



# Annual Review 2020

**create**  
FOUNDATION



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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.

**Cover Pictures top to bottom:**

CREATE Young Consultants Sonja Brown and Nick Davies at the 2019 CREATE Voices in Action: *Nothing About Us, Without Us* Conference.  
Young people at a CREATE connection event in the Northern Territory.  
Gus, CREATE Young Consultant Wade Blake with Lakeisha Cummings and Briarley Birch from VOYCE Whakarongo Mai (NZ).

# Chairman's Foreword



CREATE had an excellent conclusion to its birthday year. It culminated in a birthday celebration at the fourth Voices in Action conference in Melbourne. Celebrating this great milestone at our biggest conference ever was a memorable experience for everyone who attended. Our Founder Jan Owen provided a fitting overview of CREATE's achievements over the years and was excited about the future for children and young people.

We've seen a new way of operating emerge during the COVID-19 pandemic, and our teams have risen to the challenge of engaging with children and young people in creative ways that have kept their interest and increased participation. We remain concerned for children and young people during these uncertain times, and

remain committed to implementing innovative new ways of operating to ensure that we are doing all we can to continue to provide quality services.

We saw Queensland embrace our need to secure an Information Sharing Agreement and this year was the first year that it has been in place, and what a difference it has made to children and young people! Our focus now is on the remaining states without an agreement in place!

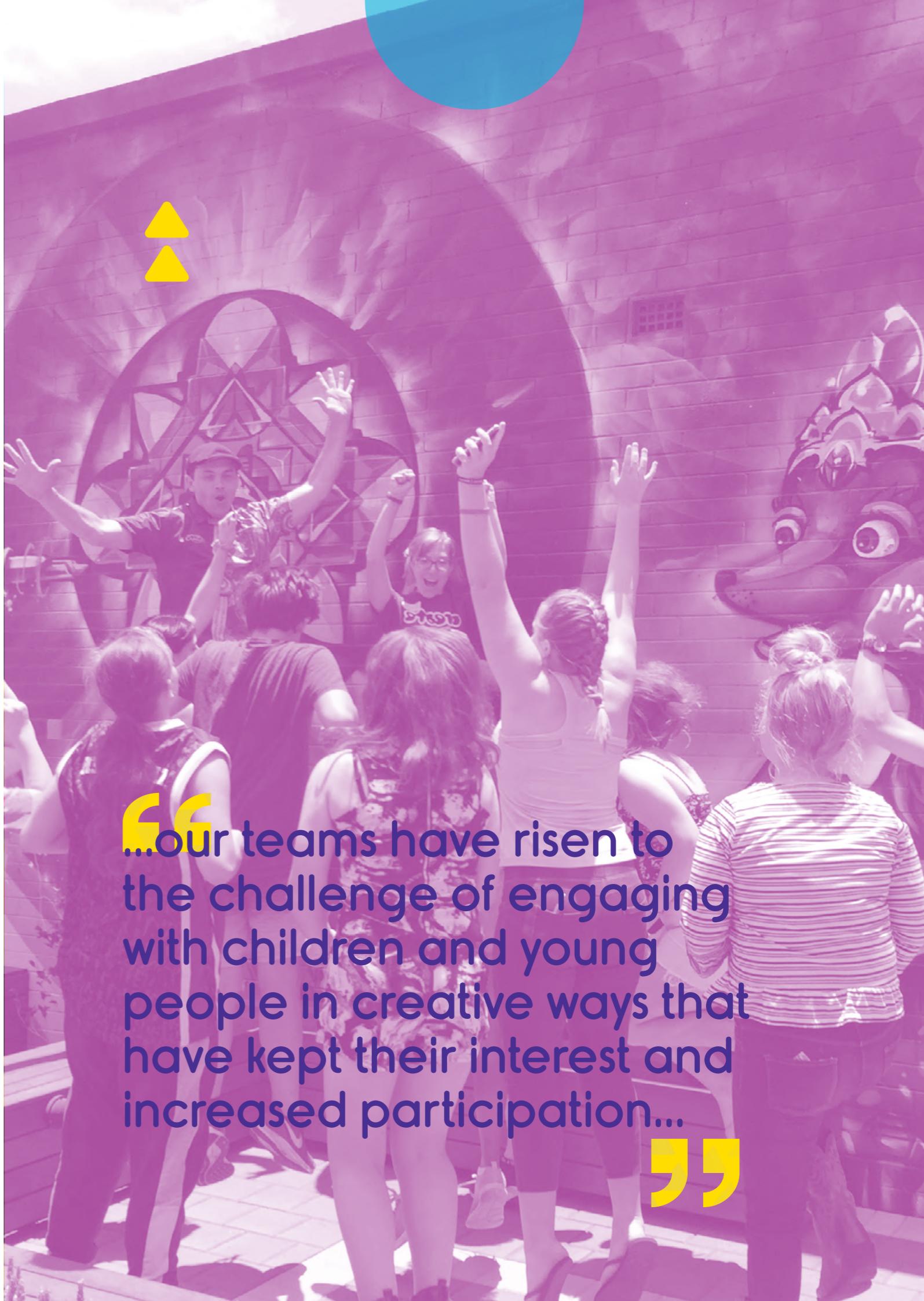
Another outstanding year for the Leadership Committee, and dedicated CREATE staff, congratulations to each and every member of the team!



Chairman  
CREATE Foundation

**...our teams have risen to the challenge of engaging with children and young people in creative ways that have kept their interest and increased participation...**

”



# From the CEO



This year was extremely eventful for CREATE Foundation and during the later part of our 20th birthday year we hosted our fourth Voices in Action Conference; *Nothing About Us, Without Us* at the Melbourne Zoo. It was an unequalled success and the venue really aided us to make the event special. It was our largest gathering of young people and sector partners, and the atmosphere was electric with anticipation! We had young people from all eight jurisdictions across Australia, and our international guests included young people from the UK, Scotland, New Zealand and Hong Kong! Events of this magnitude take a lot of organising and work, and the CREATE team were outstanding in their commitment to making the event a success. Our sincere thanks to conference Project Manager Stef Coles, and to Hannah Peacock for her support across all aspects of the conference, and to all the Conference Committee Members for their hard work.

Stemming from the *Advocacy in Action* conference sessions, we created a Best Practices Guide for Child-Centred Complaints Handling and developed resources to aid the process for young people. A second Best Practice Guide on Participation is due to be published in the next year. We also developed tools to promote the need for young people to have the option of remaining in their current placement, should this be appropriate and desirable to them and their carer, till the age of 21. We joined with our colleagues at Anglicare Victoria and the Homestretch campaign to highlight this ever present need to have options for young care leavers that include remaining in a stable and supportive placement.

I had the good fortune to speak at an international JAPSCAN conference in Kobe, Japan, to support the sector to advocate for a service to promote the rights of children and young people in care as currently they do not have a dedicated service to do this. The opportunity to meet with international agencies selected to speak allowed us to extend our global network. It seems the issues faced by young care leavers are very similar in many countries.

Our sector relationships have strengthened over the years and our partnerships have yielded improved outcomes for children and young people. Our partnership with Key Assets has gone



from strength to strength and the CREATE Your Future program is now rolled out to Key Assets staff to assist young care leavers to gain valuable life skills. This year saw us secure several new partnerships; in Queensland, the Next Step Plus program saw us confirm new licences for the CREATE Your Future Program at Churches of Christ Care, Life Without Barriers, YFS and Gold Coast Youth Services. We also confirmed the Department of Child Protection in South Australia as a licence holder. This is an exciting time as we start to mobilise this program as it allows us to reach and equip more young people to move to independence with improved life skills and confidence in their abilities.

This year also saw us focusing on reviewing our commitment to the National Child Safe Standards and Principles. A massive body of work occurred across the organisation to strengthen our policies, processes and practice. Lucas Moore was instrumental in driving the review in the early stages, and developed online resources to promote our work in this space to ensure that we were able to publicly demonstrate our commitment. Beck Ketton took over the reins when she came on board and has ensured that the standards are implemented across the organisation. Our Leadership Committee Members have been essential in facilitating us reaching our goals. A huge thank you to Jecelyn Anjani,



Innovative ways of engaging and supporting children and young people have been implemented in short time frames with pleasing results. It is a credit to our teams on the ground that they have been able to mobilise their resources and change their delivery methods to remote delivery in such a short space of time, and with such success.

Beck Ketton, Elisabeth Kobierski and Noelle Hudson for their dedication to the organisation and improving the lives of children and young people.

The COVID-19 environment burst into our lives and has wreaked havoc for our teams across the country. Innovative ways of engaging and supporting children and young people have been implemented in short time frames with pleasing results. It is a credit to our teams on the ground that they have been able to mobilise their resources and change their delivery methods to remote delivery in such a short space of time, and with such success. Our marketing team, led by Lucas, have moved mountains and reacted to this new environment quickly and with flair. Our new delivery mode saw podcasts, webinars, animated videos (featuring "Gus", our mascot), blogs, YouTube videos, and Instagram sessions with Gus, all developed in a matter of weeks! CREATE is proud to have such a dedicated staff and thanks each and every member of the team for their continued efforts to deliver quality service and activities for young people during this challenging time.

Our Board worked hard this year and tried new ideas in the fundraising space and we saw our first Industry Event held at Ernst

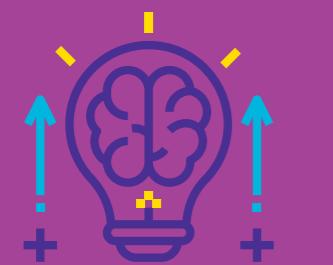
and Young with our Board Member Andy Parton hosting the event. We are ever thankful for the support from our corporate partners AMPC whose continued dedication makes a huge difference to how we are able to support children and young people. We saw some new philanthropic support through grants this year that has enabled us to think outside of the box and create new resources and activities while increasing the participant numbers for programmatic activities.

Overall a fruitful year that improved the lives of children and young people, progressed our advocacy agenda and solidified our sector partnerships!



**Jacqui Reed**  
**Chief Executive Officer**  
**CREATE Foundation**

# Vision, Mission and Core Principles



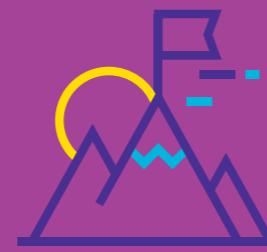
## Core Principles (what we value)

- 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.



## Vision (what we hope for)

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



## 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 44,000 children and young people who are in statutory care and those who have transitioned from care, up to the age of 25.

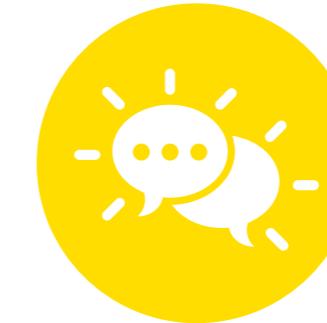
To achieve our mission of improving the lives of children and young people in statutory care, we facilitate a variety of programs and services and develop policy, research, and reports to advocate for a better care system. CREATE is the only independent, national advocacy body whose policy positions are directly informed by children and young people with a care experience.

