

2014

annual report



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OzChild is a not-for-profit child and family welfare organisation servicing the Southern Metropolitan and South Western Regions of Victoria with foster care, family support services, family law services, disability services and educational scholarships and programs. OzChild has been operating for over 160 years and supports over 6,000 children and families every year.

OzChild conducts independent research into child and family welfare, enabling the organisation to make recommendations at local, state and federal levels of government and provide evidence-backed advocacy for children, young people, families and foster care.

OzChild is underpinned by the United Nations Convention on the Rights of the Child (UNCROC), ensuring every action in any circumstance results in upholding the rights of child.

OzChild's success in supporting vulnerable and hidden children, young people and families in Victoria empowers its local community and provides a national voice for the foster care sector of Australia.



This has been a year of major transition for OzChild. One might say that every year is a big one, where we meet challenges and deliver an extraordinary range of services to improve the lives of children and families. The point of difference for 2014 has been our seamless transition into a new era.



After 16 outstanding years of leadership from Tony Pitman as Chief Executive Officer came to an end, we welcomed Lisa Sturzenegger to take over the reins. Chris Ralph (who had been President since 2000), smoothed the transition by leading the organisation until mid 2014 when he felt it was the right time for him to step down. I was honoured to accept the role of interim chair, having served on the Board for four years, following an earlier period on the Board in 1990.

There have been numerous occasions where OzChild has had a chance to shine this year, such as the launch by Andrea Coote MLC, Parliamentary Secretary for Community Services, of the "Children with disabilities using Child and Family Welfare Services" research report by Dr Gaye Mitchell, and when OzChild received a joint 50th Anniversary Commemorative Grant for \$500,000 from The Ian Potter Foundation, along with Mallee Family Care, Upper Murray Family Care and Melbourne University. This grant will enable us to utilise the technology and software required to measure outcomes, allowing OzChild to measure and improve the positive effect on the clients within our services.

Gratitude must go to our generous supporters, such as Morgan Financial Brighton for raising funds at the Antaeus Charity Luncheon for the 2014 AFL Season Launch with special guest Andrew Dimetriou, St Hilda's College at the University of Melbourne who donated \$15,000 from their gala event, and the Annual Mods and Rockers event, hosted by the 59 Club and Melbourne Crusaders, which raised \$10,000 for OzChild, their highest amount to date.

Our new website shows the faces of beaming children, highlighting the joy of childhood; and that is the goal of every person who works at OzChild – to make a difference in children's lives. Winston Churchill once said "The further backward you look, the further forward you are likely to see." We have been caring for children since 1851, and while the services may have changed according to the circumstances of the time, the need has not. Our services are always in demand. We will always provide them, whether it is temporary accommodation, family support through counselling, or educational programs and mentoring for children and young people.

A special thank you to our recently retired board members, Chris Ralph, Michael Bugelly and David Huggins; and welcome Sally Leake, Michael Wootten and Stephen Fontana.

Finally a big thank you to Chief Executive Officer, Lisa Sturzenegger, who helped us transition so successfully.

Erica Frydenberg PhD
President

Looking back, we will probably regard 2013-2014 as a turning point for OzChild. Not only in terms of significant change within, but against a backdrop of unprecedented sector reform and funding challenges outside the organisation. As the new Chief Executive Officer, I am impressed with the passion and dedication of the people at OzChild in navigating through these times.



In February, I assumed the role of Chief Executive Officer of OzChild: Children Australia Inc. I am delighted to steward an organisation that has successfully supported vulnerable children, young people and their families for over 163 years. I spent my first three weeks on the road, meeting our dedicated staff across our 12 locations. At every office I was warmly welcomed and truly felt as if I had come home.

OzChild has had a couple of tough financial years as we increased our reach, by acquiring services in the Western District of Victoria and more recently increasing its disability program. You will see this represented in our financial deficit for this year and some of this will be reflected in our next financial year too as we try and bring the budget back to balance, something we're committed to achieving by 2016.

With any acquisitions there are significant costs involved and a challenge for us was to ensure we fully understood the costs of these new businesses while delivering quality services in line with our mission, "protecting and building futures". While all of our programs have been running at a deficit for some time and budget setting and monitoring processes have needed improvement, we have invested significant time addressing this and ensuring we have learned from the past. We have also needed to make some tough calls by transferring our Community Victorian Certificate of Learning (CVCAL) program to another provider at the end of 2014. The new provider is far better funded to deliver this program to our students and will ensure all of our enrolled students are offered placements.

