



Brotherhood
of St Laurence

ANNUAL REPORT 2019

LET'S MAKE CHANGE THAT LASTS

bsl.org.au



OUR VISION IS AN AUSTRALIA FREE OF POVERTY.



Gardening is a satisfying pastime for Rosa, who suffers from dementia and attends our Banksia Frankston Respite Centre regularly.



CONTENTS

Message from our Executive Director, Conny Lenneberg	2
Message from our Chair, The Most Revd Dr Philip Freier	4
Outcomes for 2018-19	6
Our 5-year strategy	8
Goal 1: Economic security for all	10
Goal 2: Wellbeing, social inclusion, empowerment and dignity for all	14
Goal 3: Inclusive services and communities	18
Goal 4: A trusted voice nationally on poverty and disadvantage	22
Goal 5: An inclusive, effective, efficient and agile organisation	26
Corporate Governance and organisational structure	28
Our commitment to Reconciliation	33
Financial Report summary	34
Your support is vital	40
Help us create lasting change	44

A MESSAGE FROM OUR EXECUTIVE DIRECTOR, CONNY LENNEBERG

This, my first full year at the Brotherhood of St Laurence, has been a year where issues that go to the heart of the 'fair go', including adequacy of social security payment rates and the challenge of climate change, have come into sharper focus.

In this context we have articulated our new strategy (2019-23). This focuses our efforts on creating change that lasts - with and for those members of our community who are at risk of being left behind by the impacts of labour market, demographic and environmental changes in Australia.



However you look at it, our cherished value of a fair go sits in stark contrast to the lack of agency that the increasingly punitive social security system affords people who experience disadvantage; especially those on Newstart. It is increasingly difficult for people to live a life of dignity where they can contribute to, and share in, prosperity. A growing coalition of voices – not just in the community and social sector, but also of business and political leaders – is calling for a review of Newstart. We actively support that call, and also believe that the underlying principles of our social security system need to change. Our society has changed, and our social security system needs to change with it.

For those who can work, meaningful employment is key to a life of dignity. But enabling people to have a meaningful job is not just about individuals. It is also about supporting employers to adapt their recruitment and induction practices. It is about the way you design job services at a policy level. It is about how we connect jobseekers with their aspirations and talents. This multi-faceted approach to addressing disadvantage is what creates lasting change, and that is what the Brotherhood excels in.

Our focus on creating lasting change has been reaffirmed in our new 2019–23 Strategic Plan and is core to our mission. We aim to leverage our and our partners' work to build community awareness, and convert insights into recommendations on practice and policy change. Through our service development, innovation, research and partnerships, we will continue to gather and share insights to bring about change in policy and community attitudes.

Everything we have been able to achieve is because of our strong relationships. In our partnerships, we remain responsible for the integrity of the program model and we support its evaluation. Working with Launch Housing and Berry Street, for example, we deliver our Education First Youth Foyer model in Melbourne and Shepparton. The model not only supports young people at risk of homelessness with secure housing to live and study, but also provides a pathway to sustainable independent living.

Similarly, through our HIPPY program, which supports young families to provide a rich home learning environment for preschool children, we

partner with over 60 community organisations in 100 communities around Australia, to reach 4,500 families each year.

Embedded in all of our youth programs, the Advantaged Thinking approach, which works with the aspirations and talents of participants, has shown marked success. Our Transition to Work program led the development of a national Community of Practice, which resulted, in 2018, in the federal government commissioning a Brotherhood-led National Youth Employment Body to drive a national response to youth unemployment. This is just one of the ways we use our footprint, along with those of our partners, to drive systemic change.

2018–19 has been a year of increasing awareness of, and conversation around, the impacts of climate change. We're proud that our decade of work leading the discussion around energy affordability directly influenced the introduction of the Victorian Default Energy Offer. We've also worked to provide energy-saving initiatives to low-income households struggling with energy bills directly, and we've partnered with Schneider Electric to extend this direct impact.

Much of the work we do to drive changes in the service system happens in dialogue with other practitioners and policy makers. Using our practice network for Local Area Coordination, for example, we can provide feedback from our collective experience to the National Disability Insurance Agency, which influences policy choices and improves the ways in which services are coordinated and delivered to people with disability.

As we move forward, the Brotherhood will also look to be more visible in the community, and more proactively engage the community, in driving lasting change. I often say that the Brotherhood is Australia's best kept secret. It's time for us to engage deeper and wider, and to raise our voice in driving lasting change together.



Conny Lenneberg
Executive Director

A MESSAGE FROM OUR CHAIR, THE MOST REVD DR PHILIP FREIER

Next year, the Brotherhood of St Laurence marks its ninetieth anniversary – a remarkable run for a social change organisation with an ambition to reform society.

A passionate belief in the Christian message of compassion and faith in action inspired the Brotherhood's founder – Father Gerard Tucker, an Anglican priest and activist, whose vocation was intertwined with the goal for an Australia free of poverty. His task remains an ongoing challenge for our country – and for us all.



Amid our national prosperity, I am concerned that our conscience and our sense of a shared responsibility as Australians have dulled to the profound challenges of poverty and homelessness that persist in our country. Troublingly, the language of 'moral failings' – the attribution of social disadvantage to personal moral failure – has crept into our public discourse. This suggests that some people prosper because of their good efforts and advantages, and other people in our community fall behind because of some perceived individual deficit. For the common good, we must channel Father Tucker's passion and challenge this very hurtful narrative – while also moving to practical action to counter it, as he did.

We need, therefore, to both speak and act.

As these pages vividly show, this organisation combines both goals. It began, as it meant to go on, with a culture of innovation and focus on finding solutions to society's ills. "The Brotherhood must do on a small scale what governments should do on a large scale," said Father Tucker. Today, this remains an animating spirit for the Brotherhood as we seek to seed new ideas with governments, business and community partners. Guided by our 2019-23 strategy, the Brotherhood is well poised to meet the challenges of our turbulent times where, it seems, we need to turn up the volume very high to be heard. These are highly vulnerable times for many people: for example, one can swiftly move from an insecure rental market to homelessness.

I am heartened, however, by the transformative stories of people I meet in places like the Education First Youth Foyer where young homeless people find a home while getting an education. The wonderful success rate of this initiative suggests to me that there are constructive interventions we can make to seemingly intractable social problems. Indeed, the encouraging lesson from the Brotherhood's work is that no social problem need be intractable in a society as fortunate as ours.

I thank the staff, volunteers and the Board for their hard work and commitment to this vital mission.

A handwritten signature in dark ink, reading "Philip Melbourne". The signature is written in a cursive, flowing style with a small star-like mark above the first 'P'.

The Most Revd Dr Philip L. Freier
Chair of the Board

3.2 MILLION PEOPLE ARE LIVING BELOW THE POVERTY LINE IN AUSTRALIA*

Together with our partners,
in 2018-19 we achieved these
important outcomes for people
experiencing disadvantage.

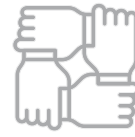
* People living below the poverty line
of 50 per cent of median income.



Daniel enjoys catching bubbles
at the Jindi Growing Learners
program in Mernda.



