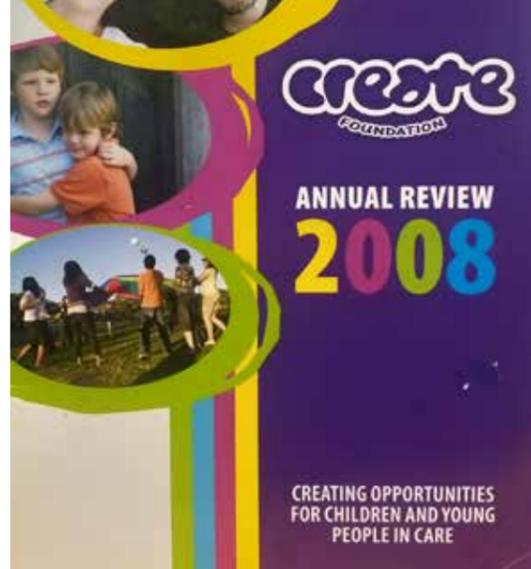




# Annual Review 2019

**20 YEARS**  
of standing up for children and young people in care



# contents

<b>Chairman's Foreword</b>	<b>2</b>	<b>Change</b>	<b>30</b>
<b>From the CEO</b>	<b>4</b>	Royal Commissions	32
<b>Vision, Mission and Core Principles</b>	<b>6</b>	CREATE National Survey	34
<b>CREATE's Role</b>	<b>7</b>	Progress on Strategic Plan Goals	36
<b>Child Protection Landscape</b>	<b>8</b>	Consultations in New South Wales	37
<b>Awards Wins</b>	<b>10</b>	<b>Events</b>	<b>38</b>
<b>Connect</b>	<b>12</b>	<b>Media Coverage</b>	<b>42</b>
clubCREATE	12	<b>Financial Overview</b>	<b>44</b>
E-Marketing	15	Statement of Financial Performance	45
Connection Events	16	Statement of Financial Position	46
<b>Empower</b>	<b>20</b>	Statement of Cash Flows	47
Youth Advisory Groups	21	<b>Year Ahead</b>	<b>48</b>
Speak Up	22	<b>Our Volunteers</b>	<b>49</b>
CREATE Your Future	24	<b>CREATE Supporters</b>	<b>52</b>
CREATE Your Future Licensing	26	<b>Government Funding Bodies</b>	<b>54</b>
Sortli	28	<b>Board of Directors</b>	<b>56</b>
Hour of Power	29	<b>Leadership Committee</b>	<b>58</b>
		<b>CREATE Offices &amp; Staff List</b>	<b>60</b>



CREATE acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation.

We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past, present, and emerging.



# chairman's foreword



This year marks 20 years since young people, staff and supporters from the Australian Association of Young People in Care met in Brisbane to form an independent organisation called CREATE, with the aim of creating opportunities for, by and with children and young people with a care experience. Reflecting on the last 20 years, CREATE has a lot to be proud of. We've seen governments finally listening to children and young people and engaging them in Royal Commissions and countless inquiries and importantly, making recommendations based on what young people have to say. At 20, CREATE has no plans on slowing down, as shown by the launch of our report Out-of-Home Care in Australia: Children and Young People's Views After Five Years of National Standards, which promotes the voices and experiences of 1,275 children and young people in care. This year has also shown promising growth in our CREATE Your Future licensing initiative, where we are contributing to the out-of-home care sector's capacity to respond to the needs of young people through the provision of an evidence based life skills program that has been tested by young people.

Over the last 20 years CREATE has grown from a group of hardworking advocates into an influential and independent body representing the voices of children and young people through evidence based

research and advocacy. We build on our achievements of the past to continue to promote a child protection and out-of-home care system that is truly child centred. Our goal is to ensure that CREATE continues to expand to meet the growing need and growth in the care population.

On behalf of the CREATE Board I would like to thank the amazing team at CREATE for their continuing dedication to providing opportunities to children and young people across a whole range of life areas. I would also like to acknowledge the support from federal and state governments and our corporate sponsors whose support is crucial in helping CREATE to carry out life-changing work across Australia for over 20 years.

**Richard Hill**  
Chairman  
CREATE Foundation





# from the CEO



“Working alongside children and young people gives us all strength and determination to create a better system. It is a pleasure and privilege to work with such a generous and inspirational group.”

It's been an incredibly important year for CREATE with the release of the follow up report to the benchmarking study done in 2013. Dr McDowall left no stone unturned to highlight the voices of children and young people and bring them to life in the Out-of-Home Care in Australia: Children and Young People's Views After Five Years of National Standards report. It represents the voices of 1,275 children and young people who have provided us with valuable insights into their perceptions and experiences of the care system. There were some encouraging results with 93% of children and young people stating that they felt safe and secure in their current placement. This signifies that the quality of care provided by carers is high, and for that we can be thankful.

However, there are many areas for improvement. There had been no real improvement in engaging with children and young people in the planning process regardless of whether it was transition, case, education or cultural planning. Our report clearly showed that children and young people wanted more engagement with the process and to be involved and know about what was in their plans. CREATE will now focus on planning over the next twelve months to really highlight to the sector the importance of engaging with children and young people to develop meaningful plans.

Our teams did remarkably well to bring the voices of such a large cohort of children and young people to life, and they are to be commended for their efforts. Additionally, we want to acknowledge the trail blazing states who have agreed to share information with CREATE to enable us to reach more children and young people so that their voices can be heard. Sincere thanks to the decision makers in Tasmania, South Australia, and Western Australia, you have truly made a difference to the lives of children and young people by ensuring that they all have the opportunity to have a say and be heard.

We've taken a new pathway and developed one of our flagship programs into a licensing package which means we'll be able to offer more programs to more young people. Our first two licences signify a more sophisticated way of diversifying our funding model and increasing our capacity to reach more young people. Many thanks to the team and Chief Executive Officer, Rob Ryan, at Key Assets, for their total commitment to making this dream a reality for CREATE and Key Assets. Also, special thanks to the South Australian Minister, The Hon Rachel Sanderson MP, and Chief Executive, Cathy Taylor, for their leadership in driving this initiative through their reform process.

We've also seen a review of our programmatic material, and Andrew Cummings has again been responsible for

assisting us to continuously improve what we do and has been instrumental in assisting us implement the new licensing model. Many thanks to Andrew for his continued support and commitment to improving and building on what we have on offer.

This year marks CREATE's 20th birthday, and there is a lot to celebrate! The journey since our humble beginnings has seen many improvements to the sector and would not have been possible without the support of our amazing staff, young people, and our dedicated Board of Directors. I'd also like to acknowledge the stellar work done by our early pioneers and founder Jan Owen, who really managed to change mindsets and forge through some of the barriers at the time where children's voices were not heard or recognised by decision makers.

Our work continues to be multifaceted and we are a small team that certainly punches above its weight. Our state teams are working at the coal face, and never lose sight of why we do what we do. Thanks to each and every staff member who has contributed to making this year the success it was.

A huge thank you to our committed Leadership Committee Members Beck, Linda, Lucas, Elisabeth, and Jecelyn for their continued support and

enthusiasm; and to Anne Wemyss for her work in shaping our model. We also acknowledge the wise counsel of our Chairman Richard Hill, and the Board Members at CREATE.

We could not do what we do without the continued support of our corporate partners. AMP Capital have continued to provide CREATE with ongoing financial support and volunteers, and for this we are grateful. Our long term partners PwC and King & Wood Mallesons have provided high levels of support for many years and enabled CREATE to focus on improving the system. We also saw some new partnerships emerge this year that we are excited about and they are recognised within this report.

Working alongside children and young people gives us all strength and determination to create a better system. It is a pleasure and privilege to work with such a generous and inspirational group. We reflect with pride at the year that was and look forward with renewed enthusiasm to the year ahead!

**Jacqui Reed**  
Chief Executive Officer  
CREATE Foundation

# vision, mission and core principles



## vision (what we hope for)

All children and young people with a care experience reach their full potential



## core principles (what we value)

- Children and young people are the centre of the work we do
- Our practice is inclusive and respectful of culture and diversity
- Our advocacy is independent, non-partisan, evidence based and driven by the voices of children and young people
- We believe that meaningful participation is essential for engaging children and young people
- Partnerships with government, NGOs and individuals are pivotal to success
  - We are enthused by creativity and fun
  - We invest in our people
- We provide a safe and inclusive environment for children and young people where they are safe, respected and have opportunities to have a say free of judgment and prejudice



## mission (what we do)

**Creating a better life for children and young people in care.** To do this we;  
**Connect** children and young people to each other, CREATE and their community to  
**Empower** children and young people to build self-confidence, self-esteem, and skills that enable them to have a voice and be heard to  
**Change** the care system, in consultation with children and young people, through advocacy to improve policies, practices and services, and increase community awareness

# CREATE's role

CREATE Foundation is the national consumer body for children and young people with an out-of-home care experience. CREATE represents the voices of over 45,000 children and young people who are in statutory care, and those who have transitioned from care, up to the age of 25.

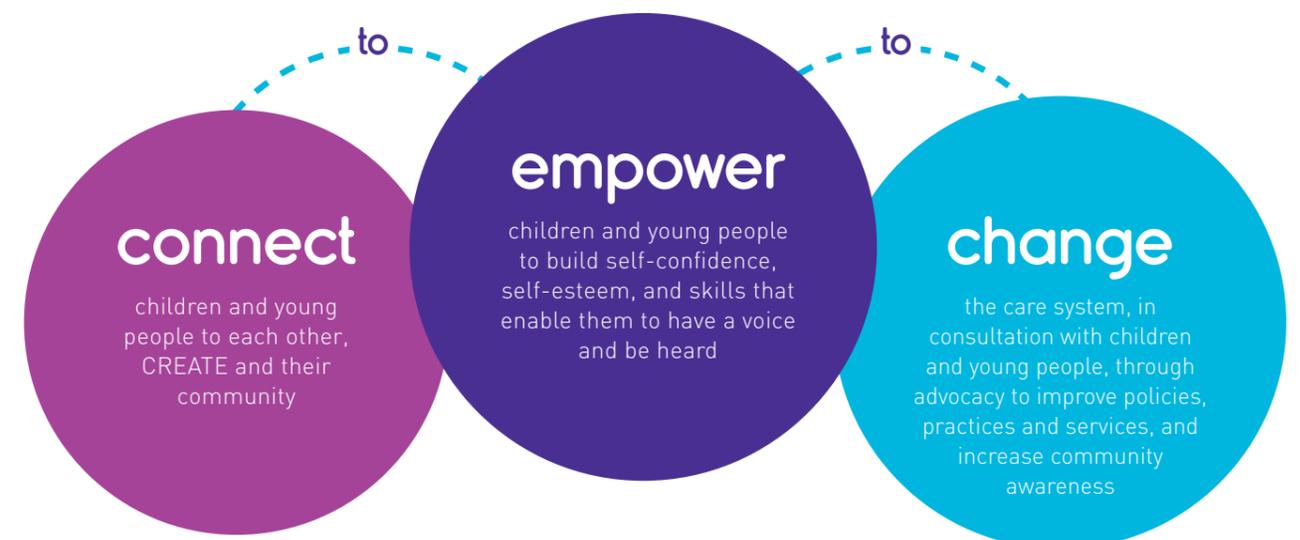
CREATE achieves its mission by facilitating a variety of programs and services for children and young people in care, and developing policy and research to advocate for a better care system. CREATE is the only independent, national advocacy body whose policy positions are directly informed by children and young people with a statutory care experience. We also campaign for change through research reports, submissions and discussion papers, and our involvement in a range of committees, forums and working parties.

The essence of CREATE's work is underpinned by our deep and abiding commitment to improving the lives of one of the most vulnerable groups of children and young people in society, and our priority is to work with the Aboriginal and Torres Strait Islander community to address the over-representation of Aboriginal and Torres Strait Islander children and young people within the care system.

This year CREATE launched our new Strategic Plan 2018-2021, which drives our commitment to improving the lives of children and young people with a care experience. We are strengthening our capacity to build strong working relationships with Aboriginal and Torres Strait Islander agencies to ensure our work remains culturally relevant and to amplify the voices of Aboriginal and Torres Strait Islander children and young people who are over-represented in the out-of-home care system. Our plan clearly expresses our commitment to ensure that children and young people are at the centre of what we do, and that their voices inform our advocacy through evidence based consultation and research. We continue to build on our brand and explore opportunities internationally to learn, grow and utilise practice wisdom to inform the work we do. We have made some impressive progress towards our Strategic Plan goals in our first year, including;

- Achieving a 10% increase in new clubCREATE members
- New information sharing agreements with governments in South Australia and Western Australia
- A number of states making commitments and introducing trials focussing on our goal for young people to have the right to have a placement supported within the care system until 21 years.

