



ANNUAL REPORT
2016-2017

HOPE.
HEAL.
THRIVE.

HOPE.
HEAL.
THRIVE.

THE ANGLICARE PRAYER

God grant us the compassion to care deeply for others; the wisdom to discern how best to help; the energy to transform emotion into action, and the joy of wholehearted, loving service. For Christ's sake, AMEN

FRONT COVER:

Anglicare client, Casey with her four daughters. To read Casey's story turn to page 29.

ABOUT THIS REPORT

This report shows our activities and performance for the period 1 July 2016 to 30 June 2017. It has been prepared to comply with legal obligations and to support the ACNC objective to build greater accountability and trust in the Australian Not-for-Profit sector.

CHARITABLE STATUS

Anglicare NSW South, NSW West & ACT is a registered charity with the Australian Charities and Not for Profit Commission (ACNC).

LEGAL NAME:

Anglicare NSW South, NSW West & ACT

Trading Names: Anglicare ACT, St Saviours, Anglicare Western NSW, Anglicare Riverina

Street Address: 5/221 London Circuit, Canberra, ACT 2600

ABN: 69 198 255 076

Acknowledgement of Country:

Anglicare acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

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Message from the Board

LYNETTE GLENDINNING

Presiding Member (Board Chair)



STRENGTHENING THE SAFETY AND QUALITY OF CARE

Anglicare's mission is to address disadvantage and social injustice, and in partnering with the Anglican Church to provide spiritual and material support for people in need. While a few years ago Anglicare provided services virtually 'from the cradle to the grave', our focus is now on early childhood, young people and families, although we also manage three retirement villages.

STRONGER GOVERNANCE

The Board has a strong focus on ensuring that we have high quality and safe care for all those for whom we provide services. Across the community sector, providers must ensure they have the right structures and expertise to ensure the safety, not only of the children and vulnerable people in their care, but their valued staff. The findings and recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse have emphasised the importance of good governance in mitigating the risk of harm.

At the beginning of 2017, the Board made a number of decisions to reform its Committee structure to provide stronger governance of Anglicare. Most significantly the Board decided to split the Risk

and Compliance Committee into a Risk and Governance Committee to focus on enterprise risk and Workplace Health and Safety issues, while a Care Governance Committee will focus on monitoring quality care of our clients. The new committee structure will enable the Care Governance Committee to recruit highly qualified professionals from the sector who can provide the CEO and Board with specialised advice on clinical and therapeutic issues.

SANCTUARY AND A CULTURE OF SAFETY

A key goal in Anglicare's 2015-18 Strategic Plan is to develop the therapeutic capacity of the organisation so that we deliver higher quality care to the vulnerable people we support, particularly in Out of Home Care

and Homelessness services. In mid-2016 we created the position of Therapeutic Services Manager and the new incumbent Tenille Abell, conducted a review that recommended a whole of organisation approach.

The Sanctuary model was selected to best meet Anglicare's diverse needs, and the Board agreed to begin implementation in early 2017.

Sanctuary describes itself as "a blueprint for clinical and organisational change... through the active creation of a trauma-informed community". It provides us with a range of tools to improve our awareness of trauma, including a common language to describe adverse events regardless of our role or professional training.

The Board intends that through the Sanctuary model

“The hard work of the Board means that we now have capacity to progress our vision to work as part of the Anglican church in our regions to alleviate poverty by strengthening our organisation and investing in new service models.”

we can ensure that staff are safe and have the capacity to create a safe environment in which to care for our clients, participants, residents and families. Evidence from overseas, suggests that we should see a reduction in staff turn-over and burnout, which in turn will lead to better outcomes for clients

RETIREMENT VILLAGE DEVELOPMENT

This year the Anglicare Board agreed to pursue a growth strategy in order to develop sufficient scale to provide the additional staffing and other supports our residents will need into the future as they “age in place”. This will commence with a modest development of independent living units on vacant land at our existing Wollondilly Gardens Retirement Village. Anglicare engaged

Cox Architects to complete a Masterplan of the site together with detailed plans for the initial development. Consultations with residents and neighbours have been completed and the development application lodged with Goulburn-Mulwaree Council. The intention is to follow this up with further development which will include supported living units and a new Community Centre at this Village.

THANK YOU AND FAREWELLS

I assumed the Chair in December 2016, and in that time CEO Jeremy Halcrow and the Executive team have provided excellent organisational leadership. The Anglicare values of compassion, dignity, inclusiveness and integrity are clearly demonstrated by our dedicated staff and our partners

in Anglican Diocesan Services. I also want to thank Tina Mills for her dedication and service as secretary to the Board. This year has been difficult for me personally and I want to thank the Bishop, the Board and CEO for their support and understanding.

The end of 2016 saw three Board members complete their terms. I especially want to acknowledge my predecessor as Presiding Member, Professor Ingrid Moses. Ingrid’s dedication and service to Anglicare over 6 years was extraordinary. She most ably guided the Board through a difficult period in 2012-13 with the sudden resignation of the then CEO and the decision to sell Anglicare’s five nursing homes. The 6 year term of our long-time Finance Committee Chair, John Lawson expired in December and

Stephen Jagers also completed his term on the Board. The dedication and wisdom of Ingrid, John and Stephen have left Anglicare in a far stronger position today. We were delighted to welcome Dr Dawn Casey to the Board in February. Dawn is former Chair of the Indigenous Land Corporation and Chair of Indigenous Business Australia and brings a wealth of experience to the Board

The hard work of the Board means that we now have capacity to progress our vision to work as part of the Anglican church in our regions to alleviate poverty by strengthening our organisation and investing in new service models. These models can help break the poverty cycle especially in rural communities where government support is limited and market solutions are thin.

Message from the CEO

JEREMY HALCROW



“Anglicare exists to support the Anglican Church’s mission by working to alleviate poverty and providing the highest quality care to all people in need regardless of their race or religion.”

As we enter the final financial year of our 2015-2018 Strategic Plan it is extraordinary to reflect on how much we have achieved in just three years.

Three years of solid surpluses means we have not only built the reserves we need to cover our commitments but we have the capacity to invest in our dreams and passions, developing innovative programs to alleviate poverty.

A great example is the range of integrated wrap-around services provided by Anglicare in Wagga Wagga which helped single-mum Casey (pictured right) and her family move from a place of crisis and adversity into employment

“Anglicare was like a big hand that reached into the fog and pulled me out”.

CASEY, ANGLICARE CLIENT

and private housing. Casey says that being put in touch with Anglicare literally “changed my life”. As she put it: “Anglicare was like a big hand that reached into the fog and pulled me out”. At the heart of our mission is seeing families like Casey and her girls transformed, knowing they won’t be stuck in “the system”.

As we look towards the next three years we are aiming to grow our income from Philanthropy and Retail (Op Shops). Additional untied donations from these sources means we can provide support when there is no Government funding.





*Anglicare client,
Casey, pictured
with her daughters.*

“Survive and Thrive” model that Casey accessed in Wagga by opening new community centres throughout our regional centres.

In November 2016 we engaged a new Executive Manager, Trevor Hickman to develop and implement a new Philanthropy and Retail growth strategy. We also opened a new Fyshwick Retail Warehouse and factory outlet which will give us capacity to open new stores. These stores could not function without the incredible support of volunteers, many of whom are from local Anglican parishes.

Anglicare exists to support the Anglican Church’s mission by working to alleviate poverty and providing the highest quality care to all people in need regardless of their race or religion. We believe that compassion can transform our communities.

We greatly value all our parish partners. One of our most exciting achievements this year was the opening of our new Gordon Community Centre in southern Canberra in partnership with Lanyon Valley Anglican Church. Our plan is to deliver the “Survive and Thrive” wrap around services for families in crisis with young children that we have seen make such a difference in the Riverina and western NSW. The opening of the new centre was also made possible thanks to

a \$8,000 seed funding donation from Good Shepherd Anglican Church, Curtin. I want to thank all our parish and individual donors that made the opening of the new community centre possible.

Our financial position is stronger than ever. With adjustments for property revaluations, Anglicare’s surplus for the 2016/17 financial year will be about \$1.7 million. Most heartening was that three portfolios – Retirement Living, Early Childhood Education and Care, together with Disability Services – all made substantial contributions to our operational result. A surplus that is balanced between different portfolios is a strong indicator of Anglicare’s financial strength because it suggests we can cope with an external shock in any one sector.

Lastly, I want to thank the Board and especially our new Presiding Member Lynette Glendinning for their support this year. Lynette has brought great focus and energy in her leadership of the Board, and I am greatly heartened by the insights the Board brought to the task of developing our new Strategic Plan.

About Us

Our History

Over 150 years ago, Anglican parishes began providing community care across rural NSW. In 1888 Mother Esther, an Anglican nun, formed the Community of the Holy Name to help people in Melbourne's slums. From the 1920s, sisters from the Holy Name began to run children's homes within the Canberra-Goulburn Anglican Diocese.

From the 1970s the focus of the work changed and expanded to include family support, emergency housing and early childhood education and statutory care services. Today Anglicare continues to assist individuals and families in need. The organisation remains committed to demonstrating Christ's love in action, giving practical support to help people thrive in life.

Our Identity

As part of the Anglican Church's broader Mission, we are called by Jesus' example to respond to human need by offering loving service and seeking to address injustices in our society.

Our Mission

In partnership with the Anglican Church, its parishes and agencies, Anglicare will provide advocacy, holistic care and support to people in need throughout our regions so they can fully participate in their communities.

Our Vision

Anglicare aspires to be the leading provider of community services in our regions and through our advocacy and holistic care transform the lives of people in need.

Our Values

COMPASSION:

In the spirit of loving service we offer care and understanding to those in need.

DIGNITY:

We respect the intrinsic worth of every person and acknowledge their capacity for self determination.

INCLUSIVENESS:

We serve all people with a spirit of openness because we share a common humanity.

INTEGRITY:

We are committed to personal and corporate honesty, fairness and transparency.

Why We Exist

We exist because we believe all people, regardless of background, should have the opportunity to lead lives that are safe and fulfilling.



According to data from the Australian Council of Social Services, poverty affects over 12 percent of Australians – around 2.5 million people



New South Wales has the highest rates of poverty out of any state and territory at 14.6 percent



It is also estimated that 23 percent of people living in poverty are children *



13.8 percent of people in NSW live below the poverty line. This is one of the highest of any state or territory in Australia

Those most impacted include those with a disability, mental illness, the elderly, and families with young children. As well as offering services to alleviate poverty in regional NSW and the ACT, Anglicare also engages in advocacy calling for greater formal support for people in need.

