Annual Impact Report 2025-26

The Smith Family

Learn today, change tomorrow.

Creating lasting change, together

Transforming futures through education



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Our vision

A world where every child has the opportunity to change their future.

Our purpose

To overcome educational inequality caused by poverty.

Our belief

Education is one of the most powerful change agents.

Our values

Respect – We are caring.
Integrity – We are ethical.
Collaboration – We work together.
Innovation – We are dynamic.
Excellence – We strive for quality.

Acknowledgement of Country

The Smith Family pays respect to the Traditional Owners and Custodians of Country in the communities in which we work throughout Australia, and recognises their connection to their lands, waters and communities. We pay respect to Aboriginal and/or Torres Strait Islander peoples and cultures, and to Elders past and present. We acknowledge Aboriginal and/or Torres Strait Islander peoples as Australia's First Peoples and Custodians of the land.
We acknowledge that the land on which our workplaces are located are the lands of the Traditional Owners and Custodians of Country.

On cover: Kate and her children, Anika and RJ



Transforming futures through education

With the right support, education can help young people embrace new opportunities and create a future defined by their potential – rather than their circumstances.

At The Smith Family, we believe education opens the door to possibility, giving young people the skills, confidence and choices to shape their own future. That's why we're focused on helping young Australians overcome educational inequality caused by poverty.

Creating lasting change means building on what works and continuing to deepen our impact and reach more young people who need support. By working closely with families, communities, schools, partners and supporters, we can help create stronger foundations for young people's education and their futures.

To do this, we partner with young people and their families over the long term.

Our evidence-based programs help young people stay engaged with their education, build their skills and confidence, keep up with their peers and build pathways towards further study, training and employment.

Our flagship *Learning for Life* program combines financial assistance for education essentials with tailored personal support and access to additional learning. Our Community Programs improve outcomes for children, young people, families and communities through learning, financial wellbeing, family support, community development and capacity-building initiatives.

Together, these programs provide sustained, practical support that helps young people make the most of their education.

Message from the Chairman and CEO

Every young person deserves the opportunity to realise their potential through education, but for too many young Australians experiencing disadvantage, the path is becoming increasingly challenging – making it harder to stay engaged at school and keep pace.

Education remains one of the most powerful ways to break the cycle of disadvantage. That's why The Smith Family provides sustained, evidence-based support through *Learning for Life*, family partnerships and education programs that help our students stay engaged, build skills and make the most of their learning.

Strengthening our support

This year, we focused on reaching more students, strengthening our impact and building awareness of education's role in addressing disadvantage.

Through our broader education programs, we provided 182,593 children and young people with access to learning and educational support. This included 73,731 *Learning for Life* students, many of whom also participated in additional learning and engagement opportunities.

We also strengthened support for parents and carers through an enhanced Practice Development Plan and programs that build financial capability, helping improve outcomes for children, families and communities.

Expanding access and opportunities

We improved our students' access to technology and connectivity by expanding digital inclusion support, including access to devices, connectivity and practical cyber safety information for families.

Digital and partner delivery models also helped extend access to learning support for more students.

Together, these initiatives are helping us reach more young people and connect them with the education support they need to build their futures.

We continued to strengthen our foundations that help us deliver support safely, responsibly and at scale. This included our digital, data and technology capability; our people; and the processes that support quality delivery.

Environmental sustainability

We continued reducing the environmental impact of our operations through a stronger approach to sustainability.

Finances and funding

During 2025–26, fundraising remained central to our ability to help children and young Australians overcome educational inequality caused by poverty.

Our generous supporters donated a record $154.8 million. Together with our government support, this provided total revenue of $187.5 million, enabling us to deliver programs while investing in the capability needed for quality, effectiveness and scale.

The net surplus was $12.1 million, strengthening our ability to sustain support for students over the long term, respond to future needs and steward donor funds responsibly. This included proceeds from the late Dr Karen Duggan's generous bequest, which will sponsor 1,200 students over five years, and $3.4 million in donations to the Children's Future Endowment Fund.

We invested $122.9 million in *Learning for Life*, family support and community programs that help children and young people make the most of their education.

We remain committed to stewarding donor trust carefully, recognising that investment in programs, people, systems, fundraising and governance all contributes to effective, sustainable outcomes for children and young people.

Empowering our people

We continued to invest in our people so they can deliver high-quality support for students, families, supporters and communities. This included strengthening our People & Culture practices, improving workforce reporting, and advancing diversity, equity and inclusion.

Through our pathways work, we supported organisational change to build future capability and sustainability while acknowledging and thanking valued team members who left during this period of transition.

Commitment to child safety

Keeping children safe is central to everything we do. We continued implementing recommendations from our Child Safeguarding Governance Review and strengthened child safeguarding, compliance reporting and monitoring arrangements.



The Smith Family
Chairman Nicholas Moore AO (left)
with Chief Executive Officer Doug Taylor

Improving outcomes for Aboriginal and/or Torres Strait Islander people

We strengthened leadership, governance and accountability for improving outcomes for Aboriginal and/or Torres Strait Islander people, including through the establishment of our Aboriginal and/or Torres Strait Islander Business Unit and fifth Reconciliation Action Plan.

We endorsed our fifth Reconciliation Action Plan – our third Stretch RAP – and developed a draft Aboriginal and/or Torres Strait Islander Employment and Volunteering Strategy focused on recruitment, retention, cultural safety and career development.

Together, these initiatives are helping advance self-determination and strengthen culturally informed practice, so we can better support Aboriginal and/or Torres Strait Islander students, families and communities.

Acknowledgements

We are grateful to the young people, families, schools and communities we work with, and to everyone who makes our work possible. This includes our Patron, the Governor-General, Her Excellency the Hon Sam Mostyn AC, our Board and advisory groups, 196,666 supporters and donors, 3,503 volunteers, almost 13,000 VIEW Club members, 53 corporate partners, 254 trust and foundation partners, six university partners, governments, community partners and team members.

We particularly acknowledge outgoing executive team members Wendy Field, former Head of Impact, for her 15 years of service and outstanding leadership, and Kalpana Gee, former Head of Digital and Technology, for her valued contribution as our first executive leader in this role.

Nicholas Moore AO, Chairman and
Doug Taylor, Chief Executive Officer

What shapes educational opportunity

Every child deserves the opportunity to make the most of their education.

Children experiencing poverty often face barriers that make it harder to participate in learning. These barriers can occur across home, school and community environments and accumulate over time.

Research shows that educational outcomes are strengthened when children and young people have:

- reliable access to learning resources and technology
- supportive family and community relationships
- opportunities to participate fully in school life
- guidance during key educational and career transitions
- access to services and support when challenges arise.

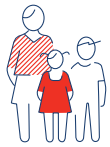
This is why The Smith Family works alongside children, young people, families, schools and communities to help create the conditions that support educational success.

Factors influencing participation in learning

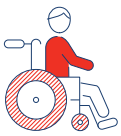
Students in our *Learning for Life* program often experience circumstances that can affect participation in education.



All live in **low-income families**



More than half live in a **single-parent family**



Four in 10 students and more than one-third of parents or carers have a **disability or health issue**



Half have a parent or carer who **did not finish Year 12 or equivalent**



Around three-quarters have a parent or carer who **is not in paid employment**



43% of school-aged participants **do not have a laptop or tablet and/or live in a household without any internet connection**. The figure for secondary students is 30%

Despite these circumstances, children, young people and families show resilience, capability and a strong commitment to education when the right opportunities and support are available.

How we work to make a difference

Our strengths

A long history of supporting the education of Australian children

Long-term relationships with children, young people and families through key educational transitions

A clear focus on improving educational outcomes for children and young people experiencing poverty

Strong financial stewardship

Evidence-informed programs and a practice framework that supports families to achieve their educational goals

Strong partnerships with individual, corporate, trust and foundation, and government partners

Deep connections within schools and communities

Robust data and systems, including longitudinal data on what makes a difference for children and young people

Sound governance and risk management aligned with our purpose and commitments to child safety, reconciliation and sustainability

An empowering culture for team members and volunteers

How we make an impact



Providing financial and practical support that helps reduce barriers to participation in learning



Working with families to support children's educational aspirations and goals



Delivering evidence-informed programs that build skills, knowledge, confidence and educational engagement



Engaging with schools, communities, and partners to identify needs and connect families with support

Strengthening school and community capacity and connections to help children and young people participate in education and succeed



Monitoring outcomes and contributing Australian evidence about educational opportunity and poverty



Advocating for policy and system change that improves outcomes for children and young people



