



**90 years on, we continue to fight
for an Australia free of poverty**

Annual Report 2021



Brotherhood of St Laurence
Working for an Australia free of poverty

Contents

Introduction	3
Leader Reflections	4
Our impact	8
Responding to COVID-19	11
Innovation and systemic change	24
Other highlights	38
Governance and financials	44
The Board of Directors	47
Executive Team	55
Our strategy	61
Thank you	63



Introduction

In 2021, the coronavirus pandemic is still causing widespread economic and social upheaval and disrupting our lives. Our resilience has been tested at a personal and societal level. Everyone in Australia has had it tough. None more so than those in our community who were already experiencing disadvantage.

The challenges we faced before COVID-19 loom larger now – growing inequalities, the changing nature of work and the impacts of climate change. COVID-19 has accelerated these trends and has exposed cracks in our society and its systems. Yet, it has also opened opportunities for systemic change. As the experience of the pandemic has shown us, we can make different policy choices to address poverty.

At the Brotherhood of St. Laurence (BSL), we have worked hard to respond in new and innovative ways to support people who experience disadvantage.

In this annual report, we share our progress over the 2021 financial year as we continue to support those facing disadvantage and advocate to bring about lasting, systemic change in achieving our vision of an Australia free of poverty.

Acknowledgement of Country

The Brotherhood of St. Laurence acknowledges the Traditional Custodians of the land and waterways on which our organisation operates. We pay our respects to Aboriginal and Torres Strait Islander Elders past, present and emerging.

Leader Reflections

Report from Chair of the Board

Today is BSL's time – now, more than ever

Entering its tenth decade, BSL's enduring vision remains a formidable one – an Australia free of poverty. Becoming Board Chair in April 2021, I joined BSL in aspiring to make a real difference and support people experiencing disadvantage – so many more now in this COVID-19 environment. Together, and with confidence, we strive to continue the work of our Founder, Father Gerard Tucker.



Stephen Newton AO,
Chair of the Board

BSL has so much to be proud of in our first 90 years. The impact of BSL's work since its inception in 1930, has been profound, touching the lives of so many, and shaping the social fabric of the Australia we have today. I warmly recognise and honour those who have contributed to this distinguished history.

Just as BSL worked to address the challenges brought about by the Great Depression, we work to address the difficulties presented by the ongoing pandemic. Now is our time. Together, our staff, donors and supporters will further BSL's mission into the next decade.

During these early months with BSL, I have been able to experience first-hand the great work BSL is doing. I have visited our Education First Youth Foyers and social enterprise stores, attended the launch of our Stretch Reconciliation Action Plan during National Reconciliation Week, engaged with the Chaplaincy team, taken part in a service to commemorate Father Tucker's legacy, and met with various working groups of staff across a range of different areas.

These experiences have left me deeply impressed by the commitment and determination of BSL volunteers, staff, Board Members and Charter and Life Members in delivering real solutions to help people out of poverty and address the systemic issues that keep people trapped in poverty. As this annual report shows, from research to programs to policy and advocacy, BSL continues to strive for change. Using an evidence-based approach and working with others, our work can make a

real difference to increase participation and inclusion for all people living with disadvantage and poverty in Australia.

I thank Conny Lenneberg, our outgoing Executive Director, for the wealth of experience she brought to the organisation. Conny would often say that the Brotherhood of St. Laurence is Australia's best-kept secret. Under her leadership, BSL engaged deeper and wider and we raised our voice in driving lasting change together. Her inspiration and passion to shape this world are remarkable.

Finally, I join with so many others in warmly thanking the Archbishop, the Most Reverend Dr Philip Freier, for all that he has brought to BSL during his tenure as Board Chair. I first came to know him when I was the Principal of a large Anglican school. We came to work more closely together through Anglicare Victoria, where I also served as Chair and where he serves as President of the Council. Through his regular meetings with the Chairs and CEOs of the Anglican Welfare Agencies, he deepened my appreciation of BSL, where I now find myself as his successor.

The Archbishop leaves BSL in a strong and respected position, both in our governance and in the extent of our reach. I am grateful that he will continue his involvement with BSL into the future through the keen interest he takes in our work, and through several formal responsibilities as Archbishop of Melbourne, including chairing the Annual General Meeting and other connections with the BSL Board.

As this annual report came together, common themes of people overcoming adversity and demonstrating resilience emerged in the face of the challenges COVID-19 presents. As we move towards COVID-normal, BSL will continue to find innovative ways in striving for change as it seeks an Australia free of poverty.

Thank you for your support and encouragement.

More than anything I hope reading this annual report will offer you hope and remind you how caring, resilient and inspiring humans can be.

A handwritten signature in blue ink, reading "Stephen Newton".

Stephen Newton AO
Chair of the Board

Report from Acting Executive Director

**Throughout the pandemic, BSL
has stepped up to face the
ongoing challenges of COVID-19**



Dr Lucia Boxelaar,
Acting Executive Director

We look back on a year where, at every turn, we have pursued opportunities to strengthen our support for people most disadvantaged by COVID-19, including young people transitioning into adulthood; asylum seekers and other temporary visa holders who found themselves excluded from federal government support; people experiencing homelessness and socially isolated Victorians.

Through this time of disruption, we have been inspired by people and communities that have come together to support one another and create change. We have an opportunity to act and to reimagine what kind of country Australia can be.

Many of the issues we were facing before COVID-19 loom larger now: transitioning to a net-zero-carbon future without leaving those most disadvantaged further behind; growing inequalities and economic insecurity due to the changing nature of work, rising costs of living and an inadequate social security safety net and a human services system that is not sufficiently aspirational and transformational, particularly when it comes to supporting those who experience significant disadvantage.

Our experience during the pandemic has shown us that, as a community and as a country, we can make different policy choices. We can choose to end poverty. In collaboration with Social Ventures Australia (SVA), BSL commissioned B Phillips and V Narayanan, from the Australian National University (ANU), to undertake analysis of income support, poverty and financial stress on children and families. This research showed us that despite increased unemployment during the COVID-19 pandemic, poverty rates for children of single parents fell from 39% to just 17% because of the \$550 per fortnight Coronavirus Supplement. Also, modelling showed that a 10% increase in social security expenditure could more than halve the poverty rate among JobSeeker recipients – reducing it from 88 per cent to 34 per cent.

No one was more passionate to address these issues than our previous Executive Director, Conny Lenneberg. Conny resigned from her role as Executive Director in February 2021. On behalf of BSL, I thank Conny for her dedication and passion for our work. Conny worked with a sense of urgency and a bias for action. She led a process of transformation that ensured BSL is equipped to address the challenges that are ahead of us; she ensured BSL has a strong presence in public debate and she recognised the importance of partnership. Most importantly, Conny encouraged us to step up and this is what BSL has done throughout the pandemic. As a result, we extended our program portfolio to provide support for the many people disproportionately impacted by COVID-19.

We embraced the state government's Working for Victoria (WfV) program, which allowed us to establish a surge capacity of 102 staff for a period of six months to address the growing demand for our services. We established a Community Strengthening Initiative as part of this program, employing 36 people, most of whom had lived experience of disadvantage, including people who had been long-term unemployed and refugees and asylum seekers.

Over fifty BSL staff were involved in the Wellbeing Checks program funded by the (then) Department of Health and Human Services, offering community door knock visits to socially isolated Victorians.

The Extreme Hardship Program saw BSL partnering with the Red Cross to respond to the housing, healthcare and mental health care needs of asylum seekers who had lost work due to COVID-19.

In our Aged Care Division, our focus has been on ensuring that our clients were safe but also retained important social and community connections.

Similarly, in NDIS, positive outcomes were achieved despite the COVID-19 challenges, as our services maintained face-to-face and virtual services to ensure people with disability had the support they needed to stay safe and had the opportunity to learn new skills, access virtual services and increase their independence.

Restrictions shook our Social Enterprises, but the doors to all but four of our 23 Community Stores re-opened in December and we had record sales for Brotherhood Books.

In our advocacy, we leveraged the COVID-19 Insights series produced by our Research and Policy Centre. These reports demonstrate that single policy or program solutions to address the economic insecurity of vulnerable groups are not effective. Concerted attention to aligning policies on access to skills, careers and employment support, as well as adequate social security, is needed to build the capability of these groups to live a good life.

Funding from The Paul Ramsay Foundation, which enables us to develop a systemic change response to COVID-19 impacts on young people, has been important in progressing this policy work. With this funding, we will extend our community-led response to youth employment (through the National Youth Employment Body) to seven communities in Australia.

BSL also published the report, **Voices from the Frontline**, which canvassed the experiences of over 300 BSL frontline staff across Community Programs, NDIS and Aged Care in responding to the pandemic. The report shows how both the pandemic and its accompanying isolation restrictions had an unequal social, health and economic impact on people facing disadvantage.

In this annual report, we share how we have continued to respond to the challenges of COVID-19, as well as some of our other key work and achievements over the last financial year.

On an important final note, I would like to acknowledge the very significant contribution of our outgoing Board Chair, the Most Reverend Dr Philip Freier and welcome Mr Stephen Newton as he joins BSL as our new Board Chair. I appreciate the significant contribution he has already made in the short time since joining BSL. I would also like to offer a big note of thanks to our donors and the staff and volunteers at BSL. Throughout this year, our staff and volunteers have maintained their focus and commitment to our work to end poverty. I feel privileged to be part of this team and extend a heartfelt 'thank you' to all.



Dr Lucia Boxelaar
Acting Executive Director

Our impact

This year BSL, together with our Community of Practice partners, achieved many important outcomes for people experiencing disadvantage.

The following represents just a few examples of what we have achieved in the 2021 financial year in directly supporting people experiencing disadvantage.

Key outcomes



Sumner House

- We repurposed our Sumner House facility to support people experiencing homelessness.
- From April 2020 - 30 June 2021, we supported 207 residents in total, 52 of whom were COVID-19 positive.
- 14 former residents are now permanently housed, whilst others are engaged with supports to achieve this goal.



Working for Victoria (WV) Program

- Established a surge capacity of 102 staff to help with COVID-19 response.
- 50% recruited were from disadvantaged backgrounds
- 35% were from Culturally and Linguistically Diverse (CALD) backgrounds.
- 74% believed they improved the skills required to be hired into their next role.
- 46% transitioned to either extended short term or permanent roles within BSL.
- 25% secured employment elsewhere at the conclusion of the program.



Home Interaction Program for Parents and Youngsters (HIPPY)

- 3,970 families in 100 communities participated in HIPPY, delivered in partnership with 65 local providers.



Policy submissions and publications

- Our Research and Policy Centre produced 21 policy submissions and 28 publications.



Youth

- 905 young people participated in the Transition to Work program.
- 117 young people accommodated in our three Education First Youth Foyers, 109 of which were engaged in education and 79 were engaged in employment.
- 120 Students were enrolled at the David Scott School in the 2020 school year.
- 94% of Year 12 students completed their schooling and were awarded their senior VCAL certificate.



