



Centre for Excellence
in Child and Family Welfare Inc.

Annual Report

2017 – 2018

Our Vision

Victorian children, young people and families are safe, happy and connected, with access to support when they need it.

Our Purpose

Policy and Ideas

Develop, influence and advocate for public policies that advance the rights and wellbeing of children, young people and families and address the social, economic and cultural barriers to improving their lives.

Research and Practice

Lead and share research to support innovation and evidence-informed practice.

Capacity Building

Strengthen the capacity of organisations to provide services that best suit the needs of vulnerable families and children.

Centre for Excellence
in Child and Family Welfare

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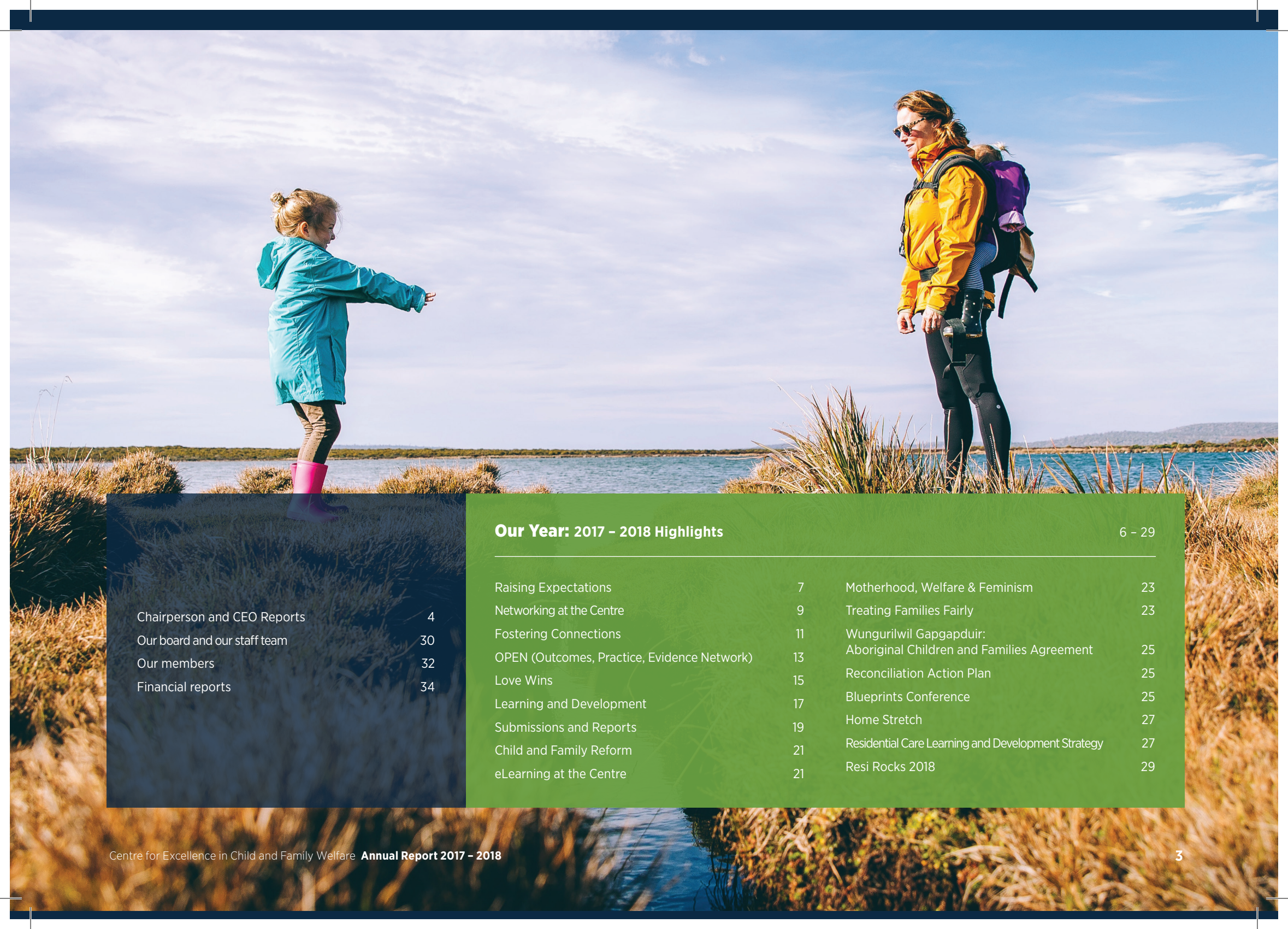
Find us on Twitter @CFECFW
and Facebook

Acknowledgements

We respectfully acknowledge the traditional land of the Kulin Nation and we acknowledge the Wurundjeri people who are the traditional custodians of this land. We pay respect to their elders past and present and recognise that their sovereignty was never ceded and the structural inequality created by colonisation continues to this day.

We appreciate and celebrate diversity in all its forms. We believe diversity of all kinds makes our teams, services and organisation stronger and more effective.





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Our Year: 2017 – 2018 Highlights

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Chair's Report



2017-18 has been a dynamic year for the Centre. It has been a year of change and reform in Victoria's child and family services sector, and the Centre has played a key role in representing its member organisations, dedicated to providing all Victorian children, young people and families with the opportunity to thrive during this significant year of action and reform.

We have been heavily involved with the state government in continuing the transformation of Victoria's child and family services system through the *Roadmap for Reform*, moving it from a system focused on crisis response, to one characterised by prevention, early intervention, and evidence-informed practice.

A further pleasing development of this reform has been the government and the sector continuing its journey towards advancing Aboriginal self-determination and self-management. This year saw the implementation of Aboriginal Children in Aboriginal Care emphasis, and the Section 18 progress that is leading the nation in Aboriginal child welfare reform, including the co-signing of the *Wungurilwil Gapgapduir: Aboriginal Children and Families Agreement* between the Government and the Centre for Excellence.

One of the standouts for the year was the Centre transforming its *Sector Research Partnership* into the *Outcomes, Practice, Evidence Network (OPEN)*: connecting workers, researchers and policy-makers across Victoria's child, youth and family services system to strengthen our evidence base and improve outcomes for Victorian children and families. We are grateful for the support the Government and the Department in supporting this development.

From an advocacy viewpoint, where service organisations looked to amplify their voice to government, through the Centre we were active in leading responses to the introduction of child information sharing legislation, identifying lapsing funding for child and family services, and co-chairing the successful Home Stretch campaign to extend state care support to 21.

“Demand for services for children and families will continue to grow, and we must all work together to ensure vulnerable children and families receive the care and support we know they need.”

I would like to thank Centre CEO Deb Tsorbaris and her staff for the determined advocacy on behalf of the sector. Under Deb's leadership the Centre has worked tirelessly with government and sector colleagues to achieve greater positive impacts in the lives of Victorian children, young people, and families.

And I thank my fellow Board Members – Grant Boyd, Silvia Alberti, Aileen Ashford, Lisa Griffiths, Teresa Jayet, Allan Joy, Michael Perusco, Greg Levine, and outgoing members Karen Milward, Gerard Jones, Peter Mulholland and Fran O'Toole – for their dedication and service to the Centre.

The challenges we face heading into 2019 are considerable. With imminent state and federal elections, it is a critical time for the Centre and the sector to put the needs of children on the agenda for incoming governments. Demand for services for children and families will continue to grow, and we must all work together to ensure vulnerable children and families receive the care and support we know they need.

Paul McDonald Chairperson

CEO's Report



Children need to be placed at the centre of everything we do.

As a community we have a duty of care to make sure our children grow up in safe, stable home environments, connected to family, community and culture.

Now, in our 106th year of operation, it is this mission that drives the work that we do here at the Centre and is the reason that we come to work every day.

Together with our members, we continue to advocate for services where they are needed, to make sure that families and children are listened to, and to ensure that government and decision-makers put children first.

Our member organisations have over 35,000 workers, and provide services to over 500,000 children, young people, families and carers each year.

There are many milestones to be proud of. The Centre was grateful to be part of making history alongside our Aboriginal colleagues and government in signing the *Wungurilwil Gapgapduir Aboriginal Children and Families Agreement*.

The State Government and Opposition's commitment to extending the age of care to 21 as a result of the Home Stretch campaign was a particularly proud moment for us all. The collaboration and support of our members and the people they represent was integral.

