Australia that nurtures its



children and young people – particularly those who are at risk of being left behind, broken and forgotten.

Together with his community, which included St Martin's Community Church and later Truth and Liberation Concern, John fiercely supported the establishment of flagship programs, including Hand Brake Turn, which has been providing disengaged and disadvantaged young people with automotive and life skills for more than 25 years.

Over the past 50 years our work has adapted and grown as we have stayed true to the original vision and responded to the changing culture around us.

John died in March 2019 after a long battle with cancer. Concern Australia's ongoing work to offer vulnerable young people and children hope for a successful and positive life is his legacy.

CEO Michelle Crawford reflects on John's work, and shares "This legacy is also yours, visible in the stories of the young people you have supported through our programs."

This legacy is highlighted by the impactful partnerships Concern Australia have established over decades across various levels of government and with philanthropic organisations, including the William Buckland and Jack Brockhoff Foundations. Our partnership with the Victorian Government's Departments of Families, Fairness and Housing (formerly Department of Health and Human Services), Justice and Community Safety and Education and Training reflect the strategic and critical nature of our work with disadvantaged and at-risk young people and children, and we look forward to the future with even more powerful collaborations.

This year we are so proud to celebrate 50 years of living out our vision from these early foundations and through many different seasons. Prior to his passing, John shared with Michelle Crawford that he could never have envisaged his humble and faithful efforts in support of disadvantaged young people continuing for half a century and making a difference for thousands of young lives.



“I hope that from the church to the Parliament that when I’m gone there will be increasing, not decreasing, support of money, personnel and ideas so that which has been such a terrific ministry would be even greater in the decades to come.”

**– Rev. Dr John Smith, Founder,
Concern Australia**

Who could have foreseen this milestone of our work landing during a global pandemic that has had enormous impact on all of us, especially disadvantaged young people and families who have been left particularly vulnerable. The impact of the past year’s events mean that our work to provide hope for the future will be more important than ever.

Young people were disproportionately impacted by the pandemic: the end of government supports such as JobKeeper, galloping rent increases in major cities, youth unemployment and underemployment skyrocketing and income support back to levels below official measures of poverty.

CEO Michelle Crawford echoes the challenges being faced in the community as a consequence of the pandemic. “Families are under increased pressure, with predictions that up to 4500 extra young people could end up in out-of-home care by 2026. There has been a huge spike in demand for homelessness support and

Over the past year we’ve developed a new strategic plan and have unveiled our fresh new look and visual identity to launch ourselves into a new season and the next 50 years.

Our new colours speak to the work we do supporting young people and children and provides a more human and contemporary feel. The new logo is an outstretched hand symbolising hope, approachability and providing a helping hand.

Our new Strategic Plan 2021 - 2023, Resilience and Inspiration, will guide us in our work to support vulnerable children and young people over the next three years.

“Our new Strategic Plan is an important re-setting of the compass to guide us into the future,” our Board Chair Jon Ma said.

There’s been some exciting changes to how we look, and how we will do our work in the years ahead. But some things won’t change. As the Board have outlined in the final section of the Strategic Plan:

“We continue to believe in hope and a future for young people who are vulnerable and at risk

of being left behind.

“We continue to believe in the potential in all young people to live full and meaningful lives.

“And we continue to believe that, through living our values in our work with them, we can be a positive part of their journey.”

We’ll continue to uphold the legacy of those who have gone before.

We hope you will continue to walk that journey with us.

**A few years before his death, John Smith said:
“Those who are marginalised and who the world could easily forget are not forgotten by Concern Australia.”**

housing, and many more young people are at risk of ending up on the street or couch surfing.”

Almost 50 years after John Smith first took action, we’re still here, supporting some of the most marginalised, disadvantaged and complex young people, responding to the changing needs and issues in the culture around us, and helping the next generation

A few years before his death, John Smith said: “Those who are marginalised and who the world could easily forget are not forgotten by Concern Australia.”

He was right. We’re still here, responding now and planning for the future.

“

“The young people I’ve been around are incredible people. They inspire me with their maturity and their humour. They’re amazing people. I feel very lucky to be living with them. The ongoing support provided by Concern Australia has been fantastic.”

– Fallon, Live-in Mentor Concern Australia.

”

“

“Living on the street was so tough. I never felt like I was just another client thanks to the team who’s been looking out for me for a long time now which has made a big difference in my life. I’m so grateful.”

– Young Person, supported by Steps Outreach

”

“

“The Hand Brake Turn course was really good, and this work with fiXit means a lot. The crew are all really nice, and they make sure you understand what you’re doing.”