*Source: Australian Council of Social Services

Highlights

In a year of continued growth across many areas of the organisation, Anglicare celebrates the following achievements.



Opening of the new Gordon Community Centre.

7075

people received emergency relief assistance across Anglicare's sites in 2016/17

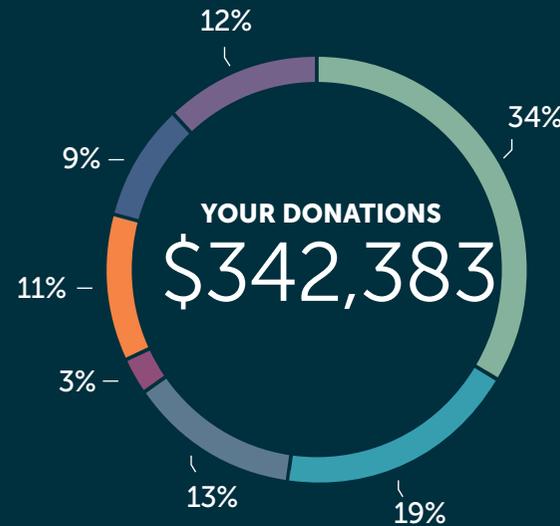


Opening of Anglicare's Goulburn Disability Centre.



How Your Contributions Were Used

NSW SOUTH, NSW WEST + ACT

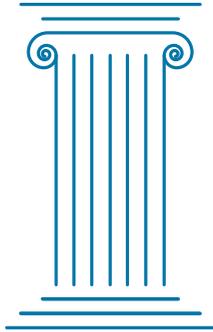


Service	Amount (\$)	%	
Emergency Food Relief/Community centres	115,453	34	
Counselling and Drug/Alcohol Rehabilitation	63,716	19	
Disability Chaplaincy	42,982	13	
Retirement Village Chaplaincy	10,000	3	
Early Childhood Education places for vulnerable families	38,719	11	
General Disaster Recovery Services	29,393	9	
Emergency Bushfire Grants to affected households	42,120	12	

Strategic Plan

Our four pillars

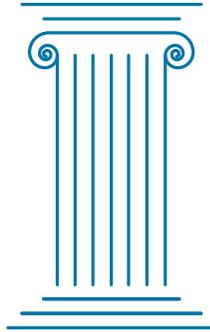
SERVICE QUALITY



Delivering a quality service which improves the lives of our clients, customers and residents.

Resourcing our research team this year has improved our capacity to evaluate our services, identify gaps that need to be addressed, and develop strategies to improve our services.

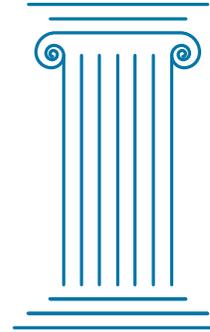
FINANCIAL SUSTAINABILITY



Financial performance gives us the ability to develop quality services for those people we support.

To further strengthen the organisation and reduce financial risk, Anglicare is focused on growing fundraising revenue to meet community needs not addressed by Government.

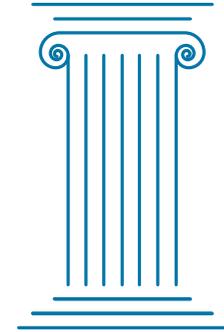
OUR PEOPLE



Developing our staff and volunteers.

One of Anglicare's major developments during the 2016/17 financial year has been to increase our capacity to train our staff, volunteers and the broader community through the Anglicare College. The goal of the College is to ensure that all of our staff and volunteers have the skills they need to assist the vulnerable people they work with in an effective and respectful way.

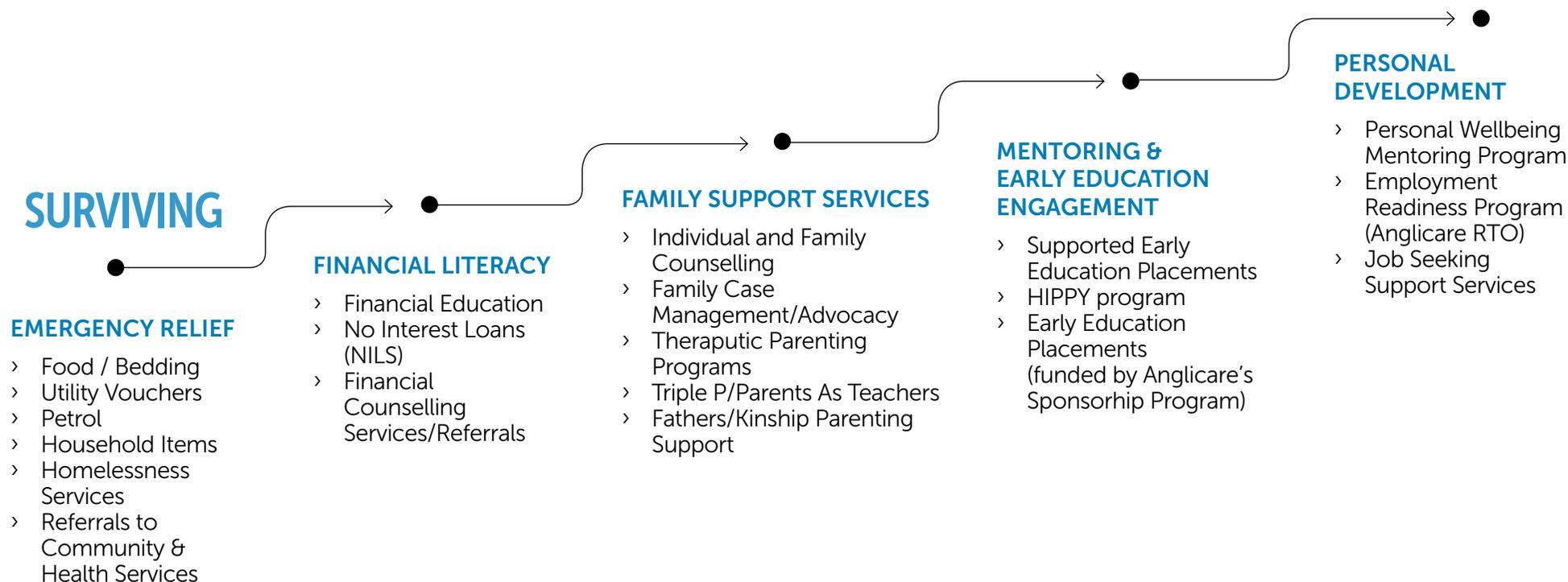
OUR MISSION



Staying true to our mission and core identity as a Christian agency.

Our focus is on caring for children who would otherwise be condemned to a lifetime of disadvantage and poverty. We believe local parishes are strategically positioned in local communities to help us achieve this.

Our core strategy to deliver on this mission is to develop our services towards a Survive and Thrive model (that can be co-located with parishes).



SURVIVE AND THRIVE APPROACH

Because poverty is complex and pervasive, impacting many areas of a person's life, a holistic approach is required to produce lasting change. This is why we deliver services through a community-based Survive and Thrive model that addresses immediate critical needs as well as long term needs of those who are most disadvantaged and marginalised.

The Survive and Thrive approach will be delivered in the community through assistance points called "hubs" or "community centres" which will offer at least two types of services. Firstly, a Survive component

meets immediate critical needs through services like emergency food relief and crisis accommodation. Secondly, a Thrive component addresses longer term needs in order to break the cycle of poverty and move people towards positive life outcomes. These services primarily focus on working with children and young people in the context of their families to support them so they don't return to crisis.

The Survive and Thrive model is currently being delivered in Orange, Wagga Wagga, north Canberra and south Canberra.

Innovation + Business Development

OUR RESEARCH AND EVALUATION APPROACH

The Business Development & Innovation Team has continued to underpin Anglicare’s commitment to evidence-based and promising practice outcomes to support our service clients. This team encompasses Research & Evaluation, Policy & Tender, Quality, Standards & Compliance, Informatics, and Therapeutic Services. Each of these units integrate their specialist focus and perform a complementary role in informing and ensuring a high standard of practice across our services.

ACCREDITATION

A highlight for this team was successfully working with our Out of Home Care (OOHC) colleagues to achieve accreditation from the NSW Office of the Children’s Guardian to continue to provide OOHC services for the next five years. This critical achievement involved significant work to ensure all programs across our wide service footprint were providing quality services operating in compliance with current legislative and government contract requirements. It also involved revision to policies, procedures

and practice guidelines to ensure not only consistency with current standards but to reflect best practice in care and protection services for children and young people.

TRANSITION TO LEAVING CARE SUPPORT

Anglicare has long been a strong advocate for the extension of support for young people transitioning from OOHC beyond the age of 18 years and this year our Research and Evaluation team presented their findings from an Anglicare pilot project – Transition to Leaving Care – at the ACWA conference.

We were subsequently delighted to be the successful tenderer for delivery of the Premier’s Youth Initiative – a program to prevent youth homelessness and provide support for young people transitioning from OOHC to independence (see pg 32). Anglicare was also successful in winning a contract with the NSW Government to provide the Homeless Youth Assistance Program in the Riverina, which helps very young people aged 12-15 experiencing homelessness to receive the age-appropriate assistance they need.



LAUNCH OF "CASSIE'S NEST" TRAUMA-INFORMED COUNSELLING SERVICE

A further service development initiative has progressed on the South Coast where the Therapeutic Services, Evaluation and Informatics teams have worked with our service colleagues in Moruya and Bega to build on the excellent reputation of our Cassie's Place Child Sexual Assault Counselling services. The new service, "Cassie's Nest", will provide community based trauma-informed counselling services including fee-for-service options,

for children and their families in the Moruya, Bega and Batemans Bay communities.

