

# A Year in Review 2013 - 2014



**Barnardos**  
Australia

**We  
believe  
in  
children.**

**Australia's leading  
child protection charity**

## Statement of Reconciliation

Barnardos Australia acknowledges Aboriginal and Torres Strait Islander people as the traditional custodians of Australia. We also acknowledge the past and commit to working with Aboriginal and Torres Strait Islander people to achieve:

“A united Australia which respects this land of ours, values the Aboriginal and Torres Strait Islander heritage and provides justice and equity for all”. (Vision of the Council of Aboriginal Reconciliation).

We recognise Aboriginal and Torres Strait Islander people as the first Australians, with unique cultures, languages and spiritual relationships to the land and seas. We are strongly committed to improving the lives of children and young people and to uphold the rights of Aboriginal and Torres Strait Islander children to be cared for within their own communities and remain connected to their families, communities and culture.

Barnardos is committed to the Operating Principles of the agency, that is, keep the child and young person central, strengthen families, relate respectfully, value people's knowledge, pursue social justice and be persistent for change.

We will:

- Develop policies and deliver services that are appropriate and relevant to meet the needs of Aboriginal and Torres Strait Islander children, young people, families and communities in conjunction with Aboriginal and Torres Strait Islander staff.
- Work in positive and practical ways with Aboriginal and Torres Strait Islander communities to achieve generations of success for Aboriginal and Torres Strait Islander children, young people, families and communities.
- Promote and raise awareness of Aboriginal and Torres Strait Islander issues within the Organisation and in the broader community.
- Commit to our Aboriginal and Torres Strait Islander Employment Strategy Plan.
- Demonstrate leadership in reconciliation for the Organisation; reconciliation means working in a meaningful and respectful way with Aboriginal families and communities. It is a commitment of our Organisation to work in collaboration and partnership with Aboriginal and Torres Strait Islander people, organisations and communities.

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**We believe all  
children deserve  
to be protected  
and cared for.**

# Message from our Chair and CEO

Barnardos Australia continues in our commitment to stop child abuse in Australia. It's a bold ambition, but as one of Australia's leading child protection charities we believe it's important that all our resources go to this cause.

In 2013/14 we were able to do even more for the most abused. The government has accepted that children find better solutions with reputable charities, as recommended by the Wood child protection inquiry. As such, the number of children placed with Barnardos' quality carers and adoptive families rose by 18 per cent. The number of children and young people helped directly across all our programs rose by 8 percent. These numbers show both our commitment to children and the need for services.

We believe in children and their capacity, when given support and a really safe environment, to overcome some of the most difficult circumstances. We know our children. Each face, each story, their hopes and dreams for the future and all too often the trauma and horror they have witnessed. We don't just care for them we listen to them.

We want all children who have lived in abusive homes and suffered trauma to have some of the opportunities Barnardos children do – such as becoming adopted rather than remaining in long term care. Australia has a dysfunctional system in which too many children never find a forever home. While Barnardos cares for children differently, we see all too many babies and children passed from carer to carer in the system.

These moves through childhood compound distress and suffering and cause irreparable psychological damage. Too many

ex-foster children are found in juvenile justice institutions then later adult prisons and mental health facilities. Early pregnancy often leads to generational deprivation, with high rates of alcoholism and drug addiction. This is unacceptable.

In the past year we have challenged the notion of what is 'good enough' for children who live with abuse, neglect and violence. We are Australia's largest non-government adoption agency for children from the care system. However, the numbers are still too small.

In this past year, with donor support, we set up the first Centre for Excellence in Open Adoption. We hope this research and advocacy centre will change the adoption landscape for children forever, providing a way to both break the cycle of neglect and poverty while giving a child the possibility of the type of life and family most of us take for granted.

As we move from 2013/14 to the year ahead, it's clear that we have our work cut out for us. Our new corporate plan addresses the significant areas of impact and change for the coming years.

This coming year will see Barnardos work with more families where children are at significant risk of harm as well. With changes in government funding, our accommodation programs and the young people who rely on them will need special focus.

As many of you know, we have sought to provide for the most needed outside big cities. We have also looked to enhance our work in Aboriginal services in metro and city areas. In the coming year we will put even more energy into our work with Aboriginal communities

so that Aboriginal families have the resources and services to look after their own children.

Last year, our 481 staff, 830 carers and over 700 volunteers helped thousands of families in need through our referral centres, our grants and community programs. We worked directly with 7544 children and young people across 162 tailored programs and services.

Our particular thanks goes to the NSW, ACT and Federal Governments, who have not only funded us but worked in partnership with us to provide better services to children.

Thank you also to the many donors and supporters who have made it possible for us to give children and young people the level of care they deserve and to enable Barnardos to commit to those issues that will make a fundamental difference to children now and into the future.



Louise Voigt  
CEO, Barnardos Australia



Gabrielle Trainor  
Chair, Barnardos Australia

# Tracking our performance

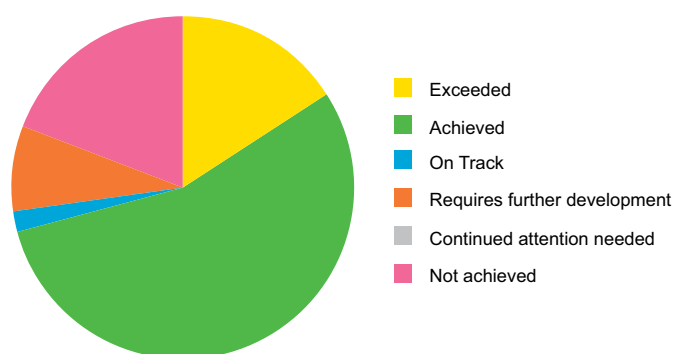
The 2011-14 Barnardos Australia Corporate Plan was developed in consultation with Barnardos staff and endorsed by our Board of Directors in March 2011. Every year we report on how we are tracking in relation to achieving the goals set against the four key result areas detailed in the plan.

Our Year Three Update showed our steady progression towards the results we sought to achieve. For the third (and final) year of our three-year corporate planning cycle, 87 per cent our key actions (117 out of a possible 135) were exceeded, achieved or on track.

## Key Result Area No.1

### Children live in safe and stable families

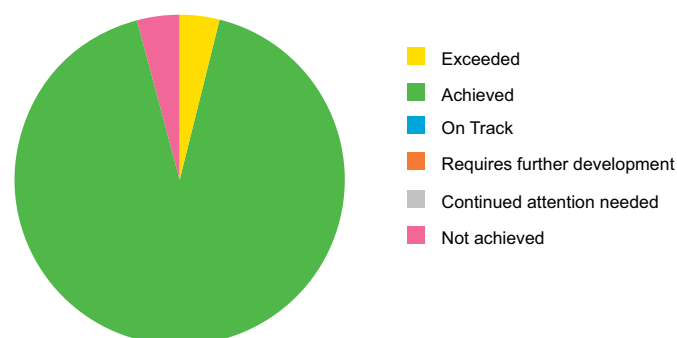
73% of our key actions (37 out of a possible 51) were exceeded, achieved or on track.