The continued success of Raising Expectations has resulted in over 200 care leavers now attending university in Victoria, and we look forward to continuing our advocacy to ensure higher education is accessible for everyone.

We have also been working hard to ensure that evidence-informed practices innovate child and family services, so that programs are set up for success from the beginning, and we will continue working alongside our members in this space.

A key focus this year has been stepping back to amplify the voices of children and young people. Most children know what they need – so it's important that we ask.

It's only when children and families are listened to that they can thrive, access the right education and supports, and knock down barriers.

And it is vital that we continue to move forward as a sector and ensure that the voices of the people we advocate for drive the way we work.

The Centre was proud to continue its role in co-chairing the *Roadmap Implementation Ministerial Advisory Group* and providing specialist advice on the *Family Violence Steering Committee*.

I acknowledge the important collaboration and support from the Secretary of the Department of Education and Training Gill Callister, and the Secretary of the Department of Health and Human Services Kym Peake.

I would like to thank my Board Chair Paul McDonald and all our board members for their expertise and guidance, and the staff at the Centre for their incredible work.

And I thank our member organisations for continuously striving to improve the lives of vulnerable Victorians.

In 2019, the Centre will continue to advocate strongly for children, families, young people, carers and the organisations that work with them.

Deb Tsorbaris CEO



Our Year 2017 – 2018 Highlights

July 2017

“The setbacks that a person endures due to living in care are immense and I believe that furthering one’s education allows some movement past that. The Care Leaver Bursary enabled me to concentrate on my studies, while paying off my fees, and I am very grateful for the opportunity.”

— La Trobe uni student

Sector
Participation

July 3, 7

NAIDOC Flag Raising Ceremony and march

As part of its Reconciliation Action Plan, the Centre committed to further developing and strengthening relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations. We joined our Aboriginal colleagues to celebrate NAIDOC Week an event that recognises continued connection to culture, country, and language of all Aboriginal and Torres Strait Islander peoples.

Calendar
Training

July 14

Cultural Awareness Training: Working with Aboriginal Children, Young People and Families

An introduction to working respectfully with Aboriginal children, young people, families and workers in the child and family welfare sector.

Centre
Events

July 28

Education Forum for Carers

The Centre’s Raising Expectations hosted an **Education Forum for Carers**, supported by PCA Families and CityLLEN.

The forum assisted carers to support the learning and education needs of the young people they care for by:

- Informing carers of recent changes and increased support in the Victorian schools environment
- Providing information on education-related services and supports, and
- Offering networking opportunities for carers

The forum was opened by Gill Callister, Secretary, Department of Education and Training.

July 2017 Featured Project

Raising Expectations

Since 2016, Raising Expectations has been generously funded by the Sidney Myer Fund to support care leavers to go on to higher education – through TAFE pathway courses or direct to university.

In this time, care leaver enrolments have increased fivefold:

- In 2016, 43 care leaver students were enrolled
- In 2018, over 200 care leaver students are enrolled

The Centre and its partners, Federation University Australia and La Trobe University, have made significant progress and some impressive achievements.

Raising Expectations received funding from the Department of Education and Training to support the project in 2018. The Centre is extremely grateful to both the Sidney Myer Fund and the Department for their support.

Over 200 care leaver students are now studying at Federation University Australia and La Trobe University

In 2017-2018 Raising Expectations:

- Delivered 'Strategies to Support Learning for Young People Affected by Trauma' workshops to nearly 700 carers, workers and practitioners through Carer KaFE and the Centre
- Presented to 400+ residential care staff at Resi ROCKS
- Provided education advice to carers, school staff, workers and care leavers
- Developed education content for the *Victorian Foster Carer Handbook* and *Kinship Carer Handbook*
- Promoted Raising Expectations to workforce groups, case workers, home-based care workers, carers, Health and Education Assessment Coordinators, LOOKOUT Centre Principals and teams, and TEACHaR teachers
- Won the Victorian Protecting Children Awards' Education Initiative Award

Raising Expectations increased its reach through digital and print communications:

- Featured La Trobe University care leaver students on ABC Radio
- Produced videos of care leavers sharing their experience of getting to university
- Developed and distributed a digital toolkit with newsletter and social media content to over 75 organisations
- Produced content for the Youth Central, CREATE Your Future and Department of Education and Training websites
- Presented at national conferences, including the Shine a Light National Conference for Foster and Kinship Carers with over 600 delegates
- Hosted an Education Forum for Carers, attended by 70 foster, kinship, permanent and adoptive carers and parents
- Distributed informative collateral to over 200 disadvantaged schools



Raising Expectations actively contributed to education policy and program development and discussion:

- Submission to the Parliamentary Inquiry into Career Advice Activities in Victorian schools and participation in Inquiry roundtable
- Evaluation of the Raising Expectations project by the Australian Council for Educational Research
- Active participation in the DHHS State-wide Leaving Care Reform Reference Group, DET-Victorian Community Sector Governance Group, Education Equity Coalition, LOOKOUT Experts Insight Group, Legal Pod Program (pilot) reference group, Out-of-Home Care Partnering Agreement Steering Committee and Steering Committee Developing Independence Pilots and Skills First Youth Access Initiative.



Our Year 2017 – 2018 Highlights

August 2017

“Coming from a regional centre, I enjoy being a part of a bigger network that is supportive, that keeps me up to date with sector changes, and promotes concepts, connection and knowledge in an ever-changing environment”

— Network Participant

Centre Events

August 1

Victorian Child Safe Standards Session

This regular information session provides an overview on the compulsory Child Safe Standards introduced in Victoria to create and maintain child safe environments in organisations that provide services for children.

Calendar Training

August 2

P.L.A.Y — Play, Laughter, Art and You Therapy for Vulnerable Children and Families

This regular workshop explores the theoretical underpinnings of trauma work with children and young people and how the tools of play, laughter, art, animals and other creative therapies can have a positive neurobiological impact.

Network Meetings

August 23

Quality Learning Circle Meeting

The quarterly Quality Learning Circles provide an opportunity for community service organisation staff involved in quality, compliance and business administration to come together and engage in strategic discussion around the role of compliance in the sector. The meetings also provide the platform to identify opportunities for information and resource sharing.

Calendar Training

August 25

Carer KaFE – Strategies to Support Learning for Young People Who Have Experienced Trauma in Shepparton

This workshop for kinship and foster carers gives practical strategies to encourage positive engagement to support young people in their learning.

Strategic Networking at the Centre

The sector networks are one of the key member engagement, consultation and advocacy activities undertaken by the Centre. Both regional and metropolitan sector representatives, academics and government met regularly to build relationships, discuss strategic issues, influence policy and legislative change, and identify best practice. These meetings were a critical influence and oversight on the development of child information sharing reforms and the Aboriginal Children in Aboriginal Care initiative.

Foster Care Network

The Centre, in partnership with Foster Care Association Victoria, held four Foster Care Network meetings to over 120 attendees during 2017-18. Members collaborated and networked, shared information and discussed common experiences.

They also discussed the proposed changes to the carer authorisations policy, undertook advocacy work around changes to the foster carer training and assessment packages and provided feedback and consultation to DHHS for a research project into carer immigration and visa status'.

Leaving Care and Post Care Practitioner Network

Approximately 150 people attended the quarterly Leaving Care and Post Care Practitioner Network meetings. Attendees discussed Setting the Record Straight, TILA, Homestretch, Youthlaw Legal Pod Program, Outcomes Practice Evidence Network (OPEN), Education Program for Young Mums in Toora, Jobs Victoria Employment Network (JVEN), and Addressing the Legal Needs of Young People in OOHC.

Child FIRST and Integrated Family Services Network

Over 200 people participated in the Child FIRST and Integrated Family Services Network meetings to discuss the Orange Door and its impact on existing Child FIRST services and alliances.

Other presentations included the new Family Violence Information Sharing Scheme, the new kinship care model, flexible support packages, the family services redesign and new funding model, and the introduction of the new family services outcomes tool.

Placement Prevention and Reunification Network

Over 70 attendees participated in the Centre's four Placement Prevention and Reunification Network meetings, including representatives from service provider agencies, Fostering Connections, and DHHS.

This network has a strong focus on policy, procedure and practice and has commenced working on identifying common referral processes, program efficiencies, standardised reporting and undertaking advocacy around targets and funding.

Kinship Care Network

The Centre held four Kinship Care Network meetings to over 150 attendees. Specific presentation topics included the new kinship care service model, the new kinship carer manual, OPEN and evidence-based practice, Raising Expectations and the Child and Family Services Industry Plan.

