

Big Brothers Big Sisters Australia

Annual Review 2015-16





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1. MESSAGE FROM CHAIRMAN AND CEO

In 2015-16 Big Brothers Big Sisters Australia (BBBSA) and our volunteer mentors worked with communities and made a huge difference in the lives of more than 900 vulnerable children.

We restructured our operation to grow and diversify our programs, which involved a shift to directly deliver mentoring services in some locations, rather than through partner organistions. This consumed some capital reserves which was necessary to establish a platform for long-term growth and reduce the cost of mentoring.

Building on work begun in previous years, we consolidated the diversification of our mentoring programs, increased the number of children matched with mentors by 60 per cent and reduced our average cost per match by 40 per cent.

Notably, with the help of Gandel Philanthropy, we grew our 'Big Futures' in-school mentoring program and, thanks to The Walt Disney Company Australia and New Zealand, launched 'Our Space' – a new interactive e-mentoring platform.

Importantly, throughout this rapid expansion we maintained the very high standards of safety, quality and the effectiveness of our programs.

We are also closer to the communities we serve, having established 'Mentoring Hubs' in urban areas close to the need.

We are well-positioned now to bed down these changes in the 2016-17 year. An additional focus for the coming year will be building the Big Brothers Big Sisters brand in Australia to help us attract even more support for growing our programs and providing more children with the support they desperately need.





Tim Cox, Chairman



Sherilyn Hanson,Chief Executive Officer

2. ABOUT US



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Big Brothers Big Sisters knows all children have the potential to succeed despite vulnerability and adversity

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What drives us

Our purpose is to provide vulnerable children with strong and enduring, professionally supported one-to-one mentoring relationships that change lives for the better, two people at a time.

Big Brothers Big Sisters knows all children have the potential to succeed despite vulnerability and adversity. Confident in this potential and the value of professionally supported mentoring relationships, we target children who face any number of challenges including those associated with poverty, single parent households, out of home care and a lack of adult support.

What We Do

Big Brothers Big Sisters offers one-to-one mentoring programs throughout the community, in school and online which meet the varied needs of vulnerable children from 7 to 17, their families and the broader community.

Serving as role models, our volunteer mentors (Bigs) teach vulnerable children (Littles) by example, the importance of giving and giving back, of staying in school, and having a respect for family, peers and the community.

By matching vulnerable young people with a volunteer mentor, we are providing long-term stable, positive guidance and friendship. Our quality mentoring programs have been proven to keep young people in school, off drugs and alcohol and out of gaol.

We make sure our programs work safely, effectively and efficiently by:

- · screening and training mentors and supervising matches;
- developing and documenting standards, processes and policies;
- overseeing all Big Brothers Big Sisters programs in Australia to ensure processes are being followed and best practice shared.

We are turning the dream of a brighter future into reality.

How we are different

Big Brothers Big Sisters programs are proven to work and we are different in a number of ways from many other mentoring organisations that support young people in need.

- We provide long-term, one to one mentoring relationships with volunteers committing for a minimum of 12 months. This gives Littles a stable relationship they can rely on over a significant time rather than just a 'one off' intervention.
- Big Brothers Big Sisters has stood the test of time all over the world. Bigs have been mentoring vulnerable children around the world for 110 years and across Australia we have over 34 years' experience.
- Big Brothers Big Sisters Australia is one of 14 countries affiliated with Big Brothers Big Sisters International, the world's largest donor and volunteer supported mentoring network.

Strategic focus areas



Impact

Our success is defined around the outcomes we achieve for children, the increased number of children we impact through our program, and the lifelong success and community benefits that follow.



Sustain

We build a strong base of program materials, financial and human resources to enhance our ability to mentor more children. We will focus on reducing the cost per match and the efficiency of our programs without impacting the quality and safety of our mentoring matches.



