



Annual Report

2022/2023



Permanent Care
and Adoptive
Families Inc.





Acknowledgements

We acknowledge the traditional owners and custodians of the land on which we work, the Bunurong people of the Kulin Nations, and pay our respects to Elders past, present and emerging. Sovereignty has never been ceded and this was, and always will be, Aboriginal land.

Child Safe Organisation

Permanent Care and Adoptive Families (PCAF) has zero tolerance of child abuse, and we are committed to establishing and maintaining child safe environment.

We value and celebrate diversity in all its forms. PCAF actively supports inclusion of people from LGBTIQ+ communities, people with disabilities, people from diverse cultural and linguistic communities, people with non-traditional family structures, and people with diverse religious beliefs and affiliations.

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Chair and Ceo Report

It is with pride and optimism that we present the Permanent Care and Adoptive Families (PCAF) 2022/2023 Annual Report to members, clients, the Department of Families, Fairness and Housing (DFFH), our partners, key stakeholders, and the community. The report provides an overview of our achievements, challenges, and progress made over the past year and demonstrates how PCAF continues to deliver high quality programs and services with an overall satisfaction rating of 97% by those who use our services.

Throughout the year, PCAF has continued to achieve important milestones and lay strong foundations for the future. Our new 2023-2026 Strategic Plan, is informed by contributions from over one hundred and fifty carers, clients, volunteers, the Board and staff and summarises our strategic intent and purpose. We are excited to bring the plan to life over the next three years.

In February, after careful consideration, the Board made the decision to move the PCAF office out of the Melbourne CBD to Carnegie. The relocation has provided us with accommodation that is fit for purpose and has enabled the Board and the PCAF team to come together to collaborate and work cohesively.

During the year PCAF has continued to strengthen our existing services whilst adapting to changing circumstances. We have witnessed an increase in demand in all program areas, including Flexible Funding, Helpline and Better Futures and Homestretch. Without the one-off COVID-19 funding in the Flexible Funding and Helpline programs, managing the expectations of clients, who are additionally struggling with the increases in the cost of living, has proven to be challenging. We would like to thank the incredible staff who have worked tirelessly to ensure that those most vulnerable continue to receive the supports that they require.

Considerable progress has been made on improving our IT systems. Projects have included: working with OzChild on a new portal for the Flexible Funding Program applications and payments; the development of the Client Relationship Management (CRM) using Dynamics 365; and, participating in the upgrade of DFFH's CRISP database committed to mitigating cyber risks. We remain steadfast in ensuring the safety of member and client information and are committed to cyber security. We will continue to invest in our systems and support the professional development needs of our team so that we can provide more efficient and effective services. Thank-you to Kris Peach who has provided many volunteer hours to support development of the new CRM.

PCAF would like to thank DFFH, our partners, particularly Foster Care Association Victoria (CAP program), OzChild (Flexible Funding Program), and the many organisations that we work with every day. We value your ongoing support and the trust that you put in us.

Thank you to the parents and carers who not only continued to support their families through some very challenging times, but also found time to participate in consultations, surveys, advocacy issues and in Peer Support initiatives.

Many thanks to the PCAF Board, outgoing interim CEO Kris Peach, Andy Dao (Finative Pty Ltd), staff and volunteers for your outstanding contributions and for vision and determination to improve all that we do at PCAF.

As PCAF continues to grow stronger, and with a renewed focus by the Victorian Government on the Out of Home Care sector Roadmap to Reform, we are well placed to implement reforms that will benefit the lives of members, clients, carers, families, young people and children.