Our work is underpinned by our deep and abiding commitment to improving the lives of vulnerable groups of children and young people, and as part of this, we also need to address the over-representation of Aboriginal and Torres Strait Islander children and young people within the care system. Our Strategic Plan for 2018 – 2021 drives forward our commitment to improving the lives of children and young people with a care experience. We continue to strengthen our working relationships with a wide range of organisations, including 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. Over the past few years since the launch of our Strategic Plan we've made incredible progress towards our strategic plan goals including:

- Reaching and surpassing a 10 percent increase in new clubCREATE members
- New information sharing agreements with governments in South Australia, Queensland and Western Australia
- Growing and diversifying income streams with an emphasis on unattached funding through roll out of the CYF Licensing program
- A number of states making commitments and introducing trials re: our goal for young people to have the right to have a placement supported within the care system until 21 years
- Developing and distributing a Best Practices Guide for Complaints Handling to ensure complaints processes are designed to ensure the safety of children and young people, and are accessible and responsive

## Our Mission



### 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

# Child Protection Landscape



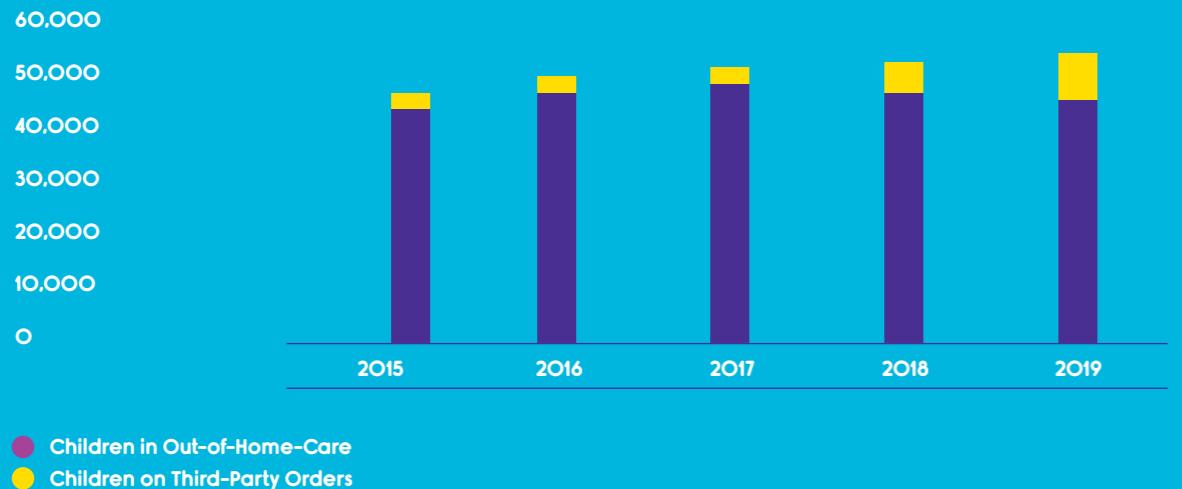
## Changes in AIHW definitions and impact upon data

The Australian Institute of Health and Welfare (2020) collects data on the number of children and young people who are in out-of-home care. From 2018–19, all states and territories have adopted a national definition for out-of-home care. The most significant difference this has had in terms of reporting is that all jurisdictions no longer include data for children on third-party parental responsibility orders (of which there were 9160 children at 30 June 2019) and are now consistently regarded as not being in out-of-home care.

If the numbers of children in out-of-home care and children on third party orders are both considered, the number and rates of children not living with parents for child protection reasons has continued to rise since 2015 (Figure 1).

Between 30 June 2015 and 30 June 2017, the number of children in out-of-home care rose 10% (from 43,400 to 47,900) before falling 5% to 45,800 in 2018 and then 2% to 44,900 in 2019. The rate of children in out-of-home care followed the same pattern – from 8.1 to 8.7 per 1,000 children in 2015 to 2017, before decreasing to 8.0 per 1,000 children in 2019.

**Figure 1. Children in out-of-home care or on third-party parental responsibility orders, between 30 June 2015 to 2019**



**Source:** AIHW, 2020, Data tables: Child protection Australia 2018-19, Supplementary data table T3

At 30 June 2019, there were 44,906 children and young people in out of home care across Australia – a rate of 8.0 per 1,000 children (Table 1). The jurisdictional distribution of children and young people in care is presented in Figure 2 and shows

that the greatest number of children and young people in care are living in New South Wales and the least are living in the Australian Capital Territory.

**Table 1: Children and Young People in Out-of-Home Care, by Indigenous Status and Jurisdiction**

	Number			Number per 1,000				Rate ratio Indigenous/ Non- Indigenous
	Indigenous	Non- Indigenous	Unknown	All Children	Indigenous	Non- Indigenous	All Children	
<b>NSW</b>	6,754	10,127	3	16,884	60.2	6.1	9.5	9.9
<b>VIC</b>	2,181	6,309	0	8,490	90.0	4.5	6.0	19.9
<b>QLD</b>	3,576	4,532	17	8,125	37.0	4.2	6.9	8.8
<b>WA</b>	2,604	2,148	2	4,754	64.1	3.8	7.9	16.8
<b>SA</b>	1,338	2,437	22	3,797	75.3	6.9	10.3	10.8
<b>TAS</b>	379	706	19	1,104	32.7	7.0	9.8	4.7
<b>ACT</b>	199	497	0	696	68.5	5.4	7.3	12.7
<b>NT</b>	948	108	0	1,056	36.6	3.0	17.0	12.2
<b>Total</b>	<b>17,979</b>	<b>26,864</b>	<b>63</b>	<b>44,906</b>	<b>54.2</b>	<b>5.1</b>	<b>8.0</b>	<b>10.6</b>

**Source:** AIHW, 2020, Data tables: Child Protection Australia 2018-19, Supplementary data table S5.10

**Figure 2. Children and Young People in Out-of-Home Care by Jurisdiction between 30 June 2018 and 30 June 2019**



**Source:** AIHW, 2020, Data tables: Child protection Australia 2018-19, Supplementary data table S5.10

### Placement type

Similar to previous years, the majority of children and young people in out-of-home care (92%) were in home-based care and 6% were living in residential care (Table 2).

### Home-based care

Of those in home-based care, 52% were in relative or kinship care, 39% were in foster care, and 1% were in other types of home-based care. At 30 June 2019, Victoria had the highest number of

kinship care placements (73%) compared to the Northern Territory who had the least (28%). However, almost 32% of children and young people were living in other home-based care placements in the Northern Territory.

### Residential care

The data shows that South Australia continues to hold the highest proportion of residential care placements at almost 15%, whereas New South Wales has 3% of children and young people living in residential care.

Table 2: Children and Young People in Out-of-Home Care, by Placement Type and Jurisdiction (%)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	Total
Foster care	42.1	18.7	51.3	41.0	37.5	54.1	39.5	29.2	38.8
Relatives/kin	53.1	73.3	36.8	51.1	46.8	39.0	54.2	27.9	52.3
Other home-based care	0.0	2.0	0.0	0.0	0.7	0.5	0.4	31.6	1.2
Family group homes	0.1	0.0	0.0	3.4	0.0	0.0	0.0	0.2	0.4
Residential care	3.1	5.4	11.8	3.7	14.9	6.4	5.7	8.7	6.4
Independent living	0.8	0.5	0.0	0.0	0.0	0.2	0.0	0.1	0.4
Other/unknown	0.8	0.1	0.0	0.8	0.0	0.3	0.1	2.3	0.5
<b>TOTAL</b>	<b>100.0</b>								

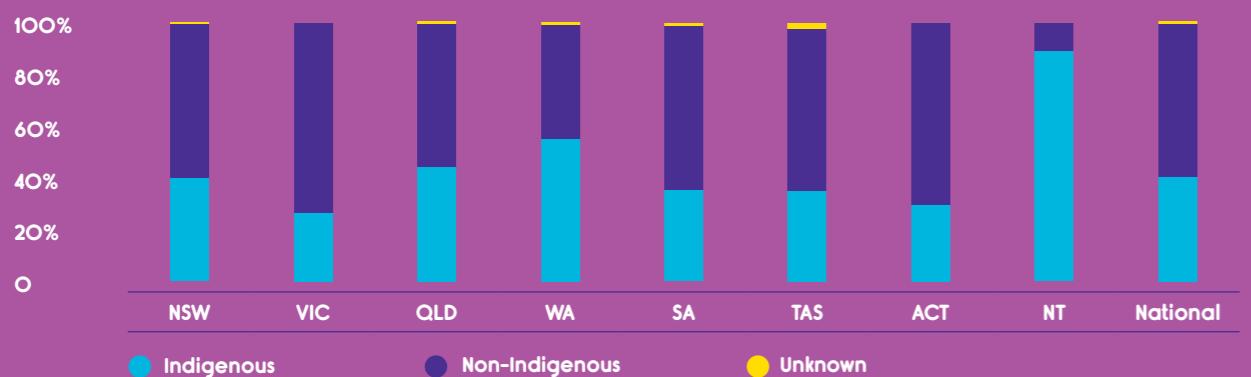
Source: AIHW, 2020, Data tables: Child Protection Australia 2018-19, Supplementary data table S5.3

#### Over-representation

Aboriginal and Torres Strait Islander children and young people continue to be overrepresented in the care population (see Figure 3). In the past year, about 18,000 Aboriginal and Torres Strait Islander children and young people were in out-of-home care. Overall, Aboriginal and Torres Strait Islander children were 10.6 times more likely to enter out-of-home care than non-Indigenous children with a rate of 54.2 per 1,000 compared to 5.1 per 1,000 children, respectively (see Table 1).

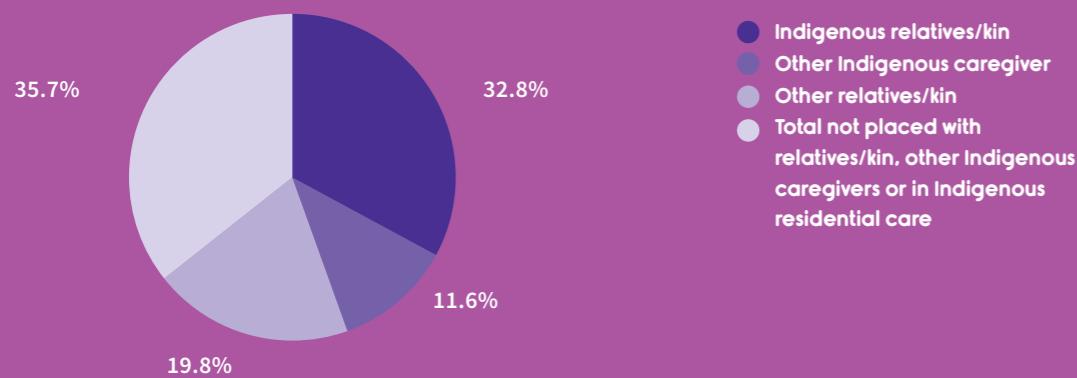
While all jurisdictions have adopted the Aboriginal and Torres Strait Islander Child Placement Principle in legislation and policy, in 2018–19, 64% of Indigenous children were placed with relatives/kin, other Indigenous caregivers, or in Indigenous residential care, as seen in Figure 4. This has slightly decreased from 68% in 2016–17 (AIHW, 2018) and 65% in 2017–18 (AIHW, 2019).