At the same time, we have an eye to the future with the release of the *Victorian Out-of-home Care: a five year plan* in March this year, revised programs from the Department of Social Services and the advent of the *National Disability Insurance Scheme*.

Our Senior Leadership Team rose to the challenge as we designed six key objectives in our annual business plan that will position us well for the future as our current Strategic Plan sunsets in 2015.

We have achieved many outcomes for children, young people and families during the life of this strategy, but our focus will evolve along with the growth and demands of our most vulnerable children.

As demand grows for services to vulnerable, disadvantaged and at-risk children, organisations like OzChild are being asked to do more with less; we need to ensure we are adaptive, innovative and agile to ensure we provide the best quality services that are needed most. Therefore we have to invest in the right combination of skills both at an executive level and on our board. We have welcomed some exceptionally talented new board members and executive team members to OzChild, who will support us in building our new strategic direction in 2015.

Our strength is clearly in our staff and volunteers, who deliver our services every day with tireless passion. They shine in every challenge and in a year when the state has recorded some of its lowest numbers of Foster Carers, OzChild's number of carers is still increasing. We have steadily supported over 300 children and young people every night and worked with over 6,000 children, young people and families in the last year.

I would like to thank all our staff and volunteers for their work throughout the year and salute our carers in every program. I also thank all our supporters and ambassadors who keep believing and keep giving to all we do.

It is an absolute privilege to be appointed the Chief Executive Officer of OzChild: Children Australia. We have much more work to do and our board, staff, volunteers, carers, supporters and partners have the know-how and commitment to achieve our goals so we can ensure that every child has a chance to shine.

Lisa Sturzenegger
Chief Executive Officer



When a child is not provided with the safe and nurturing home they deserve from their parents, they often can become the responsibility of their relatives. This is where our integrated Child and Family Service Teams can come together to provide specialised yet seamlessly integrated support, ensuring the child is provided with the love, protection and care they need.

David, a 14-year-old boy and Kim, his 10-year-old sister had been residing with their adult sister for a year and a half, due to concerns surrounding their mother's mental health and substance abuse.

David and Kim were referred to the OzChild Kinship Care Program team, who was able to quickly establish a strong rapport with the children, enabling David to open up and discuss some of the positive changes he'd observed in his mother and express his desire to return to his mother's care.

This allowed the team to advocate to Child Protection on David's behalf, asking them to consider the OzChild Families First Reunification Program, which would provide intensive support as David returned to his mother's care.

Together, our Kinship Care and Families First teams proceeded with an integrated, seamless delivery of service and initial joint visits. After 12 weeks of the Families First program, David returned to the full-time care of his mother, with continued intensive support, to ensure the ongoing placement was successful. The Kinship Care and Families First teams were able to work with the whole family to provide ongoing access between David and his sister, Kim.

Upon completion of the Families First program, David was happily settled in with his mother and responding to a stable, healthy routine by regularly attending school and enjoying time with his sisters each weekend. The working relationship between the OzChild Kinship Care, Families First teams and the children they support are a testament to how collaboration within the Child and Family Services program provides positive outcomes for children in need.

Names and photos have been changed for protection and privacy.

Every child has rights - observing these rights and ensuring the safety and protection of our children is at the heart of OzChild's work.

For more than 160 years OzChild has been protecting the rights of Australian children and making sure they have the best opportunities for a brighter future.

The children we work with are often abused, vulnerable and disadvantaged, and it is our role to protect them, nurture them, develop them and give them a voice.

Our programs include foster care for children from birth through to 18-years-old who can no longer live at home; services for children and adults with disabilities; support such as counselling for families experiencing difficulties; respite for families whose children often have complex needs, education and development programs and scholarships for underprivileged youth.



OzChild's programs include support and services for parents as well as children. Community engagement and educational programs, such as the OzChild Reading Discovery Program, provide an opportunity for families to enhance their parenting education and connect with their community.

Rosie is a young, aboriginal mother of four children, three of whom are under the Department of Human Services' care due to Rosie's past drug addiction and ongoing anxiety issues. The youngest, 18-month-old Sabrina, still lives at home. Rosie's anxiety is so bad she is rarely capable of leaving the house. Despite this, Rosie still makes sure to visit her three children, but in order to do so, she hides herself under a blanket in the back of a car for the 430km trip.