Naomi Colville
Chair



Wendy Mason
Chief Executive Officer



Snapshot

<p>PCAF Members</p>	<p>2906 members</p>	<p>315 new members</p>	
<p>Clients / Phone Calls</p>	<p>Total calls 13,568 7096 inbound, 6472 outbound</p>	<p>Helpline calls up from 11% to 17.5% of total calls</p>	<p>7869 inbound calls Flexible Funding, 2171 Better Futures/Homestretch, 2307 Helpline and 1221 Administration calls</p>
<p>Flexible Funding Program (in partnership with OzChild)</p>	<p>1970 applications compared to 1482 in the previous year</p>	<p>\$2,668,150 distributed</p>	<p>63% of applications were under \$1,000 and 95% of the applications were under \$5,000</p>
<p>Peer Support</p>	<p>426 Carers have attended 26 Peer Support Groups, 3 focus groups and 1 workshop</p>		
<p>Better Futures and Homestretch Program</p>	<p>254 new clients referred to the program for the year</p>	<p>50% of young people consenting to connecting with a Better Futures and Homestretch provider</p>	<p>1428 letters sent</p>
<p>Communication / Social Media</p>	<p>49 newsletters with a click through rate of 11.6%</p>	<p>There were 82 additional communications with a click through rate of 10.8%</p>	<p>PCAF has 1200 Facebook followers, 91 LinkedIn followers and 26 Twitter followers</p>
<p>Feedback from Clients</p>	<p>97% overall satisfaction with service</p>	<p>97% satisfaction Flexible Funding, 100% Helpline and 91% Better Futures/Homestretch</p>	
<p>CAP Therapeutic Counselling Program (in partnership with Foster Care Association Victoria)</p>	<p>345 referrals and 637 service hours provided</p>	<p>180 referrals were Permanent Carers or Adoptive Parents, accounting for 305 hours of service</p>	



76.67%
of applications
closed within
30 days

12%
of total spend on
Aboriginal and Torres Strait
Islander Families

33%
of funds directed to
Educational Support, **23%**
Health and Medical Needs, **17%**
Therapeutic Needs and Other
Essential Services (**14%**).

Top expenditure for
Aboriginal and Torres
Strait Islanders Families,
Educational Support at
23%

Top expenditure for
non-Aboriginal and
Torres Strait Islander,
Educational Support at
35%



Our Strategic Plan

Over one hundred and fifty members/carers/clients contributed to the development of PCAF's 2023-2026 Strategic Plan through participation in an online survey and a series of focus groups. Participants were invited to provide feedback on the PCAF purpose, advocacy, project and research priorities, suggestions for membership and new programs. Participants also provided feedback on what PCAF does well and areas for improvement.

Findings from the consultations were used as the basis for the Board and Staff Strategic Planning workshop facilitated by Chad Foulkes, Director of Liminal by Design Ltd. Liminal by Design provides ways of developing democratic innovation that is grounded in real world applications. The workshop refined PCAF's purpose, identified the organisation's strategic intent and the five key strategic pillars of focus for the next three years.

The new Strategic Plan focuses on co-production with people with lived experience, working closely with Aboriginal and Torres Strait Islander Peoples to ensure that services are self-determined and culturally safe, developing a valued member proposition, creating new evidence of what works, consolidating existing services, growing and diversifying programs, ensuring the ongoing sustainability of PCAF, broadening our funding sources and investing in a high performing organisation.

"We didn't know what we were entitled to, what was out there. We carried on without help as we didn't know about anything."

"Previously there was more peer support for parents and children, now this happens organically through families – i.e., playgroups and Facebook".

"It is hard to get the birth certificate and causes a lot of mental stress. In years past, I had a good caseworker who did it for us but not now."

"When you have one Adopted child and another in Permanent Care the differences in support make it difficult. We should be looking at support from the lens of the child – not whether they are in Foster Care, Permanent Care, Kinship Care or Adoption."

"Everything is new if you haven't parented before. We need information on services you can access; and resources to take to the GP or school, mental health workers or others that children and young people need access to."

"The way my daughter was treated in the mental health system was terrible. The experience was stressful, and Adoption was blamed for mental health challenge. Psychiatrists need education."



Permanent Care and Adoptive Families (PCAF)

Strategic Plan

July 2023 to June 2026

Purpose:

We empower families to provide stable culturally relevant permanent homes for children and young people who cannot live with their birth families.

Our strategic intent is to:

- Aspire to achieve the highest quality in all our work and focus on delivering meaningful outcomes to the people that we serve
- Work to reduce inequities and ensure that all children regardless of their order receive the support they need
- Address what needs to be done to create a service system that works for the people we serve
- Listen to the voices of those with lived experience and embed lived experience into all that we do
- Transform and strengthen the way we work and the value that we deliver to the people we serve

Strategic Pillars

Advocating and amplifying the voice of lived experience

PCAF will:

- Collaborate with Aboriginal and Torres Strait Islander Peoples, communities, and organisations to ensure programs and services are determined by Aboriginal families, young people and children, and are culturally safe.
- Raise awareness about the importance of investment in Permanent Care, Kinship Care and Adoption
- Build the capacity of members to mobilise on the ground, grass roots local advocacy activities