Figure 3. Comparison of Indigenous and Non-Indigenous Children and Young People in Out-of-Home Care, by Jurisdiction



Source: AIHW, 2020, Data tables: Child Protection Australia 2018-19, Supplementary data table S5.10

Figure 4. Proportion of Aboriginal and Torres Strait Islander children in out-of-home care, by relationship of carer (%)



Source: AIHW, 2020, Data tables: Child protection Australia 2018-19, Supplementary data table S5.12

# The Year That Was

The past year has been one of significant change and uncertainty both here in Australia and abroad. Upheaval and transition - often major challenges in the lives of children and young people in care - have been experienced by the community on a heightened scale. Throughout this tumultuous year, CREATE innovated to overcome newly presented barriers. We rose to these challenges, changing the way we engaged with children and young people, and the ways we advocated for a better care system.

In December and January, many clubCREATE members in different communities across Australia were affected by one of the worst bush fire seasons in recent memory. In addition to CREATE staff providing support for children and young people through our state offices, our national office coordinated the delivery of 'Thinking of You' Bush fire Cards to over two thousand children and young people with a care experience across the country.

Just as communities across the country started to recover from the huge impact of the bush fires, a new crisis emerged as the COVID-19 pandemic spread across the world. Amidst the isolation many faced during the pandemic, CREATE's model of Connect to Empower to Change was more critical than ever. CREATE teams across the country were quickly working on new methods to engage with children and young people, deliver programs and undertake our advocacy.

Popular innovations included 'Zoom Bingo' (more of a hit with young people than one would think!) and virtual 'Q&A' sessions, in which children and young people could ask the relevant Minister in their state questions about the impacts of COVID-19 on their lives and care arrangements

One of the biggest opportunities presented by delivering services online is the opportunity to increase our reach. Running more online events has meant we have been able to offer more opportunities and events to children and young people living in regional and remote locations; this has led to an increase in the numbers of young people attending some programs and provided opportunities to engage in programs that otherwise would not have been possible due to distance.

CREATE was also busy working on ways to empower children and young people with information during the pandemic. We



developed a range of online resources to support children and young people in care understand and adjust to the impacts of the pandemic on their lives and who they could approach for support. These resources included:

A) **Gus talks COVID-19 with the kids, for the kids! series.**

B) **Craft with CREATE series.**

C) **COVID-19 FAQ resources.**

D) **COVID-19 Support blog.**

CREATE's advocacy work also continued throughout the COVID-19 pandemic; through discussions online and via telephone with CREATE Young Consultants from around the country, we heard about the critical challenges, such as mental health, connection to culture, the need for priority housing, and how those in care could be assisted to overcome such challenges.





### CREATE's Russ Mulry wins at Victoria Child Protection Week Awards

The "Modelling a Generous Community Award" from Victoria's 2019 Protecting Children Awards was won by CREATE's Youth Facilitator, Russell Mulry. Russ has been a part of CREATE since he was in care himself. Now, working with us as a Youth Facilitator, he spends his time advocating to better the system he grew up in. Russ is dedicated, enthusiastic, and works hard to ensure that the voices of children and young people are heard. He's a fantastic role model and a well-deserving winner.

### Young Consultant Julia Hayes accepts the Award on behalf of CREATE



## Awards

CREATE celebrated its 20th year with some amazing award wins. Our work and our people were recognised at a state and national level:

### Speak Up Program wins at the Queensland Child Protection Week Awards!

CREATE's Speak Up program won the Youth Participation Award at the 2019 Queensland Child Protection Week Awards, with our Young Consultant Julia Hayes accepting the award on behalf of CREATE!

Speak Up is an empowerment program that trains young people aged 14 to 25 with a care experience to advocate on an individual, state, and national level. It allows young people to get their voices heard by the care system's decision-makers, to help train social workers and foster carers, and to connect to other young people who have lived experience of the care system.

### CREATE finalist at Human Rights Awards

This year, CREATE was a finalist for the Community Organisation Award at the 2019 Australian Human Rights Awards. This award is given to a non-government organisation that progresses or defends human rights in Australia.

We're so humbled to have been a finalist for this award and to be able to bring more attention to the challenges faced by children and young people with a care experience across Australia, as well as their incredible achievements in the face of adversity.



Also recognised at the Queensland Child Protection Week awards was long-time CREATE staff member Lucas Moore, who won the Professional (Non-Government)Category.



## National Child Safe Standards

CREATE has welcomed the introduction of National Principles for Child Safe Organisations. The 10 Child Safe Standards were recommended by the Royal Commission into Institutional Responses to Child Sexual Abuse. The standards have been designed with a broader scope to cover other types of potential harm.

CREATE has always advocated strongly for the safety of children and young people in care and that is why we embraced the opportunity to align our organisation's activities, policies, and processes with the Child Safe Standards. During the past year, all Board Members, employees, and volunteers of CREATE have been embedding the standards into everyday practice and the team has worked tirelessly to update policies and relevant documentation to make sure that we at CREATE are Child Safe.

### The 10 Standards are:

1. Child safety and wellbeing is embedded in organisational leadership, governance and culture.
2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
3. Families and communities are informed and involved in promoting child safety and wellbeing.
4. Equity is upheld and diverse needs respected in policy and practice.
5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
6. Processes for complaints and concerns are child focused.
7. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.

8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
9. Implementation of the national child safe principles is regularly reviewed and improved.
10. Policies and procedures document how the organisation is safe for children and young people.

One of the larger pieces of work regarding the Child Safe Principles was the development of our commitment to safety.

At the beginning of this process, we needed to consider what it really meant for CREATE to be a child safe organisation. We asked our Youth Advisory Groups around Australia what it meant to them for CREATE to be "Child Safe".

### Young people told us that being "Child Safe" means that:

- CREATE staff are accessible, approachable, take concerns seriously, have knowledge about working with those who have experienced trauma, and actively care about the safety and well-being of the children and young people around them.
- That CREATE needs to make sure its offices and spaces where it hosts events are safe for children.
- That CREATE needs to keep advocating with young people to ensure the whole care system is a safe place.

Following the development of CREATE's Commitment to Children and Young People's Safety we have been busy turning the voices of our young people into action with the development of new complaints resources and a refinement of existing information and processes.



# Connect

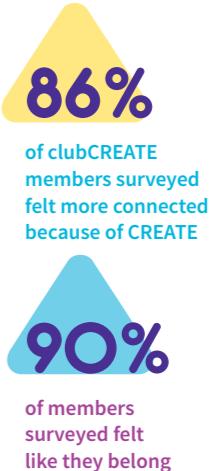
**Connecting children and young people to each other, CREATE and their community**

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.



## clubCREATE clubCREATE membership

This financial year CREATE has again seen a significant increase in the number of children and young people connecting with our clubCREATE program. We have seen a huge membership increase of over 29 percent across Australia, which includes 7,553 new members. This is the largest yearly increase in clubCREATE membership in our history and largely due to new information sharing agreements coming online in Queensland, South Australia, and Western Australia over the past two years. We would like to thank all of our government and community staff who assisted CREATE to reach so many more young people across Australia this year.



In terms of children and young people currently in care, clubCREATE membership now represents more than 45 percent of the total care population of 44,900 which means at least one in four children in care are clubCREATE members! This is a massive achievement for CREATE.

Due to our constant work connecting with and advocating for Aboriginal and Torres Strait Islander children and young people, we are proud to report

that over 34 percent of all clubCREATE memberships are children and young people who identify within this cultural group, and over 47 percent of all new memberships are children and young people who also identify as Aboriginal or Torres Strait Islander. We work hard to ensure we remain culturally relevant for all clubCREATE members, including creating and fostering relationships with advisors within Indigenous communities.



## Information Sharing Agreements

For several 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 Queensland Government join Western Australia and South Australia, allowing us to provide our services to thousands more children in care!

### Strategic Plan Goal:

Information sharing, with CREATE and governments, is implemented in each state and territory. So far, we have information sharing agreements in place with Queensland, Western Australian, South Australian and Tasmanian governments.



## Joining clubCREATE

Welcome Packs are distributed when children and young people join CREATE. These packs are an introduction to CREATE with information on the care system, their rights, and CREATE's programs. It also contains a membership card, sticker pack, and a wristband, along with the latest edition of the clubCREATE magazine. clubCREATE members are also regularly invited to CREATE events and programs in their states and sent a colourful, hand-written card on their birthday.

COVID-19 impacted the delivery of our clubCREATE resources as we were no longer able to recruit volunteers to craft hand-made birthday cards, and deliveries of hard-copy Welcome Packs were delayed. So, during this period we pivoted our strategy and sent Happy Birthday e-cards and text messages to our members. Due to distribution delays of hard-copy Welcome Packs, Welcome Emails were sent out to as many members as possible so that new members could continue to connect with CREATE during COVID-19. Thanks to the support of our distribution and printing supplier Greenridge, we continued to provide personalised hard copy birthday cards to our under 12 members and some fun CREATE stickers.

We look forward to seeing how these innovations can be used moving forward in conjunction with traditional mediums to provide the best experience and multiple touch points for our clubCREATE members!

## clubCREATE in a year

4,162  
Welcome Packs distributed

23,892  
Birthday Cards and Messages sent

84,077  
clubCREATE Magazines (Hard and E-Copy)

Izabella would also like to thank the team involved with doing the birthday cards. It was absolutely beautiful. Izabella is blind so having the glitter and felt letters on the card made it magical for her. Thank you.  
— Carer

### clubCREATE magazine

CREATE produces and distributes 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 we expanded the membership of our Young Consultant Editorial Committee for magazines to include some new Young Consultants from Western Australian and Victoria, which has helped to ensure our content is relevant and engaging for our members. Thanks to Young Consultants Ally, Leanne, Jen, Jasmine, TJ, Zac, Sharna, Ariel, Kirstina, for not only providing advice but writing several articles for the magazine as well! In 2020 we also built stronger links between CREATE's Influencing Committee, which guides CREATE's advocacy work, and the Editorial Committee, to ensure that we best utilised the magazine as a critical connection point to our members in informing them and involving them in our work to improve the care system.

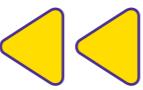
To clubCREATE, Thank you for the beautiful cards you send to me. They make me smile because of all the effort you put into it. These cards you send me I love to keep to remind me of that day when I received it. And every time I look at those cards I wonder what I should do in return, so I wrote this thank you card.

— clubCREATE member

Are you from CREATE? I get birthday cards from you guys and they are great!