4,500 families in 100 communities across Australia participated in our Home Interaction Program for Parents and Youngsters, empowering parents and carers to be their child's first teacher and provide a rich home learning experience for 4 and 5-year-olds



2,591 people experiencing disadvantage were supported to transition into employment, including people from migrant, refugee and asylum-seeker backgrounds



3,351 people developed a savings habit through Saver Plus and received matched funding from ANZ



Through our Community of Practice, the Brotherhood and its partners have assisted **2,921 young people** with their transition to work



635 young people were supported to re-engage in education



18,235 planning meetings were held for participants accessing NDIS packages, allowing them to connect to services and support



7,770 children who experience a developmental delay received support accessing NDIS Early Childhood Early Intervention packages



46,000 hours of services were provided to older people through 834 Home Care Packages, enabling them to stay in their homes with appropriate support



Over **1,000 energy accounts** were switched to cheaper offers through Your Energy Broker, saving Victorian households more than \$200,000 (an average of \$450 per household) on electricity and gas bills



Through **42 research reports**, submissions and publications prepared by our Research and Policy Centre, we contributed to dialogue and decisions on key social policy issues

OUR 5-YEAR STRATEGY 2019–23



OUR VISION

An Australia free of poverty

OUR MISSION

We pursue systemic change for a fairer, more compassionate and just society in which all can fully participate in social, civic and economic life, create and share prosperity, and treat each other with dignity and respect.

OUR AMBITION

Directly build the capability of

150,000 people

so that they can find sustainable pathways out of poverty.

Contribute to reducing poverty for

3.2 million people

living below the poverty line in Australia.





GOAL 1: ECONOMIC SECURITY FOR ALL

Australia is a prosperous nation, yet far too many people still struggle with deep and persistent disadvantage.

Our work to create economic security focuses on sustainable employment, financial literacy and a social security system to contribute to a fair and compassionate society.

We strive to make lasting change through service innovation and partnerships, and by using research and advocacy to drive reform in social policy, job services, energy market regulation and climate change adaptation.



Stepping Stones to Small Business has given Zura new opportunities

Cornering the cupcake market can be a tough game despite the popularity of small sweet cakes.

Zura, who migrated from Malaysia, knew that if she wanted to build a successful business she needed help, but due to a traumatic workplace experience, she had become socially isolated and didn't know where to start.

Then she joined our Stepping Stones to Small Business program and decided to combine her passion for making cupcakes with her interest in Asian-inspired cuisine.

Stepping Stones, as many participants call it, is a Victoria-wide micro-enterprise program offering mentoring, training and support to eligible women.

"I decided that my point of difference would be Asian-inspired and seasonal cupcakes," says Zura. Varieties include pandan, teh tarik, miso caramel, lemon meringue, apple crumble, orange curd and many more. Her cupcake business, Happy Crumbs, was born in mid-2018.

Zura is a chef, but she found the traditional chef environment highly stressful. After her negative workplace experience, she decided to leave the field, "I wasn't able to go back to work, but I wanted to use my skills."

Stepping Stones to Small Business taught Zura about invoicing, budgeting and quoting. She wrote up a business plan and learnt to market her business. Without the program, Zura says she would still be isolated and not working.

In 2019, Stepping Stones broadened its reach across Victoria and is now also available to older women from regional areas.

Stepping Stones to Small Business educates migrant, refugee and regionally based women about money, and builds women's understanding of how to start a small business in Australia. It also aims to teach business and government leaders about how micro-businesses help refugee and migrant women, and why communities need more of these small businesses.

Since 2011, Stepping Stones to Small Business has trained and supported 190 mentors from a wide range of sectors to support program participants towards running a small business.



Employment diversity – good for business

Repurpose It is a new cutting-edge resource recovery business in Melbourne's north.

The company is breaking new ground by converting construction waste into reusable materials for infrastructure projects. It extends this progressive thinking with a purposeful employment strategy and is working closely with the Brotherhood's Given the Chance program.

Repurpose It has made an active choice to promote diversity and hire workers from refugee and asylum seeker backgrounds, says company founder and managing director, George Hatzimanolis.

"The benefits go beyond making a bigger impact to your local community; it's just good business. It puts you in a good position with social procurement obligations."

So far, 11 workers have been placed with the company, some in casual or part-time roles and others in full-time positions.

"I heard about Given the Chance from the City of Whittlesea when we were starting up. For me, it's about the legacy we leave behind. It's about creating a long-term sustainable business."

"My parents were immigrants and their parents were also refugees from Asia Minor to Greece. I hear the stories from my father and how they started from nothing. It's important for me to do my bit now to help others," says George.

After the success of the initiative in Victoria, Given the Chance is now being extended to select sites nationally to meet the demands of even more employers and job seekers.

Given the Chance has worked with marginalised job seekers and employers since 2007. The program recognises that some job seekers require higher levels of support, and participants and employers are fully supported prior to and during employment to maximise positive outcomes. Job seekers gain invaluable workplace experience and usually go on to further employment after their initial placement. Through its advocacy work at both federal and state government levels, Given the Chance has had a notable impact in key areas of employment policy.

"It's important for me to do my bit now, to help others."



Our work with ANZ to increase financial inclusion

For over 17 years, ANZ has partnered with the Brotherhood of St Laurence to build high impact programs promoting financial wellbeing.

Saver Plus, MoneyMinded and Given the Chance have helped thousands of people to improve their financial position, gain skills and get work.

Michelle Commandeur, Head of Financial Inclusion at ANZ, says the partnership started in 2003 when the bank began shifting its community investment focus to financial inclusion and wellbeing programs.

“The Brotherhood of St Laurence was one of the first organisations prepared to talk with the bank about money issues in the community and how hardship and disadvantage leads to financial exclusion.”

Over the past decade, the partnership has deepened and has included the recent addition of the ANZ Tony Nicholson Research Fellowship, launched in May 2019.

Volunteering opportunities for the ANZ workforce, payroll giving and sponsorship of the annual Sambell Oration have been other long-standing elements. Senior ANZ staff also consult with Brotherhood leaders over areas of mutual interest in the social policy space.

The bank has provided job opportunities for refugees and people seeking asylum under the Given the Chance program and has supported the Brotherhood with program expansion.

“The depth of the partnership we have with the Brotherhood is unique. This includes co-designing Saver Plus – from the early pilot to the hugely impactful program it is today. ANZ and the Brotherhood share intellectual property and all decisions are jointly made,” says Michelle. “We share a commitment to financial wellbeing and economic participation for all Australians.”

Building corporate partnerships is an important part of our work to create lasting change for people living in poverty. Small and large businesses provide financial, volunteering and other forms of in-kind support for many different programs, services and research projects.

Businesses interested in value-aligned partnerships can contact our Corporate Partnerships team on 03 9483 1301.



Saver Plus participants received over \$1.6 million in matched funds from ANZ in 2018–19.



GOAL 2: WELLBEING, SOCIAL INCLUSION, EMPOWERMENT AND DIGNITY FOR ALL

Poverty is not just about a lack of money: it is about social exclusion, poor health, disempowerment and a loss of dignity.

At-risk children and youth, sole parents, older people, refugees, people seeking asylum, and Aboriginal and Torres Strait Islander people are among the groups that are at greatest risk of experiencing deep poverty.

We will continue to develop and deliver evidence-based services and programs, and drive policy reform in the area of children and families, youth, disability and aged care services.



Using NDIS to build a strong future

Twice a week, Christian Hansen makes a three-hour round trip from his home in Melton to Arts Project, an organisation in Melbourne's inner north that supports artists with intellectual disability.

Christian's main focus is painting, but he loves many other art forms too. Going to Arts Project allows him to connect with other artists, receive specialist support and develop his visual arts career.

A year ago, going out regularly would have been very difficult for Christian. With the support he now gets through the National Disability Insurance Scheme (NDIS), he is gaining more confidence and connecting with people who can provide employment opportunities. "I feel a lot better now," he says.