LAUNCH OF GORDON COMMUNITY CENTRE

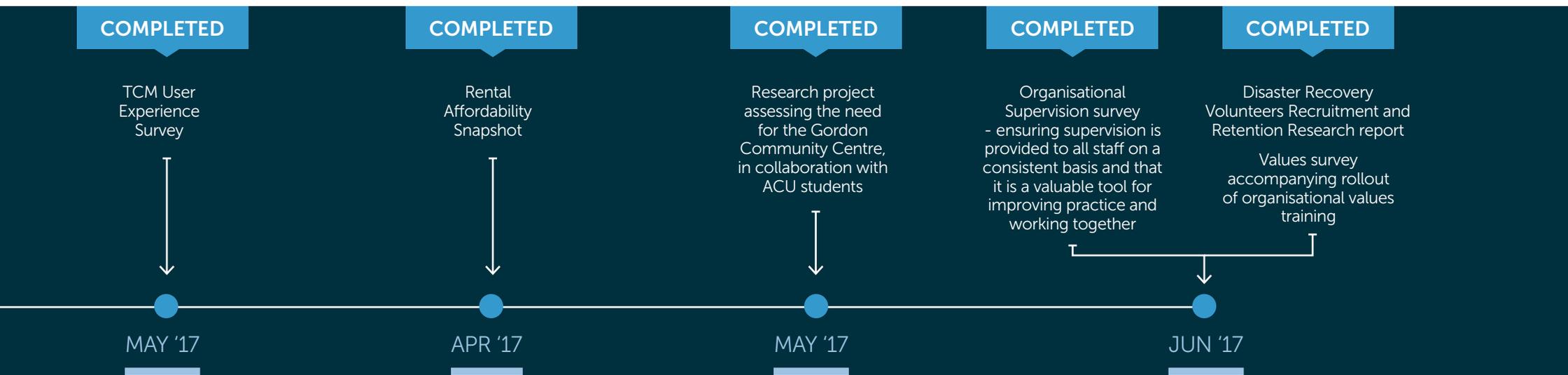
The team has also supported Anglicare's commitment to community based opportunities to support vulnerable families and individuals. Gordon Community Centre is a new partnership with the Lanyon Valley Anglican Church and now operates from the previous Gordon Early Childhood Centre. The Centre provides a variety of services including emergency food relief, social support, play

groups, and allows significant opportunities to build other individual and group supports in response to community need as the service grows.

STRENGTHENING SERVICE SUPPORTS

Behind the scenes, the Business Development & Innovation Team has built on therapeutic practice and evaluation frameworks to ensure quality service delivery across all Anglicare services. A review by the Therapeutic Services Manager and her subsequent report "Anglicare Therapeutic Services - Future Directions" has

been endorsed by the Anglicare Board, which has informed the decision to adopt the Sanctuary model across all Anglicare services. The Therapeutic Services team also continues to work with service managers and the Anglicare College to increase the skill level of all staff to deliver quality community services for our clients in a context of ever increasing complexity of client experiences of poverty and social exclusion.





Anglicare College

Registered Training Organisation

This financial year saw a significant increase in the development of tailored training products. While many of these include ongoing accredited training offered both externally and internally via the Registered Training Organisation (RTO) operations, the real growth in training numbers came from Anglicare staff through the Workforce Development Unit (WDU) activities which commenced in the previous year. The WDU is critical in both supporting and up-skilling our teams.

Several key initiatives were undertaken this year to assist the college including a carefully considered renewal. Centralisation of several College sites

created greater efficiencies for the team, with staff relocating to the Holt site from Merimbula, Central Office in the Canberra CBD and Goulburn. A restructure of several key positions also followed which included the combining of the RTO Manager and the Manager Compliance and Quality Standards positions and going to market to recruit the new senior management role of Head of Learning and Development.

These initiatives are enabling the College to respond more effectively to emerging Anglicare training needs and to the demands of ongoing external change in the sector.

Training activity for internal Anglicare staff spanned 15 different topic areas, five of which were delivered during Anglicare Leadership Forum (ALF) and Regional Anglicare Leadership Forums (RALF) events. Most of the topics areas below were delivered multiple times:

- › Budgeting and Finance
- › Communication
- › Counselling
- › Data and Informatics
- › Facilitator Development
- › Health and Hygiene
- › Mandatory Reporting
- › Reflective supervision
- › Values
- › Media Awareness
- › Giving presentations
- › Emotional Intelligence and Multiple intelligences
- › Reflective Practice
- › Strategic Planning Training activity for both internal and external students also spanned ten national qualifications. Many include multi-unit accredited courses and several skillsets comprising one, two or three units from larger courses delivered at Certificate III, IV and Diploma levels covering the following discipline areas:
- › Community Services: Case Management
- › Counselling
- › Early Childhood Education and Care
- › Individual Support: Aged Care
- › Leisure and Health: Aged Care
- › Financial Literacy
- › Medications
- › First Aid

133

continuing students completing multi-unit accredited courses beyond 30 June 2017

779

completions between 1 July 2016 and 30 June 2017

941

enrolments between 1 July 2016 and 30 June 2017

Coverage of the Anglicare NSW South, NSW West and ACT regions included multiple delivery sites:

- › Holt, Canberra City and Calwell
- › Goulburn
- › Moruya
- › Eden, Merimbula and Dalmeny
- › Liverpool
- › Orange
- › Wagga Wagga

Anglicare staff receiving their Certificate IV in Youth Work.



THIS IS TO CERTIFY THAT
JOHAN JUNGAMALA
has fulfilled the requirements for
CHC 4011 Certificate IV in Youth Work

THIS IS TO CERTIFY THAT
EDNA GIAM
has fulfilled the requirements for
CHC 4011 Certificate IV in Youth Work

THIS IS TO CERTIFY THAT
RAMNA BIRI
has fulfilled the requirements for
CHC 4011 Certificate IV in Youth Work

THIS IS TO CERTIFY THAT
ALAN GARCIA
has fulfilled the requirements for
CHC 4011 Certificate IV in Youth Work



Anglicare celebrates our passionate and diverse team of employees, foster carers and volunteers who are committed to using their skills and talents to help bring about Aboriginal and Torres Strait Islander change in lives and communities.

ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

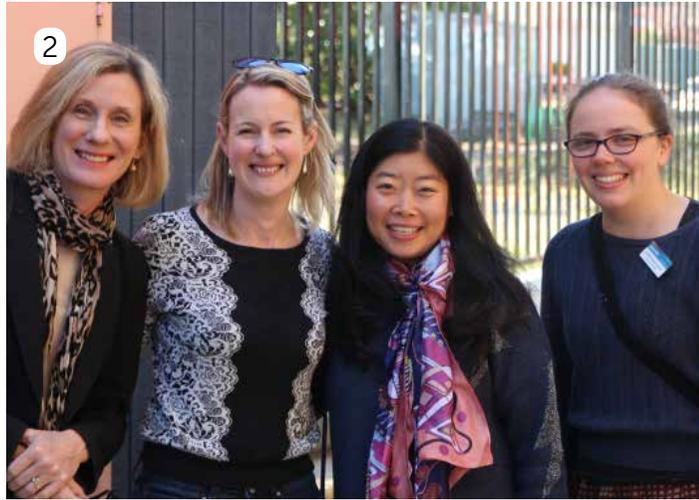
Anglicare acknowledges Aboriginal and Torres Strait Islander people as the original custodians of this country. We believe that the employment of Aboriginal and Torres Strait Islander people will help open doors to Aboriginal communities and Aboriginal and Torres Strait Islander networks especially in rural NSW. Anglicare has tailored recruitment policy and processes for Aboriginal and Torres Strait Islander people, which are culturally appropriate and aim to support greater opportunities for Aboriginal and Torres Strait Islander people to obtain meaningful and secure employment.

PEOPLE LIVING WITH A DISABILITY

Inclusion and dignity are two of Anglicare's values which is why we seek to employ people who are living with a disability. We value individual differences and recognise the richness this brings to the delivery of our mission.

1. Andrew Hill from YET receiving a Yogie Award for outstanding work in the ACT youth services sector.
2. Staff attending opening of the Gordon Community Centre.
3. Lifetime Learning Program Staff receive the Team Award at the 2016 Regional Anglicare Leadership Forum in Wagga.
4. Anglicare Leadership Forum award winners 2016.





Supporters + Partnerships

CHURCHES

As an Anglican mission agency, local parishes remain Anglicare's key partners. Anglicare NSW South, NSW West & ACT covers the Dioceses of Canberra and Goulburn, Bathurst and the Riverina. We share offices or sites with seven Anglican churches across the region. Nineteen churches have Anglicare Op Shops, eight churches assist us formally with the provision of Emergency Relief, many churches supply Disaster Recovery volunteers and help with NILS (No Interest Loans Scheme) and with our annual Pantry Appeal. In addition to our longstanding partnership with St John's Care, we've been developing our contacts with all three Anglican churches in Wagga, and with the parishes

of Bungendore, Parkes, and the Sapphire Coast. In February this year we started a new community centre in Gordon, ACT, with Lanyon Valley Anglican Church (LVAC).

GOVERNMENT

Strong support from local, ACT, NSW and Federal government departments, as well as the personal support and involvement from individual ministers, continues to enable Anglicare to deliver valuable services to vulnerable people, families and communities in need. Specifically this year, the support of the NSW State Government in providing new funding for a Transition to Leaving Care program has greatly supported our St Saviours Out of Home Care work in South

and western Sydney. Building on our experience in delivering the Transition to Leaving Care program, in 2016 Anglicare successfully tendered to deliver the Premier's Youth Initiative, a government funded pilot housing program for young people leaving OOH in South Western Sydney. Under this program Anglicare will provide support to 40 young people for up to four years.

BUSINESS AND COMMUNITY

We are delighted to see continued partnership with local businesses and community organisations keen to contribute to their community. Anglican schools remain particularly strong partners, especially with Anglicare's annual Pantry Appeal food drive. Over 40,000 food

and toiletry items were donated by local schools, community groups and businesses to help supply our emergency relief services.

SUPPORTERS

Hundreds of donors and supporters across regional NSW and the ACT have partnered with us over the past year to help break the cycle of poverty. The generosity of our supporters shown through donating to appeals, becoming regular monthly givers, gifts of bequests, advocacy and prayer has been vital in Anglicare's vision to give help and hope to the disadvantaged in our communities. Key supporters are acknowledged on page 57.



Students from Burgmann Anglican School help launch the Pantry Appeal.



Mission, Relief + Disaster Recovery

Developing partnerships with local parishes and schools through the following services are crucial. The strength of community partnerships are invaluable in helping Anglicare to meet our strategic goals and have a greater impact in local communities.