Increasing membership and developing a meaningful membership proposition

PCAF will:

- Develop a value proposition and suite of offerings that are meaningful to our membership
- Review and expand membership categories and consider a fee structure

Innovation and creating the evidence base

PCAF will:

- Partner for research and build the evidence of what works to enable best practice in programs and services
- Strengthen our position as a developer of "greenfield" and innovative ideas with the capacity to conduct demonstration projects
- Influence, interpret and translate policy into action
- Make every effort to deliver meaningful outcomes for the people we serve in the most effective way possible

Growth and sustainability

PCAF will:

- Develop an effective Growth and Sustainability Strategy that will strengthen our market position, create efficiencies, diversify our revenue, explore alternative opportunities to improve our viability and increase access to services
- Raise, receive, and distribute funds in a manner that best attains PCAF's purpose
- Develop models that deliver financial sustainability over the long term
- Identify, build, and nurture strategic partnerships that add value to the work that we do

Investing in a capable organisation

PCAF will:

- Model integrity in governance in all organisational operations
- Build a workforce that is ready and enabled to accommodate growth, diversification, sector change and future ways of working
- Support a capable well-performing, responsive workforce and measure outcomes to assess workforce performance
- Achieve the highest quality in all our work and focus on delivering meaningful outcomes to the people that we serve
- Consolidate existing programs and services to ensure ongoing viability
- Ensure robust systems and processes, are embedded across the organisation

"As Permanent Carers are not eligible for parental leave, we go without pay for up to 12 months - but this time is needed to set up success for the family - but this is very hard without financial support. We always feel like we are asking more than services have the capacity to provide."

"I have a permanent care order, but I see myself as a Kinship Carer (we are related by blood), however DFFH does not see this."

The Voice of Lived Experience

Leanne

“Just thought I would give you all an update on my beautiful boy Leo. Well...what a massive, huge change his new school have made to my boy! And throw in Billy (the dog) and ... WOW!! Life is fantastic!!!!

Leo is doing homework, getting awards, it is amazing! I leave school happy and not in tears anymore! I do not even think or worry about him during the day...cos I know they have his back! No more anger ...outbursts NOTHING!!! He is the happiest I have ever seen him!

We take Billy everywhere we go! The 5 years of therapy we had did nothing for Leo! A change of school & addition of Billy was the best therapy we... (that includes you all) could have given him! So, thank you all for playing a part in turning his school life around! Leo even rides his bike to school 2 days a week and you would not believe the people he has made friends with walking their dogs! It is incredible!!! Leo has so many friends & is enjoying school life as he should be.”

Tina

“It nearly broke me to work the system to get a passport for my child. I was told I am not the mother and that I needed the permission of the person who is not capable of making this decision. PCAF listened to me and helped me find a way to make this happen.”

Sally

“Sally has done an amazing job in term 1 2023. She is now engaging in class and is currently managing to be in the high level for numeracy and literacy for her class. She is now able to help self-identify when she is becoming unregulated. This is all because she has had one-on-one support to help guide her. We love seeing her happier and engaging with her fellow students.”

Jenny

“The front fence was finally completed last Friday. I cannot thank you all enough for all your help with the application and funding for this fence. To keep James safe from the road and provide a newly enclosed safe place for him to play. It is wonderful to see him wondering around and playing out the front, he looks so happy. Many thanks for all the care and support you both give to James and me. Thank you for taking the time to consider James’s disabilities and how much this fence would not only improve his safety but also his quality of life. Thank you also for the time you have put in with writing applications, reports, and phone calls to support this fence for James.”

Note: Real names not used

Brenda

“I do not know where we would be without the support from PCAF. They have been fantastic. Especially the support groups. Thank you for the opportunity to share ideas. It is great.”

Karlie

“I always find it exceptionally difficult to apply for flexi funding, it’s such a personal thing. When one has had a fulfilling working life and saved for everything. It’s hard to say I need help now. But I keep remembering it’s not about me, it’s for my children, who deserve every opportunity. It is also so incredibly important to have that person on the end of the phone at PCAF be understanding, caring and who are great listeners. Sometimes a talk is just what we Carers need in times of worry.”