Creating lasting change

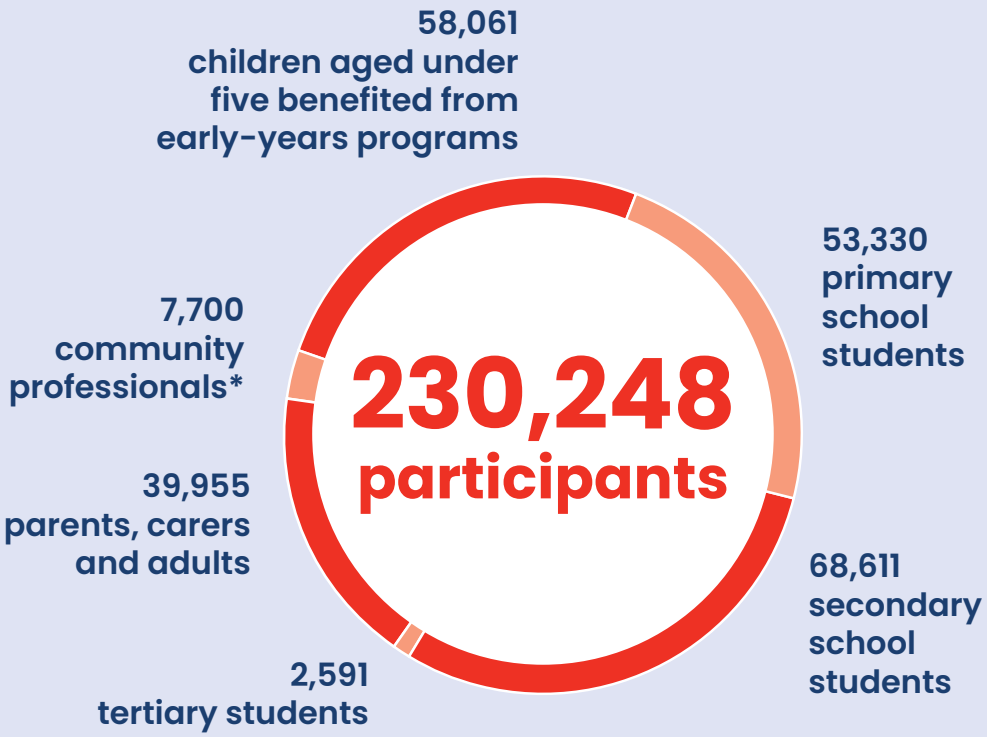
Our 2025–26 progress

Reach

230,248
children, young people, parents, carers and community professionals reached

182,593
children and young people participated in our programs

Participation across life stages



*Community professionals (not The Smith Family team members) include early-years educators and program facilitators in communities.

Outcomes

81%
average school attendance of *Learning for Life* students

65.1%
of students in Year 10 in 2023 advanced to Year 12 by 2025

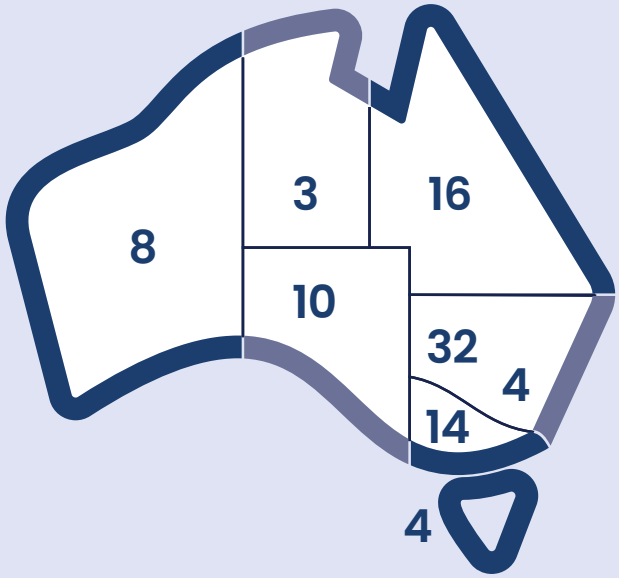
84%
of students in Year 12 in 2022 were in work and/or study three and a half years after leaving school

78%
of students who commenced the *Tertiary Learning for Life* scholarship in 2023 had either completed or were continuing towards a Certificate IV or higher qualification after three years



Learning for Life

91 communities
in which *Learning for Life* programs are delivered



73,731
students received support through *Learning for Life*

Partnered with
767
schools around Australia

Digital inclusion

4,400
digital devices issued this year

12,424
devices issued through the *Digital Learning Essentials* program since 2023



Supporter impact

$154.8 million
donated by individual supporters, bequestors, and our philanthropic partners to help children and young people make the most of their education

Our strategy

Ambition

We will deepen our impact and empower young Australians experiencing disadvantage to create a better future for themselves. To do this, we will use personalised, evidence-based practice, data and digital. We are committed to growing the number of *Learning for Life* scholarship recipients to 100,000 and expanding our programs to reach 250,000 children and young people.

Our goals

IMPROVE STUDENT OUTCOMES MEASURED BY:

- Attendance at school
- Advancement through school from Year 10 to completion of Year 12 or equivalent
- Tertiary completion
- Engagement in study or work post-school

WE AIM TO GROW:

- **Scholarships:** to 100,000 *Learning for Life* scholarships
- **Program reach:** to 250,000 program participants
- **Program participation rates:** to 50% of *Learning for Life* students participating in our programs
- **Digital inclusion:** ensuring 100% of *Learning for Life* students are digitally included
- **Funding:** to $220 million in sustainable funding

To achieve these goals, we have developed our strategy around nine strategic priorities and foundations.

Our strategic priorities and foundations

DEEPER IMPACT THROUGH STRENGTHENED PRACTICE ENABLED BY DATA AND DIGITAL

Strengthen impact in *Learning for Life*

Deepen long-term, **evidence-based, personalised practice** for *Learning for Life* recipients to improve student outcomes, including through programs, enabled by data.

Leverage digital and partners

Leverage a greater range of **partnerships** for delivery of short-course programs.

Increase **digital delivery** of short-course programs, with a consistent approach to digitisation.

Expand digital inclusion

Ensure all *Learning for Life* students are **digitally included**.

BROADER REACH

Grow reach

Grow *Learning for Life* **scholarships and program reach**, focusing on existing *Learning for Life* communities.

Grow influence

Grow influence through **advocacy** in our priority domains to improve the lives of children living in disadvantage.

Differentiate ourselves through a refreshed **brand**.

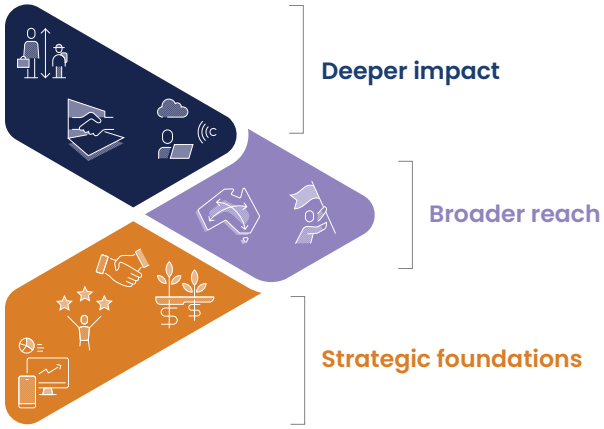
STRATEGIC FOUNDATIONS TO ENABLE DEEPER IMPACT AND BROADER REACH

- Grow sustainable funding
- Empower our people
- Be cyber secure and invest in digital, data and AI
- Strengthen governance, risk management and compliance focus

Our commitments

- Be a child safe organisation
- Strive for reconciliation and cultural safety for Aboriginal and/or Torres Strait Islander peoples
- Embrace diversity, equity and inclusion
- Improve our environmental sustainability

Our highlights from 2025–26



Deeper impact

Strengthen impact in *Learning for Life*

- ✔ Ongoing coaching strengthened Family Partnerships Coordinators' capabilities, further promoting tailored, consistent support for families.
- ✔ 26.7% of *Learning for Life* participants (19,668) in 2025–26 identified as Aboriginal and/or Torres Strait Islander people.

Leverage digital and partners

- ✔ We delivered 30% of *Learning for Life* school-age programs digitally or through partners, extending the reach of our support.
- ✔ 2,519 students received targeted educational assistance through digital partner programs such as *Adaptive Learning* and *Study Assist*.

Expand digital inclusion

- ✔ Digital inclusion among *Learning for Life* students increased to 57%.
- ✔ We delivered 4,400 digital devices this year through our *Digital Learning Essentials* program, bringing the total issued since the program's launch to 12,424.
- ✔ Through the Optus Donate Your Data™ initiative, 51,246 students and family members received internet access.
- ✔ We also improved access to trusted cyber safety information for parents and carers, helping families find practical guidance to support safe online participation.

Broader reach

Grow reach

- ✔ We delivered *Learning for Life* in partnership with 767 schools in 91 communities, supporting 73,731 students, an increase of 2.7% on the previous year.
- ✔ 182,593 children and young people participated in our programs.