Quality Learning Circle

The Centre held four meetings of the Quality Learning Circle during 2017-18 with over 100 attendees throughout the year. They discussed the new client incident management system, and shared innovative approaches to working cooperatively across compliance and quality assurance.

Victorian Residential Reform Alliance

The Centre coordinated the Victorian Residential Reform Alliance in 2017-18 to develop and articulate a sector-driven and owned position about what is needed to meet the needs of children and young people in residential care.

Rainbow Tick Discussion Group

This year the Centre supported the members of the Quality Learning Circle to establish the Rainbow Tick Discussion Group where agencies involved in the accreditation process can come together for two hours to share learnings and resources and identify what is needed in the sector to support this important initiative. The first of these meetings was held in May with over 20 agencies and DHHS representatives in attendance.





Our Year 2017 – 2018 Highlights September 2017

“People of all walks of life can become respite carers.”

– Sue-Anne, Fostering Connections Ambassador

Sector
Participation

September 7

Centre CEO Deb Tsorbaris was Principal for a Day

On September 7 the Centre's CEO, Deb Tsorbaris took part in the Principal for a Day Initiative at Altona Meadows Primary School. The day involved Deb working alongside the school principal Bill Reid and participating in day-to-day activities at the primary school. This was a great opportunity for Deb to gain insight on the crucial roles that schools have in supporting children, young people and families.

Sector
Participation

September 10 - September 16

Foster Care Week 2017

Foster Care Week is the state-wide celebration of the important work of our foster carers.

Sector
Participation

September 15 & 16

Shine a Light National Conference

Raising Expectations presented at Shine a Light 2017: the annual foster and kinship care conference.

Centre
Events

September 25

What children who live with domestic violence say about their dads: Findings from Irish research

The Centre hosted this important seminar with Associate Professor Stephanie Holt whose academic and research interests primarily focus on a range of issues pertinent to domestic violence, including: child contact, mothering and fathering capacity, intimate partner homicide and risk assessment.

September 2017 Featured Project

Fostering Connections

Supporting foster carers in Victoria

Now entering its third year of operation, Fostering Connections runs a state-wide sector-led foster carer awareness and recruitment campaign. The project allows prospective carers to access centralised information about the process of becoming a foster carer and to connect with partner foster care agencies across Victoria. Fostering Connections captures, collects and monitors data to help the sector understand who foster carers are and to better the process of enquiry to accreditation.

Since its inception, Fostering Connections has responded to **over 13,000 foster care enquiries**



In 2017-18, Fostering Connections:

- Generated 4005 prospective carer enquiries;
- Coordinated state-wide media advertising to raise awareness of the need for more foster carers;
- Developed and launched a new advertising campaign using real carer stories, including a specific Aboriginal creative in collaboration with Aboriginal Controlled Agencies and the Aboriginal community;
- Contributed to the ongoing work of the transition of Aboriginal children and young people in care to Aboriginal Community Controlled Organisations (ACCOs);
- Refined data-gathering and reporting practices and data-driven decision making across the sector through provision of face-to-face and remote training on the use of the Carer Management System;
- Increased collaboration and coordination of marketing and advertising activities between agencies;
- Contributed to removal of bottlenecks in the assessment phase of the accreditation journey by distributing funds to foster care agencies to reduce enquiry to accreditation timelines;
- Facilitated a Carer Experience Survey alongside the Foster Care Association of Victoria, which was distributed to 619 households, collecting feedback on their journey to carer accreditation; and
- Reduced enquiry to accreditation timelines across the sector through provision of funds to foster care agencies. These funds were used by agencies on assessment activities that directly resulted in more carers.



Our Year 2017 – 2018 Highlights

October 2017

“Being able to source free, expert support from OPEN is extremely valuable; it builds capability in evaluation and supports the development of evidence-based practice, which ultimately supports families and children in our communities.”

— OPEN member

Above: The 2017 Debutante Ball

Centre Events

October 5

Debutante Ball

Close to 450 people attended the 2017 Debutante Ball. Young people, their partners and family members (including foster care families, kinship care families and workers in residential care homes) and other community members came together to celebrate the growth, aspirations and spirit of young people in care.

The Minister for Families and Children Jenny Mikakos announced at the 2017 Deb Ball that the Victorian Government would be funding the initiative on an annual basis.

Calendar Training

October 13

Positive Behaviour Support

This regular three-day course provides participants with an introduction to the philosophy and practices of positive behaviour.

Centre Events

October 30

2017 OPEN Sector Research Symposium

October 31

Child Safe Organisations Forum

The Centre hosted a full-day forum on Child Safe Organisations with presentations from Justice Jennifer Coate, Commissioner for Children and Young People Liana Buchanan, Adjunct Professor Muriel Bamblett, Professor Stephen Smallbone, Professor Daryl Higgins, Dr Tim Moore and Kylie Kilgour.

This forum supported the implementation of Child Safe Standards for all organisations that provide services or facilities for children, so that we as a sector can ensure that every child can grow up safe in environments that are free from abuse.

October 2017 Featured Project

OPEN

(Outcomes, Practice, Evidence Network)

In 2017, the **Outcomes, Practice, Evidence Network (OPEN)** was officially launched, building on the foundational work of the Sector Research Partnership.

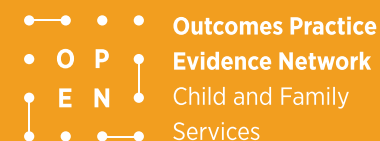
Consistent with our sector's strong leadership in driving the shift from a focus on outputs to evidence and outcomes, OPEN documents local innovations, promising programs and proven practice, and translates and shares knowledge across our sector.

OPEN continues to build sector capability, drawing on the best available research, client perspectives and practitioner expertise to strengthen services for children and families.

As of June 2018, 346 OPEN members benefited from quarterly forums, the 'OPEN Exchange' members bulletin and monthly 'Research Review', program logic training, data and insights projects, and the annual Symposium.

Through OPEN, the Centre also administered DHHS funding of \$800,000, in the form of Learning System Grants, for a range of collaborative research activities.

We thank DHHS as the primary funder of OPEN and our OPEN steering committee, which includes sector, research and government representation, who have helped guide OPEN in its inaugural year.



OPEN Sector Research Symposium

The 2017 Symposium was held under the auspices of OPEN, in collaboration with DHHS and the University of Melbourne. The theme was *Taking an OPEN approach to working with children, young people and families* – encouraging innovation, building on promising practice in service delivery, empowering children and families and implementing what we know works.

Implementation Support

In 2017-18, DHHS engaged the Centre to support the implementation of activities that contribute to our knowledge of good practice and what works for children. These activities included funding service providers to test evidence-based programs to improve outcomes for children, young people and their families.



Our Year 2017 – 2018 Highlights

November 2017

“With consistent effort we can reframe core debates in our values, and focus on outcomes for people. We can ensure our words cut through with repetition by diverse but aligned voices.”

— Anat Shenker-Osorio, communications consultant involved in the Economic Messaging Project collaboration with the Centre

Centre Events

November 2

Helping Families Understand Finances Forum

Good Shepherd has done significant research into the challenges that vulnerable families face when it comes to finances; from difficulty managing low incomes, budgeting, accessing payments or money, to dealing with economic abuse in relation to family violence.

The Centre invited Good Shepherd to share their extensive research into the challenges that vulnerable families face when it comes to finances.

Centre Events

November 8

Client Incident Management System Sector Briefing

In 2017, DHHS developed and implemented a new client incident management system (CIMS) to focus on serious client incidents and strengthen processes, systems and workforce capability.

The Centre facilitated regular briefings to provide updates on the new system and invited senior DHHS representatives to answer questions from the sector.

Centre Events

November 10

What Works and the New York Experience: Evidence-based models and out-of-home care

The Centre and OzChild co-hosted this masterclass by Dr Sylvia Rowlands from the New York Foundling on the New York experience of introducing evidence-based practice into the child and family services sector, highlighting the effectiveness of evidence-based models and the significant reduction in out-of-home care since they were introduced in 2007.