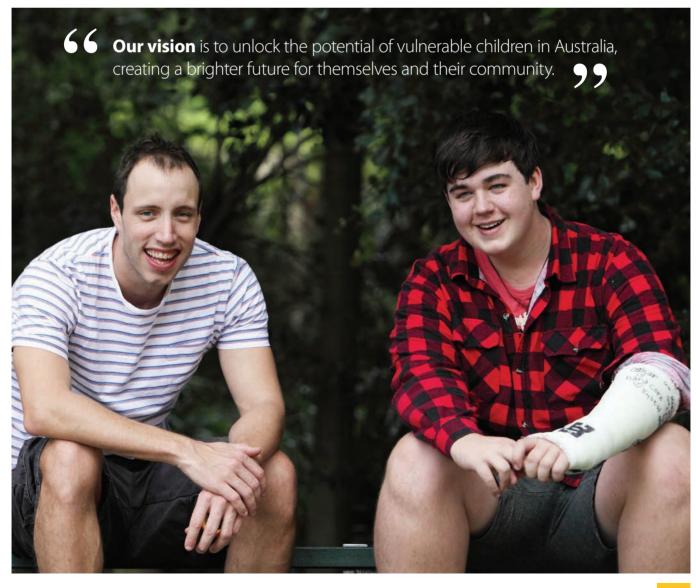
Scale

We develop the skills and resources to grow capacity, increase the numbers of children we mentor while continuing to improve effectiveness and diversity of our programs.



Advocate

Lead the discussion by becoming an active and vocal voice on youth mentoring.



3. OUR IMPACT



Young people

Total young people participation:

936

325

385

6

220

In Community*

* including Young Achievers Program

In-School

Online (Pilot)

Activity days



Volunteers

Total participation of volunteers:

1,014

485

New volunteers screened and trained

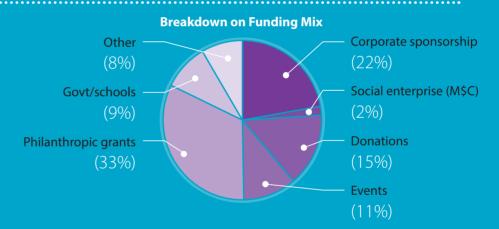
529

Volunteers supported (active & closed)



Funding Mix

\$1,212,582



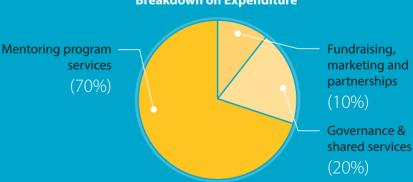


Expenditure

Total

\$1,337,000

Breakdown on Expenditure





Social Return on Investment

In 2013, Boston Consulting Group conducted a major study into the social return on investment for Big Brothers Big Sisters Canada. The results, by inference, are compelling for Australia too:

18:1

social return on each invested dollar on a net present value basis

23:1

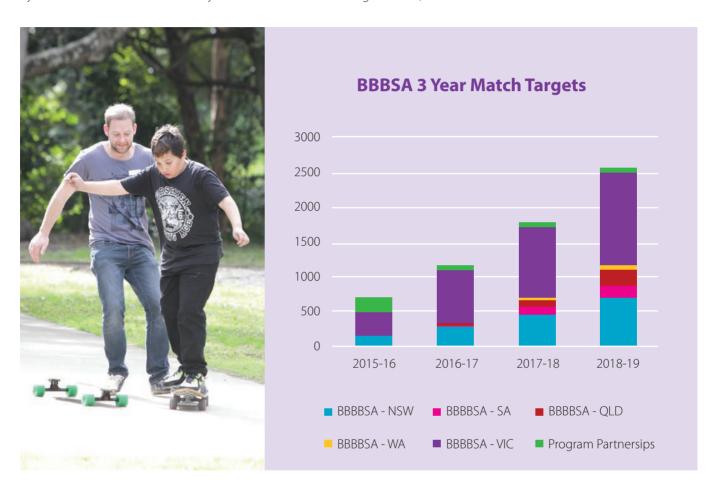
social return on each invested dollar on a net present value basis for the least economically advantaged segment

4. BRIDGING THE GAP

We know there is a huge unmet need in Australia for mentoring vulnerable young people. In fact, by our estimation there are approximately 30,000 Year 8 students alone that need mentoring. We want to bridge that gap.