Grow influence

- ✔ We made six public policy submissions, delivered 26 external presentations and published nine opinion pieces to advocate for children and young people experiencing disadvantage.
- ✔ Six podcast episodes across *All I Can Be* and *Conversations with The Smith Family* extended our advocacy reach by sharing lived experience and exploring solutions to educational inequality, generating more than 10,000 downloads and 7,600 YouTube views.
- ✔ Our Growing Careers Project speed mentoring activity, attended by the Federal Minister for Education, the Hon Jason Clare MP, created further opportunities to engage government on career education.
- ✔ We helped build understanding of how AI could improve educational outcomes for students, strengthen organisational effectiveness and reduce administrative burden through a webinar attended by 531 team members and stakeholders.

Strategic foundations

Grow sustainable funding

- ✔ Individual supporters, bequestors and philanthropic partners donated $154.8 million [total income] to help young people experiencing disadvantage make the most of their education – up $6.5 million on the previous year.
- ✔ We welcomed 5,825 new sponsors, 4,612 new regular donors and 9,731 first-time one-off donors, growing our community of supporters to almost 197,000 people.
- ✔ More than 500 private individuals and families contributed $16.5 million; corporate partners and workplace givers contributed more than $13 million; and trusts and foundations provided $7.5 million.
- ✔ Our Children's Future Education Endowment grew from $16.4 million to $19 million.

Empower our people

- ✔ We delivered a new People and Culture operating model, strengthening support for our people, improving workforce planning capability and enabling more consistent delivery of people services.
- ✔ We continued strengthening employment compliance by embedding Social, Community, Home Care and Disability Services Award initiatives into our business-as-usual operations.
- ✔ We rolled out our Culture Amp performance and development processes and laid the foundations for AI-enabled compliance management.

Be cyber secure and invest in digital, technology and data

- ✔ We completed a major phase of our multi-year cyber resilience program, meeting our FY26 cyber security objectives and extending business continuity planning from three to seven critical functions.
- ✔ We removed and deidentified records to protect personal and sensitive information.
- ✔ We expanded our use of AI-powered digital assistants from one to three and launched a new search capability shaped by feedback from more than 2,800 *Learning for Life* families, helping provide easier access to trusted digital skills and online safety information.

Strengthen governance, risk management and compliance focus

- ✔ We reviewed and redefined our strategic risk profile and integrated strategic risk management into our business planning and review cycle.
- ✔ We introduced child safeguarding indicator reporting, specialised training for Child Safe Contacts, and progressed work to incorporate children's voices into organisational policies and procedures.
- ✔ We established a sustainability roadmap, including Scope 1 and Scope 2 emissions reporting and a proposed Net Zero scorecard.

Deeper impact

We drive lasting impact by strengthening practice, enabled by data and digital.



73,731
students received support through *Learning for Life*

Strategic priority 1

Strengthen impact in *Learning for Life*

This year, we strengthened the impact of *Learning for Life* by investing in practice capability and expanding access to learning support across schools, communities, digital programs and home learning.

We strengthened Family Partnerships Coordinator (FPC) capability through a deeper focus on practice fidelity, clearer quality measures, targeted coaching, peer support and practice development planning. We also progressed the AI Digital Agents trial, using the learnings to inform consistent practice across communities.

We supported *Learning for Life* students through programs, activities and offers that enabled participation in education. Students accessed programs focused on literacy, numeracy, engagement and key transitions such as moving to high school and post-school pathways, as well as flexible tutoring and learning support.

Through *Digital Learning Essentials* and digital inclusion, we helped students access the tools, connectivity and support they need to stay engaged and keep learning at home.



Through our *Digital Learning Essentials* program, we delivered

4,400

devices to students starting high school

Strategic priority 2

Leverage digital and partners

Building strategic partnerships with a wide range of organisations enables us to drive growth and innovation, provide wraparound support for young people and expand families' access to a range of complementary services.

This year, we continued to extend the reach of our programs through digital and partner delivery models; we delivered 30% of *Learning for Life* school-age programs digitally or through partners.

Partnering with expert providers helped us deliver tutoring programs such as *Study Assist* for Year 11 and 12 students and provide students in primary years with access to learning platforms such as Reading Eggs, Matific and LiteracyPlanet.

Investment in program automation and digitisation helped ensure our program was secure and that participating students had a more seamless experience.

Our first digital family check-in helped us better understand how primary students feel about moving to high school, enabling us to identify families that needed personalised support.

Strategic priority 3

Expand digital inclusion

Digital inclusion is essential to ensure students can fully engage in their education and build skills for future studies and employment.

This year, the digital inclusion rate for *Learning for Life* students increased to 57%. Through our *Digital Learning Essentials* program, we delivered 4,400 devices to students starting high school. We achieved a key milestone of 51,246 total participants activating Optus Donate Your Data™ SIMs through The Smith Family, including 6,201 activations in 2025–26, helping students and parents or carers access internet connectivity.

We increased access to digital skills information and support for students and families, including access to our Information Hub via our *My Smith Family* portal. Importantly, 94% of parents surveyed reported that the digital skills their children developed helped them with their schooling.

We also launched *Smart Assist*, a new AI-powered search tool for *Learning for Life* families that provides quick access to trusted information about technology, online safety and digital skills.

We track our contribution

Many people and organisations contribute to a young person's life, including the young person themselves, parents and carers, teachers and other service organisations. This is why The Smith Family is committed to evidence-informed practice and measuring our impact through short-term program outcomes, our Family Impact Measure and longer-term indicators such as school attendance and Year 12 or equivalent completion.

Program results

Short-term outcomes

We review short-term program results to help young people make the most of their education.

Programs supported children and young people at every stage of learning, including 58,061 children aged under five, 53,330 primary school students and 68,611 secondary school students.

In 2025–26, program results showed positive progress across literacy and numeracy, academic engagement, self-management, confidence, learning and development skills, and awareness of the world of work.

Let's Count



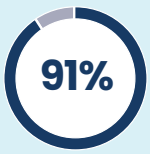
of surveyed participants reported an improved capacity to work with parents or carers to support their children's emergent numeracy

Let's Read



of early-years professionals reported an increased capacity to engage families to foster children's literacy development

student2student



of students improved their reading, with 16% increasing their reading level by up to two years

Passport to Success



of students increased their understanding of what to expect in high school

Learning Clubs



of students increased their self-confidence at school

Work Inspiration



of students reported increased understanding of the connection between their education or training and future career options

Future Seekers



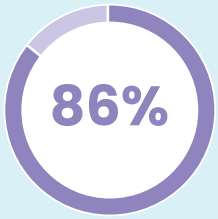
of students developed an understanding of the diversity of work

Family Impact Measure

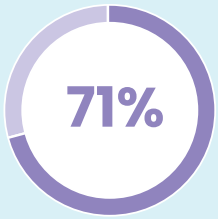
Our Family Impact Measure helps us track the shorter-term changes that support longer-term educational outcomes for students on *Learning for Life*.

These include changes in students' skills, confidence, engagement, learning behaviours and understanding of study and career pathways.

It also measures the impact of our family support approach. In 2025–26:



of families indicated they were confident to seek support if needed



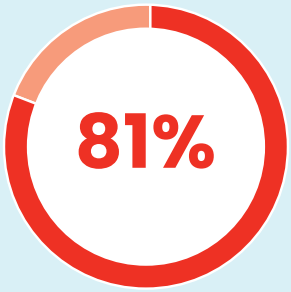
of families were confident they would know where to go for support

Longer-term results

Together, these results provide encouraging evidence that *Learning for Life* students are staying engaged in education, progressing through school and moving into work or further study, despite the complex barriers associated with disadvantage.

Attendance

Regular school attendance is essential for students to achieve positive educational outcomes.

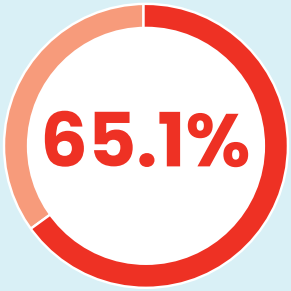


average school attendance of *Learning for Life* students

83.9% for primary school students
75.7% for secondary school students
76% for Aboriginal and/or Torres Strait Islander students

Advancement

Each year of schooling a child completes leads to better overall life outcomes and improves their ability to make economic and social contributions to their community.



of *Learning for Life* students in Year 10 in 2023 advanced to Year 12 by 2025

Engagement

A key indicator of the success of our approach is the proportion of *Learning for Life* students who transition successfully from school to further education, training or employment.



of students in Year 12 in 2022 were in work and/or study three and a half years after leaving school



Raymond and his children

Staying connected to learning

"When I think about what The Smith Family's support has meant for my children, I think about opportunity."

"As a single dad, I want Indie, Raymond and Preston to feel confident at school, connected to their learning and able to look ahead with confidence.

Since joining *Learning for Life* in 2020, my children have benefited from extra learning and mentoring support that has helped them stay engaged and build their confidence. It has been encouraging to see them grow, take on new challenges and feel proud of what they are achieving.