## Key Result Area No.2

### Children and young people reach their potential

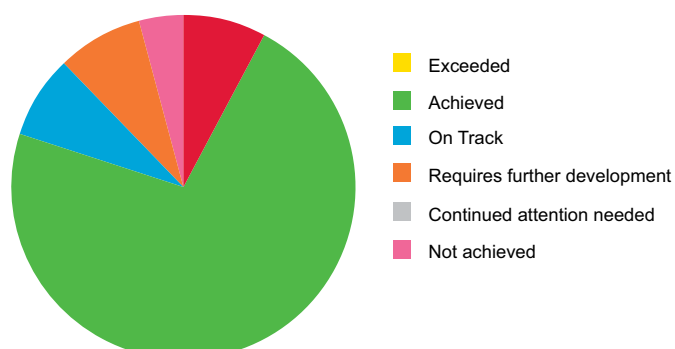
96% of our key actions (25 out of a possible 26) were exceeded or achieved.



## Key Result Area No.3

### Children and young people connect with their communities and have high quality services

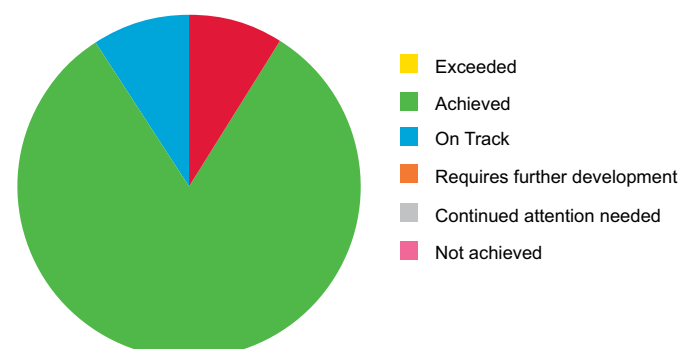
88% of our key actions (22 out of a possible 25) were exceeded, achieved or on track.



## Key Result Area No.4

### Barnardos will continue to meet the requirements of children and young people in need into the future

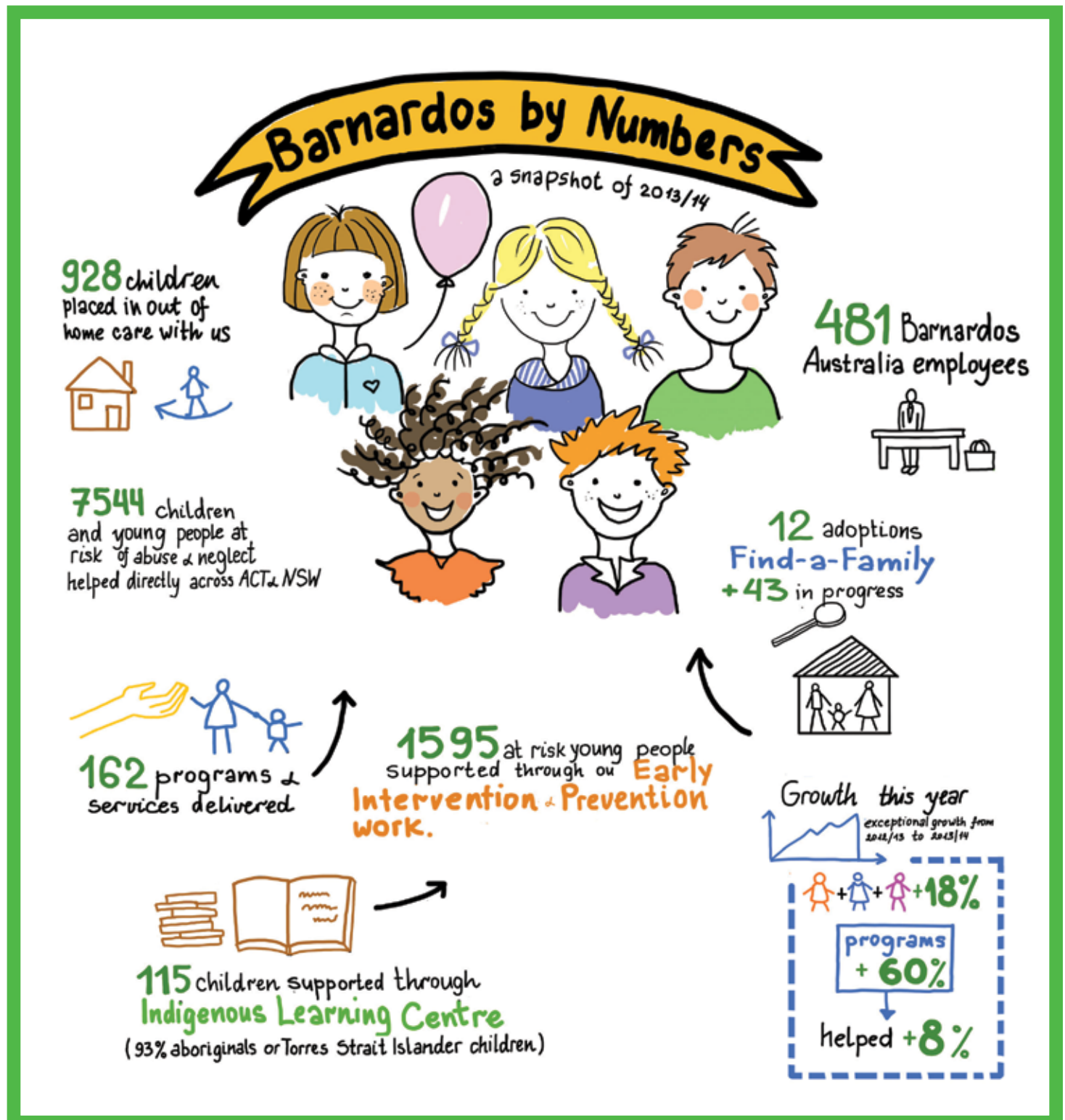
100% of our key actions (33 out of a possible 33) were exceeded, achieved or on track.