— clubCREATE member





# E-Marketing

	June 2015	June 2016	June 2017	June 2018	June 2019	June 2020
Facebook	2,314	3,766	-	-	-	-
Twitter	3,730	4,654	561	257	-	-
LinkedIn	4,946	5,009	707	464	-	-
Instagram	6,229	5,316	943	859	-	-
Total	7,281	5,487	1,216	1,058	-	-
Followers	8,666	5,675	1,963	1,358	-	-

[facebook.com/CREATEfnd](https://facebook.com/CREATEfnd)    CREATEfnd  
[@CREATEfnd](https://twitter.com/CREATEfnd)    [CREATE Foundation](https://www.linkedin.com/company/CREATE-Foundation)  
[youtube.com/CREATEfnd](https://youtube.com/CREATEfnd)

**17.4% increase in followers across social media channels**

**30k views on YouTube**

**25% increase in e-news distribution**

Over the 2019-2020 financial year, CREATE's digital platforms have continued to grow. Across our two websites, CREATE and CREATE Your Future we have seen an average of 5,482 monthly site visits on the CREATE website, and 2,209 monthly visits on the CYF site. Our most popular pages included *What We Do* and *Who We Are* – with *What We Do* accumulating over ten thousand page views throughout the year, and Who We Are accumulating over twelve thousand – reinforcing the importance of our culture, values and mission to our audiences.

Our e-news campaigns saw a lift this year due to more of our communications being done digitally throughout the COVID-19 pandemic, and in alignment with digital growth across all

industries. Our Connect Us e-news delivery increased by 25% year on year, with an overall click-through rate of 3.6% and an open rate of 21% - well aligned to industry averages. Our subscriber list increased by 9.1% year-on-year.

CREATE's social media has seen incredible growth, with an average increase of 17.4% in followers across all channels. Our YouTube channel received in excess of 30,000 views over the year. We look forward to continuing to grow and refine our digital presence to ensure we are effectively promoting CREATE, our advocacy priorities and most importantly, the voices of children and young people with a care experience!



## Connection Events

Connection Events are an important part of CREATE as they provide children and young people with a sense of belonging, and they 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.



### Connection Events in South Australia

CREATE South Australia partnered with Aboriginal Family Support Services to deliver two connection events for Aboriginal and Torres Strait Islander young people and their families. It was a whole lot of fun at the pamper day, with our teams exploring yoga techniques, henna, massages, and manicures. The Ice Arena was also a big hit – the young people were able to have a bit of a laugh at the CREATE staff wobbling on the ice!

**859**

connection events held across Australia attended by children and young people with a care experience

**60.4%**

of children and young people in attendance identified as CALD

**38%**

of children and young people in attendance identified as Indigenous

**737**

Individual Sibling Groups in attendance throughout the year



**“**We love what CREATE does, bringing the community together.  
— Carer



## Connection Events in New South Wales

CREATE in New South Wales celebrated the end of summer at Raging Waters. Our team were joined by hundreds of young people, their families, and carers to get active and have loads of fun in the water, slides, and rides. What better way to get together on a hot summer day than to host a sausage sizzle and a big day out in a water park? It was a great chance for us to connect with children and young people in out-of-home care in New South Wales, and to continue fostering those relationships within our community.



## Victoria's Christmas Party Connection Event

In late November, CREATE in Victoria celebrated Christmas with clubCREATE members at an indoor amusement venue in Braybrook. We had 429 children, young people and carers join us to celebrate the year that was. There were smiles all around while we raced around in dodgem cars and go-karts, played laser tag, mini-golf, and tried our hands at the bucking bull! There were face-painting and Christmas crafts and children and young people buzzing to tell Santa what was on their Christmas list. The children and young people loved unwrapping presents that had been generously provided by our corporate sponsors. It was an amazing day that the Victorian team looks forward to each year.



**“**It was the best day of my life.  
— clubCREATE member



## Tasmanian CREATE n Paint Art Competition

During the COVID-19 pandemic, CREATE in Tasmania held its first virtual art competition Connection Event – and what an amazing event it was! The theme was “connection to family, siblings, and friends”. Each household was sent an art and craft pack in the mail. Families could use these materials and other art supplies which they had in their house, to create their art piece. There was an abundance of really wonderful feedback from carers, young people, and Child Safety Officers about how lovely it was for families to work together on this project.

## ACT Sibling Connection Event

For over three years now, CREATE in the Australian Capital Territory (ACT) has been fortunate to receive support from The SNOW Foundation to host a number of Connection events each year with a focus on providing more opportunities for siblings who are separated to come together. The funding allows us to provide events which are both big and small, and importantly, the opportunity to continue to emphasise and draw attention to the importance of sibling connections to other important people in the lives of children and young people in care. One of the events we held was a family night at Capital Pancakes in the September school holidays. We had a wonderful time with all 106 people who came along. The night comprised of a delicious dinner, card games, face-painting, bingo and some awesome karaoke. This proved to be a winning combination, with everyone hoping to have another opportunity like this in the future. As always, we were really pleased to see children and young people meet up with special people in their lives at this event.



**“**This has been great...I am here with all my brothers and I have just met my cousins for the first time...it's great being here all together!  
— clubCREATE member



ACT CREATE Community Facilitator Nicky Link with a couple of satisfied customers at Capital Pancakes.



# CREATE's Cultural Work

**Karen Dini Paul**

CREATE is committed to ensuring that its services are delivered in a culturally appropriate and safe manner. We are also committed to ensuring that we seek advice and input into program development to continue to provide culturally meaningful content and activities for Aboriginal and Torres Strait Islander children and young people. This year we brought on a Cultural Advisor, Karen Dini Paul. Karen has more than 20 years' experience in business management, workforce development, strategic leadership and delivery of human services for government and non-government organisations in Far North Queensland, including UnitingCare Queensland, Wuchopperen Aboriginal Health Service, Act for Kids and the Department of Communities. Karen is an Aboriginal woman, descendant of the Arrernte People of Alice Springs. She was born and resides in Cairns where she currently operates her own business, KDP Consultancy.

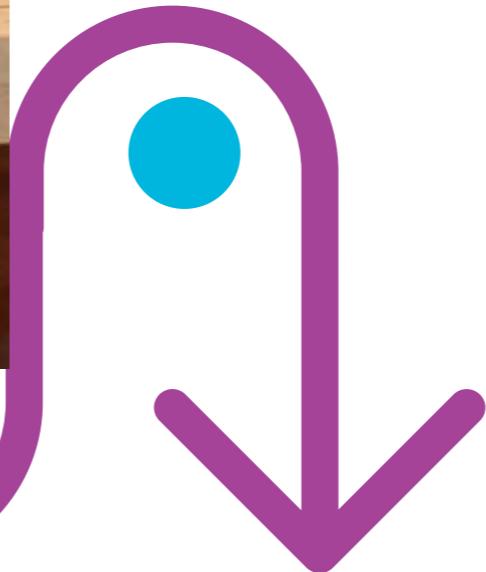
"I met Jacqui over a year ago when she came to Cairns and through our conversations learned about CREATE and the work they do. From that moment, I knew I wanted to work with the team to empower young people with a care experience to have a strong voice around systemic issues impacting their lives.

Protecting children and honouring them as most precious comes natural to me as it does to most of us who work in this field. I grew up in a loving family and I believe it should be a given for all children to expect the same, unfortunately this is not the reality for many children. The system is not equipped to provide the nurturing required to raise children, to guide and support them to become healthy, self-sufficient adults. We rely on the commitment and dedication of individuals to make a difference in the life of a child.

Thank you to the CREATE Team, I have thoroughly enjoyed working with such a dedicated group of people who are so genuine in your personal interactions and professional transactions with children and young people every day."

**I am a proud Bunjalung man and I love volunteering with CREATE for NAIDOC because it helps spread the word about CREATE to everyone we meet at NAIDOC and helps CREATE help more people. My favourite part of the day was the Indigenous dancing they did to open NAIDOC it was really cool.**

— TJ, Young Consultant



CREATE stands in solidarity with Aboriginal and Torres Strait Islander peoples, including the young people we support and the organisations we work alongside every day. There's an over-representation of Aboriginal and Torres Strait Islander children in out-of-home care that can't be ignored, and the child welfare system significantly impacts Aboriginal and Torres Strait Islander communities. We all have a responsibility to create better outcomes for children, and it starts with reconciliation, truth telling and justice. Aboriginal and Torres Strait Islander voices must be at the forefront of change.

**During NAIDOC week in 2019 CREATE held over 12 connection and engagement activities across the country.**

As part of NAIDOC week in the Northern Territory, CREATE joined our friends at Larrakia Nation Aboriginal Corporation for their Family fun Day. This was held at Jingili Water gardens and was a fantastic day for all with dancing, live music, cultural sports, jumping castles and much more!

CREATE, along with Larrakia Family Finding & Kinship Program and Larrakia Children & Family Centre in Palmerston, ran arts and crafts stalls with everything from screen printing, T-shirt prints, mandalas and painting!



# Empower

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

Empowerment activities and programs give children and young people the chance to build their self-confidence and self-esteem by connecting with their peers and enabling them to have a voice and be heard. CREATE's key empowerment programs include Youth Advisory Groups, Speak Up, and CREATE Your Future.



## Youth Advisory Groups



There needs to be a specific plan...for sibling contact...not just parent contact...check who is important to us.

– clubCREATE member



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 are 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.



Since COVID-19 I was in a very dark and depressed place, and angry all the time.

– clubCREATE member

### Strategic Plan Goal:

CREATE's empowerment programs and activities meet the needs of children and young people of diverse backgrounds, including Aboriginal and Torres Strait Islander peoples.

	ACT	NSW	QLD-T	NT-D	NT-A	QLD	SA	TAS	VIC	WA	TOTAL
<b>Number of YAG Events Held</b>	16	16	32	9	10	37	20	11	51	20	222
<b>Total Number of CYP attending YAG events</b>	132	147	135	66	79	259	135	130	328	153	1534
<b>Total Number of Indigenous CYP attending YAGs</b>	31	43	55	63	78	107	39	35	71	23	545
<b>Total Number of CALD CYP attending YAGs</b>	23	15	1	0	0	4	0	0	38	13	94

CYP = Children and young people, CALD = Culturally and Linguistically Diverse

## Youth Advisory Groups in Queensland

Throughout the peak months of the COVID-19 pandemic, our Queensland team facilitated two online Youth Advisory Groups (YAGs). In our YAGs, we explored topics like residential care, regional needs, support after 18, mental health, coronavirus challenges, support services, culture, and more. To make them fun, these YAG's were centred around activities like scavenger hunts, bingo, secret role games, funny costumes and trivia. Our State Coordinator, staff, and Young Consultants regularly met online with the Minister and the Director-General for Child Safety. Our YAGs were extremely valuable, listening to the voices of young people and ensuring these voices are heard by key people in the care sector.



Book Club YAG

**“**Don't believe the stigma surrounding cultural groups.  
— clubCREATE member

## 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.

Thank you to the Moore Foundation, for their generous support of our Speak Up program in the ACT and WA.

This year CREATE consultant Andrew Cummings reviewed and updated the program, incorporating feedback from young people, CREATE staff, and external partners like AbSec, who generously provided feedback to help ensure the program is culturally relevant and safe for Aboriginal and/or Torres Strait Islander children and young people.

