



**PCA
FAMILIES**

**ANNUAL
REPORT**

2023/2024

OUR PURPOSE

Every child who cannot live permanently with their birth parents deserves to thrive in a strong, stable, and permanent family.

PCA Families acknowledges the First Nations peoples of all Country throughout Australia. We are grateful for continued connections to lands, waters, seas and communities. We pay respect to Elders past and present as we express our intention to move together to a place of justice and partnership. We acknowledge sovereignty has never been ceded and Australia was, and always will be, Aboriginal lands.



PCA Families has a zero tolerance of child abuse, and we are committed to establishing and maintaining child safe environments.

“Love the way you provide practical help and support. It is nice to know that I have a wall of support and there are no cracks.

*You are all **AWESOME!**”*



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PCA Families team



CHAIR & CEO REPORT

Dear Members and Stakeholders,

We are delighted to present the Chair and CEO's report for the 2023/2024 financial year. This year has been marked by considerable achievements and progress, as well as challenges that we have navigated thanks to the dedication of the Board, our team, the permanent care and adoption community, and the ongoing support from our colleagues at the Department of Families, Fairness and Housing (DFFH).

Throughout the year, PCA Families has worked to amplify the voice of lived experience through active engagement via surveys and advocacy initiatives, ensuring that the voices of carers and parents are heard and integrated into our program and service design.

Demand for peer support programs continues to grow, providing a platform for families to share their experiences and support each other. We have been fortunate this year to receive grants from the Department of Health-Maternal and Child Health (DH), Carer KaFÉ, and the Intercountry Adoptee and Family Support Service-Small Grants and Bursaries Program (Relationships Australia) to support these activities.

There has been a significant increase in membership, reflecting PCA Families efforts to develop a meaningful membership proposition, including access to free resources, events, and support services. A review of the membership is underway, and we hope to implement an annual renewal process in the year ahead to ensure our membership remains current.

PCA Families continues to invest in upgrading its information technology systems, including strengthening our cybersecurity responses, implementing the Client Relationship Management (CRM) system using Dynamics 365, and commissioning a new website to be launched later in the year. This will enable PCA Families to collect and analyse data safely and create an evidence base for its programs and services.

There has been a significant increase in demand for all program areas, including Flexible Funding, Helpline, and Better Futures and Homestretch. The increase in the cost of living has had a significant impact on families, with the number of families seeking support from the Flexible Funding and Helpline programs continuing to trend up. Our Better Futures and Homestretch program has increased its assertive outreach, with 100% of young people engaged now signing up for the program.

This year, PCA Families was informed that from 1 July 2024, the Counselling Assistance Program (CAP) that PCA Families and Foster Care Association Victoria (FCAV) have jointly provided will move to FCAV. PCA Families will continue to work closely with FCAV to ensure that the program responds to the unique needs of permanent carers and adoptive parents.

Since 2016, DFFH has been funding OzChild to deliver the Flexible Funding Program in collaboration with PCA Families. PCA Families has been responsible for day-to-day service delivery, while OzChild has provided financial administration. Recently, DFFH notified PCA Families of its decision to transfer the full administration of the program to PCA Families from 1 December 2024. PCA Families extends its heartfelt thanks and appreciation to OzChild for ensuring that permanent carers have had ongoing access to a high-quality and valued program.

This year PCA Families has continued to prioritise staff professional development opportunities to enhance the capabilities of its team. Staff have also represented PCA Families at the National Kinship and Foster Care Conference in Hobart, the Adopt Change Conference in Sydney, and the National Kinship, Permanent, and Foster Care Conference in Melbourne.

PCA Families would like to extend our grateful thanks to our partners, particularly DFFH, DH, FCAV, OzChild, and Relationships Australia, for their ongoing support. Your collaboration is invaluable to us.

To our incredible staff and volunteers, your tireless efforts and dedication have been instrumental in our success. Thank you for your commitment to making a difference in the lives of those we serve.

This year, we welcomed Lynette Landy and Tracey McKay to the PCA Families Board and said farewell to staff members Mary Filippone, Billy Hickmott, and Merle Shap.

As we look ahead, we remain focused on our mission and purpose and are excited about the incredible opportunities that lie before us. Together, we will continue to build a brighter future for our community.