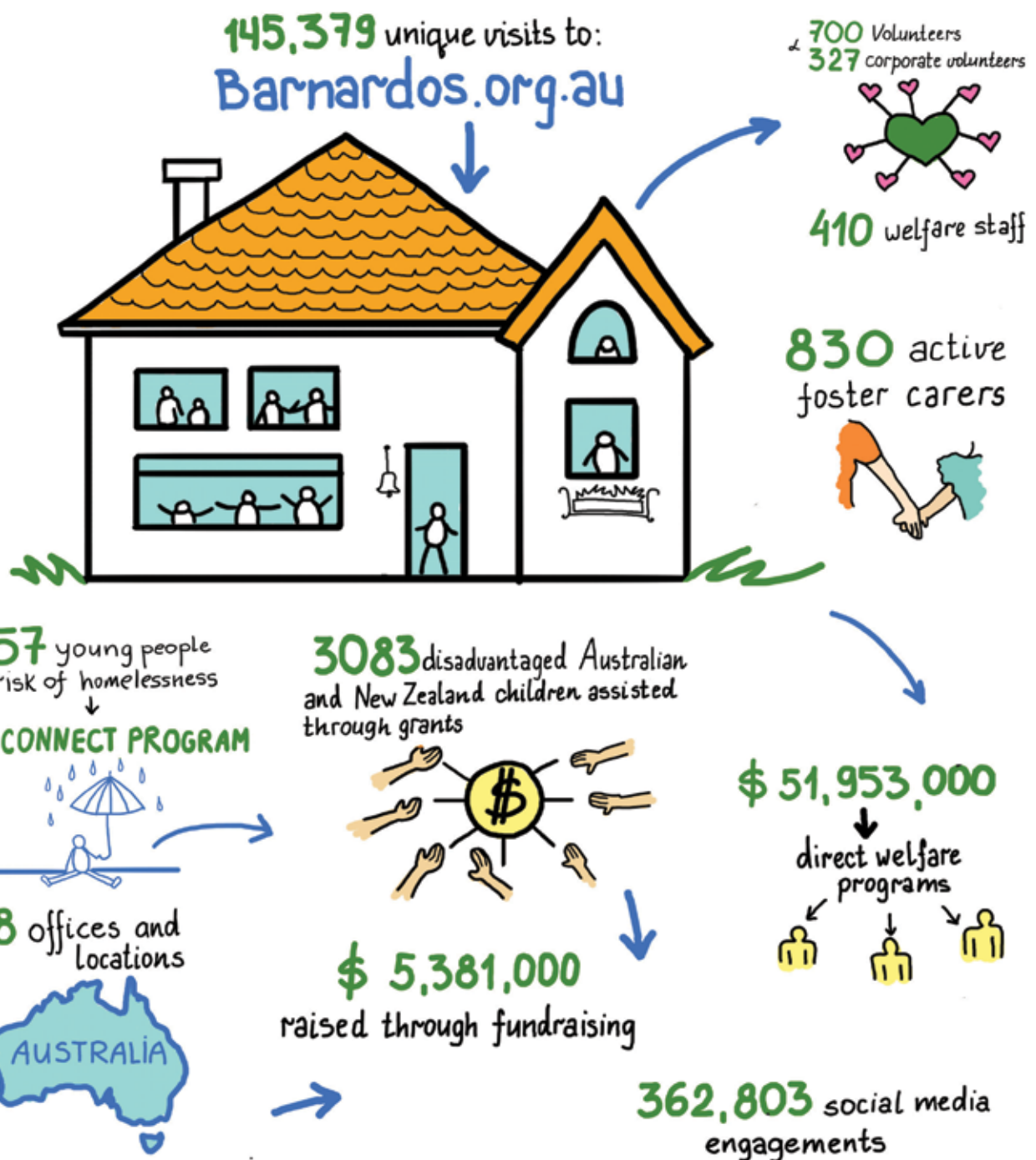


# Barnardos by numbers

Barnardos experienced exceptional growth from 2012/13 to 2013/14. The number of children in our care increased by 18 per cent and we delivered almost 60 per cent more programs and services, which directly helped eight per cent more children and young people.



# A snapshot of 2013-2014



# Keeping children safe at home and in our communities

## Children's Family Centres: Supporting local families who need it most.

This year, Barnardos grew the number of programs and services we deliver by almost 60 per cent, from 102 in 2012-13 to 162 in 2013-14.

This growth is bolstered by integrated service delivery, which enables Australian families in crisis to get the help they need in one place. The problems faced by families in crisis are complex and often deeply entrenched. Vulnerable families need to be supported over the long-term by strongly case-managed services that target problems known to lead to family breakdown, such as chronic poverty, social isolation, substance abuse, mental illness and family violence.

Over the past forty years, Barnardos Children's Family Centres have offered local communities a 'one stop shop' for family support and prevention services to keep children out of out of home care. Each centre provides ongoing, flexible yet intensive support for local families struggling to care for their children.

"What makes our Children's Family Centres unique is the way we seamlessly integrate a wide range of services and programs - from crisis assistance though to long-term support - so that multiple services can be accessed from one centre," says Mary Haiek, Centre Manager for Barnardos Auburn Centre. "This means a family only needs to tell their story once to access a range of programs and services. For example, some may only use Long Day Care

or the Child and Adolescent Sexual Assault Program (CSA) or the accommodation program, while others may use a combination of these."

The Auburn Children's Family Centre, established in November 1974, was the first Barnardos Children's Family Centre, which now operate throughout NSW and ACT. Every centre is tailored to meet local community needs and mobilise local community resources for children and young people. The centres also work in partnership with other local service providers to minimise disruption to people's lives due to referrals outside of Barnardos' services.

Mary has worked directly with hundreds of families and has witnessed the benefits of integrated service delivery firsthand. "When family issues are complex and deeply entrenched, our integrated, child-centred approach enables a shared goal amongst all programs and services. This results in positive and better outcomes for children and their families," says Mary. She points to an example from July 2013 where the Child and Adolescent Sexual Assault Program (CSA) supported Marla, a woman with four children ranging from six to nine years of age.

Marla had suffered horrific sexual,

“Breaking the cycle of abuse can be very difficult, which is why Barnardos offers a wide range of integrated services to support people like Marla who need it most.”

physical, emotional and financial abuse at the hands of her ex-partner. It was so severe that her ex-partner was incarcerated for a minimum period of eight months and an Apprehended Violence Order (AVO) was granted to Marla and her children for a 12-month period.

Marla had been receiving counseling and legal support. In that time, she was living with her children and sister in a two-bedroom house and struggling with rental payments. When the landlord decided to sell the rental property, the threat of homelessness led Marla to consider returning to her violent and abusive ex-partner. He had been released from jail and the AVO had expired. Upon contacting Marla, he made promises of 'happily ever after' and offered to pay for the rent in another private rental property.

"Marla comes from a background of intergenerational trauma and abuse, which means her capacity to deal with stressful and challenging circumstances has been compromised by her previous experiences," explains Mary.



“Breaking the cycle of abuse can be very difficult, which is why Barnardos offers a wide range of integrated services to support people like Marla who need it most”.

The Child and Adolescent Sexual Assault Program (CSA) program made a referral on Marla’s behalf to the Barnardos Auburn Temporary Accommodation Program (TAP). Together, the programs were able to keep Marla safe through providing housing and financial support. Marla and her children did not have to return to an abusive situation and the counselling support Marla received from CSA helped her to understand the impact of domestic violence and abuse on herself and her young children.

Marla has now secured a privately rented three-bedroom house. With the assistance of Barnardos, she was able to secure a bond for the property and furnish it appropriately. It is the first time in her children’s lives that all four have had their own single bed to sleep in.

“Marla says she feels proud of her achievements and is grateful for the support she has received from Barnardos,” reports Mary.

“She is currently working full time in a cafe to support her children while also studying at TAFE.”

Barnardos Auburn Family Support and Preservation program provided home visits to Marla and her family, until she and her children were safe in the community.

“Marla is thriving as a result of the support



### Barnardos Auburn Children's Family Centre Services

she has received from the integrated service delivery model practiced at Barnardos Auburn,” says Mary.

She has been supported in a way that has empowered and strengthened her existing resilience, and increased her capacity to care for herself and her children.

<sup>1</sup> Barnardos Auburn Centre provides eight welfare programs and a children’s service, which includes: child and adolescent sexual assault counseling; domestic violence support; family support and preservation; kin care; long day care for children aged two-five years; temporary accommodation for people who are homeless or at risk of being homeless; temporary family care; and youth support.

