



Brotherhood
of St Laurence

Working for an Australia free of poverty

Building better lives since 1930



BROTHERHOOD OF ST LAURENCE

ANNUAL REPORT 2012

Working for an Australia FREE of POVERTY



Our vision

An Australia free of poverty

We work with others to create an Australia free of poverty for this and future generations: a fair, compassionate and just society where all can fully participate in social and economic life, create and share prosperity and treat each other with dignity and respect. In working for an Australia free of poverty, we recognise the Indigenous custodians of this country.

Our mission

Our mission is to research, develop and deliver innovative and high quality services, practices and policies to drive change that benefits all Australians.

Our values

The Brotherhood, inspired by our Christian origins, seeks the common good through compassion, with a generosity of spirit and reliance on evidence.

Our guiding objectives

1 To prevent and reduce poverty and exclusion from the mainstream of society

We will focus on those people at greatest risk at the four life transition stages considered critical to future well being: the early years, the transition from school to work, the shifts in and out of work, and retirement and ageing.

2 To be a national voice on poverty and exclusion

We will promote integrated social and economic policies and programs that improve the personal capacities and material resources of people and of their communities.

3 To develop innovative policy, programs and practice

We will develop and gather evidence through research and practice to create innovative policies and programs for implementation by ourselves and others.





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Amanda's story

For many, the term HIPPY relates to flower power, peace signs and dreadlocks, but for Amanda, a young mother from Blackett, NSW, HIPPY means Home Interaction Program for Parents and Youngsters, a childhood learning program that has not only had a positive impact on her twin daughters' lives but also on hers.



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Meaghan's story

Meaghan, who lives on the south-eastern fringe of Melbourne, is the first in her family to graduate from Year 12. That achievement is a credit to her dedication, and to the Brotherhood's Community VCAL (Victorian Certificate of Applied Learning) program.



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Bev's story

Bev's vibrant spirit belies early hardship. Born with an intellectual disability and placed into institutional care as a baby, Bev has still lived a full and active life. After a stroke two years ago she moved into our Sambell Lodge, where she is encouraged to continue with gardening and the other activities she loves.



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Ly's story

Ly was unsuccessful in finding work after he left school in Year 11. He didn't see any prospects for himself until he joined the Brotherhood's Centre for Work and Learning.



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Sharon's story

Sharon was worried about how she was going to manage her housing costs and pay for her son's school expenses. So she joined Saver Plus to find out about budgeting and saving.



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Monica's story

With a Bachelor degree and higher degrees in social work and psychology, Pakistani academic Monica did not expect to be running cooking classes after she arrived in Australia. But she found it impossible to find work in her field, so she joined the Brotherhood's Stepping Stones program, which helps migrant and refugee women build small-business skills.



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Tyler's story

Becoming a volunteer has had a huge impact on Tyler's life. The bubbly 30-year-old with Down's syndrome has never let his disability hold him back, but since he began volunteering at the Brotherhood's Community Store in Geelong, Victoria, he has gained a new found confidence and purpose.

WORKING FREE

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FOR AN AUSTRALIA
OF POVERTY



Report from the Chair and the Executive Director

We are pleased to introduce the forty-first Annual Report of the Brotherhood of St Laurence. This is our eighty-second year since our foundation as a religious order by Father Gerard Tucker, a man who combined his Christian faith with a fierce determination to end social injustice.

Father Tucker's work was guided by his faith and by his understanding that in order to construct fulfilling lives for themselves and their loved ones, people need the essential building blocks such as a good education, a stable home and a decent job. The challenge for us at the Brotherhood is to renew his vision in a time of rapid change in our modern, more complex economy and society. Those building blocks have become trickier to assemble.

Whilst our economy offers many new opportunities to the disadvantaged, it also presents many new risks—such as the premium it places on education, skills, and the personal networks people have to support them in finding and retaining work. Adding to the complexity are the changes to household formation, gender roles, the distribution of caring responsibilities and changing living patterns in a longer life course.

In light of this, our focus is on the convergence of economic and social policies in a new approach that we are calling 'inclusive growth'.

Without good economic growth generating more and better jobs, there won't be the opportunity to enable good transitions from unemployment to employment and in and out of caring roles, education and training, and retirement.

However, at the same time the absence of social policies that facilitate such transitions will in turn become a constraint on the economy. Full social inclusion won't be possible without economic growth. But growth will be jeopardised without greater inclusion. Having large numbers struggling to participate in the economy becomes a drag on economic performance and will diminish public support for any further economic reforms that may be required to keep the economy growing. Social policies will need to be characterised by the way in which they build the capacities of disadvantaged people to build good lives for themselves through participating in the mainstream economic and social life of the nation, which after all, is what each of us aspires to achieve. And with an increasingly smaller proportion of our population of workforce age, it's also what our economy needs.

So we need to think about what underpins a society that is fair as well as prosperous. This raises complex and difficult challenges that won't be resolved without serious and respectful dialogue between all sectors of our community. For example, in the growing knowledge and service based economy, businesses won't find the skills they need unless our school, post-school and welfare systems properly support all Australians to achieve success in education. To give another important example, the pressures in an increasingly internationally competitive economy are likely to result in casual and part-time jobs continuing to make up a comparatively high proportion of all the jobs on offer. And yet, they leave too many people under-employed, finding it well nigh impossible to build good lives for themselves.

The way we plan our cities is another key area of public policy that affects the inclusion of disadvantaged people in our society and economy, and can impede economic productivity. Unfortunately, several of our major cities are at risk of becoming two cities—successful cores rich in jobs, services, amenities and expensive housing, and urban fringes where disadvantage is concentrated. Many people, in the search for homes they can afford to rent or buy, live further and further out from those inner and middle neighbourhoods with a density of good jobs and services. They spend less on housing but must spend more money—and time—on transport to work and other essential destinations such as hospitals and schools.

Report from the Chair and the Executive Director



Philip Huggins

Bishop Philip Huggins

Chair, Board of Directors
Brotherhood of St Laurence



Tony Nicholson

Tony Nicholson

Executive Director
Brotherhood of St Laurence

As we focus on the convergence of social and economic policy, the Brotherhood's framework of the life-transition stages considered critical to future wellbeing continues to be a highly effective way for us to organise our work. These transitions—the early childhood years, the transition from school to work, the shifts in and out of work, and retirement and ageing—are also recognised more broadly as a fruitful approach to developing policies and services.

We are also guided by our new Strategic Plan, for the period from 2012 until 2014, in which we concentrate on four key priorities. Firstly, we will develop systems, structures and processes that support our people to do a great job. Secondly, we will demonstrate how to reduce disadvantage and increase social, civic and economic participation through high-quality policy, programs and practice. Thirdly, we will broaden our efforts to influence and learn from others. Finally, we will generate income from diverse sources in order to keep our organisation strong and to foster innovation in what we do.

In this time of great social and economic change we are indeed fortunate to be able to draw on such a staunch community of supporters, both within the Brotherhood and in our broader society.

We are indebted to the thousands of benefactors, corporate partners, philanthropic trusts, churches and service clubs who contribute generously to our work; we thank them all. We are also thankful for the access we enjoy with governments of different persuasions as we advocate

for our vision of an Australia free of poverty, and for the partnerships created with them in providing services and developing policies. Working for the Brotherhood of St Laurence, whether paid or in a voluntary capacity, is often demanding. We are thankful that staff and volunteers alike both share and are inspired by our vision and are dedicated to using their many talents to assist the people we serve build better lives and stronger communities.

We also extend our gratitude to our fellow Directors for their tireless support and all they contribute to the Brotherhood's mission. They bring a depth of wisdom and a range of valuable skills to the duties they carry out with such enthusiasm and integrity. In particular, we acknowledge the outstanding contribution of our two directors who retired during the year, the Reverend Barbara Colliver and Jenny Trethewey. We also bear witness to the wonderful legacy of the Life Members and Charter Members who sadly passed away this year: David Scott, who was also a former Executive Director, Kurt Eisner, Jack Keating and Jean McCaughey. They will be sorely missed.

Bishop Philip would note his personal gratitude for the manner in which our Executive Director exercises his leadership, carrying forward Father Tucker's inspiration as embedded in the Christian gospel.

Working for an Australia free of poverty continues to be our vision. Whilst this report points to many fine achievements within this vision, under God, we are restless to achieve better lives for those most in need. As Jesus reminds us, naturally, much is asked of those to whom much is given!



▲ Iresha, a Family Day Care Educator, enjoying an activity with Suvin

Highlights



EARLY CHILDHOOD EDUCATION EXPANDS

More families across Australia will benefit after a commitment from the Australian Government to double the number of sites for our early-childhood Home Interaction Program for Parents and Youngsters to 100. The two-year program supports parents at home in their role as their child's first teacher, and works with four- and five-year-olds to help them get ready for primary school.



NEW CENTRES FOR WORK AND LEARNING

Disadvantaged job seekers in Victorian public housing will be able to more readily access training and guidance on the path to decent work at new Work and Learning Centres in Carlton, Geelong, Ballarat, Moe and Shepparton. Established in partnerships with local community organisations and the Victorian Government, these centres build on the success of the original Centre for Work and Learning in Melbourne, which we opened in 2009.

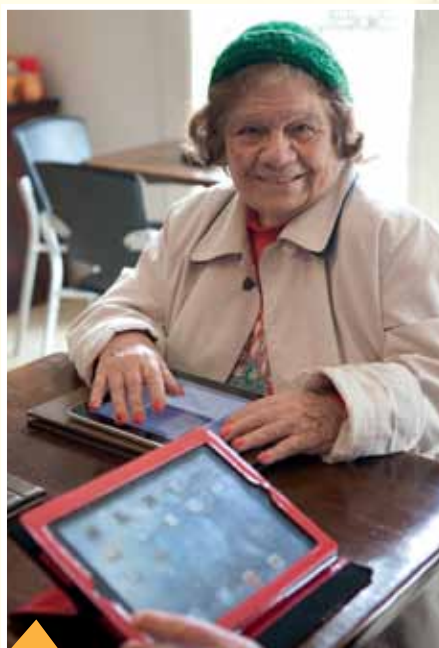


FRESH APPROACH TO STUDENT SUPPORT

Work begins on the Youth Foyer project which will combine education and accommodation to put disadvantaged young people on the path to employment. Young students who don't have the support of family will live on campus in studio apartments at Kangan Institute, a Melbourne TAFE college, and be supported with health and other services as they study. This is the first stage of a partnership between the Brotherhood of St Laurence, Hanover Welfare Services and the Victorian Government: two more Youth Foyers are planned.

AFRICAN AUSTRALIAN CENTRE FOSTERS GRASSROOTS ADVOCACY

As it prepares to move into premises remodelled from the foundations up, the African Australian Community Centre in Footscray, in Melbourne's west, supports successful settlement of refugees through building the capacity of individuals, families and whole communities to participate in mainstream economic and social life through the development of community leadership.



SETTING AGENDA FOR AN INCLUSIVE ECONOMY

As the world faces one of the greatest economic and social crisis since the Great Depression the Brotherhood's emphasis on the integration of economic and social policy becomes ever more pertinent. This year we took up the World Bank's concept of Inclusive Growth to further develop this agenda: no inclusion without growth, no growth without inclusion. We seek to reflect this theme in all our work across research and services.

SAVINGS SCHEME CONTINUES TO GROW

Saver Plus, a Brotherhood-ANZ partnership, is helping thousands more Australians to better manage their finances, after new support from the Australian Government. Families build the savings habit and undertake the MoneyMinded course, putting them in a better position to weather financial difficulties.



CAMPAIGNING FOR DENTAL HEALTH

The mouth is the only part of the body excluded from Medicare, for no good health reason. Many Australians forgo essential dental work because they can't afford it, jeopardising health and livelihoods. The Brotherhood's support for people struggling to get their teeth fixed has broadened into a campaign for a fair go in dental care—a universal dental health scheme.

Chaplaincy

In our diverse organisation there is an important place for the development of spirituality as a sign of healthy life and of an organisation dealing with the important issues of work, planning, reflection and celebration. Spirituality can be defined as a search for meaning found through relationships: sometimes with each other, sometimes with nature, sometimes with God, and sometimes with self. It can be seen as our lifeblood and it reminds us that we are human. As Chaplains we embrace this practice, as we seek to develop and encourage others to take a pastoral approach in our day-to-day work, life and engagement with the wider Brotherhood community. This makes chaplaincy an important part of the Brotherhood and an important source of internal support for the work and wellbeing of those we assist and of our dedicated staff and volunteers.

Good spiritual health is reflected in wellbeing and in a positive approach to life and work. It provides us with opportunities to make sense of the world around us. **Spirituality Breakfasts** and **Monthly Reflections** seek to open up discussion, thought and affirmation. We encourage staff to be spiritual ambassadors among those we help and Brotherhood teams. To this end we are currently educating our aged-care staff and volunteers in spiritual care for older people through a 12-month pilot program undertaken in conjunction with the Healthcare Chaplaincy Council of Victoria. Similar programs are being developed for services in other parts of our organisation.

Programs

Chaplaincy is also responsible for two key programs—the **Schools Engagement Program** and **Parish Partnerships**, both of which engage staff and volunteers in unique relationships.

Our vision for Parish Partnerships is to assist in identifying opportunities for new initiatives in the gaps found in their wider communities to address local ministry needs and build the capacity of the parish to build vital community links and networks.

We are close to realising our vision for a thriving Parish Partnership with the St John's Footscray community, in conjunction with the Brotherhood, the Anglican Parish of Footscray, the City of Maribyrnong, the Victorian Government and the African community. Restoration and construction work on the **African-Australian Community Centre** is almost complete, which means that we will soon have a gathering place for Victoria's African communities.