Naomi Colville
Chair



Wendy Mason
Chief Executive Officer

OUR PROGRAMS & SERVICES HIGHLIGHTS

HELPLINE

- 2522 calls – an increase of 215 compared to the previous year
- 25.2% of total PCAF calls compared to 17.49% in the previous year
- 98.7% satisfaction rating
- 10,009 total PCAF calls

FLEXIBLE FUNDING

- 100% of funds expended
- Wait times reduced from 48 days in the previous year to 14 days
- Calls have been reduced by 39% due to issues being resolved early and new streamlined processes
- 97.8% satisfaction rating

BETTER FUTURES/HOMESTRETCH

- 100% of young people engaged have consented to the program
- Increase in outreach activities - 1639 compared to 1400 in the previous year
- 98.5% satisfaction rating

PEER SUPPORT

- Attendances increased by 256, with a total of 682 attendances
- New Adult Adoptees Group
- Dad's Group retreat
- PCAF Sponsored: Mums Day lunch, children's Christmas party for playgroups
- ADHD Neurodiversity forum in Geelong

MEMBERSHIP

- 3424 members
- 581 new members

CAP

- 150 referrals
- 233 hrs. service delivery

ORGANISATIONAL DEVELOPMENT

- Implementation of Dynamics 365 CRM
- New website commissioned
- Implementation of Employment Hero HR system
- Health and Human Services Standards –Registration
- Upgrade of Flexible Funding Portal
- Cyber security health check



PCA FAMILIES MEMBERS

PERMANENT CARE AND ADOPTION

The number of children subject to permanent care orders in Victoria as of March 2024 was 3877. The geographical breakdown includes: Northern Division 967, Southern Division 1,004, Eastern Division 614 and Western Division 1359.

Source: <https://www.dffh.vic.gov.au/publications/additional-quarterly-data-operational-performance>

In Victoria for the 2022/2023 period there were: 8 children placed for adoption, 47 families registered for local adoption and 18 families registered for intercountry adoption.

PCA Families has grown to 3,424 members, marking an increase of 581 new members over the financial year. The membership breakdown includes permanent care 2,409, adoption 517, special needs adoption 2, permanent care and kinship care 753, permanent care and foster carer 47. Geographically the membership is more concentrated in the outer Melbourne suburbs and regional towns. The top ten suburbs are: Mildura, Pakenham, Shepparton, Wodonga, Craigieburn, Melton, Greater Geelong, Traralgon, Frankston, and Werribee.

COMMUNICATIONS

PCA Families has been very active this year disseminating 59 communications and 75 social media posts. It is great to see PCA Families Facebook following growing to 1,300 followers.

PCA FAMILIES MEMBERSHIP





THE VOICE OF LIVED EXPERIENCE

CARER AND CLIENT SATISFACTION

For the 2023/2024 period, the overall satisfaction rating for carers and clients was 98.5%, with only 1.5% unsatisfied. The Helpline received a 98.7% satisfaction rate, Flexible Funding had 97.8% satisfaction, and the Better Futures and Homestretch Program also received a 98.5% satisfaction rate.

“I believe that recognising and appreciating outstanding employees like Virginia is essential for fostering a positive work environment and motivating continued excellence.”

“I just wanted to say a big thank you for organising dad’s retreat on the weekend. It was so enjoyable, informative, fun, welcoming and comfortable. Having discussions with other dads facing the same parenting challenges was the highlight for me but the speakers were equally valuable.”

“I have been out of work for some time and the child in my care has recently been diagnosed with mental health and ASD issues. The funding has ensured I continue to support him effectively.”

“I encourage you to keep running these retreats. It is not often you get a chance to step outside the business of family and work and think about the bigger picture and the practical changes that can be made to benefit everyone in the family.”

“The Adult Adoptees Peer Support Group was a great supportive Group with like-minded people. It was run in a supportive and caring way. Really appreciated that the facilitators had prepared interesting information to share with us.”

“I am lucky that the Flexible Funding team helps me when I need it. Sometimes I have trouble with technology.”