Energy

- With our partners, we assisted over 5,000 households to address energy-related hardship or claim the \$250 Power Saving Bonus.
- Estimated bill savings or grants totalled over \$1,622,800.



NDIS

- Supported 30,991 people with disability to access mainstream services and/or develop a funded plan.
- Supported 10,661 children aged 0-6 years and families through early intervention and access to funded supports and/or linked to community services.
- We participated in 1,315 community capacity building and engagement activities.



Aged Care

- Served 1,200 Home Care Package recipients.
- Provided in-home support to 1,800 households.
- Provided 113,600 hours of Social and Respite care to 400 clients.
- 129 residents supported in residential aged care across the financial year.



Employment Programs for adults

- Assisted 2,615 people through our employment services and migrant women's enterprise initiative.



Financial wellbeing

- With our partners, 5,809 participants were assisted to develop savings habits and collectively save \$2,157,639 through SaverPlus.



Volunteers

- 1,756 volunteers supported BSL.
- 240 volunteers transitioned to virtual volunteering.



Responding to COVID-19

Too many families in our community already deal with the daily hardship of poverty and disadvantage. The COVID-19 crisis, however, has significantly increased the challenges, pushing countless people into further economic insecurity and distress.

At BSL, we have worked hard during this pandemic to meet the increased demand for our services. We changed our service delivery approaches to enable continued access; we worked to ensure the safety of our people and the people we serve; we expanded our work to support the wider pandemic response.

We have also actively continued to use our strength in research to advocate for the systemic change needed to address poverty and help Australia recover from the COVID-19 crisis.

In the 2021 financial year, we responded to COVID-19 by doing the following...

Expanded to support the pandemic crisis response

BSL joined forces with Australian Red Cross to support people who were most impacted by the pandemic.

This included taking on the role of Network Lead to support Australian Red Cross Extreme Hardship Support Program (EHSP). Working closely with the Australian Red Cross and the Department for Fairness, Families and Housing, BSL supported the program and its network of over 700 grassroots multicultural organisations to help people on temporary visas access Extreme Hardship Grants.

BSL was subsequently invited to set up the Wellbeing Checks Program to check on vulnerable Victorians affected by the lockdown. Australian Red Cross phoned over 40,000 people to check in on them. Throughout December 2020, BSL recruited a team of 60 staff to make doorstep visits to over 11,650 people who did not answer the phone calls. BSL reached some of the most isolated and vulnerable members of our community and we were able to refer many residents to community and health organisations for added support.



Nabila Yusof and Ali Mamun, who delivered wellbeing checks to those experiencing isolation and loneliness due to COVID-19.

Helped people into work through our employment and training programs

Our employment services adapted their service delivery to meet both the needs of participants and the employment market.

During the 2021 financial year, BSL operated several employment services supporting adults experiencing disadvantage into work. The programs included Work and Learning Centres, Jobs Victoria Employment Network, Given the Chance, the Community Safety and Information Service and ParentsNext.

The repeated cycle of lockdowns and re-opening has resulted in a situation where there are high numbers of people out of regular work in impacted industries. Some job seekers are reluctant to re-engage with employment until there is greater certainty and they can be reassured of ongoing employment and COVIDSafe workplaces. Others are trying to manage complex family situations and supporting children at home. BSL's employment programs have continued to operate

successfully throughout the pandemic, adapting our approach and ensuring greater flexibility in how support is provided.

One example is our Work and Learning Centres (WLCs) in Melbourne and Shepparton. Through digital communications, virtual meetings, print, radio and social media strategies, our WLC teams made sure they continued their engagement with program participants during COVID-19.

We helped participants like Ron, one of 21 Shepparton WLC participants, to successfully gain employment with the Greater Shepparton Council.

You can read more about Ron's story on the [Greater Shepparton Council news page](#).



BSL Work & Learning Centre participant, Ron, and Advisor, Sophie

Increased our impact in the community through the Working for Victoria initiative

Through the state government's Working for Victoria Initiative we employed 102 jobseekers and increased our capacity to deliver services to the community.

The Victorian Government's Working for Victoria (WfV) initiative was introduced in 2020 to create job opportunities during the pandemic while helping organisations like ours to respond to the pandemic. The initiative ran from June to December 2020 and saw 102 staff join BSL for up to six months of employment. These individuals contributed to strengthening BSL's support of people experiencing disadvantage, while building their own skills and work experience. Many were entering community sector work for the first time.

Of the 102 staff BSL recruited, 50% were from disadvantaged backgrounds and 35% were from Culturally and Linguistically Diverse (CALD) backgrounds, with 30 languages spoken. Many of the WfV staff brought with them unique expertise they had gained from work in other sectors and countries.

By the end of their time with BSL, 74% of our WfV employees believed they improved the skills required to be hired into their next role. 39% were considering a permanent career change into the community sector and 29% viewed the experience at BSL as a step up in their career journey. Of the cohort, 46% transitioned to either extended short term or permanent roles within BSL, while a further 25% secured employment elsewhere at the conclusion of their contract.



Shanshan He, Administration, Jobs Victoria Advocates program

Work in the community sector

Shanshan He's story illustrates how the WfV program helped her to transition into work during the pandemic and to recognise the value of work in the community sector.

Shanshan came to Australia 21 years ago from China. She became an Australian citizen and had two children. Having studied at Monash University, Shanshan had ten years' experience working in accounting, customer service and logistics, but stopped work to look after her children. She began looking for work again when her youngest child was five years old. Shanshan said, 'I like my children to be proud of me. That's why I started looking for a job in February 2020.'

Finding it difficult to gain employment like many others during the crisis, Centrelink referred Shanshan to ParentsNext. She was then connected with the WfV program at BSL, where her accounting and logistics skills were recognised, and her contribution was valued, despite her lengthy time out of the workforce raising children. She was engaged as a BSL Community Organiser, as part of the Community Strengthening team. When the WfV program ended in December 2020, Shanshan continued her employment at BSL in the Jobs Victoria Advocates program.

“ My new goals are to stay in community area. I want to say thanks to BSL. It’s different from corporate. In community it’s about relationships and it’s good that you can help people. You must have a generous heart and respect people regardless of their background.

Through the WfV initiative, BSL was able to provide an opportunity for job seekers experiencing disadvantage to transition to employment, to increase their skills and employability and recognise the opportunities in the community services sector.

Repurposed our Sumner House facility to support people experiencing homelessness

We supported people experiencing homelessness with chronic health issues by providing a welcoming and safe environment.

In partnership with St Vincent's Health Melbourne and Launch Housing, we repurposed our Sumner House building in Fitzroy, Melbourne, to help people experiencing homelessness with chronic health issues to self-isolate and/or recover from the effects of COVID-19.

This integrated health and housing model saw BSL provide and maintain the facility and provide practice development support, while St Vincent's Health provided clinical staff and Launch Housing provided housing support staff. Those who were admitted were provided with care that addressed clinical, medical, health, well-being, social, life skills and housing tenancy needs through an integrated team approach, drawing on the expertise of the partners involved in this initiative.

From its opening in April 2020 through to 30 June 2021, there were 207 residents in total, 52 of whom were COVID-19 positive.

Of the former residents, 14 are now permanently housed, while others are engaged with supports to achieve this goal.

There was zero resident-to-resident transmission of COVID-19 and no staff acquired COVID-19 at Sumner House despite the high-risk nature of the work.

We are pleased that for most people helped in our Sumner House facility, their stay was a positive experience, with staff ensuring that a welcoming and safe environment was provided.

Results from a feedback survey of Sumner House residents revealed that 81% felt safe and 88% reported getting enough help with their health needs.

We would like to acknowledge the significant strength of the partnership that was formed - one we hope to build on in the future.



BSL Sumner House Atrium



BSL Sumner House shared living area

Supported people in our programs affected by Melbourne's lockdowns

BSL services maintained a face-to-face presence, where necessary and found new ways to connect, empower and engage with people virtually, through online workshops, meetings and information sessions, online carer support groups and online capacity-building opportunities.

Social housing tenants

We assisted tenants in the Flemington and North Melbourne social housing affected by Melbourne's hard lockdown

A lockdown by the Victorian State Government across the North Melbourne and Flemington housing estates prevented 3,000 people, across nine towers, from leaving their homes for 14 days from 4–18 July 2020. Where hotspots were identified, the lockdown was longer.

From the outset, our Community Programs and NDIS teams were on the phones conducting wellbeing checks with participants in our programs who were residing in the towers.

BSL participated in the Yarra Community Working Group consisting of the Department of Health and Human Services, local organisations,

community leaders and residents. Through resident-led ideas and solutions, the working group sought to minimise the spread of COVID-19 between residents living at the Fitzroy, Collingwood and North Richmond housing estates.



BSL team member, Tsion Girma, at the base of the Flemington housing estate



Bicultural BSL staff assisting at the Flemington housing estate

NDIS participants

We continued to support people with disability to get the supports they need during lockdown



Noah who is receiving support from the National Disability Insurance Scheme (NDIS)

The BSL NDIS team completed over 2,524 participant phone calls to check that people with disability - identified as vulnerable or isolated - had the supports they needed. In addition to these calls, we maintained our regular check-ins, supplied online services and kept the offices open, providing support through face-to-face appointments for those who could not utilise online services.

Children's Programs

We supported children and families under stress from lockdown and remote learning and helped them stay connected with schools

Lockdowns and remote learning left many parents in our Children's Programs confused and concerned that they were unable to support their children. Our bicultural workers reached out to many Cultural and Linguistically Diverse families during the lockdowns, ensuring regular telephone communication in the family's own language to strengthen trusted relationships and provide the ability for families to share their concerns.

The teams provided support with home online schooling and assisted families to access financial support where this was available. BSL provided translations of materials and through the support of a generous BSL corporate donor, laptops were provided to help students connect with their schools. WhatsApp groups were also set up to enable a continual flow of accurate and immediate tailored information, catering to various languages.

Aged Care Services

We ensured that people using our Aged Care Services could stay safe and connected and receive the supports they needed



BSL Aged Care Clifton Hill resident, Mark Taylor

BSL's Aged Care team stepped up to the challenges and adapted community aged care programs to ensure that people using our services were able to stay connected and receive the supports they needed, even with our day centres and community respite being closed for extended periods.

Our team employed a range of alternative approaches to ensure communications were maintained. This included telephone support sessions and online group activities in place of those normally carried out in the community. Virtual visits to art galleries, museums and various other outdoor locations were experienced with the help of internet conferencing and virtual reality technology.

Services that had to be delivered in-person were provided by our staff equipped with personal protective equipment and training, to ensure both staff and those engaged in our services were kept safe.

At our BSL Aged Care residence in Clifton Hill, visits were restricted to maintain safety. To ensure residents could stay connected, our staff used Zoom catchups, window visits and phone calls to allow residents to stay in touch with their loved ones. Additional staff were employed in the Lifestyle Program and the range of in-house activities was increased to ensure that boredom never crept in.

Amplified the voices of those most affected by COVID-19

By amplifying the voices of the people we serve, our research placed a spotlight on the challenges faced by those experiencing disadvantage.