## strategic plan goals



# child protection landscape

The Australian Institute of Health and Welfare (2019) collects data on the number of children and young people who are in out-of-home care. As of 30 June 2018 there were approximately 45,800 children and young people in out-of-home care compared to 47,915 as of 30 June 2017, representing a 4.4% decrease.

Figure 1. Comparison on children and young people in out-of-home care



Similar to previous years, most children and young people in out-of-home care (93%) were in home based care, while 6% lived in residential care. Of the young people in home base care, 39% lived in foster care and 51% were in relative or kinship care.

There was variation in the number of young people in each placement type across jurisdictions, as shown in Table 1. For example, almost 48% of young people in out-of-home care in the Northern Territory were placed in foster care and 5% in kinship care, compared to Victoria where 20% of young people were placed in foster care and 69% in kinship care.

Table 1. Children and young people in out-of-home care by placement type, jurisdiction.

Type of Placement	NSW <sup>(b)</sup>	VIC <sup>(c)</sup>	QLD	WA <sup>(d)</sup>	SA <sup>(e)</sup>	TAS <sup>(f)</sup>	ACT <sup>(g)</sup>	NT <sup>(h)</sup>	TOTAL
Foster care <sup>(i)</sup>	43.5	20.3	45.9	43.3	36.5	45.8	33.9	47.6	39.4
Relatives/kin <sup>(i)</sup>	52.3	69.1	45.1	49.0	43.7	30.1	50.5	5.2	51.0
Third-party parental care <sup>(j)</sup>	0.0	2.0	0.0	0.0	4.2	17.5	10.7	0.0	1.4
Other home-based care	0.0	2.6	0.0	0.0	0.8	0.6	0.0	33.6	1.3
Family group homes	0.1	0.0	0.0	3.6	0.0	0.0	0.0	0.1	0.4
Residential care	3.0	5.3	9.0	3.3	13.6	5.6	4.8	11.1	5.8
Independent living	0.5	0.6	0.0	0.0	1.3	0.3	0.0	0.0	0.4
Other/unknown	0.5	0.1	0.0	0.9	0.0	0.1	0.1	2.5	0.3
<b>TOTAL</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Source. AIHW Child Protection Collection 2019.

- (a) Variation across jurisdictions in policy/practice for recording living arrangement types impacts on these results.
- (b) NSW data exclude children and young people on 'Guardianship Orders' (finalised third-party parental responsibility orders: non out-of-home care funded).
- (c) WA data exclude children on third-party parental responsibility orders and from 2015-16 includes children placed in boarding schools.
- (d) In SA, children in residential care includes children temporarily accommodated in commercial facilities such as private rental houses or apartments.
- (e) TAS data exclude children not under care and protection orders placed with relatives for whom a financial contribution is made under the Supported Extended Family or Relatives Allowance programs.
- (f) Out-of-home care data for the ACT includes some young people 18 years and over whose carers receive a full carer payment. This is generally to facilitate completion of schooling without change to the placement. Data for 2015-16 are not comparable to that reported in previous years, as in 2015-16 children on third-party parental responsibility orders have been separately classified, and of the 91 children, 50 were placed with relative/kin.
- (g) Out-of-home care data for the ACT includes some young people 18 years and over whose carers receive a full carer payment. This is generally to facilitate completion of schooling without change to the placement. In 2017-18 children on third-party parental responsibility orders have been separately classified, and of the 92 children, 53 were placed with relative/kin.
- (h) In the NT, 'Other home-based care' includes children placed with family day care providers.
- (i) Where a child is placed with a relative who is also fully registered to provide foster care for other children, the child is counted in the 'Foster care' category for VIC and the NT; the child is counted in the 'Relatives/kin' category in NSW, QLD, WA, SA, TAS and the ACT. Relatives/kin in some jurisdictions undergo assessment, registration and review processes similar to those for foster carers under the national definition, and are considered as (relative) foster carers in local practice, policy and reporting.
- (j) In VIC, SA, TAS and the ACT, children in out-of-home care on third-party parental responsibility orders have been classified as living in third-party parental care. Data for this category of reporting were not available for QLD, and are not applicable for NSW or WA.

Figure 2. Comparison of Indigenous, non-Indigenous children and young people in out-of-home care



Aboriginal and Torres Strait Islander children and young people continue to be overrepresented in the care population. The latest data found that Aboriginal and Torres Strait Islander children and young people are 11

times more likely to be in out-of-home care than non-Indigenous children and young people, and eight times more likely to receive child protection services.

Featured in photo from L to R: Jodie Griffiths-Cook (ACT Commissioner for Children and Young People and Public Advocate, Tilly (Super-Star), Susan Pellegrino (ACT State Coordinator, CREATE), Justin Barker (Executive Director, Youth Coalition of the ACT).



# award wins

**The fabulous work of CREATE staff and Young Consultants was recognised this year when our teams took out awards in the Australian Capital Territory and Western Australia.**

## ACT Young Consultant Tilleah (Tilly) Roselli – Young Canberra Citizen of the Year Individual Community Service Award

Tilly is passionate, intelligent and wise beyond her years. She has been a Young Consultant for approximately six years, and has shown herself to be a strong and thoughtful advocate for children and young people in out-of-home care. Tilly is also a fantastic

role-model and mentor for other children and young people engaged with CREATE, providing children, young people, and workers in the out-of-home care sector with hope and positive ways forward. Perhaps most notable is Tilly's ability to overcome personal challenges and adversity related to her own out-of-home care experience.

Tilly's courage in speaking up as a young person with her own care experience, and her ability to do so with such clarity and hope, means that decision-makers listen 'harder'. There is real strength and power in Tilly's voice as a young person who has been in the system, and we are grateful that she continues to advocate with us despite the frustration that often comes with needing to speak the same message many, many times. Amplifying the voices of children and young people is the corner-stone of CREATE's work and we would not be able to do the work we do without the commitment of Young Consultants such as Tilly.



## CREATE ACT State Coordinator Susan Pellegrino – YOGIE Award

The YOGIE Awards recognise, celebrate, promote and reward outstanding practice in working with young people in the Australian Capital Territory and surrounding areas. CREATE ACT State Coordinator, Susan was nominated by staff of the Youth Coalition of the ACT, and received the Staff Acknowledgement Award. The ACT Youth Coalition said this about Susan: "Whether she is cooking a BBQ while wearing a gorilla costume or speaking in a formal meeting, Susan wears her heart on her sleeve. It is this vulnerability that shows young people that she truly cares for them, and shows the rest of us her passion for improving their lives".

In 2018 CREATE in the Australian Capital Territory received the ACTCOSS (ACT Council of Social Services) Community Sector Award for 'Amplifying the Voice of Lived Experience'. The CREATE team received this award for their delivery of empowerment programs through which they have built key stakeholder connections in the out-of-home care sector, enhancing the impact of CREATE's systemic advocacy.

## WA CREATE Young Consultants – WA Young Achiever Award

The Achiever Awards recognise Young Western Australians aged 15-25 for their dedication to ongoing education and training. This year four fabulous CREATE Young Consultants were recognised for achievements in overcoming adversity and Snapping the Stigma around children and young people with a care experience!

**I learnt from a very young age that I have to do things myself if I want things done.**

**– Shannieka, Young Consultant**



16.7%

Membership increase  
Strategic Plan Goal Achieved!



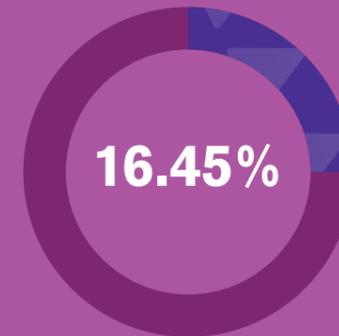
4,650

Number of new members

765

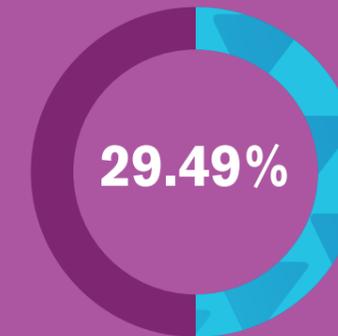


New members are Aboriginal and/or Torres Strait Islander children and young people



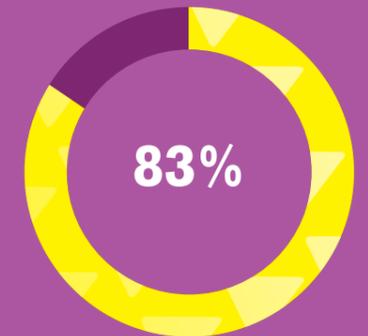
16.45%

of new memberships are Aboriginal and/or Torres Strait Islander children and young people



29.49%

of all current members are Aboriginal and/or Torres Strait Islander children and young people



83%

83% of clubCREATE members surveyed felt more connected to others in the care system as a result of CREATE

## connect

### connecting children and young people to each other, CREATE and their community

clubCREATE is the entry point for children and young people with a care experience to build relationships with each other, engage within their community and facilitates their access to CREATE's many programs and services. Open to young people aged 0 to 25 with a statutory care experience nationally, clubCREATE connects with our members via our magazines, events and activities, social media and websites.

#### STRATEGIC PLAN GOAL:

Achieve a minimum 10% increase in new members in clubCREATE.

### clubCREATE

This financial year CREATE has again seen an increase in the number of children and young people connecting with our clubCREATE program. We have seen a membership increase of over 16% across Australia, which includes 4,650 new members. Due to our constant work connecting and advocating for Aboriginal and Torres Strait Islander children and young people, we are proud to report that over 29% of all clubCREATE memberships are children and young people who identify within this cultural group, and over 16% of all new memberships are children and young people who identify as Aboriginal and/or Torres Strait Islander. We continue working to ensure we remain culturally relevant for all clubCREATE members, including creating and fostering relationships with advisors within Indigenous communities.

Year	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Number of Members	2,077	3,852	5,088	6,225	7,481	9,376	11,965	12,728	14,627	16,216	16,885	20,272

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	TOTAL
clubCREATE Membership Target 2019	350	5,105	1,108	3,239	1,737	1,356	2,499	2,140	17,534
Achieved	220	5,721	726	2,937	1,479	1,263	2,038	1,832	16,216

## clubCREATE in a year



4,526

Welcome Packs



19,057

Birthday Cards



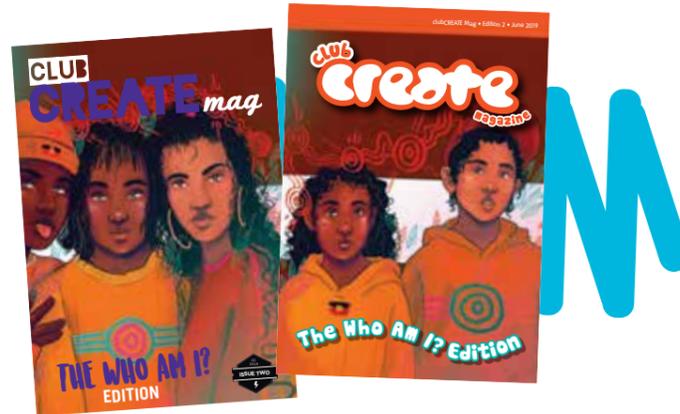
81,962

Magazines  
(Hard and E-Copy)



## joining clubcreate

When young people join clubCREATE they receive a Welcome Pack which includes information to help them to understand their rights, the care system and CREATE's programs. The pack also contains a membership card, sticker and wristband, along with the latest edition of the clubCREATE magazine. Every year each clubCREATE member also celebrates their birthday with a colourful and fun hand written birthday card, reminding them that they are valued on their special day. We also regularly send members invitations to CREATE Connection Events and empowerment programs in their state.



## information sharing agreements

For a number of years CREATE has been lobbying state and territory governments around Australia to provide us with the contact details for all children and young people in care, allowing clubCREATE membership to be provided to children and young people on an opt-out rather than opt-in basis. We are eager to access the contact details of children and young people in care as it allows us to more easily and efficiently inform them of CREATE's independent services and programs, their rights, and provide opportunities for connection.

Currently we estimate approximately one third of our time is spent trying to connect with children and young people and ensure that once we have their details, they remain up to date. For a small organisation with limited resources, this can inhibit our ability to focus on providing our services to and empowering all young people in care. This year we saw the South Australia and Western Australia governments join trail blazing Tasmania in providing CREATE with contacts details for all children and young people, allowing us to provide our services to thousands more children in care!

### STRATEGIC PLAN GOAL:

Strategic Plan Goal: Information sharing, with CREATE and governments, is implemented in each state and territory.

## clubCREATE magazine

CREATE produces and distributes clubCREATE magazines to our clubCREATE members around Australia every three months. The magazines are divided into two versions, one for our members aged 12 years and under, and one for members aged 13 years and over. The magazines allow our members to keep connected to one another by reading stories about other children and young people in care, while also providing information about being in care, and featuring fun stuff like competitions, recipes and jokes. The magazines also include a 'Round-Up', providing members a summary of what has been happening and what events are coming up in their state or territory. All clubCREATE members under 18 years of age receive a hard copy of the magazine in the mail, unless they indicate they wish to receive the magazine electronically. clubCREATE members 18 years and above receive an electronic copy of the magazine by email unless they indicate they wish to receive a hard copy.