**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.

**“**Culture helps make up who you are.  
— clubCREATE member



**“**I really have never been given any opportunities for my voice to be heard. Then CREATE came into my life through doing a consultation and all of a sudden I have all these opportunities to do stuff. I recently did CSO training with Kel I have never felt so good about myself. She's made me feel anything is possible. I am really looking forward to doing more with CREATE.  
— clubCREATE member



## Youth Advisory Groups in Western Australia

In June, CREATE in Western Australia welcomed Djurandi Dreaming, a one-man tour guide and Aboriginal art company, into an online YAG to have a yarn! He shared knowledge of Nyoongar culture and shared some personal stories about his Grandmother and how her childhood experience affected their family today, which really touched our hearts. Many of our West Australian young people said that hearing about this history was their favourite part of the session. He also shared some amazing Dreamtime stories about how the black swans came to be black, and how the southern cross formed in the sky. It was a great YAG for our young people - we all came away from the session with some new knowledge about our local Wadjuk land and Nyoongar history.

**“**I like talking to CREATE because it's a safe place and it will change things.  
— clubCREATE member



# NSW Young Consultants speak up about SUP

WWWW

## Young Consultant Kelli

### Tell us about yourself!

I am a school student currently doing my HSC, I love dancing and anything to do with performing. I love working with young kids and hope to do that in the future.

### What do you like about Speak Up?

CREATE's Speak Up program was very helpful, it was not only information, but it was a lot of hands-on as well which was good. It helped a lot with public speaking and knowing the audience to modify speeches.

### Please tell us about any activities you have done as a Young Consultant.

I have co-chaired a YAG, and am going to be a Young Consultant at Speak Up Level 3.

### What skills do you think you have developed as a Young Consultant?

To be able to listen to other people's stories more and understand where they are from and their experiences. It was also good to know that there are other people out there with similar passions and similar experiences.



## Young Consultant Taya

As a Young Consultant, I have had the opportunity to have my voice heard and advocate for young people in the care system at panel discussions and co-chair at YAGs. I have also had the chance to talk to new caseworkers at their training sessions which have been very rewarding for me, knowing that sharing my experiences can have a positive effect on those caseworkers and the young people they manage.

### What skills do you think you have developed as a Young Consultant?

My name is Tenayah but I prefer to be called Taya, I'm a Queen Scout and apply myself greatly to all my Scout commitments as that is my main interest - I also enjoy all things artistic. I'm currently working two jobs casually, one at McDonald's and the other is with the Scout Association of Australia as an activity instructor at their various Sydney sites and I enjoy teaching the kids how fun the outdoors can be. I am currently doing a pathways program into university at UON, hoping to get into a Bachelor of Social Science Majoring in Anthropology in 2021.

### What did you think of CREATE's Speak Up program?

I found the program very interesting and fun, it helped me understand the way the support system works and helped me realise the importance of Young Consultants and the need for our insight to help fix the flaws in the system. I enjoyed meeting other young people and hearing their experiences as well as being able to share my own.

### Please tell us about any activities you have done as a Young Consultant.

### What would you like to do in the future with CREATE or personally?

I love the opportunity to help make a difference to the care system as much as I can and participate in as many events as I can to help young people in the care system know that they are not alone. On a more personal note, I am working towards becoming a Baden Powell Scout and furthering my experiences and leadership skills through both volunteer roles in scouts and all aspects of my life.

# 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 equip young people with the 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.

	Total
Number of CYF Workshops	32
Total number of CYP attending	259
Total number of indigenous CYP attending	70

CYP = Children and young people

I loved all of it...Getting to know people and all the activities. I want to do it again.  
– CYF Participant

Super-informative.  
– CYF Participant

**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 are awarded to clubCREATE members to assist them with their studies and independent living. There are three categories; driving lessons, laptops, and education and training.
- 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.



## CREATE Your Future in the ACT

Thanks to the Genworth Foundation, CREATE in the ACT were able to run a number of CREATE Your Future workshops. We ran four workshops in all – two in October 2019 and two in January 2020 with 13 to 15 young people taking part in each workshop.

In October 2019, we spoke with young people, carers and caseworkers to decide which workshops to incorporate into our first CREATE Your Future Camp – with the ‘Legit Wellbeing’ and ‘Roller Casholla’ workshops winning the debate. The camp was a three-day affair, with two full days of workshopping and the final day to celebrate with a day trip to the South Coast.

In January 2020 we ran the ‘You and Your Peeps’ and ‘Selfhood’ workshops facilitated over two days. While the celebratory trip to the South Coast was not possible due to the New South Wales bush fires, we organised a horse-ride for our graduates, as a special way to close three great days of learning. Another big thanks to the Genworth Foundation, our partners at Northside Yengage and our Young Consultant Shelley for helping our workshops come to fruition!

Everyone is different and we don't really know what is going on in someone's life...  
– CYF Participant



## CREATE Your Future Grant Scheme

Each 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.

The purpose of these grants is to provide specific support to young people across three areas:

- **Driving lessons**, to increase independence and employment opportunities;
- **Laptops**, to support students with their studies and access;
- **Education and training**, to support young people further their studies be that at School Based Apprenticeships, TAFE and University

This year CREATE awarded 49 CYF grants to young people across Australia:

- 22 young people were granted driving lesson packages
- 23 Laptops were awarded, including IT devices to multiple nonverbal recipients
- Various courses and course fees including a young person completing a Certificate III in Community Services, and a guitar for a young person furthering their music studies.

# CREATE Your Future Licensing

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 is building momentum and has significantly increased 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. This year our CYF licence program has grown considerably, with Life Without Barriers, Churches of Christ (QLD) and YFS Ltd (QLD) coming on board, joining Key Assets and the South Australian Department for Child Protection, who came on board in the previous financial year.

CREATE would like to applaud all of our licence holders for their investment in a proven program that helps young people with the skills, confidence and knowledge they need to successfully transition to adulthood.



**The CYF Grant Scheme would not be possible without the help of our sponsors. CREATE would like to thank the following organisations who made the grant scheme a reality this year:**

- QBE Foundation
- Sage Foundation
- CMV Staff Foundation
- Paul Moore
- State Trustees Victoria (Octavia Simmons Scholarship)
- Territory Families



Key Assets staff undertaking the CREATE Your Future 'Train the Trainer' program.



### Action Goals!

Over the year the number of people using Sortli around Australia continued to increase and we want to acknowledge all the support from care sector professionals and young people who have helped to promote this resource.

We've been thrilled to action some of the major feature updates that young people have been asking for over the past year, leading to the development of Sortli as a 'needs' based, inclusive app that's easier to navigate, as well as new customisation features that allow individuals to create their own life goals.



## Northern Territory Sortli Launch

Territory Families and CREATE Foundation were proud to partner together to officially launch the Sortli App in the Northern Territory!

The launch followed months of research and consultation with a diverse range of organisations, sector professionals, and young people across the Northern Territory, to create a culturally relevant and safe tool that would help young people transition from out-of-home care.

The event was held on October 9th 2019 at Charles Darwin University in Darwin with over 50 people in attendance. CREATE Young Consultant Jewel hosted the event, speaking about her own experience when transitioning from care. The launch also featured an interactive demonstration showcasing how Sortli is a valuable pocket-companion to any form of transitioning to independence, planning or programs caseworkers and carers are undertaking.

The Northern Territory version of Sortli features a unique design created by local artist Cian Mungatj McCue who has direct links to the Larrakia, Mulluk-mulluk, and Yanyuwa people. The design and colours represent the unique landscape and give the App a 'Territory feel'.



# 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

Children and young people with a care experience are central to everything we do at CREATE. We believe the experts of the system are the children and young people who have experienced it first-hand. It is their stories and experiences that guide CREATE's mission to change the out-of-home care system for the better. We are committed to ensuring the voices of children and young people with a care experience are heard and taken seriously by key decision-makers, and this is how we approach our policy and advocacy initiatives.

Through our research and consultations with children and young people we are able to capture their experiences and convey the important messages and findings within our reports, submissions, best practice guides, stakeholder meetings, conferences and media correspondence. This valuable work contributes towards the positive changes we seek within legislation, policies, practice and service delivery relevant to our sector.

**“My vision for the care system is that each child or young person feels like they are somebody. I want them to feel heard, understood, valued and worthy. I dream of a world where children and young people who are living in care are treated equally.**

— Young Consultant

**“To one day have a care system where kids don't fall through the cracks where they can have the support that they need and they're not scared to reach out. I know having that support system around them makes all the difference.**

— Young Consultant

**“**Being a young person who unfortunately experienced a negative experience while in care, I have been extremely passionate about doing all that I can to make sure no child or young person is made to feel some of the feelings like I felt while in foster care. – Tasha, Young Consultant



## Achieving Change

CREATE's Strategic Plan 2018-2021 outlines our advocacy goals and objectives which drive our organisation forward. This year, some of our key national advocacy goals focused on young people's right to a supported placement within the care system until 21 years of age, and that each state or territory has provisions for transition support up to the age of 25. These goals align with the nationwide Home Stretch campaign of which CREATE is a member.

Across Australia, many states are exploring the option of extending supported placements for young people in care until 21. In Tasmania, young people can now apply to stay with their carer or third party guardian in a supported placement until 21 years. South Australia's program, Stability in Family-Based Care, which also provides extended payments to support a young person until they turn 21 has been accessed by 50 young people and has had a great response so far.

Victoria and Western Australia have both committed to Home Stretch and have commenced trials for young people to stay with foster or kinship carers, or find alternative accommodation if they live in residential care. Meanwhile, Queensland has committed to support until 19 years of age and increased discussions about extending care to 21 are progressing in the Northern Territory.

As always, a key focus in our advocacy is keeping young people's voices front and centre. Amongst other opportunities, this year saw the appointment of two young people to CREATE's Influencing Committee to help advance our advocacy agenda.

### Other achievements towards CREATE's Strategic plan include:

- The release of CREATE's first ever 'Voices in Action' podcast by Young Consultants for young people, their carers and workers, raising awareness and calling for action on Supported Placements to 21
- Our advocacy during COVID-19 which saw the expansion of Home Stretch in Victoria and additional funding for connection calls in Queensland
- Additional informational resources for children and young people during COVID-19 with CREATE's 'Gus talks COVID-19 with kids, for kids!' animation videos
- Home Stretch Youth Advisory Groups in Victoria and Western Australia
- Our advocacy in changing permission processes to ensure timely decision-making occurs for children and young people in Queensland and the Northern Territory so that they can participate in recreational activities like camps and sports.
- Coordinating a Youth Advisory Group with Minister Luke Donellen, the Victorian Government's Transition from Care Youth Expert Advisory Group and the Brighter Futures Youth Ambassadors group in Victoria.
- Advancing the global voice of CREATE at the JaPSCAN conference in Japan
- Supporting two Aboriginal and Torres Strait Islander Young Consultants to present at the National Indigenous Youth Empowerment Summit in Queensland

**“**What motivated me to join the Influencing Committee was that I've always been a very vocal advocate for the children and young people in the care sector about improving the way the system is run for future generations because nobody knows the system better than people who have been through it.