Rosie

“Rosie is a single Carer with four Permanent Care children. Rosie sings high praises of PCAF, “If you guys weren’t there for the financial, and moral, emotional support, I reckon I would’ve given them [the children] up”.

Rosie’s eldest (8 years old at the time) was having significant issues at school. He has been diagnosed with ADHD, PTSD, ODD and ASD. Despite this, Rosie reports that his behaviors are minimal and manageable at home. However, at school, he was being “harassed” by the principal. Rosie received a lot of emotional support from the Helpline team, including referrals to external support who could go physically to the school to train the staff. Also, to help be a sounding board for Rosie in her decision to change schools for the child. Rosie felt validated and helped give her the courage to remove her child from the school, homeschool him for 3 months, and locate a new school.

The new school has been therapeutic and supportive of the child and Rosie.

Through her conversations with Helpline, Rosie discussed her frustrations with a play therapist who the child saw for multiple years with no progress regarding his trauma. Helpline suggested alternatives such as a therapy dog, as the family dogs both passed away in the COVID-19 lockdowns from old age. PCAF’s Flexible Funding was able to fund the dog, while NDIS trained it to be a therapy dog for the child. Rosie thanks PCAF for their support and suggestions on how to find a legitimate breeder, trainer etc. The therapy dog has been life changing for the child.

Rosie’s positive experience with PCAF has encouraged her to speak highly of PCAF to other Carers. She states that she often refers other Carers to call the Helpline, as some forget that there is a Helpline available to them.”

Programs and Services

Better Futures and Homestretch

The Better Futures and Homestretch Program supports young people on a Permanent Care Order who turn 15 years and 9 months after 1 July 2021 to get the support they need as they get older and become independent. PCAF's role is to facilitate the intake and engagement of young people into the program and to refer to the most appropriate Better Futures and Homestretch service provider.

In 2022/2023 there has been significant change in the Better Futures Homestretch program. Changes have included process improvements, an upgrade of the DFFH CRISSP database and associated procedures, and staffing.

PCAF has been responsible for obtaining the consent of 273 young people to sign up to the Better Futures Homestretch program in the past 12 months. There has also been a notable increase in the number of young people nearing or over 18 years of age booking intake appointments online via the PCAF website. Feedback during intake appointments has been positive with young people and their carers reporting that all their questions are responded to during this process and that they have a clear understanding about their entitlements and how they may best utilise the program to maximum benefit.

Staff have attended the third Better Futures Symposium which provided an invaluable insight into how the program is being run across the state and other parts of the world; what has worked well and what areas require more attention. PCAF has also contributed to the statewide evaluation of the program and supported the recruitment of young people to participate in the evaluation.

In the year ahead the program will focus on more creative and user-friendly methods to engage with and improve the signing up to the program.

“Absolutely amazing the help available and PCAF are so supportive.”

Flexible Funding Program

The Flexible Funding Program provides funds to support families and children on Permanent Care Orders, as well as children subject to a Family Court Order, or a Special Needs Adoption in Victoria, provided Families are in receipt of the Department of Health and Human Services care allowance.

The program is jointly led by Permanent Care and Adoptive Families (PCAF) and OzChild, with oversight from the Permanent Care Alliance made up of OzChild, PCAF, Foster Care Association of Victoria (FCAV), Kinship Care Victoria (KCV), Victorian Aboriginal Child Care Agency (VACCA), the Mirabel Foundation and the CREATE Foundation. Together, the Permanent Care Alliance delivers flexible funding for children and young people in permanent care arrangements to support their essential needs. This year there was a 35% increase in the number of applications received. At year end (30 June 2023), the program released \$2,668,150. The majority of funding was directed to Educational Support (33%) and Health and Medical Needs (23%), Therapeutic Needs (17%) and Other Essential Services (14%).

Managing demand, without the one off COVID-19 additional funds received in the previous year, has presented significant challenges in managing the demand and carer expectations. In the past six months increases in the cost of living have also put pressure on families and the program funds. The Flexible Funding team at PCAF and OzChild have worked tirelessly to ensure that the six-week backlog of applications was cleared by the end of the financial year. The waiting time has now been reduced from forty-eight to under fourteen days.

During the year PCAF and OzChild worked with SOPE (IT developer) to build a new Flexible Funding portal aimed at creating efficiencies and better managing the application and payment processes. Despite some initial teething problems, the system is now fully operational.

The program was also delighted to host a Social Work placement student from Melbourne University.