– Jesse, fiXit Trainee


”

“

“The session was awesome. The students related well to the presenter, they were engaging and informative. The students and teachers involved in the session found it very valuable.”

– Teacher, Attendee Values For Life program

”



“I never felt like I was just another client and she [Anne] was my worker, she really felt like a person who cared and she’s been looking out for me for a long time now which has made a big difference in my life and I’m so grateful.”

– Julian, YP supported by Steps Outreach and Anne Mitchell

“I didn’t even know they had courses like Hand Brake Turn, so when my youth worker told me about it, I did it, and then I wanted to continue. I put energy into it because it’s a real interest.”

– AJ, Hand Brake Turn student

“Hand Brake Turn has turned my life around. Before I wanted to steal cars. Now I want to fix cars.”

– Brad, HBT student

“If it wasn’t for Working for Victoria and Concern Australia, I definitely would not have a job right now, and life would be horrible.”

– Manmeet, Multicultural Engagement Officer

Financial Overview from our Treasurer and General Manager Business Operations

Ms Catherine Richards Treasurer Resigned November 2020

Mr Jamie Munton Co-opt Treasurer February 2021

Finances

Having joined the Board as a co-opted member this year, I commenced as the Board Treasurer in February 2021. I thank Catherine Richards for her time and commitment in overseeing the role of Treasurer from October 2018 until November 2020.

The Treasurer chairs the Board Sub-Committee for Finance, Risk and Audit which assists the Board by providing oversight of the organisation's finance related matters and risk framework. The other Board members on the Sub-committee are Kathleen Williams and Nathan Linton, together with the CEO Michelle Crawford and the General Manager of Business Operations Georgette Warden,.

After the pressures and impact that COVID-19 has placed on the organisation, it is a pleasure to report a positive result for this financial year. This result would not have been possible without the ability of our programs to re-think their service delivery and continue to support the vulnerable and at risk young people we serve despite the restrictions posed by the global pandemic.

We are grateful that we were eligible for several COVID-19 Government supports such as JobKeeper and business-based stimulus grants. These funds contributed to the combined surplus for the FY2021 year of \$645,471. Without the Government supports we would have recorded a combined deficit of (\$8,387).

For Concern Australia Welfare, the end of year result was a surplus of \$620,714. Excluding the total of \$618,958 of pandemic-related Government support, the result would have been a small surplus of \$1,756. Our budget was built on a business-as-usual basis to ensure a level field for comparatives.

For Concern Australia Ministry, the surplus was \$24,757. Our Values for Life program suspended its activities and being a fee-for-service program, suffered a significant income reduction over the year. Pandemic-related Government support played a key role in maintaining financial stability. Without this support of \$34,900, Ministry would have ended the year with a deficit of (\$10,143).

Government support and our cash surplus provided a vital buffer for this financial year. We will move forward carefully and prudently, balancing the needs of the young people in our care with our ability to maintain financial stability.

Thank you to Catherine Richards, Kathleen Williams and Nathan Linton, Michelle Crawford and Georgette Warden for managing the organisations' finances and risk framework during the challenges faced from the pandemic.

Quality/Risk Framework

As an agency under Department of Families, Fairness and Housing, we continue towards our ongoing accreditation with Quality Innovation Performance (QIP accreditation) under HSS (Human Services Standards) and ASES (Australian Service Excellence Standards). Despite the impact of the COVID-19 pandemic our progress with our improvement plan was reflected mid-cycle of our audit cycle in December 2020.

Concern Australia places a high priority on the wellbeing of staff, and have been mindful to not introduce too much change to an environment where staff are already facing significant disruption, and experiencing considerable fatigue.



Jamie Munton
Treasurer



Georgette Warden
General Manager Business Operations

Financial Statements

Concern Australia Welfare Inc

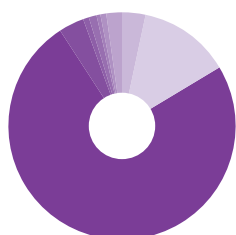
Concern Australia Welfare Inc comprehensive income Statement of profit or loss for the year ended 30 June 2021

	2021 (\$)	2020 (\$)
Revenue		
Donations 3.44%	164,637	161,003
Government stimulus funds 12.94%	618,958	320,000
Government grants 74.50%	3,562,287	3,112,090
Non-government grants 3.78%	180,773	226,652
Enrolment fees 0.64%	30,801	25,141
Sales 1.31%	62,617	54,439
Fundraising 0.53%	25,140	13,630
Interest 0.67%	31,879	28,719
Management and operation fees 0.15%	6,955	21,250
Other revenue 2.04%	97,413	36,947
	4,781,460	3,999,871
Expenses		
Employee expenses 70.63%	2,938,543	2,551,584
Program expenses 15.81%	657,609	601,702
Motor vehicle expense 3.41%	141,902	144,544
Depreciation expense 0.97%	40,461	33,709
Occupancy expense 4.56%	189,807	198,503
Office expense 3.27%	135,880	102,395
Other 1.36%	56,544	21,303
	4,160,746	3,653,740
Surplus (deficit) after abnormal expenses	620,714	346,131
Total comprehensive income	620,714	346,131