Like many families, we have seen how much school has changed. More learning now happens online, and digital access has become an important part of education, communication and everyday life. For a long time, our family shared one device, which meant we had to manage who could use it and when. With three children needing access for schoolwork, that could be challenging.

Receiving a laptop for Raymond through The Smith Family's partnership with Telstra Foundation has made a real difference. It gives him more independence with his learning and helps ease the pressure across the household. Schoolwork can be completed more easily, routines can run more smoothly and he has a better chance to participate fully.

I also try to encourage a healthy balance between time outside, family time and time online. But having access to technology is now essential for learning and staying connected.

I'm grateful that this support is helping families like mine. It's not just about a device; it's about giving children the tools, confidence and encouragement they need to keep learning, stay connected and look ahead with confidence."

Raymond, *Learning for Life* parent

Support that changes lives

Kate wants her children to have the education and support she didn't – and the chance to feel proud of what they can achieve.

"When The Smith Family came into our lives in 2022, I thought maybe we'd just get help for a short bit of time, but it's changed our lives. Knowing that people care, not just about the kids but me too, is overwhelming.

It absolutely takes a village to raise your kids, and even just having one person ring up and say, 'Hey, how are you? Do you need anything? Or do the kids need anything?' means the world.

For my eldest two kids at school, they can go on excursions now, do a sport and I don't feel embarrassed to send them to school because they've got the right shoes, their uniforms, all those things.

Learning Club on a Wednesday is their favourite day of the week. They look forward to it because they get to meet other kids in the area who aren't at our school. It's really helped my daughter, Anika, with her confidence, and to realise that she's actually quite smart and can do amazing things.

The kids getting a good education is important to me, because I didn't get one, I didn't have that support. But they do, and I'm just so proud of them. They do their best and that's all I've ever asked of them."

Kate, *Learning for Life* parent

"I like going to Learning Club because they are nice people, and they help me with stuff. We do things like building because we're working on a city project, and I eat the watermelon."

Anika, *Learning for Life* student

Kate and her children, RJ and Anika

Broader reach

We aim to expand our reach and grow our influence to help thousands more Australian children and young people achieve their full potential through education.



Strategic priority 4

Grow reach

In 2025–26, we supported 182,593 children and young people across Australia through our programs and activities. While our overall reach decreased slightly by 2% year on year, we prioritised our offerings for *Learning for Life* students, including digitally enabled programs focused on learning in the home environment.

Our *Learning for Life* program grew again this year, supporting 73,731 students to make the most of educational opportunities – up 2.7% from 2024–25.

Programs such as *Adaptive Learning*, *Let's Count*, *Digital Access and Communities for Children* also increased participation. Participation in our *Adaptive Learning* program rose by 50% year on year to 2,226 students, while participation in *Communities for Children* increased by 8% to 27,047.

We introduced *Study Assist*, a new tutoring program to support senior secondary students preparing for final exams and launched *Financial Wellbeing Workshops* for adults in partnership with ANZ.

We also supported parents, carers and professionals through *Saver Plus* and *MoneyMinded*, which build financial capability and confidence, and through *Communities for Children* and *Child and Parent Centres*, which help strengthen family wellbeing, early learning and community partnerships, capacity building and connections.



Strategic priority 5

Grow influence

In 2025–26, we continued to build our influence by sharing evidence, experience and insights with governments, the media and the public to help shape the knowledge, impact, investment and resources available to support young people experiencing disadvantage.

This included making six public policy submissions on topics including educational attainment, post-school transitions, digital inclusion, and child and family supports in the community. We also delivered 26 external presentations, published nine opinion pieces outlining our advocacy positions and produced six podcast episodes across *All I Can Be* and *Conversations with The Smith Family*, helping to bring the experiences of young people experiencing disadvantage into policy and public view.

Our submission to the Australian Government's Inquiry into the Thriving Kids initiative drew on the experiences of families participating in *Learning for Life* and The Smith Family *On PAR* pilot program. We were subsequently invited to appear before the House of Representatives Committee conducting the inquiry to share our insights.

We also continued to advocate for better career education. In June 2026, the Federal Minister for Education, the Hon Jason Clare MP, participated in our Growing Careers Project speed mentoring activity with around 120 students. This event led to further opportunities for us to engage the government on career education and how to support the post-school pathways of young people experiencing disadvantage.

A pathway to leadership

From scholarship student to mentor, Angus is using his story to show other young people what's possible.

"When I was younger, I told Mum there was a specific high school I wanted to attend, but she couldn't afford it. Years later, through the Indigenous Youth Leadership Program (IYLP) scholarship, I was able to go to that school.

I was in Year 7 when I received the scholarship and Mum was caring for Nan at the time, so knowing she didn't have the stress of paying school fees was a big positive.

"Through the scholarship there were also opportunities to participate in cultural activities and leadership development."

Through the scholarship, there were also opportunities to participate in cultural activities and leadership development. That leadership development helped me overcome the social anxiety I had experienced earlier in my life. In Years 11 and 12, I was the one going up to the young fellas, having a yarn and offering to help. I first attended the IYLP Gathering as a student in Year 9, and this year I participated as a mentor.

I've had setbacks and I never thought I'd be where I am today. As an Indigenous kid, that makes me even more passionate about sharing my story and showing others what's possible when they back themselves.

I'm now at university, in the first year of a five-year degree studying medicine, something I have wanted to do since I was a kid, to help my Mob and bridge the health gap. I have lost family members too early, and I've always wanted to be a doctor to help people."

Angus Romeo,
Indigenous Youth Leadership Program alumni



Angus Romeo, Indigenous Youth Leadership Program alumni

Strategic foundations

We are strengthening our organisation so we can create lasting opportunities for young Australians.

Strategic priority 6

Grow sustainable funding

The continued generosity of our supporters helped us build a strong and diverse funding base to support more young Australians.

Almost 197,000 individual supporters contributed during the year, including 66,802 *Learning for Life* sponsors. We welcomed 5,825 new sponsors and 4,612 regular monthly donors. Almost 2,600 people have committed to leaving a gift in their will. We were deeply grateful to receive a remarkable legacy from the late Dr Karen Duggan.

The website played an important role in helping new donors and sponsors give, generating almost $15.8 million in online annualised income this year as part of our broader fundraising efforts. New sponsorships through digital channels increased 28%. Almost 100,000 supporters are now registered for our *My Smith Family* portal.

Philanthropic support also remained strong. More than 500 private individuals and families contributed $16.5 million; corporate partners and workplace givers contributed over $13 million; and trusts and foundations provided $7.5 million. Our partnership with Hungry Jack's reached a milestone of $1 million raised since the program began.

Our Children's Future Education Endowment grew from $16.4 million to $19 million, helping fund *Learning for Life* sponsorships into the future.



Our Children's Future Education Endowment grew from $16.4 million to

$19 million



We strengthened information protection and management, removing more than

300,000

outdated records

Strategic priority 7

Empower our people

We empower our people by creating an inclusive, engaging and supportive workplace. Following a period of considerable organisational change, employee engagement rose to 69% during the year, up 6% from August 2025 and in line with the industry average.

We continued to modernise our People and Culture function so it can better support leaders, teams and the organisation's long-term capability. This included the first three phases of a new People and Culture operating model, strengthening support for our people, improving workforce planning capability and enabling more consistent delivery of people services.

We also strengthened compliance and people governance through work on our Enterprise Agreement, policy and system reviews, and embedding Modern Award compliance initiatives into business-as-usual operations. In June 2026, The Smith Family entered into an Enforceable Undertaking with the Fair Work Ombudsman, outlining our admissions regarding past non-compliance and undertakings to support ongoing compliance with workplace entitlement obligations.

We progressed diversity, equity and inclusion initiatives, as well as Aboriginal and/or Torres Strait Islander employment and volunteering initiatives.

We also rolled out Culture Amp performance and development processes and laid the foundations for AI-enabled compliance management.

Strategic priority 8

Be cyber secure and invest in digital, technology and data

This year marked an important shift from building digital foundations to embedding digital, data and cyber capabilities across the organisation.

We completed a major phase of our multi-year cyber resilience program and met our FY26 cyber security objective, reaching Maturity Level 1 of the Australian Government's Essential Eight framework across critical systems. Business continuity plans now cover seven critical functions, up from three last year.

We strengthened information protection and management, removing and deidentifying outdated records, enhancing long-term protection of child safeguarding records.

We expanded the practical and responsible use of AI. With generous funding from the Paul Ramsay Foundation, we partnered with Future Secure AI to develop and deploy three AI-powered digital assistants supporting frontline, customer engagement and payroll teams, while retaining human oversight for family and donor interactions.

We also participated in an AI Tutor trial led by High Resolves, exploring the potential for AI to improve learning outcomes for students experiencing disadvantage.

During the year, we completed an organisation-wide trial of Microsoft Copilot, put AI governance into practice and launched a trusted search capability, shaped by feedback from more than 2,800 families.