Calendar Training

November 12

A Casework Approach to Working with Vulnerable Families

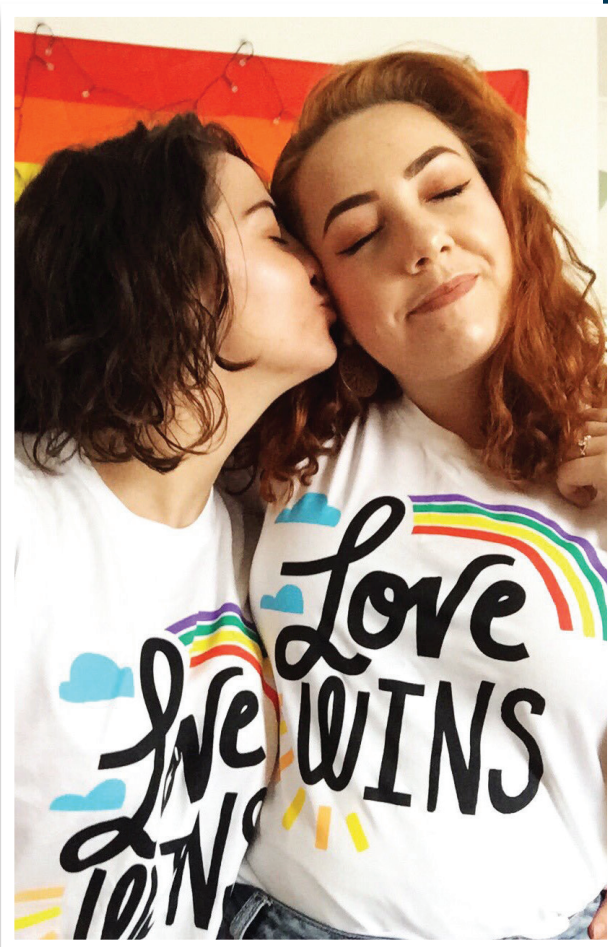
This regular workshop provides theoretical knowledge and skills within a casework approach when working with vulnerable families. It supports workers to establish effective working relationships, engage and support active family participation in case planning and goal setting, including working collaboratively to achieve positive meaningful change.

November 2017 Featured Project

Love Wins

On Wednesday 15 November, the results from Australia's marriage equality survey were released, revealing that an overwhelming majority of Australians support equal marriage. In the lead up to November, the Centre announced strong support for the 'Yes' vote, and launched a campaign to advocate alongside the LGBTIQ families and young people that we represent.

The Love Wins campaign was incredibly successful, with the limited edition t-shirts selling out within 48 hours. All profits from the shirts were donated to Minus18 and QLife, to provide support to LGBTIQ families during the postal vote and beyond. The Centre believes in dignity, equality, and respect for all, and will continue to support and advocate with our LGBTIQ families, young people, members, and colleagues.



Continuing to spread the word and raise awareness

From 2017-2018 the Centre expanded its campaign advocacy.

Our new website attracted 32,500 visitors, and community members were able to enrol in training, read sector news as it happened, and engage with the Centre's many projects.

We spread the word and raised awareness through our Facebook and Twitter pages, advocating for the rights of children, young people and families, and ensured that the best emerging research and practices were shared throughout our networks and the community.

Our regular newsletter, the Sector Buzz, kept subscribers up to date with frequent sector-wide updates and developments. Meanwhile, we tailored specific information to those who wanted to know more about OPEN, Fostering Connections, RCLDS and the Centre's many learning and development opportunities.

Our advocacy is for a safe, equal society for all children, families and young people.

503.7k
Twitter
Impressions
2017-2018

92.67%
Facebook like
increase

3,763
Sector Buzz
Newsletter
Subscribers

32,500
Unique website
visitors

Our Year 2017 – 2018 Highlights

December 2017

“This course challenged my thinking and gave me new confidence in my abilities. My language is more professional in the workplace and I embed many of my learnings daily”

— Diploma of Leadership and Management student

Calendar
Training

December 1

Work Effectively in Trauma Informed Care

This regular training session focuses on the importance of trauma informed care.

Throughout 2017-18, the Centre's trainers provided the skills and knowledge required to practice and contribute to the continuous improvement of trauma informed care within child and family services.

Calendar
Training

December 6

Supporting Practitioners Working with LGBTI Children, Young People, and Families

This training covers principles for effective communication and strengths-based best practice to support practitioners working with LGBTI children and young people in care.

Calendar
Training

December 7

Cross-Cultural Responsiveness Training

Aimed at frontline workers ranging from carers, practitioners, educators, youth workers and caseworkers, this course helped develop expertise in working with individuals and families from refugee, migrant and asylum seeker backgrounds.

Calendar
Training

December 11 & 12

Skilled in Looking after Children

This regular workshop provides participants with an understanding of Looking After Children processes (LAC), and the role that workers, volunteers and clients play. LAC is an outcomes focussed framework for providing good care for children in out-of-home care.

Calendar
Training

December 19

Protecting Young People Online (Online Intake)

This online, interactive training course is for residential care staff on issues related to keeping children and young people safe online.

Learning and Development

Throughout 2017-2018 the Centre delivered a range of learning and development workshops and courses to build knowledge and capacity for practitioners in the child and family welfare sector.

In total, the Centre delivered 145 courses to 2,220 participants, with 46 calendar workshops on 30 separate topics.

Popular courses included Supervision Skills, Leadership Skills for New Managers, and Advanced Case Management.

We are experiencing an exciting period of growth and in response to demand, we are also looking to set up a leadership academy at the Centre that can support the development of existing and emerging leaders.

The Centre continued to deliver customised training, both to member organisations and a wide range of organisations outside our sector.

Total training:
145 workshops,
2,220 participants

Calendar training:
46 workshops,
545 participants

Customised training:
57 workshops,
1440 participants

**Nationally
Recognised Training:**
2 Courses,
16 Completions

Accredited Training case study: BSB51915 Diploma of Leadership and Management

For the third consecutive year the Centre offered the Diploma of Leadership and Management to members and non-members.

This accredited training has been received extremely well by participants who have expressed that it has invaluable advanced their management skills. Throughout the 12 units, and over nine months, participants address organisational management, working with teams, and self-care as a manager.

Managers, executives, team leaders and coordinators participated from a wide range of community service organisations across Victoria.

Moving forward, the diploma will be offered twice a year.



Popular Training

Understanding ICE and methamphetamine:
1124 participants

Looking After Children (LAC):
167 participants

Client Incident Management System (CIMS):
384 participants

Minimum Qualification Strategy for Residential Care Workers (MQS)

Young people who reside in residential care require the best possible care. The safety and wellbeing of these young people is the paramount consideration for everyone involved in their care.

In May 2017, the Department of Health and Human Services (DHHS) released the Minimum Qualification Strategy for Residential Care Workers in Victoria, which sets out the minimum qualification requirements for residential care workers from 1 January 2018. Through the initiative, over 1400 residential care workers have accessed training of either the Certificate IV in Child, Youth and Family Intervention or the Top-Up Skill Set Training, to meet the MQS requirements.

The Centre played a pivotal role as the central point of communication between providers and DHHS in relation to training and the transition to mainstream delivery of training for new workers in 2019.

The Centre also provided support to the Centre for Evaluation and Research at DHHS for assessing the VET Initiative.

While there has been considerable upskilling in the residential care workforce over the past year, there continues to be a need for ongoing residential care workforce development and training.



Our Year 2017 – 2018 Highlights

January 2018

“Better outcomes for clients depend on how we can get the best out of our workforce, who are the very heart of our service system”

– Kym Peake, Secretary of DHHS

Calendar
Training

January 18

DHHS-Funded Training: Forming Evidence-Based Outcomes in Client Incident Management System Investigations in an Out-of-Home Care Context

The purpose of this training is to support community service organisation staff in their analysis and assessment of incidents in an out-of-home care context.

Centre
Events

January 24

Information Session on Transformative Impact Funding

The Out-of-Home Care Funders Group, funded by Equity Trustees and the Sidney Myer Fund, and facilitated by the Centre, offered funding for a new project related to leaving care or extending the care-leaving age. Alongside the Group's support for the Victorian Home Stretch Campaign, the Transformative Impact Funding gave Centre member organisations the opportunity to bid for philanthropic support towards projects that help children and families thrive.

Centre
Events

January 29

CEO Breakfast Forum with Kym Peake

This forum enabled CEOs to come together and hear about the latest reforms and initiatives from the Secretary of DHHS, Kym Peake.

This exclusive event asked CEOs in child and family services to map out a vision of reform where families at risk are supported earlier, connected to support the first time they make contact, and that the support they receive is integrated and wrapped around them.