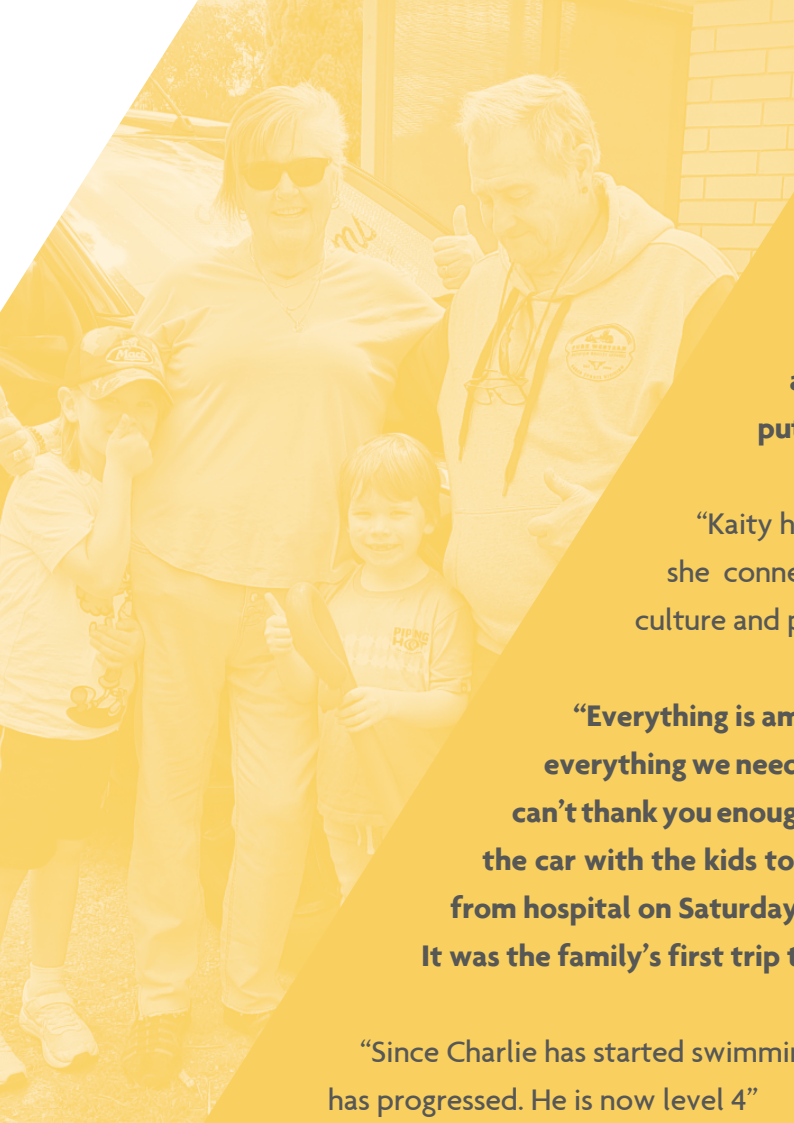
“Grandparents should be able to receive funding every year especially when they are on a pension.”

“Flexible Funding has enabled my grandson to attend a psychologist regularly which I couldn’t have afforded. Also, it has enabled him to continue his guitar lessons. I believe it has given him grounding and valuable opportunities to manage his emotions when he has struggled.”

I wanted to take a moment to share my thoughts on the exceptional performance and invaluable support I have received from the PCA Families team. Over the past couple of weeks, I have had the privilege of working closely with the Flexible Funding staff and I have been consistently impressed by their dedication, professionalism, and expertise.

“All the guys that I met on the weekend at the dad’s retreat were open and empathetic. A wonderful, educational weekend. Thank you for including me. Really appreciate the effort involved in the organisation of this event.”





“A big shout out to PCA Families for their help today. My son needed major dental work (surgery and braces). PCA Families were so helpful and put me at ease.”

“Kaity has had an amazing time. Met some children she connected with and enjoyed learning about culture and participating in events.”

“Everything is amazing. The car is a dream. It does everything we need it to do. And it’s beautiful. We can’t thank you enough.” My husband had to drive the car with the kids to Melbourne to collect me from hospital on Saturday when I got discharged. It was the family’s first trip to Melbourne.”

“Since Charlie has started swimming, he has progressed. He is now level 4”

“I know I’m not the only one. We are all grateful. We really are! I just really wanted to send flowers and thank everyone for what you do. Everything, we’re so appreciative because we struggle, we really do. We’ve sacrificed our lives for these children. We don’t have a social life. We don’t have friends like we used to. We can’t just get up and go. I’m home every night because I’ve got a child that needs to go to bed and be looked after. My life revolves around him now.”



“We would like to extend our gratitude for this once in a lifetime opportunity that you have given our Kai. They went to Disneyland to learn the mechanics of the different rides. The experience opened his eyes, and he wants to pursue a career in the SCIENCE field. Thank you so much for all your support through the years. Kai said that he will give back to the community.”

PROGRAMS & SERVICES REPORT

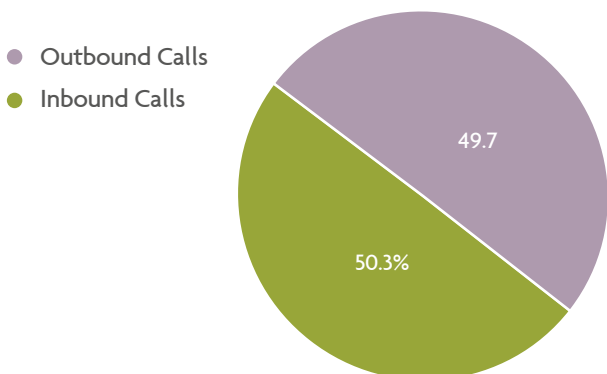
PHONE ENQUIRIES - HELPLINE

ACCESS EXPERT ADVICE AND COMPASSIONATE SUPPORT THROUGH OUR HELPLINE

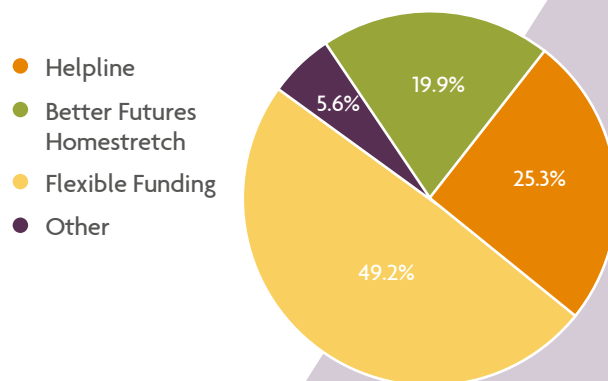
PCA Families Helpline offers free, independent and confidential support, practical information, advocacy and referrals for permanent care, kinship care and adoptive parents. Our Helpline is the go-to for support and staff are well versed in the unique challenges of parenting children who have experienced trauma.