– Sonja, Young Consultant



## Turning voices into action

### Submissions

CREATE's submissions are an advocacy tool that we use to communicate the voices of young people to inquiries in order to influence policy and practice change at both state and federal levels. In the last year, we have made several submissions to state and federal inquiries. One in particular, was submitted to the Senate Community Affairs Reference Committee regarding the lack of adequate financial assistance with the current Newstart allowance and how it compounds the difficulties faced by young care leavers and their journey in becoming independent members of society. We recommended that the Newstart allowance, and other related payments such as Youth Allowance should be increased, by at least \$75 per week and should occur in the context of other commitments to improve outcomes for those with a care experience. This includes indexing payments to wages, and increasing the Commonwealth Rent Assistance for those on Newstart.

### Other submissions made this year are related to:

- Sep 2019: Reforms to Child Protection Legislation in Queensland
- Oct 2019: South Australia's Strategy for Children and Young People in Care 2019-2022
- Dec 2019: Review of the Children and Young People (Safety) Act in South Australia
- May 2020: Secure Therapeutic Residential Care in South Australia
- June 2020: Adoption Amendment Bill in the Australian Capital Territory



**“**CREATE allowed me to be real and gave me the freedom to express myself the way I wanted to. Other places I have worked with try to tell you how to say things or try to corporatise what you say. In this space, if you really want to impact change, you need to support a young person to be authentic when they talk to people. Otherwise, if you don't let them be themselves it's kinda what happens to you when you are in care.

– clubCREATE member

### Position Papers

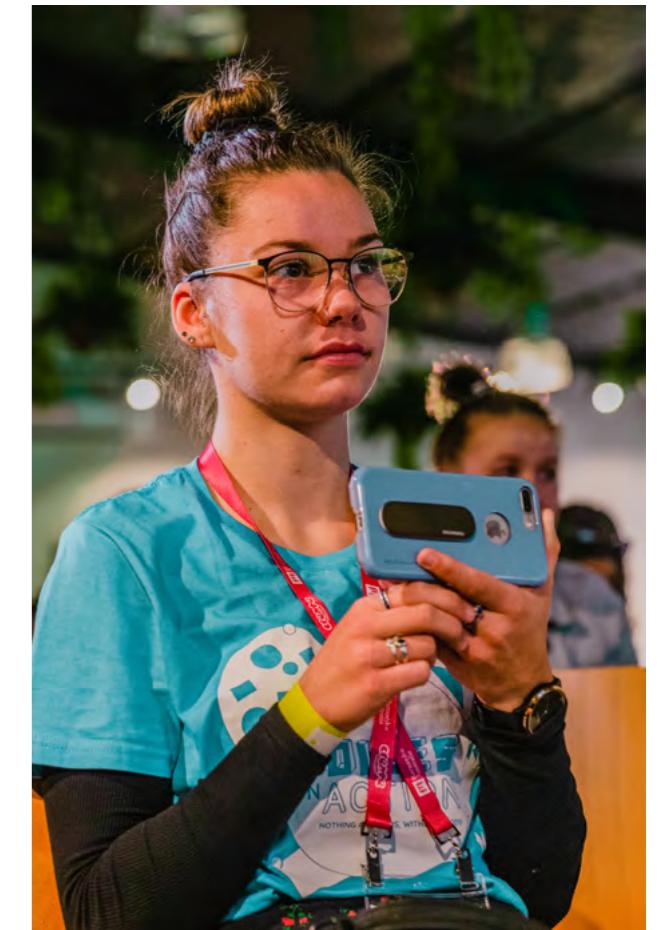
This year we also released three new Position Papers. Position papers offer a summary of the evidence, articulate our position and outline the actions we are calling for to improve the lives of children and young people with a care experience to assist them in reaching their full potential. Our positions are based on the information and experiences children and young people with a care experience share with us through several channels including our research reports, think tanks and consultations.

#### 1. Supported Placement Until 21.

We call for state and territory governments to provide young people with the option to remain in care, or to return back to a supported placement until 21 years, regardless of placement type. Providing supported placements and additional support during this important life stage could help reduce some of the poorer outcomes experienced by many young people who leave care at 18 and can offer a more gradual transition to independence.

**“**Eighteen is not a good age for young people with leaving school, and it is unreasonable to expect young people to find a job and live by themselves ... Leaving the comfort of a household and roof over your head at 18 takes away young people's stability when they need it most.

– clubCREATE member



#### 2. Priority Access to Housing.

In addition to supported placements until 21, we advocate for young people with a care experience to have priority access to housing. A concerted effort from state and federal governments, as well as child protection workers, must be taken to ensure care leavers have a safe and secure place to live and are involved in the planning stages of these decisions before they exit care.

#### 3. Relationships with Caseworkers.

We believe that relationships between caseworkers and children and young people are extremely important. Our position affirms that in order to achieve these connections, caseworkers must be honest, caring, flexible, respectful, organised, committed to child-friendly practice, and treat children and young people as individuals with rights that must be respected.



## Consultations

Our state and national teams regularly consult with young people about their individual experiences in out-of-home care. These consultations amplify the voices of young people and help inform policy and practice in direct, relevant, and child-centred ways.

Through online, over-the-phone, and in-person consultations, our team have been busy collecting testimonies, ideas, and recommendations from children and young people, identifying what is and isn't working in the care system and, importantly, how it can be improved. During this financial year, 16 state funded and fee-for-service consultations took place across the jurisdictions of New South Wales, the Northern Territory, Queensland, South Australia, Tasmania, and Western Australia, with one national research project incorporating all jurisdictions:

### State/Territory Consultations:

- *Young People and their Connection with Caseworkers: Seeking Supportive Relationships in Out-of-Home Care* (NSW, TAS, WA)
- *Supporting Out-Of-Home Care Placements to 21* (NSW, QLD)
- *Complaints Processes* (NT, SA)

- *Permanency and Stability* (QLD)
- *Where do Young People go for Help: Ideas to Inform Referral Pathways* (NSW)
- *Accessing the NDIS: The Views of Young People with a Care Experience* (NSW)
- *The NDIS Experience of Children and Young People in Out-of-Home Care* (NSW)
- *Perspectives About Health Care* (NSW)

### Fee-for-service Consultations:

- *Views on Permanency: Young People in OOHC Reflect on Permanency and Timely Decision-Making* (Ernst & Young; National)
- *Connecting Young People with their Care Plan* (Life Without Barriers; QLD)
- *Health and Well-being: Perspectives of Children and Young People with an Out-of-Home Care Experience* (Children and Care Collective; NSW)

## Spotlight on Connection with Caseworkers: Consultation

Three consultations were conducted across New South Wales, Tasmania, and Western Australia on the topic of connections to caseworkers, which were instrumental in informing CREATE's *Relationship with Caseworkers Position Paper*. We found that the relationship a young person has with their caseworker can greatly influence their entire experience of the care system. We asked 83 young people aged between 10-25 what they think of the level of support they receive from their caseworkers and how their relationship with their caseworker impacts the quality of that support. Young people spoke about the importance of caseworkers having a commitment to both professionalism and care (suitably trained and appropriately matched staff that are equally trusting, respectful, and kind); young people having a greater presence in the decision-making process; the importance of continuity and better planning during periods of transition or disruption; targeted action and direct work; and a stronger emphasis on relationship-building, connectivity, cultural awareness, and improved communication.

## Advocacy in Action Workshops

This financial year also marked the fourth international CREATE conference *Voices in Action: Nothing About Us, Without Us*, whereby 549 attendees including 247 young people with a care experience participated and shared their invaluable stories. These young people were also brought together with carers, service professionals, and decision-makers to learn from each other and workshop key issues to improve the lives for children and young people with a care experience.



Three critical issues explored in the Advocacy in Action conference workshops included transitioning from care and extending supported placements, decision-making and participation, and building blocks of a good complaints system.

These Advocacy in Action sessions drove the work of the CREATE policy and advocacy team this year as they followed up on the important work started by young people, carers, and workers at the conference. After the conference, our team transcribed, analysed, summarised, and developed resources informed by the voices of young people around these issues. Information was drawn from poster workshops, artwork, photo/video statements, letters to ministers and empathy mapping. This material has also been used in combination with other research to create the first in a series of three Best Practice Guides and accompanying poster resources.

## Best Practice Guide: Child-centred Complaints Handling

The *Child-centred Complaints Handling* guide and poster has been designed to help organisations and sector workers develop child-friendly complaints processes. A common theme in CREATE's research reports is that complaints systems are not user-friendly, and that children and young people feel like their voices are not heard or they do not know how to make a complaint. The Voices in Action conference workshops reflected this and directly informed the Best Practice Guide.

**Principles for a good complaints system:**  
**Key messages from children and young people with a care experience.**

CREATE appreciates the people who work with and care for children and young people in out-of-home care. This poster and accompanying Best Practice Guide have been informed by the voices from our 2019 Voices in Action conference workshop combined with other research. Eight principles below are essential elements for a good complaints system:

1. Use language that is easy to understand and jargon free
2. Train staff receiving complaints to respond appropriately and empower children and young people to speak up
3. Provide support or access to an independent support person during complaints process
4. Prioritise complaints, follow up in a timely manner and inform young people when the complaint is finalised
5. Promote and display information on how the system works and who to speak with about any issues
6. Develop simple, user friendly and culturally inclusive complaints processes
7. Offer multiple options to make complaints and encourage feedback
8. Ensure safety and no ramifications for those who speak up

**Key Messages from Young People at the 2019 VIA Conference:**

- "Always see every complainant as an individual one... Take it seriously."
- "Become creative in delivering information to young people. Use the young person's preferred method of communication."
- "Have a culture around it being positive to actually complain. A complaint shouldn't be a mark against your name."
- "Walk with us through the process. Having someone who isn't on anyone's side prevents bias and complications."

# Events Fundraisers

## AMP Capital Running Club

The amazing support we receive from AMP continued during this year. We saw the AMP Running Club raise over \$5,000 which was a fabulous effort. We also benefited from the funds raised from AMP Santa Photos with over \$3700 raised.

## Ernst and Young Industry Event

This year we hosted a new industry event at Ernst and Young with our Board Member Andy Parton taking the lead. The event was a huge success as a fundraising venture, and provided a great networking opportunity for participants. Young Consultant David was incredibly generous in sharing his story with people from the insurance industry and is a passionate advocate for CREATE.



## AMP Capital Beat the Bosses!

AMPC held their Beat the Bosses fundraising event in October, which was a resounding success with over \$13,290 raised on the night. The dedication of the AMPC team has been instrumental in their fundraising efforts, to support CREATE to be able to create a better life for children and young people in care. We thank each and every participant for their fundraising efforts and continued support, we truly appreciate it!



# World Care Day 2020 #Careday2020

Over the last few years, CREATE has participated in Global Care Day – a day all about celebrating the lives of children and young people with a care experience - their achievements, their resilience, their strength. EPIC in Ireland is the lead agency for Care Day, but the day has also generated a large amount of engagement from the UK and New Zealand.

For 2020, CREATE took on the role of lead agency for Care Day in Australia. To increase awareness within the Australian care sector, we sent an information and collaboration kit to our key contacts, organised for one of our Young Consultants Leilani Houston to participate in a podcast with EPIC about Care Day, and worked with our state teams to produce a video compilation in support of the cause.