This year CREATE set up a Young Consultant Editorial Committee for our clubCREATE magazines, which has helped to ensure our content is relevant and engaging for our members. Thanks to Young Consultants Zac, Caroline, Jasmine, Ash, Sharna and Bec for not only providing advice but writing a number of articles for the magazine as well!

# e-marketing



In the 2018-2019 financial year CREATE has maintained strong growth across our digital platforms, including our CREATE Foundation and CREATE Your Future websites, our social media channels, and our email marketing. This year we focussed on tailoring our content to the needs of each social media platform's target audience. This strategy led to a 12.3% increase in our number of followers on our social media channels, and a 17.8% increase in our email subscribers. We continued our Stigma campaign by sharing stories, articles and videos of amazing young people with a care experience and their achievements on social media. These posts continued to resonate with our audiences, accumulating more than 1,400 engagements across our social media platforms!

Our email marketing has also seen significant improvements in engagement, with a 4% increase in average email opens and a 1.5% increase in average click throughs in comparison to the 2017-2018 financial year.

The Out-of-Home Care in Australia: Children and Young People's Views After Five Years of National Standards Report proved to be an incredibly popular page on our website. From the report's launch in March 2019 until the end of the financial year, the page received 3,423 unique visitors.

## social media reach

	👍	🐦	in	📷
June 2015	2,314	3,766	-	-
June 2016	3,730	4,654	561	257
June 2017	4,946	5,009	707	464
June 2018	6,229	5,316	943	859
June 2019	7,281	5,487	1,216	1,058

facebook.com/CREATEfnd

CREATEfnd

@CREATEfnd

CREATE Foundation

youtube.com/CREATEfnd



“CREATE is a great place to make friends – thanks for getting me out of the house!”  
– clubCREATE member

There are always so many laughs at these events and it is great to connect with so many children, young people, carers and family members.

A big shout out to the NT Foster and Kinship Carers Association, Territory Families, Nightcliff Lions Club Darwin, Palmerston Lions Club, Alice Springs Lions Club, BluEarth, Larrakia Nation, as well as our fantastic volunteers and everyone who has made these events so special - we couldn't have done it without you!

# connection events

Connection Events form an important part of CREATE as they provide children and young people with a sense of belonging, and lay the foundation for CREATE's work. The opportunity to meet their peers face to face at fun activities and share their own stories allows children and young people to feel less isolated and stigmatised for being in care. Connection Events provide a safe environment to enable and support the building of natural friendships, and for children and young people to find they are not alone in their care experience. CREATE's Strategic Plan 2018-2021 also highlights a focus on making sure our events are accessible and relevant for Aboriginal and Torres Strait Islander children and young people, and children and young people from Culturally and Linguistically Diverse backgrounds.

**61**  
connection events held across Australia attended by a total of 5,268 children and young people with a care experience

**31%**  
of children and young people attending connection events identified as Aboriginal and/or Torres Strait Islander

**7%**  
of children and young people attending Connection Events identified as Culturally and Linguistically Diverse

**971**  
separate sibling groups attended Connection Events across Australia

## connections in the northern territory

CREATE in the Northern Territory have had some brilliant Connection Events over the last year, bringing everyone together, from children and young people to carers and family members through fun-filled activities.

As usual CREATE teamed up with Territory Families and the NT Foster and Kinship Carers Association to hold Christmas parties in both Darwin and Alice Springs. With over 420 people attending the Darwin Christmas party, this event is more popular each year. Events held during the year in Alice Springs included trips to Desert Park, a Splash Pool Party complete with boat making and racing activities, and a Winter Wonderland party with a wealth of games! The CREATE team also hit the road and ran a fabulous Connection Event in Katherine where carers and young people enjoyed games, a swim and a barbeque before kicking back to watch Christopher Robin at a mobile cinema. Activities in Darwin also included a picnic at the waterfront followed by a Razzmatazz magic show, and Easter Egg hunts at the water park.





### christmas connection event in townsville

The new CREATE office in Townsville held their first Christmas Party Connection Event this year, celebrating the end of the year cooling down at the Barra Fishing & Fun Park. Over 50 clubCREATE members and their families enjoyed the water park's inflatable slides, getting active and having loads of fun!

“It's so great to get out of the house and do something!”  
— clubCREATE member

### sibling connection events in the australian capital territory

Thanks to funding from SNOW Foundation, CREATE in the Australian Capital Territory were able to hold a number of Connection Events, big and small, focussed on creating opportunities for children and young people to see siblings, cousins and other people who are important to them. One of our favourite events is 'Come and Play', a day for siblings who are living apart to come together for the whole day. CREATE provided a day of activity and 'down time', allowing siblings time to play, eat and rest together, with yummy food and games, crafting and Lego, ten-pin bowling, a Polaroid family picture, and a movie to close the day. This big day could not have happened without the support of staff from a number of organisations, and we would like to say a massive thanks to St John's Youth Care 'RAW', ACT Together and FLIP.



### easter connection event in victoria

This year CREATE in Victoria decided to celebrate Easter with the animals! We popped on our rabbit ears and headed over to Werribee Open Range Zoo for a great event with just under 200 young people and their families, carers, and workers. We set up a 'do it yourself' face painting table where young people painted their siblings and carers faces, producing some very creative results! Lunch was provided by the very generous Rapid Relief team and young people enjoyed choosing prizes from the prize draw. After lunch everyone had the chance to explore the amazing zoo. Special thanks to Menzies Foundation, DOXA, Whitelion, Jesuit Social Services, ANCHOR, Anglicare St Luke's, Rapid Relief, Recoveries Corp, Youth Law, Foster Care Association of Victoria and the Commission for Children and Young People for their help this year!

“Thank you so much for a fantastic day yesterday. It was really great having a whole day for siblings to be together, just them. Tom had a great day and said he felt like he knew Helen better than before.”  
— Foster Carer



# empower

Empowering children and young people to build self-confidence, self-esteem and skills that enable them to have a voice and be heard

## youth advisory groups

Youth Advisory Groups (YAGs) provide young people with a platform to have their voices heard and to feel empowered. YAG meetings are an opportunity for young people to speak up about issues they are facing in the care system and to actively participate by providing input into resource development, programs and general government and organisational policy. YAGs held regularly in each state and territory and are usually coupled with a fun activity. YAGs form an important part of ensuring young people know they are being listened to and that their words can contribute to positive change.

“I like getting to know people that have been through what I have been through.”

— YAG participant

## YAGs July 2018 to June 2019

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	TOTAL
Number of Events Held in Reporting Period	14	22	23	21	14	11	21	11	137
Total Number of CYP attending these Events	128	138	173	168	104	140	129	98	1,078
Total Number of Indigenous CYP attending these Events	38	33	122	88	27	33	16	15	372

CYP = Children and young people

## youth advisory groups in tasmania

During 2018-2019 Youth Advisory Groups (YAGs) in Tasmania were attended by a whopping 155 young people. These young people came together to connect with each other, have their voices heard and contribute towards positive change within the out-of-home care system.

YAG topics are driven by the young people's voices, taking into account areas of focus which they have identified as being important. This year young people provided feedback on topics such as case and care planning, what makes great carers, permanency options, maintaining contact with important people, and general feedback on what's working and what could be improved within the care system.

A highlight of our YAGs this year was an art piece developed to showcase young people's individual identity. The art piece was developed in order to create awareness of the need for case and care plans to be individualised.

Young people enjoyed reconnecting with each other and making new friendships through fun team building activities such as bowling, heading out for



dinner, trampolining and mini golf.

CREATE in Tasmania has utilised the feedback gained throughout the YAGs to inform state advocacy initiatives, along with contributing towards CREATE's national advocacy work.

A huge shout out to all of the young people involved in YAGs across the country this year, we are so grateful to have had the opportunity to hear your voices in order to contribute towards positive change.

## new speak up promotional material

During the 2018-2019 year CREATE developed new promotional material for our Speak Up program to assist staff in promoting the program to young people. The material features art by friend of CREATE, acclaimed Torres Strait Islander artist Michelle Tyhuis. The new material includes a Speak Up webpage, flyers, posters and brochure aimed at carers and workers.

Seeing young people use their voice... the power this has on them, still astounds me – to have a young person in your home who feels voiceless and to witness the impact Speak Up can have on these young people.

– John, Foster Carer



# speak up

Speak Up (SUP) is an empowerment training program that teaches young people leadership and speaking skills. Over three levels, SUP training aims to build on the advocacy and leadership skills of young people as experts with lived experience of the system, empowering them to become CREATE Young Consultants. As Young Consultants they will be able to represent CREATE to effectively voice their opinions into policy, media and other feedback mechanisms within the out-of-home care system.

### STRATEGIC PLAN GOAL:

Children and young people with diverse backgrounds, including Aboriginal and Torres Strait Islander peoples, are empowered through participation in CREATE's programs and activities to confidently express their voices and be heard.

## speak up attendance july 2018 to june 2019

208

Number of CYP attending Level 1

77

Number of Indigenous CYP attending Level 1

172

Number of CYP attending Level 2

66

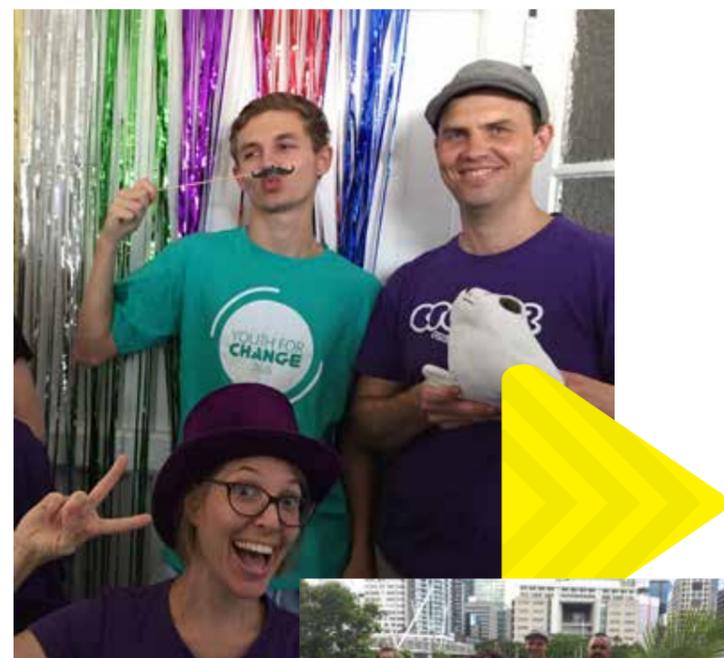
Number of Indigenous CYP attending Level 2

110

Number of CYP attending Level 3

51

Number of Indigenous CYP attending Level 3



## speak up in queensland

CREATE in Queensland had a HUGE year of Speak Up programs engaging over 70 young people across Brisbane, Sunshine Coast, Cairns and Townsville. CREATE has formed some great partnerships with Child Safety Services Centres, Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP) and other community partners to deliver the program to more young people throughout the state.

Over the last year, we have been able to witness the Speak Up program bring together young people from a care background. It has been an amazing experience to watch young people who have never met before to bond quickly over their shared experiences and feel as though they have found a safe and welcoming space where they are understood. For some young people it's the first time they have been in a room of other young people 'like them'. It's great to know that young people feel heard and connected to each other and CREATE!

# CREATE your future

The CREATE Your Future (CYF) program provides young people aged 15-25 with the relevant skills and knowledge to feel supported in their transition from care to independence. Through a range of experiential workshops centred around life skills, decision-making and self-awareness, this program aims to enable young people to be equipped with abilities that will enable them to excel when they leave care. In addition to achieving skill-based competencies, such as managing finances, being healthy and navigating the rental housing market, young people are also guided through the steps required to think critically, make informed and independent decisions, and understand their identity and role in the community.

**The program is supported by the following dedicated resources to enable young people to reach their full potential:**

**Workshops** covering the following life domains; relationships, employment, identity, wellbeing, money, housing, support services, participation and inclusion.

**Website** an online platform providing young people with round-the-clock access to practical information and resources regarding independent living.

**Grant Scheme** yearly grants awarded to clubCREATE members to assist them into independent living, including grants towards education and training, driving lessons, IT, and travel and conferences.

**Go Your Own Way Kit** a national leaving care resource filled with information to assist young people with planning their transition from care.

**Sortli** a free mobile app created by young people, for young people, to assist them with their transition to independence.