This year there were 10,009 calls with an average duration of six minutes. The Helpline service has made significant strides this year in providing timely and effective support. Helpline calls were up from 2,307 calls in the previous year, to 2,522 this year. Flexible Funding calls are decreasing, indicating earlier resolution to issues and reduced wait times for application outcomes. Better Futures and Homestretch calls are increasing due to carers and young people responding to SMS's and other assertive outreach activities.

All inbound and outbound calls - 30 June 2024



Calls by program - 2023/2024



The main reason for calls to Helpline included: financial strain, seeking support for a review of the care allowance, navigating the service system (advice dealing with Centrelink, Medicare, Education, Housing, NDIS, Health and Child Protection), accessing or applying for key documents (e.g. copies of Permanent Care Order, Medicare Card, Health Care Card, Birth Certificate, passport and Additional Child Care Subsidy support letters), grief and trauma (e.g. issues related to bereavement, serious ill-health and trauma associated with adverse weather events (i.e. floods) and relationship challenges.

Helpline team: Ray Carroll (Senior Worker) and Jessie Loblely (Helpline Worker)

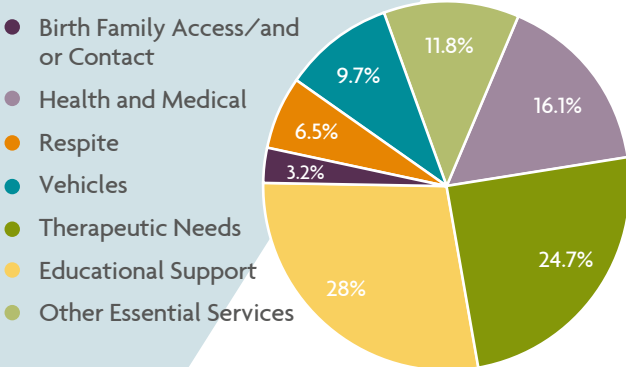
FLEXIBLE FUNDING PROGRAM

ESSENTIAL FINANCIAL ASSISTANCE AND SUPPORT WHEN YOU NEED IT

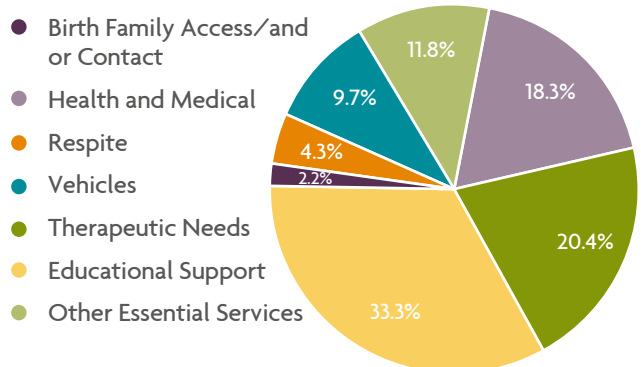
Permanent Care and Adoptive Families (PCA Families) and OzChild together with Victorian Department of Fairness, Families and Health (DFFH) provide Flexible Funding to meet the extraordinary needs of children and young people under permanent care, special needs adoption, or family court orders. This funding helps cover costs not met by the National Disability Insurance Scheme (NDIS), the care allowance, or other funding sources. This year there were 2,130 applications compared to 1970 in the previous year. The program released \$2,877,603 of funding to clients against a budget of \$2,877,763, resulting in an underspend of \$160 by the end of June 2024. Funds distributed included 90.6% to Non-Aboriginal and Torres Strait Islander families and 9.4% to Aboriginal and Torres Strait Islander Families. Payments have been predominately under \$1,000 or between \$1,000 and \$5,000. There have been 82 payments between \$5,000 and \$10,000 (up from 76 in the previous year), 14 payments over \$10,000 (up from 6 in the previous year) and six over \$25,000 (up from 5 in the previous year). The increase in the number of low spending items has been attributed to cost-of-living pressures experienced by families.

Educational Support continues to be the highest spend category this financial year, accounting for 30% of the overall budget, slightly down from 33% in the previous year. This trend is consistent for both Aboriginal and Torres Strait Islander and Non-Aboriginal and Torres Strait Islanders.