The Winda Marra Aboriginal Corporation referred Rosie to the OzChild Reading Discovery program, which offered to conduct a series of reading sessions with her in her own home. From there, the program coordinator Carleen introduced Rosie and Sabrina to a Aboriginal Playgroup, giving her the opportunity to gain social confidence and build vital social networks in her community.

Initially, Rosie spoke quietly and did not make eye-contact during the session. Although Sabrina happily played with the toys, Rosie seemed emotionally distressed by the end of the session.

The OzChild team noticed that if Rosie was outside on the grass instead of inside the room, she seemed more comfortable and engaged with the people around her and Sabrina. Over time, Rosie gained confidence. Carleen discussed Sabrina's books with Rosie, describing what was age-appropriate and demonstrating how to use books to interact with Sabrina. On subsequent visits, Rosie continued to read with Sabrina, using the methods demonstrated to her.

Rosie became more involved with the program and used reading to engage positively with their daughter. Sabrina was also enrolled into childcare, in order to enhance her socialising skills and give Rosie much-needed time for herself.

Through the OzChild Reading Discovery program, Rosie has developed social confidence, reading skills and parenting skills. Rosie is enthusiastic and engaged in all of her sessions, and is beginning to establish routines at home that include singing and talking to Sabrina.

Names and photos have been changed for protection and privacy.



Erica Frydenberg | Interim President

Appointed 1997, 2011

I joined OzChild because this organisation provides a range of services to children that I am delighted to be able to support.



David Impey | Vice President

Appointed 2013

I joined OzChild because I have had a long-standing commitment to working with disadvantaged children and empowering their lives.



Jason Henham | Treasurer

Appointed 2012

I joined OzChild because I like to support those that are vulnerable – particularly children.



Helen Maxwell-Wright

Appointed 2000

I joined OzChild because I am passionate about raising healthy Aussie kids.



Angela Williams

Appointed 2012

I joined OzChild because it continuously strives to better the opportunities for children and young people.



Geoffrey Leeton

Appointed 2004

I joined OzChild because I have a concern for children's welfare and the development of children's lives who have suffered trauma, and I offer support through assistance with legal issues.



Michael Wootten

Appointed 2014

I joined OzChild because I want to help children in need and give something back to the community.



Sally Leake

Appointed 2014

I joined OzChild because I wanted to make a meaningful contribution to an organisation that values excellence and is highly regarded, both nationally and internationally, for its outstanding contribution to the community.



Steve Fontana

Appointed 2014

I joined Ozchild because I want to give back to the community and support an organisation dedicated to helping the disadvantaged and vulnerable children and youth.



Chris Ralph

Appointed 1998 (retired)



Michael Bugelly

Appointed 2002 (retired)



David Huggins

Appointed 2004 (retired)

Jasmine was a five-month old who was referred to the OzChild Foster Care Program following a violent incident between her adolescent parents. Jasmine went to live with Kate, a single mum and her nine-year old son, Tom, where she was able to experience the kind of stable routine that is necessary for healthy development.

A Maternal Child Health Nurse and an OzChild Case Manager visited Jasmine regularly, noting that she was thriving in her new home and establishing strong, healthy bonds with both Kate and Tom – often squealing with delight when Tom arrived home from school.

After a few months, Jasmine began part time childcare, which she clearly loved, responding well to playing and socialising with other toddlers her own age. Kate's home soon filled with Jasmine's drawings and paintings from childcare.

Jasmine's mum began a relationship with another man, and Jasmine's half-brother Sam was born. During this time her father was incarcerated and Jasmine's mum visited her only sporadically.

Jasmine's paternal grandparents asked if Jasmine could live with them, so Child Protection assessed the grandparents and allowed unsupervised visits. During these visits, Jasmine's 14-year-old aunt often stayed home from school to help care for her. After a couple of visits, Jasmine's demeanour changed; she became clingy and began self-soothing behaviours, such as demanding a bottle, which is something she hadn't done in months. She seemed to be struggling with an upset routine.

OzChild advocated on behalf of Jasmine to have the access visits with her grandparents supervised. When this was suggested, her grandparents ended the visits altogether.

By this time, Jasmine had been living with Kate and Tom for two and a half years, by which time she had grown into a cheerful, chatty and delightful three-year-old who adored Tom, following him everywhere, laughing and smiling whenever they were together.