# Indigenous Learning Centres

## Helping children break the cycle of disadvantage

Barnardos is committed to helping Indigenous people, the most disadvantaged in Australia. We continue to grow our Indigenous Learning Centres – an education service that receives no government funding and is wholly reliant on the support of companies and individuals.

Aboriginal and Torres Strait Islander people are Australia's most disadvantaged group in terms of income, unemployment, child protection, health indicators, life expectancy, education and imprisonment. Addressing such entrenched disadvantage requires a long-term approach that recognises the rapidly growing Indigenous population and the pressure it places on government-funded programs.

Barnardos Indigenous Learning Centres provide a unique, fun and safe environment for 'at risk' children to enjoy educational and recreational activities before and after school, five days a week. Barnardos operates and manages five centres for predominantly Indigenous children aged between five and 12 years who are struggling, truanting or acting out at school. The centres are in communities where Barnardos has an established presence and can offer support through other welfare services.

The focus of the centres is on improving each child's school attendance and basic skills, from literacy and numeracy to life skills, such as nutrition, personal hygiene, social skills and self-confidence. Personalised development plans set goals for each child and general health and wellbeing is supported through

nutritious meals, activities to build self-esteem and physical fitness, as well as hands-on lessons about Aboriginal culture.

Indigenous staff work in the centres and often become role models for the children, at least 90 per cent of whom are also Indigenous. Home-based support is provided for children's families and close relationships are maintained with their teachers and schools.

Indigenous Learning Centres are funded by committed supporters.

Barnardos Indigenous Learning Centres are not government funded and are wholly reliant on the support of companies and individuals to ensure they remain operational.

Johnson & Johnson Medical (J&J), a partner of Barnardos for 13 years, has been supporting Yalmambirra Learning Centre in Wellington for well over a year. In April J&J announced a Barnardos Ambassador from within the organisation, who visited the centre in May. She has since become a strong advocate for Barnardos within J&J, raising Barnardos' profile and actively fundraising. Her support and the generous contribution made by J&J enable the centre to remain operational and have led to overall improvements in



Yalmambirra Learning Centre - Wellington NSW

## Highlights of 2013-2014

### Wellington Yalmambirra Learning Centre

- Opened in July 2013 and supported four children in its first year of operation.
- Excellent working relationship established with Cobar Public School.
- New program in development to feature local Indigenous Ngiyampaa language.

### Redfern/Waterloo Yurungai Centre

- Supported 40 children aged five to 12 years, 86% Aboriginal or Torres Strait Islander
- 85% - 90% demonstrated clear improvements in literacy, basic maths principles and bringing in homework
- 100% improved their behaviour

### Nyngan Homework Centre

- Supported 9 children aged 11 to 12 years, 88% Aboriginal or Torres Strait Islander.
- Four students 'graduated' from the program and exceeded their goal by reaching reading level 30 (Western NSW Region benchmark is 26).

### Queanbeyan Homework Centre

- Supported 32 children aged 5 to 12 years, 100% Aboriginal or Torres Strait Islander.
- Five children were awarded leadership roles within their schools.
- A nine-year-old girl was accepted into an accelerated learning program.

### Cobar Homework Centre

- Opened in July 2013 and supported four children in its first year of operation.
- Excellent working relationship established with Cobar Public School.
- New program in development to feature local Indigenous Ngiyampaa language.

student behaviour as well as reading, writing and maths skills.

"The children are becoming far more tolerant and respectful of each other's differences and are helping each another more instead of fighting," says Leonie Phillips, Program Manager for Yalmambirra Learning Centre<sup>2</sup>.

"Teachers have reported that children are putting their hands up to answer questions they wouldn't have had the confidence to answer in the past. We've seen this at the centre too as kids who wouldn't say a word are now comfortable talking with centre staff and visitors."

One child in particular who has benefitted is Sarah - a Year 1 student who started at Yalmambirra Learning Centre in Term 3, 2013.

### Sarah shines through Yalmambirra Learning Centre

At the start of the term Sarah was missing one or two days of school per week, yet continued to attend Yalmambirra on the days she hadn't been to school. When asked why she wasn't going, Sarah replied, "Mum had no money for my lunch and there was no food at home".

In the afternoons, Yalmambirra

staff would ensure Sarah had a large meal, which was often her only meal of the day. They also gave Sarah food to take home for her family and put her on the waitlist for the Breakfast Club<sup>3</sup>, which she will start attending in Term 4, 2014.

Sarah received support and tuition at Yalmambirra each week and proudly told staff members 'this is the first time I've ever done my homework'. Her attendance at Yalmambirra was 100 per cent and, by the end of Term 3, she was attending school regularly. Her teacher commented that she appeared more engaged and confident in class.

Yalmambirra is helping Sarah to turn her life around. She now feels confident about what she can achieve and, with continued support and guidance, Sarah has a bright future ahead of her.

Without the support of Yalmambirra, Sarah would still be missing school, her education would be suffering and her family would still be going hungry. Moreover, without the continued support of companies like Johnson & Johnson Medical, Indigenous Learning Centres like Yalmambirra would not be able to remain operational.

As the Indigenous population continues to grow, Barnardos

will require more support from companies and individuals in order to maintain, further expand and build upon the successes of the Indigenous Learning Centre program.

<sup>2</sup> Yalmambirra Learning Centre provides culturally sensitive educational support for over 30 Indigenous children, outside of school hours. Children receive one-on-one tutoring, homework assistance, educational support, transport from centre to home as well as social and living skills training to increase school attendance and performance and to improve long term health and wellbeing. Children have been learning Wiradjuri and visiting sights that are of significance to the local Aboriginal community in Wellington.

<sup>3</sup> The Breakfast Club is a program that runs from Monday to Friday at the Yalmambirra Learning Centre between 7am and 8:30am. It includes a bus pick up for the children from their homes and drop off at school afterwards. Children get a healthy breakfast and learn about hygiene, including the importance of washing hands and brushing teeth. Showers, school uniforms and shoes are available if necessary and staff wash the children's clothes if this is not happening at home. Healthy activities and traditional Aboriginal games are included. Those on the waiting list for the Breakfast Club get cereal, bread, milk and other products delivered directly to their families at home.



# House Rules

## Bequested Barnardos house gets a makeover

In 1978, Barnardos was left a house in the Will of Shellharbour couple, Harry and Hazel Bush, who were tragically killed in a plane crash over the Grand Canyon. Barnardos has used the house in the past as emergency accommodation and for staff and carer training. It is now mostly used as a holiday house for Barnardos foster families and children in their care, as well as families in Barnardos support programs, many of which have never experienced a holiday.

Thanks to Harry and Hazel, we have seen thousands of children through the house. Inevitably, with so many families passing through the house every year, general wear and tear has taken its toll on the building.

"The children that come into our care have been through very tough times in their young lives and many have never had a holiday or even seen

the ocean," said manager of Barnardos South Coast Find-a-Family, Jo Villa. "For them to be able to come to this house with their foster families and have somewhere safe where they can have some fun is very important for them. It also gives our carers a chance to have a break too, which we all need sometimes."

In June, contestants on Channel Seven's *House Rules* performed

“The children that come into our care have been through very tough times in their young lives and many have never had a holiday or even seen the ocean,”

a makeover on the holiday home in Shellharbour. With no budget for improvements, this was more than we could ever imagine!