Working with our Melton Local Area Coordination team, Christian developed his NDIS plan to improve his financial aid and other supports. This has been key in helping him travel to Arts Project each week. "I wouldn't be able to go without the funding," he says.

"I want to be seen, not judged."

Christian is also studying digital illustration at RMIT University and hopes to illustrate a children's book.

Having a place to practise art gives him access to quality art supplies, teachers, job prospects and the chance to exhibit and sell his work. "The other people at Arts Project are like me," he says. "If I didn't go there, I wouldn't be sociable. I would just be a homebody."

The Brotherhood of St Laurence works in 21 Local Government Areas across greater Melbourne and Mornington Peninsula, delivering NDIS Local Area Coordination and Early Childhood Early Intervention services. We support people with disability, their families and carers to navigate the NDIS and access community and mainstream services.

This year, our Local Area Coordination team assisted 18,235 participants accessing NDIS packages to connect to services and support.



Bridging the gap through care at home

Selminaz and Nurettin have been accessing Brotherhood Home Care Package services, through our Sunshine Aged Care centre, for the past five years. They get support that includes shopping trips, showering assistance, house cleaning and getting to medical appointments. The service has improved their lives in many ways by also supplying equipment such as a walking frame and recliner chairs. Before getting care at home, they say they were really struggling to live in their home.

With little education and coming from a difficult family situation, life hasn't been easy for 75-year-old Selminaz. Talking about the past brings up painful memories. Her parents died when she was an infant, and she was raised by her uncle until, in 1957, she was married to Nurettin. Since then, the couple have never been separated.

In 1991, they moved to Australia from Turkey. Because of their limited English, their bilingual case manager, Sam, has been a godsend. He also makes sure to connect them with support workers who have Turkish language skills.

Having home support allows Selminaz the opportunity to do things she enjoys. "I'm a very good cook." Nurettin, who doesn't look anywhere near his 90 years of age, is very happy with this arrangement. "She cooks, I eat!" Kofte and lamb pilaf are her specialty. She extends a warm invitation for guests to come to dinner.

At the local Turkish seniors' club, the couple are happy to promote the Brotherhood's aged care services to their community. Says Selminaz, "I trust them, they provide the best service. Always available; a solid service. I never tell a lie."

Brotherhood Aged Care is a leading provider of Home Care Packages, with over 20 years of experience. We provide around-the-clock support to assist elderly people to stay at home – in familiar surroundings, and in touch with the people and places they value.

Through our advocacy work, we aim to lead change to improve policy and service models for older people on low incomes.

We provide Home Care to 834 households in Victoria.



Kiara is looking ahead to further her education

In late 2018, Year 11 student, Kiara was living in a youth refuge and at risk of leaving school early. She had an uncertain future, but was determined to get back on her feet.

Fast-forward six months and Kiara is living at the Kangan Education First Youth Foyer in Broadmeadows. She is about to celebrate her 18th birthday and is smiling with pride as she plans her future.

Kiara is on track to finish Year 12, is working part-time and involved in many social and leadership activities at the Foyer. She hopes to study for a Diploma in Community Services after finishing school.

Kiara also appreciates the support she gets from Foyer staff when her day has been overwhelming. "If you want to talk to someone, it's always okay to have a chat with one of the workers; they are so friendly."

The Foyer provides a sense of belonging too. "I like that every Sunday we have a cook-up - students and workers make a meal together and anyone can come down and eat. It makes new students who have moved in feel welcome."

"That is what is really good about this place. Everyone feels secure."

The Brotherhood partners with Launch Housing and Berry Street to deliver the Education First Youth (EFY) Foyer model in Victoria. Three EFY Foyers operate on TAFE campuses, in Broadmeadows, Glen Waverley and Shepparton, combining mainstream education and training opportunities with affordable accommodation, employment and other support services.

Education First Youth Foyers provide integrated learning and student accommodation in mainstream educational settings for young people aged 16 to 24 years, who are at risk of, or experiencing, homelessness. Foyer students have access to round-the-clock support for up to two years while they pursue their education goals and clarify their sense of purpose. A longitudinal study published this year found that the education first system makes a significant difference to the lives of young people, with 85 per cent of them in work or education in the year after leaving the Foyer.

"That is what is really good about this place. Everyone feels secure."



GOAL 3: INCLUSIVE SERVICES AND COMMUNITIES

We want to make our services more ambitious so that the causes of disadvantage and social exclusion are addressed.

Our goal of ensuring that people can find appropriate services, and find it easier to access mainstream services, will be met through continued collective action by local partnerships. Using place-based models that drive systemic change, we will ensure service design and implementation is developed in consultation with, and alongside, the people it serves.



Community of Practice creating meaningful program development

Carmen Auer is passionate about supporting young people to find meaningful jobs that suit their skills and aspirations. After working with young people for over 16 years, Carmen also understands that deep collaboration with other partner organisations is vital.

The Transition to Work (TtW) national Community of Practice enables the collaboration of local communities to test, improve and demonstrate a mutually beneficial model of TtW that moves young unemployed people into sustainable employment pathways.

Carmen is General Manager of GenZ Employment in Queensland, one of the 12 TtW Community of Practice providers. “We help young people to set and achieve their employment and education goals by focusing on the strengths and abilities they already have.”

“Our core work involves building a young person’s skills, confidence and readiness for work.”

“Working in partnership with other organisations takes what we do to the next level.” The TtW providers’ national Community of Practice has met regularly over the past four years to refine and improve the service. “We always feel reinvigorated after meeting with everyone,” says Carmen. “We share all our data and learnings, warts and all. The Brotherhood of St Laurence is a very good facilitator, bringing people together, so everyone learns from each other. They have been with us every step of the way.”

The TtW national Community of Practice works to promote a shift in the way the community values young people – from passive service recipients to valuable, contributing members of the community – through partnership with government, community organisations, philanthropy and education providers.

The Transition to Work national Community of Practice is a collaboration between 12 of the 43 program providers across Australia. In 13 regions, the Community of Practice providers and their partners are implementing a consistent approach to the delivery of the Transition to Work service.

“We help young people to set and achieve their ... goals by focusing on the strengths and abilities they already have.”



Community services hubs enabling local partnerships for collective action

Our work in the City of Whittlesea, at the Epping Community Services Hub, brings together resources and support needed by the community to make the changes they wish to achieve.

Through community hubs, meaningful local partnerships to improve local services can grow. We want local organisations, businesses and community services to understand the capabilities and needs of people experiencing disadvantage or social exclusion. Our aim is for government, civil society, the community and private sectors to jointly address disadvantage in priority locations, and consider social inclusion a normal way of doing things.

The City of Whittlesea is rapidly growing, with a population expected to almost double over the next 20 years. Many refugees and newly arrived migrants are establishing their families in Whittlesea, with high rates of unemployment and lower levels of qualifications resulting in communities that are excluded from participating in the economic and social mainstream.

We are working to increase the range of services available at the Epping hub. Available support services from a range of service providers currently range from disability, employment, running a small business, retirement and ageing, family services, mental health, through to alcohol and other drugs, and family and domestic violence. We also provide specialist support for Aboriginal and Torres Strait Islander people and people with refugee and multicultural backgrounds.

Navigating lots of different services can present a challenge for people with complex needs. By integrating services from multiple providers, community service hubs, such as Epping's, can provide a central where people can be assisted more easily and effectively.

Ahlam, left, with Meredith from our Epping Community Services Hub, is a Stepping Stones to Small Business graduate, and has recently established her own business, Cookies by Dreams.