Kate requested a Permanent Care Order, which means Jasmine will be legally in her care until she is 18. In the meantime, she is part of Jasmine's biological family's visits, creating a more positive and settled routine.

Names and photos have been changed for protection and privacy.



It's easy to see that OzChild's 2013-14 year has been one of significant transition. Our long-time Chief Executive Officer, Tony Pitman and Chair, Chris Ralph both departed during the year and we welcomed Lisa Sturzenegger into the fold as our new Chief Executive Officer, while Erica Frydenberg has taken the reigns as interim Chair.



Not as obvious is the financial transition that has taken place.

Including this year, where our comprehensive surplus for the year was \$172,495 (2013: \$681,965), we have incurred several years in a row of operating deficits. OzChild is incredibly mission focused and those operating deficits partly stem from our willingness to undertake new initiatives and explore new areas in order to better meet the needs of vulnerable children and young people. This has also been done in the knowledge that we have a strong balance sheet, with net assets of \$20.5M (2013: \$20.3M).

Moreover, to be successful requires more than just a strong balance sheet. It requires the knowledge that we deliver services efficiently, that those services deliver great outcomes for the children we serve, and that where this isn't the case, we change accordingly.

After analysing our recent financial results more deeply, 2013-14 saw some of those changes being made, with:

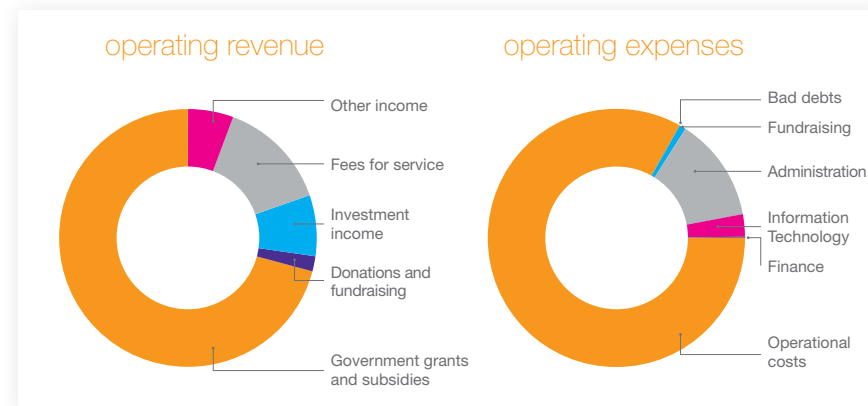
- More robust budget setting and monitoring processes in place.
- Amended management and board financial reporting processes.

- Our Community Victorian Certificate of Learning (CVCAL) program being transferred to another provider, one whose funding and operations better suit this program's delivery.
- The ending of our Registered Training Organisation (RTO) operations.
- Efforts to reduce our infrastructure in Western Victoria to better match the level of services we provide.

Of the \$2.7M in operating deficits incurred in the past 3 years, the CVCAL, RTO and Western Region operations have contributed 85.77% to those deficits. The changes outlined above will contribute greatly to our objective of returning to a break-even budget in 2016.

There are fewer things easier to do than talk about significant change when you're not the one living through the change! So, in that regard, and on behalf of the Finance Committee and Risk & Audit Committee, I would like to thank Lisa and the OzChild staff, particularly the Finance and Business Development teams, for their support and efforts throughout the year.

Jason Henman
Treasurer



Statement of Comprehensive Income

For The Year Ended 30 June, 2014

	2014 \$	2013 \$
OPERATING REVENUE		
Government grants and subsidies	13,206,292	11,495,937
Donations and fundraising activities	352,906	378,201
Investment income	1,425,510	1,085,683
Fees for service	2,598,468	2,478,278
Other income	1,061,177	511,517
TOTAL OPERATING REVENUE	18,644,353	15,949,616
OPERATING EXPENSES		
Operational costs	16,058,255	14,439,175
Bad Debts	5,737	0
Fundraising costs	154,429	203,572
Administration costs	2,515,269	2,850,603
Finance costs	6,615	6,851
Information technology costs	544,516	408,201
Property costs	27,573	21,328
TOTAL OPERATING EXPENSES	19,312,394	17,929,730
OPERATING SURPLUS/(DEFICIT) FOR THE YEAR	(668,041)	(1,980,114)
ENDOWMENT FUNDS REVENUE		
Fair value gain on endowment investment properties	(300,000)	100,000
Investment income (loss)	1,560	1,487
ENDOWMENT SURPLUS/(DEFICIT)	(298,440)	101,487
OPERATING AND ENDOWMENT SURPLUS/(DEFICIT) FOR THE YEAR	(966,481)	1,878,627)
OTHER COMPREHENSIVE INCOME		
Fair value movements on available-for-sale financial assets	881,488	1,118,162
Gain on revaluation of service properties	11,000	78,500
Net surplus of assets over liabilities on Wresacare Merger	246,489	0
OTHER COMPREHENSIVE SURPLUS/(DEFICIT)	1,138,977	1,196,662
TOTAL COMPREHENSIVE SURPLUS/(DEFICIT) FOR THE YEAR	172,495	(681,965)