Walls were knocked down to let in the ocean views, the kitchen and bathroom were completely redone, pops of colour were introduced on walls and tired and torn furnishings were replaced.



House exterior before the renovation



House exterior after the Channel Seven House Rules renovation





Interior living room before the renovation



Interior living room after the renovation

Jo said the home would be enjoyed by many families.

"It's been used as a holiday home for the past 15 years and is available for any family engaged with the Barnardos service.

"That includes all our foster families and children as well as other families experiencing difficulties or seeking our support.

"It's in a great location but it hadn't been renovated in over 30 years," Jo said.

The house now has a "bright and airy" feel, the spaces are far more functional and there is a lot more storage.

Thanks to the *House Rules* contestants for all their hard work and to Harry and Hazel who left such a wonderful, lasting legacy.

## Every bequest – no matter how big or small – goes a long way to helping create a brighter future for abused and disadvantaged children.

Leaving a bequest is as simple as deciding what type of gift you would like to leave, then speaking with your solicitor. There are plenty of ways to leave a bequest while still making sure your family and loved ones are taken care of.

Of course, writing or updating your Will is a big decision and we encourage you to discuss it with your loved ones first.

There are a number of ways you can leave a gift to Barnardos in your Will. One popular way is to make

a 'residual gift'. This is a percentage of your estate left after all other gifts are made.

Residual bequests seem to be the best option for most people. They ensure the bequestors family and loved ones are looked after first, and then what is left can go to their favourite charity. Residual gifts change with inflation, protecting loved ones from changes to the value of the estate. It is recommended everyone should get specific advice for their personal circumstances.

**To find out more about how to leave a gift to Barnardos in your Will, please call or email our Individual Giving Manager Jessica Wood.**

**Ph: (02) 9218 2308 or e-mail: [jwood@barnardos.org.au](mailto:jwood@barnardos.org.au)**

# Research and submissions

## Advocacy in action: Standing up for the rights of children and young people

For Barnardos, advocacy is about promoting the needs and rights of children and young people in all areas of work and across all levels of political, economic, academic and social systems. Here are just a few examples of the advocacy work that we have been involved in during the past year.



Senior Manager Lynne Moggach, Barnardos CEO Louise Voigt and Dr Sue Tregear

### Barnardos responds to Royal Commission into Child Abuse - Issues Paper 7

In June 2014, Barnardos responded to the Royal Commission into Institutional Responses to Child Sexual Abuse Issues Paper 7: Statutory Victims of Crime Compensation Schemes. In response to previous Issue Papers, we have argued for a specialist federal scheme to promote a uniform redress

for victims of child sexual assault across Australia. We expressed our belief that State and Territory statutory victims of crime compensation schemes alone are unlikely to develop sustained adequate financial and psychological redress for those who have been abused. We also pointed out that State



and Territory victims of crime compensation schemes are unlikely to take on a prevention role or advocate for practical enforceable standards in out of home care services and other institutions. For this reason, in our view, the Federal Government has a clear role.

Barnardos Australia's research, publications, recent submissions and practice papers can be viewed at:

[barnardos.org.au/what-we-do/advocacy-for-children/](http://barnardos.org.au/what-we-do/advocacy-for-children/)

**7544** children  
and young people at  
risk of abuse & neglect  
helped directly across ACT & NSW



## Barnardos published in *Developing Practice* *Journal*<sup>4</sup>: Preventing Children's Entry to Care

In November 2013, Barnardos CEO Louise Voigt co-authored a paper for Issue 34 of the Summer 2013 edition of *Developing Practice* with Barnardos Senior Manager of Program Service, Dr Susan Tregagle. The paper explored the intensity of service needed to prevent children's entry to care and the pressures on early intervention and prevention services.

The paper highlighted how current child welfare policy in

Australia is failing to reduce significant abuse and neglect of children. It pointed to the vacuum of services between out of home care and early intervention where the children of greatest concern are current receiving much less help than they need and, consequently, are entering care. The paper also

emphasised the importance of ensuring universal coverage of services able to identify children who are in greatest need, and targeting services that can make real differences. We asserted that crisis help must be backed up by long-term services to resolve complex family problem and chronic disadvantage, which early intervention services are not designed to address.

## Barnardos makes a submission to the National Inquiry into Children in Immigration Detention

In May 2014, Barnardos made a submission to the Australian Human Rights Commission for the National Inquiry into Children in Immigration Detention 2014. Although Barnardos has only limited experience dealing directly with children who have lived in closed detention centres, we have experience of children in a range of confined situations including refugee camps and jails. We therefore wanted to detail our experience for the inquiry, which included an interview with a young man who was 16 when he arrived at Christmas Island Immigration Detention Centre.

In addition, Barnardos made general comments relating to our extensive knowledge of children's needs under stress and the probability that these needs will not be met in detention. We clearly expressed our view that it is unconscionable to allow children to live in closed institutions based on our experience of the impact of institutions on children, understanding of the impact of parent stress and uncertainty about the future, and our understanding of the needs of children.

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<sup>4</sup>Developing practice is a refereed journal that has been published by the Association of Children's Welfare Agencies (ACWA) and the NSW Family Services (FamS) for the child, youth and family services sector since 2001. The journal is published four times a year and is nationally recognised for its coverage of issues affecting vulnerable children, young people and families.



# From foster child to adoptee to Barnardos fundraiser

## The story of Marc Leong

Marc Leong shares how his Barnardos foster family became his forever family and how he's "giving back" to the charity that helped him find a place to belong.



Marc Leong as a young child

It is a sad reality that not every child gets to experience the sense of identity and belonging that comes from a stable home and supportive family. Barnardos Australia works hard to support families struggling to care for their children. However, if it is not safe for a child to stay with their family - whether temporarily or long term - Barnardos finds safe homes through foster care and adoption.

In 1986 Barnardos was confronted with the case of nine-year-old Marc. Born in Hong Kong, Marc had been abandoned by his biological mother as a baby. She left him in Hong Kong to follow Marc's father to Australia.

Raised by relatives and nannies until he was five, Marc's mother came back for him following her split from his father. Unfortunately, it was not a happy ending.

Marc suffered physical and emotional abuse at the hands of his mother and was eventually removed from her care at the age of seven. He was put into two institutions, three temporary homes and moved numerous times between Hong Kong and Sydney before being placed with Barnardos.

Barnardos placed a nine-year-old Marc with Rob and Chris Leong in 1986, the people who would go on to become Marc's 'forever family'. For Rob and Chris, who

already had four boys of their own and one adopted daughter from Korea, Marc completed the family.

Marc was given the opportunity to be adopted when he was 13 years old. However, half way through the adoption process Marc's biological mother re-entered the picture.

"Being in the middle of it all was very confusing," says Marc.

"I had lots of people talking to me at the time - my biological mother, my foster parents, counsellors, my Barnardos caseworker - eventually, I realised I wasn't ready. I decided I didn't want to hurt anybody so I cancelled the adoption process and it was never mentioned again."


That is, until Marc visited Barnardos over two decades later.

In 2010 Marc was researching for a book he was writing entitled "Both Sides". Not only does it explore his experiences as a foster child, but also aims to educate people about the welfare system.

