

Changing Lives, Strengthening Communities

Annual Impact Report 2025



Annual Report 2025

benevolent SOCIETY

About The Benevolent Society

Our vision

A just society where everyone is valued, safe and belongs.

Our purpose

We support and empower people and communities. Since 1813, our history reflects a passion for helping people live life their way.

Our values

Integrity • Respect • Collaboration • Effectiveness • Optimism

Our principles

- We work towards reconciliation with Aboriginal and Torres Strait Islander Peoples.
- We believe change is possible when we work together with our clients.
- We use our skills, voice and resources to reduce disadvantage and work for a just society.
- We are creative, efficient, resourceful and effective in the pursuit of social impact.
- We work in and through communities to improve the welfare of individuals and families.
- We are brave innovators who will always pursue social change.

Contact us

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The Benevolent Society acknowledges the Traditional Owners of Country throughout Australia and recognises Aboriginal and Torres Strait Islander Peoples' continuing connection to land, waters, and community. We pay our respects to Elders past and present.

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A message from our leaders

2024–2025 has been a significant year for The Benevolent Society. It is one in which we have managed substantial change and put in place strong foundations for our future. Throughout all of this, we have remained steadfast in working towards our vision of creating a just society where everyone is valued, safe and belongs.

On behalf of the Board, I'm really proud of all we've achieved over the past year. Some highlights include:

- Increasing our impact through the development of new programs serving diverse communities. This has included successfully expanding our mental health services for young people in rural NSW to reach more communities and being selected to deliver family preservation services in the ACT. We also grew our carer support services in NSW including a new partnership with AbSec to reach Aboriginal and Torres Strait Islander carers.
- Completing the divestment of our NDIS therapy services in a way that achieved our objectives — ensuring service continuity for clients across all sites, including rural and remote communities.
- Implementing our new Client Safeguarding Framework to strengthen our approach to ensuring client safety. This has seen investments in specialist roles in quality and safeguarding and the development of quality safeguarding metrics to improve service quality.
- Strengthening our partnership with Aboriginal and Torres Strait Islander communities, community-controlled organisations (ACCOs) and staff. We progressed the re-establishment of the Board's Advisory Committee, supported the work of our Staff Reference Group and delivered an innovative partnership project with important ACCO partners.

It remains challenging to operate any for-purpose organisation sustainably. As need and complexity grow, resources are severely stretched. There are also ever-increasing regulatory and compliance requirements by governments. Some of the challenges the Board is managing as we look ahead include:

- Ensuring Benevolent has a diversified income base, particularly reducing our reliance on government income sources. This will ensure we continue to be innovative and responsive to changing needs and communities.
- Identifying opportunities where we can leverage new and innovative revenue streams across social finance, venture philanthropy and enterprise partnerships to support long-term financial resilience.
- Navigating the significant changes we are seeing with the exponential growth of AI and cyber security threats. There is a need for us to embrace innovation while ensuring that we do not lose the important personalised support.
- Ensuring we bring our expertise to reform processes across sectors to get the balance right in terms of accountability and compliance whilst operating within a balanced and effective regulatory environment.

We have continued to increase the number of people we support by investing in programs for people and communities across NSW, Queensland, South Australia and ACT, particularly in regional areas where access to services can be challenging.

Thanks to my fellow Board members, Executive and team leaders, staff and volunteers throughout Benevolent. I specifically acknowledge our former CEO, Lin Hatfield Dodds and Interim CEO, Stefan Duvenhage — for their professional stewardship during the last year. I'd also like to extend a warm welcome to our newly appointed CEO, Kevin Barrow, who will build on the great work already underway and help shape the next chapter of our organisation's journey.

A heartfelt thank you to our dedicated staff and volunteers. The effective leadership, passion, and commitment of the Board, Executive, staff and our members will continue to be important in the years ahead.

On behalf of Benevolent, I want to thank our funders, donors and partners for their unwavering support and belief in our mission. Your generosity has enabled us to deliver meaningful impact in the communities we serve. Thank you for walking alongside us.



Ken Smith — Chair



Welcome to our new CEO Kevin Barrow

The Benevolent Society was delighted to welcome our new CEO, Kevin Barrow, to the organisation in October 2025.

Kevin joins us after a long career spanning the healthcare and social services sectors.

He has brought passion and leadership to the role, recognising the strength of our people — their unwavering commitment to supporting others in times of need, walking alongside them, and driving meaningful change.

Kevin will build on the strong foundations already in place and contribute to the next phase of our organisation's growth.



Understanding our impact

We know that everyone faces challenges, but not everyone has the same resources or support.

In many communities, people struggle to get help when they need it due to:

- **Fragmented and inaccessible services.**
- **Under-resourced, marginalised, and disconnected communities.**
- **Inequitable systems that are difficult to change.**

These barriers often intersect, leading to entrenched and intergenerational disadvantage. The Benevolent Society works within and alongside communities to break down these barriers and promote social justice.

We do this by:

- **Supporting individuals and families through life's transitions with integrated universal, targeted, and specialist services.**
- **Strengthening communities by centring local voices and fostering trust, collaboration, and innovation.**
- **Driving systems change to build fairer, more inclusive social and economic structures.**

This report shows how we're creating positive change across Australia.

Enablers of Change

Stakeholder relationships built on deep listening, respect, and trust

Safe, inclusive and culturally relevant engagement

Lived and living experience centred

Committed to self-determination

Outcomes data are used to learn, improve and innovate

A Problem

Many people in Australia are not thriving because...

Necessary services are fragmented and inaccessible

Communities are under-resourced, marginalised and disconnected

Powerful systems are inequitable and hard to change

B Domains of Change

Australian Society

Systems change

We drive systems change to create effective and equitable social and economic systems where those most marginalised have voice and power.

Collaborative and community initiatives

We help strengthen and connect communities, centring community voices and cultivating trust, collaboration and local innovation.

Individuals and Families

Support services for individuals and families

Our suite of universal, targeted and specialist services support individuals and families through transitions and challenges across all stages of life.

C Solution

benevolent SOCIETY

The Benevolent Society works with people and alongside communities to help break down the barriers to thriving and to shift social equity and systems.