Our aim is to more than triple the number of mentoring matches across all of our programs over the next three years and expand our geographic coverage to more of Australia.

By the end of the 2018-19 financial year we want to be mentoring at least 2,600 Littles.



How you can help

There are many forms of help we need, including:



Donate

It's not just a donation. It's an investment in a child's future. You can donate online, join our Start 100 Donors Circle, donate through a workplace giving program or give a gift card.



Volunteer

We are currently seeking in-school mentors in Victoria and New South Wales. Or you may have other skills we can use to improve our services, grow our programs or keep the organization running.



Fundraise

Introduce us to potential partners, enter a team in the Million\$Challenge for fun, professional development and a great cause, attend our BIG Breakfast, shop online via Shopnate or come up with your own fundraising ideas.

For more information and ideas, go to bigbrothersbigsisters.org.au

5. OUR MODEL



Famous for our community-based mentoring matches, Big Brothers Big Sisters Australia is now doing things very differently to provide high quality mentoring to more children, in more locations, at less cost.

Our programs now fall into three broad categories: traditional community-based; in-school and online.

In all cases, proven and internationally-recognised quality standards protect the safety of the young person and the volunteer. All programs are monitored by qualified mentoring coordinators who support the match and adhere to best practice systems and processes.

CASE STUDY Kayla (Little) and Pippa (Big)

Kayla lives with her parents, grandfather and three brothers in her grandfather's small house. Kayla was recently diagnosed with epilepsy but her parents' time is often taken up attending to her youngest brother who has severe autism. Kayla doesn't get much time out of the house to be a kid.

Pippa, 29, loves taking Kayla to the park and solving imaginary mysteries as 'detectives'. They have found a way to manage Kayla's anxiety about having an epileptic episode in public and Pippa was invited to Kayla's small birthday party as one of the few "really important" people in her life.

Regular one to one mentoring builds trust, engagement in education and wellbeing, a positive growth mindset and sustainable happiness. Mentors gain skills in leadership, resilience and team building, dealing with difficulty and identifying new possibilities.

Community Mentoring

Working with families and volunteers to provide one-to-one mentoring for young people at home and in the community.

We have, over the last two years, grown our 'whole of community' approach. Working with communities to meet local needs, staff have been decentralised into Mentoring Hubs in the locations that need them most.

Utilising community infrastructure and sharing human resources reduces the capital and administrative costs need to provide mentoring on a large scale. With the new Mentoring Hub model, we are able to:

- reduce the cost of a mentoring match by 40% without compromising safety or quality;
- collaborate and provide more holistic support by working with other service providers in a community e.g. police, schools, mental health and domestic violence agencies; and
- engage the community businesses and volunteers to help and support their local vulnerable young people.

Mentoring Hubs are located in Adelaide, Brisbane, Sydney, Dandenong, Central Melbourne, Sunshine and Geelong in Victoria

BIG Futures

Collaborating with school clusters to keep young people engaged in education through one-to-one mentoring in school.

Big Futures is responding to schools that have sought assistance with students' mental health and wellbeing or their needs relating to career or further education pathways.

While schools' expertise is in delivering the curriculum, extra-curricular mentoring is proving to be a great way to leverage the resources of the community with the structure and protection of the Big Brother Big Sister processes and policies.

With the generous support of Gandel Philanthropy, the BIG Futures program is tailored to meet each school's particular needs. This flexibility means schools can run year-long mentoring with a focus on wellbeing as well as term-based mentoring with a focus on pathways for VCAL students.

Under the program, schools contribute financially in recognition of the importance of Big Futures to the success of their students and their school community.

BIG Futures in-school mentoring hubs are already established in the Central Coast, NSW and in Victoria in the Yarra Ranges, Mt Waverly/Glen Waverly and Maribyrnong/Footscray areas.