In response to the COVID-19 pandemic, we drew on rapid research and policy analysis to inform policy stakeholders and decision makers about the likely short and long-term impacts of COVID-19 on vulnerable groups.

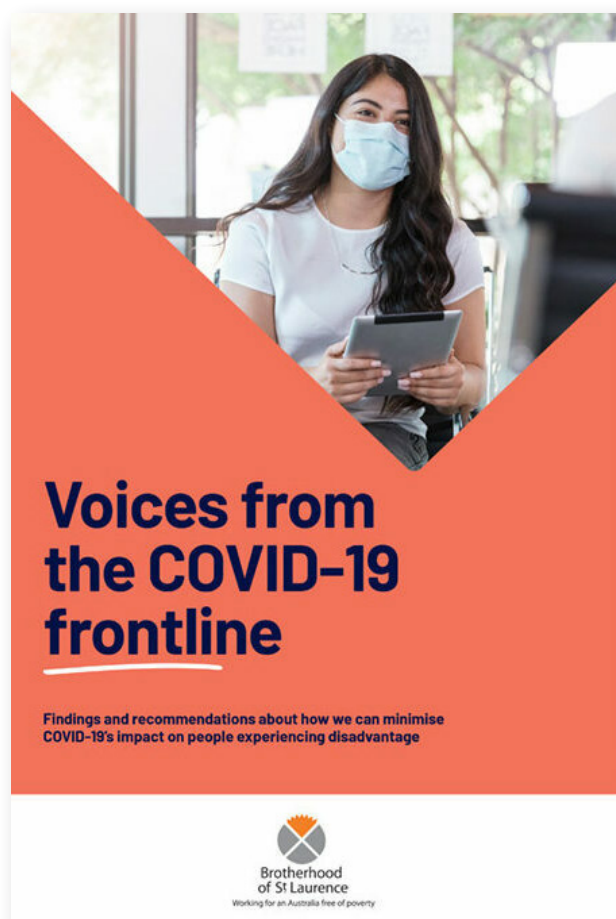
Our COVID-19 Insights series pointed to areas demanding attention:

- for children on the edge of care and at risk of homelessness, COVID-19 exacerbated existing gaps in protection
- for young people, the sharp increase in unemployment highlighted the need for training pathways to employment security, not just short-lived jobs
- for women, the unequal burdens of care and domestic work were compounded by the pandemic
- for mature age people loss of employment and drawing on their superannuation undermined their long-term financial security
- for people with disability, the risk of social isolation increased.

This research was complemented by our work to capture and analyse the issues our own frontline staff observed. These were featured in our report **Voices from the COVID-19 frontline**.

The report shows how both the pandemic and its accompanying isolation restrictions had unequal social, health and economic impacts on people facing disadvantage.

Overall, our research reports highlight the need for comprehensive, systemic solutions that focus on meeting the needs of those most likely to suffer the long-term effects of the pandemic.



Advocated for a fairer social security system

We advanced our long-term advocacy agenda for a fairer social security system through targeted research, policy and campaigning.

We vigorously advocated for an increase to the JobSeeker Payment to support those most in need and especially those directly impacted by COVID-19 lockdowns. We did not do this alone. We engaged our supporters, highlighting the impact of living on JobSeeker at \$40 a day. Many signed our petition, and many others wrote to their local federal Member of Parliament. We also supported ACOSS's Raise the Rate campaign, drawing on our research evidence to substantiate the need for a permanent increase to the JobSeeker payment.

BSL has long argued for an independent body to review and set social security rates and adopt a principled approach to social security reform. We deepened the evidence base to substantiate our call for reform through three research reports, focused on specific low-income populations. Our research report, **Trampolines, not traps: enabling economic security for single mothers and their children**, showed how policies intersect to trap low-income single mothers and their children in poverty and uncertainty.

Our collaborative research with ANU and RMIT – **Everyone counts: uncovering patterns of Newstart Allowance** – showed that short term receipt of unemployment payments is much more common than previously thought. It underlined the point that any of us can fall on tough times. That is why a strong and fair social safety net works for us all.

In collaboration with Social Ventures Australia (SVA), we commissioned researchers at the Australian National University (ANU) to undertake analysis of income support, poverty and financial stress on children and families. The report, **Financial Stress and Social Security Settings in Australia**, revealed inadequate social

security payments play a large role in shaping poverty and financial stress trends in Australia.

This research showed us that despite increased unemployment during the COVID-19 pandemic, poverty rates for children of single parents fell from 39% to just 17% because of the \$550 per fortnight Coronavirus Supplement. A 10% increase in social security expenditure could more than halve the poverty rate among JobSeeker recipients – reducing it from 88 per cent to 34 per cent. Such an increase could also result in a reduction of poverty for Disability Support Pensioners and those on parenting and carer payments.

We know that real, widespread recovery requires investment in full employment and social infrastructure, such as affordable housing, as well as social security that allows resilience. At BSL, we continue to develop the evidence and advocate for social security reform based on the principles of adequacy, dignity, autonomy, equity, accountability and solidarity, because we all need a social security system that can respond to uncertain times, now and in the future.



Reports by our Research and Policy Centre

Supported our volunteers

Our volunteers showed great resilience during the pandemic as they continued to serve the community.

The COVID-19 pandemic meant the suspension of volunteer-supported programs that were not able to continue without face-to-face service.

Nevertheless, 240 of our BSL program volunteers successfully pivoted to virtual volunteering and continued their support for our services.

Our Digital Literacy Program provides a great example of the important contribution volunteers have made during the pandemic. This program has seen volunteers work remotely to bridge the digital divide our client's experience to reduce barriers to accessing employment opportunities.

Maliqa, a Digital Literacy participant with our Jobs Victoria Employment Network (JVEN) shared: 'I was able to update my resume and use my computer more confidently. I'm going to say a big thanks to all BSL volunteers. You've helped me change my life.'



Maliqa, a participant of our Digital Literacy program

Our Volunteer Engagement team has supported volunteers throughout, providing them with important communications and updates on how the pandemic affects the programs they are involved in.

For many of our volunteers, the experience helps them stay connected to their communities and/or provides them with valuable experience and skills.

Jono, a volunteer at our BSL op shop in Kilsyth said he was: 'unemployed and practised quite a lot of self-isolation, even before the pandemic, so it's been helpful for me to get out of the house and interact with people.'

We recognise the valuable contribution our volunteers make and look forward to welcoming them back as restrictions fully ease.



BSL Kilsyth op shop volunteer, Jono

Managed the impacts of the closures of our op shops

Our op shop staff were significantly impacted, but many found new ways to contribute.

The pandemic has impacted the whole retail industry, including our op shops. Except for just one regional store, BSL was required to close our network for much of this financial year, with a significant impact on our workforce.

Many of our Community Stores staff pivoted to supporting Brotherhood Books. Book orders came flooding in as the community was looking for ways to keep entertained at home during lock-down.

Through our team's tenacity, we grew our Brotherhood Books online store, opened an online retail store, and opened our new Melbourne store in Sandringham, which has been a great success.

During the times we were open, our stores performed well, with the community coming out in force to support us with even more donations of goods. And it has been heart-warming to see our staff, our volunteers and the community engage again with our stores. We look forward to welcoming back all when restrictions fully ease.



BSL Brunswick op shop volunteer, Jeanette



Innovation and systemic change

While services are vital for meeting the immediate needs of people who are experiencing disadvantage, at BSL, our focus is on changing the underlying systems and structures in our society that perpetuate disadvantage.

In short, we work to disrupt the systems that hold inequality and disadvantage in place. Understanding and then addressing the root causes of poverty is how BSL works to create change that lasts.

Education, employment, social security – these are just a few examples of systems we work to address. We use our unique strength in combining research, policy and practice to create evidence to inform and influence policymakers and partners to make the necessary changes in these systems that will address the underlying causes of disadvantage and poverty in Australia.

This is what we believe is key to creating change that lasts.

How we have driven innovation and systemic change...

Improved employment opportunities for young people in new ways

BSL is driving a national approach to youth unemployment.

Access to decent work is critical for young people to secure a good life. It also advances Australia's prosperity. However, many young people are struggling to find decent jobs that set them up for the future. Youth unemployment and underemployment continue to be stubbornly high.

The pandemic accelerated the rise of national youth unemployment, reaching 16.3% in July 2020 – and even higher in many regions.

The crisis has only intensified the urgency for a targeted youth employment response – a response that tackles the systems which fail to support young people into decent employment.

Our response to youth unemployment is based on an ambitious vision to develop a national approach to youth employment that is led by local communities. We call it the National Youth Employment Body (NYEB) – a coordinated, local to a national approach to youth unemployment in Australia. It enables communities to identify and address barriers to youth unemployment in their area and create local responses.

With funding from our partner, the Paul Ramsay Foundation, the NYEB expanded in this last financial year to six key youth unemployment hotspots across Australia:

- Logan-Beaudesert, QLD
- Shoalhaven, NSW
- Adelaide North SA
- Warrnambool, VIC
- Gold Coast, QLD
- Darwin, NT

An additional bushfire impacted site will be included, bringing the total number of sites to seven.

The Foundation has also invested in BSL's research and policy capability to demonstrate the impact and outcomes of the NYEB model. This in turn supports the aspiration to help even more young



Transition to Work participant Brophy with Midfield Group Warrnambool employer.

people experiencing disadvantage by further expanding the NYEB model across Australia and supporting advocacy to government to support expansion.

We are very grateful to be working in partnership with the Paul Ramsay Foundation to change the way in which our country approaches youth unemployment.

Equipping young people for employment through better vocational education and training

We're working to create change in Vocational Education and Training (VET) to support young people into work.

Through our National Youth Employment Body (NYEB), we're working to strengthen Vocational Education and Training (VET) so that it leads to sustainable entry-level work for young people. This includes understanding the underlying issues that effectively undermine VET provision and improving VET to equip young people with the skills and qualifications demanded by current and future labour markets.



L-R: National Skills Trial trainer John and Wes, one of the Gold Coast participants, now ready to work in the disability support sector

VET completion rates for young people and disadvantaged learners have declined and stagnated – in the years leading into the COVID-19 pandemic, less than 50% completed their training. The pandemic has since made the situation worse by stagnating participation in vocational training.

We're working to create change in Vocational Education and Training (VET) to support young people into work.

Through our National Youth Employment Body (NYEB), we're working to strengthen Vocational Education and Training (VET) so that it leads to sustainable entry-level work for young people. This includes understanding the underlying issues that effectively undermine VET provision and improving VET to equip young people with the skills and qualifications demanded by current and future labour markets.

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Compounding the low VET completion rates is a misalignment between training trends and labour demand. Our learnings through our NYEB initiative demonstrate the importance of bringing

local communities, training providers and employers together to make VET more effective in setting young people up for employment. We learned that VET needs reshaping to provide youth with the skills and on-the-job training in occupations that exist in the local community and help them make a smooth transition to working. Particularly in the context of the pandemic and economic disruptions, there was a need to offer skills pathways for young people that enabled rapid entry to work and combined work and ongoing training.