“Delighted to have my son’s assessments funded, it is a real turning point for him. Was lovely to have a personal call confirming it and suggestions to assist our NDIS application.”

Helpline

PCAF’s Helpline is a free, independent, and confidential service, offering short-term support, practical information, advocacy, and referrals to other services. This year there were a total of 13,568 calls in and out of PCAF, with 2307 calls to the Helpline service, an increase from 11% to 17.5% of total PCAF calls.

The main reasons for Helpline calls include: children returning to Carers home and needing assistance with reinstating Carer payments; placement breaking down or broken down, debriefing of Carer and legal rights/follow up; issues relating to accessing key documents; advocacy to Child Protection, Carer payments; birth family contact; requests for providing ACCS support letters; advice on seeking a review of the level of DFFH care payments; seeking copies of Permanent Care Orders; seeking information on PCAF programs and eligibility; requests for PCAF to advocate on behalf of Carers with government/agencies and agencies seeking advice/information.

“Doesn’t matter who you speak to, they are always so friendly and helpful.”

Carer Assistance Program (CAP)

CAP is a partnership between the Foster Care Association Victoria and PCAF that is focused on providing therapeutic support to both Victorian Foster Carers, Permanent Carers and Adoptive Families. Initially funded for one year the program funding has been extended for another year with consideration being given by DFFH for ongoing funding as part of the reform priorities in 2023-2024.

The CAP program offers therapeutic support by an experienced counsellor, aimed at supporting and improving the mental health and wellbeing of parents and carers (including Adoption).

Parents and carers can access up to three counselling sessions. Key reasons for Permanent Carers and Adoptive Families referrals into the program include anxiety, depression, and suicidal ideation; grief and loss; parental distress; risk of placement breakdown; relationship issues; behaviour issues; and issues related to navigating and understanding the services system.

“(CAP) Service was brilliant, got me thinking about my needs and my approach to difficult situations, have certainly shifted in my thinking and I feel very positive.”

Programs and Services (cont'd)

Peer Support

Peer support sessions have been well attended throughout the year. On average between 30-35 parents registered their attendance each month and 80% of those registered attend. Larger numbers attend when there is a guest speaker of interest. Our highest attendance was for the session on FASD with presenter Vicki Russell with 72 participants. Other topics presented include Trauma and sensory day to day functioning with Linda Cooke; Words Drive Culture with Jacinta Foster-Raimondo; NDIS diagnosable with Bobbi Cook; Lying presented by Gregory Nicolau; and the CAP program with Tessa Hughes.

Significant thanks are owed to our dedicated volunteers who without their ongoing commitment PCAF would not be able to provide these opportunities for carers and families to come together to learn and to share their stories and lived experiences.

“Very supportive organisation.
My rock.”

Communication

This year PCAF disseminated forty-eight weekly communications to our members and key stakeholders. Our Facebook followers continued to grow, with 1,185 followers viewing daily posts.

Seven podcasts were produced including interviews with:

- Dr Alberto Veloso who is a Psychiatrist, Paediatrician and Dyadic Developmental Psychotherapist has worked extensively in the foster care system and with children with ADHD or ASD or mental health needs.
- Melanie McGrice is an Advanced Accredited Practising Dietitian with a Masters in Dietetics. Melanie specialises in Early Life Nutrition and is also a Permanent Carer.
- Robyn Papworth is a paediatric Exercise Physiologist, Developmental Educator who is passionate about helping children's body and brain to be ready for kindergarten and school through movement and play strategies.
- Peter Simmons is a Permanent Carer to his grandson. Peter shared his experiences and learnings after seventy-one court cases and almost 5 years of court appearances.
- Jenna Bollinger is a trauma informed Psychologist who has worked with young people who have experienced early childhood trauma. Jenna shared her insights on her work with Philippi Mendes Professor of Social Work at Monash University on how to create smoother transitions when young people leave care and the importance of offering extended support beyond eighteen years.

- Shane Bautista lived in Kinship Care with his Grandparents until his grandmother died when he was five years old. He lived a haphazard life with many moves, including a breakdown in his permanent foster care family. He was subjected to sexual abuse and unimaginable losses. He attempted to end his life once, suffered from bulimia and struggled to fit in. Shane shared his story of feeling broken and dead inside.

“I wish the very best to PCAF. I’m very grateful for not just financial support but for the excellent education and awareness and resources.”