“Creating local partnerships means improved access to a wider range of services for local participants.” Lucia Boxelaar, Director, Community Programs



Our Diversity Unit
– building inclusion
and cultural
responsiveness

Riham and Zeinab both work as Bilingual Disability Community Educators, assisting community engagement through the Diversity Unit.

In 2018-19, our Diversity Unit led 55 training workshops to raise cultural awareness with 1,186 attendees from a range of non-profits, local councils and internal teams.





GOAL 4: A TRUSTED VOICE NATIONALLY ON POVERTY AND DISADVANTAGE

The Brotherhood is known as a leading and respected voice for social change. We use our voice and our evidence to keep poverty on the social and political agenda.

We aim to inspire policy makers and the community to focus their efforts on addressing disadvantage. Our Research and Policy Centre will continue to publish the causes and impact of poverty, working in partnerships with the University of Melbourne and other research agencies. We amplify our impact by harnessing the community to help support change.



Our youth employment campaign speaks to the nation

Our youth employment campaign spotlights the persistently high rate of unemployment among young people at a time when, as a nation, we are navigating a period of testing social and economic change. More than a decade after the global financial crisis, the national youth unemployment rate remains stubbornly high at 11.7 per cent, more than double the overall rate.

The modern economy, with its emphasis on skills and knowledge, presents new opportunities for job seekers, but poses particular risks for our young people, who often have little or no work experience. Those without training opportunities or higher educational qualifications face a double jeopardy.

A key part of our campaign is the Youth Unemployment Monitor, which includes reports that draw on the expertise of our Research and Policy Centre to analyse data from the Australian Bureau of Statistics and other sources.

These reports have regularly found that youth unemployment rates across the country are far from uniform, well above the national average in some regions, with regional and outer suburban localities bearing the heaviest burden. The prosperity dividend for our young people from almost three decades of economic growth is deeply uneven.

In tandem with the campaign we are working with all levels of government on evidence-informed solutions, locally and nationally.

The campaign is not only about the numbers; we work with young people affected by unemployment, and underemployment, to share their stories on our website and through the media. They put paid to 'smashed avocado' stereotypes about young people to reveal the reality that many are doing it tough. Quaylin, who has featured in the campaign, is among the young people who, despite their talents and willingness, encounter barriers to finding ongoing meaningful work.

Our Research and Policy Centre is the largest and oldest social policy research centre in a non-government welfare organisation in Australia. Our work is underpinned by a strong partnership with the University of Melbourne.

We link robust research and policy approaches with the practice of our service delivery teams and insights from people's everyday lives to produce analysis that will make a difference.

Media reporting of our March 2019 youth employment campaign reached an estimated cumulative audience of 9.4 million.



Energy equity essential in climate change policy

For John Thwaites, Chair of ClimateWorks Australia and the Monash Sustainable Development Institute, climate change and equity go hand in hand.

John has had a long association with the Brotherhood and, since 2008, has chaired the organisation's Climate Change and Low-income Households program.

"Everything we do to mitigate the impact of climate change has to be done with the lens where we ask ourselves, 'how will this impact low-income people?'," he says. "We need to connect economic, social and environmental elements. Not working in silos."

"Older people, infants and people with disability, especially those who live in poor quality housing or who can't afford air-conditioning, are particularly vulnerable to the increasing impacts of rising temperatures."

John backs the Brotherhood's critical role in setting up projects to promote energy efficiency and pushing for lasting change by being at the policy-making table on these issues. We are committed to advocating for other broader changes to cut emissions and support moves to a low-carbon economy.

"By being involved in a practical way coming up with solutions for low-income people, the Brotherhood has helped governments make better policy for example with fairer electricity pricing and access to energy efficiency retrofits," he says.

The Brotherhood has an important role in being part of the push to act more ambitiously on climate change, for the sake of everyone.

Our Energy Equity and Climate Change team in the Research and Policy Centre knows that the impacts of climate change disproportionately affect communities where poverty and disadvantage are concentrated.

"We need to connect economic, social and environmental elements."



A partnership aiming to affect energy reform

Schneider Electric is a global energy management company that creates products and services to support sustainable energy use.

The company has a long history of philanthropic activity and community engagement, and in 2018 began its partnership with the Brotherhood.

Tam Johnston, Schneider Electric Pacific Foundation and Community Lead, says there is strong alignment between the company and the work of our Energy, Equity and Climate Change team.

“We believe that access to energy is a human right, and we support the Brotherhood because we believe in the program of work. We have a shared commitment to the idea that people should be able to access the energy they need to thrive. They should be able to do that in a way that is in the best interests of our planet.”

Two key areas of activity are piloting an initiative to assist low-income households, particularly renters, to reduce energy poverty by installing rooftop solar panels; and helping the Brotherhood cut its energy bills and carbon footprint. We aim to use our efforts to lower emissions to position ourselves as an exemplar of best practice in the non-profit sector.

Damian Sullivan, Senior Manager, Energy, Equity and Climate Change says, “Schneider Electric’s commitment to working with us to reduce energy poverty in Australia has given us the resources to develop the pilot study assisting low-income renters to access rooftop solar. We’re looking forward to delivering on this project and expanding our engagement with Schneider Electric in other ways.”

Findings from the pilot study will be used to develop scalable solutions that will help us advocate for further energy reforms, such as the Victorian Default Offer, and relieve the effects of energy poverty.

The Brotherhood works to reduce the negative impacts of climate change on people facing disadvantage in Victoria by coordinating research, and energy-efficiency and retrofitting projects.

The installation of rooftop solar in rental properties should save renters stressed by high bills about \$900 a year.



GOAL 5: AN INCLUSIVE, EFFECTIVE, EFFICIENT & AGILE ORGANISATION

Our ambition by 2023 is to build the capability of over 150,000 people who experience disadvantage to find pathways out of poverty that endure.

To deliver this, we are investing in capability, increasing the diversity of our revenue sources and improving organisational agility, while maintaining financial scale and sustainability.

We will continue to develop our programs portfolio and ensure the organisation has the capacity to deliver on its mission. We will ensure that staff and volunteers reflect the diversity of the communities in which we work and thrive in the work they do.

Structure

A streamlined structure to increase interconnectivity and more effectively harness the skills and experience of staff to:

- help us to be more accountable internally, and to the broader community
- build greater collaboration across all programs and services
- provide accurate business performance monitoring and insights.



Processes

The development of a whole-of-organisation monitoring, evaluation and learning approach to enhance the impact of our programs, partnerships, research and advocacy to:

- enable better service experiences to improve participant outcomes
- share knowledge and accelerate innovation
- hold ourselves accountable and evaluate our programs to improve them
- influence social policy and contribute to national dialogue to shift attitudes towards poverty.



**We have invested
in business capabilities
and capacity to improve
our service to the most
disadvantaged in our
community.**

People

Added focus on expanding our workforce diversity to better reflect the diversity of the people we serve through the creation of:

- an employment officer role focused on diversity
 - an employment officer role focused on Aboriginal and Torres Strait Islander people.

Systems

Significant investment in technology upgrades, including services and systems to support staff in achieving strategic goals by:

- modernising financial software
- digitising some personnel operations
 - ensuring ethical and profitable procurement and contract management.

CORPORATE GOVERNANCE AND ORGANISATIONAL STRUCTURE

The Brotherhood of St Laurence (the Brotherhood) is a not for profit entity incorporated under the *Brotherhood of St Laurence (Incorporation) Act 197*, 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 of St Laurence is an income-tax exempt charity, has deductible gift receipt status and is registered under the Australian Charities and Not-for-profits Commission.