Upon speaking with one of the caseworkers at Find-a-Family, Marc discovered he could still be adopted, if that was what he wanted.

"I went home and said to my parents, 'I don't care what you guys say, you're going to adopt me,'" laughs Marc.





And so, after living with his foster family for most of his life, Marc decided to make it official and was legally adopted by the Leongs at the age of 34.

"It's important for people to belong to someone, whether to family or a partner, and being adopted helped me solidify that sense of belonging," says Marc. "If you're fostered you're not legally bound with the parents that have supported you throughout life."

For the Leongs, the adoption legalised what they already felt in their hearts - Marc was their son: "we always wanted to adopt him - that was always the plan - but the actual piece of paper from the court made no difference to us, because he was always ours."

## Riding for the charity that helped him as a child

Wanting to give back to the charity that helped him as a child Marc took part in Barnardos' 'Cycle for Children' fundraiser, riding 300kms from Vietnam to Cambodia and raised more than \$3000 for Barnardos Yurungai centre. During the 12 day ride Marc visited temples and places of historical significance along the way.

"Back in November 2013 when I met the kids at the Yurungai Learning Centre, knowing the purpose of my bike trek was to raise much needed funds to support the centre, I instantly knew I had an important role to fulfill. It was with this responsibility that I felt the need to give back to Barnardos on a personal level and this was one way to start. I hope the children who are struggling can see my

story as an example that there is a light at the end of the tunnel.

"Barnardos means a lot to me - their determination found me a stable foster home and the opportunity to be adopted.

"Every kilometre I rode during that amazing journey, on everything from thin concrete tracks, gravel, dirt and even over the many potholes, reminded me of the many roads we must endure in life.

"There were definitely times during the journey when I wanted to stop because my body needed a break from the heat and humidity, but I pushed myself knowing that I was doing this for one purpose only; for the kids at Barnardos. I believe if we show them the right tools today they will build a better future for the generations to come.

"I may have reached my donation goal but that doesn't mean this is where it stops. Barnardos really needs donations to continue their work with children requiring support and parents needing guidance."

Marc was extremely grateful for the \$3,609.38 in donations he received, which enabled him to exceed his goal of raising \$3,500 for Barnardos.



Marc Leong



Marc Leong, 2014

# Changing the future: MyStory

## MyStory: Capturing and storing the life stories of children in care

As Barnardos moves towards fully integrating MyStory - the next generation in child and family case management – we look at how this revolutionary system is improving the lives of children and young people in care.

Children in care often move several times between carers and caseworkers. Such children rely on the people who come into their lives to remember, document and preserve their experiences and memories in a way that will allow them to build, maintain and reflect upon their sense of belonging and identity. MyStory is a tool that helps build a true and accurate life story over time, covering all aspects of a child's life including health, education, identity and placement history.

### Life before MyStory

At the age of 20, Jane decided she wanted to fill in the blanks of her life story. She had been in foster care since she was three years old and wanted to know more about her time and experiences in care. She wanted to know about her family history and culture and whether or not she had had all her immunisations. Jane had moved several times between carers, agencies and caseworkers. Precious keepsakes such as photos, letters and school reports had gone missing along the way. Her records and information had mainly been kept on a paper-based system across several agencies.

In accessing her numerous paper files, Jane found little to no information about her family and no immunisation record. Some information had not been transferred from one agency to the next and some lost altogether due to differing or non-existent case management frameworks.

The information she found was conflicting and negative and gave no real sense of her life story. Not only was the experience profoundly upsetting, it left Jane feeling disempowered and even more disconnected from her sense of identity and belonging. "Jane's story is not unusual for a child in care," says Wendi Keenan, Senior Manager at Barnardos Practice Development Centre (PDC).

"Every time a child moves between foster homes or changes caseworkers, their history is at risk of being lost. In NSW alone over 50 per cent of children in out of home care move up to three or more times a year<sup>5</sup>."

### About MyStory

Designed by practitioners for practitioners, MyStory is an online case management tool that ensures a child's key events, images and memories are

### MyStory: At a glance

- Next generation in child and family case management
- Online case management tool that digitally captures the life stories of children in care
- Histories, documents and keepsakes stored in a single, password-protected location
- System that meets national OOHC standards and other industry standards
- Based on research-based best practice standards, current policy and legislation
- Enables meaningful participation, diverse reporting and service monitoring
- Person-centred, intuitive, flexible and user friendly

captured during their time in care and held in one central location. MyStory strives to ensure children in care no longer have to retell their story to new or different caseworkers and relive painful memories. The system is evidence based, meets National Standards for OOHC and embeds the latest research and legislative standards into all information collection and decision-making. Its strength is both in the sharing of information, enabling the best decisions to be made in relation to the child, and the preserving of important life story information.

## Life after MyStory

Unlike Jane, those who worked with 17-year-old Sally, all used the Looking After Children electronic system (LACES), which laid the foundations for MyStory. Her life story was transferred securely and electronically across different agencies and carers from the time she entered care at the age of four. As her life story moved with her, new caseworkers and carers were able to gain a sense of who Sally was without repeatedly asking about her past.

When Sally wanted to look at her files with the intention of writing a CV to apply for a job, she was quickly able to pull together an accurate CV with her caseworker. MyStory had accurately captured the history of her education, certificates, part-time employment history and achievements.

While it is currently the responsibility of Sally's caseworker to add information into MyStory, future development will see children, young people and carers having the capacity to directly log in to the MyStory system through a secure password.

Children and young people will have the capacity to view and access their own information when they wish to do so. It will enable them to meaningfully participate in decisions that affect their lives by contributing directly to planning processes.

"Through accurate, detailed and collaborative record keeping, we can help prevent children in care losing their sense of identity and belonging," says Wendi.

## MyStory Highlights for 2013-2014

- Phase 2 of MyStory (OOHC/Carer Data Management) was rolled out across all Barnardos programs and services in December 2013.
- Child/young person information was successfully migrated to MyStory from the Looking After Children electronic system (LACES), saving Barnardos caseworkers valuable time.
- Two external agencies signed end user agreements and will start using MyStory by the end of 2014.
- The Practice Development Centre (PDC) team promoted Barnardos case management systems, including MyStory, at the following events:
  - o Informa Child Protection Conference in Sydney
  - o AbSec conference in Coffs Harbour
  - o CREATE conference in Canberra
  - o "Tell Someone Who Cares" foster care conference in Sydney
  - o ACWA Best Practice Forum
- Over 190 new features were developed and incorporated into MyStory, including the ability for managers to pull real-time reports and a tab for documenting working with children checks for carers
- The PDC training team trained 300 Barnardos OOHC staff on the new OOHC tools
- The MyStory Assessment Framework was developed in consultation with renowned consultant Bronwen Elliot and has been trialed across all Barnardos OOHC programs

"MyStory ensures children in care have a record of who they are and where they come from. It ensures no detail is forgotten and no child falls through the cracks."