ENGLISH AS A SECOND LANGUAGE (ESL) TRAINING COURSE

Anglicare facilitated an ESL training Course in March 2017 at St Stephen's Church in Kambah. Volunteers assisted Anglicare staff to organise and run the training. Training covered practical issues such as cultural awareness issues, listening, speaking and reading/writing skills and tips for developing and running an ESL program. Feedback was overwhelmingly positive, and as a result of this program, the volunteers have worked with their parishes to establish and reinvigorate their ESL programs, including establishing a new program at Gordon, ACT.

EMERGENCY RELIEF

Emergency relief was delivered across 10 sites, half of which were delivered in partnership with the local parish:

- › ACT: St John's Care, Club 12/15, and Gordon Community Centre (in partnership with Lanyon Valley Anglican Church)
- › Eden: Sapphire Surprises Op Shop (parish partnership)
- › Young: Young District Anglican Church
- › Yass: Rae Burgess Centre
- › Goulburn: Anglicare Office
- › Wagga Wagga: Ashmont Community Service
- › Orange: Anglicare Office
- › Rylstone/Kandos: Anglican Parish of Rylstone/Kandos

7075

people received emergency relief assistance across these sites in 2016/17



this assistance was provided with funding from DSS, as well as donations from the community, and food and pantry items donated as part of the Pantry Appeal



Gordon Community Centre officially opened in June 2017





“I went to the evacuation centre and the team from Anglicare gave me toiletries and some other items. They even found a cricket outfit for my son so he could still play in his sports team. I’m so thankful to everyone who helped us.”

Peter in front of his property after the Carwoola fires.

CASE STUDY: PETER'S STORY

Peter, a volunteer member of the Rural Fire Service, was helping to evacuate other families when he saw the fire nearing his own house in Carwoola. He had only time to rescue his dog and a handful of basic items before he had to flee. Anglicare provided Peter and his son with toiletries and clothing to assist them during the ordeal.

Disaster Recovery

Anglicare is a Community Partner under the NSW State Emergency Management Plan and the ACT Community Recovery Sub-Plan. We help to deliver a coordinated disaster recovery response by trained and accredited volunteers to natural and man-made disasters such as floods, fires, storms and major accidents.

Training conducted by Anglicare in 2016/17

- › Refresher Courses held in Canberra and Narooma.
- › New Recruit Workshop held in Canberra.
- › Train the Trainer workshop.
- › Biennial Team Leader Forum.

Other activities included:

- › Participation at Inter-Agency Evacuation Centre exercises at Wagga, Batemans Bay and Canberra.
- › Participation in ADRA team training in the ACT.

Volunteers from Anglicare’s DR teams in Queanbeyan and the ACT were put on standby on 17 February 2017 as a result of the Carwoola Fire (near Queanbeyan). They were activated the same day.



Homelessness + Housing

Anglicare's Homelessness Support Services provide crucial emergency support for people at risk of homelessness. This is often an 'entry level' service in which people can be referred to other assistance, such as domestic violence or employment services, to provide longer term assistance. This year's annual Rental Affordability Snapshot showed considerable housing stress for people on low incomes right across Canberra and regional NSW.

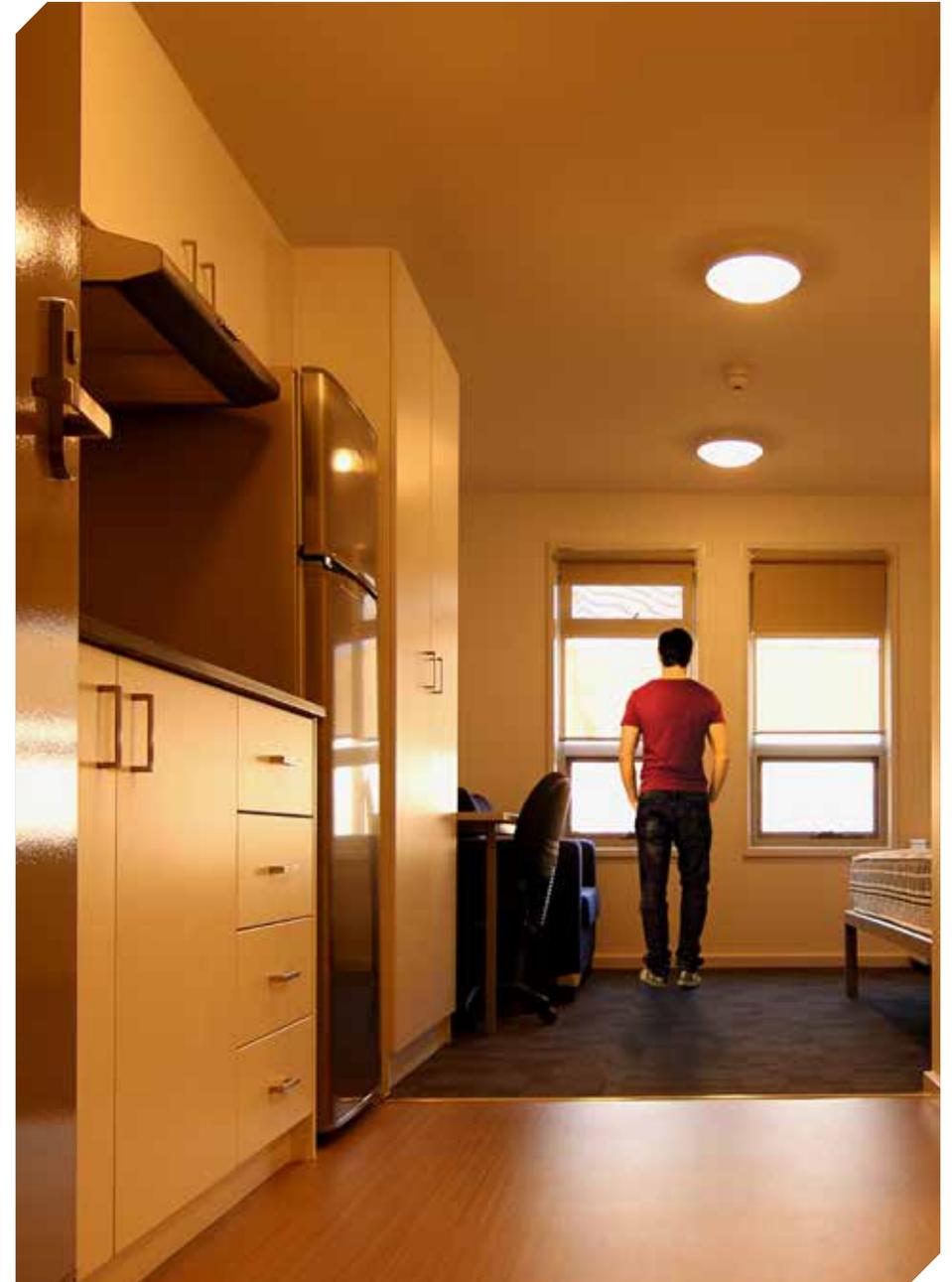
62

young people assisted through the Our Place youth housing initiative
(Our Place is run in Canberra in partnership with Barnados)

Our Place

ACHIEVEMENTS

- › Our Place was established to provide housing and encourage ongoing education for young people facing homelessness. Many residents are completing a secondary qualification after completing Year 12 whilst accommodated with the program. The program also has a higher level of young people accommodated engaged in tertiary educational pathways which typically take longer to complete.
- › Upon completion of studies, our staff helped transition young people into longer term accommodation where appropriate.



Goulburn Homelessness Support Services

593

clients assisted this year

(a 30% increase on the previous year and significantly over our contract numbers per year of 258.)

While we are seeing a total increase across all ages, there is a higher number of people over 40 years of age accessing our services. We have also seen a reduction in clients representing in crisis, with only 4 percent of clients returning to the service in requiring housing assistance as opposed to 7.2 percent in the previous year.

Since the Housing/Homelessness reforms in 2014 the Goulburn Homelessness Support Service has been assisting clients that are homeless or at risk of homelessness. Our target group is single men and single women aged over 25, couples and families.

ACHIEVEMENTS

- › We piloted pre-approval bond loans in conjunction with Housing NSW.
- › We increased partnerships with community groups, temporary accommodation providers.

Goulburn Community Housing Program

30

clients assisted through the Community Housing Program

ACHIEVEMENTS

- › We have had an increase in the number of families contacting the Community Housing Program as their stay in transitional housing has been much shorter.
- › We obtained funding for Domestic Violence Response across the Goulburn Mulwaree, Upper Lachlan, and Yass Valley Local Government Areas.
- › In August 2016 we signed an MOU with FACS, Police and our Homelessness Services to support the DVRE (Domestic Violence Response) program and allow for better access for women escaping domestic violence.



Homelessness + Housing

Yass Homelessness Support Service

111

clients in 2016-2017

42

new clients assisted

ACHIEVEMENTS

- › We employed new staff allowing the Rae Burgess Centre in Yass to open five days a week.
- › We piloted pre-approval bond loans in conjunction with Housing NSW.



Eurobodalla Homeless Support Service (EHSS)

The Eurobodalla Homelessness Support Service team:

- › links clients with local services to find alternative placements
- › helps clients with FACS housing service enquiries
- › provides regular outreach days
- › facilitates Rent-Start programs and the Work Development Order scheme
- › assists and advocates for tenants who are finding it difficult to maintain their social or private market housing

ACHIEVEMENTS

- › Participated in the Eurobodalla Baby Expo to try to reach those young families that might need assistance.
- › Staff participated in the Parenting Under Pressure (PUP) program which aims to help parents who are experiencing high levels of stress when raising children.
- › EHSS worked with post graduate Occupational Therapy students to develop a comprehensive cleaning education program "Keep it Clean" to support clients in maintaining accommodation.

340+

clients assisted in 2016/17 (more than double the required number under their funded contract)



Homelessness + Housing

17

young people were assisted through the Homeless Youth Assistance Program (HYAP) during the year

Homelessness and Housing Services - Youth Assistance Program HYAP in Riverina/Murrumbidgee

Anglicare NSW South, NSW West & ACT was awarded the tender to deliver the Homeless Youth Assistance Program (HYAP) across the Murrumbidgee in August 2016 with service delivery commencing in November 2016. The HYAP is a four year Family and Community Services funded program that achieves its aims by supporting children aged 12 to 15 years who are homeless or at risk of homelessness. This is achieved by providing information, advocacy and liaising with Specialist Homelessness Services (SHS) and other community services providers.