Lady Southey AC is Patron of the Brotherhood.

The President of the Brotherhood is the Most Revd Dr Philip Freier, Anglican Archbishop of Melbourne.

Charter and Life Members

Charter and Life 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. Charter and Life Members, and Friends of the Brotherhood, often provide advice and ongoing support to the organisation.





Charter Members

Ms Joanna Baevski
Professor Jan Carter AM
Emeritus Professor Judith Chapman AM
The Revd Barbara Colliver
The Revd Don Edgar
Ms Christine Edwards
The Rt Revd David Farrer
Associate Professor Jane Freemantle
The Most Revd Dr Philip Freier
Ms Celia Gerreyn
Ms Sarina Greco
Mr David Green AM, PSM
Ms Dana Hlavacek
Mr James Jacoby
Mr Mike James
The Revd Dr J. Hugh Kempster

Ms Conny Lenneberg
Mr John McInnes OAM
Dr Fiona Macdonald
Dr Ian Manning
Ms Freya Marsden
Dr Apollo Nsubuga-Kyobe
Mr Ian Paroissien
Dr Nouria Salehi AM, OAM
Ms Fiona Smith AM
The Revd Clemence Taplin
Ms Catherina Toh
Mr David Triplow APM
Mr Mike Tucker
Mr Trevor Williams
Mr John Wilson
Mr Michael Wilson

Life Members

The Rt Revd Michael Challen AM
Mr Sandy Clark
Dr Stephen Duckett
Mr Michael Feeney
Mr Nicolas Frances MBE
The Rt Revd Dr Peter Hollingworth AC, OBE
The Hon. Professor Brian Howe AO
The Rt Revd Philip Huggins

The Hon. Rob Knowles AO
Ms Elizabeth Loftus
Ms Alison McClelland AM
Father James Minchin
Mr Ian Reid
The Rt Revd Andrew St John
Ms Jenny Trethewey
Mrs Thelma Tuxen

Maysa is a Local Area Coordinator
at our Coburg NDIS office.

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. In 2018-19 the Board met monthly.

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.



**The Most Revd
Dr Philip L. Freier**
PhD, MEdSt, BD,
DipEd, BAppS
Non-executive
Chair from November
2015. Committee
memberships:
Nominations,
Remuneration



Mr Ian Paroissien
BCom, CA ANZ
Deputy Chair from
March 2017. Committee
memberships:
David Scott School,
Nominations,
Remuneration, Audit and
Risk Management



Dr Fiona Macdonald
BBS,
GradDipCounselPsych,
Marts (SocPol), PhD,
GAICD
Member from
November 2012.



Ms Dana Hlavacek
BCom (Hons), MAcc,
FCA, GAICD
Member from March
2017. Current Committee
membership: Audit and
Risk Management



A/Prof. Jane Freemantle
SRN, MPH, PhD,
LMPHAA
Member from
December 2017.



Ms Conny Lenneberg
DLitt (HC La Trobe
University)
Executive Director
from January 2018.
Current Committee
memberships: Finance
and Investment,
Nominations,
Remuneration



Dr Stephen Duckett
PhD, DSc, FASSA,
FAHMS, FAICD
Member from
October 2018.



Ms Zac Hatzantonis
BCom, MCom
(Specialising in Industrial
and Employee Relations)
Member from October
2018. Current Committee
membership: Finance
and Investment



Mr Tony Hallam
BEc, ACA
Member from October
2018. Committee
membership: Finance
and Investment

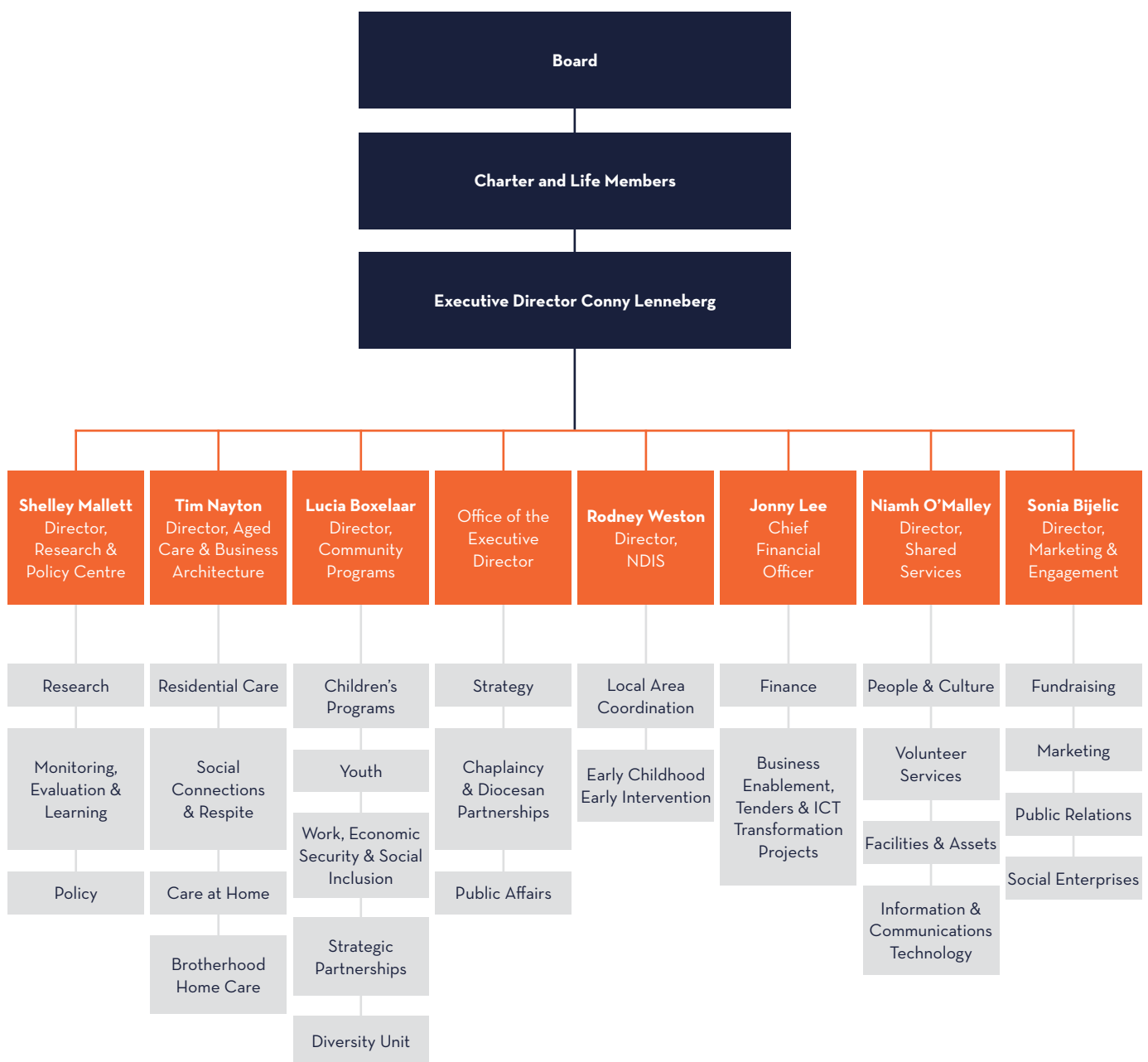


Bishop Kate Prowd
Member from
November 2018.