In the first year of the program we had five students involved. Last year eight participated. In 2016 we have targeted sixteen potential participants. The escalation is a clear indicator of the success of the program and I am hopeful that this growth will continue in the future as the benefits of mentoring become more broadly appreciated. I would recommend to any principal to promote the program in their school.

BBBS mentoring provides a golden opportunity for schools to take advantage of the expertise of interested and committed members of their local communities who want to contribute.

What's not to like about that?

"

Gerard T. Schiller - Principal, Glen Waverley Secondary College



OurSpace

A new interactive, monitored online program widening the reach of mentoring around the country and providing mentoring support to those currently missing out due to factors such as location, long-term illness or disability.

During National Youth Mentoring Week, October 2015, we launched OurSpace, an online e-mentoring program that connects vulnerable children with mentors around the country, regardless of geographic location or other restrictions.

In the past, excessive travel time between Bigs and Littles in rural and regional areas, long-term illness or disabilities have denied BBBS mentoring to many young people.

OurSpace removes these barriers by using digital technology to bridge the divide, allowing Bigs and Littles to connect online, regardless of where they live or other restrictions.

We are looking forward to using this technology to expand into areas currently not served by Big Brothers Big Sisters.

OurSpace was developed and is being maintained with the very generous support of the Walt Disney Company Australia and New Zealand.



CASE STUDY Maddie (Little) and Polly (Big)

Maddie, a 14 year old girl in Melbourne's outer north, was referred to OurSpace by the Royal Children's Hospital. Her medical condition led to her missing a lot of school and subsequent difficulty maintaining friendships. Maddie needed the support of a fun, mature friend who could be there for her in or out of hospital, regardless of how she is feeling.

Polly is a bubbly 29 year old woman with a Psychology degree living in Melbourne's south. She wanted to support a young person and found OurSpace was perfect for her busy schedule, juggling full time study and work.

"Like any relationship it was a slow start but with some BBBS ice-breakers our relationship now is a really genuine, trusting friendship. I enjoy catching up each week on the face to face chat, but there is also the activity feed we can post to. Thanks to Maddie, I am up to date on the latest music trends, which I am grateful for." Polly

Young Achievers Program



The Young Achievers Program (YAP) helps students in year 10, 11, 12 and first year university students who have limited adult support but are excelling in an academic, sporting or artistic field.

Thanks to the support of the Philip and Vivien Brass Foundation, the young people are given a mentor working in their field of interest and access to workshops providing them with unique challenges and leadership opportunities.

Initiated by Big Brothers Big Sisters Patron Philip Brass, the YAP supports young people by:

- increasing self-esteem and life skills;
- providing opportunities for new experiences and personal development;
- broadening social networks;
- developing leadership skills; and
- introducing educational, employment and training opportunities.



YAP helps students in year 10, 11, 12 and first year university students who have limited adult support but are excelling in an academic, sporting or artistic field

CASE STUDY Peter (Little)

Peter found the transition difficult when he immigrated from China at age 11. Financial hardship compounded Peter's sense of isolation and loneliness, especially when his father and step-mother separated

In Year 11 he was accepted into the Young Achievers' Program which he says gave him a new perspective on life.

"The workshops made me a more rounded person and equipped me with skills such as public speaking, communication and leadership. I have learned so much from my mentors, who work in commerce. Jane has felt like a big sister to me and I have benefited enormously from much helpful advice about my studies and career."



6. VICTORIA

Over the last 12 months and with the support of the NAB Foundation and the Mazda Foundation, two new Mentoring Hubs have opened in Victoria.

The first was the South East Melbourne Hub, located in Dandenong, and the second is in Melbourne's west - the Sunshine Visy Hub. These join existing Mentoring Hubs in Ballarat and Geelong.

The Mentoring Hub model provides a central point for staff in the local communities and the delivery of;

- Big Futures in-school mentoring programs, which was expanded to 11 schools in Victoria, with support of Gandel Philanthropy
- Community based mentoring programs to over 120 vulnerable young people.