Since service delivery commenced HYAP has supported a total of 17 children across the Murrumbidgee District.

- Supports consisted of:
- › parenting guidance
 - › home organisation assistance
 - › family conflict resolution training
 - › supported referrals to specialist services such as drug and alcohol and mental health services.

The program utilised established links and relationships to broker a range of services and providers to support this work. This included pragmatic supports within the home, and appropriate therapists to assist parents and/or other caregivers to improve their parenting capacity and reconnect their relationships with their child.





CASE STUDY CASEY'S STORY

After a marriage break-down, Casey's situation was desperate. "The struggle to afford housing and food for four children left me in despair. I felt like there was no way out," says Casey. But things began to change when Casey turned to Anglicare for help.

The team at Anglicare's local community centre helped Casey with housing, financial counselling, emotional support and emergency food relief. They also welcomed her youngest daughters into a play group and even helped Casey to find employment. "That hand up is all I needed to gain control of my life again. Without Anglicare's help I couldn't have done it."

Anglicare client, Casey, pictured with her daughters.



Out of Home Care

Western NSW

- › Orange

Riverina

(Murrumbidgee Region)

- › Wagga Wagga – including Wanggaay Koori Aboriginal Services
- › Leeton
- › Albury

Southern NSW

- › Goulburn
- › Moruya
- › Bega
- › Nowra (St Saviours)

St Saviours

(Metro West & South West Sydney)

- › Liverpool

Out of Home Care (OOHC) supports children and young people up to under 18 years who can no longer live at home with their parents. The needs of children in care vary greatly from low-support needs to children with complex needs due to history of trauma and abuse.

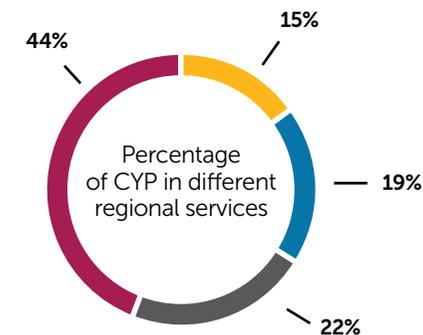
St Saviours

(Metro West and South West Sydney)

Anglicare’s (including St Saviours Out of Home Care service) includes long-term and short-term foster care, kinship care, respite care and residential care delivered by a committed and caring team of staff, foster carers and kinship carers. Out of Home Care continues to be one of Anglicare’s largest service portfolios.

KEY ACHIEVEMENTS:

- › New Senior Care Practitioner roles were created to bring additional expertise.
- › Anglicare St Saviours successfully applied to deliver the Premier’s Youth Initiative, which will assist young people who are aging out of the statutory care system. It is a pilot program provided by St Saviours’ in partnership with Argyle Housing servicing young people leaving OOHC in the South Western Sydney Region.



■ Riverina ■ St Saviours
■ Southern NSW ■ Western NSW

The initiative aims to prevent homelessness among young people leaving care, through a combination of supports including:

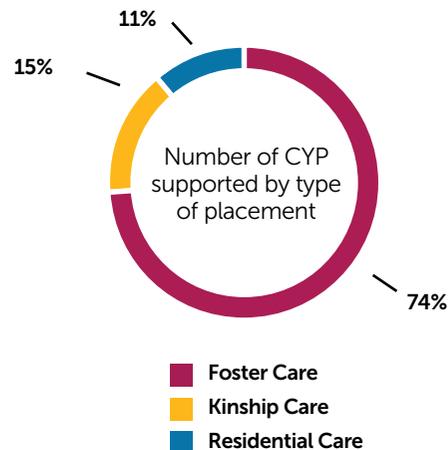
- A Personal Advisor
- Education and Employment Mentoring
- Transitional Leaving Care support
- Accommodation support through subsidised housing provided by Argyle Housing NSW
- › We have established new premises with Argyle Housing in Campbelltown and are

510

children placed this year

470

foster carers worked with Anglicare this year



Harley who transitioned from St Saviours Out of Home Care.

excited about working together to assist young people to maintain sustainable accommodation and build skills that support their independence, resilience and long-term wellbeing.

CASE STUDY - HARLEY'S STORY

Eighteen year old Harley has excelled as a student, recently enrolling at the University of Technology Sydney. He has also lived in foster care for over 10 years. Harley's future looks bright and is a testament to both his own hard work and the love and support he received from his foster carers, Shirley and Vera.

"I was seven when I transitioned into care," says Harley. "And while the hardest part about being in care is being separated from your biological family – it's a confusing thing for a young child to go through – the best part, at least for me, is that I got a second family. Shirley and Vera cared for me and made me feel like I had a home."

Unlike many other children, Harley remained with the same permanent carers for the entire time he was in care. He says that it's the stability that helped make life so much easier too.

"St Saviours staff have always been positive and supportive and prepared me for leaving care. And knowing that I have a home with Shirley and Vera means that I'm not worried about the future but I'm excited," he says.

Having completed his HSC and winning a scholarship to study Information Technology, Harley is now enrolled in a Bachelor of Information Technology and Diploma of Professional Practice. He has also lined up a part time job so that he can support himself as he finishes his studies. His plans are to work in network security or as a systems administrator.



Out of Home Care

Out of Home Care – Western (Orange)

ACHIEVEMENTS

- › The OOHC team recruited a second Case Management Coordinator to support the Case Management team as well as a full time Intake and Assessment Officer.
- › Recruitment continues for a permanent Regional Manager – currently filled by a contract role.
- › A highlight for Western OOHC service this year was their first annual end of year formal celebration named a 'Time to Shine'. Twenty young people from across the program celebrated the event with each young person receiving an award for their achievements throughout the year.



Out of Home Care Orange staff.

122



children and young people were supported by Anglicare Western in the 2016/2017 financial year across foster care, kinship care and residential care services

69



carer households were supported by Anglicare Western in 2016/17 with a total of 110 individually authorised carers during the year



Riverina OOHC (Wagga, Wanggaay, Leeton, Albury)

ACHIEVEMENTS

- › Eight staff members commenced their Diploma of Community Services through Anglicare College this year.
- › With a significant increase in the number of younger children coming into care, Albury OOHC introduced a playgroup for carers in April 2017. The vision has been to provide a platform for carers to network with each other and for the children to have safe, structured play experiences.
- › Staff and young people from the Rainbow Residential House travelled to Uluru for a cultural immersion experience.
- › Children and young people in the Leeton Indigenous program had a range of achievements and successes in 2016/17. One young person was appointed to the Youth Advocacy Committee with Leeton Shire Council. Four young people represented their schools in district athletics and another four young people represented their schools in district swimming carnivals. Two sisters have been selected in the Riverina representative soccer team.
- › Our partnership with Rivmed (Wanggaay) has helped to deliver effective cultural support plans for Aboriginal children and young people across all programs. Our cultural plans are living documents, matching the individual needs of our children and young people as they grow in their understanding of family and culture.
- › The Murrabinya Wanggaay Cultural Program is an exciting initiative developed by the Wanggaay Program in Wagga Wagga. The aim of the program is to connect Aboriginal children and young people who are living in OOHC, to their culture.

202



children and young people assisted through foster care, kinship care and residential care

90



active carer household throughout Wagga, Albury, Wanggaay (Indigenous foster care service) and Leeton



Out of Home Care

Southern NSW (Moruya, Bega, Goulburn and Nowra)

ACHIEVEMENTS

- › The Southern OOHC team supports 60 carer families (including both long-term and respite carers) across the four offices of Moruya, Bega, Goulburn and Nowra.
- › The Southern team has worked closely with 77 children/young people.
- › Over a dozen children/young people have been transitioned out of statutory care, moved out of area with their carers or were restored to their birth family or relatives.

60

carer households were supported by the Southern Team in 2016/17 with a total of 110 individually authorised carers during the year

135

children and young people were supported by the Southern Team in the 2016/2017 financial year across foster care, kinship care and residential care services





"The young person we care for has been through a lot of trauma, but now he has a stable and permanent home."

*Debbie and Tony Moore,
St Saviours foster carers.*

DEBBIE AND TONY MOORE – ST SAVIOURS FOSTER CARERS

After working in the banking sector for nearly 30 years, Debbie wanted a job where she could see she was making a tangible difference in people's lives.

After discussions with her husband Tony, they decided to become foster carers. "We had a great consultation with St Saviours Anglicare," said Debbie. "The team are professional and the experience was positive. We have a case worker that works with us. If we have any problems, we can ring our case worker. They also visit us on a regular basis and give us continual training. There's also counselling available both for us and for the young person in our care."

The experience of becoming foster carers has been life-changing for the couple.

"There have been a lot of changes in our life, and we've had a few challenges thrown at us," says Tony. "But you get that relational reward and the knowledge that you're doing the right thing. The young person we care for has been through a lot of trauma, but now he has a stable and permanent home. He knows that he's cared for and we can already see positive changes in the way he responds. He's definitely part of our family. People just need to open their homes and their hearts."



Youth + Family

ACT

- › Child, Youth and Family Support Program – Northside
- › Child, Youth and Family Support Program – South/Weston
- › Case Management Team
- › Youth Education Program
- › Junction Youth Health Service
- › Young Carers Program

SOUTHERN TABLELANDS

- › Anglicare Family Services
- › Goulburn Adolescent Program
- › Goulburn Holiday Camps
- › Yass Youth Support Services
- › Family Ties – Yass

RIVERINA

- › Home Interaction Program for Parents and Youngsters (HIPPY)
- › Survive and Thrive
- › Lifetime Learning
- › Emergency Relief
- › Ashmont Community Centre
- › Indigenous Youth at Risk
- › Indigenous Sport and Recreation
- › JSP Casework
- › JSP Mentoring
- › Ignite Mentoring
- › Links to Learning (Step Up)

Anglicare provides a wide range of services for young people and families in need in our community. Assisting young people and families, particularly during key life transition points such as moving in to school or in to the workforce, can have a lasting impact in their lives.

ACT

ACHIEVEMENTS

- › Over 620 young people were assisted through Y-engage during the financial year. This included 311 'drop-ins' as well as outreach to three local school groups and involvement at community events.
- › The Youth Engagement Team (YET) had drop-ins of 380 people and a case management load of 126. There were also nearly 10,000 instances of engagement including in-house programs.
- › 417 young people received case management support through the CYCLOPS program. 83 participated in a school holiday program, and 80 were assisted through eight school support groups.
- › 31 young people were supported through the Youth Education Program (YEP). Historically YEP has provided an opportunity for Young People to gain their Year 10 equivalent certificate. In February 2017 YEP began providing more flexible support to students with a focus on developing independent living skills.
- › 1865 young people were assisted through the Junction Health services. Many of these young people attended fortnightly or regular appointments. School group sessions were also provided in 15 public schools across the ACT, with 20 groups facilitated.