Organisational structure

The Executive Director is responsible for the day-to-day management of the activities of the Brotherhood as delegated by the Board. The Executive Team is responsible for the implementation of organisational strategies, development of policies and management of issues and of the performance of the organisation. During the year the organisation conducted a review of its strategy and operating model, which resulted in a restructure of the Executive Team. The Executive Team meets weekly.

The company secretary is Philippa Allen, BA (Hons) DUNELM, Dip CFS Event Man, who was appointed in May 2019.



Other governance processes

Planning and control

The Brotherhood produces a five-year strategic plan, annual plans and detailed budgets, which are approved and regularly monitored by the Board and its sub-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 and Investment Committee oversees the financial affairs of the organisation.

Independent professional advice

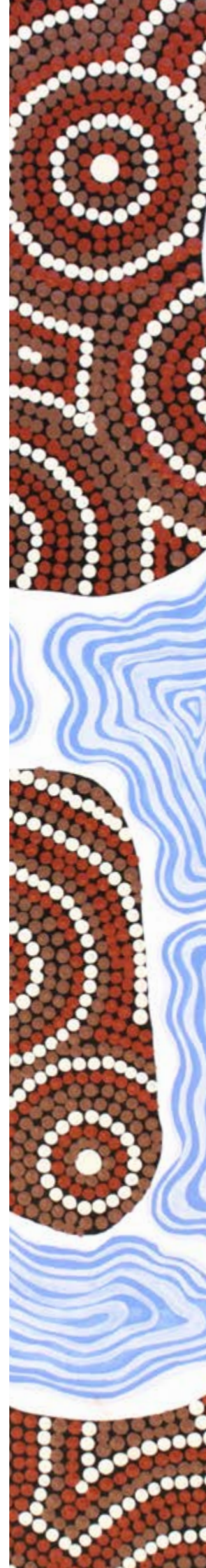
The Board, its sub-committees, the Executive Team and senior staff have access to appropriate external professional advice. Legal, risk, investment, and tax and accounting advice is coordinated by the Chief Financial Officer and the Company Secretary through Freehills and Rigby Cooke; Pitcher Partners; Koda Capital, and JBWere; and KPMG, respectively.

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 and internal auditors are Pitcher Partners.

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 divisional business plans and financial budgets. Performance against these measures are regularly reported to the Board, which enables Directors to monitor the Brotherhood's performance in areas such as: strategic priorities, governance, organisational capacity and health, and the impact of our work.





OUR COMMITMENT TO RECONCILIATION

The Brotherhood of St Laurence is on a journey of Reconciliation with First Nations people.

Our first Reconciliation Action Plan (RAP) provided a structured, tested, nationally recognised, model for us to formalise a commitment to Reconciliation. We achieved improved collaboration with local Aboriginal organisations, more Aboriginal and Torres Strait Islander people were employed with us, and we improved culturally safe service provision and cultural awareness of staff.

Our second, 2019–22 RAP, offers a framework through which to reflect on present and past injustices; to learn with humility and work with intentional focus to ensure that economic, social and civic opportunities in our prosperous nation are shared with Australia's Aboriginal and Torres Strait Islander peoples, who have original claim to its abundance.

The key outcomes will be:

- more Aboriginal and Torres Strait Islander people working and/or volunteering at the Brotherhood;
- greater staff awareness;
- culturally safe and appropriate services and sites for Aboriginal and Torres Strait Islander people;
- local engagement plans to support culturally safe services and sites;
- achieving RAP targets; and
- programs, research and advocacy to make a meaningful contribution for Aboriginal and Torres Strait Islander people.

In 2019, the Brotherhood officially recognised the voice of Aboriginal and Torres Strait Islander people as expressed in the Uluru Statement from the Heart, and stands beside them in their call for a First Nations Voice to be enshrined in the Australian Constitution. We also support the establishment of a Makarrata Commission to enable a fair and truthful relationship between all Australians.

We accept the invitation to walk with Aboriginal and Torres Strait Islander people in a movement for a better future.

Detail of a mural by Christinaray Weetra that was commissioned for the Brotherhood head office in Fitzroy.



FINANCIAL REPORT SUMMARY

Results for the year

The result for the year is a deficit of \$0.2 million compared to a \$4.8 million surplus in 2017-18. This decrease in result is mainly due to an increase in the investment in service activities and a decrease in income from bequests.

Total donations, excluding bequests, were \$4.4 million in 2018-19 (2017-18: \$4.6 million), including specified funds for designated programs and unspecified discretionary funds.

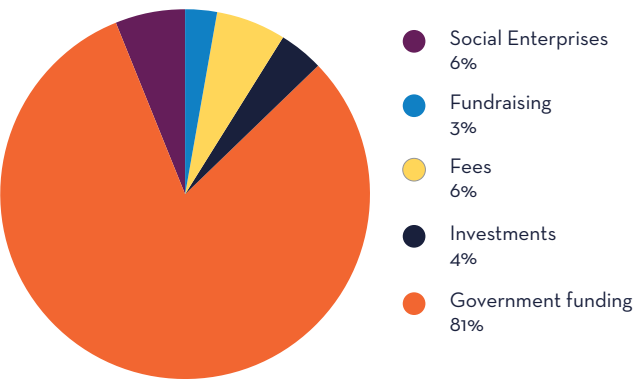
Sources and uses of funds for the current and previous financial years are shown graphically on the next page. Total revenue (excluding bequest income) has increased by 32 per cent from 2017-18 which is mainly due to an increase in Government funding, most significantly in National Disability Insurance Scheme (NDIS), but also in a range of areas in Community Programs. The 34 per cent increase in operating expenditure is a reflection of the growth in Brotherhood services in NDIS and Community Programs, and is matched by an equivalent increase in funding, as highlighted.

Madison travelled with a group of students from St Patrick's College, Launceston, for their annual Urban Camp visit to our Coolibah Centre.

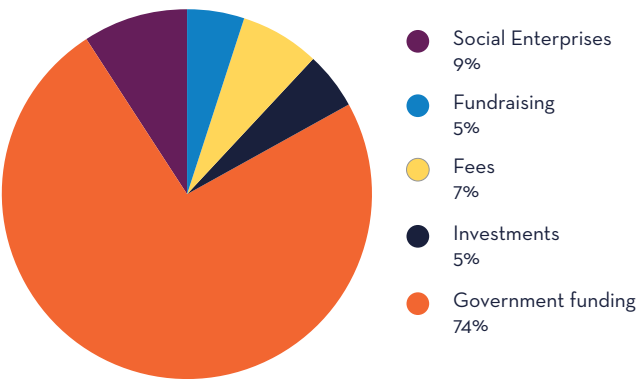
Review of financial condition

The total equity of the organisation increased by \$6.7 million from 1 July 2018, to \$127.1 million as at 30 June 2019. This increase is mainly due to a \$7.0 million increase in the fair value of property.