Advocacy

In June 2023 PCAF partnered with Foster Care Association Victoria to launch the Campaign to Increase the Care Allowance. To date over 1400 Carers have signed the petition and provided an invaluable insight into the lived experience of providing Foster Care and Permanent Care to our state’s most vulnerable children and young people. The campaign will run until the end of December 2023. A huge thank-you to Sam Hauge, Chief Executive Officer and the team at Foster Care Association of Victoria for their willingness to work in the spirit of collaboration and ongoing trust.

“Always kind, polite and helpful. It is a privilege to deal with you all.”

Collaboration

Throughout the year PCAF has participated in:

- DFFH, Roadmap to Reform Implementation Ministerial Advisory Group (RIMAG)
- Northern Division Carers Group
- Carer KaFÉ Governance Group
- Statewide Child Protection Alliance
- Statewide Permanent Care Services
- Inner & Outer Eastern Melbourne Carer Advisory Group
- East Providers Network meeting
- Better Futures State-wide Evaluation Group
- Better Futures Community of Practice
- Better Futures Managers Network
- Flexible Funding Alliance

In addition, PCAF has presented at several conferences including the National Foster Care and Kinship Care Conference in Darwin and forums aimed at raising awareness of Permanent Care and Adoption, highlighting the key issues impacting carers and families and providing information on how to access PCAF services.

The Year Ahead

In the year ahead we look to bring our Strategic Plan to life and seek opportunities to expand our reach and diversify our programs and services in a targeted and meaningful way. We have listened to what you have said, and we will strive to work alongside you to respond to the key issues that you have raised in PCAF consultations including:

Advocacy

- Access to children's and birth family medical history, birth certificates and passports.
- Equity in access to support regardless of how the child came to the family.
- Increasing the understanding of Permanent Care, Kinship Care and Adoption.

Strengthening the voice of lived experience

- Provide safe spaces to share stories and experiences.
- Establish a lived experience advisory group.
- Work together to solve problems and test new ideas.

Programs

- Peer support and mentoring opportunities.
- Preventative mental health and therapeutic support program.
- Strength based and trauma informed partner programs.

Research

- What are the long-term benefits of birth family visits to the child?
- What are the unintended outcomes of the system, policy, and practices on the child?
- What impact has PCAF had and how could we expand to have a broader footprint.

Membership

- Many carers did not know if they are a member or what membership provides.
- It is important to know about PCAF early to access support and prevent the risk of placement breakdown.
- Membership needs to target professionals with which children /families interact.

What PCAF does well

- Communications and provision of information.
- Competent and friendly staff.
- Financial support to access a range of services and support.

Name three things that you think PCAF Families could improve on

- Early engagement with families.
- Members portal on the website where carers/families can share stories.
- Fast track access/referral pathways to therapists and legal services.

Services you would like in the future

- Mentoring and social activities for Adoption Families – parents and teenagers.
- Access to a dedicated worker who can walk carers/families through the Permanent Care Order process and a checklist for what is needed in the lead up to Court.
- Support for older carers and access to respite.

In addition, PCAF will remain committed to improving our systems and processes across all areas of our organisation and continue to test, trial, and review systems and technologies to provide an improved platform for clients, members, our staff, and key stakeholders.

As we embrace new technologies, we also remain vigilant in managing risk in the increasing environment of cybercrimes worldwide. PCAF is confident our efforts will enable us to continue to deliver high quality and safe programs and services.

Our dedicated and knowledgeable staff and volunteers are fundamental to our ongoing success. PCAF will ensure that we invest in our employees and help them to develop new skills. As we aim to grow and diversify our programs and services, we will also aim to build our brand and attract new talent.

PCAF remains steadfast in building upon our success and continuing to deliver innovative and meaningful services that will have the greatest impact for carers, families, young people, children, and other key stakeholders in the out of home care service system.

Financial Report

PCAF is pleased to present the audited financial statements for the year ended 30 June 2023. 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 PCAF as of 30th June 2023.