	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	TOTAL
Number of CYF Workshops	2	0	3	0	2	8	6	7	28
Total number of CYP attending	18	0	22	0	6	85	58	49	238
Total number of indigenous CYP attending	6	0	16	0	2	24	6	15	69

CYP = Children and young people



## CREATE your future retreat in western australia

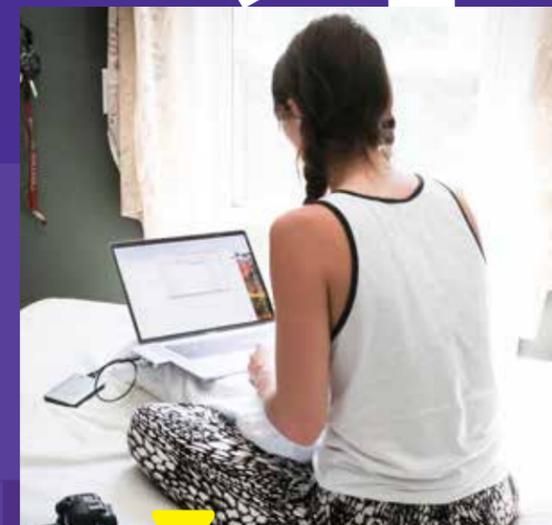
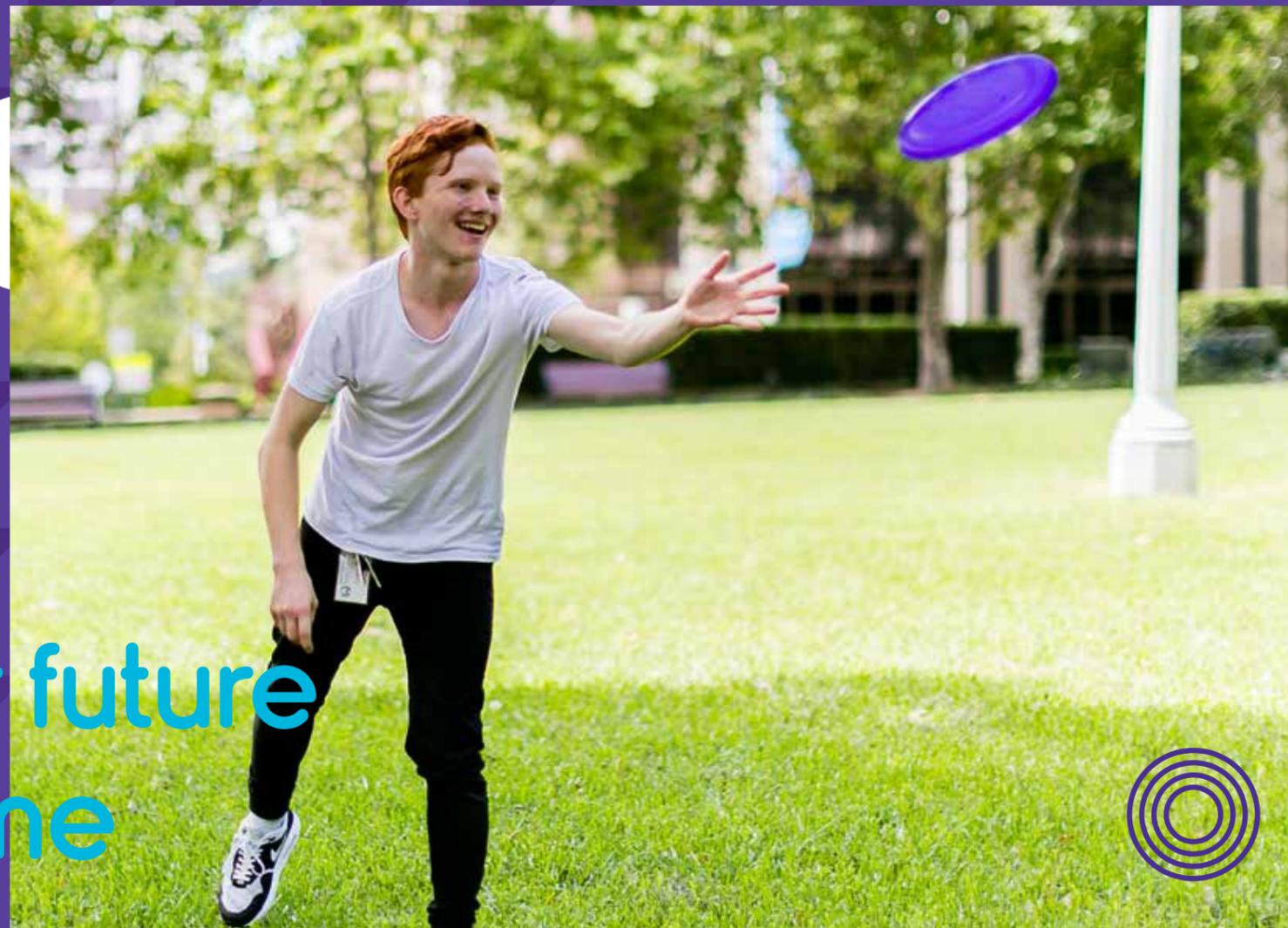
In 2019 CREATE in Western Australia, with the support of the Peter and Elizabeth Moore Foundation, ran the CREATE Your Future Retreat for young people aged 15-17. This was a 3 day, 2 night getaway supporting young people to prepare for leaving care through building key life skills and connecting them with other young people leaving care. Leaving care has been identified by young people as a challenging time with the need to develop a range of life skills, as well as to navigate a lot of changes in their social support networks. This Retreat was based around the CREATE Your Future workshops 'Selfhood' and 'Call Your Shots'. As well completing these workshops, young people had the opportunity to explore culture with Dreaming Stories, make some new furry friends at the Wildlife Park, discover self-expression through music with a DrumBeat Workshop, and challenge themselves with the exhilarating Crate Stack Challenge! Congratulations to the group for building and climbing crate stacks of over 4 metres.

**The first time I came to CREATE was to do a camp, I was so scared but by the end of it I was in love with it.**

**– CYF Camp Participant**

We are proud to say that of the young people who attended the 2019 CREATE Your Future Retreat have continued to stay connected to CREATE, with a number completing Speak Up and becoming CREATE Young Consultants connected to each other and CREATE!

# CREATE your future grant scheme



Every year CREATE awards a series of grants to young people with a statutory care experience aged 15-25, who are preparing to transition to independence. This year CREATE was able to award 21 grants totalling over \$22,000, including:

- 8 Driving Lesson Grants
- 7 IT Grants
- 2 Educational Courses through TAFE
- 1 International Travel Grant to attend a World Conference in the Creative Arts

The focus of these grants is to provide vital support in areas such as:

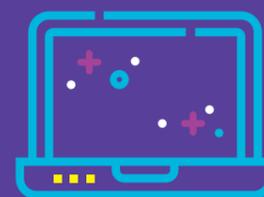
- Provision of driving lessons to increase independence and employment opportunities
- Provision of laptops to support students with their studies, with a number of grants being made to

students in rural locations allowing them to access online training opportunities for the first time

- Funding for training courses such as a chainsaw ticket and for equipment like tools for young tradespeople completing their apprenticeships
- Funding for travel and conferences including CREATE's Voices in Action; *Nothing About Us Without Us* 2019 Conference, and the World Harp Congress 2020 in Cardiff, Wales for an aspiring performer

CREATE would like to give a special thanks to the following organisations who helped make the grant scheme a reality this year:

- Charter Hall
- State Trustees Victoria (Octavia Simmons Scholarship)
- Territory Families



**\$7,700**

Laptops



**\$5,840**

Driving Lessons



**\$2,080**

Education & Training



**\$8,000**

Conferences



Pictured above L to R: Rob Ryan (CEO, Key Assets Australia), Andrew Cummings (CREATE Consultant) and Farron Studt (Strategy and Development Manager, Key Assets Australia).

## cyf licensing project

Over the last year CREATE has been expanding our CREATE Your Future program by developing a licence that enables our partner organisations to deliver CREATE Your Future workshops to young people with a care experience. This new and innovative approach will significantly increase the number of young people who are supported in their transition from care to independence by taking part in the CYF workshops. The CYF licence includes a suite of materials covering eight themes, intensive training in the CYF program, presentation and facilitation skills training, and practical support from experienced CYF facilitators. In 2019 our first two licences were signed with Key Assets and the South Australia Department for Child Protection.

## sortli 2.0

It has been a big year for CREATE's mobile app Sortli, a free app packed with information to help young people with their transition to independence. Sortli includes step-by-step guides to help young people navigate some of life's biggest challenges, such as finding a place to live, looking after their health, managing their money, and finding a job or education opportunities.

Sortli was officially launched in South Australia at the National Child Protection Week Forum in September 2018, becoming the fourth state version alongside Queensland, Victoria and Western Australia. The launch was hosted by Chief Executive of the South Australia Department for Child Protection, Cathy Taylor, and CREATE SA Coordinator, Claudine, and featured fabulous CREATE Young Consultants Brooke and Tricia who both spoke about their transition from care and their experiences with Sortli.

Sortli also underwent a major feature upgrade in May 2019, making it even easier for young people to find the information they need, when they need it. Young people can now more easily set goals and track their progress with the Goal List, make a budget they can stick to with the Budget Planner, and find contact details for important services with the new Want to talk to someone? button.

CREATE is very proud of the impact Sortli has had on young people transitioning from care, and we look forward to further expanding the app's reach and capability in the future.

“Being able to access different organisations for help is easy and can be a real life saver for those struggling.”  
— clubCREATE member, 20



# 4,308

Sortli app downloads by Australian users in 2018 — 2019

### STRATEGIC PLAN GOAL:

Children and young people have access to useful tools to enhance their life skills



## the hour of power

Four and a half years ago, CREATE in Victoria found a critical gap in the work that we do in creating change in the out-of-home care sector. We had a number of Young Consultants who were seeking more avenues to connect with policy makers, and a new state government who were really keen to hear from our Young Consultants and to use their ideas to inform their decision making.

The Hour of Power (HOP) was born as a way to meet these needs and, as a bi-annual forum, is now a well-recognised avenue for young people with lived experience of the care sector to present key issues as they see them, and their ideas for policy and practice change. This forum bridges the gap between Ministers, Commissioners and other key decision making bodies with young people who have lived experience and ideas about how to create positive change.

In October 2018 we held our Election HOP, where Young Consultants interviewed representatives from the three major political parties (Labor, Liberal, Greens) on topics including extending care to 21, mental health, youth justice, interstate care and communication across the sector.

Our Post Election HOP in March 2019 consisted of new Ministers, Minister Luke Donnellan for Child Protection and Minister Ben Carroll for Youth Justice, and offered them their first opportunity to speak directly to young people about key issues including worker retention, education, mental health for young men in residential care, and supporting kinship care.

Young Consultants greatly enjoy having this strong platform and the opportunity to facilitate the entire event, which proves to be an empowering mechanism



for them to use their voice in front of up to one hundred people who represent all areas of the sector. Here are some reflections from Young Consultants who have been key players in driving the HOP:

“HOP has helped me to empower other Young Consultants to be their utmost best!”

— Ash, 25

My top moment from HOP is that my voice was heard and from it I got a foot in the door to my dream job. Now I'm working as a trainee at DHHS and it's a dream come true. You get to use your voice for good.

— Mae, 24





“Because CREATE gave me a voice, my voice has allowed me to follow my passion and advocate for change and better quality of life for children and young people in out-of-home care.

– Young Consultant



# change

**Change the care system, in consultation with children and young people, through advocacy to improve policies, practices and services, and increase community awareness**

CREATE works to provide children and young people with the opportunity to share their experiences and participate in the decisions that shape the delivery of child protection services throughout Australia.

## policy and advocacy

CREATE aims to change the out-of-home care system to improve the lives of children and young people. An important part of this is our commitment to young people being central to everything we do at CREATE, and ensuring their voices are heard and ideas for change are taken on board by key decision makers.

This has been a busy year in the policy and advocacy space, with CREATE engaged in several Senate Committee inquiries and state based Royal Commissions, such as the Royal Commission into Victoria’s Mental Health System and the

Our Booris, Our Way review of Aboriginal and Torres Strait Islander children and young people in contact with the child protection system in the Australian Capital Territory. Young people’s voices have been front and centre of our advocacy, with many young people having the opportunity to speak at inquiries, meetings, conferences and in the media.

A major achievement this year has been the launch of our major report on how the child protection systems across the states and territories have been upholding the National Standards for Out-of-Home Care. The report was launched with a roadshow across the country, with several of our young people being featured in the media sharing their powerful stories. The messages within this report are guiding our ongoing advocacy and strategic priorities to improve the care system and ensure all young people reach their full potential.

“CREATE goes above and beyond to ensure everyone feels comfortable to express their views about their time in care.

– Young Consultant

This year CREATE was also an active member of the Family Matters campaign, a national initiative to ensure Aboriginal and Torres Strait Islander children and young people grow up safe and cared for in family, community and culture. Also at a national level, we promoted the voices of children and young people with a care experience at the National Forum for Protecting Australia’s Children.