Expenditure by Category (Aboriginal and Torres Strait Islanders)



Expenditure by Category (Non-Aboriginal and Torres Strait Islanders)



The Flexible Funding team at PCA Families and OzChild have worked diligently to reduce the wait time for applications from 48 days in the previous financial year to just 14 days.

The program was also delighted to welcome Natalie Chu, a Social Work student from Melbourne University, who conducted an evaluation of the Flexible Funding Program whilst on placement.

This year the program farewelled Merle Shap (Assessment Officer).

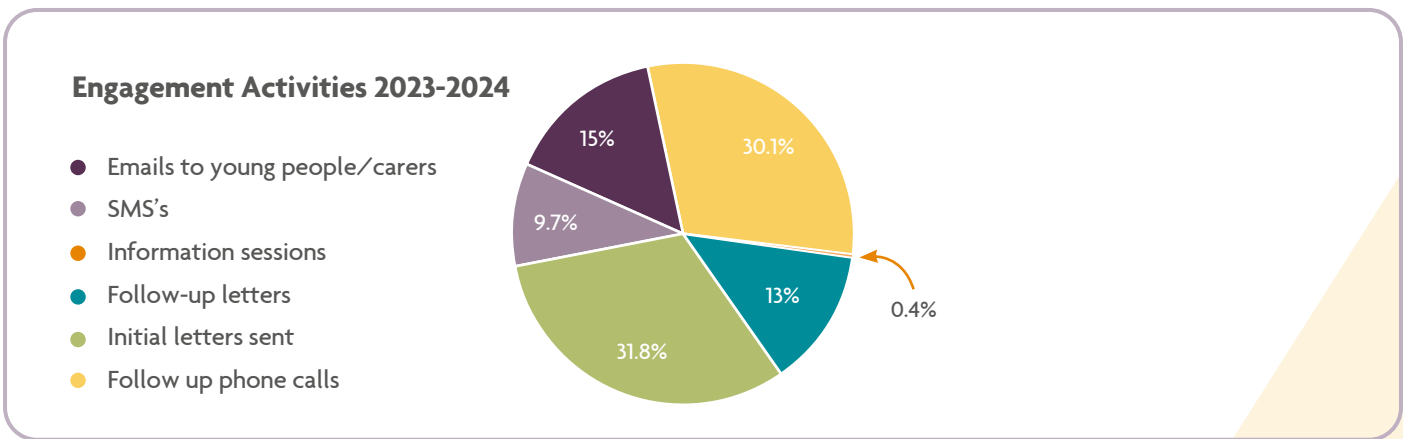
Flexible Funding Team: Zahra Shire (Senior Worker), Virginia Papadopoulou (Assessment Officer) and Yufei Wang (Client Services Officer).

BETTER FUTURES AND HOMESTRETCH PROGRAM

SUPPORTING YOUNG PEOPLE AS THEY TRANSITION FROM CARE TO INDEPENDENCE

Better Futures and Home Stretch are initiatives funded by the Victorian Government to support young people on permanent care orders as they approach independence after turning 15 years and 9 months, post 1 July 2021 to gain their independence and transition to adulthood. PCA Families serves as the statewide Intake and Access Service and entry point into these programs and refers young people who consent to the program to the most appropriate Better Futures and Homestretch provider.

In 2023/2024 PCA Families has conducted 221 intakes with 100% of young people consenting to a referral into the program. The team have employed new approaches to reach young people including the introduction of SMS messaging, particularly targeted at those nearing 18 years of age.



This year the program bid farewell to Billy Hickmott (Senior Worker), Mary Filippone (Intake and Engagement Officer) and Yufei Wang (who has transferred to the Flexible Funding Program). The revitalised team is now working on new and innovative ways to streamline processes and create efficiencies that will benefit young people and result in timely referrals.

Program staff also attended the National Kinship and Foster Care Conference in Hobart and the National Kinship, Permanent and Foster Care Conference in Melbourne to learn more about other programs provided to support young people and contemporary research.

Better Futures and Homestretch Team: Rachael Munywarara (Senior Worker), Mia Jennings (Client Services Officer) and Victoria Tilley (Client Services Officer)

PEER SUPPORT

WE BRING TOGETHER PEOPLE WITH SHARED EXPERIENCES TO SUPPORT EACH OTHER

PCA Families peer support services are designed to foster connections and provide a platform for sharing experiences.

Over the past year 682, carers and parents attended 30 PCA Families peer support events. Online sessions were particularly beneficial for families in regional and rural areas. The most popular sessions covered topics such as school refusal, vagus nerves, managing relationships, and fetal alcohol spectrum disorder (FASD). On average between 60-70 carers and parents registered for each event, with 55% attending.

DAD'S RETREAT

The inaugural Dads Retreat at RACV Inverloch was a huge success, thanks to a generous grant from Department of Health (Maternal and Child Health). Twenty-four dads from across Victoria, who parent young children, gathered to discuss various topics, including exploring parental challenges, engaging in age-appropriate activities, building confidence in parenting, and learning about self-care strategies. Since the retreat, the dads have continued to stay in touch and share knowledge and experiences with each other.