Where our funds came from – 2019

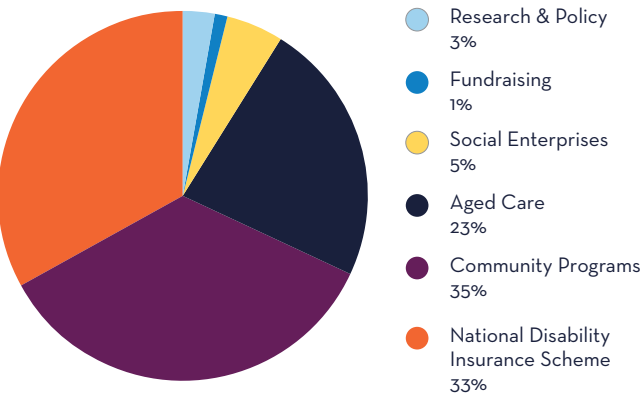


Where our funds came from – 2018

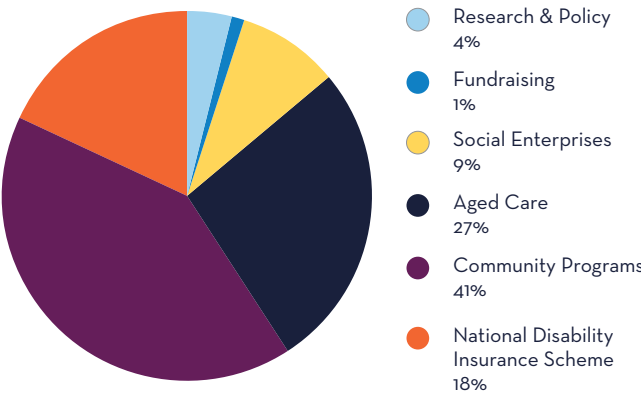


The above charts classify funds received, excluding bequests, based on the specific type of external funding source, rather than by the Brotherhood’s internal service activity, the latter being the basis of revenue classification adopted in the Statement of Profit or Loss and Other Comprehensive Income.

Where our operating funds were spent – 2019



Where our operating funds were spent – 2018



Statement of financial position

As at 30 June 2019

	2019 \$'000	2018 \$'000
ASSETS		
Current assets		
Cash and cash equivalents	11,953	18,038
Trade and other receivables (CA)	7,526	3,913
Inventories	1,022	794
Investments	77,099	75,819
Assets held for sale	5,967	6,500
TOTAL CURRENT ASSETS	103,567	105,064
Non-current assets		
Property, plant and equipment	77,454	57,549
Intangible assets	1,720	1,720
Trade and other receivables (NCA)	3,366	3,366
TOTAL NON-CURRENT ASSETS	82,540	62,635
TOTAL ASSETS	186,107	167,699
LIABILITIES		
Current liabilities		
Trade and other payables	11,229	6,474
Auspice and resident funds	2,190	2,280
Employee benefits (CL)	9,463	9,513
Deferred income	35,439	28,586
TOTAL CURRENT LIABILITIES	58,321	46,853
Non-current liabilities		
Employee benefits (NCL)	642	450
TOTAL NON-CURRENT LIABILITIES	642	450
TOTAL LIABILITIES	58,963	47,303
NET ASSETS	127,144	120,396
EQUITY		
Accumulated surplus	77,787	78,007
Reserves	49,357	42,389
TOTAL EQUITY	127,144	120,396

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2019

	2019 \$'000	2018 \$'000
REVENUE		
Service activities		
Aged Care	33,728	31,969
Community Programs	52,845	47,384
National Disability Insurance Scheme	53,952	21,779
Research and Policy	2,825	1,988
Other activities		
Fundraising	2,215	2,145
Social Enterprises:		
- Sales of goods	8,488	8,414
- Services	-	1,699
Other revenue and income	433	444
REVENUE AND OTHER INCOME FROM OPERATING ACTIVITIES	154,486	115,822
EXPENSES		
Service activities		
Aged Care	35,711	32,411
Community Programs	55,894	50,359
National Disability Insurance Scheme	53,866	21,779
Research and Policy	5,299	4,147
Other activities		
Fundraising*	1,170	987
Social Enterprises:		
- Cost of goods	2,549	2,087
- Expenses	5,746	7,904
Impairment loss on trade receivables	7	-
Other expenses	804	536
EXPENSES FOR OPERATING ACTIVITIES	161,046	120,210
DEFICIT FROM OPERATING ACTIVITIES	(6,560)	(4,388)
Finance income	5,961	5,724
Finance expenses	(188)	(308)
NET FINANCE INCOME	5,773	5,416
Bequests income	667	3,813
Bequests costs	(100)	(72)
NET BEQUESTS	567	3,741
(DEFICIT)/SURPLUS	4,769	1,705
Other comprehensive income		
Items that will not be reclassified to profit or loss:		
Net change in fair value of property	7,022	2,371
Equity investments at FVOCI - net change in fair value	(819)	-
Equity investments at FVOCI - realised net gain	517	-
Items that may be reclassified to profit or loss:		
Debt investments at FVOCI - net change in fair value	248	-
Net change in fair value of available for sale assets	-	1,869
OTHER COMPREHENSIVE INCOME	6,968	4,240
TOTAL COMPREHENSIVE INCOME	6,748	9,009

* Total fundraising income is \$4.38 million (2018 - \$4.63 million). The above income figure of \$2.22 million (2018 - \$2.14 million) represents unspecified fundraising income and excludes specified fundraising income of \$2.16 million (2018 - \$2.49 million) which is disclosed within Services Activities income.

DIRECTORS' DECLARATION

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

- a. the Brotherhood is not publicly accountable;
- b. the financial statements and notes are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*; including:
 - i. giving a true and fair view of the Brotherhood's financial position as at 30 June 2019 and of its performance, for the financial year ended on that date;
 - ii. complying with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Regulation 2013; and
 - iii. complying with the *Brotherhood of St Laurence (Incorporation) Act 1971 (Vic)* and the Brotherhood of St Laurence's Constitution; and
- c. 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:



The Most Revd Dr Philip Freier

Chair, Board of Directors



Conny Lenneberg

Executive Director

Dated at Melbourne on this 24th day of September 2019

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 on 03 9483 1183.



Brotherhood staff pose for photos at our annual all-staff forum.

YOUR SUPPORT IS VITAL

The Brotherhood of St Laurence is grateful for the support we receive from major donors, bequestors and corporate supporters. These contributions are vital to the people we support, helping us to expand our existing programs, undertake innovative pilots and conduct research into the causes and effects of poverty.

Gifts in Wills and Estates

Alison Margaret Clark Charitable Trust
– The Warren Clark Bequest

Arno Herpe Foundation

Beryl & Lloyd Collins Perpetual Charitable Trust

Dibbs and Massie Foundation

E C Curwen-Walker Charitable Trust

Estate of Margaret Fallaw

Estate of A. Bownas

Estate of Amy I. C. Ostberg

Estate of Dorothy Kingston

Estate of Emma Macario

Estate of Honor Moubray Allfrey

Estate of Janet Brumley

Estate of Jean Stewart

Estate of Joan Brewster

Estate of John Arnold Hughes

Estate of Norma Blizzard

Estate of Norma Lois Riley

Estate of Pamela Newton

Estate of Sheila Elaine Gawler

Frederick & Winifred Grassick Memorial Fund

G D Watson Charitable Trust Fund

Ian William Dodd Charitable Trust

Joe White Bequest

Keila Hinde Charitable Trust

Leslie Francis Gill Estate

Margaret Elizabeth Pullman Trust

Peter James Provelson Trust Fund

The Drury Trust

The Madeline Crump and
Madeline Williams Trust

The William Mansel Higgins
and Dorothy Higgins Trust

Thelma Silver Trust

Philanthropy

B. B. & A. Miller Foundation

Barry Garnham

Canterbury Fellowship Trust

Citi Foundation

Ecstra (previously Financial Literacy Australia)