Concern Australia Welfare Inc financial position Statement of financial position as at 30 June 2021

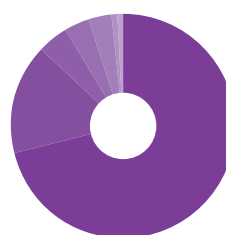
	2021 (\$)	2020 (\$)
Current Assets		
Cash and cash equivalents	2,735,921	1,563,351
Trade and other receivables	107,194	113,816
Other	95,497	87,402
Total current assets	2,938,612	1,764,569
Non-current assets		
Property, plant and equipment	63,861	92,150
Intangible assets	0	1,244
Total non-current assets	63,861	93,394
Total assets	3,002,473	1,857,963
Current liabilities		
Trade and other payables	573,933	304,271
Provisions	296,869	271,943
Income in advance	812,104	420,102
Total current liabilities	1,682,906	996,316
Non-current liabilities		
Provisions	28,821	25,162
Proceeds from sale of Montrose	0	166,451
Total non-current liabilities	28,821	191,613
Total liabilities	1,711,727	1,187,929
Net assets	1,290,746	670,034
Equity		
Retained surpluses	1,290,746	670,034
Total equity	1,290,746	670,034

Revenue



- 74.50% Government grants
- 12.94% Government stimulus funds
- 3.78% Non-Government grants
- 3.44% Donations
- 2.04% Other revenue
- 1.31% Sales
- 0.67% Interest
- 0.64% Enrolment fees
- 0.53% Fundraising
- 0.15% Management, operations and service fees

Expenses



- 70.63% Employee expense
- 15.81% Program expense
- 4.56% Occupancy expense
- 3.41% Motor vehicle expense
- 3.27% Office expense
- 1.36% Other expense
- 0.97% Depreciation expense

Financial Statements

Concern Australia Ministry Inc

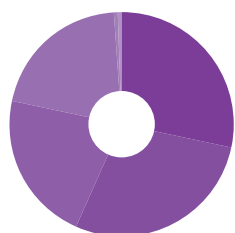
Concern Australia Ministry Inc comprehensive income Statement of profit or loss for the year ended 30 June 2021

	2021 (\$)	2020 (\$)
Revenue		
Donations 28.29%	47,715	46,033
Government Stimulus 20.69%	34,900	29,000
Grants - Government Funding 28.55%	48,150	27,021
Services 21.55%	36,335	111,600
Interest 0.55%	930	1,739
Other 0.36%	614	106
	168,644	215,499
Expenses		
Employee expenses 47.58%	68,467	103,754
Program expenses 9.64%	13,866	48,535
Motor vehicle expenses 5.4%	7,769	4,913
Depreciation expense 7.59%	10,925	7,512
Occupancy expense 2.03%	2,926	3,235
Office expense 15.89%	22,859	25,608
Other expenses 0.52%	743	705
Audit fees 2.74%	3,938	5,050
Advertising 3.44%	4,950	5,840
General insurance 5.17%	7,444	5,932
Cost of inventory sold 0%	0	0
	143,887	211,084
Surplus (deficit)	24,757	4,415
Total comprehensive income	24,757	4,415

Concern Australia Ministry Inc financial position Statement of financial position as at 30 June 2021

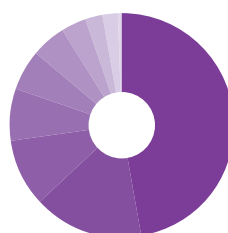
	2021 (\$)	2020 (\$)
Current assets		
Cash and cash equivalents	113,025	124,830
Trade and other receivables	53,184	10,774
Inventories	0	2,474
Other	5,393	0
Total current assets	171,602	138,078
Non-current assets		
Property, plant & equipment	1,828	16,574
Total non-current assets	1,828	16,574
Total assets	173,430	154,652
Current liabilities		
Trade and other payables	18,962	8,763
Provisions	14,683	28,911
Other	1,650	3,600
Total current liabilities	35,295	41,274
Non-current liabilities		
Total non-current liabilities	0	0
Total liabilities	35,295	41,274
Net assets	138,135	113,378
Equity		
Retained surpluses	138,135	113,378
Total equity	138,135	113,378