# turning voices into action

CREATE wants change in the care system to be driven by the voices of children and young people with a care experience. This means not only listening, but using what they say to influence policy and practice change.

## the royal commission into institutional responses to child sexual abuse

The Royal Commission into Institutional Responses to Child Sexual Abuse delivered its final report in December 2017. The report made 409 recommendations for making institutions safer for children and young people. Since the release of the report, implementation of the National Redress Scheme has been ongoing, and the Australian Government and the National Children's Commissioner have developed the National Principles for Child Safe Organisations. These principles help organisations to develop a child safe culture and adopt practices that promote child well-being. CREATE is committed to being a Child Safe Organisation, and is currently reviewing policies and practices to ensure we are aligned with the Principles.

## submissions

CREATE informs policy and practice change through submissions, an advocacy tool through which we can communicate the voices of young people to state and federal inquiries. Submissions made this year have covered a range of issues. CREATE has made submissions regarding how the recommendations from the Royal Commission should be implemented, such as a submission to the Australian Capital Territory government arguing that ministers of religion should not be exempt from being required to report knowledge or suspicions of child abuse formed on the basis of information disclosed in a religious confession.

Most recently CREATE has made a submission to the Royal Commission into Victoria's Mental Health System which was informed by a YAG facilitated to gain young people's views on the barriers they face in accessing mental health care. Young people spoke about their experiences of stigmatisation and the lack of services suitable for complex mental health concerns and trauma.

**I am 17 and my mob are Gurindji. I like CREATE because I like learning about my rights in care and meeting the bosses of Territory Families to change things.**

— Young Consultant



## Other submissions made, related to:

- Review mechanisms for child protection related decisions in the Australian Capital Territory
- Our Booris, Our Way independent review of Aboriginal and Torres Strait Islander children and young people in contact with the child protection system in the Australian Capital Territory
- The development of a permanency framework for children and young people in the child safety system in Tasmania
- Amendments to youth justice legislation in the Northern Territory and Queensland
- Adoption reforms in the Australian Capital Territory

in care. CREATE has continued to strongly advocate that adoption is not a panacea for all young people. CREATE is also concerned about the repercussions of this for Aboriginal and Torres Strait Islander children and young people, for whom adoption may have the effect of disconnection from culture and community.

## permanency and stability

An important discussion being held across the nation is how to address the instability of the care system. Some people within the sector are advocating for increased consideration of adoption for young people

CREATE currently sits on several steering committees investigating adoption and permanency outcomes, communicating results from consultations recently conducted in Queensland, the Northern Territory and Western Australia with young people on their views regarding stability. The results of such consultations, which include ensuring young people are involved in decision making, are able to maintain contact with family and culture, and feel safe and valued with their carer, will also inform a conference workshop in Western Australia hosted by Young Consultants about managing conflict between a carer and young person.



**“We are absolutely committed to ensuring that their voices are heard, and heard better, both in their individual circumstances and in relation to building a stronger system to keep young people strong, safe and connected.**

**– Rachel Stephen-Smith, ACT Minister for Children, Youth and Families**

The report was launched in Sydney with an opening address from the Children’s Commissioner, Megan Mitchell, who focussed on the importance of young people’s right to be heard. CREATE then hosted a roadshow where we took the report around the country. Several of our Young Consultants spoke about the results on various radio shows and to a number of newspapers around the country. As well as gaining the attention of the public, the experiences of young people captured in the report caught the attention of politicians and was mentioned in Australian Capital Territory Parliament.



At each event our young people who spoke about their experiences and answered questions from sector professionals did so with resilience and impact. They spoke honestly about what was working well in the system and what needed immediate improvement.

CREATE is committed to taking on board the messages of young people and advocating for children and young people to be more involved in case planning and decision making, for more adequate planning for young people transitioning from care, and for young people to be safe and secure regardless of what placement they are in. CREATE will also work with Aboriginal and Torres Strait Islander organisations to support Indigenous young people to feel connected to community and culture.

**“If you want to know what is best for the child, ASK them. If a decision is needed to be made, INCLUDE them. If you want them to come to you about their feelings and what not, RESPECT them. Always CARE for them. And of course, just LOVE them.**

**– Young Consultant**



# CREATE national report launch

## sibling connection events in the Australian capital territory

This year CREATE launched its much anticipated report, Out-of-Home Care in Australia: Children and Young People’s Views After Five Years of National Standards. In this report CREATE asked 1,275 children and young people around Australia about their care experience, particularly in terms of whether the state and territory Departments were meeting their needs surrounding placement stability, education, health, contact with family, transitioning from care, and whether they felt they were able to participate in decisions that affected their lives.

### Some of the key findings from the report include:

- 93% of participants indicated they felt safe and secure in their placement, however only 69% of young people in residential care felt this way
- Only 44% of participants knew about their case plan
- 16% of participants said they rarely or never got to have a say in decisions affecting them
- One third of Aboriginal and Torres Strait Islander participants were strongly connected to their culture, however another third said they had little or no connection
- Young people expressed anxiety about transitioning from care, particularly with finding housing, employment and managing finances.

# progress on strategic plan goals

CREATE's Strategic Plan 2018-2021 outlines our advocacy goals and objectives over the coming years which will help us achieve our aim of changing the care system to improve the lives of children and young people with a care experience. Some of our goals include ensuring young people have a right to a placement supported within the care system until 21 years of age, and that every state and territory has provisions for transition support up to the age of 25. These goals align with a major nationwide campaign called Home Stretch, of which CREATE is a member. Providing supported accommodation until 21 years of age and ongoing support, such as through mentoring, financial assistance or casework, until 25 are important means of reducing poorer outcomes experienced by many young people leaving care, such as homelessness and unemployment.

There has been some movement across Australia to extend support for young people leaving care, and

## youth justice report

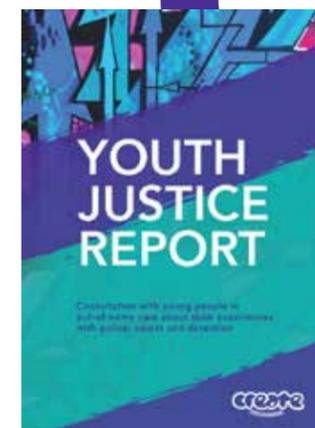
Young people with an out-of-home care experience are more likely to have contact with the youth justice system than their peers. CREATE conducted a national consultation with young people about their experiences in the justice system and their ideas for improving how police and courts treat children and young people with a care experience, and released the findings in the Youth Justice Report in late 2018. CREATE has used these findings in submissions to governments to change youth justice legislation to ensure young people who do come into contact with the justice system are treated with respect, their rights are upheld, and they have the support to stop reoffending.

In 2019 media attention focused on the issue of young people in Queensland being held in watch houses, premises designed to detain adults. CREATE advocated alongside many other stakeholders,

many states have come on board to implement trials. Tasmania announced it will extend the leaving care age to 21, with a commitment to trialling policies for extending payments to carers. South Australia has started a program where carers can receive payments to support the young person to remain in their placement until they turn 21, but work is still needed to support young people who are not in a foster or kinship placement.

Western Australia has committed to Homestretch and have begun a trial in Perth with a small number of young people. Victoria are also trialling Homestretch, enabling approximately 250 young people leaving care to stay with foster or kinship carers, or find alternative accommodation if they live in residential care. CREATE Young Consultants have been involved in the design of these trials.

including the Public Guardian, for the removal of young people from the watch houses to environments suitable for children, as well as ensuring adequate access to basic necessities and education. Again, our young people were key in driving this advocacy, speaking at a public hearing for the need to listen to young people and understand why they are offending, to provide the best help to address offending, as well as the need to raise the age of criminal responsibility.



## consultations in new south wales

CREATE regularly conducts consultations with young people about particular issues within the care system. The aim of these consultations is to gain understanding of young people's experiences, and seek their ideas and recommendations on how the system could be improved.

On behalf of the Department of Education, CREATE undertook a series of consultations in late 2018 with children and young people across New South Wales about how they felt carers could support them to achieve their educational goals. CREATE spoke to 42 young people across metro and regional New South Wales who were in foster or kinship care.

Overall, young people had positive experiences at school and good relationships with peers and teachers. Carers were described by young people as important avenues of support in helping them have positive outcomes at school. Carers provided practical support, such as helping them with homework, as well as emotional support, however young people placed the most value on carers advocating on their behalf to ensure their school understood their needs. Young people felt there needed to be more communication and collaboration between schools and carers, and suggested schools look at ways of engaging carers in schooling to provide them insight into the young person's schooling experience.

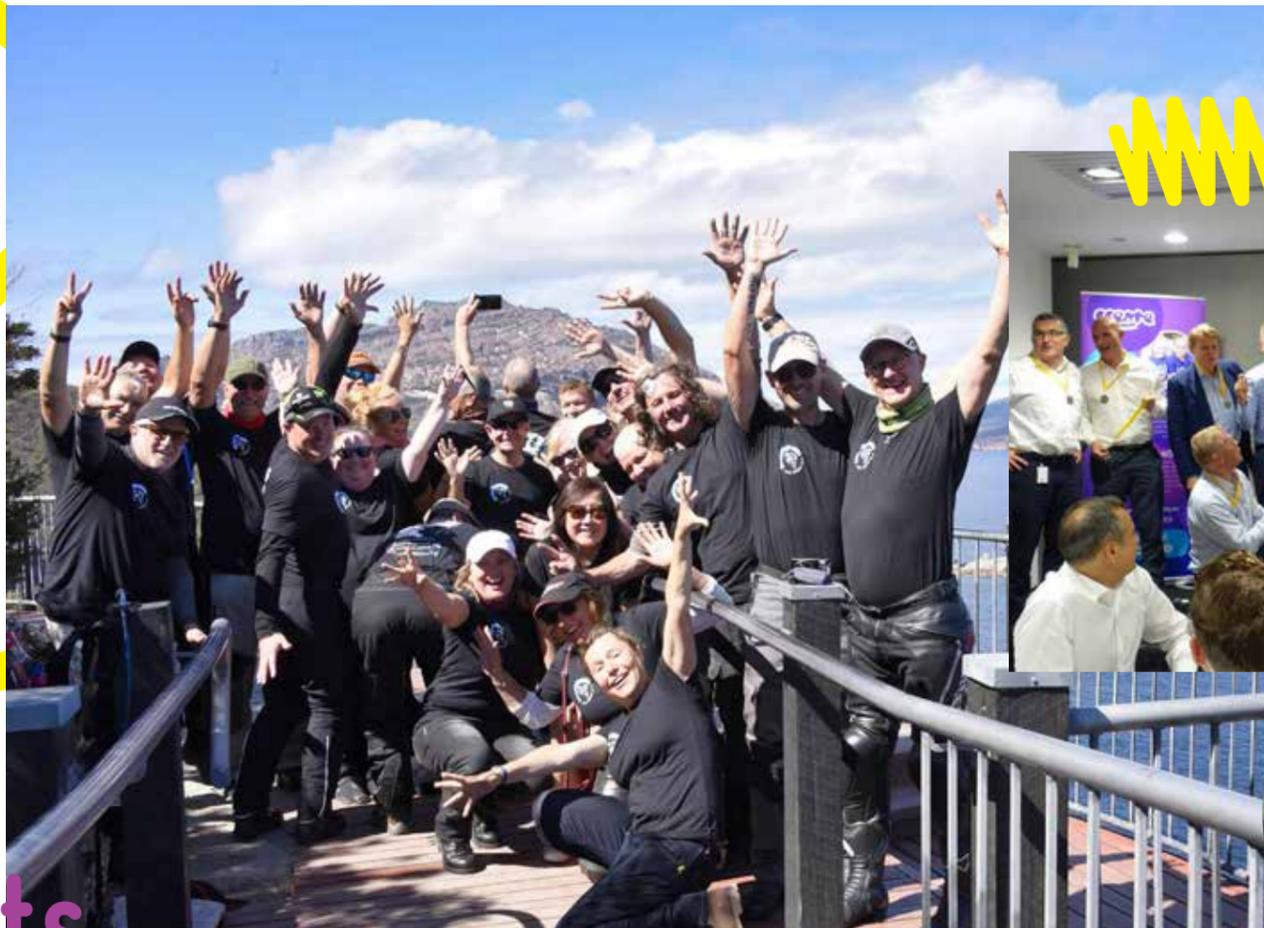
CREATE in New South Wales have also been conducting consultations to inform the Their Futures Matter reforms, which aims to improve services that support vulnerable children and their families. One of these consultations aimed to gain the insight of 25 children and young people with an out-of-home care experience regarding their experiences in accessing health services as a patient in a public hospital setting.

Young people spoke about how the hospital environment contributed to their feelings of safety and comfort, such as how sharing spaces with adults, particularly in adult mental health units, could trigger trauma responses. Young people raised the importance of medical staff being aware of the impact of trauma and the out-of-home care system. Specifically, young people felt medical staff should be sensitive to the fact young people may not have family visiting and therefore may need more support to manage the stress and anxiety of being in hospital.