Equity Trustees

Grant Family Charitable Trust

Helen Macpherson Smith Trust

Ian Paroissien

Jennifer Smith

Krystyna Campbell-Pretty AM and Family

Lord Mayor's Charitable Foundation

Margaret S. Ross AM

Pamela Petschack

Percy Baxter Charitable Trust

Peter Hanks

Perpetual Trustees

The Flora & Frank Leith Charitable Trust

The G. W. Vowell Foundation Limited

The Goodman Family Foundation

The Hector W Pride Charitable Trust

The Muffin Foundation

The Ross Trust

The William Angliss (Victoria) Charitable Fund

Ward-Ambler Foundation

William Buckland Foundation

Community partners

Al Siraat College
AMES
Anchor
Asylum Seeker Resource Centre
Ballarat Group Training (BGT)
Banyule City Council
Berry Street
Bethany Community Services
CCM – Social Change
Murdoch Children’s Research Institute
City of Ballarat
City of Dandenong
City of Hume
City of Moreland
City of Whittlesea
City of Wyndham
City of Yarra
Dandenong and District
Aboriginal Co-operative
Dementia Australia
Family Life
Foundation House
Foyer Foundation
Frankston City Council
Global Sisters
Groupwork Centre
Jewish Care Victoria
Latrobe Community Health Service

Launch Housing
Life Without Barriers
McAuley Community Services for Women
Melbourne City Mission
Melbourne Polytechnic
Moonee Valley City Council
North East Healthy Communities
North Melbourne Football Club
Now to Launch
Out in the Peninsula
Rotary Club of Melbourne
The Salvation Army
SisterWorks
Spectrum Migrant Resource Centre
Tamarack Institute
The Benevolent Society
The Harwood Institute
The North East Metropolitan
Child and Family Services Alliance
The Smith Family
Whittlesea Community Connections
Whittlesea Community Futures
Wintringham
WISE Employment
Yarra Communities That Care
Yarra Housing and Homelessness Network
Yarra Libraries

Corporate partners

AMP Foundation
ANZ
ASIC
Australian Super
Australasian College for Emergency Medicine
Commonwealth Bank

GHD
Herbert Smith Freehills
PwC Australia
Schneider Electric Foundation
Wellcom Group Ltd

Thanks to the exceptional generosity and support of those who share our values and vision, the Brotherhood is making a real impact in people's lives. Thank you to all who join us in our work for an Australia free of poverty.

Donors

This year, over \$5 million was donated, by you, to our programs and services. Your financial support allows us to improve and extend our independent work with individuals, families and communities who face disadvantage, and to undertake research and develop policy needed to meet the social and economic challenges of persistent poverty.

We're grateful for the kindness of people who give on a regular basis, in response to our appeals and those who remember us in their wills. Thank you once again for your commitment to our work and our vision.

Volunteers

A pool of around 1,200 volunteers, who work across 70 programs and services gives us over 3,000 hours of their time and expertise each week in support of the work of the Brotherhood.

If you volunteer for us, or access our services, you'll know that our work could not be done without this help. Volunteers help us provide more support to more people. Thank you for working alongside us to overcome poverty and disadvantage.



Jean volunteers at our Noble Park store. He likes it so much, he convinced his wife, Marie, to join the team. They especially enjoy spending time with the loyal local customers.

OUR SOCIAL ENTERPRISES

Brotherhood Books

Now in its tenth year, our online charity bookstore sells around 50,000 books each year. Almost entirely volunteer-run, and only selling donated items, Brotherhood Books holds a unique place among the social enterprises of Australia's charitable organisations.

Brotherhood op shops

Our stores are not just outlets for purchasing low-cost goods and raising funds to support our work; they are also places where community connection is built, and the public can access our services, job pathways and support. There are currently 22 stores in our growing network:

Bentleigh

518 Centre Road

Brunswick

109 Brunswick Road

Deer Park

Shop 1, 112-16 Westwood Drive
Burnside

Eltham

Eltham Mall
10 Arthur Street

Fitzroy Hunter Gatherer

274 Brunswick Street

Geelong Hunter Gatherer

Shop 2/129 Pakington Street
Geelong West

Glen Huntly

1143 Glenhuntly Road

Greensborough

Rear Shop 6, 106 Main Street

Grovedale

192-94 Torquay Road

Hoppers Crossing

19 Elm Park Drive

Ivanhoe

220 Upper Heidelberg Road

Kilsyth

235 Colchester Road

Knox

Westfield Knox
Lower Level Shop 1113-14
425 Burwood Highway
Wantirna South

Knox O-Zone

Westfield Knox
425 Burwood Highway
Wantirna South

Melbourne City Hunter Gatherer

Royal Arcade, Ground Floor
off Bourke Street Mall

Melbourne City Basement

Royal Arcade, Basement
off Bourke Street Mall

Moonee Ponds

24 Margaret Street

Mount Waverley

11 Hamilton Walk

Noble Park

2/450 Princes Highway

Northcote

All Saints Parish Hall
12a High Street

Pakenham

166a Station Street
corner of Station
and Main Street

Seaford

Shop 1, 1-3 Station Street

Watsonia

Holy Spirit Church
78 Watsonia Road

HELP US CREATE LASTING CHANGE

The Brotherhood is generously supported by many individuals, organisations and community groups. You can help us to help others by making a financial contribution to us through the following channels:

 1300 DONATE

 donate@bsl.org.au

 Brotherhood of St Laurence Fundraising Team
67 Brunswick Street, Fitzroy, Victoria 3065

 support.bsl.org.au/donate

Donate clothing, household items and furniture

Proceeds from all sales of donated goods support the work we do. We accept donations of good-quality clothing and saleable household items, including books. 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 (1300 366 283), or by emailing collections@bsl.org.au

Volunteer

We believe the best way to a fairer, better 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, find a volunteer opportunity by visiting bsl.org.au/volunteer or calling Volunteer Services on 03 9483 1390.

Remember the Brotherhood in your Will

If you admire the work of the Brotherhood and want to help us create a better future for the next generation, please remember the Brotherhood in your Will. To discuss how to do this, please contact our Relationship Manager on 03 9483 1301 or at bequest@bsl.org.au

Build corporate partnerships

Building corporate partnerships is an important part of our work to create lasting change for people living in poverty. Small and large businesses provide financial, volunteering and other forms of in-kind support for many different programs, services and research projects.

If you're interested in value-aligned partnerships, contact our Corporate Partnerships Manager on 03 9483 1301.

Connect with us to stay in touch
and learn more about our work on
important social issues.



View our website:
bsl.org.au



Join us on Facebook:
facebook.com/BrotherhoodofStLaurence



Follow us on Twitter:
[@Brotherhoodinfo](https://twitter.com/Brotherhoodinfo)



Connect with us on LinkedIn:
linkedin.com/company/brotherhood-of-st-laurence



Watch us on YouTube:
youtube.com/BrotherhoodLaurence



View us on Instagram:
instagram.com/brotherhoodstlaurence



Read our blog:
bsl.org.au/blog

Front cover: May and Dean attend our Mernda
Growing Learners program.

Unless otherwise stated, all statistics from the
Brotherhood are for FY2018-19.

Photography: Craig Sillitoe Photography
except for: page 11, Viki Lascaris; pages 15 and 42,
Martin Wurt, Working Photos; page 19, Glenn Hunt
Photography; page 23, Aysha Zackariya; page 25,
Michael Amdenolia Photography.

Graphic design: JAC&

We acknowledge the
Traditional Owners of the land
on which we live and work and
pay our respects to Elders
past, present and emerging.

**JOIN WITH US.
MAKE CHANGE
THAT LASTS.**

bsl.org.au



Brotherhood
of St Laurence

Brotherhood of St Laurence
67 Brunswick Street, Fitzroy
Victoria 3065, Australia