This important new facility will be a cultural centre and meeting place for our growing African communities, and a place for the Brotherhood to deliver basic services for and ultimately by the African community. The Centre will work with and assist the parish to build its capacity to minister to the broader community's needs through education in literacy and life skills, developing employment opportunities, and helping people access mainstream social services, through promoting positive settlement in Australia. It will be a place for African people to meet others in the broader community to reduce their isolation, which in turn will renew the spiritual focus and engagement of the parish.



Many schools are choosing to take part in the Brotherhood's unique **Urban Camps** project through the Schools Engagement Program which brings Year 9 and 10 students from state, private and Catholic schools into contact with our people and services during a hands-on, three or four day school camp. Students meet with many of the people the Brotherhood works with and for a few days they walk their journey with them. Through the camps students gain a broader perspective on the causes of disadvantage by hearing a person's story rather than making a 'face-value' judgement, and experience how to offer a practical hand where needed. The camps regularly include opportunities to cook lunch for disadvantaged older people, meet and play with the children who attend our children's breakfast club, sort books and clothing at the Brotherhood's Social Enterprises warehouse, hear the stories of disadvantaged Australians and refugees, and assist local primary school students with literacy, IT, sport and music.

The students learn about the importance of treating others with dignity, how hope develops self-esteem, and, importantly, how to take what they've learned and put it into action in their daily lives. For example, one school has made connections with their local Karen community, originally from Burma, offering space to develop garden plots on the school grounds and assisting with the homework club held in a local church hall.

By inspiring young people and their families we are helping to ensure tomorrow's leaders have a commitment to building a society in which all can live with common dignity.

► An Urban Camp participant helps with cooking lunch at the Coolibah Centre



The early years

The early years are critical to a child's life chances and parents are best placed to get their children off to a good start in life. An investment in supporting parents and children in the early years of childhood is one of the most effective investments we can make, engaging families and communities and not relying solely on bureaucracies and specialists. That's why we have backed initiatives in which parents support parents to play a more positive role in their child's development while building a community of support and mutual trust around them.

Programs

We are very proud of the effort of thousands of parents across Australia in the **Home Interaction Program for Parents and Youngsters (HIPPY)** who, according to research, feel more confident, supported and respected in their child-raising role and are now more involved in their child's learning and development. HIPPY is a two-year home-based program that not only prepares four- and five-year-old children for school but also develops the capacity of the parents to be their child's first teacher. Helping us deliver our first national rollout of HIPPY to 50 communities around Australia have been the highly dedicated coordinators and HIPPY Home Tutors who work with parents to prepare their child for formal education. Our own HIPPY Australia team has provided timely support to the community agencies that run HIPPY and has ensured the curriculum and resources are fun and easy to use. Since 2009, as a result of being involved in HIPPY, 3,500 children living in disadvantaged areas are now closer to others in their age

group in cognitive development and school readiness. HIPPY has also helped prepare parents for their own future—by training them as HIPPY Home Tutors working in a family friendly job with pathways into further employment and education.

In 2012, the Australian Government announced it would invest \$69 million over four years to extend HIPPY to 50 new areas, with an emphasis on Indigenous communities, bringing the total to 100 sites nationally.

Our **Child and Family Resource Centre** offers a full range of family programs, from facilitated playgroups to high-quality child care. Playgroups are a relaxed way for parents to share their experiences while their children play. Our playgroups bring the added bonus of staff from the families' community, trained by the Brotherhood, who speak the language of their community and help direct parents towards age-appropriate children's activities and other family services. **Community Playgroup** is an opportunity for families newly arrived in Australia to meet families who are long-time Australian residents. The **Baby Book Club** playgroup focuses on introducing parents and young children to books and storytelling in their own languages as well as in English. **Parents Learning Together**, another facilitated group, helps parents develop skills for parenting three- and four-year-old children.

Our **Occasional Care and Respite Care** gives parents time to undertake English classes and attend to critical family resettlement needs.

For those who need a little extra support, especially in their early days in Australia, the **Refugee Child Outreach Program** offers services for refugee children under five years of age during their family's first five years in Australia. Our welcoming staff help vulnerable families to feel more comfortable with practitioners and family support services.

Family Day Care had its Australian origins 40 years ago in the Brotherhood and continues to be significant in our service offer to young families. Its flexibility and homely environment is appreciated by busy parents and their youngsters. We have supported the Council of Australian Government's (COAG's) Early Years Learning Framework and the Victorian Government's implementation of the National Quality Framework, particularly for the difference they make to Family Day Care. We see these initiatives as an important step towards professionalising children's services Australia-wide and improving the quality of early learning and care. In the same vein, we've improved our Family Day Care model, increasing carers' autonomy and parents' choices while improving the administration and efficiency of the program.

The rapidly growing fringes of our cities often lack not only services but also physical infrastructure from which the services can be provided. We are keen to demonstrate how we can address this issue through better planning and collaboration. A consortium of eight community organisations led by the Brotherhood was selected by Hume Council to create an integrated one-stop community-services hub. It will promote social inclusion and economic participation in Melbourne's north-west and is scheduled to open early in 2013.

Research and advocacy

The Australian Government funded a national evaluation of HIPPY which was launched by government ministers in Canberra in late 2011. It found that HIPPY significantly benefits children, parents and home tutors and it is cost effective. The full report is available at www.bsl.org.au/hippy.aspx

The Barr Research Fellow position, jointly funded with the University of Melbourne, has continued to support the development of the knowledge base for our support to young families.

Amanda

For many, the term HIPPY relates to flower power, peace signs and dreadlocks, but for Amanda, a young mother from Blackett, NSW, HIPPY means Home Interaction Program for Parents and Youngsters, a childhood learning program that has not only had a positive impact on her twin daughters' lives but also on hers.

Amanda left school in Year 9 to complete her studies at TAFE while working part-time in retail. By the age of eighteen she had two beautiful daughters, Tenille and Teegan, and for the next five years her studies and career were put on hold as she took on the important role of motherhood.

▼ HIPPY has helped prepare Amanda's twins Tenille and Teegan for school

Amanda wanted to make sure her girls had the best possible start to life; this included making sure they got a head start in their education. So when they were four years old she enrolled them in HIPPY. The two-year program aims to develop a child's love of learning from an early age through activities and role play, while supporting parents to prepare their children for school.

The girls are halfway through their first year of school and are excelling; both have received the principal's award for outstanding learning achievement. Amanda is very proud and credits their success at school to HIPPY.

'They know their shapes, colours, phonics and can write their names', she says.

'The program has boosted their concentration and confidence. They are ready to learn because school hasn't been so daunting.'

Amanda was so impressed with the program when she enrolled her girls that she undertook training to gain part-time employment as a HIPPY Home Tutor, working with other families in the program. The flexible hours made the transition back into the workforce easy for Amanda, and meeting different people in the community developed her confidence.

This opportunity helped her to gain full-time employment, as a play worker, with UnitingCare Burnside, the organisation that runs HIPPY in her area.

'HIPPY gave me the skills I needed to begin my career working with children', she says.



Through school to work

School and family should provide a strong platform of support in teenagers' lives. But when the work and life prospects of these young people are curtailed, the Brotherhood steps in—not only with services to help them get back on track but also with evidence about what is required to prevent problems arising in the first place.

Programs

Completing Year 12 is the best way to guarantee young people their own choice of further education or paid work. That's why the Brotherhood's **Youth Connections** program offers homework support, recreation activities to improve mental health, and vocational preparation to inspire young people to think about their future. Youth Connections runs in partnership with the Taskforce Community Agency and is delivered in Melbourne's south-east with local organisations to keep young people actively engaged in school until the end of Year 12.

Many families arrive in Australia after years in refugee camps with very little control over their lives and where they missed out on good nutrition. That's where our **Breakfast Club** makes a difference by supporting parents and their school children throughout primary and secondary school with informal mentoring, advice and learning activities, all combined with a healthy breakfast.

After school, our **Futures Club** provides a homework support program for young people from public housing, particularly refugees, with teaching from a committed team of volunteer tutors in mathematics, chemistry and the humanities. The Club helps with study skills, and vocational and career planning, and also operates school holiday programs

to improve reading, maths and exam preparation. The Futures Club celebrated 21 years and in a testament to the success of this long-running program all members of the 2011 Futures Club Year 12 group are now enrolled in TAFE or university study. Also after school, **Game Changer** harnesses young people's passion for video games and turns it into a weekly recreational activity with an educational focus. Youngsters design and build their own video games with help from experts in the field from IT company Amdocs, who provide insights into working in the games industry.

Young people who do not complete Year 10 are three times more likely to be locked out of the mainstream economic and social life of our community. Our **High Street Centre** works with young people across the Mornington Peninsula near Melbourne in order to re-engage them with school and provide the support they need to complete their education. Our **Community Victorian Certificate of Applied Learning (CVCAL) program** is demonstrating and documenting quality learning and wellbeing support for young people who are not in school or at risk of leaving school early. We are working in partnership with local schools and sharing what we are learning with them and with youth agencies in the region. Our wider aim for this program is as a model for meeting the needs of disengaged learners who find it hard to succeed in traditional school environments. We also run an alternative Year 10 program on the Mornington Peninsula, the Certificate in General Education for Adults (CGEA) for young people aged 15 to 19 who have stopped attending school. As well as the course training, each student is also assisted by a Youth Connections case worker. Upon completion, students return to mainstream schooling, enrol in Community VCAL or TAFE or gain employment.

Our **Youth Employment Program** works with young people who are disconnected from education and employment to link them with school, training or work that helps them build a successful life in adulthood. A research evaluation of the program shows that our approach helps disengaged young people back into the world of school and work. Seventy per cent of participants returned to school, got themselves a job or went on to further study. We achieved this result by working with employers in the local community and providing the young participants with hands-on training and work experience tailored to their aspirations.

We also have some great new initiatives in the pipeline. Amongst these is the establishment of **Youth Foyers** that will help young people who aren't able to live at home. Large numbers drop out of school and remain uneducated and on the fringe of the labour market, living in tenuous housing circumstances. A collaboration with Hanover Welfare Services, Kangan TAFE and the Victorian Government, it will provide student-style studio-apartment accommodation on the TAFE campus as a basis for continuing their education and training.

Research and advocacy

There is an ongoing need for flexible learning and re-engagement educational programs to maximise the prospects of young people completing their education and going into tertiary studies or work. It should concern all of us that the mainstream school system seems to provide so few options.

The Brotherhood has been a strong supporter of the Australian Government's 'work or learn' policy for young people but more can be done to provide meaningful pathways for young people disengaged or at risk of becoming so. Better coordination of the public assistance on offer will help many. Some specific cohorts of young people will need additional resourcing if they are to be able to achieve their aspirations and to meet their obligations under the 'work or learn' policy.

Meaghan

Meaghan, who lives on the south-eastern fringe of Melbourne, is the first in her family to graduate from Year 12. That achievement is a credit to her dedication, and to the Brotherhood's Community VCAL (Victorian Certificate of Applied Learning) program.

The program, which takes a flexible approach to learning for adolescents who have disengaged from formal education, helped her at a turning point in her young life, when she left school in Year 10.

Meaghan, who at home was having some family problems and at school had fallen in with the wrong crowd, was at risk of joining the ranks of early school leavers who, research shows, have grim prospects for rewarding employment. However, she heard from a friend about the Brotherhood's program, and enrolled.

Community VCAL is a course for Years 11 and 12 that prepares students for work, an apprenticeship or technical training rather than for university. Students are educated in class, in vocational training and on work placements. It's among the programs the Brotherhood uses to connect early school leavers with education or work, in the knowledge that alienation from mainstream activities has a lasting impact. For some students Community VCAL is a safe haven for lives fraught with insecurity.

Meaghan valued being treated as an adult and the close relationships with her teachers. 'They care—they're not just teachers. They're willing to get you on track and not just letting you go after a couple of years.'

She also preferred the practical nature of her education compared with formal schooling. She completed vocational certificates in business administration and animal studies, and undertook work experience at the RSPCA.

After achieving that crucial Year 12 milestone Meaghan's ambition was to work with animals. She landed a great job where she is a valued worker, taking on extra responsibilities such as regularly being left in charge.

'They got me on track', she says of her Brotherhood teachers, who continue to advise her. 'I never had goals and they sorted out how to get the goals and achieve them.'

▼ The Brotherhood's Community VCAL program has helped Meaghan achieve her ambition to work with animals



In and out of work

Approximately 230,000 job seekers have been unemployed and receiving income support for at least two years. Typically they struggle to get a decent foothold in the world of work and often experience multiple and complex barriers to employment. While the mainstream employment support services work well enough for most job seekers, the Brotherhood believes this system is unsuccessful in achieving good outcomes for the more disadvantaged. Job seekers who are far from job-ready need tailored support throughout the journey to work readiness: from developing personal skills and undertaking professional training to traineeships and work placements. Ultimately, this provides a 'line of sight' to a decent job and through to a career and a good life for individuals and their families.

Over the past two years we have increased our formal partnerships with private sector employers in order to seek out job opportunities in the mainstream economy. Not only does this allow us to access more sustainable forms of employment, it makes us part of the solution to Australia's workforce needs, by helping employers address areas of chronic or future labour shortage.

Programs

The Brotherhood's **Employer Services** has developed strong relationships with private employers, including the AbiGroup engineering and construction group, Monash University, the University of Melbourne and the Melbourne City Council. Our role is that of broker, providing industry with a great source of new employees and giving both employers and employees on-going employment support. After our employees are placed in jobs, we remain there for them and regularly contact them and their employers to ensure all necessary forms of support are being provided. The aim is to create a direct 'line of sight' between disadvantaged job seekers and ongoing work, rather than, as can sometimes happen, churning them between training programs and short-term jobs. Our work is helping employers to become more competitive by sourcing productive, motivated and loyal employees.