CREATE is now calling on decision makers to ensure that the voices of the children and young people who participated in these consultations will directly influence policy and practice development.



# events



AMP CAPITAL 



## AMP Capital's critical support for CREATE continues

We are delighted to say thank you to AMP Capital once again, as they continue to be a major supporter of CREATE and our mission. A notable mention to the AMP Capital Fundraising Steering Committee whose unwavering passion for the work we do does not go unnoticed. Over the past 12 years, AMP Capital has helped raise over \$1 million for CREATE, while also raising awareness of the out-of-home care sector.

We were lucky enough to have the Fixed Interest team host a massive Beat The Bosses event in November 2018 which raised over \$25,000 for CREATE. It was a fantastic evening and uncovered a few hidden talents from the corporate world!

The Christmas fundraising effort was phenomenal yet again, as the Scene to Believe team raised over \$30,000 to support children and young people in care during the Christmas season.

Thank you to Thomasin Schmidt for engaging her team in our Birthday Card Project, and for coordinating the AMP graduates who volunteered at our 20th Anniversary Gala in May 2019, at which the AMP Capital team took out the trophy!

We look forward to the exciting initiatives ahead and continuing our partnership into the future.

## corners 4 kids

In 2019, the Corners 4 Kids Motorcycle Rally shared a birthday with CREATE, celebrating its 20th year! CREATE had the privilege of being invited to the group's 20th Anniversary gathering, and enjoyed the opportunity to chat with the riders about CREATE, the awesome impact they are making, and of course the trip ahead.

To mark their 20th anniversary, the team embarked on a journey from Sydney to Tasmania, raising over \$24,000 for CREATE and ReachOut. We would like to express our sincerest congratulations to the team for achieving such a significant milestone and can't wait to hear what is planned for the 2020 rally.

Robert Swinton kindly provided this fabulous photo of the team overlooking Wineglass Bay in Tasmania.

## community fundraising

Thank you to ALL of our community fundraisers this year who engaged in activities such as pageants, fun runs, sausage sizzle sales, and flower auctions. Their support enables CREATE to continue our work in consultation with children and young people.

A few special mentions go out to board member Dr Reeny Jurczynszyn for her Reorientating Futures fundraiser which raised \$1,454.30 for CREATE, as well as board member Peter Coleman and partner Trish Coleman on their completion of Tough Mudder 2018, through which they raised over \$3,770.

We would also like to give a special thanks to the Griffin Family for their memorial fundraiser which raised over \$8,000 for children and young people in out-of-home care. We are honoured to have their support.

## world care day

This year CREATE participated in Care Day 2019, the world's largest celebration of children and young people with care experience. Held on February 15 each year, Care Day provides an opportunity to celebrate children and young people with a care experience, and highlight our collective work towards a world where young people are proud, fulfilled, and are able to thrive and achieve their dreams. CREATE Young Consultants from Tasmania and Queensland contributed video messages, forming a compilation of messages from young people around the world calling for an end to the stigma faced by young people with a care experience. Visit [www.careday.ie](http://www.careday.ie) to view the video and to find information on other Care Day events.



### STRATEGIC PLAN GOAL:

Advance the global voice of children and young people in care.



To celebrate our 20th birthday milestone, we hosted our 20th Anniversary Gala in May 2019 and have been busy preparing for birthday themed Connection Events being held around the country in September 2019. We have also been hard at work creating a booklet detailing our history and producing a video featuring interviews with CREATE staff, supporters and clubCREATE members. Our birthday received recognition from some high profile public figures, including award winning actor and musician Ice-T, who sent in a video sharing his support for CREATE!



# CREATE turns

# 20

In 2019 CREATE celebrated our 20th Birthday milestone, an incredible achievement upon which we reflected on CREATE's contributions to the Australian out-of-home care sector over the past 20 years. Although CREATE Foundation was officially formed twenty years ago, the foundation for what would later become CREATE began in 1993, with the formation of the Australian Association of Young People in Care (AAYPIC), led by Jan Owen AM. From our humble beginnings at garages and community halls across Australia, CREATE is now a national organisation with offices in each state and territory, approximately 60 staff members, and over 19,000 children and young people with a care experience as clubCREATE members. Despite the changes over the years, our mission to create a better life for children and young people in care using our Connect to Empower to Change model has remained the same. Due to the hard work of dedicated staff, supportive partners and passionate young advocates, CREATE has contributed to a number of significant improvements to the care system, including;

- The development of a Charter of Rights for Children and Young People in Care in each state and territory
- The introduction of transition from care and post care services and legislation in each state and territory
- The establishment of a National Children's Commissioner
- The development of National Standards for Out-of-Home Care

**20 YEARS**  
of standing up for children and young people in care



I will never forget that sense of what it means to have that shared lived experience and the sense of empowerment that it gives. We really learnt that you can change people's individual situations, there is a great power in doing so... but in the end, you have to change the system that propagates that result.

— Jan Owen AM, CREATE Founder

## CREATE's 20th Anniversary Gala

After years of our iconic Beat The Bosses event, we decided to mark our 20th anniversary with a special 20th Birthday Bash! Held in the Ivy Ballroom in May 2019, we had an amazing evening, complete with balloons, party hats, a scrumptious Adora cake, and reimagined party games with a competitive twist! Young Consultants Keyarnee and Emily also inspired the audience with their impassioned speeches on their experiences in care and with CREATE.

Our amazing MC, Donald Mackee captivated the audience with four party challenges, including finding the biggest breath in the room with a party-blower challenge, and a classic dance-off to the all-time party anthem Nutbush City Limits. These challenges ignited the room, and all contestants certainly proved

that suits and heels are no barrier to pulling off the Nutbush!

Huge congratulations to our Birthday Bash Champions for the evening; AMP Capital! The new challenges didn't put these Beat The Bosses veterans off as they claimed the trophy for 1st place on the night.

We are proud to announce that the Gala raised over \$87,000 for children and young people with an out-of-home care experience. We would like to thank our fabulous event sponsors, Steadfast for their ongoing support of CREATE Foundation and we look forward to hosting our supporters, their clients and colleagues again in May 2020!



# media coverage



CREATE's continued presence in the media was made possible by the support of media consultants, Andrea Doney and Leigh White. With this partnership we are able to give a 'voice' to the children and young people we service, enabling them to create positive changes for the future. CREATE drove significant media attention on issues for children and young people in care through the launch of our report Out-of-Home Care in Australia: Children and Young People's Views After Five Years of National Standards, in March 2019, with over 20 segments on the report published, a number through national outlets like Radio National and triple J.

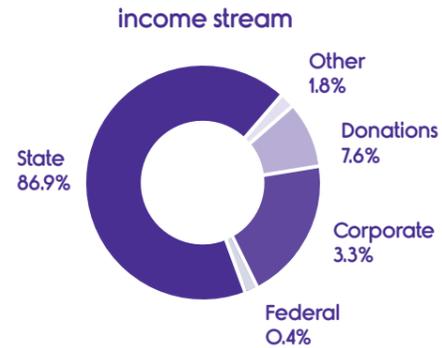


Meanwhile on the social media front, report related social media posts achieved almost 1,900 engagements across our social media platforms and reached 16,100 users. This coverage drove considerable traffic to the publications section of the CREATE website, with the page hosting the new report receiving almost 2,000 unique visits during March. Overall, CREATE website visits were up a whopping 63% from the previous month (a total of 7,803 visits), which can also likely be attributed to the launch of the report.

Other hot media topics included the national debate around adoption and permanency for children in care, support for young people transitioning from care, and the Transition to Independence month initiative in Queensland.



# financial overview



	2019	2018	2017	2016
<b>Total funding</b>	6,752,284	8,109,238	6,219,578	6,422,365
<b>Percentage increase</b>	(17)%	30%	(3)%	19%
<b>Total expenses</b>	7,035,863	7,960,174	6,193,818	6,403,937
<b>Percentage increase</b>	(12)%	29%	(3)%	19%
<b>Retained earnings</b>	496,394	779,973	630,909	605,149
<b>Percentage increase</b>	(36)%	24%	4%	3%

The table shows a decrease of 17% in funding over the past year with CREATE's expenditure on programs and services also decreasing by 12%.

The decrease in funding is due to lower support received during the year through corporate sources. However, there has been continued support from state and territory governments through the renewal of service agreements in Tasmania, the Northern Territory and the extension of funding for the Australian Capital Territory, Victoria and the Townsville regional office.

In 2019 there was a deficit of \$283,579 (2018 \$149,064) taking retained earnings down to \$496,394. The 2019 budget was a deficit budget, with a plan to invest a part of the retained earnings into further fundraising activities in 2019. As part of this plan, a CREATE Your Future Licensing Program started in 2019, with two licenses already contracted and the work commencing from July 2019 and there will be an increased focus on grants and proposals in the coming years.

The annual fundraising event was in May 2019 was once again supported by the insurance and banking industry and our corporate partners. The net amount raised through this event was \$87,891 compared to \$114,553 in 2018 (being a decrease of 23%).

The AMP Foundation continued to support CREATE despite a challenging year for the banking and insurance industries. CREATE is thankful to the AMPC fundraising committee for its generosity and support over the past year.

CREATE would like to acknowledge and thank all of its supporters during the last financial year. The support received has enabled CREATE to continue to improve the system and provide quality services to children and young people with a care experience.

CREATE looks forward to continued support from its corporate partners, the community, government and stakeholders.

**Jecelyn Anjani**  
National Finance Manager



## statement of financial performance

For the year ended 30 June 2019

	2019 \$	2018 \$
<b>Services revenue</b>		
State and Territory grants	5,869,168	5,968,553
Federal grants	29,213	75,328
Corporate grants and conference	221,707	1,430,328
Donations	513,948	526,947
Consultancy fees	24,631	10,500
<b>Other revenue</b>		
Interest revenue	65,207	72,329
Profit on disposal of fixed assets	-	-
Sundry revenue	28,410	25,253
<b>TOTAL revenue</b>	<b>6,752,284</b>	<b>8,109,238</b>
<b>Expenditure</b>		
Accommodation and travel expense	313,765	338,028
Consultancy fees	341,218	419,563
Depreciation and amortisation expense	53,003	63,137
Employee benefits expense	4,457,941	4,509,201
Insurance	50,483	42,928
Payments to young people	63,067	40,819
Postage and couriers expense	115,959	212,067
Printing and stationery expense	108,423	113,499
Rental expense	512,574	568,235
Resources	97,628	116,365
Telephone and internet expense	87,545	90,267
Venue and food costs	310,764	973,778
Other expenses	523,493	472,287
<b>TOTAL expenditure</b>	<b>7,035,863</b>	<b>7,960,174</b>
<b>PROFIT before income tax</b>	<b>(283,579)</b>	<b>149,064</b>
<b>INCOME tax expense</b>	-	-
<b>PROFIT for the year</b>	<b>283,579</b>	<b>149,064</b>

The above information has been extracted from the audited financial statements, a copy of which is available on request.

## statement of financial position

As at 30 June 2019

	2019 \$	2018 \$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	2,402,576	2,943,011
Receivables	64,338	48,347
Prepayments	62,597	16,586
	<b>2,529,511</b>	<b>3,007,944</b>
<b>Non-current assets</b>		
Cash on deposit	131,509	153,372
Plant and equipment	115,514	125,213
	<b>247,023</b>	<b>278,585</b>
<b>TOTAL assets</b>	<b>2,776,534</b>	<b>3,286,529</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Payables	2,070,794	2,280,453
Provisions	209,346	226,103
	<b>2,280,140</b>	<b>2,506,556</b>
<b>NET assets</b>	<b>496,394</b>	<b>779,973</b>
<b>EQUITY</b>		
Retained profits	496,394	779,973
<b>TOTAL equity</b>	<b>496,394</b>	<b>779,973</b>

The above information has been extracted from the audited financial statements, a copy of which is available on request.

## statement of cash flow

For the year ended 30 June 2019

	2019 \$	2018 \$
<b>Cash flows from operating activities</b>		
Receipts from grants and customers	7,058,109	7,352,348
Interest received	71,020	86,809
Payments to suppliers and employees	(7,628,606)	(8,131,918)
<b>Net cash inflow from operating activities</b>	<b>(499,477)</b>	<b>(692,761)</b>
<b>Cash flows from investing activities</b>		
Purchases of plant and equipment	(78,003)	(113,456)
Proceeds from disposal of plant and equipment	15,182	-
Proceeds from non-current investments – cash on deposit	21,863	(91,259)
<b>Net cash outflow from investing activities</b>	<b>(40,958)</b>	<b>(204,715)</b>
Net increase in cash and cash equivalents	(540,435)	(897,476)
Cash and cash equivalents at the beginning of the financial year	2,943,011	3,840,487
<b>Cash and cash equivalents at the end of the financial year</b>	<b>2,402,576</b>	<b>2,943,011</b>

The above information has been extracted from the audited financial statements, a copy of which is available on request.