DAYTIME INTERVIEW FRIEND PROGRAM & AFTER HOURS INTERVIEW FRIEND PROGRAM

The Public Advocate of the ACT in collaboration with Anglicare facilitates the Daytime Interview Friend Program and the Afterhours Interview Friend Program. Interview Friends supports young people under the age of 18 who have been taken into custody with a worker/volunteer who attends the police interview to ensure their human rights are upheld.

Anglicare staff fulfil the daytime hours, and trained volunteers cover the after hours.

620 

young people were supported through Y-Engage this year



"I always felt like I was less than a person. But then no matter what I did, Club 12/25 was my safe place - a home."

Laura, former Club 12/25 client.

CASE STUDY LAURA'S* STORY

Laura's home life was filled with difficulties and at just 15 years of age she was out on her own and homeless.

Laura was trying to survive on the streets, in shelters and 'couch surfing' in dangerous environments. At the age of 16, Laura came to Anglicare's youth services centre known as Club 12/25 for the supported Youth Education Program. It was a last ditch effort to try and continue the education she desperately wanted, but no longer felt good enough to achieve. She also received food and free medical checkups at the Junction youth centre.

"I thought I was just a drop kick and not going to get anywhere... but the teachers thought different. Anglicare made me feel equal. When I felt cared about, I did better at school. I pushed myself because people believed in me," says Laura. "I always felt like I was less than a person. But then no matter what I did, Club 12/25 was my safe place - a home. They advocated for me and protected me." – Laura

**name changed.*



Youth + Family

Southern Tablelands

Anglicare Family Services - Goulburn Mulwaree

The program offers support to families with children aged 0-12 years.

KEY DEVELOPMENTS AND ACHIEVEMENTS

- › The service has been involved with the TEI reform consultation.
- › Two staff members were trained in PUP (Parenting Under Pressure) and two staff members commenced their Diplomas in Community Services.
- › One staff member was trained in Triple P.

25



families were supported this year

57



children were supported this year

Goulburn Adolescent Program

The service provides youth support for young people aged 12-17 years. This support includes mentoring, case management, advice and information

20



27



clients

KEY DEVELOPMENTS AND ACHIEVEMENTS

- › One staff member completing Diploma in Community Services
- › Two staff members received training in "Love Bites" which is a program that can be delivered in schools about respectful and healthy relationships
- › The service has been involved with the new co-design consultation for TEI reforms.

Goulburn Holiday Camps

The Goulburn Holiday Camps program is a program offering disadvantaged children and young people the opportunity to go on holiday camps and day out activities in the school holidays.

KEY DEVELOPMENTS AND ACHIEVEMENTS

- › During the financial year we supported FACS with transport of their clients (young people) to camp.

37



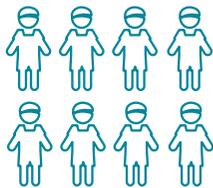
young people accessing holiday camps and holiday day outs

Yass Youth Support Service

KEY DEVELOPMENTS AND ACHIEVEMENTS

- › The service has been involved with the Government's new co-design consultations for Targeted Earlier Intervention (TEI) reforms.
- › A staff member was trained in Triple P (Positive Parenting Program) to provide group parenting programs.

8



during the short period of operation time in this financial year we had 8 clients

Family Ties – Yass

We have been utilising the Family Ties program as a family support program to provide additional family support to disadvantaged families in the Yass area.

KEY DEVELOPMENTS AND ACHIEVEMENTS

- › The service has been involved with the new co-design consultation for TEI reforms.

29



clients were supported in the 2016-2017

Riverina

Riverina Youth Services

Riverina Youth Services have always believed that early intervention and prevention are far more beneficial to tackle youth crime than lengthy incarceration sentences.

KEY DEVELOPMENTS AND ACHIEVEMENTS

- › Our case management continues to assist young people build and maintain healthy relationships, develop a strong cultural identity, and encourage the young person to integrate into community activities in a positive and meaningful way.
- › The program saw an 86.4 percent success rate of young people who did not re-offend. The program has demonstrated success in reducing the offending rates of at risk youth through implementation of new ideas to keep young people motivated and making positive life choices.

86.4%

success rate of young people who did not re-offend



Disability Services (ACT, Goulburn, Bega and Moruya)

Anglicare's Disability Services cater for individuals between 0-65 years by tailoring support to their specific needs. We want participants in our programs to have autonomy and authority over their life, live as independently as possible, be safe and secure, and participate in the community through meaningful relationships, employment, recreation, education and volunteering.

The Disability portfolio provided the following services in 2016/2017 period:

- › Flexible respite services
- › Case management and brokerage
- › Disability holidays
- › Intensive Family Support
- › Extended Family Support
- › Community Home Support
- › Community Assistance Support Program
- › Fee for Services
- › Continuation of Support and NDIS Services. Since the staged introduction of the NDIS, block funded programs have transitioned into NDIS plans for participants.



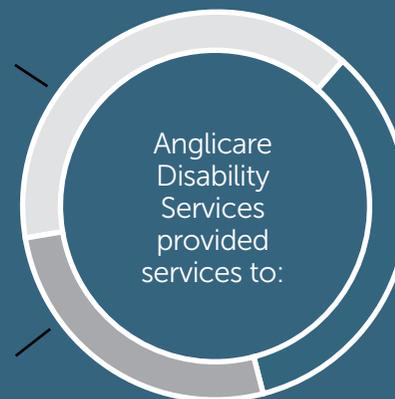
Disability Services staff members.

68

participants
living on the
South Coast

53

participants
living in ACT



Anglicare
Disability
Services
provided
services to:

78

participants
living in
Goulburn-
Mulwaree/
Upper Lachlan
Shire Areas



Disability Service participant and staff.

15,900

hours of support which included respite care, personal care, domestic assistance and social support services in the Goulburn Mulwaree, Upper Lachlan and South Coast Services

5,308

hours of case management and brokerage service in the Goulburn Mulwaree, Upper Lachlan and South Coast Services

ACHIEVEMENTS

- › We continue to work through the implementation of the NDIS service with participants and families, Anglican Diocesan Services and Anglicare management.
- › Moving Goulburn Disability Services to a new Day Centre has been a strategic focus that replicates a successful service already offered in Canberra. This has provided staff and participants with a facility that is welcoming, comfortable and spacious enough to cater for a large range of services.



QUALITY ASSURANCE

The Community Home Support Program on the South Coast went through Quality Assurance with the Australian Aged Care Quality Agency. It was focused on quality standards including: effective management, appropriate access and service delivery, and service user rights and responsibilities.

The Community Home Support Program and Anglicare met all 18 of the required standard outcomes.

NDIS SERVICE REPORT

The National Disability Insurance Scheme (NDIS) has now rolled out into NSW. Support and services to people with a disability is now under the Commonwealth funding auspice of the National Disability Insurance Agency (NDIA). All Anglicare clients have now transitioned, or are in the process of transitioning, with the exception of the under seven years of age cohort.





Daniel, Disability Service ACT participant.

DAN PENDER'S STORY

Daniel is 41 years old, and despite having a disability, moved in to supported accommodation about 10 years ago with the help of Anglicare.

Dan also attends Anglicare's Disability Services centre in Canberra almost every weekday. The service gives him opportunities to socialise, learn new skills and receive greater individualised care and attention. Staff are able to work with him to develop a personalised NDIS plan that includes the opportunity to attend sporting events, play his favourite game – basketball, set up his own mowing business, have an exercise regime, and most importantly, continue living independently in supported accommodation.

"If I didn't have the help of Anglicare, I'd just be sitting at home doing nothing - probably playing on the Playstation," says Dan. Instead he attends sporting events with his flatmates and Anglicare staff, and is even organising an overseas holiday with the help of his case worker.



Early Childhood Education and Care

Anglicare's Early Childhood Education and Care centres (ECEC) give children a valuable start by providing high-quality education and care across a range of flexible programs. Centres across the Canberra and Goulburn region include preschool, long day care (full-time, part-time and casual), after-school care, vacation care and playgroup.

ACT

- › Franklin Early Learning Centre
- › Southern Cross Early Childhood School
- › Calwell Early Childhood Centre

NSW

- › Googong Early Learning Centre
- › Goulburn Family Day Care
- › Marulan Preschool
- › Orana Preschool
- › Goulburn Early Learning Centre

ACHIEVEMENTS

Service highlights for the ECEC portfolio:

- › Goulburn Early Childhood Centre has received a rating of exceeding in National Quality Standards in their assessment rating. They obtained exceeding across all 7 quality areas.
- › Marulan Preschool also underwent assessment and rating and significantly improved across several quality areas, exceeding in Quality area 5 (relationships with children) and Quality Area 6 (collaborative partnerships with families and communities).
- › Early Childhood Australia (ECA) have developed a partnership with Franklin Early Childhood School which has

resulted in Franklin being featured in several online learning modules and several ECA publications. These publication highlight Franklin's inclusion program and diversity as well as working around the Early Childhood Australia code of ethics.

- › Calwell Early Childhood Centre is running a successful intergenerational program in partnership with the BUPA Aged Care Facility in the same suburb. This program builds community partnerships by bringing young children and the elderly together in structured meaningful activities. One of the many benefits of this program is the development of positive relationships.
- › Our portfolio has undergone a restructure with new support

Director roles created to provide stronger support and mentoring for our ACT and Goulburn based Early Childhood Directors to continue to improve quality, compliance and excellence in operations.

- › At the end of the 2016 school year, Anglicare closed its mainstream Long Day Care service in Gordon due to an oversupply of child care places in south Tuggeranong, and have repurposed the centre for much-needed child and family welfare services. The final plan also saw Anglicare consolidate our mainstream Early Learning operations in the area to its Calwell centre to ensure all current parents were guaranteed ongoing places.



Anglicare's Marulan Preschool.



Early Childhood Education and Care

Toy Library South Coast

75

families used the Toy Library service over the year

The Toy Library is a service offered on the South Coast and is an opportunity for families to socialise and receive access to toys and other resources for their children.