Students in North Eastern Tasmania consuming knowledge and food at a Learning Club

Confidence beyond the classroom

"I started volunteering for The Smith Family in February 2025 and have now worked in four schools.

I have seen the profound impact this program has had on students and am extremely grateful for the opportunity to witness the students grow in confidence and ability – it's just amazing.

The Learning Club not only helps with life and social skills but has such an impact on their academic learning outside of the traditional classroom setting. The food-focused activities strengthen the children's literacy skills by encouraging them to read recipes, follow instructions and develop their cooking-related vocabulary. Their numeracy skills are improved by measuring ingredients, counting, and understanding time and temperature. For example, if a recipe asks for one cup of flour, we might put a 1/3 cup out, so the students must use their critical thinking and problem-solving skills to figure out how many 1/3 cups are needed to make one cup.

It's very hands-on and visual so they become more willing to participate, ask questions and try new tasks because they can see what they have achieved from start to finish.

Not all students learn the same way, and this program encourages another way of learning, which lets each student shine creatively and academically. One student who was quiet and hesitant to participate now volunteers to read recipes out loud and helps other students measure, cut and mix ingredients, and is involved in the entire cooking process.

It is extremely rewarding to see the children become more confident in the kitchen and within themselves whilst learning new skills and making friends along the way."

Evangeline Donati, Learning Club Volunteer

"Not all students learn the same way, and this program encourages another way of learning"

A legacy of opportunity

Karen believed in the idea of a fair go for everyone, and the power of education to help people create a good life for themselves. It's why she donated to The Smith Family for thirty years.

"Dr Karen Duggan was a cardiovascular physician. She was also my cousin.

She was passionate about helping people – it's why she got into medicine in the first place. It was never about making money, it was about making a difference.

If Karen set her mind to doing something or learning a new skill, she would always take it seriously and do it well. She was a really hard worker and believed that everyone should contribute to society.

So, the decision to leave the family home in Clovelly to The Smith Family in her will was probably a no-brainer for her. It would have resonated with her, the fact that The Smith Family is giving children the tools to succeed in life, no matter their background.

The fact that the auction was so successful would have been especially pleasing to her. She had a great love for learning and would have loved the idea of giving children the chance to be all they can be."

Russell Graves, Dr Karen Duggan's cousin



Dr Karen Duggan

"The decision to leave the family home in Clovelly to The Smith Family in her will was probably a no-brainer for her."

Russell Graves, the new home buyers and The Smith Family team members, outside the sold house

Acknowledgements

We are grateful for the generosity of our supporters, corporate partners and philanthropic donors. Your support helps young Australians overcome educational inequality and access the opportunities they need to thrive at school and beyond.

Sponsors, donors and bequests

We thank the tens of thousands of sponsors and donors who made our work possible this year.

We also recognise those who have left gifts in their wills, and those who have committed to doing so, helping future generations flourish.

Corporate partners, major donors and trusts and foundations

This year, more than 500 private individuals and families supported our work, including our *Learning for Life, Digital Learning Essentials,* and learning programs.

We thank donors to the Children's Future Education Endowment, including significant gifts from the Northcote Trust Fund and the Perpetual Foundation – John and Lynne Perpetual Scholarship. Their immense generosity will help ensure future generations of students can benefit from *Learning for Life* sponsorships.

We're grateful to the many corporate partners and workplace giving supporters who generously contributed to our cause, including AMP Foundation, Ampol, ANZ, ASCA, Cedar Woods, Colgate-Palmolive, Cool Ridge, ENGIE, Far West Coast Aboriginal Corporation, HCF, Hungry Jack's, NEX Building Group, Officeworks, Optus, Orica, and TK Maxx. We also acknowledge the valuable in-kind and pro bono support provided by Deloitte, Disney, Mallesons and Officeworks.

Funding from Telstra Foundation helped us build a national device donation initiative, sourcing devices from organisations and delivering the refurbished laptops to students.

Thank you to the 13 teams that ran, rode and kayaked their way through The Smith Family Challenge, raising more than $1 million.

We are grateful to the many trusts and foundations that support our work. A special thanks to Colonial Foundation for its ongoing commitment to our *Digital Learning Essentials* program, and to the Paul Ramsay Foundation for supporting our AI Pilot and *On PAR* initiative.

We also acknowledge our intermediary partners, including Australian Communities Foundation, Australian Philanthropic Services, Equity Trustees, JBWere, Mutual Trust, Perpetual, and State Trustees Australia Foundation.

Volunteers

We recognise the hundreds of corporate volunteers who donated their time and skills, along with the thousands of community and corporate volunteers whose ongoing support helps us fulfil our purpose.

We also appreciate VIEW's long-term partnership and thank members for their continued dedication to our cause.



Participants of The Smith Family Challenge run, ride and paddle event

Creating opportunity through every cup

We were proud to celebrate an incredible milestone with our partner, Hungry Jack's, this year – $1 million raised to support young Australians experiencing disadvantage. Hungry Jack's made this possible by generously donating 10 cents from every medium and large hot drink sold at Jack's Cafe year-round.

Since joining us as a partner in November 2024, the Hungry Jack's campaign has raised vital funds to help *Learning for Life* students access school essentials and build pathways to bright futures.

Chris Green, Hungry Jack's Chief Executive Officer, said the partnership shows what's possible when people and organisations come together around a shared belief.

"As a leading employer of young Australians, we understand the importance of providing support and believe every young person deserves a chance to reach their full potential."

The Smith Family is grateful for the support of Hungry Jack's, its team and every customer who has purchased a hot drink for positive change, helping to unlock potential in classrooms across Australia.

"Every cup of our coffee is crafted with love, and we invite our customers to share the love by supporting The Smith Family and making a difference together."



Doug Taylor, The Smith Family's Chief Executive Officer and Chris Green, Hungry Jack's Chief Executive Officer

Thank you

All our partners provide much-valued support. We are grateful for their commitment, expertise and contributions to our work.

The Abercrombie Family Foundation

The Adam Scott Foundation

AECOM

Ainsworth 4 Foundation

Allan & Gill Gray Philanthropies

AMP Foundation

AMPOL

Angle Auto Finance

Anthony Costa Foundation

ANZ

Aptella Automation + Positioning Tech

ARDEN HOMES

ASCA Better Buying Power for Schools

Australian Communities Foundation

Financial Review

Australian Philanthropic Services

The B B & A Miller Foundation

Baker Hughes Rewriting The Energy Equation

Bertalli Family Foundation

BF Foundation

Bidfood

BJLR Foundation

The Brazil Family Foundation

Brighton Homes let life in.

Cameron Foundation

Canon

Cedar Woods Developing Tomorrow Today

CFC Foundation

Chamber of Commerce and Industry WA

Colgate

Collier Charitable Fund

Colonial Foundation

Cool Ridge Australian Spring Water

Cybec Foundation

Danks Trust supporting charities since 1928

Deedee Foundation

Delany Advertising and Media

Deloitte.

Dick & Pip Smith Foundation

The Donald & Joan Wilson Foundation

Edlyne

ENGIE

Equity Trustees (various Trusts & Foundations)

EY Shape the future with confidence

EziBlank Keeping IT cool

The First Eddystone Foundation

Fletcher Building

Fogarty Foundation

The Frank and Mary Choate Foundation

Freemasons Tasmania

FUTURITY Investment Group

Geelong Community Foundation

GHD Foundation

Gregg Family Foundation

The Hammerton Family Scholarship

Handbury Foundation

Hansen Little Foundation

Harvey Foundation

HATCH

HCF

Helen & Mark Johnson

hbj Highgrove Bathrooms

HUB24

Hugh and Selina Williams Foundation

Hungry Jack's

Hydro Tasmania

The Ian Potter Foundation

Insignia® Community Foundation

Interflow

ITW

JEM Foundation

The Jessica & Wallace Hore Foundation

JLDJS Foundation

Joe White Bequest

John Macarthur

Julie Hannaford

KENNARDS HIRE FOUNDATION

KEO Charitable Foundation

kinetic IT

Lacetree Pty Ltd

Laurel and Annabelle Perpetual Scholarship

Laurence and Valmae Stonehouse

LYONE FOUNDATION

Macoun Charitable Foundation

malka FOUNDATION

MALLESONS

MANILDRA FOUNDATION

Maple-Brown Family Foundation

The Maria Vasas Foundation

mcdonald jones

MOJO homes

Mr & Mrs Barry and Elizabeth Frost OAM

NEX Building Group

NEXTDC

Northcote Trust Fund

officeworks

oOh! unmissable

OPTUS

ORICA

The Orloff Family Foundation

PRF PAUL RAMSAY FOUNDATION

Perpetual Foundation - The Bill Roche Charitable Endowment

Perpetual Foundation - The Edward Bullock Endowment

Perpetual Foundation - The Helen Leech Endowment

Perpetual Foundation - Jack Tilburn Endowment

Perpetual Foundation - John and Lynne Perpetual Scholarship

Pfizer

Phill Isaacs OAM

PLS

PRATT FOUNDATION

precise value Your Roadmap to Growth

QUT

R G Batrouney Family

Ramses Foundation

Region GROUP

Reuben Pelerman Benevolent Foundation

Schneider Electric Foundation

Scott Williams Foundation

Servcorp

Six Jeffries Foundation

Snooze It's amazing what a little snooze can do

STACK INFRASTRUCTURE

STAN PERRON CHARITABLE FOUNDATION

Suitters Foundation

technology1

Telstra Foundation

TK MAXX

UniSC

THE UNIVERSITY OF SYDNEY

UNIVERSITY of TASMANIA

The Walt Disney Company Australia & New Zealand

WD Booth

Weeks

WILSON HOMES



view
voice, interests and education of women

VIEW Clubs of Australia

Voice, Interests and Education of Women (VIEW) is a national women's organisation and support network with almost 13,000 members in 259 Clubs. It brings together women from communities across Australia to network, develop skills and enjoy social activities while supporting the education of young Australians in need.