Drawing on data and local expertise, local NYEB Community Investment Committees identified a high demand for care occupations, particularly in aged care and disability care roles. Given this, in mid-2020, we commenced planning for a local community-based skilled employment solution that could be tested with young people and employers to support entry into the aged care and disability sector.

We partnered with the Human Services Skills Organisation to roll out the Entry into Care Skills Trial over the latter part of 2020 and through the first half of 2021.

The trial tested a skilled employment model in several of the regions in which the NYEB operates and rapidly upskilled a 'surge' workforce for the aged care and disability support sector during the COVID-19 pandemic.

Some 48 young people from Darwin, Penrith, Logan, the Gold Coast and Adelaide completed the trial, with many confidently moving into employment or further training.

The trial supported communities to design and implement a skills pathway for young people to enter the care sector, with BSL playing an intensive enabling role in joining up partners and connecting local stakeholders to funding opportunities.

Findings from the trial will be used to develop and strengthen the skills pathway for the care sector and adapt the model to other local growth sectors, such as construction and agriculture. Findings may also lead to national vocational education reform.

Created positive change for children and their families

We're committed to creating positive educational outcomes for children and their families experiencing disadvantage.

Disadvantage and poverty can hinder a child's learning and affect their subsequent life outcomes, putting them at greater risk of ongoing disadvantage through life. We aim to break the cycle of disadvantage for children by increasing their and their parents' engagement with school.

Our ambition is to pursue systemic change in the early childhood and education sectors by leading research, policy reform and practice development that focuses on building parental capability and improving the home learning environment as a complement to formal early years educational settings.

BSL delivers programs to children and families across Greater Melbourne, Geelong, Ballarat and Shepparton. National reach is achieved through our work with partner agencies in their local communities. Our programs support parents to be their child's first teacher and aim to improve the home learning environment to support child development. This work aims to help children make a strong, confident start to school.

HIPPY: Changing the trajectory of children and supporting parents into work

We're helping parents and carers to improve their children's school readiness.

Delivered in 100 communities across Australia, our Home Interaction Program for Parents and Youngsters (HIPPY) is an early learning and parenting program for young children in low-income households. It improves children's school readiness by providing parents/carers with the confidence and tools to support their



Senator the Hon Anne Ruston, Minister for the Department of Social Services at the BSL HIPPY studies launch in 2021

child's education. It also provides parents/carers with the opportunity to work as tutors in the program and increase their opportunities for sustainable work.

Over 3,970 parents and carers have been supported by our HIPPY program in the 2021 financial year.

Two research studies conducted by BSL's Research and Policy Centre provide evidence that HIPPY is a transformational program for children and their families.

These landmark research reports – Changing children's trajectories and Transforming employment aspirations – were launched by Senator the Honourable Ann Ruston, Minister for Social Services, in February 2021. The reports prove that, when given the opportunity and well-designed support, families grappling with the challenges of disadvantage and poverty can make real change to their children's lives. By building on parents' aspirations for themselves and their families, HIPPY empowers parents to

be their child's first teacher in the home. The home becomes a place of learning, preparing the child for school and academic achievement.

Specifically, the HIPPY Longitudinal Study found that, on average, HIPPY children performed below the Australian average on literacy and numeracy at the start of the two-year program. By the end of HIPPY, their average scores slightly exceeded the Australian mean, changing their learning trajectory and putting them on a comparable footing with their peers.

Through HIPPY, parents can also secure employment as paid tutors.



HIPPY Tutor Noria Demiri with parent, Jamie-lee Borrow in Palmerston, NT. J

Our research found that through BSL's Pathways to Possibilities program and mentoring, parent tutors build their capabilities to be competitive in the local job market. HIPPY acts as a transitional labour market program for over 450 tutors per year, by building the skills, networks and confidence to help tutors transition back into work. Roughly 65% of parents said they intended to find paid employment after working with HIPPY.

The transformation is expressed by tutors' voices: 'It was so nice having a workplace that supported me ... so I could be a mum and a working woman at the same time.'



Landing the role of HIPPY tutor was such a turning point in my life.

Similarly, parents have found the program life-changing, with one parent stating: 'Wonderful experience with my child, amazing to see their growth and set her up for school. I have a stronger relationship, learning together.'

The research outcomes of our HIPPY studies are used as evidence to form key policy perspectives as part of our advocacy agenda and engagement with government decision-makers.

Supported older people without access to aged care services

We've worked to prevent vulnerable older people falling through the gaps of the service system.

We know that older people are falling through service gaps and experiencing a significant deterioration in their health and wellbeing, either because they are unable to engage in the federal government's My Aged Care assessment process, or because they are subject to long wait times for a Home Care Package and are unable to arrange essential support services in the meantime. Such support services include nursing care, personal care, domestic help, allied health and primary health.

We've worked to address these gaps with the Critical Interim Support (CIS) program.

The program is an innovative two-year pilot and evaluation, running between September 2020 and August 2022. Philanthropically funded, the pilot runs in the south-eastern and north-western suburbs of Melbourne and works in an outreach capacity with older people in vulnerable situations, who experience deep disadvantage.



BSL Critical Interim Support program staff top left to right: Case Manager, Sharee; BSL Project Officer Libby. Case Manager, Wouter, and Senior Research Fellow, Amber

We provide intensive case management to address initial crises, guide participants through the My Aged Care assessment process and link them with essential ongoing services. People exit the program when a Home Care Package is in place, or when suitable supports are in place.

Between 1 September 2020 and 30 June 2021, 52 older people have been supported by the program.

Our Critical Interim Support (CIS) program – perspectives from our people

An interview with two of our BSL Case Managers provides insight on their perspectives of the CIS program.

Q. How would you describe the impact of the work of the CIS program?

- “The feedback from those using our services and referrers has been very appreciative. Referring agencies have concerns about how people will manage while on waitlists for home care package supports. We can reassure everyone they are not on their own while they wait for more permanent and ongoing care to arrive. We see that aged care pathways are complicated and confusing for many people.”
- “Sometimes the work we undertake helps to create conditions so that services can be delivered. For example, working with people to address hoarding issues which have prevented other agencies from coming into the home. It takes time to build trust and rapport to do this work.”

Q. Can you describe some of the more challenging work you have undertaken with people on the CIS program?

- “An instance where I had a client return home from hospital only to find they had a suspension in their income support payments due to a lapse in activity reporting. During their stay in hospital, their dementia had progressed significantly and unexpectedly, and they needed support to be re-assessed for a different type of payment. In addition, the client required assistance booking and attending appointments with medical staff to organise supporting statements about their medical diagnoses – this took countless hours of coordination and visits to three different GPs. I’m thrilled to say we got the desired outcome in the end.”
- “Encountering some of the loneliness that I have through this work. Sometimes even people who live with others feel very much alone. It’s so important to ensure older Australians still feel connected and supported.”

Q. What are the most rewarding aspects of this work?

- “It is a privilege to be let into someone’s life, their memories and their struggles, and to be able to provide assistance. For example, it took multiple visits for me to gain the trust of a client, who now waits outside their home to greet me when I arrive.”

Created change through the NDIS

We are working with those who experience disadvantage because of their disability to get the support they need to thrive.

The over-representation of people with a disability in Australia's disadvantage statistics is stark. For this reason, understanding and addressing the barriers faced by people with a disability goes to the heart of BSL's mission to address poverty.

BSL is working towards all people living with disability or developmental delay having the opportunity to reach their goals, exercise choice and live a dignified life as they participate and contribute to their local communities.

Working to improve systems and supports for people with disability

Our work delivering the NDIS provides us the insights to advocate for improvements to the systems supporting people with disability.

BSL works to address the barriers faced by people with disability by partnering within the National Disability Insurance Scheme (NDIS).

The NDIS is the most significant reform ever introduced for people with disability and we work to ensure it delivers on its intent and purpose of enabling all people with disability and their families and carers to fully participate in their communities.

We also work to influence improvements to the Scheme by amplifying the voices of people with disability, their families and carers. We consult widely with staff and disability and advocacy organisations.

Through our responses to the many NDIA consultation papers, we strive to ensure that the Scheme's intent is maintained. Primarily, that people with disability are central to any changes or decisions made regarding the Scheme



Greg is receiving support from the National Disability Insurance Scheme (NDIS) and appears in 'My Everyday Life.'

and that the Scheme supports all people with disability – not just the 10% with the highest support needs.

Our submission regarding proposed independent assessments to Parliament's Joint Standing Committee on the NDIS was part of a groundswell of feedback that led to the government acknowledging the need for further input and co-design with people with disability, before implementing independent assessments for access to funded supports and to determine individual plan budgets.

We will continue to work collaboratively with people with disability, state and federal governments and the NDIA to improve consistency, simplicity and service, while maintaining the core principles of the Scheme.

NDIS statistics – as at 30 June 2021

- 466,619 Australians are accessing the National Disability Scheme
- 11,831 Children receive support through the NDIS early childhood approach
- 245,274 Australians are being supported for the first time

Source – [ndis.gov.au](https://www.ndis.gov.au)

Ensuring high standards through our BSL Local Area Coordination Framework

BSL's Local Area Coordination Framework (LAC) ensures consistent and quality services for people with disability.

In February 2021, we released our LAC Practice Framework. The Framework outlines our approach, expectations and accountability to delivering a consistently high standard of service and support to people with disability, their family members and carers.

The framework was developed in consultation with people with disability and ensures our team members use a strength-based, person-centred approach in their roles.

The intended outcomes of the Framework are as follows:

- People with disability and their families are connected and included in the community, have increased capacity to self-advocate and influence and are accessing opportunities and supports that enable them to live their best lives

- People have the right information about matters that are important to them
- People are connected to others with similar interests and passions
- People feel safe to exercise their rights, including choice, control and the right to make complaints or provide feedback
- People are actively involved in planning and choosing their own future
- People are confident that the plan reflects their needs and aspirations
- People have increased skills for independent living
- People's families and natural networks have strengthened resilience
- People understand and are supported to navigate the NDIS and/or other service systems

We will continue to refine the framework to help us and others Australia-wide, better understand and deliver local area coordination.



Kane is receiving support from the National Disability Insurance Scheme (NDIS) and appears in 'My Everyday Life.'

Increasing understanding of disability in the community

Through film, we've engaged the community in a new way to raise understanding of disability.

In May 2021, we celebrated the launch of a short five-film series aimed at increasing understanding of disability among Aboriginal and Torres Strait Islander communities.

My Everyday Life is a five-part short film series that was written and directed by BSL Aboriginal Partnerships Coordinator, John Baxter. It follows the stories of Aboriginal community members with disability who are receiving support from the NDIS. As John explains, 'these films follow community members in their daily activities, sharing their stories and looking at how the NDIS can help our mob in their everyday life.'

This major project has been undertaken over the past four years, together with Aboriginal disability reference group Balit Narrum.