The CEOs also provided input into the development of the **Child and Family Services Industry Plan**.

Some key themes that emerged were the need for strong leadership, a united voice, and coordinated advocacy across the sector, which captures and reflects the views of children, young people and families.

Submissions and Reports

The Centre made submissions, wrote papers and gave feedback on an extensive range of policy issues – focusing on the needs of children, families and young people.

Our submissions in 2017-18 included:

- State Budget 2018-19
- Victorian Ombudsman's Office Investigation into financial support for kinship carers
- Justice Legislation Amendment (Protective Services Officers and Other Matters) Bill 2017
- Law Council of Australia Justice Project, Consultation Paper August 2017
- Federal Committee into accessibility and quality of mental health services in rural and remote Australia
- Federal Standing Committee on Social Policy and Legal Affairs Inquiry into local adoption
- Australian Law Reform Commission's Review of the Family Law System Issues
- National Children's Commissioner's State of Children's Rights in Australia
- Family and Community Development Committee's Inquiry into Perinatal Services
- Inquiry into the Commonwealth Redress Scheme for Institutional Child Sexual Abuse
- Committee on Legal and Constitutional Affairs Family Law Amendment



We provided written feedback on:

- Family Safety Victoria's Family Violence Information Sharing Ministerial Guidelines
- Child Information Sharing Reforms
- Child Information Sharing Ministerial Guidelines
- DHHS Draft Disability Action Plan 2018-2020
- Family Violence Risk Assessment and Risk Management Framework materials
- Crime Statistics Agency's Victorian Family Violence Data Framework
- Support and Safety Hubs
- ParentsNext national expansion

Advisory Groups

The Centre was actively involved in a wide range of advisory and working groups, such as the Aboriginal Children's Forum, cultural planning implementation, transitioning Aboriginal Children to ACCOs and Section 18, Wungurilwil Gaggapduir Agreement, and the Education Equity Coalition.

Strategic projects and collaborations

- Acquired Brain Injury Report
- Contracted case management survey (The Centre and VACCHO)
- St John of God Child Safety Review

Child and Family Services Industry Plan

In 2017-18, the Centre led the development of the **Child and Family Services Industry Plan 2018-21**. The Plan is focused on how to best support our sector to respond effectively to the needs of children, young people and families who use our services, our workers who deliver these services, our organisations who manage the services, and the sector as a whole which collectively drives reform to improve outcomes.

The plan focuses on four key priorities for the next four years:

- Using evidence-informed practice to support our children, young people and families
- Building an appropriately qualified and skilled workforce
- Developing well-resourced and effective organisations
- Growing a strong, responsive and sustainable sector.

Each priority area is underpinned by a set of priority actions and proposed activities.

The plan draws on extensive sector consultation and feedback and advocates for the things that most need to change to further support and enable the critically important work of child and family services. The next steps will be to develop an implementation timeline.



Our Year 2017 – 2018 Highlights

February 2018

“A key strategy for organisations in preventing risk to children is to cultivate a culture of awareness, transparency and communication”

— The Betrayal of Trust Inquiry

Calendar Training

February 16

Develop and Use Emotional Intelligence

This unit covered the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace.

Calendar Training

February 26

Child Safe Standards Training Commenced for 2018

Throughout February and March the Centre delivered a comprehensive series of Child Safe Standards training throughout Melbourne and Regional Victoria.

As part of this training series the Centre facilitated sessions in Wangaratta, Shepparton, Seymour, Wodonga, Bendigo, Ballarat, Geelong and Dandenong.

Sector Participation

February 27-28

Aboriginal Children's Forum (ACF)

The ACF is convened quarterly by the Minister for Families and Children, and co-chaired with a CEO from an Aboriginal Community Controlled Organisation (ACCO). The ACF demonstrates a commitment to self-determination for Aboriginal people and addressing the over-representation of Aboriginal children in out-of-home care.

The February ACF acknowledged significant progress in transitioning Aboriginal children back to the care and case management of Aboriginal organisations. While there was much to celebrate, Aboriginal organisations, government and the community sector agreed to maintain the energy around the transition process.

The Centre's participation in the ACF demonstrates our support for Aboriginal self-determination through engaging the Aboriginal community in decisions that impact the current and future needs of Aboriginal children and young people.

Making organisations **Child Safe**

Ensuring that all children have the right to grow up in environments that are safe, supportive and free from abuse

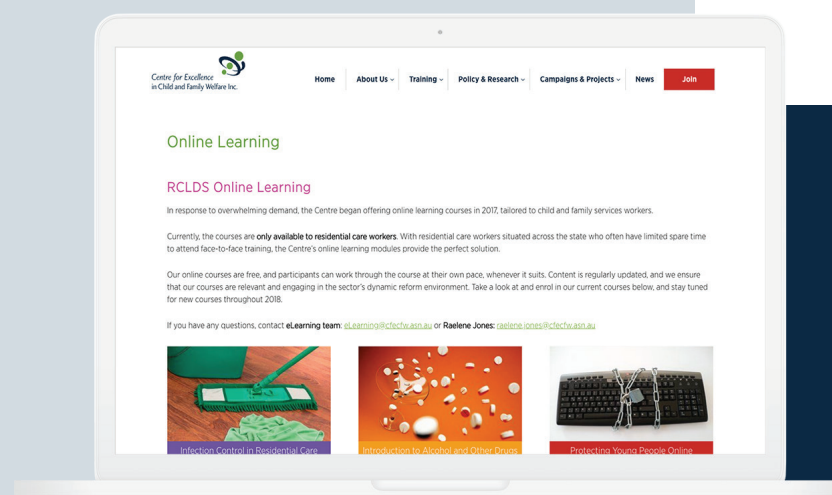
The Centre continues to be committed to supporting organisations to embed cultures of child safeguarding, inclusive practice and have regard to the recommendations of the Betrayal of Trust Inquiry and the Royal Commission into Institutional Responses to Child Sexual Abuse. The Centre delivers information sessions on the Child Safe Standards and Reportable Conduct Scheme and provides advice on child safe policies and risk management to organisations, along with online resources.

With the support of the DHHS Community Support Fund, the Centre created resources to be used by DHHS-funded agencies to assist with implementing the Child Safe Standards.

These included two e-modules, an animated video clip and a webinar. The Centre developed and delivered over 50 information sessions on Child Safe Standards and the Reportable Conduct Scheme this year to a range of member and non-member organisations. The Centre was commissioned by DHHS to develop and deliver 10 sessions to DHHS-funded agencies across the state. In addition, the Centre was commissioned by the Victorian Regulation and Qualifications Authority to develop tools to assess schools on compliance with the Child Safe Standards.

The Centre worked with the Commission for Children and Young People to roll out information sessions and additional training resources to the early years and children's services sector regarding the Reportable Conduct Scheme.

The Centre continued to advocate for a national redress scheme and hosted several forums for our member agencies to meet with representatives of DHHS and Commonwealth representatives from the Department of Social Services. The Centre has continued to advocate on behalf of both victim survivors of institutional abuse and our member organisations who are working towards participating in the scheme.



eLearning at the Centre

Since launching last year, the Centre's eLearning has expanded exponentially in size and scope. More and more community services organisations, of all sizes and in all locations, are interested in the benefits that eLearning can offer. Particularly for those organisations in a remote area, or with a small workforce, getting staff to all the latest training events can pose daunting hurdles both in travel costs and covering shifts. eLearning offers a solution: up-to-date and engaging content, interactive and responsive, that participants can complete in their own time and from the comfort of their own workplace.

As part of the Residential Care Learning and Development Strategy (RCLDS) the Centre operates a dedicated online Learning Management System (LMS) through which residential care staff can access a growing range of courses, including Infection Control; Looking After Children (LAC); Good Notes and Documentation in Residential Care and Protecting Young People Online.

Since its launch in mid-2017, the Centre's Learning Management System has attracted well over 700 users and is growing every day, with new courses coming soon, including Self-Care and Mindfulness and Supporting Young People with Medication.



Our Year 2017 – 2018 Highlights March 2018

“I want an income support system that doesn’t disempower and disadvantage women”

– Associate Professor Kay Cook
at Motherhood, Welfare and Feminism

Network Meetings

March 1

Leaving and Post Care Practitioners Network Forum

This quarterly meeting offers those who work with young people in care or care leavers the opportunity to meet and network to bring about best practice and innovation across the sector.