D Impact

People can thrive throughout all stages of their life, as part of strong and connected communities supported by fair social and economic systems.

Theory of Change



Our Impact

Support services for individuals and families

In our 50 services, we supported

105,177 people

Our phone support teams answered

107,415 calls

Connecting people with services in their local area.

55,870 people

Child, Youth & Family programs

13,988 people

Carers' supports

2,813 people

In-home Aged Care

32,506 people

Disability services

17,110 calls

Disability Gateway

86,787 calls

National Support Centre

3,515 calls

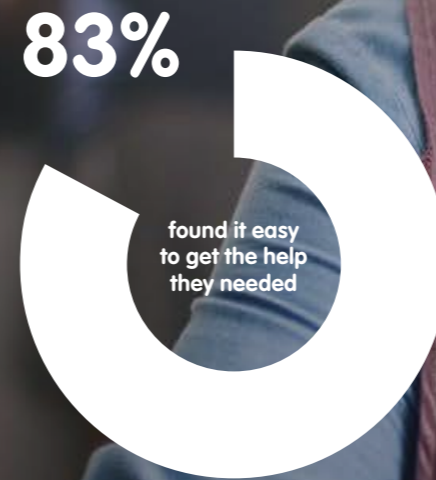
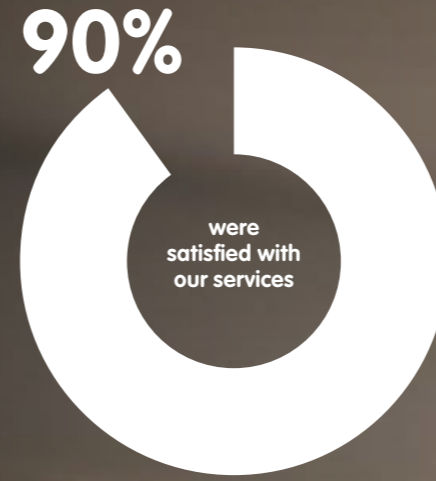
Thalidomide Support Service

"I'm so grateful. The services have been life changing."

Carer Gateway client

"My experience at The Benevolent Society has truly been a fulfilling and heartwarming journey."

Child, Youth & Family services client



"One of the most outstanding organisations I've dealt with in the 20 years I've been caring for my husband."

Aged Care client

Our Impact

Our Impact

Collaborative and community initiatives

We provided services from

14 community hubs

in three states and funded

21 local partners

to support their communities

We focus on reaching community members most impacted by marginalisation and disconnection

32%

of clients were born overseas

19%

of clients spoke a language other than English at home

We expanded the reach of our client advisory groups

14 client representatives

met up to **6 times** during the year

4 advisory bodies

across Aged Care, Disability and Child, Youth & Family services

Communities aren't just place-based, they're digital too

404,000

people engaged with us on our website & socials

63,820

people follow our journey online

Systems change

Our experience delivering services on the ground, embedded in communities, informs our work to change the systems that impact our clients.

Improving outcomes for children

- ▶ Member of Allies for Children and Thrive by Five
- ▶ Submissions to Department of Social Services and QLD Victims Commissioner

Improving outcomes for people with disabilities

- ▶ Member of Alliance20
- ▶ Submissions to SA government on disability education reform and to federal MPs on NDIS pricing

Innovating the community sector

- ▶ Member of The Possibility Partnership, the Forum of Non-Government Agencies (FONGA), and the National Child & Family Hubs Network
- ▶ Submission to the Productivity Commission on the Care Economy

"I've been able to connect with other parents in the same life stages as me."