The film series was launched at Cinema Nova in Carlton, Melbourne and film participants, stakeholders and BSL staff gathered to celebrate the people and stories that made these films possible.



BSL NDIS team members at the launch of 'My Everyday Life' at Cinema Nova

Created employment opportunities through social procurement

We're working to unlock the significant potential of 'social procurement' to create employment for people experiencing disadvantage.

Over the past decade, BSL has developed recognised expertise in working productively with employers to secure mutually beneficial employment outcomes for job seekers experiencing disadvantage.

A significant focus for our programs and policy work is on social procurement. Social procurement refers to the process through which public and private sector organisations use their purchasing power to generate positive social, economic and environmental benefits.

The public sector alone spends billions purchasing goods and services. Directing this purchasing power in the right way can have a significant impact on tackling the barriers faced by disadvantaged job seekers. This can include buying goods and services from social enterprises, Aboriginal businesses, Australian disability enterprises and suppliers that help people who find it hard to get a job. It can also mean providing jobs for job seekers who have struggled to get a foothold into work.

In November 2020, through a partnership with the Victorian Parliamentary Library, we developed a paper on social procurement titled, *The promise of social procurement: leveraging purchasing power to create inclusive employment opportunities*. This paper highlights the untapped potential of the purchasing power of public and private sectors to provide jobs for job seekers. We have actively shared this research with government and businesses in a variety of forms to advance understanding and uptake of social procurement practices.

Working with employers to deliver benefits for people experiencing disadvantage.

A CASE STUDY:

Our policy work on social procurement is underpinned by our deep learning from practice through our Given the Chance program.

Given the Chance (GtC) is our accredited social enterprise, licensed labour-hire provider, and registered Group Training Organisation that provides tailored support to job candidates and employers wishing to build more inclusive workplaces.

GtC has been working with large employers like Fulton Hogan, a company that employs more than 7,000 people in the construction and infrastructure industries, and is involved in large-scale government projects. Over the past two years, Fulton Hogan has worked with GtC to employ candidates who had been experiencing disadvantage.

We support employers to develop their understanding of best practice approaches to employing people who have experienced disadvantage, meeting their social procurement requirements and developing their skills in maximising the contribution of disadvantaged jobseekers to their organisation. This includes working with them to develop employment pathways for diverse candidates, training on strategies for successfully supervising and supporting disadvantaged and diverse candidates in the workplace, candidate preparation for work and career progression and providing support officers to address any issues once employment has commenced.

In Victoria, GtC and Fulton Hogan supported 18 candidates into roles since 2020. The roles were varied, ranging from occupational health and safety officers, site cleaners, asset collectors and civil construction apprentices, to business administration traineeships, office management and accounts payable roles.

Candidates have included Aboriginal and Torres Strait Islander peoples, those from refugee and migrant backgrounds, long-term unemployed, youth and mature-aged job seekers. About 50 per cent were women in a male-dominated profession.

A 78% retention rate proves the success that can be achieved by providing disadvantaged job seekers opportunities into employment.



Mary, who works at Fulton Hogan.

Helped make energy more affordable

Many Australians struggle with energy poverty. The need for fair and ambitious action on climate change is clear.

Early in the COVID-19 crisis, we identified the heightened risk of energy poverty that many households would face because of rolling lockdowns, lost employment or reduced hours and increased time spent at home.

Working with our partners, we successfully advocated to government for specific measures to alleviate energy poverty in Victoria and nationally. These included a moratorium on energy disconnections during the crisis and a \$1.6 billion package from the Victorian Government to address energy poverty and assist the transition to a lower-carbon future.

We helped over 5,000 low-income people to access a \$250 bonus from the Victorian Government that they would otherwise have struggled to access because of limited internet skills, language barriers and a range of other barriers. Support included switching energy providers, accessing utility relief grants, providing energy literacy and efficiency advice and support.

We also continued to advocate for lower energy bills. Supported by Energy Consumers Australia, we represented the interests of low-income households in Victoria's Electricity Distribution Price Reset, which determines a large part of every household's electricity bills.

Leading the Energy Assistance Program

Through the Energy Assistance Program, we improved people's capacity to lower their energy costs and improve their home's energy efficiency.

In Victoria, BSL led a consortium which gained support from the Victorian Government, to assist people through the Energy Assistance Program. This innovative over-the-phone project provided households with free, independent energy advice and support, which improved their capacity to lower their energy costs and improve their home's energy efficiency.

The program also provided an essential window into the lived experience of people facing energy hardship and enabled us to identify systemic issues in the energy market.

Victorian pensioner, Rodney, saved \$700 with our energy support



BSL Energy Assistance Program participant, Rodney Lovett

With a 15-year career in the electricity sector behind him, Rodney Lovett was one of a rare breed of well-informed consumers who read the fine print of contracts before signing, and believed he knew pretty much all there was to know about energy bills.

He was wary of the barrage of energy advertisements and never responded to them.

That changed when the pensioner received a letter from the Victorian Government alerting him to his eligibility for the state's \$250 Power Saving Bonus.

When Rodney called BSL to discuss the Power Saver Bonus, the 70-year-old was also helped to find the best energy deal available to him.

Rodney found the BSL consultant helpful and easy to communicate with. 'I trusted her, and she saved me money without me having to do anything. Together with the \$250 Power Saving Bonus, I am saving about \$700 in the first 12 months.'

Rodney wanted to stay with his original energy retailer, so BSL called them and secured a cheaper plan.

" I thought I had purchased well with my original gas and electricity plans based on my previous knowledge. I didn't realise my provider had a cheaper plan. Energy retailers never come back to you to let you know that you could be saving money. I would encourage everyone eligible to use the Energy Assistance Program.

Helping people to have healthy, energy efficient homes

We helped create healthy, energy efficient homes for people living with chronic health issues and in energy poverty.

Climate Safe Homes, a partnership with Lord Mayor's Charitable Foundation and Hansen Little Foundation, is focused on creating healthy, energy efficient homes for people living with chronic health conditions and in energy poverty. We successfully advocated for the Victorian Government to introduce incentives for 250,000 low-income households to install efficient heating and cooling and provide additional support for upgrades in social housing.



Gary, who participated in a previous program, helped us to develop the Climate Safe Homes project.

Other highlights

In addition to our COVID-19 response and our work to drive innovation and systemic change, we are proud of some other key highlights in the last 2021 financial year.

BSL turns 90

Tuesday 8 December 2020 was a special day for BSL as we marked our 90th anniversary.

Named after the patron saint of the poor, BSL was founded in 1930 in the Anglican parish of St. Stephen in Adamstown, NSW, by Father Gerard Kennedy Tucker, together with theological students, Guy Coleman Cox and Michael Clarke.

In 1933, BSL then relocated from NSW to Fitzroy, where BSL's headquarters remain today, to help the unemployed and those living in poverty in what was then one of Melbourne's most disadvantaged neighbourhoods.

Born during the Great Depression, BSL's vision was to serve the community and help Australians experiencing disadvantage. Today our work is even more important than ever, as we deal with the effects of COVID-19.

Now an organisation of 1,516 staff and 1,756 volunteers, BSL has grown into one of Australia's leading social justice organisations. Over the past 90 years, our founding convictions for a transformed and just society have remained unchanged and are at the core of BSL's mission heading into the 21st century.



Lisa and her mother, Peggy.

The reach of BSL's work over 90 years has created an untold impact, with its many firsts shaping the social and cultural landscape of Australia today. To highlight the contribution of BSL over its 90 years and to share the stories of BSL's impression on so many, a 90th-anniversary microsite was created. This microsite provides a wonderful overview of BSL over the decades and provides a collection of stories from people who have experienced the effect of BSL's work.

One of those stories is from Lisa, a teacher at the David Scott School:

Congratulations on 90 years. Knowing BSL has been one of my early memories. My mother worked at the Brotherhood of St Laurence Settlement in Carrum Downs as a cleaner. I was immersed in the Brotherhood of St. Laurence and my favourite time of the year was the fair held each year. It was the sense of community that I remembered the most. The little tuck shop and the second-hand shop was my favourite for rummaging around, and also the little garden nursery. BSL was my first part-time job in the kitchen at Carrum Downs helping serve meals and doing the dishes. When I was 17 the BSL showed compassion and kindness when my brother was lost at sea. The Brotherhood has always given a sense of wholehearted kindness and support to whoever needed it. Now in 2020, I have re-joined the BSL as a teacher at the David Scott School. Life does move in circles and the ripple effects of kindness go on.

While 8 December 2020 marked BSL's 90th, that was just the start of a 12-month celebration of our anniversary. This included the launch of our 90th microsite, gathering our staff and volunteers together through a virtual celebration, holding a celebratory mass that Archbishop Freier presided over and participating in other activities to mark the milestone throughout the year.

Further embedded action on reconciliation through our stretch RAP

In June 2021, we progressed from our initial Innovate Reconciliation Action Plan (RAP) to the next step, with the launch of our Stretch RAP.

The Stretch RAP May 2021 – May 2024 supports the National Reconciliation movement and focusses on the areas of relationships, respect, opportunity, governance and reporting. BSL's RAP has been formally endorsed by Reconciliation Australia.

The Stretch RAP was launched in an online event on 2 June 2021, with over 250 attendees coming together to celebrate the launch.

BSL has a network of over 40 Reconciliation Representatives across our work sites to drive actions on the ground. The Reconciliation Representatives support active and consistent engagement to build and maintain relationships with Aboriginal and Torres Strait Islander communities and support BSL to deliver on its commitment as articulated in our Stretch RAP.

Such commitments include providing a culturally safe workplace. To support this, in 2020, an online Cultural Awareness Training module was developed in consultation with the national voice for Aboriginal and Torres Strait Islander children – SNAICC. Aboriginal cultural awareness training will be provided to a minimum of 90% of BSL staff across all sites by 2023.



BSL Stretch RAP logo. Designed by Tara-Rose Butterworth, a talented Wagiman artist

Another example of our commitment and embedding Reconciliation at BSL is our membership to Supply Nation – an Australian leader in supplier diversity. This relationship will provide us with opportunities to promote greater inclusion of Indigenous people.

Our Stretch RAP document carries our new RAP logo which we thank Tara-Rose Butterworth for creating. Tara-Rose is a talented Wagiman artist and worked at BSL for two years as a Local Area Coordinator (LAC) within our NDIS Division. Her logo was inspired by the 2020 National Reconciliation Week theme and was named 'In it Together', outlining that we must all work together to achieve the actions set out in our three-year RAP.

ANZ's partnership with BSL

We recognise ANZ's continuing commitment to partner with BSL and support economic participation in Australia.

Since 2003, ANZ has been BSL's largest corporate partner. ANZ's support spans BSL's financial education and wellbeing programs, employment programs, a research fellowship and three pilot projects that will enable us to test, refine and evaluate innovative solutions to create systemic change for people experiencing disadvantage.



BSL Saver Plus participant, Kiara, her children and Saver Plus Coordinator, Domenic Rosina.