The income from endowment funds is available to be applied in accordance with the directions of each endowment towards the services provided by Children Australia.

This statement also shows Other Comprehensive Income which includes unrealised gains and losses on market based investments and service properties.

Statement of Financial Position

As at 30 June, 2014

	2014 \$	2013 \$
CURRENT ASSETS		
Cash and cash equivalents	112,246	524,367
Receivables	921,106	928,879
Financial assets	3,634,013	2,951,442
Inventories	20,464	20,676
Other assets	416,050	115,863
Non current assets held for sale	970,000	1,999,905
TOTAL CURRENT ASSETS	6,073,879	6,541,132
NON-CURRENT ASSETS		
Financial assets	16,118,320	13,038,641
Property, plant and equipment	2,707,796	2,488,156
Endowment property	1,825,000	3,095,000
TOTAL NON-CURRENT ASSETS	20,651,116	18,621,797
TOTAL ASSETS	26,724,995	25,162,929
CURRENT LIABILITIES		
Financial Liabilities	7,266	11,786
Provisions	4,388,584	3,622,179
Payables	1,607,305	971,087
TOTAL CURRENT LIABILITIES	6,003,155	4,605,052
NON-CURRENT LIABILITIES		
Provisions	241,894	250,427
TOTAL NON-CURRENT LIABILITIES	241,894	250,427
TOTAL LIABILITIES	6,245,049	4,855,479
NET ASSETS	20,479,946	20,307,450
EQUITY		
Endowment funds	17,748,281	18,046,721
Asset revaluation reserve	952,633	941,633
Financial asset valuation reserve	2,373,656	1,492,168
Accumulated surplus	(594,624)	(173,071)
TOTAL EQUITY	20,479,946	20,307,450

This report includes a summarised version of the audited financial statements. A full version of the financial statements are available on our website www.ozchild.org.au

Thank you!

The work we do would not be possible without the incredible support of many organisations and individuals. We thank our loyal donors, supporters and partners who have given so generously in many ways, including making financial contributions, fundraising, donating, products, knowledge or time, this financial year.

OUR PATRON

His Excellency the Honourable Alex Chernov AO QC Governor of Victoria

OZCHILD SUPPORTERS

- Frank Cetrola
- Greg Bate
- Jason McClintock
- Norm Davidson
- Peter Kharsas
- Steve Cadden

GOVERNMENT

- Australian Government Department of Social Services
- Cardinia Shire Council
- Casey Shire
- Mornington Peninsula Shire
- Victorian Department of Education and Early Childhood Development
- Victorian Department of Human Services
- Department of the Prime Minister & Cabinet
- Advancing Country Towns

PARTNER SCHOOLS

- Elizabeth Murdoch Secondary College
- Fountain Gate Secondary College
- Oakwood School (Noble Park)
- Hallam Secondary College
- Alike a Secondary College
- Catholic Regional College – Caroline Springs
- Pakenham Secondary College
- Lyndhurst Secondary College
- Cranbourne Secondary College
- Koo Wee Rup Secondary College
- Cranbourne East Secondary College

CORPORATE PARTNERS

- Community Bank® branches of the Bendigo Bank Lang Lang, Carrum Downs, Pearcedale, Beaconsfield District, Koo Wee Rup, Bunyip and District, Narre Warren South, Lakeside Pakenham and Tooradin & Coastal Villages
- Jasco Network Solutions