PEER SUPPORT GROUP FOR INTERCOUNTRY ADOPTIVE PARENTS OF ADULT CHILDREN

The Intercountry Adoptive Parents of Adult Children Support Group was established with support from the Intercountry Adoptee and Family Support Service – Small Grants and Bursaries Program (Relationship’s Australia). Twenty-five participants from across Victoria attended six sessions, which were offered online and in person. The sessions facilitated rich and deep conversations on topics such as grief and loss, birth parent searching, and loss of connection with adult adopted children.

PCA FAMILIES EVENTS SUPPORTED BY CARER KAFÉ GRANTS

Mindfulness

PCA Families partnered with Smiling Minds to conduct two online Mindfulness sessions for carers and parents. The sessions focused on introducing mindfulness, building mental fitness, and promoting mental fitness with children. A total of 67 carers and parents attended these sessions.

FASD

PCA Families was indeed fortunate to have Prue Walker, FASD Consultant, facilitate two workshops for carers and parents. A total of 109 carers and parents attended these workshops. The first workshop focused on: Understanding what FASD is and how FASD presents across the lifespan. The second concentrated on: Supporting children and young people with FASD in out of home care.

EVENTS SUPPORTED BY PCA FAMILIES

Playgroup Christmas Party

PCA Families supported the All Ways Playgroup’s Christmas picnic at Heidelberg, attended by 80 families.

Mothers Day Lunch

PCA Families proudly sponsored the annual adoptive and permanent care Mother’s Day lunch, organised by Shae Baxter and Chrissie Davies and hosted by the Victorian Adoption and Permanent Care Parents Support Group. The event provided a wonderful opportunity for mums to connect and support each other. This year, the lunch was held at Fonda in Hawthorn and attended by 41 mums from across Victoria.

Attention Deficit Hyperactivity Disorder (ADHD) conference in Geelong.

The ADHD conference in Geelong, hosted by Chrissie Davies, Child Behaviour Specialist, focused on understanding and supporting the ADHD community. PCA Funded ten carers to attend the conference. The event included sharing lived experiences and professional insights into current research, neurodiversity affirming beliefs, and trauma informed practices. The conference was well attended by carers, parents and professionals from various backgrounds.





National Kinship, Permanent and Foster Care Conference (2024)

PCA Families sponsored 40 permanent care and adoptive parents to attend the conference held at the Melbourne Convention and Exhibition Centre.

PCA Families CEO was privileged to host a session at the conference featuring Sam Bloom, the two-time World Para Surfing Champion and best-selling author of “Penguin Bloom.” Sam shared her inspiring story about overcoming adversity with the support of her family and the healing power of their pet magpie, Penguin. Sam was joined on stage by her husband, Cameron Bloom, a professional photographer who documented the family’s journey.

Additionally, the PCA Families team presented on two important topics: recognising and addressing trauma and grief in children and those caring for them (Ray Carroll and Jessie Lobley) and supporting young people on permanent care orders in transitioning to independence (Paula Westhead and Tish McLean-Neil).

PCA Families extends a huge thank-you to PCA Families dedicated volunteers who have supported our peer support activities throughout the year. Without their ongoing commitment, PCA Families would not be able to provide these valued opportunities for carers and families. Their support is truly invaluable.

Peer Support Team: Deb Hunt and Paula Westhead with support from PCA Families staff.

THE CARER ASSISTANCE PROGRAM (CAP)

WE BRING TOGETHER PEOPLE WITH SHARED EXPERIENCES TO SUPPORT EACH OTHER

The Carer Assistance Program (CAP) is a unique counselling initiative in Victoria, specifically designed to support parents and carers, including those involved in adoption. It is a collaboration between the Foster Care Association of Victoria (FCAV) and PCA Families, providing free therapeutic support to foster carers, permanent carers, and adoptive families.

This year the CAP program received 150 referrals and provided 233 hours of service for permanent carers and adoptive parents. The most common reasons for referrals were related to mental health, placement breakdown and birth family issues.

A big thank-you to Foster Care Association Victoria and Jake Iaria, the counsellor who delivers the program to permanent carers and adoptive parents.





ORGANISATIONAL DEVELOPMENT

PCA Families has undertaken several key initiatives to enhance our operations and ensure compliance, including the implementation of new systems website modernisation, cybersecurity measures, data accuracy improvements and successful auditing against industry standards.

- The implementation of Dynamics 365 (CRM) to improve functionality and enhance our client data management.
- The implementation of Employment Hero (HR system) designed to streamline human resources processes.
- The procurement and commissioning of a new website which will modernise our online presence.
- A cybersecurity health check and analysis to ensure our systems are secure.
- The cleansing of the membership database will improve data accuracy and integrity.
- Auditing against the Human Services Standards and achieving the Certificate of Registration under the Children, Youth and Families Act.