Early Years Place client

2,034

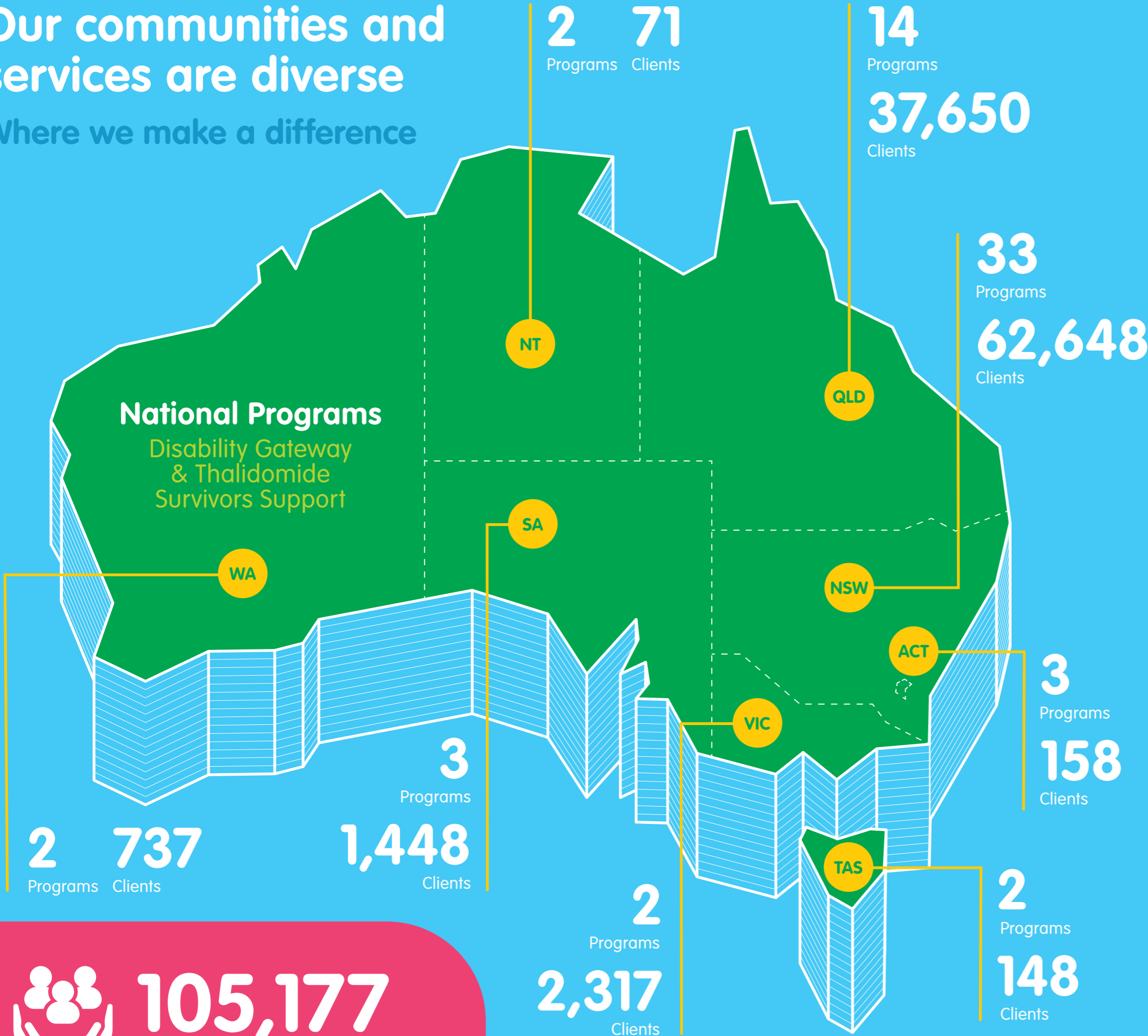
media mentions

"The biggest change for me has been getting to meet other carers."

Carer Gateway client

Our communities and services are diverse

Where we make a difference



National Programs

Disability Gateway & Thalidomide Survivors Support



105,177

People supported

Our services

Universal Services

Support & education services open to all families. Gold Coast, Brisbane, Central Queensland, Cairns.

Targeted Services

Services to children or families with greater vulnerability. Sydney, Central Coast, Hunter New England NSW, Gold Coast, Brisbane & 1 National Program.

Family Preservation

Case management & therapeutic support for families at risk. Sydney, Hunter New England NSW, Central West NSW, Adelaide, Rural SA, Gold Coast, Brisbane, Canberra.

Foster Care

Case management & support for children. Sydney.

Specialist Counselling

Campbelltown (domestic and family violence), Central West NSW (Youth), NSW & Queensland (Post Adoption).

Early Childhood Approach

Support for children under 9 to access the NDIS. Logan, Brisbane, Moreton Bay.

Carer Support

Help for those caring for loved ones. Sydney, Illawarra.

Community Development

Development & funding programs. Sydney, Central West NSW, Central Coast NSW (Wyang), Mid North Coast NSW, Rural SA, Moreton Bay, Brisbane.

Community Aged Care

In home support for older people. Sydney, Central West NSW, New England, Illawarra, ACT.

National Information Services

Disability Gateway: Connects people with disability to services.
Australian Thalidomide Survivors Support Program: Ongoing support to survivors.

While this map and report include NDIS allied health and behaviour support data, we no longer deliver these services following transfer to Avina Therapy in July 2025.

Supporting women, children and families

We empower families, parents, and young people from all backgrounds to build safer, stronger futures through early years and youth programs, parenting support, and family preservation services.

We also walk alongside those navigating the challenges of adoption, domestic and family violence, and out-of-home care — helping them heal, grow, and thrive.

88%

Child, Youth & Family clients satisfied with services they received.

Early Years Centres

Our Early Years Centres provide vital support to families with children under eight. They offer a broad range of services — from universal playgroups and early childhood education to targeted supports such as parent capacity-building and child development assistance.

This holistic model of care strengthens family wellbeing and nurtures positive outcomes for children.

Meet Vanessa & Vincent (pictured right)

For Vanessa and her son Vincent, Acacia Ridge Early Years Centre is more than just a place of learning — it's been a life-changing community.

For nearly three years, the Brisbane-based centre has played a pivotal role in Vincent's development and the family's sense of community.

Reluctant to engage at first, Vincent now thrives in the centre's nurturing environment — lighting up around staff, sharing favourite activities, and showing clear growth over time. The centre has become more than a service. "I found my village here," Vanessa says, describing the deep support from educators and fellow families who "accept you for who you are" and are "always ready to help."

"The Benevolent programs exceeded my expectations and it was so vital being a first time Mum."



98%

of parents satisfied with services they received.

98%

of parents agreed the service improved their connection with their child.

96%

said it increased their understanding of their child's learning and development.

93%

of parents used new skills they learnt at home.

90%

of parents reported making friends or social connections at the service.

92%

of children made friends or social connections through the service.

Supporting women, children and families

Centre for Women’s, Children’s and Family Health

Located in Sydney’s Campbelltown, the Centre supports women facing crisis, trauma, and domestic violence.

Since 1994, it has offered integrated services including counselling, crisis intervention, family therapy, childcare, and housing support.

Thanks to the generosity of major donors, the Centre is able to extend government-funded services to reach more women in need — promoting long-term wellbeing, empowerment, and recovery.

“It was really good, positive support, and the empowerment I received as a mother was invaluable.”



Family Preservation

We also deliver a range of Family Preservation services aimed at preventing children and young people from entering out-of-home care.

These services are grounded in our award-winning Resilient Families model and include case management, evidence-based therapeutic support, and interventions that strengthen

parenting capacity and improve family safety and wellbeing.

Adults reported improved parenting, mental health and wellbeing. These changes translate to real improvements in child safety and long-term family stability. Parents and caregivers tell us they feel better equipped, more confident, and more connected to support networks after working with our teams.

70%

of families completed the program and achieved their goals.

64%

improved their skills and confidence as a parent.

60%

improved their mental health.

64%

were more satisfied with their overall wellbeing.

“Benevolent Society, they made you feel human again.”



Building resilience through support

We offer a range of mental health and wellbeing services designed to support individuals and families across all stages of life.

Over the past year, our counselling services, referral pathways, and tailored advice have empowered individuals to navigate personal challenges, build emotional resilience, and access timely support.

“The ability for a young person to access mental health support early means they will be given the skills and strategies that they can take with them into other everyday life settings.”

Early help, lifelong impact

Since 2017, Benevolent’s team of practitioners in Logan and Brisbane North have been delivering the **Family Mental Health Support Service (FMHSS)**.