WORKING PARTNERSHIPS

AND ALLIANCES

- Alannah & Madeleine Foundation
- Anglicare
- Australian Childhood Foundation
- Big Fat Smile
- Community College, Gippsland (CCG)
- Centre for Excellence
- Child Protection
- Communities for Children
- Community of Christ Church Frankston
- Communities that Care
- Create Foundation
- Foodbank Victoria
- ForChildren
- Foster Care Victoria Association (FCAV)
- Frankston City Council, Family and Youth Services
- Givit
- Good Shepherd Youth and Family Services
- Hanover Children's Resource Fund
- Kids Under Cover
- Kinship Carers Victoria
- Lighthouse Foundation
- Melbourne Street Art
- MOAT: Mental Health Services
- North of the Yarra Quilters Guild
- South West Koori Network (Gunditjmara and Framlingham (Kirrae Health Services) in Warrnambool, Dhauwurd Wurrung Elderly & Community Health Services Inc in Portland, and Windamara in Heywood and Hamilton)
- The Pyjama Foundation
- Victorian Aboriginal Child Care Agency

Our children and young people

OzChild would like to acknowledge the very special children and young people whose care and well being we are entrusted with every day.

Our carers and volunteers

We'd like to say a special thank you to our carers and volunteers. Without their devotion, generosity and courage, our work would not be possible.

CONTRIBUTORS

Thank you to all those people and groups who so generously donated their time and money including:

- All those who ran for OzChild in Run Melbourne
- All those who raised funds for OzChild
- All who donated presents for our Christmas Wishing Trees
- Anna Towan
- B1G1 Giving
- Blue Illusion
- Booran Holden
- Bosch Chassis Systems Australia P/L
- BUDU
- Charities Aid Foundation
- Community Sector Banking
- Chisholm TAFE Dandenong
- Cranbourne CWA
- CSIRO
- Decor (Australia Pty Ltd)
- Endeavor Hills Lioness
- Fifty One North
- Frank Catanuso, Lexicon Artwork
- Hickory
- Impulse Snack Foods
- International Flavours & Fragrances
- JB Were
- Kokkin & Brown
- Make A Difference Office Supplies
- Maha Bar and Grill
- Meagen Brown
- Mount View Primary School
- National Foods Limited
- Oasis Horticulture
- Organisers and participants in Mods versus Rockers
- Provincial Home Loans
- Emerald Patchaholics

- RACV Club
- Ritchies Stores Pty Ltd
- Rosemary Hardham & Associates
- Shannon Company
- STOPline
- Village Roadshow Limited
- The 59 Club Australia
- Thomas Duryea
- Melbourne Crusaders
- Values Communications

GRANTS

- Adult Community & Further Education (ACFE)
- Cassandra Gantner Foundation
- Commercial Eyes Pty Ltd
- DOG Foundation
- ForChildren
- Hightt Community Bank® Branch of Bendigo Bank
- Mornington Peninsula Shire
- Norma Foster Perpetual Gift
- Sandy Beach Centre
- State Trustees Australia Foundation
- Victorian Department of Planning & Community Development
- Winter Sports Australia
- Communities for Children

TRUSTS

- ANZ Trustee Program
- Estate of Edward Davies
- Estate of Henry Brough Smith
- Estate of John Lambrick
- Estate of Paul Edward Dehnert
- Harvey Patterson Fund
- Joe White Bequest
- Thomas & Louisa Cowell Fund
- William & Bessie Lennox Trust

being a foster parent is like...

“We had been thinking about becoming foster carers for years, and were waiting until our youngest was old enough. It was a big decision, and it is great to see that our kids are 100 percent on board. It’s pretty amazing to see our 14-year-old boy changing our two-year-old’s nappy – that’s great for a teenage boy! My kids all look after each other. They become part of you - part of our family. If I could, I’d have a big house with ten bedrooms and look after more kids.”

Malcolm & Michelle, OzChild Foster Carers

To find out more about foster care, please call 03 8796 0000.

contact us today to find out how you can change a life.

Head Office

PO Box 1312
(Lvl 3, 150 Albert Rd)
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Foster Care

1536 Heatherton Road
Dandenong 3175
(03) 9212 3900

Kinship Care

Dandenong Central
Lvl 1, 47 Princes Hwy
Dandenong 3175
(03) 9212 5600

Disability Services

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Mornington 3931
T (03) 5975 7644

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Education & Community Support Cranbourne

38 Bakewell St
Cranbourne 3977
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Education Support

126 Princes Highway
Pakenham Vic 3810
T (03) 5941 7444

School Focused Youth Services

107 Princes Highway
Trafalgar 3823
T (03) 5633 2868
M 0481 438 770

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