Our marketing efforts gained considerable traction within the broader sector with a large increase in engagement year-on-year, with over 820 social media engagements across 14 organisations. This was a huge step forward from the previous Care Day, in which CREATE was the only organisation to participate in Australia. We look forward to seeing how this day continues to grow in the coming years.



## CREATE visits VOYCE



In August 2019, Lucas Moore and Cathy Carnovale from CREATE went to visit our sister agency in New Zealand – VOYCE WHAKARONGO MAI. The trip was hugely insightful and included visits to VOYCE's Auckland and Whangarei offices, many opportunities to connect with young people, and to learn more about child protection in New Zealand. We were able to exchange ideas around advocacy, research, and bi-culturalism and discuss differences in funding models between the countries. We are very appreciative to be working alongside organisations like VOYCE, to be able to compare and learn from each other to provide better outcomes for children and young people.

# CREATE's 20th Birthday Celebrations

## 20 YEARS

of standing up for children and young people in care

In 2019 CREATE celebrated our 20th Birthday! While we had our gala event in May, the celebrations continued throughout the year, with our Connection Events in September being Birthday Party themed. Hosted during Child Protection Week, each of our states pulled together an amazing celebration - with activities ranging from jumping castles to Luna Park and even a silent disco! Close to 700 children and young people attended our events around the country, as we brought them together with their families to enjoy the fun. These events provided the opportunity to reflect on the positive impact CREATE has made on the sector throughout the past 20 years, and connecting our communities in true CREATE style. It was also about reflecting on CREATE's 20-year history and achievements and the incredible young people who are involved with CREATE. We want to say a huge thank you to everyone involved with these celebrations. Our work could not be done without you!



### CREATE FOUNDATION: A HISTORY 20 YEARS

of standing up for children and young people in care



#### Birthday Booklet:

As part of our celebrations, we put together a 20th Birthday Timeline Book as a means to look back on the history and achievements of CREATE over the past 20 years. This book was very well received and marks a piece of CREATE history, showing not only the evolution of the foundation, but also how our mission to connect to empower to change has been at the forefront of our work for many years.

The booklet captures some of the defining moments of the incredible journey CREATE has undertaken from the development of the Australian Association of Young People in Care (AAPIC) led by Jan Owen in 1993, to the evolution to CREATE at the turn of the millennium and the organisations continued growth and influence up until the present.

Looking back on the work we have done as an organisation, we are incredibly proud to have been able to have an impact on the Australian out-of-home care sector over the past 20 years. From humble beginnings,

AAPIC grew to become CREATE Foundation, which is now a national organisation with offices in each state and territory, over 50 staff members, and over 25,500 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 has remained the same. Due to the hard work of dedicated staff, supportive partners and passionate young advocates, CREATE has contributed to significant change in the care system over the years

This 20-year milestone is a huge achievement for the organisation and we are so excited to see what we can achieve in the years to come – Happy Birthday CREATE!

# VOICES IN ACTION

NOTHING ABOUT US, WITHOUT US 2019



## Voices in Action Conference 2019

### Empowering Young People for Positive Change

From the 14th–16th November, CREATE hosted our fourth international conference, *Voices in Action: Nothing About Us Without Us* at the Melbourne Zoo. The purpose of our Voices in Action conferences is to connect young people with a care experience to others with similar experiences around Australia and provide a platform where young people, carers, professionals, and sector leaders can come together to work on making the changes needed in Australia's care system.



The Voices in Action conference program focused on the following key priorities for change identified through consultations with children and young people in the development of CREATE's 2018-2021 Strategic Plan:

- **Participation and Decision-Making:** Creating the best outcomes for young people by demonstrating how to break through the complexity of including their voices in the decision-making process.
- **Transitioning from Care:** How we can best support young people leaving care to improve outcomes, including a focus on providing the option for young people to be supported by the care system past the age of 18.
- **Complaints and Record-Keeping:** Exploring how the complaints process for children and young people in care needs to be improved so that we learn from the lessons of the past.

It was an incredible three days. We had over 500 delegates (including over 240 young people, almost 80 carers, and over 190 professionals) attend, with every state and territory represented and visitors from the UK, Hong Kong, and New Zealand.

The conference was hosted by our wonderful MCs Cathy Carnovale, the State Coordinator for CREATE in Victoria, and Ash Potter, a CREATE Young Consultant. It featured an Acknowledgement of Country by Jardwadjali and Djab Wurrung artist and Stolen Generation's member Nerissa Major, who talked movingly to the huge Day One crowd about the healing stones she has created for each young person attending the conference. A massive thank you to the Family Matters campaign for sponsoring this important artwork!



**Thank you so much to our conference sponsors:**

ACT Government  
Allambi Care  
Anchor  
Anglicare Victoria  
Barnardos  
Berry St  
Berry Street  
Churches of Christ Care  
Dame Roma Mitchell Trust Fund  
DSS Federal Government  
Key Assets  
Key Assets  
Life Without Barriers  
Mackillop  
NSW Government  
NT Government  
Office of the Children's Guardian – NSW  
Office of the Children's Guardian – NSW  
OzChild  
QLD Government  
SA Government  
TAS Government  
VIC Government  
WA Commissioner for Children and Young People  
WA Government

# CREATE in the Media

CREATE's continued presence in the media was made possible by the support of our media advisor Leigh White. With this partnership we can give a 'voice' to the children and young people we service, enabling them to create positive changes for the future. This year CREATE drove significant media attention on a range of issues for children and young people in care, including our push for placement support to be extended to 21 and the challenges faced by children and young people with a care experience during COVID-19.



**CREATE promoted the voices of children and young people in 57 different media articles and stories this year; 27 CREATE Young Consultants were directly quoted in these articles.**

Meanwhile, on the social media front, a number of our campaigns and media-related activities performed well:

**A. Gus talks COVID-19 with the kids, for the kids! series.** This series of five short animations featured CREATE's mascot Gus the Gorilla talking to children in care about the impact of COVID-19. By the end of June 2020, the series had achieved a total social media reach of 40,137 users, a total of 2,212 engagements, and a total of 4525 views across YouTube and Facebook.

**B. COVID-19 FAQ resources and Support Blog.** CREATE developed Frequently Asked Questions web pages and PDF handouts for children and young people in care and those transitioning from care to help ease confusion and uncertainty, particularly during the early stages of the pandemic. These resources received 1424 unique website visits from April till June. We also put together a page with contained general support information for children and young people about COVID-19, such as general resources about understanding the pandemic, extra mental health, and income relief support available. This page topped our most visited sites list in April and received a total of 2,245 visits over the period March-May.

**C. COVID-19 Zoom Chats with Young Consultants.** March-May CREATE published three Zoom webinars featuring our Young Consultants from around the country. These received a total reach of 4,892 on social media, including 4243 engagements and 1026 views across YouTube and Facebook.

**D. Craft with CREATE series.** This is a series of video tutorials for craft projects that children and young people can do at home. This series has received almost 2000 views across YouTube and Facebook.

**E. CREATE's participation in the Home Stretch #makeit21 Campaign.** The campaign continued throughout the year through social media and through attendance at many events. Etc.

**F. Continued Partnership with Channel 7.** In partnership with Channel 7 and renowned presenter Kay McGrath, we continued with another series of television Community Service Announcements for Transition to Adulthood month.

## Young Consultant in the Media: Interview with David Whyham

**How do you find doing media interviews, what has your experience been like?**

The experience itself was pretty interesting because I was trying to advocate for a certain thing so while I spoke honestly, I was also strategic in the way I answered their questions to see which way they edit the story. It is always very interesting to see which the way they edit the story - you can never anticipate which quotes they use. It is always good for the ego to see yourself in something like this - but I thought overall it was a positive article. I was torn between my ego and the morality of the issue – it is hard for them to accurately paint a picture of the system in just one article.

**Why is this media work important to you?**

I feel like there is nothing more important than spreading accurate information regarding the care system, because people in the general community don't know much about it. I am just trying to be as honest as I can and for people who do take an interest in how the system works and how the system paints itself.

**How do you feel about this work that you do?**

It's one of the most important things to me – to introduce people to my narrative and make sure that they understand the system better.



## Kids in care need help during crisis

**Brodie Cowburn**  
brodiele@baylidenews.com.au

THE state government has announced a \$77.5 million package to provide support to children in foster or kinship care.

Carrum Downs woman Tay, now 21-years-old, lived in kinship care. She said that children in care who turn 18 during the COVID-19 pandemic may find themselves in a difficult situation, and need the extra support.

"I found it hard to get the support I needed," she said about her own experiences of growing up in kinship care. "Mum had passed away already and Nan was doing her best to bring me up, but there was a lot of struggle. I did finish year 12 and I'm glad to have had Nan in my life, as she made a strong person and who I am today."

"At 18 most people are still at school and it would be really hard to move out, impossible [while] trying to finish school or even working and trying to support yourself," she said.

"Young people have really limited options when leaving care and it would be really hard and ..."

are you allowed to go and see it?"  
The state government has allocated an extra \$4 million in funding to their Home Stretch program, which gives kinship and foster carers the option of keeping young adults in their care up to the age of 21 years, supported by an allowance.

As part of the state government support package, foster and kinship carers will also receive a one-off \$600 payment for every child they care for.

Child protection minister Luke Donnellan said "every day, our foster families and kinship carers provide the most amazing support to our children and young people. Now, it's our turn to support them."

The CREATE Foundation is a body representing children and young people in out-of-home care. CEO Jacqui Reed has called for a six month extension for the transition process for children in care turning 18 during the coronavirus pandemic.

"Through our independent consultations with young ..."

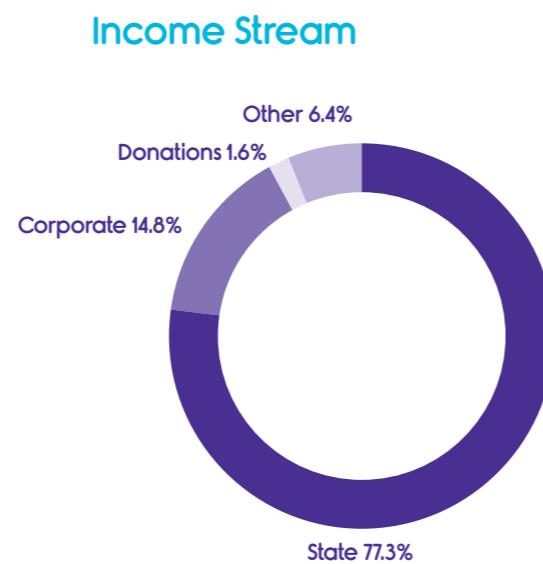
## Inquiry announced into 'very high' number of Victorian children going missing from state care

By Louise Weller  
Edition & May 2020 | Last updated 4 May 2020





# Financial Overview 2020



	2020	2019	2018	2017
<b>Total funding</b>	7,555,998	6,752,284	8,109,238	6,219,578
<b>Percentage increase</b>	12%	(17)%	30%	(3)%
<b>Total expenses</b>	7,426,566	7,035,863	7,960,174	6,193,818
<b>Percentage increase</b>	6%	(12)%	29%	(3)%
<b>Retained earnings</b>	625,626	496,394	779,973	630,909
<b>Percentage increase</b>	26%	(36)%	24%	4%

The table shows an increase of 12% in funding over the past year with CREATE's expenditure on programs and services also increasing by 6%.