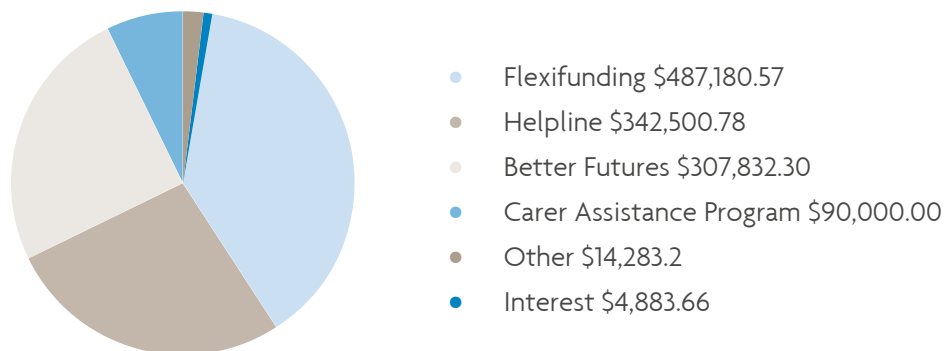
Overview

The organisation reported total revenue of 1,241,796.85 and generated a deficit of (34,583.77)

A decrease in revenue from 2021/2022 (1,348,616.16) is primarily due to not receiving the one off COVID-19 funds in the Flexible Funding and Helpline Programs from the Department of Families, Fairness and Housing.

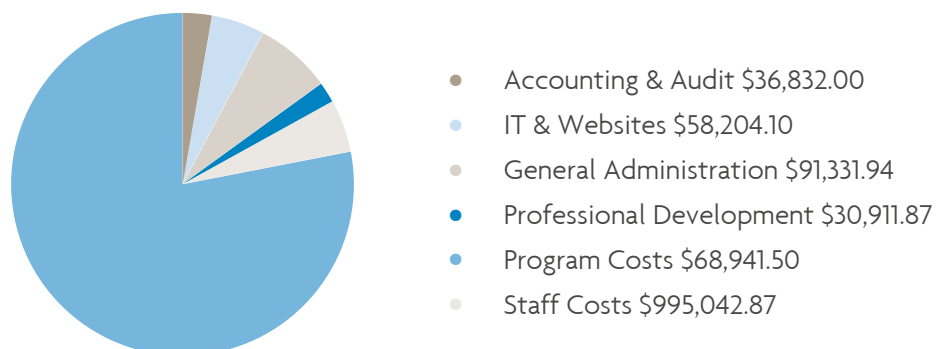
Revenue

Government funding, Department of Families, Fairness and Housing represents the main source of income throughout 2022/23.



Expenditure

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



Profit and Loss

Permanent Care and Adoptive Families
For the year ended 30 June 2023.

ACCOUNT	2023	2022
TRADING INCOME		
DFFH - Better Futures	307,832.30	233,283.00
DFFH - Helpline	342,500.78	414,347.38
DFFH - Helpline - COVID	0.00	101,665.97
DFFH Carer Assistance Program	90,000.00	0.00
DGR Gift Income	1,947.20	5,840.40
Oz Child - FlexiFund COVID	0.00	109,291.00
Oz Child - FlexiFund Recurrent	487,180.57	465,755.77
Training Income	12,336.00	0.00
Total Trading Income	1,241,796.85	1,330,183.52
GROSS PROFIT	1,241,796.85	1,330,183.52

OTHER INCOME		
Interest	4,883.66	2,832.64
Other State Government Revenue	0.00	15,600.00
Total Other Income	4,883.66	18,432.64

ACCOUNT	2023	2022
OPERATING EXPENSES		
Accounting Fees	31,750.00	24,581.52
Audit Fees	5,082.00	3,076.00
Bank Charges	407.16	312.62
Board/Governance Expenses	19,750.38	12,754.39
Carer Assistance Program Expenses	60,000.04	12,000.00
Computer Expenses	58,204.10	28,823.49
Contractors Other	6,533.00	17,379.10
Credit Card Fees	0.00	42.25
Depreciation	10,034.76	7,975.16
Employee Health, Safety, and Wellbeing	6,091.19	16,108.32
Equipment Hire	1,500.00	1,500.00
Insurance	2,956.56	4,021.48
Meeting Expenses	0.00	50.61
Office Expenses	11,167.93	16,371.73
Peer Support Costs	2,614.76	31,087.76
Phone, Fax & Internet	9,355.98	8,087.40
Post, Freight & Courier	8,646.69	5,153.91
Recruitment Expense	17,235.85	88,404.71
Rent & Outgoings	17,437.45	23,416.49
Right of Use Depreciation Expense	13,596.00	0.00
Right of Use Interest Expense	2,021.00	0.00
S&W Annual & LSL Leave Expense	24,016.80	37,291.37
S&W Salaries and Wages	854,099.89	727,526.97
S&W Superannuation	86,759.83	70,908.87
S&W Workers' Compensation	17,542.16	16,194.16
Subcontractors	0.00	16,127.38
Subscriptions	3,004.49	2,810.67
Training & Development - Staff	11,161.49	11,744.00
Volunteer Costs	294.77	1,466.80
Total Operating Expenses	1,281,264.28	1,185,217.16
NET PROFIT	(34,583.77)	163,399.00