Revenue



- 28.55% Government grants funding
- 28.29% Donations
- 21.55% Services
- 20.69% Government stimulus
- 0.55% Interest
- 0.36% Other

Expenses



- 47.58% Employee expense
- 15.89% Office expense
- 9.64% Program expense
- 7.59% Depreciation expense
- 5.40% Motor vehicle expense
- 5.17% General insurance
- 3.44% Advertising
- 2.74% Audit fees
- 2.03% Occupancy expense
- 0.52% Other expenses
- 0% Cost of inventory sold



For the last Fifty years Concern Australia has had an enormously positive impact on the lives and wellbeing of vulnerable young people and children in our community.

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**.

1. AFL SportsReady
2. Airport West Uniting Church
3. Albert Park Primary School
4. Anglican Parish of Mount Dandenong
5. Ardoch Foundation
6. Aussie Tune
7. Bendigo Bank Carlton
8. Big Brothers Big Sisters Australia
9. Brake and Clutch Services
10. Braybrook Secondary College
11. Brimbank City Council
12. Brimbank Community Fund
13. Bunnings – Dandenong South, West Footscray, Sunshine
14. Burke & Beyond
15. Business Chicks
16. Calendar Print
17. Casamento Photography
18. Casey Cardinia Foundation
19. Catalyst Network
20. Caulfield Grammar School Steps
21. Centre for Excellence in Child & Family Welfare
22. City of Greater Dandenong
23. City of Maribyrnong
24. City of Melbourne
25. Commonwealth Bank
26. Copperfield College
27. Cultivating Community
28. Currie & Brown
29. Department of Education and Training
30. Department of Families, Fairness and Housing
31. Dandenong Christian Reformed Church
32. Department of Justice and Community Safety
33. Department of Transport
34. Dorman Family Foundation
35. Flora & Frank Leith Trust
36. God's Squad CMC, various chapters throughout Australia Chaplaincy

37. Good Shepherd Microfinance
38. Gospel Resource Ltd
39. Graeme Pearson (Giving Hope Pty)
40. Grill'd Collingwood
41. HESTA
42. Hosier Hoodies – Ben Hoban
43. HUG Foundation
44. Igniting Change
45. Indigenous Workforce Consulting
46. Jackson School
47. Jollys Autoparts - Dandenong
48. John Peberdy
49. Joy Smith Foundation
50. Kids Own Publishing
51. Kids Under Cover
52. Kilfinan Australia
53. KOGO
54. Lord Mayor's Charitable Foundation – The Tan Family Foundation
55. Ladder
56. Launch Housing
57. Lauriston Girls' School
58. Les Twentyman Foundation
59. Lighthouse Foundation
60. Lindsay Tanner
61. LL Group Holdings Pty Ltd
62. Maribyrnong Mooney Valley
63. Marion Webster
64. Mik & Joe Creative
65. Modara Pines Charitable Foundation
66. Mt Dandenong Primary School
67. Narre Warren Community Learning Centre
68. NED Whisky
69. Peter Laver
70. RACV
71. RMIT University
72. Ray White Southbank
73. Rotary Club of Carlton
74. Rotary Club of Central Melbourne
75. Rotary Club of Essendon
76. Rotary Club of Footscray

77. Rotary Club of Greater Dandenong
78. Rotary Club of Keilor
79. Rotary Club of Moorleigh Moorabbin
80. Rotary Club of Port Melbourne
81. Rotary Club of Southbank
82. SELLEN
83. Social Engine
84. Social Traders
85. South Sudanese Australia Youth United
86. Social Ventures Australia
87. Spotlight Foundation
88. St Hilary's Women on Thursday Group
89. St James & St Peter's Anglican Church
90. Sunbury College
91. Supercars Australia
92. TAL Insurance
93. Taylor's Lakes Secondary College
94. The Big Umbrella
95. The Jack Brockhoff Foundation
96. Tradeswomen Australia
97. Victoria Police
98. Victorian Aboriginal Child Care Agency
99. Victorian Automotive Chamber of Commerce
100. Victorian Council of Social Services
101. Wallaroo Primary School
102. WAYSS
103. Whitelion
104. William Buckland Foundation
105. Wilma Gallet and Associates
106. Wombat Housing Support Services
107. Women CAN Australia
108. Western Region Aged Care Inc.
109. Wyndham City Council
110. X2 Design



Concern Australia Incorporates:

Concern Australia Welfare Inc
ABN 62 648 170 797

Concern Australia Ministry Inc
ABN 12 060 206 671

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

Connect