FMHSS delivers early intervention support to children and young people at risk of mental illness. It also provides tailored assistance to their families and carers, fostering a supportive environment for recovery and resilience.

Our approach prioritises early intervention to reduce the risk of long-term mental health impacts and promote lasting wellbeing.

Outcomes

- Improved emotional and behavioural wellbeing.
- Increased parenting confidence and capability.

FMHSS is helping to build resilience and foster lasting, positive change for families. It is child-centred, through direct support for children and empowering parents to achieve the best outcomes for their families.

Mental health care for rural teens

We have partnered with the Department of Education, Department of Health and local mental health teams to build the **Rural Youth Mental Health (RYMH) Program** — a mobile outreach program providing support for young people across Western NSW.

Since its inception in 2018, the program’s early intervention approach has not only improved individual wellbeing but also reduced challenges across key life domains — including relationships, friendships, education, and employment.

- 1300 young people supported since inception.
- 2/3 clients show significant clinical improvement.



Meet Michael



We offer a range of services that help young people build strong community connections and develop the skills they need to thrive into adulthood. Programs like **The Shack** in Sydney provide free educational, wellbeing, and practical support services for young people aged 12–17.

Since 2013, they’ve helped young people grow in confidence, connect with peers, and find their path forward.

Michael has received support from The Shack for the last six years and now enters his final year of high school with confidence and purpose.

“I used to be a shy person but as time has gone on, I’ve become more confident within myself. It’s my last year at The Shack and the services has made me feel more prepared mentally and socially and for my future studying business at TAFE.”

Empowering older people to thrive

The Benevolent Society helps older people live independently, safely, and meaningfully.

Our Aged Care services offer tailored support — including home care, allied health, social support, and carer services — designed to promote autonomy, dignity, and connection.

Our person-centred approach ensures individuals stay in control and connected to the people and places that matter most to them.

We also reduce isolation through community engagement and advocate for age-friendly policies that uphold the rights and wellbeing of older Australians.

Our Aged Care clients feel seen, safe, and supported.

96%

felt valued, respected and safe.

93%

satisfied with services they received.

90%

felt happy most or all of the time.

87%

have the independence they want.

“My carer’s professionalism, warmth and sense of care is exceptional. She’s a marvellous asset to have in our lives.”

“I consider myself very fortunate that I can stay at home and everything I need is taken care of in a very caring and responsible manner.”



Meet Donald & Jeanette



Care Finder Services are delivered by experienced care connectors who help vulnerable older Australians navigate and access aged care services.

Benevolent Care Connector Hana supported married couple Donald and Jeanette access My Aged Care and related services by providing step-by-step guidance through the process. Jeanette was also referred to Carer Gateway for additional support as a full-time carer.

Through Care Finder Services, we arranged tailored supports — including house cleaning, gardening, and social group participation — giving them the help they need to live safely at home and stay connected in their community.

Caring for carers

The Benevolent Society plays a vital role in supporting unpaid carers — those who care for family members or loved ones living with disability, chronic illness, mental health conditions or ageing-related needs.

Through our **Carer Gateway** services, we help carers maintain their wellbeing, build resilience and access practical support.

Since the program's launch in April 2020, Benevolent has supported close to **30,000** carers, accounting for **7.9%** of carers in our service area.

We understand that carers often face emotional, physical and financial stress. Our programs are designed to reduce isolation, prevent burnout and empower carers to continue their role with confidence and support.

Benevolent is also part of a network of organisations delivering **Care Finder Services**, which provides older people with free, specialised support to find, access, or change their aged care services.

"The existence of this service has enabled me to keep going, even under very difficult circumstances and carer burnout."

86%



Satisfied with services they received.

86%



Felt listened to and understood.

79%



Felt better able to manage the challenges they sought help with.

6149

new carers registered.

26%

diverse cultural backgrounds.

8%

young carers.

2.7%

Aboriginal or Torres Strait Islander.

6971

counselling sessions.

5016

peer sessions.

3716

coaching sessions.



"I have felt heard and understood and that the people genuinely cared about my situation."

Meet Elyse



Young carer Elyse supports her sister, Aisling, who has Cerebral Palsy, global developmental delay, and epilepsy.

As her responsibilities grew, Elyse turned to Carer Gateway for support. Managing school work and maintaining friendships became challenging, but the service offered much-needed respite.

With help from a dedicated team, she was able to unwind, take meaningful breaks from her caring role, and connect with other young carers who understand her journey.

"Carer Gateway has helped me meet new people and do some fun activities which make me feel better and more relaxed," she says.

Bridging the digital divide

Digital access is essential for participating in modern life, yet nearly one in four Australians face exclusion due to cost, limited access, and low digital literacy.

To help bridge this gap, we launched an award-winning **Digital Inclusion Program** in partnership with WorkVentures in 2023.

This initiative provides free laptops, internet access, training and ongoing support to clients who lack the digital tools and confidence needed to navigate the digital world.

Building on the support they had already received from us, clients most commonly joined the Digital Inclusion Program to better support their children's education, access online health and support services, and pursue education and training for themselves.

By empowering people with the skills and resources they need, the program is helping build a more inclusive, connected Australia.

378

clients supported.

258

from child, youth and family programs.

98 carers

from Carer Gateway.

22 clients

from disability services.

Clients reported

- **Improved access to health and social services.**
- **Stronger connections with community and support networks.**
- **Increased confidence in using technology.**
- **Enhanced learning opportunities for children through laptop use.**

"My health has improved thanks to amazing online sessions that support and promote my wellbeing."

"The laptop took the place of a very old one that stopped functioning. I use it to provide online sessions to help me as a carer and provide online services to my daughter."

**2024
Digital
Innovation
winner**

Third Sector Awards

Meet Mia*



Receiving a laptop has been life-changing for carer Mia. It not only enabled her to begin studying community services but also offered much-needed respite from her caring role.

"Without The Benevolent Society, it would not have been possible. I feel so fortunate. Being able to study again and mix with the community has enabled me to be a better carer. Having a break from caring, enables me to be me. I'm meeting people and enjoying life."

*Name changed for privacy.