ANZ and Saver Plus: helping people build long-lasting savings habits

Saver Plus, our matched savings and financial education program, developed in partnership with ANZ, assists individuals and families on lower incomes to build assets and improve financial well-being. In this 2021 financial year, the program has been delivered with partners The Smith Family, Berry Street, Ballarat Group Training and Bethany Community Support.

This financial year over 3,600 Australians joined the program. Despite economic hardships, the program assisted many participants to build a savings habit during the COVID-19 pandemic.

Kiara, a single mother of two, lost her part-time teacher's aide job last year when the school she worked at shut down due to COVID-19. She had enrolled in the Saver Plus program in February 2020:

“ The fact that I knew that I had savings, meant I didn't have to stress about losing work. In the past, I struggled when the start of the school year arrived, because every year the kids grow, they need new uniforms or laptops. I didn't want them to be the kid that has nothing.

After completing the Saver Plus program in November 2020, Kiara says it is the first time that she has not been stressed about paying for her children's back-to-school costs.

The ANZ Tony Nicholson Research Fellowship: Enabling vital research to underpin BSL programs and services

In 2018, ANZ and BSL founded the ANZ Tony Nicholson Research Fellowship, named after the former BSL Executive Director and reflecting the importance of the long-standing partnership between our organisations.

Two fellowships have been undertaken so far. Dr Emily Porter is the current ANZ Tony Nicholson Fellow. This fellowship supports the Financial Lives in Uncertain Times study, which uses the ANZ Roy Morgan Financial Wellbeing Indicator to explore patterns of financial wellbeing across vulnerable groups. To facilitate this research,

ANZ has provided access to the Roy Morgan Single Source survey data.

This research enables us to understand how financial wellbeing is influenced by the long-term structural drivers of inequality and insecurity. This is important as individual exposure to risk has increased as work has become less secure and the social safety net has been weakened. The foundation report, *All in it together? Financial wellbeing before COVID-19* provided a benchmark for subsequent reports exploring the impact of the COVID-19 crisis. Findings from the research were discussed, in conjunction with research from ANZ, as part of the Thriving Communities Partnership webinar series.

The second report in the series, *Shocks and safety nets: financial wellbeing during the COVID-19 crisis*, was launched in May 2021. BSL hosted a well-attended webinar with an expert panel reflecting on the research findings, in light of the most recent federal budget. We also met with the Department of Social Services senior staff and plan to meet regularly to discuss research findings.



ANZ Tony Nicholson Fellow - Dr Emily Porter

The fellowship has also supported Dr Emily Porter to undertake research on energy poverty in collaboration with our Climate Change and Energy team.

BSL receives recognition in fundraising for their engagement with our supporters

We were delighted in 2020 and 2021 to be recognised for the work of the BSL Fundraising and Philanthropy team who received multiple Fundraising Institute of Australia (FIA) Awards for Excellence.

These awards do not reflect the amount of money raised, but rather reflect the care our fundraising team show for our valued supporters and their commitment to philanthropic best practice.

We are proud of the work our team do and honoured to have received this wonderful recognition.



A BSL Supporter Circle event, Christ Church, South Yarra.

Governance and financials

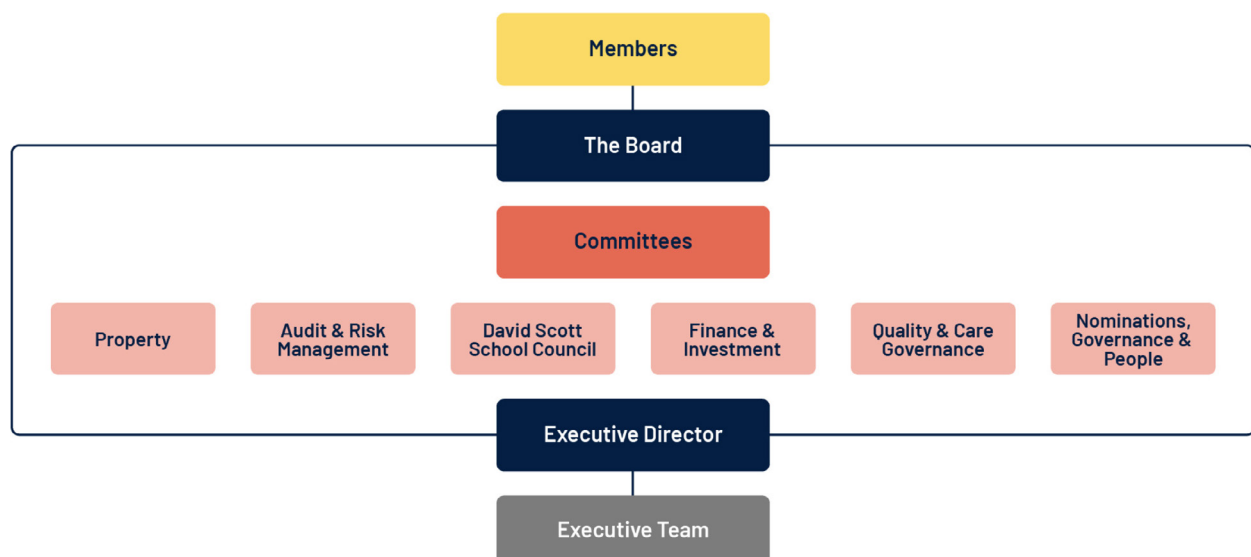
BSL is committed to achieving the highest standards of corporate governance. We believe that accountability and transparency through our corporate governance framework are central to BSL's mission of pursuing lasting change to create a more compassionate and just society so that everyone can thrive.

Corporate governance framework

Lady Southey AC is Patron of BSL.

The Anglican Archbishop of Melbourne presides over the Annual General Meeting.

The following diagram outlines the structure underpinning BSL's governance.



Charter Members

Up to 40 Charter Members, including the Executive Director, are permitted under BSL's Constitution.

Charter Members receive the reports of the Board and of the auditors, receive the annual financial statements, appoint Board Directors and fix the remuneration of the auditors, as well as transacting any other business at general meetings.

- Ms Joanna Baevski
- Professor Jan Carter AM
- Emeritus Professor Judith Chapman AM (to September 2020)
- Reverend Canon Dr Ray Cleary AM (from November 2020)
- The Revd Barbara Colliver
- Ms Christine Edwards
- The Rt Revd David Farrer
- Associate Professor Jane Freemantle OAM
- The Most Revd Dr Philip L Freier (to April 2021)
- Ms Celia Gerreyn
- Ms Sarina Greco
- Mr David Green AM, PSM
- Ms Dana Hlavacek
- Mr Michael James
- The Revd Dr J. Hugh Kempster
- Ms Conny Lenneberg (to February 2021)
- Mr John McInnes OAM
- Dr Fiona Macdonald (from November 2020)
- Dr Ian Manning
- Ms Freya Marsden
- Emeritus Venerable Barry Martin AM
- Dr Apollo Nsubuga-Kyobe
- Mr Ian Paroissien
- The Rt Revd Kate Prowd (from November 2020)
- Dr Nouria Salehi AM, OAM
- Ms Fiona Smith AM
- Revd Chaplain Soma (from November 2020)
- The Revd Clemence Taplin
- Ms Catherina Toh
- Mr David Triplow APM
- Mr Michael Tucker
- Mr Trevor Williams
- Mr John Wilson
- Mr Michael Wilson
- Ms Caterina Wooden (from November 2020)

Life Members

Life Members receive the reports of the Board and of the auditors, receive the annual financial statements, appoint Board Directors and fix the remuneration of the auditors, as well as transacting any other business at general meetings.

Life membership has been conferred on a number of members who have given significant service to BSL. Life Members act as ‘friends of BSL’, often providing advice and ongoing support to the organisation.

- The Rt Revd Michael Challen AM
- Mr Sandy Clark AO
- Dr Stephen Duckett
- Mr Michael Feeney
- Mr Nicolas Frances MBE
- The Rt Revd Dr Peter Hollingworth AC OBE
- The Hon. Professor Brian Howe AO
- The Rt Revd Philip Huggins
- The Hon. Rob Knowles AO
- Ms Elizabeth Loftus
- Ms Alison McClelland AM
- Father James Minchin
- Mr Ian Reid
- The Rt Revd Andrew St John
- Ms Jenny Trethewey
- Mrs Thelma Tuxen



The Board of Directors

Role of the Board

The Board is responsible for setting the strategic direction and establishing the policies of BSL. It is responsible for monitoring the performance of the activities of BSL and overseeing its financial state on behalf of the Charter and Life Members. It is also responsible for ensuring that risks are adequately managed.

Composition of the Board

BSL's Constitution limits the number of Board Members to 14, including the Executive Director and at least two people who are clerics in Holy Orders of the Anglican Church of Australia. Further, the Chair is required to be a communicant member of the Anglican Church of Australia. Currently, there are eleven Directors including the vacant role of Executive Director.

Remuneration

BSL Directors volunteer their time and skills to the organisation and as such, no remuneration was paid or is payable to the Directors in their capacity as Board Members.

Company Secretary

- Ms Philippa Allen BA (Hons) DUNELM, DipCFS Event Man (May 2021)
- Ms Bernadette Doyle LLB (Hons), Bbus, GAICD (to May 2021)
Company Secretary and
General Counsel

The Most Revd Dr Philip L Freier



Board Chair (to April 2021)

PhD, M.Ed, B.Div, Dip.Ed, B.App.Sc, FAICD

Archbishop Freier is the 13th Anglican Archbishop of Melbourne and in 2014 became the Anglican Primate of Australia.

He was appointed to the BSL Board in November 2015 and is Chair of the Board and the Nominations and Remuneration Committees.

Archbishop Freier has a PhD from James Cook University, a Master of Educational Studies from the University of Newcastle, a Bachelor of Divinity from the Melbourne College of Divinity, a Diploma of Education from the University of Queensland and a Bachelor of Applied Science from the Queensland Institute of Technology. He is a Fellow of the Australian Institute of Company Directors.

From 1999 to 2006 Archbishop Freier was Bishop of the Northern Territory. He has a particular concern for Indigenous people and as Archbishop, has worked to bring about reconciliation. He has advocated for a new social contract for Australia, upholding a vision of the common good in which there is a sense of mutual obligation to one another and responsibility for one another.

Mr Stephen Newton AO



Board Chair (from April 2021)

B.A., B.Ed., FACE, FACEL, FIML

Following an extensive career in Education where he served as Chair of State and National sector organisations, and as a school principal for 25 years, Mr Newton chose to make his next contribution in the community welfare sector.

He is a past Chair and member of the Board of Anglicare Victoria and is a communicant member of the Anglican Church. Mr Newton currently serves as a Trustee of the Hugh D.T. Williamson Foundation and as a Director of the Epworth Medical Foundation. Mr Newton was appointed to the BSL Board in November 2020 and became Chair in April 2021. He is also Chair of the Nominations, Governance & People Committee.

Mr Ian Paroissien



Deputy Chair

BCom, CA ANZ

Mr Paroissien is deputy chair of the BSL Board and is a retired partner from PwC. He was appointed to our Board in March 2017 and is a member of the Nominations Committee, Remuneration Committee and Audit and Risk Management Committee. Since February 2018, Mr Paroissien has been Chair of the David Scott School Council.