<sup>5</sup>McDowall, J. J. (2013), "Experiencing out-of-home care in Australia: The views of children and young people" (CREATE Report Card 2013), Sydney: CREATE Foundation

# Financial Extract

## Financial Report June 30, 2014

### Statement of Financial Position as at June 30, 2014

\$

#### CURRENT ASSETS

Cash and Cash Equivalents	4,268,271
Other Financial Assets	3,213,461
Assets Available for Sale	24,050
Receivables	1,721,351
Prepayments	1,014,530

<b>TOTAL CURRENT ASSETS</b>	<b>10,241,663</b>
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#### NON-CURRENT ASSETS

Property, Plant & Equipment	9,136,058
Other Financial Assets	500,000
Investment Property	2,908,000

<b>TOTAL NON-CURRENT ASSETS</b>	<b>12,544,058</b>
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<b>TOTAL ASSETS</b>	<b>22,785,721</b>
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#### CURRENT LIABILITIES

Borrowings	226,406
Payables	2,989,555
Income Received in Advance	2,571,487
Provisions	3,557,277

<b>TOTAL CURRENT LIABILITIES</b>	<b>9,144,725</b>
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#### NON-CURRENT LIABILITIES

Provisions	703,426
Other - Funds Held In Trust	368,572

<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>1,071,998</b>
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<b>TOTAL LIABILITIES</b>	<b>10,216,723</b>
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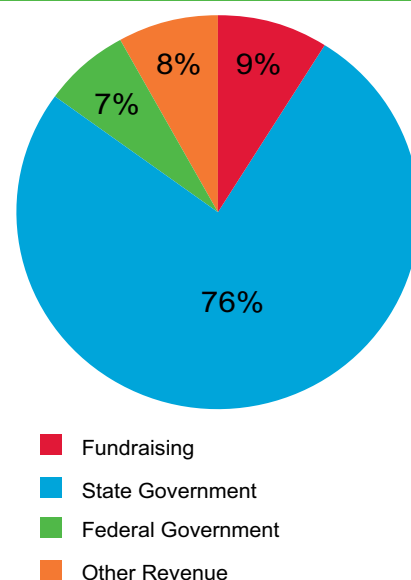
<b>NET ASSETS</b>	<b>12,568,998</b>
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#### EQUITY

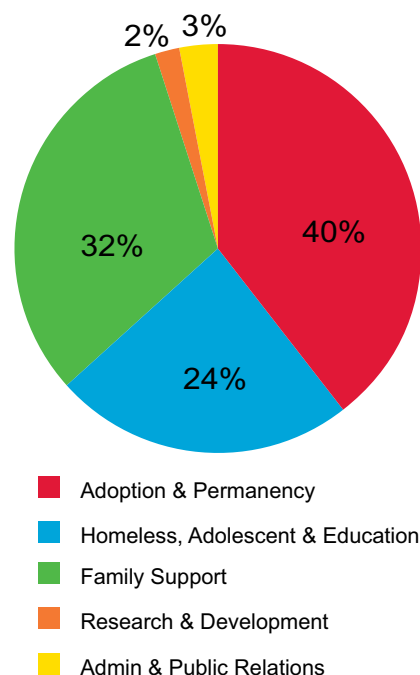
Reserves	84,112
Retained Earnings	12,484,886

<b>TOTAL EQUITY</b>	<b>12,568,998</b>
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### Source of funds



### Welfare expenditure





**Statement of profit or loss and other Comprehensive Income  
for the Financial Year ended June 30, 2014**

**2014  
\$**

**CONTINUING OPEATIONS  
REVENUE**

**MARKETING REVENUE**

Fundraising	4,702,454
Licensing and Events	679,338
	<u>5,381,792</u>

**GOVERNMENT SUBSIDIES**

Federal	4,207,799
State	44,227,457
Local Government and Lead Agencies	276,296
	<u>48,711,552</u>

**OTHER WELFARE REVENUE**

User Payments	882,564
Welfare Product	164,794
	<u>1,047,358</u>

**RECRUITMENT SERVICES**

2,817,567

**INVESTMENT, RENTAL AND OTHER REVENUE**

504,019

**TOTAL REVENUE**

58,462,288

**DEDUCT EXPENDITURE**

**WELFARE CENTRES**

51,953,312

**MARKETING**

Fundraising – salaries and direct costs	1,147,707
Fundraising – administration and indirect costs	471,692
Licensing and Events	300,076
	<u>1,919,475</u>

**PROPERTY AND ADMINISTRATION**

Administration and Governance	157,704
Communication	1,459,548
Rental Expenses	70,524
	<u>1,687,776</u>

**RECRUITMENT SERVICES**

2,659,135

**TOTAL EXPENDITURE**

58,219,698

Profit / (Loss) for the year

242,590

**OTHER COMPREHENSIVE INCOME / (LOSS)**

Realised loss on sale of available-for-sale financial assets:

Net gain / (loss) arising on revaluation of available-for-sale financial  
assets during the year

3,950

**TOTAL COMPREHENSIVE INCOME FOR YEAR**

246,540

# We believe in amazing mothers

## Celebrating mothering for 19 years

We've been celebrating exceptional mothering for 19 years with our Barnardos Mother of the Year awards and in 2014 we named Gloria Nascimento our overall winner.

Gloria was acknowledged for her generosity and positive outlook in helping young cancer patients and their families to cope with the life-threatening disease, while continuing to care for her own terminally ill child.

Long serving Barnardos Ambassador Noni Hazlehurst made the emotional announcement, describing Gloria as a shining light of hope and positivity, even during the darkest hours of her grief, after losing her daughter Cassie, aged 19, late last year.

Jason Carrasco, who nominated Gloria for the award and was diagnosed with testicular cancer at age 18, said "I am so thrilled that Gloria has been recognised, not only as a wonderful mother

to Cassie but as an inspiration to many other young people and their families. She really deserves this award for staying positive and emotionally strong for her daughter and for the selfless support she showed me and other patients like myself."

We also named international superstar Beyoncé our first honorary Barnardos Mother of the Year for her kindness, determination and commitment to children.

During a private meet and greet with a group of Barnardos' children and young people, Beyoncé was presented with a Coolamon, an Indigenous carrying vessel traditionally used by women to carry and cradle babies.



Gloria Nascimento, Barnardos Mother of the Year Winner 2014



Barnardos Mother of the Year Finalists, 2014



Barnardos children and young people meet superstar and honorary Barnardos Mother of the Year, Beyoncé

## Thank you to our dedicated supporters

### **Barnardos Australia would like to thank the following:**

Major sponsor: ALDI Australia

Supporting Sponsor: Doltone House

Media Partners: Woman's Day and SmoothFM

Prize Partners: Captain Cook Cruises, Easyflowers, Magdalena Photography, Breville, Simone Perele, Harlequin School Bags

Government Supporters: ACT, NSW, NT, QLD and VIC state governments for their generous support of the Awards campaign; and we extend deepest gratitude to our loyal Barnardos Mother of the Year Ambassadors Natarsha Belling, Mia Freedman, Noni Hazlehurst AM, Debra Lawrence, Heidi Middleton, Professor Kerry Phelps, Jackie Stricker-Phelps, and Lisa Wilkinson, in addition to our Judging Panel Anna Cesarano, Dennis Coard, Fiona Connolly, Mara Lee and Mrs Rosemary O'Farrell.



# Thank you for believing in children too

**The generosity of our supporters helps Barnardos Australia continue to support children and families who are in the greatest of need.**

We are grateful for the support and belief you all show for Australian children and we believe your contributions make a real and lasting difference.