CASE STUDY Taaryn (Little) and Robyn (mother)

By the time Taaryn was seven her mother had tried to take her own life, had been hospitalised regularly (misdiagnosed and subjected to years of electro-convulsive therapy) and had brought home a violently abusive, drug-addicted step-father to Taaryn and her younger brothers. Taaryn learned to prefer the safety and stability of foster care to home.

With four children under eight, two of whom were on the autism spectrum, Taaryn's mother, Robyn, had to relearn to walk and talk when she emerged from an induced coma after a suicide attempt.

Taaryn, at eight years of age, was trying to look after her brothers.

The family case worker recommended Big Brothers Big Sisters for the family and Taaryn says meeting her Big Sister, 27 year old Mel, for the first time was like meeting a friend. They met weekly for two years, going out or staying in and cooking together, and now, six years later, they remain friends. Robyn has recovered and is in a loving relationship. Her family is together and close and Taaryn calls her mum "an amazing woman".

Robyn credits Big Brothers Big Sisters with changing the course of her kids' lives.

"All of them really came out of themselves. My two autistic sons learned better communication skills and they grew immensely from the new experiences they were having, like visiting fire stations and eating yum cha.



"My kids didn't want lavish gifts they just wanted someone just to give them their time."

Taaryn is a passionate advocate for mentoring and now, as a public speaker, regularly shares her story.

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Big Futures has changed my life. It made me realise there's so much more to life and great opportunities I should take and that I should take what I've learnt and help others in the future.

My mentor has also changed my point of view by letting me know that things happen for a reason and that there is so much left to explore in the world and it isn't the end of the world.

"

- Alicia, Big Future mentee, Victoria

7. NEW SOUTH WALES



The BBBS community-based mentoring program is provided in New South Wales by the YWCA, which manages 80 mentoring matches, and Jewish Care with 60 young people being mentored.

In addition, we have established a Big Futures in-school mentoring program on the Central Coast in six public high schools - an area with relatively high youth and intergenerational unemployment and low school retention rates. More than 200 students were mentored in 2015-16, with 31 new mentors trained in 2016 bringing total numbers to 73.

All participating schools saw a substantial increase in mentor numbers – one doubled its numbers and one increased by 120 per cent.

The Central Coast program has a vocational orientation but also serves the needs of particular students who teachers feel could benefit from being mentored. Excursions for mentees to local universities and the Careers Expo have been complemented by workshops for mentors: Job Applications and Resilience for Adolescents. The program has been generously funded under a two year grant from the Vincent Fairfax Foundation.

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My very first student was quite illiterate and often skipped school, having trouble reading and writing. But he loved engines and cars. I tried to familiarise myself with engines and bought him car magazines that we read together at our weekly meetings. He never missed a session.

I got him an interview at a car mechanics workshop, which accepted him into an eight week program and that started him on his way to a traineeship. He ended up sitting the HSC which meant he could apply for apprenticeships, and he was successful joining a car sales business as a trainee mechanic.

"

- Lilith, Big Futures Mentor, Central Coast NSW

CASE STUDY Antonio (Little) and Roy (Big)

Antonio's father left home when Antonio was four, leaving him with no positive males in his life. He was having difficulty in primary school and was disappointed when his first Big had to move to Queensland

Roy, 29, emerged as a volunteer mentor, having had a rocky upbringing himself but now has a great job and time to "give back".

Their mentor says the "match is fantastic". Antonio and Roy go to the park, practice football, have lunch and are planning to cook a Lebanese feast for Antonio's family. Antonio has begun opening up to Roy about growing up as a 12 year old. Antonio's mum loves seeing how happy and excited Antonio is to see Roy, reporting that he is calmer and more patient in school.

8. QUEENSLAND



BRISBANE BALL

In May 2016, the inaugural Carnivale BIG Ball was held in Brisbane to kick off the fundraising effort.

More than \$7,000 was raised and the 150 guests came away from a wonderful night with a much greater appreciation for the work of Big Brothers Big Sisters.