VIEW exclusively supports The Smith Family.

Growing impact and strengthening communities

This year, VIEW continued to raise awareness of The Smith Family and its work by supporting and promoting The Smith Family's campaigns, activities and appeals, including in the media and on social media.

VIEW is the largest community sponsor of students on The Smith Family's *Learning for Life* program, supporting more than 1,885 students – a new record. The network's fundraising initiatives raised $1.85 million for The Smith Family.

The VIEW National Convention in Brisbane in September 2025 brought together more than 575 members to celebrate VIEW's 65th anniversary and its long-standing contribution to The Smith Family.

In March 2026, representatives of VIEW Clubs of Australia were invited by VIEW's Patron, the Governor-General, Her Excellency the Honourable Sam Mostyn AC, to mark International Women's Day (IWD) 2026 at Admiralty House in Sydney. VIEW Clubs throughout Australia proudly embraced the IWD theme 'Give to Gain' by acknowledging the collective efforts that continue to support and empower women.

Building for VIEW's future

In 2025, VIEW completed its Geographic Boundaries project, expanding or redrawing boundaries where appropriate.
A Western Australian representative to the National Leadership Team was introduced, ensuring strong leadership and governance for VIEW's growing membership in the state.
A new VIEW Club also opened in Mandurah, Western Australia.

Empowering our people through AI

"By reducing the time I spend searching for information, it allows me to focus on what matters most – having meaningful conversations with families and providing personalised support.

As a Family Partnership Coordinator, my role is all about building relationships with families and supporting them to improve their children's educational outcomes. To do that effectively, I need to understand each family's circumstances, from the programs they're involved in, to any challenges that could affect their child's engagement at school.

Before Sunny, our AI digital worker, gathering that information was time consuming. I would spend a significant amount of time navigating multiple systems and tabs to piece together the context I needed before contacting a family. While important, that administrative work took time away from the relationship building side of my role.

"By reducing the time I spend searching for information, it allows me to focus on what matters most."

Now, Sunny brings that information together in one place.

The biggest difference is that I can now come into every interaction feeling prepared and present. If I'm speaking with a family for the first time, Sunny can instantly provide a summary of their situation, helping me understand their needs and build rapport quickly. That means I can listen more closely, respond in the moment and tailor my support to their situation.

Sunny allows me to spend more time strengthening relationships with families and helping them overcome educational barriers, which is the most meaningful part of my work."

Lily Nguyen, Family Partnership Coordinator



Lily Nguyen, Family Partnership Coordinator

Finding purpose through volunteering

"Sometimes the most powerful outcome of volunteering is not only the difference you make in someone else's life, but the direction it gives your own."

"When I first began volunteering with The Smith Family's Learning Club, I wanted to give back by supporting young people with their education. What I didn't expect was how profoundly the experience would shape my own future.

Working alongside students experiencing disadvantage, I quickly realised that learning challenges were often about much more than schoolwork. Many young people were navigating emotional, mental health and wellbeing barriers that made it difficult to engage. Rather than stepping back, I learned to adapt by slowing down, listening more closely and changing my expectations of what progress could look like.

Through this experience, I came to better understand the power of education, connection and individualised support in changing a young person's trajectory. It also changed the way I saw myself.

It made me feel like I am enough, more than enough.

This impact has influenced both my studies and my career aspirations. I am now pursuing counselling, with a focus on supporting young people, and working towards a career in school environments. I have also started developing my own not-for-profit initiative. While it is still in its early stages, the initiative reflects the values I developed through volunteering: trust, flexibility, connection and a belief in every young person's potential.

My experience shows that volunteering is never a one-way exchange. Through Learning Club, volunteers help students build confidence, stay engaged in learning and feel supported. At the same time, we gain insight, purpose and the opportunity to grow as mentors, advocates and community leaders."

Amit Saha,
Learning Club volunteer



Amit Saha, Learning Club volunteer

Volunteers

Volunteers make a critical difference to our impact by supporting program delivery, business operations and community engagement. While volunteer participation declined this year – largely due to fewer short-term activities delivered through the Growing Careers Project – volunteer commitment strengthened, with volunteers contributing more time per role.

Improving our training and child safeguarding processes

This year, we implemented the Volunteer Training Project to strengthen training compliance, improve systems and automation, and build volunteer manager capability. The project delivered a significant improvement in volunteer training compliance, with markedly higher completion rates for both child safeguarding and Learning Club training requirements.

We introduced standardised processes, tools and training for short-term volunteering across *Learning for Life* career activities and simplified Reference Check Training for volunteer managers. We also strengthened child safeguarding practices by introducing more robust onboarding, record keeping and screening processes for community-based student2student Reading Buddies.

Celebrating volunteering

During National Volunteer Week, we celebrated the contributions of more than 3,500 volunteers through a national social media campaign that reached 21,248 people.

The campaign raised awareness of the positive impact of volunteering on our ability to achieve our goals, on the volunteers themselves and on the broader community.

3,503
individual volunteers filled 4,012 volunteer roles nationally (some volunteers took on more than one role)

89%
of volunteers said they would speak positively to others about their volunteering experience with us, up 2% on the previous year

82,739
hours of service were donated by volunteers, equivalent to $2.9 million

36%
of opportunities were filled by returning volunteers

91%
of volunteers said they were satisfied with staff support

Governance

Strategic priority 9

Strengthen governance, risk management and compliance

Council of Governing Members

The Council of Governing Members consults with the Board of Directors to ensure The Smith Family's operations align with our objectives. The Council is responsible for electing Directors and adopting annual accounts.

In addition to the Directors, the current Council members are Arun Abey AM, Christine Bartlett, Barbara Cail AO, Christine Cawsey AM, Emeritus Professor Ross Griffith, Dr Jeffrey Harmer AO, Mark Johnson, Professor John Kelly AM, Chris Leptos AO, Jeremy (Jerry) Maycock, Christine McLoughlin, Greg Ruddock, Doug Snedden, Peter Stumbles, Paul Tobin, Lorraine Thomson, Richard Warburton AO and Ben Watkinson.

We thank all Council members for their support during the year.

Board of Directors

The Board of Directors is The Smith Family's decision-making body, responsible for governance and oversight of management. Its responsibilities are governed by the constitution and Board charter. During 2025–26, the Board consisted of nine honorary Non-executive Directors and the CEO, who bring diverse skills and board-level experience from across diverse sectors.

Board committees

The Corporate Governance Committee assists the Board to ensure the organisation operates effectively, efficiently, ethically and legally. It also identifies candidates for the Board, its committees and the Council of Governing Members, and reviews The Smith Family's constitution.

The Endowment Fund Committee oversees the investment policy and mandate for the Children's Future Education Endowment, which supports our *Learning for Life* program.

The Finance, Audit & Risk Committee assists the Board by monitoring the management of finances and investments to ensure they are effective, and that funds are available to meet our operating requirements. It also assists the Board to oversee risk, including monitoring the effectiveness of the risk management framework and policies.

The People & Culture Committee advises on remuneration policies and practices and oversees compliance with employment-related statutory and regulatory requirements.

Advisory groups

The following groups advise the CEO and offer their expertise to senior management on issues and projects.

The National Advisory Group on Issues Concerning Aboriginal and/or Torres Strait Islander Peoples is chaired by The Smith Family Director Peter Radoll. Its members are Sarah Chaloner, Lenique George, Alara Hood, Jesse King, Rebecca McPhee, Professor Peter Radoll, Kieran Ryan and Wanda Wellington. Three of The Smith Family's Aboriginal and/or Torres Strait Islander team members, Jamie Sampson, Karen Parter and Leanne Smith, also attend meetings.

Richard McLaren chairs the Information Systems Advisory Group, which also includes Pia Andrews, Sarah Carney, David Ellis, Kelly Ferguson, Rosheen Garnon, Damon Rees and Anthony J. Robinson.