Our **Centres for Work and Learning** aim to address the myriad educational, health, housing and family difficulties that can combine to cause long-term unemployment. Our Work and Learning Advisors take extra time and care to help our job seekers understand workplace culture, respond to the needs and expectations of their employers, and build a long-term career path. Preliminary research shows that three-quarters of Centre members who have found employment are still employed 12 months later. This is an outstanding result.

In recognition of the success of the initial Centre for Work and Learning, the Victorian Government has partnered with the Brotherhood to establish five Work and Learning Centres within public housing communities. Public housing residents can now freely access employment and training support services and enjoy links to local employers offering potential work. Centres have been established in partnership with local community organisations in Shepparton, Carlton, Geelong, Moe

and Ballarat. Our **Training Services**, one of the elements of the integrated Centre for Work and Learning, have been expanding steadily. They are now reaching more people in more locations, with tailored programs in place for retired and elderly people, young people, Family Day Care Educators, refugee and immigrant members of the Ecumenical Migration Centre and members of the Ogaden refugee community from Ethiopia.

Certified training incorporates foundation skills in areas such as Australian culture, the English language and literacy and numeracy, all of which help our graduates find a suitable job and keep it.

Research and advocacy

As part of the 'line of sight' strategy we have been involved in a range of research, evaluation and advocacy projects. Key projects include the evaluation of two Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) Innovation Fund projects—the Centre for Work and Learning and the Working Futures Initiative. Evaluation of the Brotherhood's Youth Employment Project was also completed. This year we were asked to take part in the Commonwealth's Advisory Panel on Employment Services Administration and Accountability (APESAA) to identify existing administrative processes within employment services that are burdensome or complex. We reported on the effect of these processes on our service users.

All of these research and evaluation projects have sought to discover which integrated models of assistance to disadvantaged job seekers work best, to help us improve our support, training and work experience services and share that knowledge with other service providers. These research projects have provided evidence for our continued advocacy for improved employment services policies for disadvantaged unemployed Australians.

Ly

Ly had been unsuccessful in finding work after he left school during Year 11. He didn't see any prospects for himself and he and most of his friends spent their days playing video games and watching TV.

Then Ly learnt about a ten-week 'Introduction to construction' course offered by the Brotherhood's Centre for Work and Learning, and along with a few friends, he decided to enrol. Quiet and very shy initially, Ly enjoyed the hands-on nature of the course. 'I had never tried making anything before', he said. 'It was interesting to go to building sites and see how they worked.'

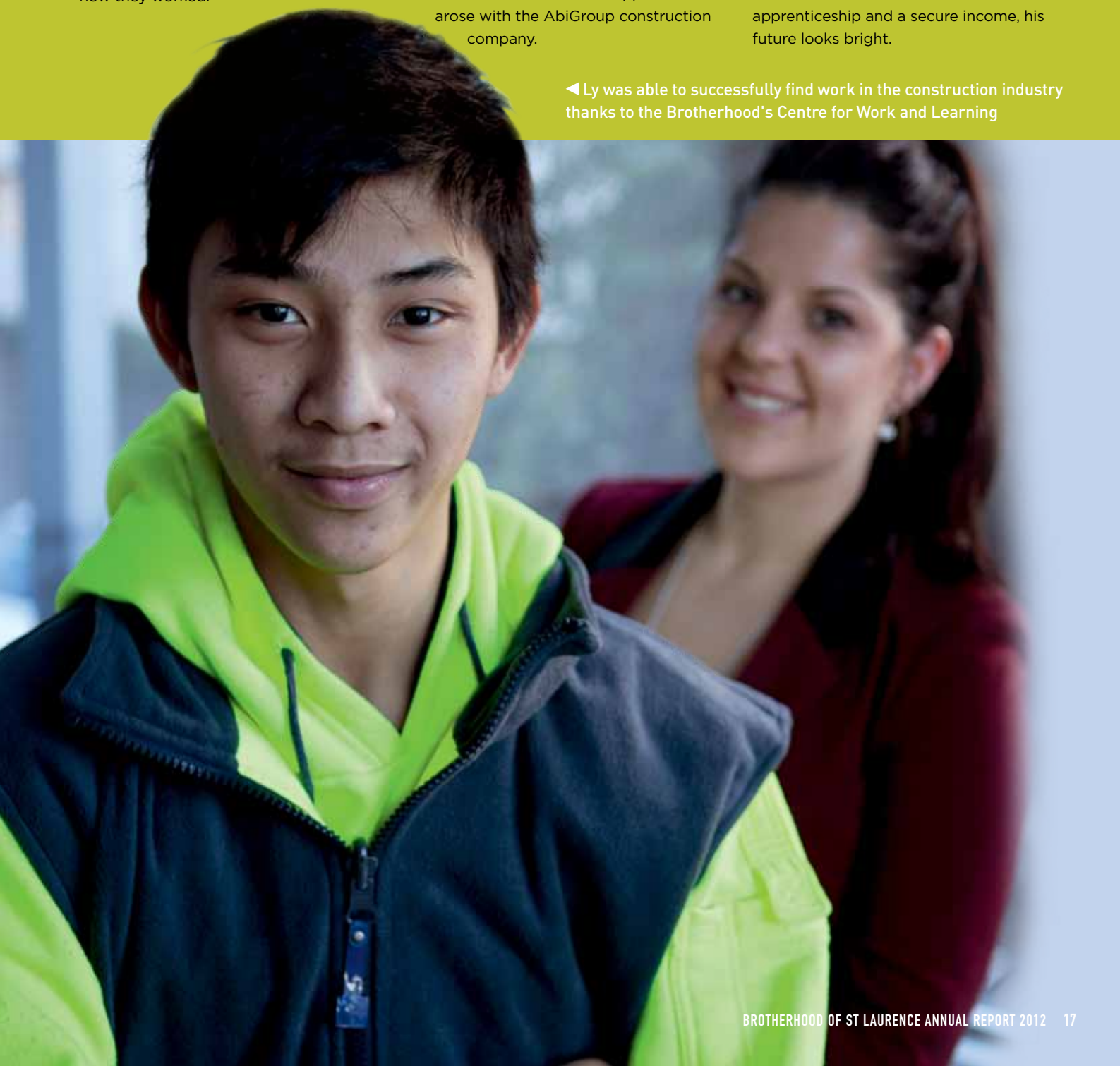
After the course finished Ly and the others became full members of the Centre, which helps disadvantaged job seekers on their journey to decent employment, and he started meeting with his assigned Work and Learning Advisor, Alex, to discuss getting work in the construction industry.

But getting a start in a good job is never easy. 'I didn't understand how it all worked. It seemed so complicated and I thought I would never get anywhere', Ly said, 'but Alex said "It's like a game—you have to play to win".' She supported and advised him during his search for work and the Centre's carpentry-industry advisor helped him think about uses for his new skills. Several months later opportunities arose with the AbiGroup construction company.

After some mock interviews with Alex and a real one with AbiGroup subcontractor Seelite, Ly and a friend were offered ongoing work. It was his first job and prompted other changes such as getting prescription glasses and cutting off his long hair. At first he spoke to Brotherhood Training Field Officer Lis everyday about how work was going, but he soon thrived in the workplace, quickly moving from site cleaning to more skilled work. His supervisor was so impressed that after just three months he offered Ly a carpentry apprenticeship.

Now Ly is full of confidence and talks about building his own house and going into business with his friend. With an apprenticeship and a secure income, his future looks bright.

◀ Ly was able to successfully find work in the construction industry thanks to the Brotherhood's Centre for Work and Learning



Retirement and ageing

What does it mean to live longer? Older people tell us that they want more influence over their aged-care services, that they want to remain active members of their communities, and that they want to be respected as people with knowledge and skills of their own. And of course, the more disadvantaged want to know that they will be able to afford to pay their rent, enjoy secure tenure and have access to transport. That's why the Brotherhood is working in partnership with older Australians to shape services that take account of their life experience.

Our thinking and practical approaches to helping people live in their communities are paying dividends for the whole country, having strongly informed the Australian Government's 'Living Longer. Living Better' reform package. At the Brotherhood we not only provide services but also identify any system gaps and issues that affect older Australians.

Programs

This year, the Brotherhood submitted a comprehensive report to the House of Representatives inquiry into dementia, offering a range of models garnered from our experience. We highlighted the changing needs of older Australians and the service gaps for people at different stages of dementia. Our models are based on our clients' individual interests and strengths. For example, Banksia Services and others have established the **Memory Lane Café** as a place where people recently diagnosed with dementia can support each other. The increases in funding and attention to early dementia diagnosis and intervention in the 'Living Longer. Living Better' package are a great result from our years of advocacy.

Our **consumer-directed care** models are widely regarded as leaders in the aged-care industry. Our integrated care packages are giving many older residents choices about their care while assisting them to remain

living independently at home. Our **Social Inclusion Program** provides opportunities for older people to remain active and engaged in their communities. The development of our web-based events management tool, **Social Circle**, will provide ease of access to community activities and events. Australians recognise the important role carers play in helping older people to continue living at home. In recognition of this, the Brotherhood has developed the **Caring for Carers** program to support family carers of people with dementia, providing education, information and support. Our **Nexus Community and Respite Disability Service** provides respite for older carers of people with disabilities. Our motto is to help carers 'live the lives that they want'.

At **Sumner House** we look after all aspects of our residents' physical and mental health. For instance, we recently developed a weight-training gym for residents, which will be used for important research into how regular exercise can reduce depression. Our **Men's Support Program** allows men who need a lot of care to join weekly discussions on topics relating to bereavement, spirituality and other issues. **Sambell Lodge** is well-known for bringing its residents together with those from other aged-care facilities for the wonderful bi-annual event **Celebration of Life**.

Aged care is sometimes misleadingly regarded as low-skilled work. We want to turn this perception around and help improve the skills of all Australian aged-care staff by making **Sumner House** a Centre of Excellence in workforce development. Our successful bid for funding from the Commonwealth's Training and Research Aged Care Services (TRACS) grants will ensure that this is achieved. Our **Good Food Matters** initiative is also helping to meet the industry's need for more specialised staff by training older Australians with hospitality qualifications and experience to offer nutritional food in the homes of older people we care for. Governments and the sector today understand the important preventative role of promoting healthy lifestyles for older Australians. The Brotherhood has been leading the way for many years, providing for older people's physical, nutritional and social needs.

Our approach has fostered a number of innovative services:

- Our **Banksia Services** and **Coolibah Centre** run strength and fitness programs, vegetable gardening and a **Men's Activity Program**.
- We're tackling poor transport for older people living in outer suburban communities by sharing vehicles and volunteer drivers in partnership with the Victorian Government, Bendigo Bank and other partner agencies.
- Our **iPad Essentials** course, with the help of the Rotary Club of Melbourne, is teaching older people how to fully use the internet to improve wellbeing and connectedness with family, friends and the community.

Research and advocacy

The activities of the Brotherhood's Retirement and Ageing programs, whether they be service provision, research or advocacy, are based on the principles of social inclusion—that older people have a right to a productive life and to engage in social, civic, learning and work opportunities. This year we have advocated for policies to reflect these principles in our submissions to the following inquiries:

- Dementia: Early Diagnosis and Intervention (House of Representatives Standing Committee on Health and Ageing Inquiry)
- Caring for Older Australians (Productivity Commission Inquiry)
- Economic Potential of Senior Australians (EPSA Advisory Panel)
- Grey Areas: Barriers to Work in Commonwealth Laws (Australian Legal Reform Commission)
- Cybersafety for Senior Australians (House of Representatives Joint Select Committee on Cybersafety Inquiry)
- Opportunities for Participation of Senior Victorians (Victorian Parliament Family and Community Development Committee Inquiry).

The Brotherhood is strengthening its influencing role through its memberships of and presentations to the United Nations through the Department of Economic and Social Affairs (UNDESA) and participation in its Open-Ended Working Group on Ageing, and the International Federation of Ageing (IFA).

Bev

Bev, 70, has a vibrant spirit that belies early hardship. Born with an intellectual disability and placed into institutional care as a baby, Bev grew up without a family. Despite this, she has lived a full and active life, but a stroke two years ago meant she could no longer live independently.

Now she has made a home and a family at the Brotherhood's Sambell Lodge, a low-care residence for older people in Clifton Hill in inner Melbourne.

Bev was sent to an institution when she was just 18 months old: it was the 1940s, and this was not an uncommon fate for disabled children then. Her adolescent years were spent in different institutions in Victoria, some of which were notorious for their poor living conditions. As an adult, she lived independently with other disabled people in a household where she enjoyed doing the shopping and cooking. She is a positive person who has led a busy life; working, caring for others and pursuing her interest in singing, dancing and crafts.

Bev came to Sambell Lodge in early 2011 after suffering a stroke the year before. Although she can no longer live independently, the staff at Sambell Lodge have encouraged her to continue to do the things she loves, such as exercising, gardening and singing in community choirs.

Corinna, the Activities Coordinator, says Bev loves attending the Celebration of Life themed events for seniors organised twice a year by Sambell Lodge for the residents of many local aged-care facilities. 'She always looks forward to dressing up and participating in the various themes.'

The most recent event, which celebrated the Olympics, was a huge success. Corinna says Bev and the craft group at Sambell painted 20 'Team Sambell' shirts with Olympic rings, especially for the event. 'As usual, Bev took centre stage singing and dancing at the front of the hall. She told me she enjoys the events because it's a time to meet up with other people and have fun together.'

Despite that stroke, Sambell Lodge has nurtured Bev's vibrant spirit.

► Bev loves getting out in the garden



Refugees and inclusion

The Brotherhood works hard to support the all-important healing process of recovery from the deep trauma of the refugee experience and restore the wellbeing of families—children, young people and parents. Community healing, together with community connectedness, is the basis of making sure refugees are genuinely included in our workplaces and our communities. Behind the headlines, we remain a big-hearted nation.

Our Ecumenical Migration Centre (EMC) has been pioneering settlement services for new arrivals since 1963. Today, the EMC and the new African Australian Community Centre (AACC) work with individuals, communities and their leadership to make the successful transition into settlement.