Changing the system



Over the past financial year, we have deepened our long-term commitment to transforming social systems by strengthening our capacity to partner with government and sector peers. As a trusted and collaborative ally across government, business, and community, we've contributed to meaningful social and economic change.

Through our expertise and strategic partnerships, we've influenced policy, expanded practice wisdom, and driven innovation to improve outcomes for clients, carers, and communities.



6 strategic submissions, letters, and engagement on major issues including care economy reform, early years, social services, and NDIS pricing advocacy.

- Letter to the Queensland Office of the Victims' Commissioner.
- Submission to Federal Anti-Slavery Commissioner.
- Productivity Commission Care Economy.
- SA Education Act — Disability Reform.
- NDIS pricing advocacy letters to Members of Parliament.
- Department of Social Services — Family & Community Services Submission.



Groundbreaking research

The Community-Controlled Partnerships Project was an 18-month initiative aimed at exploring partnerships with Aboriginal and Torres Strait Islander organisations.

Guided by the SNAICC-National Voice for our Children's Genuine Partnerships Framework, the project involved five research partners and examined what makes partnerships culturally safe, respectful, and effective.

The project produced two major reports: *Walking Side by Side*, a guide for building culturally safe partnerships and *A Story of Genuine Partnerships*, a creative reflection of the research findings. This work underscores the importance of building trust and highlights the critical leadership role of ACCOs in ensuring partnerships remain grounded in the community.



5 research partners

Wuchopperen Health Service

Gudjagang Ngara Li-dhi Aboriginal Corporation

Kura Yerlo

Institute for Urban Indigenous Health

KARI

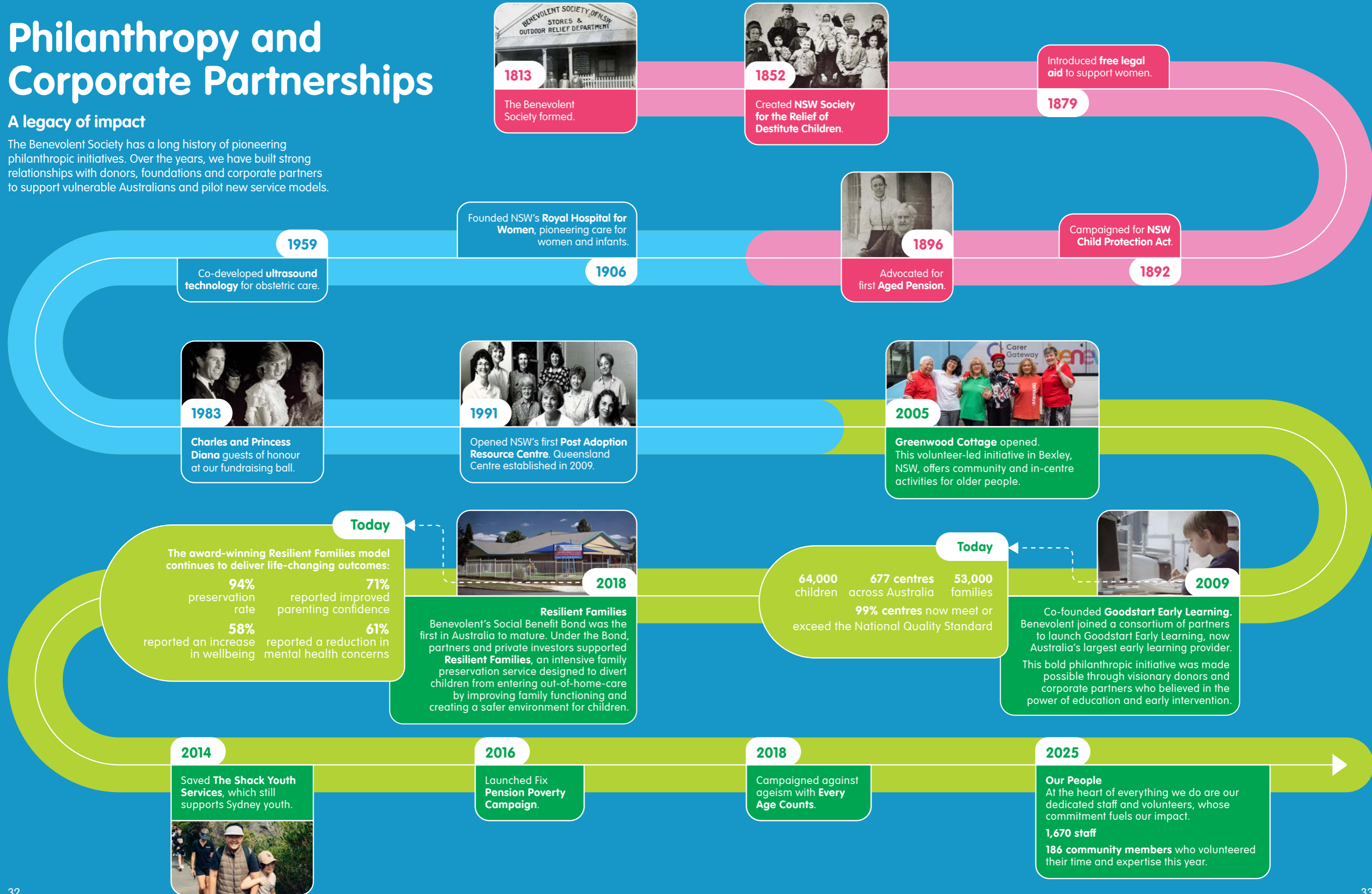
6 sector collaborations

We continued building strong sector partnerships and amplifying impact through active involvement with key networks and campaigns.

Philanthropy and Corporate Partnerships

A legacy of impact

The Benevolent Society has a long history of pioneering philanthropic initiatives. Over the years, we have built strong relationships with donors, foundations and corporate partners to support vulnerable Australians and pilot new service models.