“To be an effective advocate we need to focus resources and energy to strategically position ourselves to affect change.

– CREATE Chief Executive Officer Jacqui Reed



## year ahead



As we ponder our successes of the year, it is with great pride and sense of achievement. However, there is a lot of work still to be done. Attitudes to change, practice to improve, funding levels to be increased and above all the stigma associated with being a young person in care removed. We've decided that to be an effective advocate we need to focus resources and energy to strategically position ourselves to affect change. Our influencing team through Dr McDowall's research have determined that young people are telling us overwhelmingly that they want to be involved in decisions that affect their lives, and want to have plans for their future that they are involved in developing. Our team are prioritising the need for the sector to plan appropriately, and more importantly to ensure that children and young people's views are heard during the planning process and reflected in whatever planning documentation is developed.

All too often we hear statistics from government that outline that high numbers of children and young people have plans, whether it be cultural, case plans, or

transition from care plans. However, the reality is often very different from the perspective of children and young people. Plans are not useful if the young person has not had a say in developing them, or are not even aware that they exist.

Our role over the next 12 months will be to talk with government and practitioners to try to understand the barriers facing them that hinder them from being able to effectively communicate with children and young people to develop meaningful plans. We'll be promoting how ineffective planning and failure to engage with children and young people affects them and their families. Given the groundswell and good intentions of government and workers thus far, we believe that together in the not too distant future we will make some significant inroads to improving the planning process for and with children and young people.

**Jacqui Reed**  
CREATE Chief Executive Officer

## our volunteers

A big purple THANK YOU to our CREATE volunteers who donated their time to help connect CREATE to children and young people with a care experience across Australia! Their support and enthusiasm packing our Welcome Packs, decorating over 18,000 beautiful Birthday Cards, supporting our state teams with Connection Events, and providing critical administrative support does not go unnoticed.

With our clubCREATE program consistently growing, we always need more volunteers. **This year we are grateful to have had an increase in volunteer engagement from 1,297 to 1,395 volunteers, accumulating over 7,000 volunteer hours!**

Without the support of our community and corporate volunteers we would not be able to run our Birthday Card Project or pack thousands of Welcome Packs every year.

In September 2018, we sent over 2,500 Welcome Packs to South Australian young people due to an information sharing agreement with the South

Australia Department for Child Protection. Thank you to the volunteers and organisations that assisted with this mammoth effort!

A special thank you to our AMP Capital graduates who volunteered at this year's 20th Anniversary Gala and our weekly volunteers who provide administrative support to our teams across Australia!

We look forward to continuing to work with our fabulous volunteers on the full year ahead of events, Birthday Card writing, Welcome Pack packing, and community engagement.



# CREATE supporters

## AMP Capital



AMP Capital have proven once again their commitment to creating a better life for children and young people in care. The passion and dedication shared between AMP Capital and CREATE has resulted in some truly amazing achievements this year.

From everyone at CREATE we would like to say a big thank you to the AMP Capital Fundraising Steering Committee, as well as all the staff who participated in our events and donated to support our work.

We look forward to continuing to grow this great partnership between CREATE Foundation and AMP Capital and thank everyone who contributed to helping all children with a care experience reach their full potential.

## PricewaterhouseCoopers



CREATE thanks PricewaterhouseCoopers for their support in conducting our annual audit. This continuing support is very much appreciated.

## King & Wood Mallesons



CREATE would like to thank the team at King & Wood Mallesons for providing vital pro bono legal support to CREATE this year. We greatly appreciate their support.

## Genworth



CREATE would like to acknowledge and thank Genworth for their support of our 20th Anniversary Gala, and the partnership to deliver CREATE Your Future camps in the Australian Capital Territory. A special mention to Shelley Jones whose consistent support and enthusiasm of CREATE's mission is greatly appreciated.

## AON



CREATE Foundation would like to extend a special thanks to the Aon Charitable Foundation and their commitment to our Volunteering Program. Fiona Norris and the team continue to support CREATE's mission with a monthly volunteering commitment.

## Steadfast



We are extremely lucky to have fabulous supporters such as Steadfast who have sponsored our Beat The Bosses events in previous years, and this year sponsored our magnificent 20th Anniversary Gala. Their support and enthusiasm for CREATE is vital to the longevity of our vision.

## Morgan Stanley



A special thanks to Morgan Stanley for their ongoing commitment to CREATE Foundation, our research and Birthday Card Project.



AMP  
AMP Capital  
AMP Capital Shopping Centres  
AMP Foundation  
ANZ  
Aon  
ARPC  
AUB Group  
Australian Institute of Company Directors  
Australian Turf Club  
Balleina Creations  
Bennelong Foundation  
Blackwall  
Cause Corps  
Charter Hall  
Commonwealth Bank of Australia  
Foundation  
Cork & Chroma  
Deloitte  
Enstar

EY  
Finity  
Genworth  
Hands Across Canberra  
IRI  
KPMG  
Legal Aid Queensland  
LexisNexis  
Lion's Club  
LM IT Services AG  
Macquarie's  
Medtronic  
Metcash  
Menzies Foundation  
Microsoft  
Mirvac  
Morgan Stanley  
Munich RE  
Optus  
Origin Foundation  
OZ Clean Emerald City  
Penrith WhiteWater Park

Peter and Elizabeth Moore Foundation  
PwC  
QBE  
Qudos Bank  
Rhipe  
SAGE  
Salesforce  
Schneider Electrics  
SHAPE  
Shaw and Partners  
State Street  
State Trustees  
Suncorp  
Swans Districts Lions Club  
Sydney Swans  
Sydney Theatre & Co  
TAL  
The Body Shop  
The Travel Company  
Uniting Care Community

Verve Photography  
Wallwork Smith Foundation  
WIDAC  
WOTSO  
Zurich  
Hugh Fleming Dentistry  
HWL Ebsworth Lawyers



# government funding bodies

## australian government



**Australian Government**  
Department of Social Services  
Department of Social Services

## state and territory governments



Community Services Directorate (ACT)



Department of Child Safety, Youth and Women (QLD)



Department of Health and Human Services (VIC)



Department of Family and Community Services (NSW)



Department for Child Protection (SA)



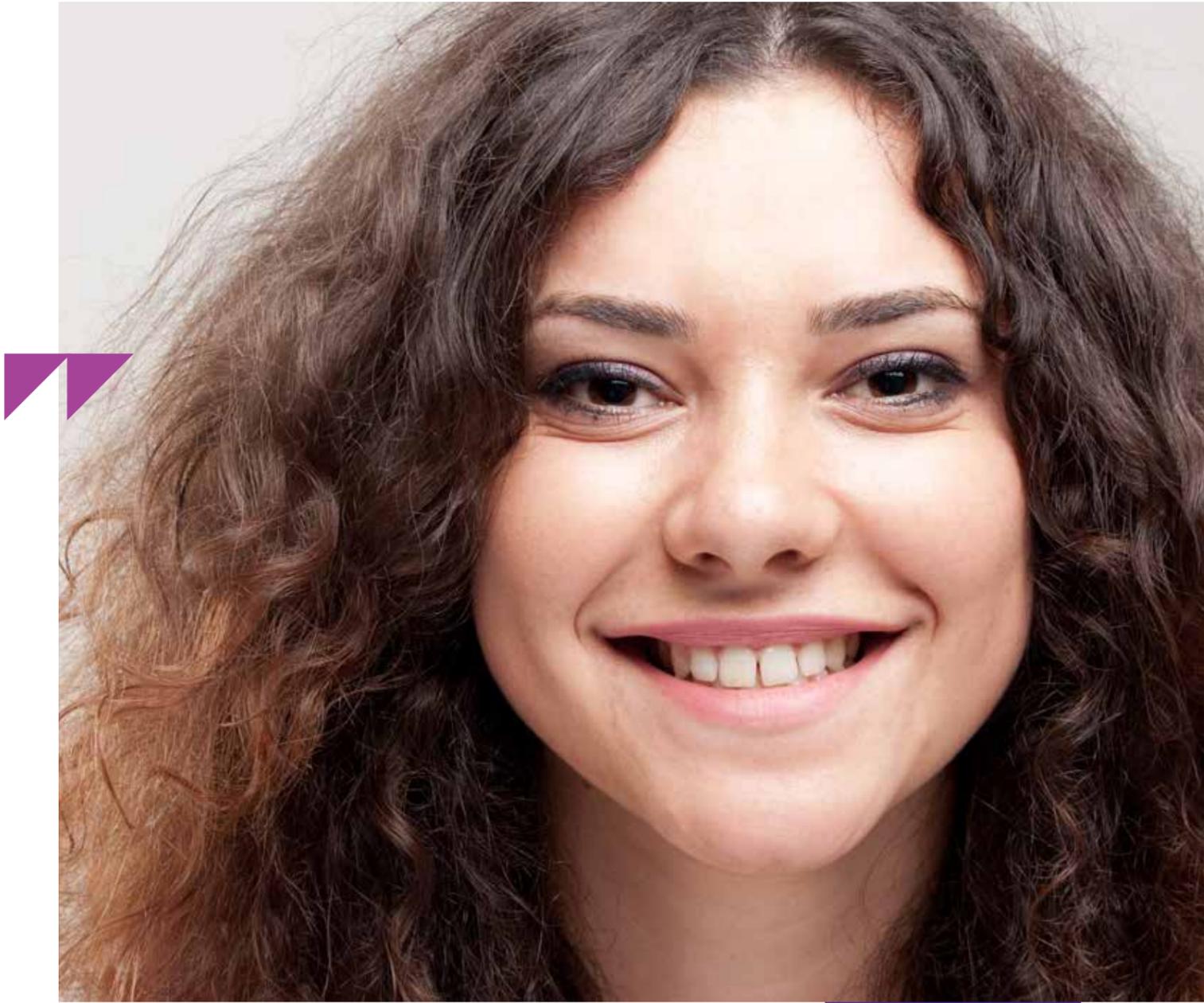
Department of Communities (WA)



Territory Families (NT)



Department of Health and Human Services (TAS)



# board of directors



## Richard Hill Chairman

Richard Hill is an investment banker and lawyer and spent many years working in London, Hong Kong and New York with the HSBC Bank Group. Richard is the Chairman of the Westmead Millennium Institute for Medical Research and is also the Chairman of Sirtex Medical Limited and Calliden Insurance Group, which are listed on the Australian Securities Exchange; as is Biota Holdings Limited of which he is a Director. Richard has been admitted as an Attorney of the New York Bar and has been a Director of CREATE since 2010 and Chairman since 2013.



## Jann Skinner Treasurer

Jann was a partner at PricewaterhouseCoopers specialising in the financial services sector, particularly the insurance industry, and was the auditor of the CREATE Foundation for a number of years. After nearly 30 years Jann retired from PricewaterhouseCoopers in 2004. Keen to maintain her involvement with CREATE Foundation, she volunteered to assist in the year-end financial reporting process and to help out with other financial reporting requirements during the year. Jann has been the Treasurer and a Director of CREATE since 2006.



## Jacqui Reed Chief Executive Officer

Jacqui has been Chief Executive Officer of CREATE Foundation since December 2007 with over 20 years' experience in child protection, out-of-home care, family services and community work. Jacqui has undertaken social research and held several management roles and has written not only policy, training manuals and research papers, but also a children's book. Jacqui is an accomplished public speaker presenting at many national and international conferences. Jacqui firmly believes that children and young people, given the right opportunities, have the capacity to transcend their adversity and reach their full potential.



## Dr Joseph McDowall Executive Director of Research

Dr Joseph McDowall has a PhD in social psychology from the University of Queensland and has lectured at both the University of Queensland and Griffith University in the areas of research methods, statistics, social skills training and the theory and practice of photography. His research interests range from empirical aesthetics to his current concerns with child protection. Dr McDowall authored the 2008 and 2009 CREATE Report Cards dealing with Transitioning from Care in Australia and also has served as a consultant to the Queensland Department of Child Safety. Dr McDowall became a Director of CREATE in 2008.



## Peter Coleman

Peter was employed with National Australia Bank (NAB) for over 23 years before joining Macquarie Bank in 2001. Whilst at NAB Peter held senior positions in Australia, the UK and the USA, most notably as the General Manager for the NAB's Business Bank. At Macquarie Bank, Peter was the Head of the Bank's retail division until 2009. Peter is now an Executive Coach with Foresights Global Coaching and a Strategy and Leadership Consultant specialising in Banking and Wealth Management.



## Reeny Jurczynszyn

Reeny has been a social worker in the area of health and justice for over a decade in Queensland. For several years, her involvement with the CREATE Foundation has centred on reducing the legacy of being in care through education. Not only is she a kinship carer, Reeny spent 18 years growing up in residential and foster care. She firmly believes young people's views and experiences are key components of improving the outcomes and education attainment for future care leavers. Reeny moved on from the CREATE board in December 2018 but continues to volunteer her time helping CREATE with various projects.