As Sam, a volunteer organiser from Grant Thornton Australia said: "We raised a total of \$7,644 from the auctions and with each match costing approximately \$1,500 to set up there was a lot of excitement from the volunteer team about the impact this money could have on six young lives in Queensland."

The Grant Thornton Foundation purchased a table and generously donated it back to Big Brothers Big Sisters to sell again, and Grant Thornton Australia's Queensland Managing Partner, Tony Markwell, donated the major live auction prize which generated approximately one third of the funds raised.

Tick the Box Events provided event management support to help make the evening a huge success. Kristen Smith, Director of Tick The Box Events, said: "It was amazing to see the value the mentoring program brings to disadvantaged young people. We look forward to helping the Big Brothers Big Sisters team deliver more matches!"

9. SOUTH AUSTRALIA

The YWCA delivers the BBBS community-based mentoring program in Adelaide, with 30 mentoring matches at end June 2016.

Big Brothers Big Sisters Australia is currently working with local stakeholders, including the South Australian state government and the business community to expand our services in this state.

CASE STUDY Cooper (Little) and Alyssia (Big)

With a history of domestic violence in the family, Cooper was having learning and behavioural difficulties. Family and psychological counselling needed to be supplemented by a long-term positive role model.

Alyssia, 20, is studying to be a teacher and knows how to bring out the best in kids.

Cooper has come out of his shell and he and Alyssia love their regular sessions kicking the footy, cooking, playing board and video games. Cooper especially loves their trips to the movies and Bounce. Cooper's social skills are improving and his mother he comes back in a great mood and attitude after match outings.



10. BIG ALUMNI

BIG Alumni is geared to reconnecting the thousands of people who, over the last 34 years, have participated in Big Brothers Big Sisters programs in Australia. Current and former Bigs and Littles are welcome, as are staff and community members who have been involved in some way.

As our network of alumni grows, so too does our ability to engage with supporters and potential supporters. Through Big Alumni we will harness the 'ripple effect' of a community that understands the power of mentoring in the lives of vulnerable young people.

We are building our alumni community based on a shared connection, giving us access to stories like this one from Kaylene (Little) and Kathryn (Big):

CASE STUDY Kaylene (Little) and Kathryn (Big)

Kaylene said: In 1990 I was lucky enough to be matched with my "Big Sister" Kathryn in Perth. Kathryn has kept me as her "Little Sister" to this day, 25 years later. She's been by my side through some of the roughest times. When we met my mother was very sick and, as a result, abusive. I suffered mental neglect, was shut down by my father and more recently have had cancer. My sisters and I had little support until Kathryn came into our lives. She believed in me and I finally had someone who cared about what I had to say and who was interested in me.

Kathryn and I are still a huge part of each other's lives and families. Kathryn is my sister, my best friend, my Matron of Honour and now my children's Aunt. I was truly blessed to be matched with her and she helped me grow into someone I am very proud of today.

Kathryn says: Being sisters with Kay is an important part of my life and has been ever since we were matched. I felt very lucky to have won her in the BBBS lottery because our relationship has always been easy and positive. As time has passed our relationship has developed into one in which we both support each other. I know I can rely on Kay just as she can rely on me."



If you've been a Big or Little or if you have any other connection with Big Brothers Big Sisters, please join BIG Alumni via the website homepage.

11. FUNDRAISING

Like our mentoring programs, our fundraising efforts have been diversified. Philanthropic grants remain our biggest income source and we have developed a number of vehicles to make it easy for individuals, businesses and governments to provide financial support.





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Partnering with Big Brothers Big Sisters on the Million \$ Challenge in 2016 provided our graduates with an exceptional, real life experience which gave them the opportunity to challenge their problem-solving and creativity skills. It built up their resilience and promoted teamwork. It was wonderful to see how this challenge helped broaden their social awareness and the impact they, as individuals, could have on the society and communities that we all live and work in.

"

- Senaya Krishnan, Graduate Program Manager, Telstra

Million \$ Challenge

The Million \$ Challenge is Australia's first cross-organisational Leadership and Entrepreneur Development Challenge for graduates.