PCA Families has actively engaged in a variety of initiatives and collaborations, including hosting student placements, special interest groups and key meetings as well as participating in a number governance groups, advocacy efforts and sector consultations.

- Hosted 2 Melbourne University Social Work placements
- Hosted the Permanent Care Alliance
- Hosted FASD special interest group
- Department of Health, Child, and Maternal Health team meetings and Dad's Project meetings
- Human Services Standards meetings and subsequent registration
- Participated in:
 - DFFH, Roadmap to Reform - Home based care collaborative working group
 - Carer KaFÉ Governance Group
 - National Kinship, Permanent and Foster Care Conference Governance Group
 - Statewide Child Protection Alliance
 - Statewide Permanent Care Services
 - Better Futures State-wide Evaluation Group
 - Better Futures Community of Practice
 - Kinship Care Network
 - DFFH sector consultation - i.e. Child Protection Manual Redesign, Additional Respite Care
 - Department of Education - whole of Government Early Years Strategy
 - Advocacy for permanent care and adoptive families and their health needs with Southeast Primary Health Care Network
 - Advocacy for permanent care and adoptive families with Glen Education

- Adoption Victoria Manager's group
- Regular catchups with VACCA and ACCO's
- Regional Child Protection meetings
- Tri Peaks Mentoring Program

Our dedicated staff have participated in a diverse range of professional development opportunities including the following courses, workshops and training sessions:

- Psychological Fitness course
- ACE Workshop
- Business Analyst Short Course
- Mental Health First Aid
- Group clinical supervision sessions
- The Women and Leadership course
- Dealing with difficult calls
- Cultural competency training
- Centre of Excellence webinars
- Associations Forum webinars
- Better Futures Communities of Practice training sessions
- Mindfulness in the workplace - Smiling Minds



FINANCIAL REPORT

PCA Families is pleased to present the audited financial statements for the year ended 30 June 2024. The audit was conducted by Crowe Australasia, an external and independent audit and accounting firm. The financial statements give a true and fair view of the financial position of PCA Families as of 30th June 2024.

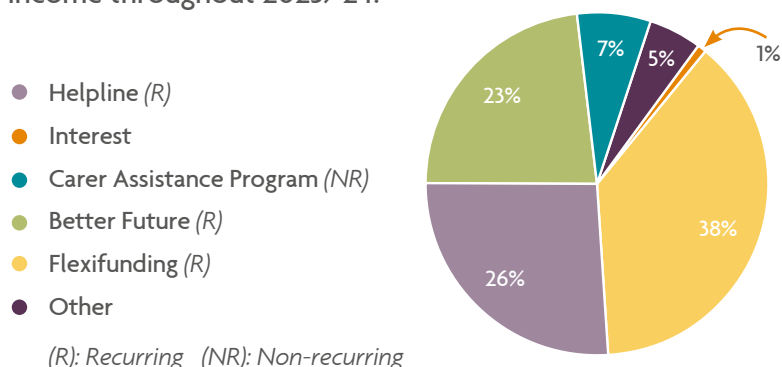
OVERVIEW

The organisation reported total revenue of **\$1,295,604.35** and generated a profit of **\$11,957.64**.

An increase in revenue from 2022/2023 is primarily due to other grants (Department of Health, Carer KaFÉ and ICAFSS) and the annual CPI.

REVENUE

Government funding, Department of Families, Fairness and Housing represent the main source of income throughout 2023/24.



Flexible Funding	37%	503,609
Helpline	26%	354,046
Better Future	23%	311,494
CAP	7%	94,904
Other	5%	68,839
Interest	1%	16,788
Total		1,349,680

(R): Recurring (NR): Non-recurring

EXPENDITURE

The year has seen a continued commitment to investing in people and systems to safeguard the future of the organisation. Significant investment in our quality programs, IT systems and a new website.



Accounting & Audit	39,890
IT & Websites	113,749
General Administration	104,342
Professional Development	32,365
Program Costs	107,569
Staff Costs	939,807
Total	1,337,722