Programs

Our refugee programs work predominantly in four ways: with families, with community groups, with youth and with those looking for work to enable them to better manage their settlement process and to provide leadership within their communities. These programs are complemented by support from across the Brotherhood, such as our Centre for Work and Learning, Home Interaction Program for Parents and Youngsters and, the Research and Policy Centre. In partnership with AMES we also provide household goods for the first homes of every refugee family that arrives in Victoria.

The refugee experience of dislocation, deprivation and loss has a significant impact on families and can lead to serious relationship breakdown as individuals and couples move through the settlement process—recovery from trauma can be painful and slow. The counsellors in our **Stronger Families** and **Family Support** programs assist families to take control of their circumstances and maintain nurturing homes. **Mama's Plus** helps mothers create an environment that promotes positive parenting and thriving children. We connect mothers with support services and with each other at social events such as cooking classes.

Well-run community groups are well placed to identify community needs and advocate for resources and societal change. The **Refugee Action Program (RAP)** and the **Community Access Support Hub** work with refugee groups to strengthen governance structures and build leadership skills and knowledge of mainstream resources they can tap into. The RAP, run with the Spectrum Migrant Resource Centre, helps groups to identify their community's strengths and barriers to opportunity and creates projects that address local issues with local solutions. The Community Access Support Hub helps groups address specific needs. For example, we are helping elder women's groups connect with the wider community and obtain funding for their activities. The Hub is establishing a 'brain bank' of skilled volunteers able to assist groups to reach out to more members of their communities.

Young refugees need support from people who understand the challenges they face, and getting the right help at the right time can have a huge positive effect on their lives. The Brotherhood is leading the way through programs such as **Youth2Youth**, a peer-education program that trains young people from African backgrounds to help others just like them. This includes learning how to facilitate workshops on cultural transition, helping others to anticipate and deal with problems they may face as immigrants. The **Refugee Youth Development Program (RYDP)** gave teenagers the opportunity to have fun while developing their leadership skills. This included training young refugees how to better prepare for job hunting and work. We also piloted a program that gave young people experience in volunteering. **ReSource** builds on the successes of the RYDP to reduce marginalisation of young refugees living in public housing. Like RYDP, it provides peer education training, volunteering activities, assistance with finding employment pathways and opportunities for leadership. Young African refugees have been subjected to undeserved media and police attention, so our **African Australian Community Centre** in Footscray in Melbourne's west and the Sunshine Magistrates' Court have established a project with our new **Community**

Justice Worker to encourage young people to share their perspective on justice issues with the court's magistrates and to help those experiencing difficulties with the law. Gaining a foothold in employment is a significant settlement milestone but women can face particular difficulties despite their motivation and resilience. Our **Stepping Stones** program, established with the help of the AMP Foundation, builds on their strengths and life experiences to put them on the path of establishing a small business. We run small business seminars on finance, marketing and business regulations. We also train Australian businesswomen in mentoring skills then match them with refugee women who have completed a micro-business TAFE course. We are sharing our approach with mainstream job services and policy makers to encourage them to take up our ideas for more inclusive micro-business programs for refugee and migrant women.

Research and advocacy

Our work includes wide-ranging submissions to public inquiries into refugee issues, drawing upon the knowledge of our staff and refugee communities themselves. These included a submission to the parliamentary Joint Select Committee on Australia's Immigration Detention Network and one to the more recent Expert Panel on Asylum Seekers, in which we argued for a 90-day limit to asylum seeker detention, an increase to 25,000 places in the refugee humanitarian program and expanded community housing programs. We also submitted examples of successful racism prevention strategies to the National Anti-Racism Strategy being developed by the Australian Human Rights Commission.

Our qualitative study involving Melbourne's Afghan (Chin) and Burmese (Karen) communities presented a mixed picture of how new refugee arrivals are coping with financial matters. Many families reported significant hardship, especially in exclusion from employment.

Monica

With a PhD and Master and Bachelor degrees in social work and psychology, Pakistani academic Monica did not expect to be running cooking classes after she arrived in Melbourne on her own in 2010. But, even after she gained permanent residency, she found it impossible to find work in her professional field of lecturing, social work and research.

She started to remove higher qualifications from her CV. 'I kept being told I was overqualified so I removed my PhD, and then the Masters.' Now she lists only her Bachelor degree.

Monica decided to be creative and joined the Brotherhood's Stepping Stones program, which helps recently arrived immigrant and refugee women to develop skills for small businesses and increase their participation in community life in their new country. 'If no one will employ me I need to support myself somehow. It's been very helpful because no one in my family was in business. I had no idea how to manage it all.'

Run by the Brotherhood's Ecumenical Migration Centre, Stepping Stones offers small business courses and seminars and sets participants up with mentors who assist them to implement a business plan. The program is supported by the AMP Foundation.

'At first I lived in a women's hostel before moving into a share house. The owner was so encouraging and supportive of my cooking that I thought it was a good way to make some money to support myself. Now I run classes once or twice a month and teach my favourite recipes, as well as offering beauty tips using remedies found in the kitchen.'

In particular, Monica enjoys sharing recipes for okra and mince balls with her students because they are favourites of her husband and son, who are still in Pakistan. 'I have been here for two years by myself. It's very difficult, very hard, to be without them. I have applied for their visa but I need to get work to be able to bring them over.'

'It's not what I expected to be doing here. But, in my situation you have to try and make the best of every opportunity.' Stepping Stones, by drawing on participants' strengths and experiences, is creating opportunities for Monica and other women like her.

► Monica gained valuable business skills through the Brotherhood's Stepping Stones program



Financial inclusion

Everyone, including the most disadvantaged Australians, should have the opportunity to gain financial skills, use mainstream banking services and accumulate assets. Our financial inclusion programs help people manage their own financial affairs and gain a greater sense of control over their lives. They also break the cycle of disadvantage by helping parents to build assets for investment in their children's education.

At the Brotherhood, we take a 'whole of life' approach to social inclusion for all Australians, with special emphasis on the main transitions between life stages, such as from school to work and from work to retirement. Our financial inclusion work is woven through these life stages both in our services and our policy advocacy.

Programs

The Brotherhood has partnered with ANZ for a decade now in helping to bridge the gap between the world of banking and many low-income households. We have learnt from each other and assisted thousands of people to improve their financial know-how and build assets. It's a great way for corporate Australia to help Australians live better lives.

Our **Saver Plus** program helps low-income Australians establish a regular savings habit as a way to build assets and prevent financial stress. It guides our participants through ten months of regular savings for education-related expenses. When they reach their goal, their savings are matched dollar for dollar up to \$500. The program, funded by the Australian Government and ANZ, is offered in more than 60 communities across Australia and is delivered by the Brotherhood in partnership with Berry Street, the Benevolent Society and The Smith Family among others. Our newest Saver Plus location is in Cairns.

Saver Plus can transform lives, not just the household budget. A longitudinal evaluation conducted by RMIT University found that it changes participants' spending and saving behaviour. They found that two years after participants completed the program:

- Eighty-seven per cent continued to save at least as much as they had saved during the program.
- Nearly 65 per cent of participants felt less stressed about their future.
- Close to 85 per cent of participants encouraged other family members to save.
- Almost all (95 per cent) agreed that undertaking the program made them feel better about themselves.

These findings are important because they show that people who develop the savings habit are less likely to have serious financial problems, which can be the trigger for homelessness.

The Saver Plus **MoneyMinded** course continues to be offered to all Saver Plus participants to help them learn how to better manage their finances, as well as to community workers and social workers. It explains financial services and products, and teaches the crucial art of budgeting. Acquiring more knowledge about spending and investing their money is one of the ways to help disadvantaged people out of poverty. In recognition of this, the Brotherhood will continue to build on the success of this program.

The Brotherhood has supported the First Nations Foundation to implement their **My Moola** financial literacy program with members of the Indigenous community in Shepparton, Victoria.

For the last six years our **Progress Loans** program—a partnership between the Brotherhood and ANZ—offered small loans of between \$500 and \$5000 at market interest rates to over 1250 low-income Australians. An independent evaluation found that goods and services purchased with Progress Loans improved personal living conditions and quality of life. The evaluation found access to this loan facilitated employment, improved access to community and institutional resources, and improved material and

economic resources. While the program has now concluded, it has given the Brotherhood and the ANZ insights into the financial needs of low-income earners that will help us expand our important financial education programs. We continue to offer small **No-Interest Loans** of between \$300 and \$1000 for household items, which give people on low incomes access to safe and affordable credit and also help them build a good credit record. It's important that disadvantaged Australians have a safe alternative to high interest-charging fringe-finance providers such as payday lenders.

Research and advocacy

Our programs demonstrate that low-income Australians can save money and accumulate assets. Our research and advocacy work advances the idea that it's not just individuals but also institutions that need to change to create a financially inclusive society.

We've been advocating for young people on low incomes by lobbying policy makers about mobile phone contracts and pricing structures. Our **Youth Advocates Project**, supported by the Australian Communications Consumer Action Network (ACCAN), was a peer-led survey into the use of mobile phones by young people and its findings informed our lobbying.

Our report, *Financial life in a new setting*, has revealed a serious lack of translated information about how to use Australia's financial system for recent migrants—especially those from Burma and Afghanistan. We will work with financial authorities to address this.

The Brotherhood supported recommendations to the Parliamentary Joint Committee on Corporations and Financial Services inquiry into proposed short-term loan reforms—also known as the inquiry into 'payday lenders'.

Through our role as the Secretariat for the Australian Financial Inclusion Network the Brotherhood performs a key function in bringing together academics, community organisations and financial institutions to share research findings and program activities.

sharon

Sharon, 45, a single mother who lives in Perth, was worried about how she was going to manage her housing costs and pay for her seven-year-old son Jamahl's educational expenses.

Aware of the importance of budgeting, she leapt at the chance to learn new skills through the Saver Plus program, which helps families on lower incomes develop a savings habit.

It was through a school newsletter that Sharon learnt about Saver Plus, a program developed by the Brotherhood and ANZ in 2002, and she quickly joined, knowing she needed to save for Jamahl's school expenses.

The program's MoneyMinded financial education workshops helped her review her financial situation and taught her how to budget effectively as well as identify what she was spending her money on. By prioritising her spending, Sharon has been careful to buy only what she needs.

By putting away \$50 every month for ten months, Sharon was able to achieve her \$500 savings goal, which was matched by ANZ as part of the program. This has helped her to meet Jamahl's educational expenses such as shoes, uniform and stationery. 'It's been a good thing to show Jamahl that opportunities are out there and that setting goals and achieving them are possible—he's learning through my example.'

As a result of the program she now feels more confident in managing her money and setting goals for the future for herself and her son. 'I don't understand anyone who wouldn't take advantage of this program', says Sharon. 'It's made me a more conscious spender and has even forced me to take a serious look at my super.' Since completing Saver Plus, Sharon has consolidated her super funds and has started to plan for her retirement.

Even after completing the program, Sharon continues to save and focus on achieving her financial goals. 'There are lot's of things on my "to do" list if I had the money and the program has really helped me to focus my spending by putting in place a savings plan for the future.'

◀ The Saver Plus program has helped Sharon to meet her son's educational expenses



Our ideas for public policy reform

The Brotherhood doesn't just deliver services: we listen to disadvantaged Australians, we undertake research into the broad economic and social issues that affect them, and we put forward new policies and programs that aim to benefit them. Here we highlight three important priorities.

Inclusive growth

A strong economy paves the main road out of poverty and into employment. As the world faces the greatest economic and social crisis since the Great Depression, the Brotherhood's emphasis on the integration of economic and social policy becomes ever more pertinent. This year we took up the World Bank's concept of Inclusive Growth to further develop this agenda: no inclusion without growth, no growth without inclusion. We seek to reflect this theme in all our work across research and services.

At the same time, new risks and challenges have developed, such as globalisation, increasingly insecure work and an ageing population.

The inclusive growth approach aims to boost national prosperity while reducing inequality, in contrast to the traditional separation of economic and social policies. In fact, social policies that reduce inequality by bringing more people into the workforce are likely to strengthen the economy as well as benefit the individuals involved. Investment in human capital, including people's skills, knowledge and health, is important to inclusive growth.

We've advocated for inclusive growth in Australia through a round table discussion in partnership with the University of Melbourne, and internationally through our forum on inclusive growth, welfare and development policy. To encourage fresh policy thinking we are also carrying out a program of research and policy development—devising proposals for managing those new risks and challenges in our **New Social Contract** project.

Universal dental care

High out-of-pocket costs put dental care out of reach of many Australians, and many are forced to wait months or even years to access the scarce means-tested services that do exist. In a country as wealthy as ours, no one should be forced to suffer in pain because they are unable to afford dental treatment.

The Brotherhood believes that access to dental services should be on the basis of need, not ability to pay—the Medicare principle. We see the need for a basic dental service to be universally available in a scheme similar to or part of Medicare, starting with dramatically improved access to dental services for the most disadvantaged adults. We believe a universal system is not only fairer, it cuts administrative costs, helps control prices and places more emphasis on preventive care.

Our research report, *End the decay*, put the direct and indirect costs to the nation of poor dental health at between \$1.3 billion and \$2 billion a year.

Climate change, energy and equity

Across Australia, rising energy prices have added to households' cost-of-living anxieties. As prices rose, increasing quarterly energy bills led to financial hardship and higher rates of disconnections. Many struggling households were forced to go without. Households on low and fixed incomes were hit hardest, as more of their weekly budget goes on energy bills, making the struggle to make ends meet tougher. Our work focused on sustainable solutions to rising prices—addressing the carbon price, improving energy efficiency and addressing the real causes of rising prices.