1813
The Benevolent Society formed.

1852
Created NSW Society for the Relief of Destitute Children.

Introduced **free legal aid** to support women.
1879

Founded NSW's **Royal Hospital for Women**, pioneering care for women and infants.
1906

1896
Advocated for first **Aged Pension**.

Campaigned for **NSW Child Protection Act**.
1892

Co-developed **ultrasound technology** for obstetric care.
1959

1983
Charles and Princess Diana guests of honour at our fundraising ball.

1991
Opened NSW's first **Post Adoption Resource Centre**. Queensland Centre established in 2009.

2005
Greenwood Cottage opened. This volunteer-led initiative in Bexley, NSW, offers community and in-centre activities for older people.

Today
The award-winning **Resilient Families** model continues to deliver life-changing outcomes:

- 94%** preservation rate
- 71%** reported improved parenting confidence
- 58%** reported an increase in wellbeing
- 61%** reported a reduction in mental health concerns

2018
Resilient Families
Benevolent's Social Benefit Bond was the first in Australia to mature. Under the Bond, partners and private investors supported **Resilient Families**, an intensive family preservation service designed to divert children from entering out-of-home-care by improving family functioning and creating a safer environment for children.

Today
64,000 children
677 centres across Australia
53,000 families
99% centres now meet or exceed the National Quality Standard

2009
Co-founded **Goodstart Early Learning**. Benevolent joined a consortium of partners to launch Goodstart Early Learning, now Australia's largest early learning provider. This bold philanthropic initiative was made possible through visionary donors and corporate partners who believed in the power of education and early intervention.

2014
Saved **The Shack Youth Services**, which still supports Sydney youth.

2016
Launched **Fix Pension Poverty Campaign**.

2018
Campaigned against ageism with **Every Age Counts**.

2025
Our People
At the heart of everything we do are our dedicated staff and volunteers, whose commitment fuels our impact.
1,670 staff
186 community members who volunteered their time and expertise this year.

Driving social impact through collaboration

Our philanthropic and corporate partners play a vital role in helping us deliver life-changing services and drive social innovation.

Our programs and services get results. That's why the support we receive through personal donations, impact investing, philanthropy, corporate support, and gifts in wills creates real change.

Thank you to all our donors, funders, corporate partners and sponsors. Your generous donations have helped us achieve great things this year.

Helping women affected by domestic violence

Our Family Preservation and Child, Youth and Family programs play a vital role in supporting families affected by domestic and family violence.

These programs offer critical, trauma-informed care that helps women navigate crisis and begin their journey of recovery.

At the heart of this work is our **Centre for Women's, Children's and Family Health** in Campbelltown, NSW, which provides counselling and intensive case management.

Donated funds have enabled the Centre to expand its case management capacity and provide more Safe Home Packages to help women safely leave abusive relationships.

This support removes financial barriers to safety by covering essentials like crisis accommodation, rental bonds, removal costs and utility bills.

Digital Inclusion Program

In partnership with **WorkVentures**, our **Digital Inclusion Program** has provided **455** clients with laptops, internet access and digital literacy support since its inception — bridging the digital divide for families, carers and people with disability.

Bridging the gap

When communities face urgent needs not being met by other programs, we step in.

Through regular food and gift drives across our service footprint, we provide practical support — responding quickly and compassionately to help vulnerable people access essentials when they need them most.

Like the **Gordonvale Food Pantry** operating out of Benevolent's Gordonvale Early Years Centre in Cairns, which has supported families and individuals across the region since 2022.

In May 2025, a \$10,000 **Optus 'Raising the Bar' Community Award** recognised the team's impact in providing vital meals and essentials to retirees, pensioners, people experiencing homelessness, and those on disability support.

- **631 meals served.**
- **50% of those meals went to regular weekly or fortnightly visitors.**



In Sync Program

Through our **Early Childhood Approach** (ECA) work, we observed therapies to be most effective when play and positive interactions were paired with strong parent-child relationships.

We responded by developing a pioneering intervention, **In Sync**, designed specifically for children with diagnosed developmental delay who had approved NDIS plans.

The program — which combines the clinical research work of our Consultant Occupational Therapist **Dr Jacqui Barfoot** and Psychologist **Dr John Callanan** — helps parents and caregivers understand their child's unique cues and engage in interactions that nurture development.

Over three to six months, practitioners supported families in applying practical strategies within everyday routines. The pilot program delivered outstanding results:

- **80% progress in children's goals after only six months.**
- **70% parents better understood their child's experience.**

In Sync builds on the early intervention focus of ECA, ensuring families continue to make progress after accessing NDIS support. This proven methodology continues to be used by our ECA team, and insights from the trial will help shape future programs.

Expanding reach and deepening Impact

Looking ahead, The Benevolent Society aims to grow its philanthropic capacity.

We're focused on expanding our individual giving by attracting new supporters, strengthening our donor base, building a solid data foundation ahead of fundraising, and reactivating relationships with major donors.

Our fundraising priorities:

Empowering women & children in disadvantaged communities

- Expanding crisis counselling and support for women experiencing domestic violence.
- Therapeutic childcare and playgroups for young children and their mothers.
- Creating pathways to meaningful employment.
- Financial literacy and self-efficacy support for women under financial stress.

Supporting youth to thrive

- Linking young people and families to local services.
- Creating stability and goal-focused support in safe, therapeutic settings.
- Providing ongoing support for young people transitioning from foster care.

Reducing social isolation

- Grow proven programs — Extend service reach of trusted youth programs, The Shack, My Respect and Rural Youth Mental Health Service.
- Deliver localised support groups — Provide community-based programs that foster connection and mutual support across all our service areas.
- Implement a Digital Navigator — Digitise our expertise to connect clients with essential services and supports.

Driving innovation to grow our impact and evolve our work

- Researching early learning models to address developmental challenges in young children.
- Exploring a social impact bond to tackle disadvantage at scale.
- Piloting digital inclusion in rural and remote communities.

How you can help

We believe it's possible to create a just society where everyone has access to the support they need to thrive and live life on their own terms.

Your support ensures we are there for anyone that needs us. You can join us in making a difference to the lives of women, children, families and older people across Australia.

Make a donation

Every contribution matters. Whether you give regularly or as a one-off, your support creates real change.

If you're representing a foundation, a charitable trust, or giving as an individual philanthropist and need more information, email donorcare@benevolent.org.au

Bequests

When you choose to leave a gift in your will to The Benevolent Society, you are choosing to leave a lasting legacy that has an impact for generations to come.