CASE STUDY: EDUCATORS

“The diversity of our community is our biggest strength” says Rozanna, an Anglicare Educational Leader at Franklin Early Learning Centre (ELC).

Educators at Franklin ELC have embodied Anglicare’s value of inclusion through celebration of a wide range of cultural and international holidays such as Diwali and Chinese New Year. Rozanna reflected on how these special occasions are an opportunity for parents, families and the wider community to share and get to know each other’s cultures. She said they also help the children grow in respect, understanding and acceptance of one another while developing a strong sense of identity.

Franklin ELC’s commitment to providing an inclusive educational centre for children from a diverse range of backgrounds enables them to better serve the needs of the community and support vulnerable families.

“There’s vulnerabilities in all different aspects of life. Whether it’s a language vulnerability or an economic vulnerability, the main thing for us is the strength of our educators in getting to know our families and their needs,” says Centre Director, Melissa Johnston.

“Every child has a right to learn, develop and grow and have access to quality child care and best outcomes. We provide that by getting know our families.”

Sonya* recently moved to Australia with her family.

Unfortunately, not long after moving, her relationship broke down and she was left as a single parent in a new country with no support network.

Sonya was referred to Franklin ELC from a local health service. The staff support Sonya by providing care to her children and having meetings with an interpreter present so Sonya can openly share her struggles.

“I just felt she needed to express herself about her parenting, what she’s been going through, how she feels and I think everyone needs to be heard. That’s inclusion. It doesn’t matter where we come from, who we are, we all need to be heard and listened to and respected.”

**Names changed*



Paint and Play, Canberra.



Retirement Living

Anglicare's Retirement Villages offer a comfortable lifestyle with a priority on maintaining residents' independence and wellbeing. For peace of mind, there is a live-in warden available to assist the residents and an emergency response system in place. There are three separate village options, two located in Canberra and one in Goulburn. They offer a range of units, apartments and villas with diverse facilities to appeal to residents' varied interests.

ACHIEVEMENTS

ACT

- › St David's Close Retirement Village
- › Brindabella Court Retirement Village

NSW

- › Wollondilly Gardens Retirement Village

- › Archdeacon John Barnes has continued to serve at Wollondilly Gardens in Goulburn through his weekly chapel service, and through information sessions for residents to assist them with access to support services.
- › Rev'd Peter Malone took up new position as Warden at St David's Close and Chaplain supporting retirement village residents in both ACT locations.
- › Richard Gaisbauer was appointed to the new position

- of Warden at Brindabella Court and Caretaker across both ACT villages.
- › Board approval was received to proceed with the redevelopment of Wollondilly Gardens.
- › Resident emergency call systems in every dwelling at Wollondilly Gardens and Brindabella Court have been replaced with new state of the art systems that do not rely on land lines and are NBN compatible, with approval provided to introduce the same system at St David's Close.





WOLLONDILLY
GARDENS

GOULBURN • NSW



ST DAVID'S
CLOSE

RED HILL • ACT



BRINDABELLA
COURT

DOWNER • ACT



Wollondilly Gardens residents.

CASE STUDY:

During the last year, residents from Wollondilly Gardens Retirement Village joined together to purchase a flock of chickens. Responsibility for caring for the chickens is shared, and residents have found this to be great therapy – along with the added bonus of daily eggs!

169

people reside in retirement
villages operated by Anglicare
NSW South, NSW West & ACT

- › Market research has been undertaken to identify future needs of residents and future expansion of services. The research has also included focus groups with current and potential residents. An outcome of the research has been to proceed with a redevelopment of Wollondilly Gardens – the first redevelopment being the building of six additional villas which should take place in 2018.
- › Initial planning has also commenced for a further proposed redevelopment to improve community facilities at the village and construct serviced apartments to support residents with their increasing future needs.



Financial + Gambling Support

Financial Counselling

Anglicare provides financial support and counselling to support people living in season of financial stress. We strive to equip people with the skills and knowledge to manage their finances and overcome problems like excessive debt and problem gambling.

The financial counselling service made 419 new contacts this financial year. Clients in various complex situations have received critical counselling support. Demand continues to be strong with waiting lists for the service.

No Interest Loans Scheme (NILS)

The No Interest Loans Scheme, known as NILS, is a service provided by Anglicare to support people through financial hardship. NILS loans help those living on low incomes to purchase necessary household items without any interest or fees. Over 300 people have been assisted through the program in this financial year.

CASE STUDY – DAWN'S STORY

Better quality of life, improved health and renewed hope are some of the expressions used to describe the impact the NILS loan had on Dawn's* life.

Dawn lives with Multiple Sclerosis (MS) and Fibromyalgia, two debilitating conditions that have no cure. She has faced severe financial hardship as a result of her medical diagnosis and declared bankruptcy 18 months ago.

Her situation became more desperate when her washing machine broke. Due to her bankruptcy, Dawn was unable to obtain any form of credit and

was placed under increased stress due to her remote location with no access to a laundromat.

Through a NILS loan, Dawn was able to purchase a new washing machine from a retailer who offered free delivery to her area.

When Dawn received her new washing machine, she emailed the Anglicare team to say "Thank you. Got it today and I'm in love. Thank you so much for the help."

**name changed*



Gambling Help Counselling Service

Anglicare offers the Gambling Help Counselling Service, providing support for people with problem gambling. Demand for this service continues to be high and people across the region are accessing the support.

75

clients accessed the service

532

sessions were conducted

ACHIEVEMENTS

- › We conducted 108 events which included: 15 talks/presentations; 4 community events; 32 stakeholder meetings; 51 media (mainly weekly advertising). This service was promoted to 882 people at these events.
- › We received positive feedback against the Key Performance Indicators, and our service model from Liquor & Gaming NSW at our annual Performance Audit.
- › 91 percent of clients surveyed reported reduced gambling as a result of counselling.
- › 79 percent of clients were successfully followed up 6 months after completing counselling.



Get Involved

Parish Partnership Shops:

ACT:

- › Barney's Boutique, Charnwood
- › Mary's Market, Calwell
- › Coffee Op Shop, Hawker

NSW SOUTH + NSW WEST

- › Bungendore Parish has opened a new shop, Phil's Emporium
- › St John's Op Shop, Young
- › CC's at Cootamundra
- › Garments N Gifts, Gundagai
- › New 2 U, Tumut
- › The Op Centre, Murrumburrah
- › St Lukes Op Shop, Taralga
- › Annie's on Broadway, Junee
- › The Op Shop, Bombala
- › Seek & Find, Delegate
- › Binda Boutique & Drop in Centre

IN BATHURST DIOCESE

- › Georgie's Boutique, Parkes
- › Georgie's Pantry, Parkes
- › St Andrews Op Shop, Coolah
- › Sapphire Surprises, Eden



Staff at Bargain Hunter Fyshwick.

Retail and Recycling

Anglicare's retail and recycling shops often function as both Emergency Relief service for people needing help with clothing, some furniture items and food, and provides a valuable additional income to support Anglicare's other services.

Volunteers play a major part in each operation and make up the bulk of all Anglicare volunteers.

All these shops play a major part in connecting Anglicare with the communities we serve.

ACHIEVEMENTS

- › Bargain Hunter Fyshwick opened this year, providing a warehouse-style shop and sorting and distribution centre allowing the retail network to expand.
- › Second year of successful trading at Bargain Hunter Phillip.
- › Bargain Hunter Queanbeyan Food Fair provided low cost food as well as emergency relief.



Volunteers at this years Pantry Appeal.

Volunteers

We have hundreds of volunteers supporting our services across 50 locations in NSW and the ACT and each one of them makes an invaluable contribution to the work of Anglicare. This amazing team of volunteers assist people in times of crisis by helping Anglicare staff to deliver programs and services enabling families and individuals thrive. The majority of volunteers were involved with Op Shops, Disaster Recovery and Emergency Relief programs

ACHIEVEMENTS

- › The team of volunteers grew significantly, particularly through the Joint Support Mentoring and Ignite Mentoring programs in Wagga Wagga.
- › The ACT Interview Friends program has continued to grow, with more volunteers making themselves available to support young people during police interviews.
- › Scripture Union youth leaders volunteers helped pack hampers for Bungendore parish in July 2016.
- › Over 40 volunteers supported the annual Pantry Appeal food drive.
- › The Cooking with Care Program ran in September 2016 as a school holiday program for young carers at Club 12/25. The event was supported by volunteers who provided recipes and assisted in the kitchen.

700+

number of volunteers

CASE STUDY CHARLES AND ROBYN

Charles and Robyn Body are two of the 650 people who generously volunteer their time to support the work and mission of Anglicare.

Charles and Robyn have a permanent volunteer role as the Canberra North Team Leaders for Disaster Recovery (DR) but they also volunteer every year at Pantry Appeal collection stalls in their local shopping centre.

"We really enjoy being DR volunteers because it gives us a real sense of helping people. We're not called upon as DR volunteers very often so the Pantry Appeal is great way to be involved more frequently in making a difference," says Robyn.

"DR and the Pantry Appeal work together because they both meet immediate needs," says Charles.

Anglicare's Emergency Relief centres rely on the food donated during the Pantry Appeal to distribute urgent assistance to families and individuals in need.



The Board + Governance



LYNETTE GLENDINNING
Presiding Member (Board Chair)

Appointed August 2015

- › Founding Director of Tempo Strategies, a national consultancy business
- › Board member of the Australian Centre for Christianity and Culture
- › Trained psychologist who formerly worked in residential rehabilitation for young offenders and addicts
- › Member of St Paul's, Manuka



DR BILL ANSCOMBE
Deputy Presiding Member
Chair of Risk and Compliance Committee

Appointed April 2014

- › Adjunct Associate Professor in Social Work and Human Services at Charles Sturt University
- › Operated in a joint appointment between the University and the NSW Department of Community Services and subsequently as Director Child and Family Services (Western)
- › Chair and President of the St Martins College, Charles Sturt University



JOCELYN MARTIN
Chair of Finance Committee

Appointed April 2014

- › Chief of Corporate Services for the Housing Industry Association (HIA)
- › Former Principal and Academic Dean of the Australian International Hotel School, Business Manager of Radford College in Canberra and Secretary to the Board of Anglican Independent Schools
- › Masters of Professional Accountancy and Graduate Diploma in Applied Corporate Governance

Anglicare's Board is comprised of seven highly qualified people who have a passion to see individuals, families and communities receive the support they need to thrive.