The carbon price will increase costs. So we continued to make the case for decent compensation for carbon pricing, and our efforts paid off with an adequate compensation package contained in the 2012-13 Federal Budget. On its own, financial compensation is not enough. Disadvantaged households also need assistance to purchase energy efficient hot water, heating and refrigeration. Our own work, auditing and retrofitting the homes of over 600 pensioners and concession card holders in the **Moreland Solar Cities Warm Home Cool Home (Concession Assist)** program, showed that households want the opportunity to reduce their energy usage.



Our research and policy work contributed to the introduction of the Commonwealth's low-income energy efficiency program, a \$130 million program to fund innovative trials of energy efficiency in low-income households. We also investigated the Victorian Energy Saver Incentive, an obligation on all energy retailers to improve the homes of the households they service. Our analysis highlighted the importance of an explicit measure to assist low-income households access expensive measures that yield big savings, like hot water systems, in the proposed National Energy Savings Initiative.

Energy efficiency is, however, only one part of the solution and the carbon price only a small driver of price increases. Significant other causes of rising energy prices lie hidden within the arcane world of the national electricity market's rules and regulations, which provide perverse incentives for energy companies to invest in infrastructure at the expense of householders. To this end, we supported a significant proposal to change the energy market rules, to enable the Australian Energy Regulator to better police the drivers of rising prices, and ensure prices reflect the true costs, rather than inflated estimates which line the pockets of big energy companies. The coming year will see more attention given to rising prices, including the opportunities to address rising peak demand, and lower energy bills for all.

► The garden at Sambell Lodge is used to grow vegetables and provides hours of enjoyment for residents



Our community

Change to our public policies so that they create opportunity and build capacity is critical, but equally important is change at the community level, through transforming individual attitudes, fostering a positive community ethos and building local leadership.

Sharing our experiences and getting to know what disadvantage really means is the first, vital step to breaking down stereotyped and highly misleading perceptions of the causes of disadvantage. This is a two-way learning process, because, despite language and economic barriers, many disadvantaged Australians have gained invaluable life skills and have much to teach us. Our community programs aim to draw out these lessons while helping people build better lives for themselves.

Volunteer participation takes many forms at the Brotherhood. Around 1100 volunteers give their time to our many and varied programs and services. Many Brotherhood programs are only able to operate because of our volunteer participation—these include our retail stores, online bookstore, breakfast and homework clubs, mentoring and socialisation programs. Volunteers contribute their skills, enthusiasm and time in just about every part of the Brotherhood. Their dedication and hard work never ceases to inspire their colleagues, not to mention the benefit and sometimes life changing impact they can have on the individuals and families who use our services.

We acknowledge the important contribution of our **corporate partners**, who continue to provide vital in-kind support, as well as financial assistance and volunteering hours to a range of Brotherhood programs. Many organisations provide opportunities for the Brotherhood to speak at staff forums and also match their staff donations dollar for dollar.

At the grassroots of the Brotherhood organisation, many of our **Community Stores** are fully staffed by our dedicated volunteers. As the name suggests, the stores are firmly rooted in their communities and offer inexpensive clothing and household goods as well as providing traineeships in the retail industry and much needed income for Brotherhood programs. The stores provide a reassuring and approachable presence for the Brotherhood in local shopping strips and stimulate community interest and involvement in our work. The iconic **Hunter Gatherer** stores continue to operate in Melbourne's CBD and suburb of Fitzroy and offer a carefully selected mix of new and vintage clothing and accessories.

Our online bookstore, **Brotherhood Books**, promotes reading and recycling and, like our stores, this enterprise is supported by a committed group of volunteers.

The website attracts book lovers from all over Australia and overseas, looking for well-priced and hard-to-find second-hand treasures. Visit the store at **www.bsl.org.au/Brotherhood-Books**.

At the Brotherhood, we understand that women still face a greater risk of poverty than men. The Brotherhood's **Women's Network** brings together dedicated women from different backgrounds to share their stories and experiences and to support Brotherhood programs that benefit and empower women and girls. The Women's Network aims to broaden and deepen our understanding of issues facing disadvantaged women and girls in Australia and to enable them to become part of the solution. Our special events have brought together women from different backgrounds who understand the power and privilege of community involvement—from business, the arts, politics, the church, philanthropy and the education sector—with women who have benefited from our work. Our Brotherhood **Ambassadors** play a vital role in ensuring that the work of the organisation is understood in the wider community. The Rt Revd Dr Peter Hollingworth AC OBE, former Brotherhood Executive Director, has developed connections with our long-term supporters over many years. As our bequest Ambassador, he continues to engage our donors in this vital philanthropic program. Ms Joanna Baevski, along with many members of her family, has been involved in our work over many decades. We are delighted that she agreed to assist us as our Women's Network Ambassador, encouraging other women to join in this campaign to promote thoughtful, focused and strategic social change. Dr Jonathon Welch AM has assisted the Brotherhood in his ambassadorial role with a particular focus on community engagement through music and song and we thank him for his creative and dynamic outreach work on our behalf.

Tyler

Becoming a volunteer has had a huge impact on Tyler's life. The bubbly 30-year-old with Down's syndrome has never let his disability hold him back, but since he began volunteering at the Brotherhood's Community Store in Geelong, Victoria, he has gained a new found confidence and purpose.

Tyler was eager to work, but despite being willing and able he couldn't find the right opportunity. Last year while op-shopping with his mother Chris, Tyler visited the Grovedale Community Store near his home 'to grab a video'. They met one of the store's friendly managers, Tracey, who offered Tyler the opportunity to help out in the video and DVD section. An avid movie buff, Tyler was thrilled!

'I was looking at myself and felt empty. So I wanted to volunteer to help other people', he says.

Tyler eagerly shows up at the store five days a week for his 10am-2pm shift. His responsibilities include cleaning videos and DVDs, hanging clothes, and assisting customers and the two managers, Tracey and John. Tyler says one of the best parts of his job is taking home second-hand DVDs and videos 'to check them out' before they go on display.

Tyler's capabilities have exceeded everyone's expectations. He initially knew little about dealing with money but now proudly serves customers and handles EFTPOS transactions. He has formed a strong bond with the managers, so much so that they attended his thirtieth birthday party, where he thanked them during his speech for everything they'd done for him. 'I always help them and they help me', Tyler says.

John says Tyler adds great value to their workplace. 'He's a breath of fresh air. Tyler always brings a positive attitude to work and has a way of lightening up your day.'

Chris has noticed the effect that working as a volunteer has had on her son's life. 'The experience of regularly dealing with customers and staff has helped Tyler come out of his shell', she says. 'He was once shy and only spoke when spoken to but now he is full of life and happy to speak to anyone without hesitation.'

▼ Volunteering at the Brotherhood's community store has given Tyler a new found confidence and purpose



Research and Policy Centre

The Research and Policy Centre helps position the Brotherhood of St Laurence as a national voice on social policy and as a leader in service innovation.

Nearly a decade ago the Brotherhood challenged the then majority view that welfare was a burden on the economy. We demonstrated that, carefully crafted, our welfare policies and programs can act to promote economic growth and productivity. Not only have we had Australian success but we have also been cited recently in international literature as contributors to a global paradigm shift from the 'welfare state' to the 'social investment state'.

This work has now entered a new and important phase. In partnership with the University of Melbourne, we promoted a national dialogue on inclusive economic growth. A Roundtable on the issue led to the Brotherhood's report, *Towards inclusive growth*, and a book to be published by Allen & Unwin, *Inclusive growth: an Australian approach*.

This work drew heavily on recent international policy trends so we also convened a major conference in June 2012 where the highlights included presentations by Pier Carlo Padoan, Chief Economist of the OECD, and Martin Ravallion, Senior Vice-President at the World Bank.

Our next challenge was to apply the inclusive growth approach to our life-stage transitions framework. This challenge is being taken up through our **New Social Contract** project. Drawing on our research but informed by a scenario-building exercise involving consultations across the community, we plan to develop a series of tightly focused policy 'offers'. Our partnership with the University of Melbourne continues to bring great strength to our work. It has featured joint research work in areas such

as inclusive growth, joint delivery of the Master of Social Policy course, University assistance in digitising the Brotherhood's archives and the commencement of our four Strategic Research Postgraduate Awardees.

We continue to share our research with stakeholders through our regular lunchtime seminars, monthly newsletter and publication *Brotherhood Comment*. Our reports and policy submissions are online at www.bsl.org.au/research.

Critical issues

In 2012, we published on our website the most recent edition of the **Social Exclusion Monitor**. Two waves of analysis have now been completed with the Melbourne Institute: the project's analysis of longitudinal data from the annual Household, Income and Labour Dynamics in Australia (HILDA) survey has made it possible to compare various groups of Australians over the past decade.

Our work on equity in response to climate change has focused on fostering energy efficiency and containing energy prices for low-income households.

Our examination of place-based policy continues with emphasis on social infrastructure in urban growth corridors, age-friendly planning and successful transitions from school to work.

Life transitions

Early years and community

Since our pioneering research on social exclusion in children's early years, the value of investing in childhood development has become well understood in Australia. The national evaluation of the **Home Interaction Program for Parents and Youngsters** (HIPPY) increased our understanding of the features of early learning programs that are likely to work best in Australia and in different communities. We disseminated our findings at the HIPPY International conference and in publications.

Our research has identified social inclusion principles for innovative programs and especially for integrated service centres such as the Brotherhood's **Atherton Gardens Family and Children's Community Hub**. Our consultation with children about playground development led to a paper encouraging the role of children as active citizens.

We partnered with the University of Melbourne to evaluate the Corrections Victoria Housing Program. Our research experience with Indigenous communities through the HIPPY evaluation has led to new work evaluating the **My Moola** financial inclusion program for Indigenous families.

Through school to work

The Brotherhood aims to build a strong case for improved support for disadvantaged young people and for an inclusive education and training system. Our achievements include a new **National Alliance for Inclusive Learning**, two papers at the Australian Social Policy Conference, teacher professional development about transitions to vocational education and training, a journal article about our **Life Chances** study, and policy submissions in Victoria for a state-based reform agenda and a whole-of-government strategy on alcohol and other drugs.

Our evaluations of the Brotherhood's **Youth Connections, Community VCAL** (Victorian Certificate of Applied Learning) and **Youth Employment** programs have shown that young people who have left conventional schooling can benefit from a flexible learning setting, personal support and the opportunity to try various workplaces. Our mid-year symposium looked at what needs to change so that young Australians can exercise their autonomy and fulfil their potential. We have drawn evidence from the Brotherhood's innovative services and policy analysis to influence a national reform agenda in our new policy **Youth Offer**.

Other activities include the 21-year stage of Life Chances, teaching the Social Inclusion Policy and Practice intensive course at the University of Melbourne, and financial modelling for the Community VCAL model.

In and out of work

Our research includes analysis of employment services and other policies that affect people who experience disadvantage in and out of work.

The four-year **Job Retention and Advancement** study looked into job pathways for unemployed people.

The three-year **Centre for Work and Learning** evaluation is informing the development of five new Centres for Work and Learning in Victoria, as is our study—funded by the Victorian Women's Benevolent Trust—into gender-sensitive assistance for women in public housing who face barriers to work and learning. A two-year collaborative study with the Melbourne Business School will examine the factors that affect employers taking on disadvantaged job seekers. Our exploration of workforce participation among older adults, in conjunction with our Retirement and Ageing team, has led to Australian Research Council funding for a further three-year study.

Retirement and ageing

A long life covers several transitions, including mature-age work, active ageing and late-life dependency. We have undertaken projects to address each of these, examining intergenerational relationships, the use of IT to increase community engagement, the issues affecting mature-age work vulnerability, emerging needs in urban growth corridors, and the importance of support groups for carers and of respite care. We were pleased to join a National Practice Research partnership program in the study of dementia. We have also begun an initiative on the rights and responsibilities of older citizens, and contributed to state and Commonwealth policy exploration about 'Realising the potential of senior Australians' and 'Caring for older Australians'.



▲ Katerina enjoys working at Brotherhood Books



Corporate governance

The following principles, practices and structures establish the framework for the governance of the Brotherhood of St Laurence.

Lady Southey AC is Patron of the Brotherhood.

The President of the Brotherhood is the Anglican Archbishop of Melbourne.

Organisational information

The Brotherhood is incorporated under the *Brotherhood of St Laurence (Incorporation) Act 1971*, number 8188 of the Victorian Parliament, and is domiciled in Australia. The registered office of the Brotherhood is at 67 Brunswick Street, Fitzroy Victoria 3065.

The Brotherhood is an income tax exempt charity and has deductible gift recipient status.

The structures, principles and practices that provide the framework for the governance of the Brotherhood are described on the following pages.

Charter Members

Ms Joanna Baevski
Ms Diana Batzias
Ms Cath Bradley
Mr David Buxbaum
The Revd Barbara Colliver
Dr Terry Cutler
Ms Christine Edwards
The Rt Revd David Farrer (leave of absence)
Mr William Ford
Mr Carrillo Gantner AO
Ms Celia Clarke (nee Gerreyn)
Mr Stephen Grant
Mr David Green
Ms Susan Gribben
The Rt Revd Philip Huggins
Mr James Jacoby
Mr Mike James
Mr Roger Johnson
Professor Jack Keating (deceased July 2012)
The Hon. Rob Knowles AO
Ms Alison McClelland
Mr John McInnes OAM
Dr Ian Manning
Mr Tony Nicholson
Dr Apollo Nsubuga-Kyobe
Dr Nouria Salehi OAM
Ms Fiona Smith

The Revd Clemence Taplin
Mr Evan Thornley
Ms Jenny Trethewey
Mr David Triplow APM
The Revd Janet Turpie-Johnstone
Mr John Wilson
Mr Michael Wilson
Mr Graeme Wise

Life Members

Mr Ernest Barr
The Rt Revd Michael Challen AM
Mr Sandy Clark
Dr Stephen Duckett
Mr Kurt Eisner (deceased September 2011)
Mr Michael Feeney
The Revd Nicolas Frances MBE
Mr Eric Hart
The Rt Revd Dr Peter Hollingworth AC OBE
The Hon. Professor Brian Howe AO
Ms Elizabeth Loftus
Dr Jean McCaughey AO (deceased September 2012)
Father James Minchin
Mr Ian Reid
The Rt Revd Andrew St John
Mr David Scott AO (deceased April 2012)
Mrs Thelma Tuxen

◀ Our Social Inclusion program provides opportunities for people to remain active and engaged

Corporate governance

About Charter and Life Members

Up to 40 Charter Members, including the Executive Director, are permitted under the Brotherhood's Constitution. Charter Members receive and adopt the reports of the Board and of the auditors, receive and adopt the annual financial statements, elect 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 the Brotherhood. Life Members act as 'friends of the Brotherhood', often providing advice and ongoing support to the organisation.