To learn more about the types of services, programs and initiatives your generous gift supports, email donorcare@benevolent.org.au

Partner with us

We're proud to work alongside corporate partners and sponsors who share our vision of helping Australians live their best lives.

If your organisation is looking to make a meaningful impact, let's explore how we can create change together.

Email donorcare@benevolent.org.au

Governance

Strong governance is the foundation of The Benevolent Society's ability to deliver trusted, high-impact services across Australia.

Our governance framework ensures transparency, accountability and strategic oversight, aligned with the **ACNC** (Australian Charities and Not-for-Profits Commission) Governance Standards, **AICD** (Australian Institute of Company Directors) Not-for-Profit Governance Principles, and **ASX** (Australian Stock Exchange) Governance Principles.

We are a registered charity and Public Benevolent Institution, endorsed by the ACNC and the Australian Taxation Office. This endorsement allows donors to make tax-deductible contributions.

It demonstrates our commitment to serving the community and guarantees that every contribution drives real impact.

The Board oversees the organisation's governance, strategy and performance; ensuring effective systems are in place to support accountability, transparency and proper use of resources.

The following Board Committees provide focused oversight and strategic input across key areas of organisational performance:

Audit, Finance and Risk.

People and Culture.

Research, Practice and Quality.

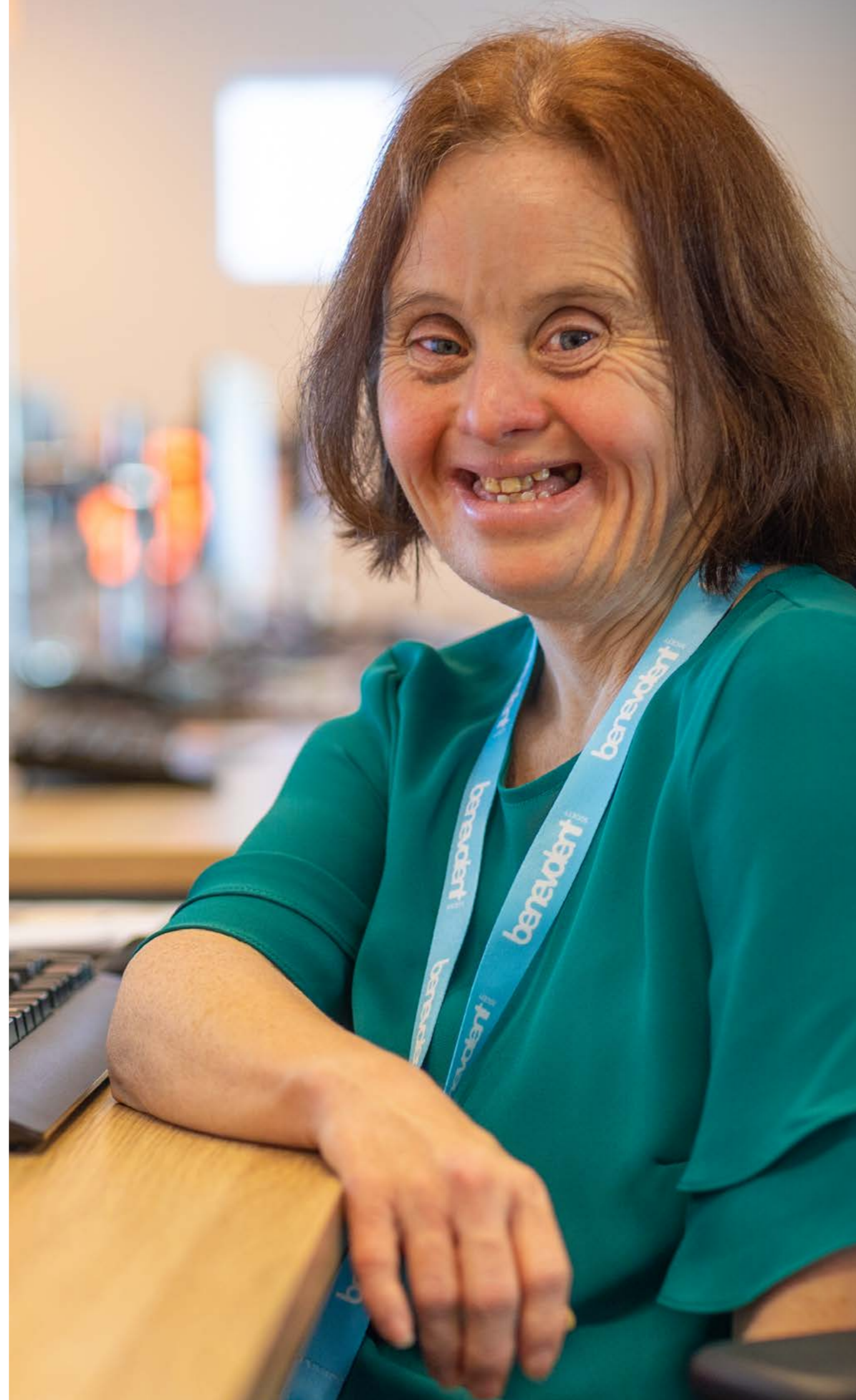
Aboriginal and Torres Strait Islander Board Advisory (which re-commenced August 2025)

Through self-assessments, annual reviews, and accreditation processes, we maintain a continuous cycle of evaluation and improvement. This strengthens our governance framework, supports our purpose, drives operational effectiveness, and ensures accountability to stakeholders.

Key governance updates

- Advancing governance framework with comprehensive update to our governance approach, integrating ACNC governance standards, AICD NFP Governance Principles, and ASX Governance Principles — reinforcing our commitment to transparency, accountability and responsible stewardship.
- Taking deliberate steps to enhance inclusive governance through the re-establishment of the Aboriginal and Torres Strait Islander Board Advisory Committee, positioning cultural insight and lived experience as a critical factor in our governance and decision-making.
- Completing a board review undertaken by an independent consultant, delivering critical insights and actionable recommendations to elevate board effectiveness and oversight.
- Enhancing our board skills matrix towards a comprehensive board composition framework.
- Advancing board director searches and strengthening our onboarding program to ensure seamless leadership continuity and robust governance capability.