## Andy Parton

Andy is a Partner at Ernst and Young with over 23 years of experience in consulting, primarily in Financial Services with a focus on the General Insurance industry. Originally from the UK, Andy has worked to help transform many of the world's leading Financial institutions in the UK, US, mainland Europe and Asia, before moving to Sydney in 2008 where he ran Accenture's insurance business across Australia and New Zealand. Andy has two young sons and is passionate about helping disadvantaged children reach their potential. He joined the CREATE board in October 2016.



## Catherine Moynihan

Catherine Moynihan is the Official Solicitor and Director of Legal Services/Investigations at the Office of the Public Guardian. Catherine has a Bachelor of Laws and Masters of Business (Public Management) both from QUT. Catherine has practised as a lawyer for marginalised clients working for a private criminal law firm, a community legal centre and at Legal Aid Queensland. At Legal Aid Queensland she worked as a general advice lawyer, a Separate and Direct Representative for children and young people in child protection proceedings and was in the Youth Advocate position which also had a systemic advocacy and policy/law reform focus. Catherine has worked in the UK as a lawyer representing a Local Authority (an equivalent of Child Safety) in child protection proceedings. Catherine has experience as a policy officer for the Queensland government's Department of Premier and Cabinet in the area of child protection legislative reform post the 2004 Crime and Misconduct Commission Inquiry and as a ministerial advisor to the Minister for Justice and Attorney General. Catherine was a Director of the research team that supported the Queensland Child Protection Commission of Inquiry. Catherine is a Churchill Fellow and has completed a study tour on advocacy and legal representation for children and young people in care which took her to the UK and US. She is a founding board member of the Child Protection Practitioners Association of Queensland and is a member of the Queensland Law Society Children's Law Committee.



## Kirsten Gray

Kirsten is a Muruwari woman with family connections to North Western New South Wales. She has a background in human rights, reconciliation and child welfare and has had roles as Senior Adviser at the Australian Human Rights Commission, the Royal Commission into Youth Detention in the Northern Territory and as CEO of the New South Wales Reconciliation Council. Kirsten has also represented vulnerable families within the statutory child protection system and was placed in care herself at a young age. Kirsten is a passionate advocate for the rights of all children in the care system as well as their abilities to transcend the expectations set for them and to lead happy, healthy and fulfilling lives.

# leadership committee



## Jacqui Reed Chief Executive Officer

Jacqui has been the Chief Executive Officer of CREATE since December 2007. She has over 20 years' experience in child protection, out-of-home care, family services and community work and has undertaken social research and held several management roles. She has written not only policy, training manuals and research papers, but also a children's book.



## Anne Wemys National General Manager Operations

Anne has 30 years' experience in human services, including 20 years as a senior manager and project director in both government and non-government agencies throughout Australia, and, most recently, for Life Without Barriers and the Uniting Church. She has completed a Masters thesis in the area of youth justice and Indigenous young offenders. Anne has previously been a Director on the Board of Advice of the Queensland Forde Foundation. Anne moved on from this position in May 2019.



## James Boreham Development and Operations Manager

James is an experienced manager with substantial expertise in the corporate and not-for-profit sector. As guardian and carer for his sister who has an intellectual disability, he has a strong understanding of the needs and circumstances of people in the care environment and their service providers. Most recently, James was General Manager of the community organisation Human Ventures (Human) for 6 years and continues his service with them as a voluntary Board member. His areas of responsibility included Strategy Design and Implementation, Operations, Business Development, People, Finance, Risk Management, and Program Oversight/Delivery. James moved on from CREATE in November 2018.



## Annie Rutherford Development and Operations Manager

Annie began working in the not-for-profit sector in 2009 and has developed and managed diverse social projects that improve the wellbeing of refugees and culturally diverse populations. She has broad experience managing projects to support children, young people and their families in areas including domestic and family violence prevention, health and mental health support, employment pathways, and refugee settlement. She has a Masters of Development Practice in Community Development, a Bachelor of Business Management and is a graduate of the Accelerated Leadership Performance Program. Annie is passionate about creating opportunities for children and young people to achieve their goals and be able to make informed decisions on issues that impact their lives. Annie moved on from CREATE in June 2019.



## Linda Allen Development & Operations Manager

Linda has worked in the Child Protection system for more than 15 years in front line service delivery and brings a wealth of knowledge, strategic management and professional leadership experience with her to this role. She understands the value of working collaboratively and in partnership to achieve great outcomes for children and young people, embracing every opportunity to develop relationships with field professionals and young people alike to ensure that the system stands up and takes note of key issues and ways to enhance better outcomes for those with a care experience.



## Joe Manger National Business Opportunity Manager

Joe has over 15 years' experience in business development and fundraising in the not-for-profit and commercial sectors. Prior to joining CREATE Foundation Joe worked for Oxfam Australia for five years developing corporate partnerships as well as supporting work on institutional funding. Joe studied International Business at RMIT and has completed additional studies in business administration and project management. Joe has a passion for social justice and for supporting vulnerable people to determine their own lives. Joe moved on from CREATE in April 2019.



## Tanya Raineri National Policy and Advocacy Manager

Tanya joined CREATE Foundation after almost 25 years in the health sector. Beginning her career as a paediatric oncology nurse, Tanya moved into the field of education, training and health promotion before finding her fit in policy and advocacy, with the strong belief in the difference that can be made through effective systems advocacy. Passionate about the not-for-profit sector, Tanya's passion for social justice and animal welfare causes extends into her personal life with her involvement in several child welfare and environmental charities. Tanya moved on from CREATE in November 2018.



## Elisabeth Kobierski National Policy and Advocacy Manager

Elisabeth is a highly experienced Senior Manager who leads practitioners and teams to contribute to social change, advocating for and addressing the needs of marginalised individuals and groups through best practice, service development and community and policy initiatives impacting children, young people and families.



## Rebecca Ketton National Operations Manager

Rebecca has worked in the human service industry for over 12 years and has held a number of management roles during this time. Her background in service delivery with experience in childhood abuse and trauma has enabled her to build strong relationships with service delivery staff and has helped her innovate tools for service modelling, improving performance of front line staff.



## Jecelyn Anjani National Finance Manager

Jecelyn has worked in not-for-profit organisations since 2005, with a focus on all areas of finance. She joined CREATE as Finance Assistant in October 2008 and was appointed as National Finance Manager in March 2015.

# our offices

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# staff list

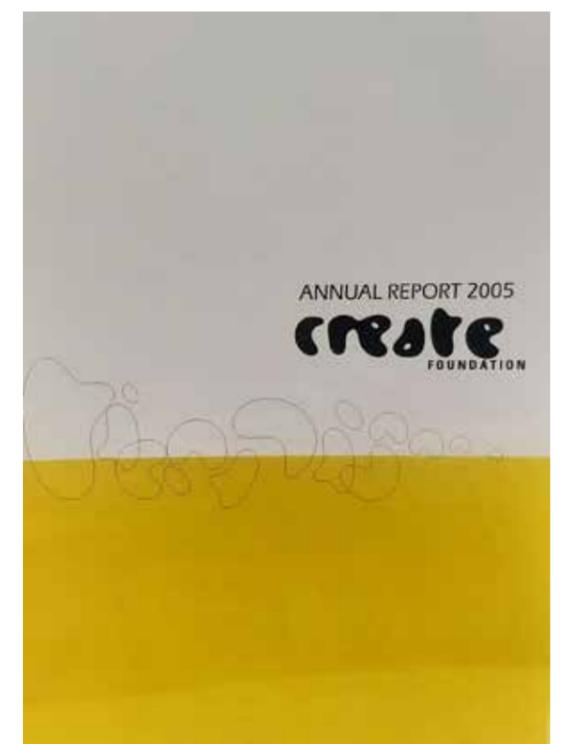
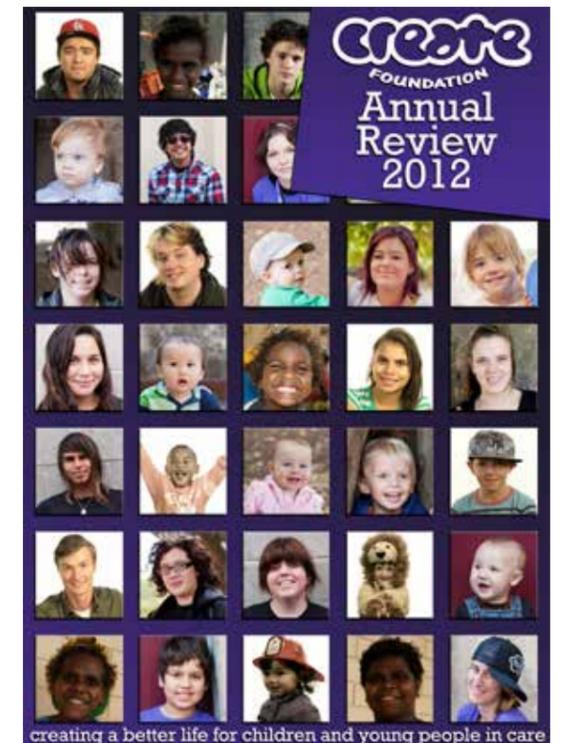
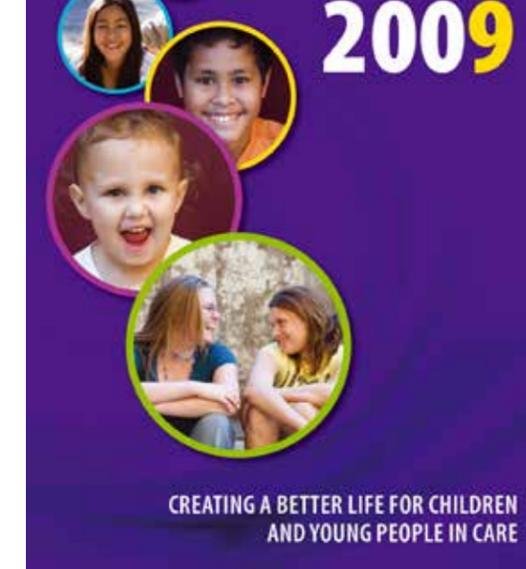
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Aislinn Hegarty  
Alexandra Osgood  
Allan McLean  
Amanda Scott  
Amelia Hawkshaw  
Amy Jasper  
Andrew Foley  
Annie Rutherford  
Anne Wemyss  
Bethany Strange  
Bianca Ebrim  
Bill Albert Fulton  
Brittany Drew  
Carrie McKeon  
Cathy Carnovale  
Chanel Cooper  
Che Johnson  
Claudia Chow  
Claudine Scalzi

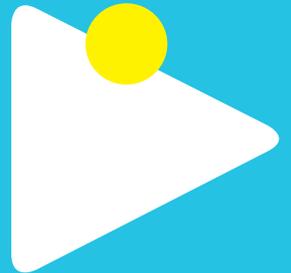
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Dale Parkins  
Damon van der  
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Daniel Dyer  
Danni Ashton  
Darcie Jackson  
Deborah Watson  
Diana Ormston  
Donna Clemments  
Ebony King  
Eleanor Jones  
Elisabeth Kobierski  
Elise Kellett  
Elloise Waite  
Erin Rhoades  
Fabian McPhee  
Hannah Peacock  
Heather Southwood

Hope Brown  
Hope Flentjar  
Jacqui Reed  
James Boreham  
Jasmin Gray  
Jasmine Melling  
Jayden Hodson  
Jecelyn Anjani  
Jessica Dias  
Jessica Newell  
Jillian Pike  
Joe Manger  
Jordan Hardy  
Kate Tillack  
Katherine Rosonakis  
Kellie Anderson  
Kelly Lotz  
Kim Livingstone  
Lara Gerrand  
Laura Florisson

Laura Skilleter  
Leigh McGowan  
Leigh White  
Linda James  
Lucas Moore  
Lucy Richardson  
Luke Westwick  
Matthew Kelemen  
Michelle Gardiner  
Mirrillienne (Lilly)  
Provenzano  
Mohita Kapoor  
Monique Ribeiro  
Naraja Clay  
Nicky James Link  
Paris Hambridge  
Patrick Weiniger  
Peter Melrose  
Rachael Donovan  
Rachel Sammut

Rebecca Ketton  
Rebecca Paddon  
Renee Wilson  
Russell Mulry  
Sabrina Tande  
Sachin Dahal  
Samantha Cotton  
Sarah Bensen  
Sarah Enderby  
Sarah Lewis  
Shaktida Baniya  
Sharney Wise  
Skylah Fisher  
Stacy Klousia  
Stef Coles  
Susan Pellegrino  
Tanya Raineri  
Tenielle Moore  
Vaea Languillat  
Zoe Mitchell





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1800 655 105 is a free-call number that young people in care and their carers can use. However, there may be fees charged if calling from a mobile.