The Board

Bishop Philip Huggins MA, BEc
(Non-executive Chair from December 2005)

Bishop of the Northern and Western Regions, Diocese of Melbourne. Deputy Chair of Christian World Service Commission. Member, Board of Centre for Dialogue, La Trobe University. Member, Board of Multi-faith Advisory Group - Victorian Multicultural Commission. Member, Board of St Laurence Community Services. President, Lowther Hall Anglican Grammar School. Member, Brotherhood Nomination and Remuneration committees. Appointed to the Brotherhood Board in November 2004. Appointed Chair in December 2005 and re-appointed in December 2010.

Ms Jenny Trethewey BA, MA Prelim.
(Deputy Chair to December 2011)
Social Policy Consultant. Fellow, Leadership Victoria's Williamson Community Leadership Program. Member, Brotherhood Social Enterprises, Nomination and Remuneration Committees to December 2011. Chair, Brotherhood The Women's Network Advisory Committee. Appointed to the Board in 2001 and reappointed in November 2007, retired December 2011.

Mr Tony Nicholson BA, BSW
(Executive Director)
Executive Director, Brotherhood of St Laurence since October 2004. Previously Chief Executive Officer, Hanover Welfare Services. Chair, Prime Minister's Council on Homelessness. Member, Victorian Ministerial Advisory Committee for the Metropolitan Planning Strategy. Member, Victorian Ministerial Advisory Council on Homelessness. Member, Brotherhood Finance, Audit and Risk Management, Nomination, Remuneration and Social Enterprises (from October 2011) Committees. Appointed to the Board in October 2004.

The Reverend Barbara Colliver BSW (Hons), BA, BD
Vicar, St George's, Ivanhoe East. Facilitator for Supervised Theological Field Education, Diocese of Melbourne. Council Member, Anglicare Victoria. Member, North Western Mental Health Research and Ethics Committee. Member, Archbishop-in-Council Melbourne. Appointed to the Board in April 2003 and reappointed in November 2008, retired March 2012.

Ms Celia Clarke (nee Gerreyn)
BEC, LLB, MBA
Senior Counsel of PaperlinX Ltd. Qualified lawyer and accountant with an MBA from the University of Melbourne. Fellow, Chartered Secretaries Australia. Fellow, Australian Institute of Company Directors. Fellow, Leadership Victoria's Williamson Community Leadership Program (2005). ACLA Australian Government Lawyer of the Year 2004. Member, Brotherhood The Women's Network Advisory Committee and Brotherhood Audit and Risk Management Committee. Appointed to the Board August 2003 and reappointed in November 2008.

Mr Stephen Grant Grad Dip (Marketing), FCA
Chief Executive Officer, Asia Pacific Business Coalition on AIDS (APBCA). Chair, Alfred Health. Previously Chief Executive Officer, Victorian Transport Accident Commission (TAC). Previously Chair, Victorian Trauma Foundation (VTF). Previously Managing Director, Laura Ashley PLC (UK). Chair, Brotherhood Social Enterprises Committee. Appointed to the Brotherhood Board in April 2009.

Mr Mike James BCom
(Deputy Chair from December 2011)
Fellow, Institute of Chartered Accountants. Member, Certified Practising Accountants of Australia. Retired Partner, PricewaterhouseCoopers Australia. Chair, Social Traders Limited. Chair, Brotherhood Finance Committee. Appointed to the Board in March 2007.

► Baby Book Club offers parents, carers and children lots of opportunities to enjoy fun activities together



Corporate governance

Professor Jack Keating BEc, TSTC, PhD

Professorial Fellow, The University of Melbourne. Director, Education Policy and Leadership Unit, The University of Melbourne. Fellow, Australian College of Educators. Member, Leadership Fellow-Foundation for Young Australians. Appointed to the Board in March 2007, retired January 2012. Deceased July 2012.

The Hon. Rob Knowles AO

Chair, Mental Health Council of Australia. President, Mental Illness Fellowship of Australia. Previously Commissioner, National Health and Hospital Reform Commission. Former Victorian Minister for Health, Aged Care and Housing. Member, Brotherhood Finance Committee. Appointed to the Board in December 2005, took up the position in March 2006, reappointed in December 2010.

Ms Christine Edwards B. App. Sc, Grad. Cert. P.S.M, M. Health Admin.

Fellow of the Australian Institute of Management. Associate Fellow of the Australian College of Health Service Management. Member of the Institute of Public Administration Australia. Previously Chief Executive Officer, Myer Foundation and the Sidney Myer Fund. Previously Chief Executive Officer of St George's Hospital and Bethlehem Hospital. Previously Deputy Chair of the Asia-Pacific Philanthropy Consortium. Appointed to the Board in September 2011.

Role of the Board

The Board is responsible for setting the strategic direction and establishing the policies of the Brotherhood. It is responsible for monitoring the performance of the activities of the Brotherhood 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

The Brotherhood'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.

The Board meets at least ten times per annum. Currently there are seven Directors including the Executive Director.

Remuneration

The Brotherhood 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.

Board sub-committees

Audit and Risk Management Committee

Formed as a committee of the Board, the Audit and Risk Management Committee's role is to ensure that all significant financial and non-financial risks are identified and properly addressed by management on a timely basis. The Committee is made up of Board members and external members who bring independence and external expertise to the Committee. Members during or since the end of the financial year are Catherina Toh (Committee Chair), Roger Johnson, Guy Mendelson, David Errington, Celia Clarke (nee Gerreyn), Dana Hlavacek and Tony Nicholson. The Committee meets quarterly.

Finance Committee

Formed as a Committee of the Board, the Finance Committee assists the Board in overseeing the proper financial management of the organisation. The Committee

members during or since the end of the financial year are Mike James (Committee Chair), Gayle Wilson, Rob Knowles, Neil Anderson (to November 2011), Catherine McKean and Tony Nicholson. The Committee meets monthly. The Finance Committee meets as a Finance and Investment Committee at least twice yearly, with Mark Dutton as an additional member.

Nominations Committee

This committee of the Board reviews and recommends nominations for Board membership. The members during or since the end of the financial year are Bishop Philip Huggins (Committee Chair), Jenny Trethewey (to December 2011), Christine Edwards (from January 2012), Sandy Clark and Tony Nicholson. The Committee meets at least annually.

Remuneration Committee

This committee of the Board is responsible for the remuneration policy for senior management of the organisation, and reviewing and approving remuneration packages of senior management. The members during or since the end of the financial year are Bishop Philip Huggins (Committee Chair), Jenny Trethewey (to December 2011), Mike James (from January 2012) and Tony Nicholson. The Committee meets at least annually.

Social Enterprise Committee

This committee of the Board is responsible for providing strategic advice in relation to social enterprises. The members during or since the end of the financial year are Stephen Grant (Committee Chair), Michael Tucker, James Joughlin, John Mann, Richard Amos (to October 2011), Jenny Trethewey (to December 2011) and Tony Nicholson (from October 2011). The Committee meets at least three times a year.

Other committees

A number of other committees or workgroups are established by the Board from time to time to oversee a particular task or project. These committees operate only for the period of time required to complete the task or project, and are not ongoing Board sub-committees.

Company Secretary

Jennifer Grayling LLB

Jenny Grayling has held a range of senior management roles in publicly listed companies in Australia and Asia. Former Non-executive Director of Hanover Welfare Services for five years. Former Non-executive Director of East Ivanhoe Community Bank for three years. Currently Non-executive Director of Foodbank Victoria. Appointed Company Secretary in October 2005.

Executive team

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

Mr Tony Nicholson, Executive Director

Ms Lyn Amy, General Manager Communications and Development

Ms Nicola Ballenden, General Manager Public Affairs (to March 2012)

Ms Jenny Grayling, Group General Manager Organisational Services (from July 2011). Company Secretary

Ms Sarina Greco, Group General Manager Service Integration and Innovation (from July 2011 to August 2012)

Mr Rob Hudson, General Manager, Children, Youth and Families (from September 2011 to August 2012). Group General Manager Community Services (from August 2012)

Mr Jonathan Lee, Chief Financial Officer

Mr Jeff Moon, General Manager Social Enterprises (to October 2011)

Ms Christine Morka, General Manager Retirement and Ageing

Father Jeff O'Hare, General Manager Chaplaincy and Diocesan Partnerships

Mr Patrick O'Neill, General Manager Employment and Training

Professor Paul Smyth, General Manager Research and Policy

Mr Rodney Weston, General Manager Social Enterprises (from October 2011 to August 2012). General Manager Business Planning and Social Enterprises (from August 2012)

Ms Caterina Wooden, Group General Manager – Strategy (from July 2011 to April 2012)

Other governance processes

Planning and control

The Brotherhood produces a three-year strategic plan, annual plans and detailed budgets, which are approved and regularly monitored by the Board and its committees.

Risk assessment

The Board, its sub-committees and the Executive Team are responsible for identifying, measuring and assessing business, legal, financial, environmental and other risks in the activities of the Brotherhood. In particular, the Audit and Risk Management Committee and the Board consider all significant risks, their implications and strategies, and the Finance Committee oversees the financial affairs of the organisation.

Independent professional advice

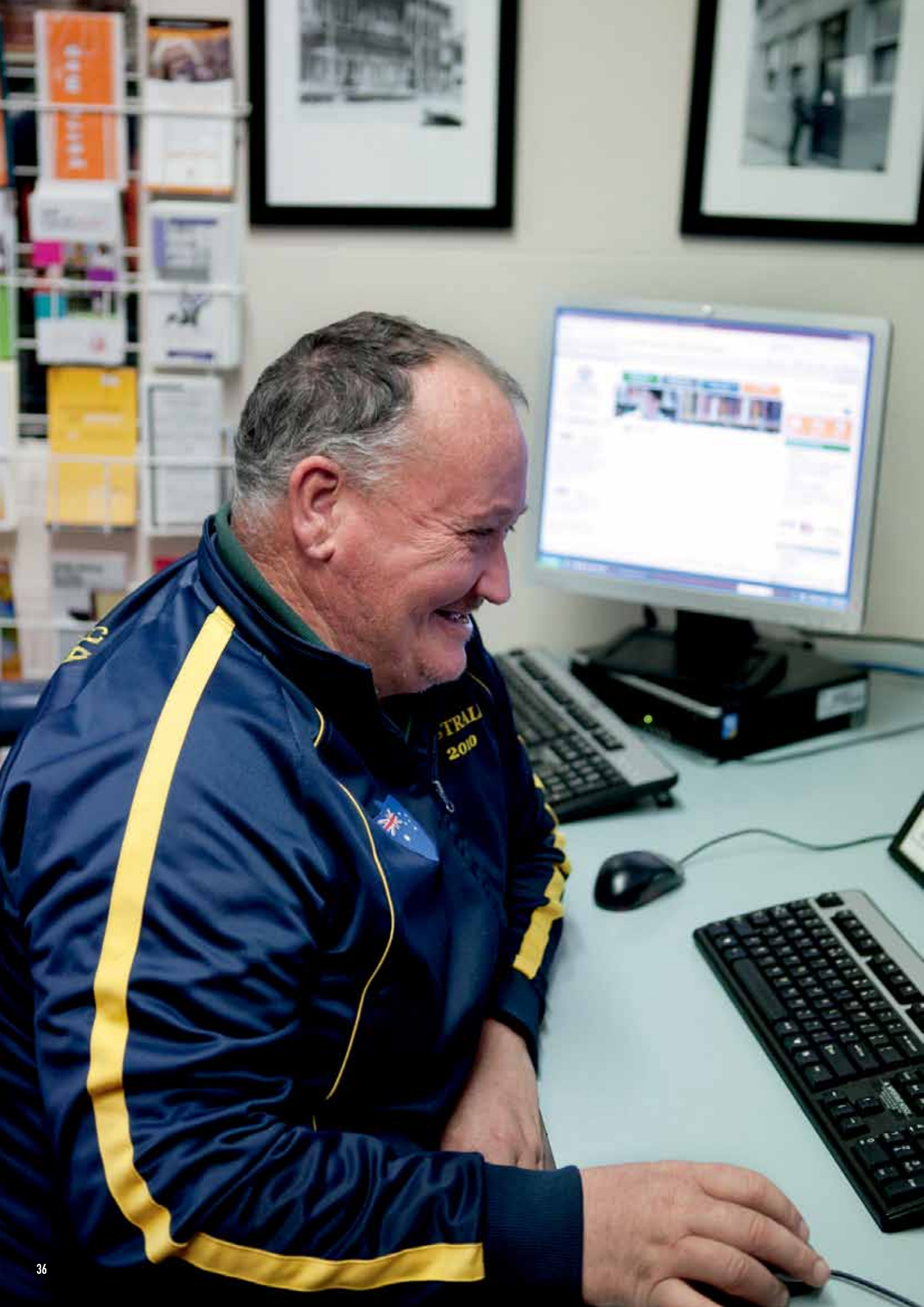
The Board, General Managers and senior staff have access to appropriate external professional advice. Legal, risk, investment, and tax and accounting advice is coordinated by the Chief Financial Officer and the Company Secretary through Freehills, M+K Lawyers Pty Ltd and Middletons; Deloitte; Deutsche Bank and JBWere; and KPMG, respectively. Some legal advice is provided by Freehills and M+K Lawyers Pty Ltd on a pro bono basis.