PROFIT AND LOSS

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2024

	2024	2023
REVENUE	\$	\$
Grants - Department of Families, Fairness & Housing (recurring)	665,540	650,333
Grants - Department of Families, Fairness & Housing (non-recurring)	94,904	90,000
Grants - OzChild Flexifunding Administration (recurring)	503,609	487,181
Other State Government Revenue	37,287	-
Other Government Grants	17,500	-
Other Non-government Grants	11,800	-
Training Income	318	12,336
Gift Income	1,934	1,947
Interest	16,788	4,884
TOTAL REVENUE	1,349,680	1,246,681
EXPENSES		
Audit Fees	(6,830)	(5,082)
Accounting Fees	(33,060)	(31,750)
Board/Governance Expenses	(13,430)	(19,750)
Bank and Credit Card Charges	(336)	(407)
Carer Assistance Program Expenses	(79,087)	(60,000)
Computer and IT Related Expenses	(113,749)	(58,204)
Consulting Costs	-	(6,533)
Depreciation Expense - Plant and Equipment	(8,265)	(10,035)
Depreciation Expense - Right of Use Asset	(32,630)	(13,596)
Employee Benefits - Salaries	(824,265)	(878,117)
Employee Benefits - Superannuation Defined Contributions	(86,497)	(86,760)
Employee Assistance Program, Training and Development	(22,156)	(17,253)
Equipment Hire	(1,500)	(1,500)
Events and Fundraising Expenses	(120)	-
Grant Expense - Specified Project Costs	(26,361)	-
Insurance	(28,497)	(20,499)
Interest Expense - Lease Liabilities	(3,881)	(2,021)
Subscriptions	(3,169)	(3,004)
Office Expenses	(14,106)	(11,168)
Phone, Fax & Internet	(11,660)	(9,356)
Post, Freight & Courier	(1,044)	(8,647)
Recruitment Expense	(2,365)	(17,236)
Rent and Outgoings	(5,199)	(17,437)
Peer Support Costs	(18,439)	(2,615)
Volunteer Costs	(1,076)	(295)
EXPENSES	1,337,722.20	1,281,264.28
PROFIT/ (LOSS) FOR THE YEAR	11,958	(34,584)
Other Comprehensive Income	-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	11,958	(34,584)

OUR PEOPLE & PARTNERS

PCAF BOARD

Naomi Colville - Chair
Chris Lockwood - Deputy Chair

Directors

Kris Peach
Judy Gouldbourn
Kellie Burns
Lynette Landy
Tracey McKay

OUR STAFF

Current

Wendy Mason - Chief Executive Officer
Paula Westhead - Operations Manager
Deborah Hunt - Governance and Office Manager
Tish McLean-Neil - Project Officer
Ray Carroll - Senior Worker, Helpline
Jessie Loblely - Helpline Support Worker
Zahra Shire - Senior Worker, Flexible Funding
Virginia Papadopoulos - Flexible Funding
Assessment Officer
Yufei Wang - Flexible Funding, Client Services
Officer
Rachael Munywarara - Senior Worker, Better
Futures and Homestretch
Mia Jennings - Better Futures and Homestretch,
Client Services Officer
Victoria Tilley - Better Futures and Homestretch,
Client Services Officer

Departed

Billy Hickmott - Better Futures and Homestretch,
Senior Worker
Merle Shap - Flexible Funding Assessment Officer
Mary Filippone - Better Futures and Homestretch,
Intake and Engagement
Agnes Chong - Casual
Dina Zaitman - Marketing and Sponsorship Officer

OUR VOLUNTEERS

Thank-you to our dedicated volunteers for their
ongoing support and commitment to permanent
carers and adoptive families:

Benoit Seligmann
Chris Cook
Cas O'Neill
Caroline Buchanan
Chrissie Davies
Jacinta Foster-Raimondo
Linda Cooke
Mary Natoli
Shae Baxter
Natalie Chu (student)
Dan Barron

SUPPLIERS AND CONSULTANTS

Finative Pty Ltd
Crowe Australasia Ltd.
Fernware Pty Ltd
GetNEXT
Brennan Information Technology
Metisc
Community Data Solutions
Bright Labs
MITY
Linda Cooke
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CFC Underwriting Limited
The Marketing Business

KEY STAKEHOLDERS

Australian Childhood Foundation
Anglicare Victoria
Australian Childhood Trauma Group
Berry Street Victoria
Bethany Family Service
Brophy Youth and Family Services
Brotherhood of St Laurence
Catholic Care
Carer KaFÉ
Centre of Excellence in Child and Family Welfare Inc
CREATE Foundation
Glen Education
Kinship Carers Victoria
MacKillop Family Services
Melbourne University
Mirabel Foundation
Relationships Australia
St Luke's Anglicare
Uniting Victoria/Tasmania
Vanish
Victorian Aboriginal Childcare Agency

OUR PARTNERS

Foster Care Association Victoria - CAP Program
OzChild - Flexible Funding Program
Gadans - Pro-bono advice

GOVERNMENT

Minister for Children of Victoria
- Lizzie Blandthorn MLC
Shadow Minister for Child Protection
- Ms Roma Britnell

Department of Families Fairness Housing, including
Peta McCammon, Argiri Alisandratos, David
Atkinson, Sudha Joseph, Peta Cassidy, Melissa Lester,
Kati Krsevan, Vongai Chinyoka, Genevra Green,
Catherine Gibson and Charlie Pragnell.
Department of Health - Maternal and Child Health
Department of Justice and Community Safety -
Adoption Services

Thank you to our members who have generously
shared their experiences presented in the annual
report.

Thank you to those who have made donations
throughout the year.

We would like to thank and acknowledge the
support of