Network Meetings

March 2

Foster Care Network Meeting

The Centre’s Foster Care Network meets quarterly to address a range of issues impacting the sector’s capacity to care for young people unable to live at home. The meetings set out to identify key priority areas for foster care agencies and chart the way ahead.

Centre Events

March 19

Motherhood, Welfare and Feminism

Network Meetings

March 20

Kinship Services Forum

The quarterly Kinship Services Forum hosts kinship carers and those supporting kinship care programs – including therapeutic services, academics involved in kinship care related research, government and industry representatives – to come together and discuss the constantly changing sector, become involved in initiatives to advocate for kinship care, and to grow the collective voice of carers.

Calendar Training

March 21

Understanding and Using Program Logic

This regular workshop assists participants to understand why Program Logic is a helpful tool in developing and evaluating projects/programs, how to understand the interrelated components of Program Logic and how to apply it in the evaluation of programs.

March 2018 Featured Projects

Motherhood, Welfare and Feminism

In recent years, the Centre has worked closely with a number of our member organisations on federal advocacy and research surrounding women, poverty, gender and the role of the state. In March 2018, the Centre held a public forum on Motherhood, Welfare and Feminism to bring this conversation to the public sphere.

We were honoured to have cultural critic and writer Anne Manne as keynote speaker, and to hear an excerpt from her upcoming book. The event also included a panel featuring Greens MP Lidia Thorpe, researcher Juanita McLaren, and Dr Kay Cook, facilitated by writer Amy Gray. We also heard from Council for Single Mothers and their Children CEO Jenny Davidson.

Over 120 people attended and the night was a success, generating inspiring and thought-provoking discussions on the next steps in this space. The event was particularly successful and influential on social media, with the #MumsUpFront ranking as the number one trending hashtag on Twitter in Melbourne for over an hour on the night.



Image: Tyler Feder of Roaring Softly

Treating Families Fairly

Treating Families Fairly is a network of organisations hosted by the Centre who have joined forces to influence commonwealth policy and instigate Australia-wide change.

In 2017-18, Commonwealth Government policies increased financial challenges on children and families already experiencing hardship.

The Treating Families Fairly organisations included Mallee Family Care, Bethany, Council of Single Mothers and their Children, Financial & Consumer Rights Council, Good Shepherd, Grandparents Australia, Grandparents Victoria, Kinship Carers Victoria and Shepparton's Family Care.

Treating Families Fairly participates in events and activities designed to raise awareness about the impact of government decisions on children and families already experiencing disadvantage and vulnerability.

We aim to become a strong voice supporting the development of child-centred policies that treat families fairly and with dignity.



Our Year 2017 – 2018 Highlights

April 2018

“We know as Aboriginal services, we have not always had government listening to us. This agreement changes that.”

— VACCA CEO Muriel Bamblett at the signing of *Wungurilwil Gapgapduir*

Centre Events

April 17

OPEN Forum

The inaugural OPEN Forum was a chance to learn, share and shape the future of OPEN. Professor Patricia Rogers lead a discussion on the dos and don'ts of evaluation practice and methods.

Sector Participation

April 23

‘How to talk about economics’ released

The Centre was involved in an eighteen-month collaboration with GetUp, CPSU, Uniting Chird, ACOSS, the ACTU, ActionAid and the United Voice, Nurses NSW and Oxfam to analyse the language people use when talking about economics.

This collaborative message research project resulted in practical guidance on effective communications, campaigning and advocacy around the economic policy.

Centre Events

April 26

Redress Roundtable

The Centre hosted its regular Redress Roundtable on the 26th of April with representatives from our member agencies, DHHS and DSS. DHHS and DSS members explained the Redress application process and answered questions from agency members.

Sector Participation

April 26

Wungurilwil Gapgapduir: Aboriginal Children and Families Agreement Launch

Sector Participation

April 30 — May 2

Study Tour: Blueprints Conference in Denver, Colorado

April 2018 Featured Projects

Wungurilwil Gapgapduir: Aboriginal Children and Families Agreement Launch

On April 26 the *Wungurilwil Gapgapduir: Aboriginal Children and Families Agreement*, was signed in Victoria's parliament and the Centre was proud to be one of four signatories, alongside the state government, VACCA, and VACYP Alliance, in this historic agreement.

The *Wungurilwil Gapgapduir: Aboriginal Children and Families Agreement* is a powerful step in the right direction. It is an investment in Aboriginal Community Controlled Organisations and it aims to turn around the statistics of Aboriginal children in care and improve the lives of Aboriginal children and families in Victoria.



Reconciliation Action Plan

In 2017-18, the Centre completed its Reflect Reconciliation Action Plan, the first of four RAPs to guide our reconciliation journey. During the Reflect RAP period the Centre focused on reviewing our internal processes and procedures, the way that we work, and our relationships across the sector in relation to reconciliation. We took action to make change where it was needed, and to further our relationships with Aboriginal organisations and colleagues.

There have been many milestones along the way, including: signing *Wungurilwil Gapgapduir: Aboriginal Children and Families Agreement* alongside the Victorian government and VACCA, supporting the advancement of Treaty in Victoria, working with SNAICC on the Family Matters campaign, and continuing our work with the Aboriginal Children's Forum.

The Centre is looking forward to launching our Innovate RAP in late 2018. The Innovate RAP will allow the Centre to continue to work towards our unique vision for reconciliation, and to be creative and engaging in our actions. We will be focusing on innovative strategies to encourage self-determination, developing and strengthening relationships, and engaging staff and our members on the road to reconciliation.



Blueprints Conference

In April 2018, Centre CEO Deb Tsorbaris and Emily Mellon, OPEN Project Manager, attended the Blueprints for Healthy Youth Development Conference in Denver, Colorado. The international conference aims to bridge the gap between research and practice by bringing together researchers, policy-makers and practitioners to share and learn about evidence-based programs.

Over three days they attended pre-conference workshops, and participated in sessions that covered a wide range of topics including funding, dissemination, adaptation, implementation and evaluation of evidence-based and evidence-informed approaches for improving outcomes with children, youth and families.

Deb and Emily also participated in a number of meetings with services, researchers and policy-makers in Denver and New York City which provided significant insights around community and service-user participation, innovative models and the enabling environment for an evidence-informed service system.

The study trip, including the connections formed with delegates and experts, has particularly supported and strengthened the work of the Outcomes, Practice and Evidence, Network (OPEN) and informed the ongoing work of the Centre.



Our Year 2017 – 2018 Highlights

May 2018

"I know so many young people now who fear their 18th birthday, rather than celebrate it because they don't know where they're going to sleep that night... this is going to mean the world to them."

— Dylan Langley, Centre Young Leader

Sector
Participation

May 1

Australia's First Report into Family Violence and Brain Injury Launch

The Centre joined Brain Injury Australia as a consortium partner, alongside Domestic Violence Victoria, Monash University and No to Violence, to launch this landmark report into family violence and brain injury.

Sector
Participation

May 1

Victorian State Budget Announcement

The Centre welcomed a number of state budget initiatives that prioritised child and family services. This included: \$858.6 million in continued support towards the *Roadmap for Reform* in child and family services; increased funding across three years for children in statutory child protection and home-based care; and \$7.2 million over four years for OPEN, implementation support, and Victoria's network of Aboriginal Community Controlled Organisations (ACCOs) to identify innovation and build the skills and capabilities of the ACCO workforce.

Calendar
Training

Friday May 11

Manage Budgets and Financial Plans

This Nationally Recognised Training provides the skills and knowledge to undertake financial management within a work team in an organisation. Participants learn how to plan and implement financial management approaches and review and evaluate financial management processes.

Centre
Events

May 22

Home Stretch Campaign Launch

Calendar
Training

May 23

Write Up Creative Writing Workshop for Young People

The Centre teamed up with The Stella Schools Program to host a creative writing workshop for young people in Victoria to learn how to write and share stories. The workshop was designed for young people who have experienced disadvantage and who wanted to make their voices heard.



May 2018 Featured Projects

Home Stretch Success

The recent announcement by Minister for Families and Children, Jenny Mikakos, to commit to raising the age of care from 18 to 21 in Victoria was a landmark moment for child and family services.

This was a big step forward for the Home Stretch campaign, co-chaired by the Centre and Anglicare, and came off the back of strong advocacy to #Makeit21.