Our People And Partners

Carers/clients, families, young people, and children

Thank you to everyone that has contacted PCAF for support and advice.

Our people

We are indebted to our people for their dedication and commitment to delivering high-quality programs. We know that the work you do, makes a difference in the lives of many people.

PCAF Board

Naomi Colville - Chair
Chris Lockwood - Deputy Chair
Directors
Kris Peach
Judy Gouldbourn
Meredith Carter
Dan Barron
David Arndt
Patricia Vaz
Kellie Burns

View their profiles
<https://www.pcaFamilies.org.au/about/governance>

Our staff

Current

Wendy Mason - Chief Executive Officer
Paula Westhead - Operations Manager
Deborah Hunt - Governance and Office Manager
Ray Carroll - Senior Worker, Helpline
Zahra Shire - Senior Worker, Flexible Funding
Merle Shap - Flexible Funding Assessment Officer
Virginia Papadopoulous - Flexible Funding Assessment Officer
Tish McLean-Neil - Better Futures Intake and Engagement Officer
Mary Filippone - Better Futures, Intake and Engagement Officer
Rachael Munywarara - Better Futures, Client Services Officer
Jessie Lobley - Helpline Support Worker
Yufei Wang - Better Futures Intake and Engagement Officer
Agnes Chong - Casual

Departed

Kris Peach - Interim Chief Executive Officer
Maria Camerotto - Advocacy and Support Advisor
Sonia Wagner - Marketing and Communications Manager
Bruce Hart - Program Director
Liz Powell - Program Leader
Anita Wall - Advocacy and Support Advisor
Saanya Chawla - Administration Officer
Andrea Campbell - Advocacy and Support Advisor
Patricia Stack - Advocacy and Support Advisor

Our volunteers

Thank you to our volunteers for their support to build connections between Carers and Peers.

Benoit Seligmann
Chris Cook
Cas O'Neill
Caroline Buchanan
Chrissie Davies
Jacinta Foster-Raimondo
Kaisey Hayes
Kristi Lambert
Linda Cooke
Mary Natoli
Shae Baxter
Kris Peach (CRM development)
Yufei Wang (Student)



Suppliers and consultants

Finative Pty Ltd
 Crowe Australasia Ltd.
 Fernware Pty Ltd
 Community Data Solutions
 GetNEXT
 Metisc
 MITY
 Onsemble
 Heather Lawson
 Liminal by Design Ltd
 Smiling Minds
 Assist EAP
 Brighten Services Cleaning
 CFC Underwriting Limited
 SOPE
 Ross House

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
 Centre of Excellence in Child and Family Welfare Inc
 CREATE Foundation
 Edmund Rice
 Education Australia
 Jesuit Social Services
 Kinship Carers Victoria
 MacKillop Family Services
 Mirabel Foundation
 St Luke's Anglicare
 Uniting Victoria/Tasmania
 Vanish
 Victorian Aboriginal Childcare Cooperative

Our partners

Foster Care Association Victoria – CAP Program
 OzChild – Flexible Funding Program
 Gadens – Pro-bono work

**Minister for Child Protection
 the Honourable Lizzie Blandthorn MLC and
 the Department of Families Fairness
 Housing, including Peta McCammon,
 Argiri Alisandratos, Sudha Joseph, Melissa Lester,
 Peta Cassidy, Catherine Gibson, Rebekah Beveridge,
 and Vanessa Rendina and Charlie Pragnell.**

Adoption Services at the Department of Justice and Community Safety, in particular: Lishan Goh, Geisel Garcia, Rodrigo Arriagada and Angela Karavidas.

Dr Matthew Bach MP, Shadow Minister Child Protection

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



Families,
 Fairness
 and Housing