This 'learning by doing' experience requires graduates from organisations across Australia to compete against each other to run the most profitable mini-enterprise, with seed-finding from Big Brothers Big Sisters, and raise much needed funds to be returned to Big Brothers Big Sisters.

The challenge provides participating graduates with a 10 week immersive and supportive real world learning experience including facilitated development days, business mentoring and coaching and networking opportunities.

Start 100 Donors Circle



The Big Brothers Big Sisters Start 100 Donor Circle aims to bring together more than 100 like-minded individuals in each state to support local vulnerable kids.

Each member in the Start 100 Donor Circle commits to donating \$1,500 per year (or \$125 per month), enough to match one young person with a mentor.

Capital Campaign

We launched a capital campaign in 2016 to focus efforts on raising funds not tied to specific mentoring programs. This is essential to our model that enables us to take opportunities as they arise and adjust where necessary to ensure long-term sustainability.

Our restructure to deliver mentoring programs directly rather than through program delivery partners in some locations was an example of how important it is to have some capital in reserve to make one-off investments that will have a longterm benefit.

Big Breakfast

The third of our annual BIG Breakfast fundraisers was again hosted by comedian, Big Brothers Big Sisters Ambassador and former Big, Sammy J. The 280 attendees contributed \$45,000 which has helped us mentor 30 vulnerable young people.

Here's Sammy's take on the event:

Big Breakfast August 2015

As a proud nerd with no interest in sport, I'd always planned to go to my grave never having set foot inside the MCG. Alas, my dedication to Big Brothers Big Sisters saw me jettison this plan on a chilly August morning, as I joined a room full of strangers eager to hear more about the organisation.

There's nothing more powerful than hearing from young people themselves, and we had a roll-call of wonderfully eloquent and honest speakers who described how BBBS changed their lives. As a former BBBS mentor, a particular highlight for me was talking to a Little, his mother, and his volunteer Sister all together on stage.

Former Queensland Premier Anna Bligh, offered a fascinating insight from the opposite end of the spectrum - describing

There's nothing more powerful than hearing from young people themselves

the social benefits of early intervention through mentoring programs, and cheerfully putting up with my fanboy questions about her political career (like I said, I'm a nerd).

I'm certain all those who attended would have walked away with a far better understanding of the value of mentoring, and the effect that their money can have in helping connect young people with positive role models.

Sammy J



Capital Campaign

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Capgemini Australia Gala

After months of anticipation, Capgemini launched its inaugural CSR Charity Gala on 5 February 2016 at the Park Hyatt, Melbourne. A huge turnout of more than 100 Capgemini colleagues, friends and partners supported this noble cause. Capgemini leaders shared their thoughts on the importance of supporting BBBS and the impact it has on the future of vulnerable children.

Funds raised on the night totaled nearly \$25,000 and Capgemini has agreed to continue working together with BBBS. Capgemini has also since been involved in the Million\$Challenge as another great way to involve its people in BBBS fundraising.



12. PARTNERS AND SUPPORTERS

Inspiring Partners:

The Walt Disney Company Australia and New Zealand Gandel Philanthropy

Building Partners:

Philip and Vivian Brass Foundation

Vincent Fairfax Foundation

The Mazda Foundation

Uplifting Partners:

Grant Thornton

NAB Foundation

PPB Advisory

Start Something Partners:

Andrews Foundation

Arbonne Foundation

Australian Communities

Foundation

Ballarat United Way

Bank of Melbourne Community Fund

Bennelong Foundation

Benson Foundation

Commonwealth Bank Staff

Fund

Marian and EH Flack Foundation

Flora and Frank Leith Foundation

Lord Mayor's Youth In

Philanthropy

Matana Foundation

Government Partners

Australian Department of Defence

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Sally Landman

Racheal Leighton

Geoff Lynch

Geoff Malkin

Jacinta Maude

Pat McCafferty

David McEvoy

Anne McGirr

Anika McManus

Kylie Minogue

David Moffatt

Shane Moffitt

Sherilvn Moffitt

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