In May 2018, Home Stretch held their State Election Campaign Launch at the State Library of Victoria, which brought together over 130 supporters and called on the major parties to commit to the extension of care to age 21 ahead of the Victorian state election.

The campaign launch, and subsequent campaigning, led to Home Stretch policies announced by the Victorian Liberal National coalitions, the Victorian Greens, and the Andrews Labor government.

Out-of-Home Care Funders Group

The Out-of-Home Care Funders Group is a collaborative network connecting philanthropists with a shared interest in supporting out-of-home care. The project is facilitated by the Centre, and funded by Equity Trustees and the Sidney Myer Fund. The Centre would like to acknowledge Natalie Elliott and Kirsty Allen for their continued support to improve outcomes for care leavers.

The Victorian Home Stretch campaign was directly funded by the Group with the generous support of the David Taylor Galt Trust (managed by Equity Trustees), the William Buckland Foundation, the Sidney Myer Fund, and Gandel Philanthropy. The Group also granted a round of funding dedicated to Transformative Impact in child and family services.



Residential Care Learning and Development Strategy (RCLDS)

In 2017-18 the Centre continued to facilitate the RCLDS government-funded training for the residential care workforce. The Centre held a significant number of courses during the year and covered a broad range of different topics.

In September 2017, four staff from Mildura attended the 'Yarning up on Trauma' workshop funded through RCLDS Rural and Hardships funding contribution.

In early 2018, Richard Rose, Director of Child Trauma Intervention Services, delivered Communicating with Traumatized Children and Young People. RCLDS offered 20 places to residential care staff to attend the Melbourne and Mildura sessions.

- **Total training**
42 courses, 748 participants

- **Youth Mental Health First Aid**
3 sessions, 45 participants
- **Advanced Youth Mental Health**
3 sessions, 32 participants
- **Effective Conflict Management**
7 sessions, 70 participants
- **Advanced Effective Conflict Management**
2 sessions, 23 participants
- **Supporting Young People with Medication**
3 sessions, 32 participants
- **Young People and Drug & Alcohol, Online**
- **Supervision Training for Residential Workers**
2 sessions, 44 participants
- **Introduction to working with Aboriginal children, families and workers**
5 sessions, 77 participants
- **Ethical Response Safety Training**
1 session, 12 participants
- **Skilled in Looking After Children**
1 session, 24 participants
- **Culturally Competent Youth**
4 sessions, 71 participants
- **Good Notes and Documentation in Residential Care, Online**
- **Sexual Exploitation Training**
3 sessions, 192 participants
- **With Care – Building our Practice**
1 sessions, 25 participants
- **Positive Behaviour Support**
1 session, 24 participants
- **Professional Boundaries in Residential Care**
1 session, 9 participants
- **Working with LGBTIQ+ Youth**
2 sessions, 27 participants
- **Strategies to support learning for young people who have experienced trauma**
3 sessions, 41 participants



Our Year 2017 – 2018 Highlights

June 2018

“At Resi ROCKS I learnt that I matter, and that I really do make a difference when I come into work every day.”

— Residential Care Worker

Centre Events

June 1

Portable Long Service Leave Forum

This forum addressed the implications for the community services sector of the Long Service Benefits Portability Bill 2018. The Centre supported the introduction of portable long service leave to the child, youth and family sector. The Centre will continue to advocate for our member organisations to be supported with the cost of implementing this scheme, and its additional administrative complexities.

Calendar Training

June 5

Learning the Language of Education to Better Advocate for Young People

This workshop provided an overview on ‘education speak’ to more effectively communicate and advocate the learning needs of young people.

Calendar Training

June 14

Identifying Family Violence and Risk Assessment

This introductory course for child and family services workers covers the effects of family violence on adults and children, and provides an overview of legal responses, resources and referrals.

Centre Events

June 15

Resi Rocks 2018

Sector Participation

July 27, 28 & 29

Raising Expectations at the National Doing School Differently Conference

The Centre's Raising Expectations team presented at the national Doing School Differently Conference. The team highlighted the success of Raising Expectations in connecting care leavers with higher education opportunities.

June 2018 Featured Project

Resi Rocks 2018

Celebrating the outstanding contribution of residential care workers

The 12th Annual Resi ROCKS (Recognising Our Carers Knowledge and Skills) was held in June 2018 with over 400 residential care workers and community service organisation representatives attending.

This year's theme was 'Making a Difference: Innovative Ways to Improve Outcomes for Young People'.

The purpose and vision of the 2018 Resi ROCKS was to:

- Provide an opportunity to reflect, learn and look forward.
- Acknowledge the importance and excellence of residential care workers, teams and leaders, and the innovative, evidence-informed practices they bring to their work.
- Show appreciation of the important role of residential workers as an essential part of the professional care team.
- To celebrate and have fun!

Workers were inspired by keynote speaker, Joany Badenhorst, and entertained by comedian Doug Chapel.

There were few dry eyes in the room after young leader Dylan Langley spoke of his experience in care and the difference residential care workers had made in his life.

MacKillop Family Services' Mepunga team won the Residential Care Team Award.

SalvoCare Eastern's Nerrelle Baldwin won the Residential Care Leadership Award.

Mark Thomas and therapy dog Boofa won the Residential Care Worker Award.

400+
attended our 2018
Resi Rocks
conference



Our Board



Paul McDonald

Chief Executive
Officer, Anglicare
Victoria

Board Chair



Grant Boyd

Chief Executive
Officer, Bethany
Community Support

Treasurer



Silvia Alberti

General Manager,
Uniting (Western
Victoria & Tasmania)

Board Member



Aileen Ashford

Chief Executive
Officer, Kids First

Board Member



Lisa Griffiths

Chief Executive
Officer, OzChild

Board Member



Teresa Jayet

Chief Executive
Officer, Mallee
Family Care

Board Member



Allan Joy

Chief Executive
Officer, Child and
Family Services
Ballarat

Board Member



Michael Perusco

Chief Executive
Officer, Berry Street

Board Member



Fran O'Toole

Deputy Chief
Executive Officer,
Berry Street

Board member
(Resigned May 2018)



Peter Mulholland

General Manager,
Salvation Army
Westcare

Board member
(Resigned March 2018)



Gerard Jones

Deputy Chief
Executive Officer,
Mackillop Family
Services

Board member
(Term concluded Nov 2017)



Greg Levine OAM

Reserve Magistrate

Independent Expert
Member



Karen Milward

Aboriginal Advocate
and Consultant

Independent Expert
Member

Our Staff

As of 30 June 2018

Executive

Deb Tsorbaris	Chief Executive Officer
Sue Maddison	Executive Assistant

Operations and Finance

Radha Cumarasamy	Executive Manager - Operations and Finance
Grace Kasper	Bookkeeper
Ramya Ramaswamy	Administration Assistant

Policy, Research and Advocacy

Michele Lonsdale	Deputy Chief Executive Officer Director - Policy, Research and Advocacy
Joanna Humphries	Project Manager - Raising Expectations
Jo-anne McMahon	Project Manager
Emily Mellon	Project Manager - OPEN
Sharon Clerke	Senior Project Officer
Harriet Bevitt	Policy and Project Officer
Oliver Tsorbaris	Project Officer

Communications

Matthew Incerti	Executive Manager - Communications, Media and Engagement
Chloe Papas	Campaigns Coordinator
Eliza Herbert	Digital Communications Coordinator
Kelly Bowey	Policy and Research Officer

Learning and Development

Mark Ryan	Training Coordinator
Natasha Lobo	Compliance Admissions Officer
Claire Simmonds	Project Officer
Jim Vale	eLearning Project Officer
Rijumayi Dempster	eLearning Design Officer

Child and Family Reform Unit


Georgette Antonas	Manager - Child and Family Reform Unit
Ondine Childs	Project Officer

Home Stretch

Nevena Spirovska	Victorian Campaign Coordinator
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Fostering Connections

Zena Hosseini	Project Manager - Fostering Connections
Dan Christie	Communications and Strategic Marketing Coordinator - Fostering Connections
Laura Cashman	Project Coordinator - Fostering Connections
Andrew DuLaney Shaw	Business Analyst - Fostering Connections



The Centre for Excellence in Child and Family Welfare advocates for the rights of young people, children, and families in Victoria. We aim to ensure that young people are heard, safe, have access to education, and remain connected to family, community and culture.

Throughout 2017-18, our membership base continued to grow, with ongoing increases in the number of student and individual members at the Centre.

We thank our members.