Audit and accounts

The Brotherhood's Constitution requires that proper books of accounts are kept, true and complete accounts are maintained and audited annually by a registered company auditor, and the financial statements and the auditors' report are laid before the Annual General Meeting. In order that monthly management and annual accounts represent best practice and are of the highest standard, the Brotherhood complies with all applicable accounting standards and guidelines. The Brotherhood's external auditors are KPMG. In addition, the Brotherhood engages Deloitte for internal audit services.

Performance indicators

Management and the Board monitor the organisation's performance, from implementation of the mission statement and strategic plan through to the performance of the organisation against operating plans and financial budgets. Performance indicators are reported to the Board on a monthly basis using a Balanced Scorecard approach. This enables Directors to monitor the Brotherhood's performance in four main areas: strategic priorities, governance, organisational capacity and health, and the impact of our work.



Financial Report summary

Results for the year

The surplus for the year is \$0.2 million compared to a \$5.3 million deficit in 2010-11. This improvement is largely due to costs incurred in 2010-11 relating to the closure of ModStyle and an increase in bequest income, partly offset by lower investment income. The deficit from operating activities is \$5.4 million in 2011-12, which is \$0.3 million higher than in 2010-11.

Total donations, excluding bequests, were \$4.3 million in 2011-12, including specified funds for designated programs and unspecified discretionary funds.

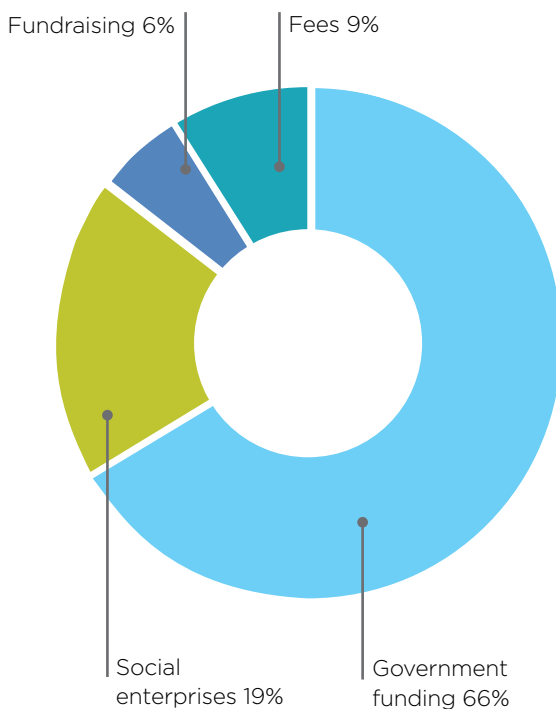
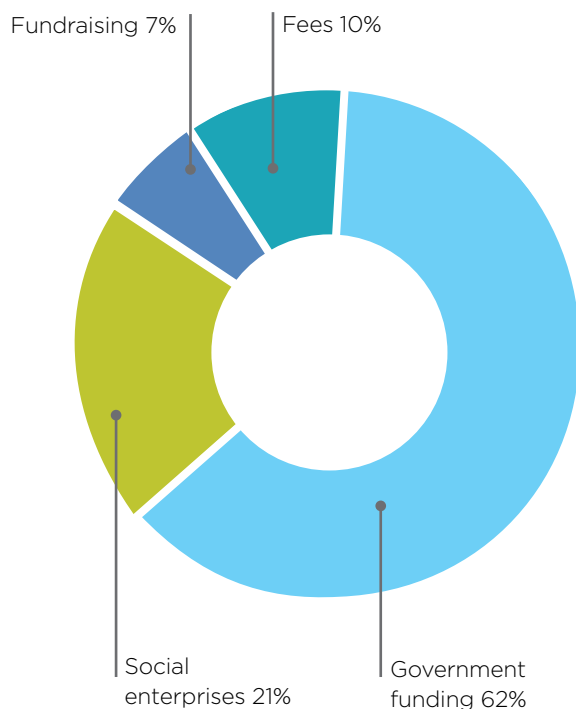
Sources and uses of operating funds for the current and previous financial years are shown graphically on page 38. The percentage of operating funds received from the government has decreased by 4% due to the completion of several projects in 2010-11 funded by the Community Jobs Fund and a decrease in funded activity in our Financial Inclusion area.

Review of financial condition

The total equity of the organisation has decreased by \$1.2 million from the 2011 year end, to \$89.7 million as at 30 June 2012. This decrease is mainly as a result of the unrealised movement in the value of investments during 2011-12. Several non-current assets, including three properties and 60 bed licences, were disposed of in 2011-12 and early 2012-13 improving the liquidity of the balance sheet. The final conditions of the sale contract for the Tucker Settlement were satisfied in July 2011 resulting in the de-recognition of the related \$8.9 million asset held for sale and payable.

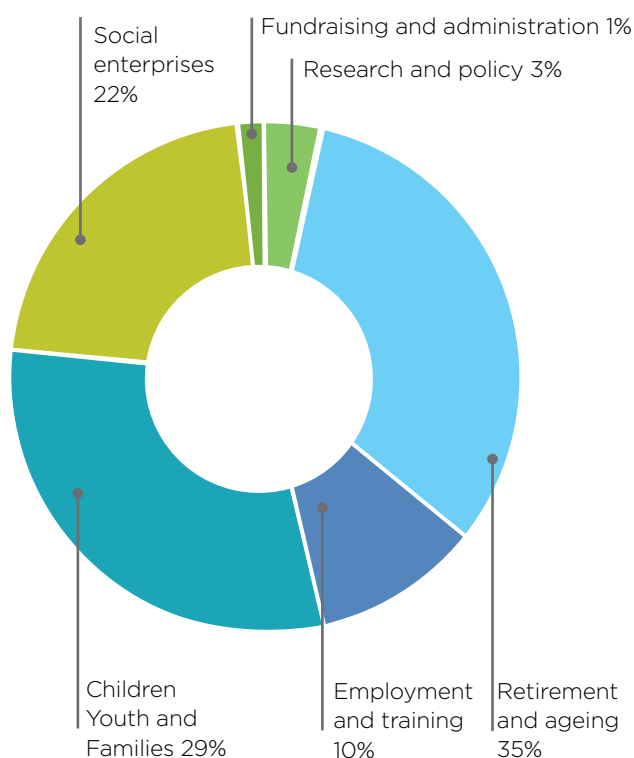
Financial Report summary

Sources of operating funds 2012 Sources of operating funds 2011

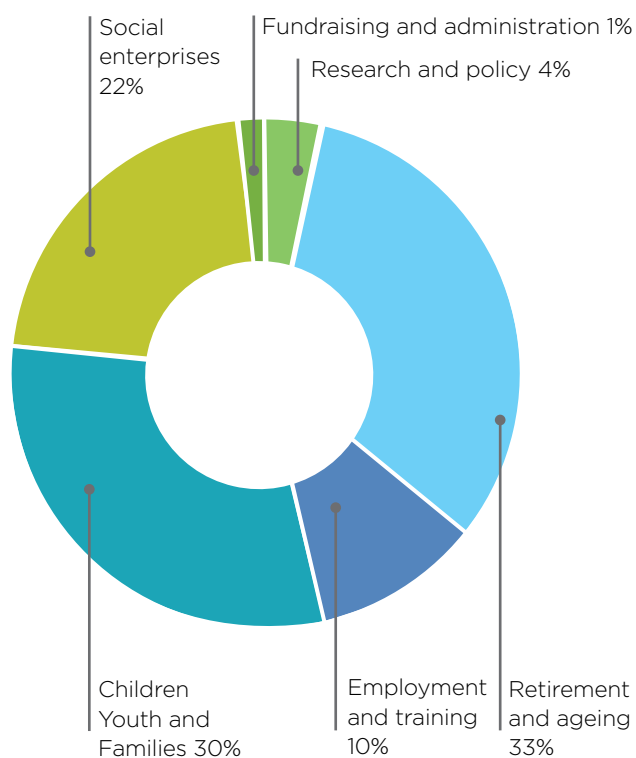


The above charts classify operating funds received on the basis of the specific type of external funding source, rather than by the Brotherhood's internal service activity, the latter being the basis of revenue classification adopted in the statement of comprehensive income.

Uses of operating funds 2012



Uses of operating funds 2011



Statement of financial position

As at 30 June 2012

	2012 \$'000	2011 \$'000
Assets		
Current assets		
Cash and cash equivalents	12,025	6,012
Trade and other receivables	5,821	4,845
Inventories	712	1,264
Investments	33,125	37,445
Assets held for sale	1,979	8,911
Total current assets	53,662	58,477
Non-current assets		
Property, plant and equipment	55,192	58,842
Intangible assets	1,960	3,160
Equity accounted investee	700	700
Trade and other receivables	6,710	5,835
Total non-current assets	64,562	68,537
Total assets	118,224	127,014
Liabilities		
Current liabilities		
Bank borrowings	5,500	2,000
Trade and other payables	3,119	12,324
Trust funds	3,698	5,502
Employee benefits	4,379	4,916
Deferred income	11,336	7,415
Total current liabilities	28,032	32,157
Non-current liabilities		
Bank borrowings	-	3,500
Employee benefits	502	498
Total non-current liabilities	502	3,998
Total liabilities	28,534	36,155
Net assets	89,690	90,859
Equity		
Accumulated surplus	62,425	54,678
Reserves	27,265	36,181
Total equity	89,690	90,859

Financial Report summary

Statement of comprehensive income

For the year ended 30 June 2012

	2012	2011
	\$'000	\$'000
Revenue		
Service activities		
Employment and Training	4,268	5,041
Retirement and Ageing	23,454	21,536
Children, Youth and Families	16,891	18,609
Research and Policy Centre	788	1,209
Other activities		
Fundraising	2,414*	2,254*
Social Enterprises	13,453	13,171
Other revenue and income	475	213
Revenue and other income from operating activities	61,743	62,033
Expenses		
Service activities		
Employment and Training	6,462	6,837
Retirement and Ageing	23,581	21,863
Children, Youth and Families	19,262	20,301
Research and Policy Centre	2,145	2,652
Other activities		
Fundraising	859	789
Cost of goods of Social Enterprises sales	4,987	5,472
Social Enterprises expenses	9,633	9,037
Other expenses	203	137
Expenses for operating activities	67,132	67,088
Deficit from operating activities	(5,389)	(5,055)
Finance income	3,516	4,728
Finance expenses	(2,577)	(2,109)
Net finance income excluding impairment losses	939	2,619
Loss from discontinued operation	(124)	(2,908)
Bequests income	4,423	956
Bequests costs	(167)	(180)
Net bequests	4,256	776
Grants and donations for capital projects	158	107
Impairment of bed licences	-	(790)
Gain on sale of bed licences	402	-
Surplus/(deficit) for the year	242	(5,251)
Other comprehensive income		
Net change in fair value of available-for-sale assets	(1,330)	1,660
Net change in fair value of property	(81)	(7)
Net change in fair value of bed licences	-	(2,570)
Other comprehensive income/(deficit) for the period	(1,411)	(917)
Total comprehensive income/(deficit) for the period	(1,169)	(6,168)

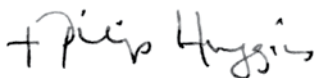
*Total fundraising income is \$4,262 thousand (2011 - \$3,904 thousand). The above income figure of \$2,414 thousand (2011 - \$2,254 thousand) represents unspecified fundraising income and excludes specified fundraising income of \$1,848 thousand (2011 - \$1,650 thousand) which is disclosed within Services Activities income.

Directors' declaration

In the opinion of the Directors of the Brotherhood of St Laurence:

- a** the financial statements and notes are in accordance with the Australian Accounting Standards – Reduced Disclosure Requirements so as to present fairly the Brotherhood's financial position as at 30 June 2012 and its financial performance, for the year then ended on that date; and
 - i** comply with the *Brotherhood of St Laurence (Incorporation) Act 1971* (Vic) and the Brotherhood of St Laurence's Constitution; and
- b** there are reasonable grounds to believe that the Brotherhood of St Laurence will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Directors:



Rt Revd Philip Huggins

Chair, Board of Directors



Tony Nicholson

Executive Director

Dated at Melbourne on this 29th day of October 2012

The Annual Financial Report has been audited by KPMG. They have expressed an unqualified audit opinion. For a better understanding of the scope of their audit, please refer to their audit report on the Annual Financial Report.

For a complete set of financial statements visit **www.bsl.org.au** or contact the finance department by phone **(03) 9483 1183**.

Thank you

Much of the work of the Brotherhood of St Laurence is made possible through the generous support of numerous donors, volunteers, businesses and partner organisations.

We appreciate all offers of assistance, no matter how great or small, from financial donations to gifts of material goods, to contributions of time and skills.

Ambassadors

Our sincere thanks to our Brotherhood of St Laurence Ambassadors:
The Rt Revd Dr Peter Hollingworth AC OBE
Dr Jonathon Welch AM
Ms Joanna Baevski

Donors

The Brotherhood is able to assist many disadvantaged people thanks to strong support from the community. In 2011–2012, a large number of individuals, families, bequests, charitable trusts, foundations, community groups and corporations made donations to the Brotherhood totalling \$4.3 million, excluding bequests. We are humbled by your generosity and, in return, we ensure your contributions are put to the most effective use possible.