This year the Board also farewelled members Steven Jagers, John Lawson and outgoing Chair, Prof. Ingrid Moses. We wish to thank Steven, John and Ingrid for their incredible contribution to the work of Anglicare.

Board Committees

The Board is supported by several committees focusing on risk compliance, governance and financial accountability.



SUE WEST

Appointed October 2011

- › Senator for NSW between 1987 and 2002, and Deputy President of the Senate 1997-2002
- › Former member of the Greater Western Health Advisory Health Council, the Ministerial Advisory Committee on Hearing, and the Regional Communities Consultative Council
- › Member of the Bathurst Diocese's Bishop in Council and the Anglican Provincial Community Services Commission (NSW)



THE REV'D CANON MARGARET CAMPBELL

Appointed April 2015

- › Rector of the Holy Covenant Parish in Jamieson, ACT
- › Formerly Rector of Crookwell, NSW
- › Member of Bishop in Council of the Diocese of Canberra and Goulburn



DR DAWN CASEY

Appointed 2017

- › Chief Operating Officer for NACCHO (The National Aboriginal Community Controlled Health Organisation)
- › Former CEO of Powerhouse Museum in Sydney, CEO of Western Australia Museum, and Director of the National Museum of Australia.
- › Former Chair of the Indigenous Land Corporation and Chair of Indigenous Business Australia
- › In both 2012 and 2015 she was selected as one of the Westpac/Financial Review "100 Women of Influence"



ALEXANDRA SPARK

Appointed 2017

- › Partner, Deloitte Touche Tohmatsu, Canberra
- › Canberra Area Committee Member for CMS (Church Missionary Society)
- › Board Member at Forrest Primary School
- › Honorary Financial Statement Auditor of Friends of Brain Injured Children
- › Bachelor of Commerce
- › Member Chartered Accountants in Australia and New Zealand
- › Registered company auditor



The Executive Team

This year our Executive Team welcomed the appointment of Trevor Hickman in the new role of Executive Manager of Philanthropy and Communications.

- 1 JEREMY HALCROW**
Chief Executive Officer
- 2 TREVOR HICKMAN**
Executive Manager
Philanthropy + Communications
- 3 SIMON BENNETT**
Executive Manager
Disability + Early Learning
- 4 ANN PONSONBY**
Executive Manager
Business Development + Innovation
- 5 JENNY KITCHIN**
Executive Manager
Child, Youth + Family Services



Financial Statements

Income statement for the Year Ended 30 June 2017	2017	2016
	\$	\$
Revenues	64,158,042	57,989,557
Gain on revaluation of investment property	2,560,978	3,825,091
Total revenue	66,719,020	61,814,648
Employee expenses	33,925,743	31,694,959
Loss on revaluation of licences to occupy	2,007,065	2,444,410
Depreciation expenses	508,203	484,409
Transfer of proceeds from aged care divestment	500,000	500,000
Other operating expenses	28,070,132	25,254,169
Total expenses	65,011,143	60,377,947
Surplus	1,707,877	1,436,701
Other comprehensive income	-	-
Net surplus/(deficit)	1,707,877	1,436,701

Financial Statements - *continued*

Balance Sheet as at 30 June 2017	2017	2016
	\$	\$
Assets		
Cash assets	1,185,605	1,431,904
Trade and other receivables	1,314,706	2,502,290
Other financial assets	8,233,260	7,015,131
Other assets	232,064	324,992
Property, plant and equipment	3,666,316	3,900,633
Investment property	58,105,214	55,090,000
Total assets	72,737,165	70,264,950
Liabilities		
Trade and other payables	47,878,518	47,086,996
Provisions	3,186,586	3,213,770
Total liabilities	51,065,104	50,300,766
Net assets	21,672,061	19,964,184
Equity		
Accumulated funds	19,154,165	17,785,553
Reserves	2,517,896	2,178,631
Total equity	21,672,061	19,964,184

Ernst & Young has conducted a full, independent audit of the financial reports of the organisation in accordance with Australian Auditing Standards. The full financial statements are available for inspection on request by phoning (02) 6245 7100.

Financial Statements - *continued*

Grants Funding for the Year Ended 30 June 2017	2017	2016
	\$	\$
ACT Government Grants		
Community Services Directorate	536,551	1,202,635
Health Directorate	1,385,648	1,404,505
Education and Training Directorate	301,984	254,611
Total ACT Government Grants	2,224,183	2,861,751
NSW State Government Grants		
Ageing, Disability & Home Care	1,595,988	2,315,064
Family & Community Services	34,428,097	32,893,028
Education & Training	1,038,029	793,349
Greater Southern Area Health Service	20,968	20,000
Juvenile Justice	314,812	-
Office of Liquor, Gaming & Racing	238,540	234,265
Office of Fair Trading	384,998	329,269
Total NSW State Government Grants	38,021,432	36,584,975
Commonwealth Government Grants		
Department of Education & Training	352,590	434,741
Department of Social Services	514,557	659,256
Attorney General	278,564	283,674
Department of Health	180,426	454,534
Human Services	3,887,064	3,572,163
Total Commonwealth Government Grants	5,213,201	5,404,368
Total Grant Funding	45,458,816	44,851,094



Thanking our Partners

Parishes and Schools

Thank you to all parishes and schools who have supported Anglicare this year in so many innovative and enthusiastic ways. We are so blessed by your involvement.

Trusts and Community Donors

Rotary Club of Wollundry

Green Grove Organics

Social Justice Advocates of the Sapphire Coast

Trustee of CW & KM Memorial Trust

Victoria Shakespeare Trust

Mr Grant Barnes

Mr Roger Beale

Mr Alex Brooking

Mr T Bruhn

Mr John Brummel

Dr Yoke Yin Chiew

Mr Daryl Dixon

Mr Alan Doolan

GM & S Frawley

Dr Patrick Giltrap

Prof Ingrid Moses

Mr R Nagle

Mrs Kim Ng

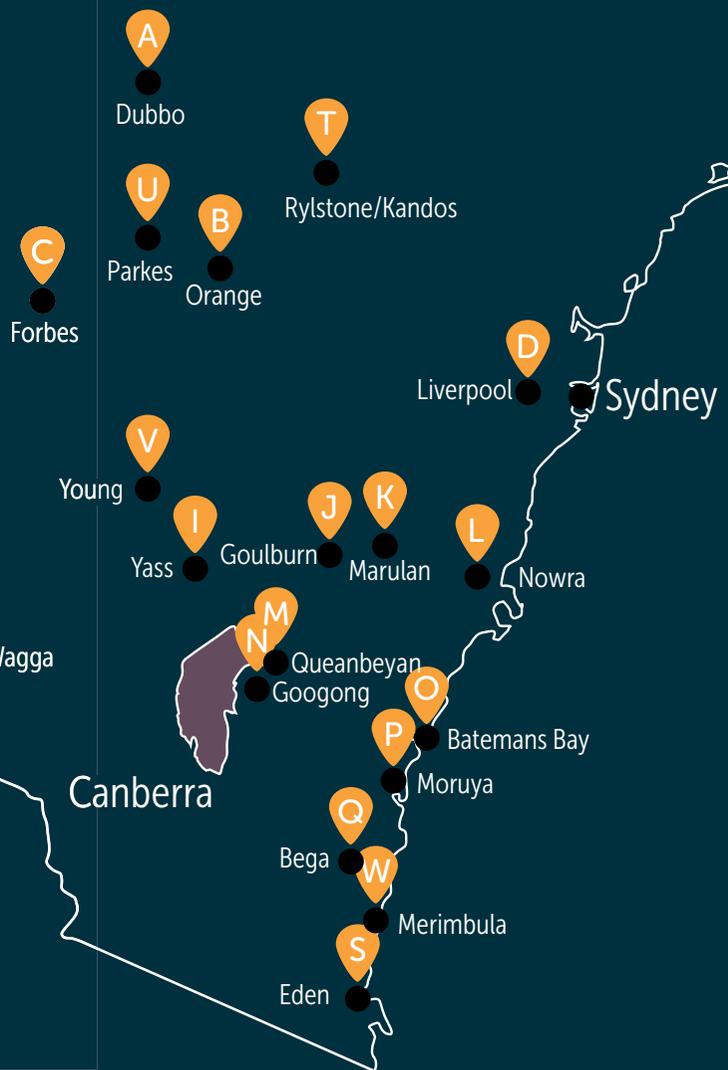
Mr Geoffrey Taylor

Mrs Helen Todd





NSW SOUTH, NSW WEST + ACT



AUSTRALIAN CAPITAL TERRITORY

SUBURB	SERVICE
a Franklin	Early Childhood
b Downer	Retirement Living
c Holt	Disability Services Executive & Corporate Support
d Scullin	Early Childhood
e Civic	Youth & Family Services (12/25) Executive & Corporate Support (221 London Circuit)
f Braddon	Housing
g Reid	St. John's Care
h Red Hill	Retirement Living
i Phillip	Bargain Hunter
j Calwell	Early Childhood
k Gordon	Gordon Community Centre
l Fyshwick	Bargain Hunter

NEW SOUTH WALES

CITY/TOWN	SERVICE
A Dubbo	NILS, Emergency Relief
B Orange	OOHC Survive & Thrive Centre Emergency Relief
C Forbes	Emergency Relief
D Liverpool	OOHC St Saviours
E Griffith	Youth & Family Services
F Leeton	OOHC
G Ashmont	OOHC Youth and Family Services
H Wagga	OOHC Executive & Corporate Support Youth & Family Services Financial Counselling NILS Survive & Thrive Centre
I Yass	Homelessness
J Goulburn	Early Childhood OOHC Retirement Living Disability Services Youth & Family Services Gambling Counselling Homelessness Emergency Relief

K Marulan	Early Childhood
L Nowra	OOHC
M Queanbeyan	Emergency Relief Bargain Hunter
N Googong	Early Childhood
O Batemans Bay	Toy Library Emergency Relief
P Moruya	OOHC Emergency Relief Youth & Family Services Disability Services Homelessness
Q Bega	OOHC Disability Services NILS
R Albury	OOHC Financial Counselling
S Eden	Emergency Relief
T Rylstone/ Kandos	Emergency Relief
U Parkes	Emergency Relief
V Young	Emergency Relief
W Merimbula	Emergency Relief



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