Our members are at the forefront of supporting children, young people and families in Victoria.



Our Member Organisations

Access Health and Community, Anchor, Anglicare Victoria, Australian Childhood Foundation, Australian Childhood Trauma Group, Australian Community Support Organisation, Baptcare, Barwon Child, Youth and Family, Benalla Rural City Council, Bendigo Community Health Services, Berry Street, Bethany Community Support, Brophy Family and Youth Services, Brotherhood of St Laurence, Bubup Wilam, Caroline Chisholm Society, CatholicCare Melbourne, CatholicCare Sandhurst, Centacare Ballarat, Child and Family Services Ballarat, Christian Brethren Community Care, City of Darebin - Child and Family Services, City of Melbourne, City of Port Phillip - Family and Children's Services, City of Yarra, Cobaw Community Health Service, Cohealth, Colac Area Health, Community Living and Respite Services, Concern Australia, Doncare, Drummond Street Services, EACH Social and Community Health, Eastern Domestic Violence Service, Emerge Support, ERMHA, Family Access Network Inc, Family Life, FamilyCare, Foundations Care Ltd, Gateway Health, Gippsland and East Gippsland Aboriginal Cooperative, Gippsland Lakes Community Health, Good Shepherd Australia New Zealand, IPC Health, Jesuit Social Services, Jewish Care, Junction Support Services, Kara House, Key Assets, Kids First, Kyabram Community and Learning Centre, Life Without Barriers, Lifeworks Relationship Counselling and Education Services, Lighthouse Institute, MacKillop Family Services, Make A Difference Dingley Village, Mallee Family Care, Mallee Track Health and Community Services, Melton City Council, Mirabel Foundation, Moira, Moonee Valley City Council - Family and Children's Services, No to Violence, Odyssey House Victoria, ONCALL Personnel and Training, Oz Child: Children Australia, Permanent Care and Adoptive Families, QEC, Quantum Support Services, Relationships Australia, Rumbalara Family Services, Safe Steps, The Alannah and Madeline Foundation, The House with No Steps, The Reach Foundation, The Salvation Army Crossroads, The Salvation Army SalvoCare Eastern, The Salvation Army Westcare, Tweddle Child and Family Health Service, Uniting (VicTas), Upper Murray Family Care, VANISH, Victoria Legal Aid, Victorian Aboriginal Community Controlled Health Organisation, Victorian Association for the Care and Resettlement of Offenders, Victorian Co-operative on Children's Services for Ethnic Groups, Windermere Child & Family Services, Women's Information, Support & Housing in the North, YSAS

Financial Reports

Treasurer's Report

After another year of significant activity at the Centre, the Board is pleased to present an operating surplus of \$1,140,480 for the financial year ended 30 June 2018.

Analysis of the financial reports shows the following movements:

- Revenue for the year increased by \$2,873,818 or 64% from 2016-17, with;
 - Government funding increased by 50% over the year – Evidence based programs, Implementation of Minimum Qualifications Requirements funding, Raising Expectations funding and other training program funding.
 - Income from investments increased by 51% over the year.
- Overall expenditure aligned with increased revenue for the year and increased by \$2,237,107 or 54% from 2016-17, with;
 - Employee benefits increased by 21% and includes staffing resources for funded projects. The increased project activity at the Centre has been absorbed within the current staffing resources.
 - Operations expenses increased by 93% reflecting the expenditure on the increasing levels of projects over the year.

- The current assets for the year increased by \$41,961.
- Non-current assets for the year decreased by 0.5% with Depreciation for the year of \$99,778.
- Total current liabilities for the year decreased by \$1,184,730 or 24%, with;
 - Other liabilities (unexpended project grants) decreased by \$730,634 a reflection of successful completion of funded projects in 2017-18
 - The Statement of Cash Flow shows a net decrease in cash and cash equivalents across the year of \$1,282,983. The cash flow currently represents cash and cash equivalents only. The decrease in cash is due to prudent investment of funds which is represented in Other Financial Assets in the balance sheet. Other financial assets have increased by \$1,267,761.

The Centre maintains a healthy level of reserves to ensure that the important work of the Centre continues to support our members and member organisations in their work with vulnerable children, young people and their families.

I would like to thank the members of the Finance committee during the 2017-18 financial year:

Paul McDonald, Lisa Griffiths and Graham Boal.

I would also like to acknowledge the Centre's finance team for their professional work during the year.

The following financial statements overview has been extracted from the Centre's Financial Statements for the year ended 30 June 2018. The financial statements have been prepared as General Purpose Financial Statements in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and Interpretations issued by the Australian Accounting Standards Board (AASB) and the Associations Incorporation Reform Act 2012. The financial statements have been audited in accordance with the Associations Incorporation Reform Act 2012 and Australian Auditing Standards by Crowe Horwath Melbourne. The full financial statements can be obtained from the Centre's website.



A stylized, handwritten signature in black ink, appearing to read 'Grant Boyd'.

Grant Boyd Treasurer

Statement of Surplus or Deficit and Other Comprehensive Income

For the Year Ended 30 June 2018

	2018 (\$)	2017 (\$)
Revenue	7,370,760	4,496,942
Investment income	122,603	81,039
Other gains and losses	-	(517)
Depreciation expense	(99,778)	(53,516)
Employee benefits expense	(2,399,643)	(1,990,072)
Operations expense	(3,394,211)	(1,758,331)
Office expense	(378,875)	(227,162)
Occupancy expense	(71,214)	(69,638)
Motor Vehicle expense	(9,162)	(17,077)
(Deficit)/Surplus for the year	1,140,480	461,668
Other comprehensive income	-	-
Total comprehensive income for the year attributable to members of the Association	1,140,480	461,668

Statement of Changes in Equity

For the Year Ended 30 June 2018

	Accumulated Surplus (\$)
Balance at 1 July 2016	2,301,848
Total comprehensive income for the year attributable to members of the Association	461,668
Balance at 30 June 2017	2,763,516
Total comprehensive income for the year attributable to members of the Association	1,140,480
Balance at 30 June 2018	3,903,996

Statement of Financial Position

At 30 June 2018

Assets	2018 (\$)	2017 (\$)
Current Assets		
Cash and cash on hand	2,957,775	4,240,758
Other financial assets	3,652,095	2,384,333
Trade and other receivables	162,626	121,361
Other assets	22,440	6,523
Total current assets	6,794,936	6,752,975
Non-current assets		
Property, plant and equipment	940,432	1,023,235
Total non-current assets	940,432	1,023,235
Total assets	7,735,368	7,776,210
Liabilities		
Current liabilities		
Trade and other payables	466,151	534,818
Deferred revenue	466,553	536,097
Provisions	195,797	140,104
Other liabilities	2,676,605	3,778,816
Total current liabilities	3,805,106	4,989,835
Non-current liabilities		
Provisions	26,266	22,859
Total non-current liabilities	26,266	22,859
Total liabilities	3,831,372	5,012,694
Net Assets	3,903,996	2,763,516
Equity		
Accumulated Surplus	3,903,996	2,763,516
Total Equity	3,903,996	2,763,516

Statement of Cash Flows

For the Year Ended 30 June 2018

	2018 (\$)	2017 (\$)
Cash flows from operating activities		
Receipts from customers	6,730,079	7,973,067
Payments to suppliers and employees	(6,850,927)	(4,680,727)
Interest received	122,603	81,039
Net cash generated from operating activities	1,755	3,373,379
Cash flows from investing activities		
Payments for property, plant and equipment	(16,977)	(86,450)
Proceeds from sale of property plant and equipment	-	20,000
Net Proceeds from sale of financial assets	(1,267,761)	(36,645)
Net cash used in investing activities	(1,284,738)	(103,095)
Net increase in cash and cash equivalents	(1,282,983)	3,270,284
Cash and cash equivalents at the beginning of the year	4,240,758	970,474
Cash and cash equivalents at the end of the year	2,957,775	4,240,758



Centre for Excellence
in Child and Family Welfare Inc.

About the Centre

For over 100 years, the Centre has advanced the rights and wellbeing of children, young people and families in Victoria.

We advocate for the rights of children and young people to be heard, to be safe, to access education and to remain connected to family, community and culture.

We represent over 100 Victorian organisations working across the continuum of child and family services, from prevention and early intervention to the provision of out of home care.

Our members are at the forefront of supporting children, young people and families.

Contact

Centre for Excellence
in Child and Family Welfare
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