Dr Stephen Duckett



Board Director

PhD, DSc, FASSA, FAHMS, FAICD

Dr Duckett is Director of the Health Program at Grattan Institute. He was a former Director of the BSL Board between 1996 to 2005 and Chair of the BSL Board from 2000 to 2005. Dr Duckett was reappointed to the Board in October 2018.

His other appointments include Chair of the Board of Eastern Melbourne Primary Health Network, member of Council of RMIT University. He is also Vicar's Warden and Chair of Parish Council at St Peter's Eastern Hill.

Revd Helen Dwyer



Board Director (from November 2020)
BMin

Revd Dwyer is a Priest in the Anglican Diocese of Melbourne, and the Senior Chaplain - and member of the leadership team - at Overnewton Anglican Community College, focussed on the pastoral and spiritual needs of all students and staff. She also has deep expertise in Indigenous liaison and parish leadership, having held previous roles with Centacare Catholic Family Services, the Anglican Diocese of Melbourne and multiple parish churches, including as Parish Priest.

Revd Dwyer is currently a member of both the Anglican Diocese of Melbourne Social Responsibilities Committee and Reconciliation Action Plan Working Group, and a member of the Archbishop in Council. She holds a Bachelor of Ministry, is a fierce advocate for social justice and a proud Ngarrindjeri woman. Revd Dwyer was appointed to the BSL Board in November 2020.

Associate Professor Jane Freemantle OAM



Board Director
SRN, MPH, PhD, LMPHAA,

Professor Freemantle is a paediatric epidemiologist and was most recently the Senior Data Analyst at Kaiela Institute, Shepparton. Her academic career has involved using linked population data to develop evidence-based policy and evaluate clinical practice and public health initiatives particularly in the area of Aboriginal and Torres Strait Islander children and communities.

She holds the position of (Hon) Principal Research Fellow at the School of Population and Global Health, the University of Melbourne and Associate Professor Department of Paediatrics and Child Health at University of Western Australia. Dr Freemantle is an Examining Chaplain within the Anglican Diocese of Melbourne and holds numerous lay positions within the Anglican Dioceses of Melbourne and Wangaratta. She is a Director of the Mansfield District Hospital Board and the Beolite Village Independent Living Aged Care facility. She was appointed to the Brotherhood Board in December 2017.

Mr Tony Hallam



Board Director

B.Ec, ACA

Tony was a PwC partner for nine years before working in the sports and major events industry including executive positions with Football Federation of Australia and Golf Australia. He was formerly Chairperson of Melbourne Stadiums Limited and is Chairperson of Melbourne Boomers WNBL Club. Tony was appointed to the BSL Board in October 2018 and is Chair of the Finance and Investment Committee.

Ms Zac Hatzantonis



Board Director

Ms Hatzantonis is a Partner of PwC and is of the leading business operations advisors in the Australian early childhood sector. Zac spent over 10 years in senior public-sector roles in both the Victorian Department of Premier and Cabinet and in Treasury and Finance. She was appointed to the BSL Board in October 2018 and is a member of the Finance and Investment Committee.

Ms Dana Hlavacek



Board Director

B.Com (Hons), M.Acc, FCA, GAICD

Ms Hlavacek is an experienced corporate executive and independent director with expertise in international treasury and finance, audit, risk and compliance. Her executive career includes roles in the resources sector and in audit and assurance. A graduate of the Australian Institute of Company Directors, Ms Hlavacek was appointed to the BSL Board in March 2017. She is a member of the Audit and Risk Management Committee.

Her other roles include being a director of Zoos Victoria, and a member of the Greater Metropolitan Cemeteries Trust where she is the Chair of the Audit and Risk Committee.

Ms Susie King



Board Director (from November 2020)

LLB(Hons), BA, GAICD

Ms King is a director in the consulting team at Social Ventures Australia with expertise in strategy, business planning and service design. She also has deep knowledge in the justice, mental health, child and family services and philanthropic sectors. Ms King has previously worked for more than 15 years overseas, in London and Washington DC, as a strategy consultant for McKinsey & Company; and held roles as a solicitor in a large corporate firm and as a policy advisor for two Health Ministers in the Victorian government.

Ms King is a non-executive director of Trinity College, University of Melbourne, and previously served on the board of a major public teaching hospital. She holds a Bachelor of Laws (Hons) from the University of Melbourne, a BA in History and Fine Art and is a graduate of the Australian Institute of Company Directors. Ms King was appointed to the BSL Board in November 2020.

Conny Lenneberg



Executive Director (to February 2021)

MA, Doctorate of Letters

Conny Lenneberg is the Executive Director of BSL, a role she took up in January 2018. She has 25 years' experience in the development and social justice sector, in Australia and internationally, from service delivery in the field to leading large teams and Senior Executive and Board roles. In Australia, her achievements include enabling partnerships with indigenous communities, government and business to build program strengths in Central Australia and the Pilbara. Internationally, for more than six years she led World Vision International's humanitarian, community development and advocacy programs across the Middle East and Eastern Europe. More recently, she was the interim CEO of World Vision New Zealand.

Ms Lenneberg has a Master of Arts (Research) and Honorary Doctorate (2017) from La Trobe University, a background that reinforces her commitment to seeking out the best evidence to frame solutions for complex social challenges in the community.

She is a member of the Nominations and Remuneration Committees.

Member of:

- Monash Sustainability Institute Advisory Committee
- La Trobe Institute of Human Security and Social Change
- Collaborative for Mature Aged Employment

Board Member:

- Communities Council of Australia

Previously of:

- Community Aid Abroad, now Oxfam Australia
- Australian Council for International Development
- End Child Prostitution in Asian Tourism
- World Vision National Board in Romania and Jerusalem, West Bank and Gaza
- World Vision National Advisory Committees in Lebanon, Albania, Armenia,

Bishop Kate Prowd



Board Director

Bishop Prowd was ordained a deacon (1986) and priest (1992) during years of intense debate over the ordination of women. Her consecration took place in October 2018 as Bishop of the Oodthenong Episcopate, which covers parishes and schools in the west and north west of Melbourne and parts of the north east. She is also a clinical psychologist and prior to her consecration worked for six years as a clinical psychologist in palliative care and with people diagnosed with progressive neurological diseases at Calvary Health Care Bethlehem. Her interests are in clergy wellbeing, mission, and exploring the connections between spirituality and psychology. Bishop Prowd was appointed to the BSL Board in October 2018.

Executive Team

Role of the Executive Team

The Executive Director is responsible for the day-to-day management of the activities of BSL as delegated by the Board. The Executive Team is responsible for the implementation of organisational strategies, development of policies and management of issues and of the performance of the organisation.

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- Australian Council for International Development
- End Child Prostitution in Asian Tourism
- World Vision National Board in Romania and Jerusalem, West Bank and Gaza
- World Vision National Advisory Committees in Lebanon, Albania, Armenia,

Dr Lucia Boxelaar



Acting Executive Director

Dr. Lucia Boxelaar is currently Acting Executive Director having previously led BSL's portfolio of community programs – Children's Programs, Youth Services, Work, Economic Security and Social Inclusion, and Strategic Partnerships.

Lucia joined BSL in November 2018, after being with World Vision Australia for 11 years where she led teams that managed, researched and developed large-scale programs. She also led two global strategic initiatives for World Vision International to promote evidence capture, utilisation and communication.

Lucia has a Bachelor of Arts with Honours in Anthropology from Monash University, and a PhD in Community Based Natural Resource Management from the University of Melbourne.

Ms Melinda Moore



Acting Director Community Programs

The Community Programs division includes four departments including Strategic Partnerships, Children's Programs, Youth Services and Work, Economic Security and Social Inclusion (WESSI).

Melinda joined BSL in 2013 as a Project Lead in the Home Integration Program for Parents and Youngsters and in 2018 moved to WESSI as the Head of Department. Melinda is currently Acting Director Community Programs. Prior to joining BSL Melinda worked in the child and family services sector for more than 25 years and has extensive experience in service delivery, service development and project management.

Melinda has a Bachelor in Social Work (RMIT) and Master of Social Work (University of Melbourne).

Sonia Bijelic



Director of Marketing and Engagement

Sonia Bijelic leads the Marketing and Engagement Division, which encompasses fundraising, public relations, marketing and BSL's social enterprise businesses.

An experienced senior leader, Sonia came to BSL in 2018 with a strong track record of success working across numerous organisations and industries, including sport, entertainment, hospitality, telecommunications, consumer packaged goods and financial services.

Sonia was recognised as one of Australia's top 50 chief marketing officers in the 2017 IDG ranking.

Before joining BSL, Sonia was head of marketing at Cricket Australia. She holds a Master's degree in Marketing and lectures in the subject at Swinburne University.

Cameron Power



Chief Financial Officer (to February 2021)

Cameron Power was BSL's Chief Financial Officer until February 2021. He joined the organisation in December 2019 after working as Chief Financial Officer for the Australian Red Cross Humanitarian Division.

Prior to this role, Cameron was a senior manager at the Red Cross Blood Service (now Lifeblood) for over a decade.

Cameron holds a Master of Business Administration and is a graduate member of the Australian Institute of Company Directors.

Professor Shelley Mallett



Director of Research and Policy Centre

Professor Shelley Mallett leads the research and policy work of BSL, and has a joint position with the University of Melbourne as a Professorial Fellow of Social Policy.

Her career has been diverse, spanning service delivery, service development and training as well as academic research and teaching. Shelley began her professional life as a speech pathologist, moving on to parent adolescent mediation and counselling before developing an academic career in sociology and anthropology.

Shelley has held positions at Melbourne City Mission and Hanover Welfare Services. Her research interests are youth transitions, the role of the not-for-profit sector and the future of social security. Shelley is a board member of the Council to Homeless Persons.

Sean Spencer



Director of Aged Care Services

Sean Spencer is BSL's Director of Aged Care. Sean joined BSL in March 2019 after working as Chief Executive Officer at Nillumbik Community Health Service. Prior to this role, Sean was Chief Operating Officer at Nextt Health and has more than 25 years' experience as a senior manager in the health and human services sector.

Sean is a Registered Nurse and holds a Bachelor of Applied Science (Advanced Nursing). He is a passionate social justice advocate and has a track record in delivering community projects in Melbourne's west.

Niamh O'Malley



Director of Shared Services

Niamh O'Malley began leading the Shared Services division in September 2018.

The Shared Services division comprises People Services, IT, Volunteer Services and Facilities and Assets.

Niamh joined BSL in 2011 as an HR Consultant and was promoted to Senior Manager, Retail the following year and General Manager, Social Enterprises in 2015. Niamh's team-building leadership was instrumental to the successful restructuring and rebranding of our community stores, redevelopment of the warehousing and logistics functions, and the growth of Brotherhood Books.

Niamh has a Bachelor of Arts (Honours) and a Graduate Certificate (Human Resources Management), and she is a board member of Foodbank Victoria.