Thank you.

## Organisations

BlackRock  
Blackheath & District Helpers Guild  
Peter Pan Committee  
Peter Pan Opportunity Committee Limited  
The Young Peter Pan Committee  
Barnardos Canberra Committee  
Rotary Club of Mudgee Inc  
Sails on Lavender Bay Restaurant  
Merck Sharp & Dohme (Australia) Pty Ltd  
HSBC Bank Australia Limited  
Johnson & Johnson Medical Pty Ltd  
Deloitte Touche Tohmatsu  
Nestle Australia Ltd  
Reserve Bank (NSW) Benevolent Fund  
King & Wood Mallesons  
CA Technologies  
Microsoft Pty Ltd  
CAF Australia  
Endeavour Energy  
ADP Employer Services  
Challenger Limited

Encompass Credit Union  
Vodafone Australia  
Westfield Group  
Aldi Stores (A Limited Partnership)  
OfficeMax Australia Ltd  
Reserve Bank of Australia  
Westfield Penrith  
Nespresso Australia  
OfficeMax New Zealand Limited  
Veolia Environmental Services  
Steve Watson & Partners Pty Ltd  
Landhop P/L  
BNP Paribas HK Branch  
Walter Campbell Memorial Trust  
Nell & Hermon Slade Trust  
Michael & Mary Whelan Trust  
The Alan William Clark Family Trust  
Paul Ainsworth Family Foundation  
Tom and Carolyn Lyons OAM, Parmedman Family Trust  
Reece Australia Ltd  
Car Sales Elite  
Corella Fund  
Collier Charitable Fund



City to Surf runners, 2014

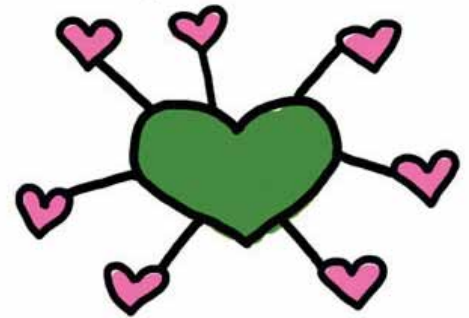
James N. Kirby Foundation  
Perpetual Foundation  
Law and Justice Foundation of NSW  
The Corio Foundation  
CAGES Foundation  
The Pratt Foundation  
E B Myer Charity Fund  
Estate of the Late Patrick Brennan  
Western Region Auxiliary

## Bequests

Ivy Gertrude Thirkell  
Dorothy Grace Greening  
Shirley Winifred Jeffrey  
Walter R Paine  
Arnold William Fleck  
Neal John Jackson  
Sheila E Finlayson  
Paul Louis Marche  
Eleanor Smith  
K & G Gluck Trust  
The Catherine Ellen Carter Estate Trust



700 Volunteers  
327 corporate volunteers



The Peter Pan Committee



## Mundipharma

The Heinrich Theodore Noske Estate Trust  
Edwin George Batchelder  
Thomas Aubrey Bowen  
Frederick William Roper Trust  
Edith Maude Roper Trust  
Arthur William Selwyn Watson  
The William Moore Estate Trust  
Elizabeth Aileen Rex  
Elizabeth Gabler Charitable Trust  
Annetta Adami Charitable Trust

John & Gabrielle Critoph Trust Fund  
Nelson Aguilar  
Leslie Allan Maurer  
Jennifer Unite Hall  
Florrie Phylliss Gossett  
William Turner  
Fred Gillott  
Doreen May Rogers  
Stanley Michael Ford  
Charles Christopher Spicer  
David Brandon

## Individuals

Peter J Ryan  
Norman Mooney  
Maxwell Raine  
Colin S Roden  
Paul Ireland  
Luke S Dowhy  
Jim Pearse  
Peter and Barbara Hoadley  
Sean Triner & Christiana Stergiou  
In memory of Barbara Gole  
Jessica Hore  
Jann E Skinner  
J P Hannaford  
Jill M Hawker  
Margaret J Dowling AM  
Joan M Barnet  
Kate Howitt  
Rosemary F Howard  
Mary Angelus

# Our organisation

## Background

Barnardos Australia is part of the international family of services begun by Dr Thomas Barnardo in England in 1867.

All members of the Barnardos family share the view that children deserve to be safe and protected.

## Vision

All children and young people have caring families in which they can grow safely and fulfil their potential.

Families, children and young people are valued and supported by quality services and engaged communities.

## Organisational Strategy

We will provide direct services to children and young people and use practice experience to promote effective policies and services for all disadvantaged Australian children and young people.

We will draw on international evidence of what works, and will undertake research to develop the most effective practice. We are an active partner with communities, governments and other agencies. We are committed to children's safety at all times.

## Values We believe in.

### Keeping the child and young person central



Children and young people are our focus and must always be safe from abuse, neglect, homelessness and reach their full potential. We recognise their critical need for stable, ongoing relationships and their right to be heard and contribute to decisions about their lives.

### Strengthening families



We believe in the importance of family for children and young people's development. We support the least intrusive intervention in family life consistent with a child or young person's safety and wellbeing.

### Pursuing social justice



Our work is informed by research and evidence about the ongoing damage to children's development caused by serious disadvantage such as poverty and racism. We work with the most vulnerable children to bring them to community standard of life. We acknowledge the intergenerational transfer of these inequities.

### Being persistent for change



When working for individual children and young people, we don't give up. We confront challenges and aim to make a difference in the community's response to children's needs. We understand that change may be difficult but we must pursue those changes that are important for individuals or groups of children.

### Taking responsibility



Workers, managers, volunteers and Board members take their work seriously and realise the impact of their work for the long-term wellbeing of individual children and young people as well as the agency. We are committed to professional standards and personal responsibility and accountability for our work and actions.

### Relating respectfully



We recognise the need for open and honest communication with children, young people and their families. We acknowledge and respect cultural differences. We aim for positive relationships between carers, partner agencies, volunteers, Board and employees.

# 10 ways you can support us:

Become a regular donor



Become a corporate partner



Organise your own fundraising event



Make a one-off donation



Organise payroll giving



Join one of our fundraising events



Leave a bequest in your will



Become a virtual foster carer



Become a foster carer



Donate a gift at Christmas



[barnardos.org.au/donate](http://barnardos.org.au/donate)

# Our Board

## Chair

Gabrielle Trainor

## Deputy Chairs

Jim Pearse

Sharyn Schultz

## Other Directors

Michael Bencsik

Rosemary Howard

Abbey McKinnon

Robert McGregor

Jane Paskin

Julie Pascoe

John Pittard

Rhonda Stien

Fran Waugh

# Contact us

## Barnardos Australia Head Office

60-64 Bay Street  
Ultimo NSW 2007

GPO Box 9996  
in your Capital city  
DX 11801 Sydney Broadway

Tel: 02 9218 2300

Fax: 02 9281 0441

Info Line: 1800 061 000

Foster care: 1800 663 441

[welfare@barnardos.org.au](mailto:welfare@barnardos.org.au)  
[www.barnardos.org.au](http://www.barnardos.org.au)

1800 061 000  
[barnardos.org.au](http://barnardos.org.au)



**We  
believe  
in  
children.**



**Barnardos  
Australia**