Our Governance documents can be viewed at benevolent.org.au/about-us/legal-and-privacy-policy



Our Leadership Team

Board of Directors

FY24–25

Ken Smith AO Chair

Robyn Mildon

Nancy Milne

Mahir Momand

Lorraine Sheppard

David Wenitong

Andrew Yates

Rod Young

Lior Etta Griew (formerly Robert Griew) until August 2024

Executive Leaders

November 2025

Kevin Barrow CEO

Stefan Duvenhage

Executive Director, Finance, IT and Corporate Services.

Linda Griffiths

Executive Director, Child, Youth & Family & Practice.

Jeremy Halcrow

Executive Director Disability, Ageing & Carers, Business Development & Philanthropy.

Kalena Smitham

Executive Director People & Culture.

Elaine Leong

Group General Counsel and Group Company Secretary.

Rebecca Vassarotti

Acting Executive Director, Future Directions.

Thank you to the following executives for their work last financial year.

Lin Hatfield Dodds

CEO until March 25.

Kelly Bruce

Executive Director, Future Directions until March 25.

Andrea Tustin

Interim Executive Director, Finance, IT and Corporate Services from March–October 25.

Michael Woodhouse

Executive Director Disability, Ageing, Carers and Business Development until August 24.

Financial Summary

Thanks to your support, we've helped more than 100,000 people across Australia in FY25 and our commitment to this life-changing work will continue in 2026.

In the last financial year, 87.21% (\$179.2m) of our revenue went to supporting programs that empower people and communities to thrive.



\$205.6m

Revenue



\$4.63m

Surplus



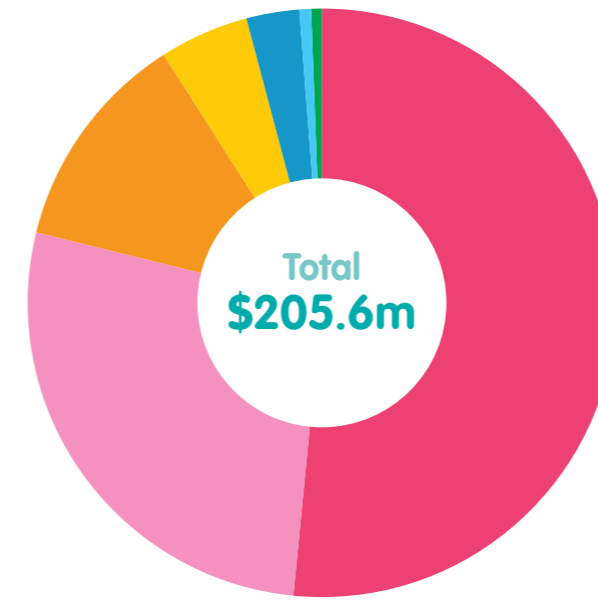
87.2%

Funding spent supporting clients



\$106.2m

Net assets

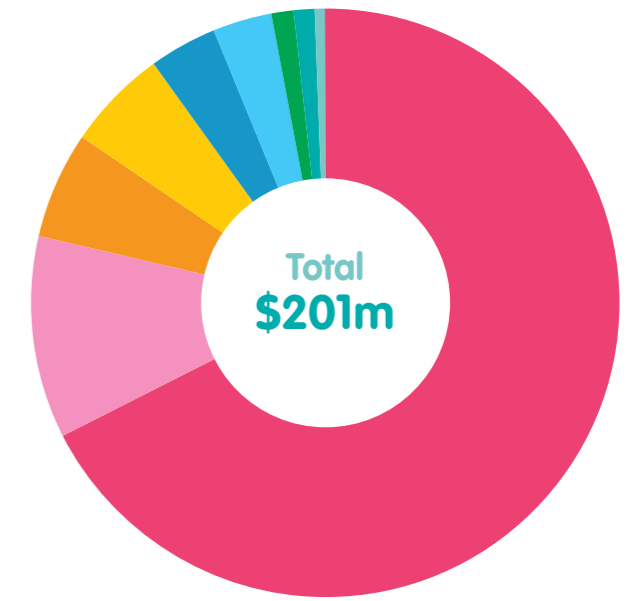


What we earned

	\$'000
Child, Youth & Family	\$106,044
Aged Care	\$55,959
Investments	\$10,125
Fundraising	\$5,450
Other	\$1,635
Trust & Foundations	\$1,078
Total — Continuing operations	\$180,291
Disability Services (discontinuing)	\$25,354
Total	\$205,645

What we own

	\$'000
Financial assets	\$87,739
Property, plant and equipment	\$42,021
Cash and cash equivalent	\$24,215
Right-of-use assets	\$16,279
Trade receivables & other receivables	\$9,112
Assets classified as held for sale	\$3,025
Intangible assets	\$345
Total	\$182,736



What we spent

	\$'000
Salaries and wages	\$134,857
Client and brokerage expenditure	\$18,896
Administration expenses	\$16,922
Depreciation and amortisation expense	\$10,271
Community partners	\$6,288
Information technology	\$5,836
Property and equipment	\$3,794
Travel and Transport	\$2,249
Marketing, events and communications	\$1,898
Total	\$201,011

What we owe

	\$'000
Trade and other payables	\$31,539
Lease liabilities	\$21,768
Employee benefit obligations	\$15,047
Liabilities relating to assets classified as held for sale	\$5,301
Provisions	\$2,844
Total	\$76,499

With gratitude

Thank you for helping us create life changing impact this year and we look forward to your continued support in 2026.

Join us in making a difference

[Donate now or set up a regular contribution.](#)

[Enter a corporate partnership.](#)

[Leave a gift in your will.](#)

[Volunteer with us.](#)

To learn more about the types of services, programs and initiatives your generous gift can support, email donorcare@benevolent.org.au



Contact us

The Benevolent Society
ABN 95 084 695 045

benevolent.org.au
1800 236 762 (Business Hours Monday–Friday 8am to 6pm)
Email customer care@benevolent.org.au