The increase in funding is due mainly to the CREATE Voices in Action conference held in November 2019. The conference received overwhelming support with each of the State and Territory governments providing funding to support travel, accommodation and attendance by children and young people of their state. Another contributing factor to a positive year was the CREATE Your Future Program Licences, where three licenses were taken up and delivered in the year.

Due to COVID-19 the company's service delivery method was changed from face-to-face programs to remote and online delivery. As part of the government stimulus package, \$50,000 was received as a cash flow boost payment in April 2020.

In 2020 there was a surplus of \$129,432 (2019 deficit of \$283,579) taking retained earnings up to \$625,626.

During the financial year, fundraising events were held by corporates to support CREATE. AMP Capital held a Beat the Bosses event in October 2019 and EY hosted a cocktail event in February 2020.

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 2020

	2020\$	2019\$
<b>Services revenue</b>		
State and Territory grants	5,839,328	5,869,168
Federal grants	-	29,213
Corporate grants and conference	1,116,986	221,707
Donations	117,513	513,948
CYF licensing and consultancy fees	347,059	24,631
<b>Other revenue</b>		
Interest revenue	33,944	65,207
Sundry revenue	101,168	28,410
<b>TOTAL revenue</b>	<b>7,555,998</b>	<b>6,752,284</b>
<b>Expenditure</b>		
Accommodation and travel expense	196,994	313,765
Consultancy fees	440,415	341,218
Depreciation and amortisation expense	255,301	53,003
Employee benefits expense	4,566,965	4,457,941
Insurance	52,185	50,483
Lease finance charges	80,407	-
Payments to young people	118,152	63,067
Postage and couriers expense	144,953	115,959
Printing and stationery expense	125,446	108,423
Rental and outgoings	197,913	512,574
Resources	134,254	97,628
Telephone and internet expense	84,906	87,545
Venue and food costs	640,580	310,764
Other expenses	388,095	523,493
<b>TOTAL expenditure</b>	<b>7,426,566</b>	<b>7,035,863</b>
<b>PROFIT/(LOSS) before income tax</b>	<b>129,432</b>	<b>(283,579)</b>
<b>INCOME tax expense</b>		-
<b>PROFIT/(LOSS) for the year</b>	<b>129,432</b>	<b>(283,579)</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 2020

	2020\$	2019\$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	1,731,768	2,402,576
Receivables	23,054	64,338
Prepayments	71,276	62,597
	<b>1,826,098</b>	<b>2,529,511</b>
<b>Non-current assets</b>		
Cash on deposit	134,992	131,509
Plant and equipment	149,464	115,514
Right-of-use lease assets	524,085	-
	<b>808,541</b>	<b>247,023</b>
<b>TOTAL assets</b>	<b>2,634,639</b>	<b>2,776,534</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Payables	1,281,611	2,070,794
Lease liabilities	229,154	
Provisions	147,211	125,140
	<b>1,657,976</b>	<b>2,195,934</b>
<b>Non-current liabilities</b>		
Lease liabilities	273,914	-
Provisions	76,923	84,206
	<b>350,837</b>	<b>84,206</b>
<b>TOTAL liabilities</b>	<b>2,008,813</b>	<b>2,280,140</b>
<b>NET assets</b>	<b>625,826</b>	<b>496,394</b>
<b>EQUITY</b>		
Retained profits	625,826	496,394
<b>TOTAL equity</b>	<b>625,826</b>	<b>496,394</b>

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

## Statement of Cash Flows

For the year ended 30 June 2020

	2020\$	2019\$
<b>Cash flows from operating activities</b>		
Receipts from grants and customers	7,340,109	7,058,109
Interest received	36,735	71,020
Payments to suppliers and employees	(7,733,584)	(7,628,606)
	<b>Net cash outflow from operating activities</b>	<b>(356,740)</b>
	<b>(499,477)</b>	
<b>Cash flows from investing activities</b>		
Purchases of plant and equipment	(62,182)	(78,003)
Proceeds from disposal of plant and equipment	-	15,182
Payments for non-current investments – cash on deposit	(3,483)	-
Proceeds from non-current investments – cash on deposit	-	21,863
	<b>Net cash outflow from investing activities</b>	<b>(65,665)</b>
	<b>(40,958)</b>	
	(540,435)	(897,476)
<b>Cash flows from financing activities</b>		
Payments relating to principal element of lease liabilities	(248,403)	-
	<b>Net cash outflow from financing activities</b>	<b>(248,403)</b>
	(670,808)	(540,435)
Cash and cash equivalents at the beginning of the financial year	2,402,576	2,943,011
<b>Cash and cash equivalents at the end of the financial year</b>	<b>1,731,768</b>	<b>2,402,576</b>

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

# Year Ahead

As we turn our sights to the year ahead we do so in an uncertain environment dominated by the COVID-19 pandemic. Our commitment to creating a better life for children and young people won't waver, but the delivery of our services and activities will, to meet the demands placed on us by the pandemic, and to ensure the safety of children and young people. We'll be exploring the elements of our delivery to see where we have had "wins" and good feedback from children and young people and the sector, and carrying them forward. We already anticipate we'll be more active in the remote delivery of some of our core programs such as YAGs, and encouraging participation through webinars and podcasts.

The vulnerability of children and young people is compounded during COVID-19, due to the complexities surrounding sibling and family contact, and maintaining connection with birth family members. Creating new ways of meaningful connection will be first and foremost on our minds, as will overcoming obstacles to accessing resources to be able to operate in a remote environment. We look forward to the new opportunities that this new environment has presented us with and in continuing to try new things to get the best outcomes for children and young people in care.

**Jacqui Reed**  
Chief Executive Officer  
**CREATE Foundation**

# Our Volunteers



**Thank you!**



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.

This year we are grateful to have had over 1200 volunteers, accumulating over 5,000 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 July 2019, we sent over 2,000 Welcome Packs to Western Australian young people due to an information sharing agreement with the Western Australia Department of Communities, Child Protection and Family Support.

Thank you to the volunteers and organisations that assisted with this mammoth effort!

We also need to say a big THANK YOU to eight hard working volunteers from AON in Melbourne, who provided crucial help in the lead up to our Voices in Action conference by helping us pack over 500 delegate satchel bags!

Whilst the onset of COVID-19 forced us to cancel volunteer sessions between April and June 2020, we continue to work on overcoming the challenges posed by COVID-19 and engaging increased numbers volunteers in the year ahead.

# CREATE Corporate Supporters



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.



CREATE would like to acknowledge and thank EY for their support in hosting an Industry Cocktail event. A special mention to Andrew Parton, who was instrumental in organising the event.



PwC has provided ongoing support for CREATE Foundation through taking on the task of our audits each year. Thank you to PwC for this continual support!



CREATE would like to extend a warm thank you to King Wood Mallesons, who have supported CREATE with legal advice for many years. A big thank you to King Wood Mallesons for their wise counsel and ongoing support.

## Peter and Elizabeth Moore Foundation

CREATE would like to thank Peter and Elizabeth Moore Foundation for their continued support to deliver the CREATE your Future workshops in the Australian Capital Territory and Western Australia.



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# Government Funding Bodies

CREATE Foundation would like to gratefully acknowledge the support we receive from the Australian Government and State Governments.

## State and Territory Government



Community Services Directorate (ACT)



Department of Communities and Justice (NSW)



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Department of Communities – Child Protection and Family Support (WA)

# Board of Directors



## Jacqui Reed **CEO CREATE Foundation**

Jacqui has been Chief Executive Officer of CREATE Foundation 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. 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. Jacqui is a member of the Board of Directors and Leadership Committee at CREATE.



## Richard Hill **Chairman**

Richard is an investment banker and lawyer and spent many years working in London, Hong Kong and New York with the HSBC Bank Group. He is a director of ASX company, and Blackwall Property Group. He held the position of the Chairman of Westmead Medical Research Institute, Sirtex Medical Limited and Biota Holdings Limited. He has been admitted as an Attorney of the New York Bar. Richard has been a Director of CREATE since 2010 and Chairman since 2013.



## Jann Skinner **Treasurer**

Jann was a partner at Pricewaterhouse Coopers specialising in the financial services sector, particularly the insurance industry. She was the auditor of CREATE Foundation for a number of years. After nearly 30 years she retired from Pricewaterhouse Coopers 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.



## Dr Joseph McDowall **Executive Director of Research**

Joseph 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. Joseph authored the 2008 and 2009 CREATE Report Cards dealing with Transitioning from Care in Australia. He also has served as a consultant to the Queensland Department of Child Safety. He 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.



## 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 practised as a lawyer for marginalised clients working for a private criminal law firm, a community legal centre, a child safety authority in the UK 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. She has had policy positions in government and was a Research Director on the Carmody 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, a member of the Queensland Law Society Childrens' Law Committee.



## Kirsten Gray

Kirsten is a Muruwari and Yuwaalaraay woman with family connections to North Western NSW. 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 NSW 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.

## Thank you to Peter Coleman

Peter has been a long-standing member of CREATE Foundation's board of directors, with more than seven years of support for CREATE's work. Peter sought out the opportunity to be a part of CREATE so that he could support children who, at no fault of their own, had faced challenges that no child should have to worry about.

*"Children deserve love, support and an opportunity to enjoy a safe and fulfilling life. At CREATE we help young people in care have a voice, find their potential and become amazing contributors to society. This is what I want for my children and I believe it's what all young people deserve."*

After seven years of serving on the board, Peter is moving on – CREATE Foundation want to extend a warm thank you to Peter for all his work and support over the past seven years.

# Leadership Committee



## Jacqui Reed **CEO CREATE Foundation**

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.



## Rebecca Ketton **National General Manager Operations**

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.



## Linda James **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.



## Tracey Shaw **Development Operations Manager**

Tracey has a background in Social Work and Education with 30 years' experience in the Community Services Sector, including 15 years as CEO of a medium sized non-profit organisation. Bringing diverse sector experience from Neighbourhood Centre, Disability and Mental Health to Community Housing, Domestic Violence and Family Support, Tracey has strong skills in facilitation, strategic process and leadership. She is passionate about creating opportunities for people to achieve their fullest potential through person-centred practices and valuing the voice and expertise of people in their own life choices.



## 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. Jecelyn left the role of National Finance Manager in April 2016 for maternity break and returned to the role in September 2017.



## Noelle Hudson **National Influencing Manager**

Noelle has worked in the community sector for over 10 years, leading policy teams and advocating for systemic change to the out of home care and affordable housing systems on both state and national level. She has worked for both state and local government and appreciates the processes, partnerships and alliances required to improve outcomes for children and young people with a care experience. Noelle previously worked with CREATE from 2014 to 2017 and has returned in 2020.

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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.