The Principals Advisory Group is chaired by The Smith Family Director Caroline Fishpool. Its members are Angela Falkenberg, Donna McDonald, Andy Mison, David Samaha, Lee Sibir, Karen Snibson, Donna Westaway, Jarrod Williams and Peter Wright-Smith.

We sincerely thank all members of our advisory groups for their service and support.

Governance standards

As a registered charity, The Smith Family is required to meet the Australian Charities and Not-for-profits Commission (ACNC) Governance Standards.

These high-level principles deal with how a registered charity should be governed, and we regularly review our compliance with them.

Our policy framework ensures that our practices align with:

- the ACNC Governance Standards, which include an obligation to act consistently with Australian laws
- our contractual commitments, including those under key government funding arrangements
- community expectations and our values.

Recognising and managing risk

Strong governance, effective risk management and a culture of accountability are fundamental to The Smith Family's ability to deliver on our purpose and strategy. Our Risk Management Framework guides the systematic identification, assessment, management and reporting of risks, incidents and compliance obligations.

During the year, we continued to strengthen our risk maturity through targeted policy reviews and workshops across key business areas to improve risk assessments and controls. Risk management expertise was also embedded in significant initiatives, including privacy management, the assessment of emerging AI use cases and major organisational change.

We also strengthened incident reporting and management practices, using insights from incidents, control assessments and compliance activities to inform decision-making and continuous improvement.

We remain focused on improving our risk, compliance and control assessment processes, capability development and proactive management of emerging risks.

Child safeguarding

As part of our commitment to being a child safe organisation, we endorse the Australian Human Rights Commission's National Principles for Child Safe Organisations.

This year, we continued our Strengthening Child Safeguarding initiative to further embed child safety into our culture and work practices. We progressed the inclusion of children's voices in organisational policies and procedures and introduced specialised training for Child Safe Contacts across the organisation.

Environmental sustainability

This year, we continued to reduce the environmental impact of our operations. We completed National Australian Built Environment Rating System assessments across our office portfolio, establishing a baseline for measuring and improving property performance. We developed improvement plans for the two sites not yet meeting our targets, procured certified renewable energy for corporate-controlled and lease-controlled sites and established a sustainability roadmap that includes Scope 1 and Scope 2 emissions reporting and a proposed Net Zero scorecard.

Meetings held and attended

	Board of Directors		Corporate Governance		Finance, Audit & Risk		People & Culture		Endowment Fund	
Director	**Held**	**Attended**	**Held**	**Attended**	**Held**	**Attended**	**Held**	**Attended**	**Held**	**Attended**
G.D. Barnes	7	6			4	4			1	1
S.A. Davis	7	5								
C.J. Fishpool	7	6					1	1		
R.M. Garnon	7	7	1	1	4	4			1	1
A.J. Kloeden	7	6					3	3		
N.W. Moore	7	7								
L. Paul	7	7	1	1						
P.J. Radoll	7	7					3	2		
M. Ryan	7	6			4	4			1	1
D.D. Taylor	7	7	1	1	4*	4*	3*	3*	1*	1*

* D.D. Taylor attended the Finance, Audit & Risk, People & Culture and Endowment Fund Committee meetings in his capacity as Management Representative.

The Smith Family is a company limited by guarantee. Its ABN is 28 000 030 179.

As part of the registration requirements for all non-profit entities, the Australian Taxation Office confirmed in July 2005 that The Smith Family is a Public Benevolent Institution (PBI). It is also an income tax–exempt charity and a deductible gift recipient.

The organisation enjoys certain other tax concessions and exemptions, relating to goods and services tax and fringe benefits tax, consistent with its status as a PBI.

The Smith Family is registered with the Australian Charities and Not-for-profits Commission (ACNC) and as required by the following state and territory legislation and applicable regulations:

New South Wales

Registration number CFN 11049 – ongoing subject to continued reporting to the ACNC

Queensland

Registration number CP 4163 – ongoing subject to continued registration with the ACNC

South Australia

Registration number CA 778 – ongoing subject to continued registration with the ACNC

Tasmania

Registration number FIA-170 – ongoing subject to continued reporting to the ACNC

Victoria

Registration number FR 0010290 – ongoing subject to continued registration with the ACNC

Western Australia

Registration number CC 20352 – ongoing subject to continued registration with the ACNC

Australian Capital Territory

Registration number 19000133 – ongoing subject to continued registration with the ACNC

Board of Directors



From left to right: Nicholas W. Moore AO, Greg Barnes, S.A. (Tony) Davis, Caroline J. Fishpool, Rosheen M. Garnon

Nicholas W. Moore AO

HonDBus LLB BComm FCA

Chairman and Non-executive Director since November 2019; Special Envoy for Southeast Asia for the Commonwealth Government; Chairman of The Centre for Independent Studies, Willow Technology Corporation, Aldus Group and the National Catholic Education Commission; former Chairman of Screen Australia; former Chairman of the Markets Taskforce Expert Advisory Panel and the Financial Regulator Assessment Authority within the Department of Treasury; former Chairman of the Sydney Opera House and PCYC NSW; former Director of Sydney Airport, Rome Airport (Aeroporti di Roma), Southern Cross Media Group and Hills Motorway; former Chief Executive Officer of Macquarie Group; member (and former Chairman) of the UNSW Business School Advisory Council.

Greg Barnes

BComm CPA MBA GAICD

Non-executive Director since November 2023; Group Chief Financial Officer at Ampol Limited; former Chief Financial Officer at Coca-Cola Amatil, Nine Entertainment Co. and CSR Limited.

S.A. (Tony) Davis

Non-executive Director since 2016; Founding Director and past Chairman of Quantium, a global leader in artificial intelligence, data analytics, and business transformation (now owned by Woolworths); a partner and advisor in high growth tech ventures across media, cyber security, health and AI; Owner/ Director of Greenbanks Tasmanian Whisky; former Chairman of peak marketing industry body ADMA; Director of Seaford Foundation (family charity).

Caroline J. Fishpool

BAppSc GradDipEd GradDipStratLdrshp

Non-executive Director since November 2024; Lead Director, Conditions for Learning, Department for Education (SA); previously Education Director, Uleybury and Torrens Valley Portfolio, Department for Education (SA) (2022-2023), Principal at Wirreanda Secondary School (2016-2022), Panalatinga Local Partnership Chairperson/Executive (2015-2022), Department for Education Review Principal (2019-2022), Board Member of SA Secondary Principals Association (2019-2021) and leadership positions at Wirreanda Secondary School and Fremont Elizabeth City High School (2001-2015).

Rosheen M. Garnon

BEc/LLB FCA CTA GAICD

Non-executive Director since 2019; Deputy Chair and Non-executive Director of Venues New South Wales; Non-executive Director of Acenda Life; member of the Australia Council Board for Creative Australia; former senior partner with KPMG with more than 29 years' experience in professional services; member of Chief Executive Women.



From left to right: Adrian J. Kloeden AM, Lisa Paul AO PSM, Professor Peter J. Radoll, Mark Ryan, Douglas D. Taylor

Adrian J. Kloeden AM

MSc (Business Studies) BSc (Hons–Forestry) Hon. Doc FAICD

Non-executive Director since 2016; Chairman of Aquasure Pty Ltd; Director of the Victorian Chamber of Commerce and Industry; Director of the Australian Chamber of Commerce and Industry; extensive experience in senior management roles within various companies in Australia and overseas in the agribusiness, manufacturing, distribution, retail, technology and transport sectors.

Lisa Paul AO PSM

BA (Hons) FAICD FACEL FIPAA FAIM FANZSOG

Non-executive Director since November 2023; Chancellor of University of Canberra; Chair of the Audit Committee of the Australian Academy of Science; Director Australian American Leadership Dialogue; Chair Rhodes Scholarship Territories Selection Committee; Director Powering Australia's Growth Centre; member APM disability services Advisory Committee; former Chief Executive (Secretary) of the Federal Department of Education in Australia from 2004-2016. Director of several non-profit organisations.

Professor Peter J. Radoll

BInfoTech MInfoTech PhD

Non-executive Director since April 2019; Non-executive Director of the Victorian Chamber of Commerce and Industry; Fellow of the Royal Society of NSW; Visiting Research Fellow at the Australian National University; former Deputy Vice-Chancellor at Victoria University.

Mark A. Ryan

BArts (Journalism) MBA (Distinction) Adv Diploma of Neuroscience of Leadership

Non-executive Director since November 2023; Communications and Stakeholder Engagement Consultant at Queensland Rail; former senior leadership and executive-level roles at Mater Group, the Gold Coast SUNS AFL Club and Tatts Group across strategy, corporate affairs, organisational development, marketing and stakeholder engagement; Chair of Return Serve Inc.