Volunteers

In the last year, around 1100 volunteers supported the Brotherhood's staff with their time and expertise in a wide range of roles. Most of our volunteers serve in an ongoing capacity, while others participate in one-off events. Just over half of our volunteers worked in our **Community Stores**, while the remaining volunteers were predominantly represented in the services divisions of Retirement and Ageing, Employment and Training, and Children, Youth and Families. Specialist and professional help has included providing training, undertaking research and speaking at our fundraisers, workshops and public events.

Many corporate volunteers took part in our programs. They include the volunteer educators in charge of the **Homework Centre** and the people who offer children a healthy breakfast every day of the school year at our **Breakfast Club**.

Without volunteers, these and other services could not continue. We estimate that last year volunteers provided a contribution worth \$5.42 million.

Auxiliary stores

We would like to acknowledge the tremendous support and hard work by all the volunteers who give their time and energy so generously to our auxiliary stores.

For a full list of all Brotherhood stores please go to
www.bsl.org.au/CommunityStores#storelocations

Partners

Charities work best when they work together and draw help from businesses and philanthropic bodies. The Brotherhood of St Laurence is no exception. Our work is improved through collaborations with partners such as consulting firms, banks, universities, schools, sporting clubs, local councils and state and federal governments, and we thank them all for their involvement in the fight against social disadvantage. We hope to continue to work with you well into the future.

▼ More than 600
people volunteer in our
Community Stores





Partners

Corporate

Abigroup Limited
AGL Energy
Allens Arthur Robinson
Amdocs
AMP
ANZ Banking Group
The Athlete's Foot
AXA Australia
Brennan IT
Bunnings Warehouse (Frankston and South Oakleigh)
Coles
Community Services and Health Industry Skills Council
Construction and Property Services Industry Skills Council (CPSISC)
Crown
Delfin Lend Lease
Dixon Appointments
Dog and Bone
Education Australia
Essendon Football Club
Ferguson Plarre Bakehouses
Fraser and Ramsey Electrical
Freehills
GHD
Greening Australia
Grocon
Hoteliers Association of Australia (Victoria)
Innovation and Business Skills Australia
Isis Primary Care
JAG
JobQuest
KPMG Australia
Lander and Rogers
Lanier Australia
Middletons
The National Golf Club
Naturform
Obüs
Pacific Brands
Pitcher Partners
Readings Bookshop
St Vincent's and Mercy Private Hospitals
SJB Architects
SKILLED Group
Skilled Medical

smallPRINT
Spectrum MRC
Spotless Cleaning Services
Stockland
Suncorp
TRUenergy
The Village Glen
Victorian Employers' Chamber of Commerce and Industry (VECCI)
Visy Cares Hub
Woolworths

Government

Centrelink
CFA Carrum Downs
City of Darebin
City of Melbourne
City of Port Phillip
City of Yarra
Commonwealth Carer Respite Centres
Commonwealth Respite and Carelink Centre Southern Region
Consumer Affairs Victoria
Darebin City Council
Department of Climate Change and Energy Efficiency (Australian Government)
Department of Education and Early Childhood Development (State Government of Victoria)
Department of Education, Employment and Workplace Relations (Australian Government)
Department of Families, Housing, Community Services and Indigenous Affairs (Australian Government)
Department of Health (State Government of Victoria)
Department of Health and Ageing (Australian Government)
Department of Human Services (State Government of Victoria)
Department of Immigration and Citizenship (Australian Government)
Department of Planning and Community Development (State Government of Victoria)
Department of Sustainability and Environment (State Government of Victoria)

◀ Learning how to use the latest technology through the Brotherhood's Social Inclusion program

Partners

Department of Transport (State Government of Victoria)
Frankston Arts Centre
Frankston City Council
Frankston Community Corrections Service
Hobsons Bay City Council
Hume City Council
Mackay Regional Council
Maribyrnong City Council
Melbourne Fire Brigade
Moreland City Council
Mornington Peninsula Shire
Mornington Peninsula Shire Youth Services
Neighbourhood Justice Centre
North Yarra Community Health
State Emergency Service
Sunshine Magistrates Court
Sustainability Victoria
Victoria Police
Victorian Registration and Qualifications Authority

Education

Adult Multicultural Education Services (AMES)
Australian Catholic University
Australian National University
Business Enterprise Centre, Kangan Institute
Camberwell Grammar School
Carrum Downs Secondary College
Craigieburn Primary School
Craigieburn South Primary School
Collingwood Alternative School
Deakin University
Eltham College
Fitzroy Primary School
Flinders University
Geelong Grammar School
Ivanhoe Grammar School
La Trobe University
Lowther Hall Girls School
The London School of Economics and Political Science
Melbourne Grammar School
Melbourne Girls Grammar School
Mentone Grammar School
Monash University

National Ageing Research Institute (NARI)
Northern Melbourne Institute of TAFE (NMIT)
RMIT University
Sacred Heart School
Students in Free Enterprise (SIFE), The University of Melbourne
University of Bristol
University of Canberra
The University of Melbourne
The University of New South Wales
University of Tasmania
Yarra Valley Grammar School
Yipirinya School Council

Philanthropy

Aged Persons Welfare Foundation
AMP Foundation
Anglican Development Fund
Australian Communities Foundation
Barr Family Foundation
Bell Charitable Fund
Beverley Jackson Foundation
Catherine Gray Trust
Collier Charitable Fund
The Dara Foundation
Dibbs and Massie Foundation
Dina Grollo Community Fund
The Drummond Foundation
Edwards Foundation
Estate of Danuta Rogowski
Estate of Edward Wilson
Estate of Honor Moubray Allfrey
Estate of LJ Baldy
The Flora and Frank Leith Charitable Trust
Fonda Family Charitable Foundation
Forest Hill Early Childhood Foundation
Fred J Cato Charitable Fund
The George Lewin Foundation
The GW Vowell Foundation Ltd
H and K Johnston Family Foundation
Hanlon Foundation
Helen Macpherson Smith Trust
Hilton White Estate
Hugh D T Williamson Foundation
Inger Rice Foundation
The Invergowie Foundation

Joe White Bequest
Kimberley Foundation
The Leo and Mina Fink Fund
Limb Family Foundation
Lord Mayor's Charitable Foundation
The Marian and EH Flack Trust
The Myer Foundation
The Muffin Foundation
Newman's Own Foundation
The Peter Isaacson Foundation
Portland House Foundation
The RE Ross Trust
Scanlon Foundation
Scobie and Claire Mackinnon Trust
Sidney Myer Fund
Strathmore Community Services Ltd
Victorian Women's Benevolent Trust
William Angliss Charitable Fund
Yulgilbar Foundation

Managed by ANZ Trustees

ANZ Staff Foundation
Bird Family Charitable Trust
Estate of Amy IC Ostberg
Estate of Violet Pugh
Gregory Joseph and Zig Dickson Trust
Hector Waldron Pride Trust
Jack Dawson Trust
Leslie Gill Trust
The Pantah Trust

Administered by Equity Trustees

Alison Margaret Clark Charitable Trust - The Warren Clark Bequest
Clara Broadhurst Memorial Charitable Fund
E C Curwen-Walker Charitable Trust - Doris Edna and Kathleen Curwen-Walker Memorial Fund
Frank Broadhurst Memorial Charitable Fund
Grosvenor Foundation
The Herbert and Dorothy Lancaster Charitable Trust
John Nicol Charitable Trust
Keila Hinde Charitable Trust
Mary Evelyn Bowley Charitable Trust
The William Mansel Higgins and Dorothy Higgins Trust

Managed by Perpetual

GD Watson Charitable Trust Fund
Estate of the Late John William
Fleming

Ethel Herman Charitable Trust
Harold Payne Charitable Trust Fund
Henry B Smith Charitable Trust
Isobel Hill Brown Charitable Trust
Robert Maurice Jacka Estate

Managed by The Trust Company Limited

Estate of the Late Charles K Edwards
and Keith and Mary Edwards Trust
Estate of the Late Thelma Silver
Frederick and A Winifred Grassick
Memorial Fund
Ian Rollo Currie Estate Foundation
Ida Maud Webster McDonald Trust
Kathleen E Gardiner Memorial Trust
Madeline Crump and Madeline
Williams Trust
Peter James Provelson Trust Fund
Werge Batters Estate

State Trustees Australia Foundation

Alfred John Hutton
Annie Gladys Matthews
Arthur Edwin and Anne Edith Barry
Haydn & Henrietta Williams Memorial
Trust
Herbert William Hampton
William Arthur Shipperlee

Community

Alzheimer's Australia
Alzheimer's Victoria
Anglicare Australia
Anglicare Northern Territory
Anglicare Riverina
Anglicare South Australia
Anglicare Tasmania
Asylum Seeker Resource Centre
Australian Council of Social Service
(ACOSS)
Australian Red Cross Society
Baptist Church, Monterey
Barnardos Australia
Belgium Avenue
Neighbourhood House
Benetas

The Benevolent Society
Bentleigh Bayside Community Health
Berry Street
Boroondara Volunteer Resource
Centre
Broadmeadows Disability Services
Carers Victoria
Catholic Care
Carlton Neighbourhood Learning
Centre
Centacare Bathurst
Centacare Townsville
Centacare Wilcannia-Forbes
Child Australia
Church of All Nations, Carlton
The Climate Institute
ClimateWorks Australia
Collingwood Neighbourhood House
Colony 47
Cultivating Community
Darebin North-west Uniting Church
Dianella Community Health Inc
Djerriwarrh Health Services, Melton
Disability Professionals Victoria
Early Childhood Australia
Eastern and Central African
Communities of Victoria
First Nations Australia
Fitzroy Learning Network
Glastonbury Community Services
Group Training Australia
Gujaga MACS
Hanover Welfare Services
Haven
Heathdale Community Centre
Inala Indigenous Health Service
Inner Northern Local Learning and
Employment Network
Jesuit Social Services
Kentish Regional Clinic Inc
Kildonan UnitingCare
Kingston Eastern Neighbourhood
Group
Laverton Community Centre
Learning Links
Macarthur Diversity Services Inc
Melbourne Aboriginal Youth, Sport
and Recreation
Melbourne Citymission
Melton South Community Centre
Merri Community Health Services
Limited

Mission Australia
Moreland Energy Foundation
New Hope Foundation
Ngala
Novita Children's Services
Nowra Family Support Services Inc
Peninsula Health
Playgroup Queensland
Preston Neighbourhood House
Protea Village
Regional Respite Recreation Network
Respite South
Robinvale District Health Services
Rotary Club of Melbourne
Rural Health Tasmania Inc
St Luke's Anglicare
St Luke's Anglican Church, Bendigo
St Vincent de Paul Society op shop,
Cranbourne
SecondBite
Seniors Rights Victoria
Sharehouse Inc Frankston
Sign On Employment
The Smith Family
Social Traders
Social Ventures Australia
South Eastern Region Migrant
Resource Centre
Southern Metropolitan Disability
Alliance Network
Spectrum Migrant Resource Centre
Sudanese Welfare Ministry
The Victoria Foundation for Survivors
of Torture - Foundation House
Tamworth Family Support Service
TransAccess
UnitingCare Burnside
UnitingCare Kippax
UnitingCare Sunshine and
Broadmeadows
UnitingCare Wesley Country South
Australia Inc
Victorian Council of Social Services
(VCOSS)
Volunteering Mornington Peninsula
Western Region Health Centre
Westgate Community Initiatives
Group
Youth Projects
Zonta Club of Melbourne on Yarra Inc

How you can help

Everyone can help the Brotherhood of St Laurence in some way – through the donation of money, goods or time, or by connecting us to your business's social involvement programs.

No matter what your capacity to help, we want to hear from you.

Financial donations

The Brotherhood is generously supported by many individuals, organisations and businesses. We are happy to answer any questions you may have about our fundraising and about how potential donations may be spent. You can make financial donations over the phone, online or through the post:

Phone: (03) 9483 1301

Fax: (03) 9483 1336

Email: donate@bsl.org.au

Mail: Community Relations
67 Brunswick Street
Fitzroy Victoria 3065

Website: www.bsl.org.au

Clothing and household donations

Proceeds from all sales of donated goods at Brotherhood **Community Stores** support the Brotherhood's work. We are happy to accept good-quality clothing and saleable household items, including books. To find the location of your nearest store, call **1300 Donate** or **1300 366 283**, or visit our website at www.bsl.org.au.

Furniture donations

Every year we provide much-needed furniture to create comfortable homes for disadvantaged Australians. We also raise funds to support our work by selling furniture in our Community Stores. If you have good quality furniture and small electrical appliances in working order that you no longer need, you can arrange for them to be picked up anywhere in Melbourne by calling **1300 Donate** or **1300 366 283**, or by emailing us at collections@bsl.org.au.

Volunteering

The Brotherhood believes that the best way to create a fairer society is to engage everyone in looking after each other. This means volunteers are central to what we do. If you would like to be part of our efforts to reduce disadvantage by offering your time and expertise to our services or events, please contact our Senior Manager Volunteer Services on **(03) 9483 1390** or visit www.bsl.org.au/Volunteer.

Bequests

If you admire the values and work of the Brotherhood, we encourage you to give serious thought to including a gift to the Brotherhood in your will. To discuss how to leave a lasting legacy contact our Supporter Relations Manager on **(03) 9483 1399**

Learn about how to fight disadvantage

Knowledge is power when it comes to fighting disadvantage. We want to arm every Australian with the facts so they can join us in promoting change. If you want to understand more about the Brotherhood's work, or discover important facts, call our Library on **(03) 9483 1388**, or view our research and advocacy work on our website: www.bsl.org.au. To support our advocacy campaigns please join us on www.facebook.com/BrotherhoodofStLaurence and [@Brotherhoodinfo](https://twitter.com/Brotherhoodinfo) on Twitter.

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▼ Peter enjoys volunteering his time and skills at the Brotherhood





Brotherhood
of St Laurence

Working for an Australia free of poverty

Building better lives since 1930

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Fitzroy, Vic. 3065
Ph: (03) 9483 1183

www.bsl.org.au

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