Rodney Weston



Acting Director of Finance, Strategy & Operations Projects

Rodney joined BSL in 2011, leading a business transformation for the Social Enterprises division. He was appointed General Manager of Business Development and has facilitated planning for consumer directed care.

Before joining BSL, Rodney worked at IBM, AMP, Optus and the ASX. He also co-founded an online stock market information provider.

Rodney has a Bachelor of Science and Mathematics in Business Information Technology. He is an Associate with CPA Australia and serves on the boards of three community organisations.

Ms Susan Hall



Acting Director NDIS

Susan joined BSL in 2016 as Head of Early Childhood Early Intervention, within the NDIS team and moved to the role of Deputy Director of NDIS in 2019.

Susan has worked in Business Development, Early Childhood Inclusion and Direct service provision in the disability field.

Susan has a Bachelor of Occupational Therapy, Master of Occupational Therapy, Diploma of Management and is a Graduate of the Australian Institute of Company Director.



Our strategy

Founded in 1930, the Brotherhood of St. Laurence has since grown into one of Australia's most recognisable social justice organisations, with a diverse professional staff and over 1,000 volunteers.

The founding convictions for a transformed society, expressed through the generous diversity of the Anglican faith, remain core to the BSL's mission into the twenty-first century. They provide an inclusive invitation to those of all faiths and no faith to work in partnership to eradicate poverty and see lives transformed.

BSL's 2019-2023 Strategy sums up the vocation of BSL - contemporised, but standing strong in this founding faith, as loving service in the pursuit of justice.

Our work contributes to Australia's efforts to achieve the Sustainable Development Goals, particularly Goal #1 which aims to halve the proportion of people living in poverty by 2030.

Let's make change that lasts

Our 5 year Strategy

2019 - 2023



Our vocation is loving service in the pursuit of justice, where all people flourish.



Thank you

We are so grateful for the vital support we receive from our many supporters and for the commitment of our staff and volunteers.

These contributions are vital to our work alongside communities experiencing disadvantage. In a year that has affected these communities more deeply than any other, you have helped us extend support, maintain our existing programs, conduct research into the causes and effects of poverty and advocate for crucial policy change.

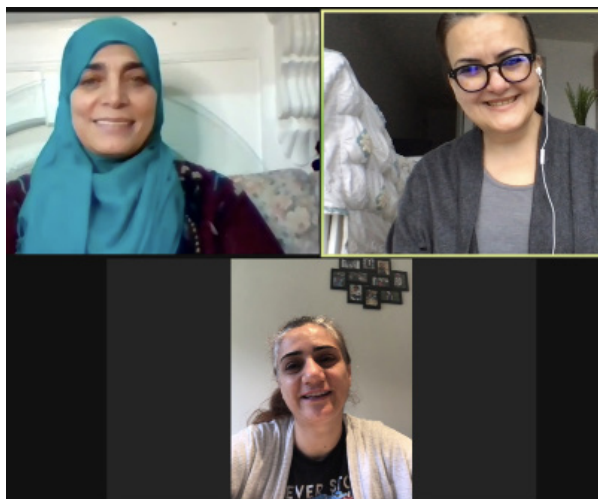
BSL also acknowledges the financial and other support received from the Commonwealth Government and Victoria State Government.

Volunteers and staff

A heartfelt thank you to all our staff and volunteers.

Many BSL programs transitioned to online service delivery and our volunteers worked from their homes or local cafes and libraries where they could, lockdown permitting. We acknowledge our volunteers for their adaptability during a very difficult year and thank every one of them for supporting BSL at a time when social connection has been a priority. Your commitment, talent and loyalty are invaluable.

Like so many, our BSL staff has been doing it tough. We've made many sacrifices observing the various restrictions during the crisis. Our op shop staff were impacted by store closures. Parents working from home tackled another year of home-schooling. Others felt the social isolation acutely. We all cared for others, or worried about loved ones, or worried about the future.



BL volunteer Rana hosting a Zoom mentoring session with participants Aheda and Somaieh.

Despite these challenges, the team has maintained its resilience, passion and focus in supporting our vision for an Australia free of poverty.

We are so grateful for the work and contribution that our staff make.



BSL staff thanking our volunteers for National Volunteer Week

Philanthropy

We are grateful to our supporters for their generous contribution.

In the 2021 financial year, our philanthropic income contributed \$13 million toward our vision of an Australia free of poverty.

The financial support we receive from donors allows us to improve and extend our work with individuals, families and communities who face disadvantage and to undertake research and develop policy needed to meet the social and economic challenges of persistent poverty.

We're grateful for the kindness of all our supporters, including major donors, trusts and foundations and corporate partners:

- Aged Persons Welfare Foundation
- ALD Corporate
- ANZ
- ANZ employees through ANZ's Workplace Giving program
- B B & A Miller Foundation
- Bernie and Virginia McIntosh
- blueAPACHE
- Citi Foundation
- Collier Charitable Fund
- Cybec Foundation
- Goodman Family Foundation
- Grange Investments Pty. Ltd.
- GW Vowell Foundation
- Hansen Little Foundation
- Herbert Smith Freehills
- Ian Paroissien
- Isaacson Davis Foundation
- Jacobsen Family Foundation
- Jennifer G Smith
- John B Prescott AC
- Krystyna Campbell-Pretty AM and family
- Lord Mayor's Charitable Foundation
- Margaret S. Ross AM
- Pamela Petschack
- Peter Hanks
- Portland House Foundation
- PwC Australia's Foundation Trust
- Schneider Electric Foundation
- Susan Morgan OAM
- The Flora & Frank Leith Charitable Trust
- The George Lewin Foundation
- The Gray Family Charitable Trust
- The Muffin Foundation
- The Ross Trust
- The Paul Ramsay Foundation
- The William Angliss (Victoria) Charitable Fund
- Vera Moore Foundation
- Ward-Ambler Foundation
- Wellcom Worldwide
- William Buckland Foundation

Gifts in Wills and Estates

The generosity of those who have sought to support the work of BSL through their Will or Estate is so important and we are truly grateful.

- Alison Margaret Clark Charitable Trust - The Warren Clark Bequest
- Beryl & Lloyd Collins Perpetual Charitable Trust
- Corden Family
- Dibbs and Massie Foundation
- Equity Trustees
- G D Watson Charitable Trust Fund
- Henry Brough Smith Charitable Trust
- Joe White Bequest
- Keila Hinde Charitable Trust
- Leslie Francis Gill Estate
- Margaret Elizabeth Pullman Trust
- Perpetual Trustees
- The Estate of The Late Amy I C Ostberg
- The Estate of the Late Mrs Clara Oostergetel
- The Estate of The Late Doreen Margaret Turner
- The Estate of The Late Dr Rosemary West
- The Estate of The Late Honor Moubray Allfrey
- The Estate of The Late Miss Mary Faulds
- The Estate of The Late Mr Alan Matheson
- The Estate of The Late Mr Allan Fitzgerald
- The Estate of The Late Mr David Millard
- The Estate of The Late Mr Frank Howard Boreham
- The Estate of The Late Mr Peter Fletcher
- The Estate of The Late Mrs Estelle Stott
- The Estate of The Late Mrs Margaret Robson
- The Estate of the Late Nellie Pauline Burgess
- The Estate of The Late Stanley Gray
- The Estates of The Late John Graham Leonard and Margaret Leonard
- The William Mansel Higgins and Dorothy Higgins Trust
- Wilfred Gordon Hunt Foundation.

Community Partners

We thank our many community partners for their generous contribution and support of our work.

- ac.care
- Al Siraat College
- AMES
- Anchor
- Anglicare NSW South, NSW West and ACT
- Anglicare NT
- Anglicare SA
- Anglicare Tasmania
- Anglicare Victoria
- Anglicare WA
- Armidale Family Support Service
- Aseeltayah.com (main image front cover)
- Asylum Seeker Resource Centre
- Australia and New Zealand Banking Group Limited (ANZ)
- Australian Energy Foundation
- Australian Red Cross Society
- Ballarat Group Training (BGT)
- Ballarat Neighbourhood Centre
- Banyule City Council
- Barnardos Australia
- Barwon Child, Youth & Family
- Berry Street
- Bethany Community Services
- Bundaberg Baptist Family Services
- Bukjeh.com.au (main image front cover)
- Catholic Care Social Services
- Cathy Freeman Foundation
- Centacare Bathurst
- Centacare North Queensland
- Child Australia
- City of Brimbank
- City of Dandenong
- City of Hume
- City of Moreland
- City of Whittlesea
- City of Wyndham
- City of Yarra
- cohealth
- Communicare
- Community Gro
- Family Services Australia
- Fellowship for Indigenous Leadership
- Focus Connect
- Foyer Foundation
- Frankston City Council
- Gateway Community Health
- GHD
- Gippsland Employment Skills Training (GEST)
- Goolburri
- Gujaga Foundation
- Gungarde Community Centre Aboriginal Corporation
- GV Community Energy
- Herbert Smith Freehills
- House of the Gentle Bunyip Inc.
- Inala Indigenous Health Service
- Investing in Our Youth
- Jewish Care Victoria
- JobQuest
- Julalikari Council Aboriginal Corporation
- Kentish Regional Clinic
- Kingston East Neighbourhood Group (KENG)
- Lander & Rogers Lawyers

- Launch Housing
- Learning Links
- Life Without Barriers
- LiveBetter
- Maari Ma Health
- Mallee District Aboriginal Services (MDAS)
- McAuley Community Services for Women
- Melbourne City Mission
- Melbourne Polytechnic
- Mercy Community Services
- MiiMi Aboriginal Corporation
- Mission Australia
- Miyay Birray Youth Service
- Moonee Valley City Council
- Ngala
- Ngunga Women's Group
- Northern Futures
- Northern Peninsula Area Ngurpai Ikama Ikya Council
- Novita
- Nyamba Buru Yawuru
- Playgroup Queensland
- Port Stephens Family and Neighbourhood Services
- Quantum Rail
- Robinvale District Health Services (RDHS)
- Rotary Club of Melbourne
- Rural Health Tasmania
- Samaritans Foundation
- Save the Children Australia
- Southern Migrant and Refugee Centre (SMRC)
- Spectrum Migrant Resource Centre
- St Andrew's Opportunity Shop
- St Vincent's Hospital, Melbourne
- Tamworth Family Support Service
- Tangentyere Council
- The Benevolent Society
- The Harwood Institute
- The Ration Shed Museum
- The Salvation Army
- The Smith Family
- Uniting Country SA
- Uniting NSW.ACT
- Uniting Vic.Tas
- UnitingCare Kippax
- Whittlesea Community Connections
- Whittlesea Community Future
- Wuchopperen Health Service
- Wunan Foundation
- YWCA Australia

You can help make change

You can support us in making lasting change today in a range of ways.
Learn how you can support us bsl.org.au/get-involved/



Brotherhood of St Laurence
Working for an Australia free of poverty

ABN 24 603 467 024
ARBN 100 042 822