Douglas D. Taylor

BMin BA (Hons) GradCertM GAICD Adjunct Professor, Centre for Social Impact, UNSW Business School at the University of New South Wales (UNSW)

Chief Executive Officer and Executive Director since August 2021; Member of the Board of Trustees, Western Sydney University, Non-executive Director of the Wayside Chapel; member of the Centre for Social Impact Advisory Board; former Deputy CEO of Uniting NSW & ACT; former Chairperson of Warakirri College.

Tracy J. Unwin (BComm LLB, GAICD, GIA (Affiliated)) was appointed Company Secretary of The Smith Family on 12 July 2023.

Five-year financial summary

(Figures in $'000s)

	2021–22	2022–23	2023–24	2024–25	2025–26
Income					
Fundraising					
Donations and corporate support	110,874	116,835	126,368	129,970	134,703
Bequests	9,462	10,925	10,286	18,332	20,128
VIEW Clubs	4,558	5,138	5,159	5,344	5,598
Government funding	19,824	18,886	21,066	23,976	18,961
Children's Future Education Endowment	835	667	2,886	685	3,435
Investment and other income	312	4,922	6,881	7,203	4,691
Total income	**145,865**	**157,373**	**172,646**	**185,510**	**187,516**
Expenditure					
Community programs	(102,961)	(111,462)	(126,921)	(131,627)	(122,889)
Fundraising	(28,523)	(33,779)	(40,527)	(40,585)	(37,791)
Promotion	(6,359)	(7,036)	(6,855)	(7,519)	(7,137)
Shared services	(3,424)	(4,844)	(5,607)	(7,332)	(3,889)
VIEW Clubs	(3,198)	(3,607)	(3,722)	(3,721)	(3,748)
Total expenditure	**(144,465)**	**(160,728)**	**(183,632)**	**(190,784)**	**(175,454)**
Surplus/(Deficit) from continuing operations	**1,400**	**(3,355)**	**(10,986)**	**(5,275)**	**12,062**

Volunteering

The Smith Family receives substantial contributions by way of pro bono support from corporate partners and volunteers, the value of which is not reflected in the financial statements. Volunteering contributions are valued based on the level of skill required by various volunteering positions.

	2021–22	2022–23	2023–24	2024–25	2025–26
Volunteer hours	116,038	108,341	123,457	113,792	82,739
Value of volunteering contribution ($m)	3.7	3.7	4.3	4.0	2.9

Income

Since 2021–22, total income has grown by an average of 6.48% annually, from $145.9 million to $187.5 million in 2025–26. This growth has mainly been driven by increases in individual donations, philanthropic support and investment income.

Donations and corporate support	In 2025–26, income from individual donations and corporate support was $134.7 million, compared to $110.9 million in 2021–22. This represents an average annual growth of 5%.
Government funding	The Smith Family received $19 million in government funding in 2025–26. This compares with $19.8 million in 2021–22.
Children's Future Education Endowment	In 2025–26, The Smith Family received $3.4 million into its Children's Future Education Endowment.

Volunteering

The Smith Family receives substantial pro bono support from corporate partners and volunteers, the value of which is not reflected in our financial statements. This contribution strengthens our capacity to support young people and extends the impact of our programs. The estimated value of volunteering contributions is based on the level of skill required for various volunteering positions.

Estimated value of volunteering contribution	The estimated value of volunteers' contributions in 2025–26 was $2.9 million, compared with $3.7 million in 2021–22. The estimated hours contributed by volunteers were over 82,000 in 2025–26, compared with over 116,000 hours in 2021–22.

Expenditure

Overall expenditure was $175.5 million in 2025–26, rising from $144.5 million in 2021–22, largely due to the expansion of our community programs.

Community programs	Investment in community programs increased by an average of 4.5% annually, rising to $122.9 million in 2025–26 from $103 million in 2021–22. We invested in our community programs in line with revenue growth to extend the reach and increase the impact of our work for students and families. Community program expenditure includes direct scholarship and other assistance for students and their families, program-related personal support, contracted services delivered through community partners, and research and advocacy, as well as an allocation of overhead costs.
Fundraising	In 2025–26, fundraising expenditure totalled $37.8 million, representing average annual growth of 7.3% since 2021–22. This expenditure enables us to build the fundraising capability needed to generate sustainable income and support greater impact over the long term.
Shared services costs	This year, we invested $3.9 million in the administrative capability needed to support effective, accountable and sustainable service delivery. This represented 2.1% of total income, down from 2.3% in 2021–22.

Fundraising

At The Smith Family, every investment we make is guided by our purpose of helping young Australians overcome educational inequality caused by poverty.

Sustainable funding is essential to deepening our impact and growing our reach. It allows us to invest not only in our programs but also in the capability needed to deliver them effectively, safely and at scale.

This year, our supporters donated $154.8 million. Together with government support and other contributions, total revenue of $187.5 million enabled us to deliver programs and strengthen the capabilities that underpin quality, effectiveness and scale.

In the past year, for every $1 invested in fundraising, we raised $3.80 to sustain and expand our work.

We take our responsibility to use every dollar entrusted to us effectively seriously. We are committed to strengthening transparency around how we invest our resources, and measuring and reporting publicly on the outcomes.

By investing thoughtfully in our programs and the people, systems and capabilities essential to delivering them, we can create lasting impact for the children, young people and families we support.

Fundraising to invest in our programs

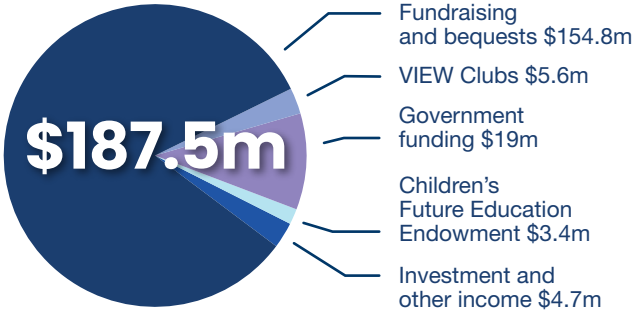


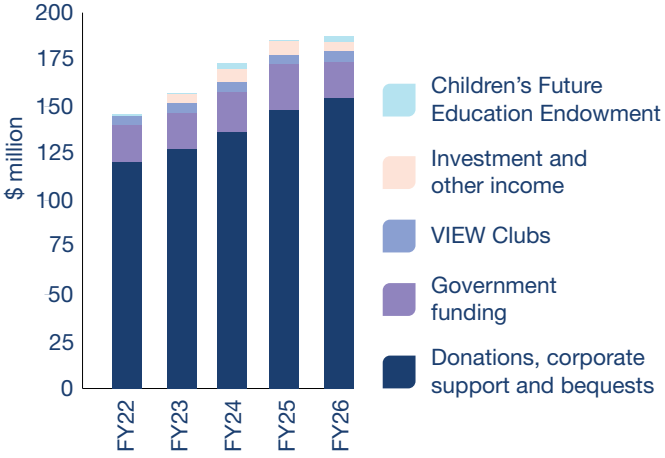
For every **$1** invested in fundraising

$3.80 was invested in programs

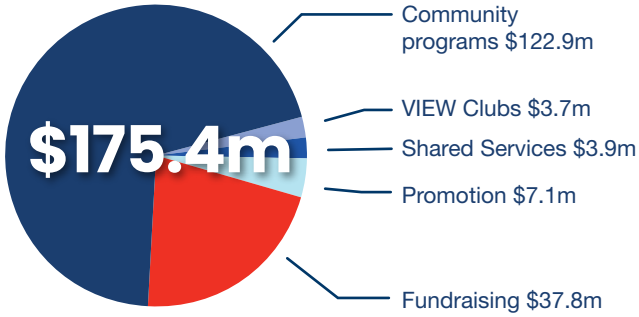
helping young Australians

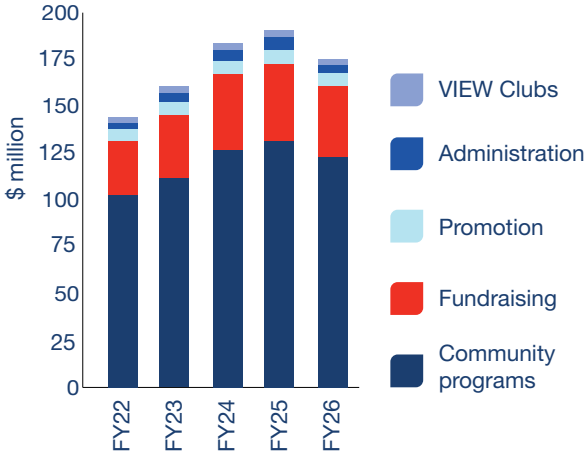
Where we obtained our financial resources 2025–26





How we applied our financial resources 2025–26





In the five years to June 2026, 83% of donations from our supporters were spent on our community programs, with 17% of our resources invested in vital activities that build our organisational sustainability and success.

To learn more about The Smith Family scan the QR code.

The Smith Family

Learn today, change tomorrow.

Contact details

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2025–26 Annual Impact Report