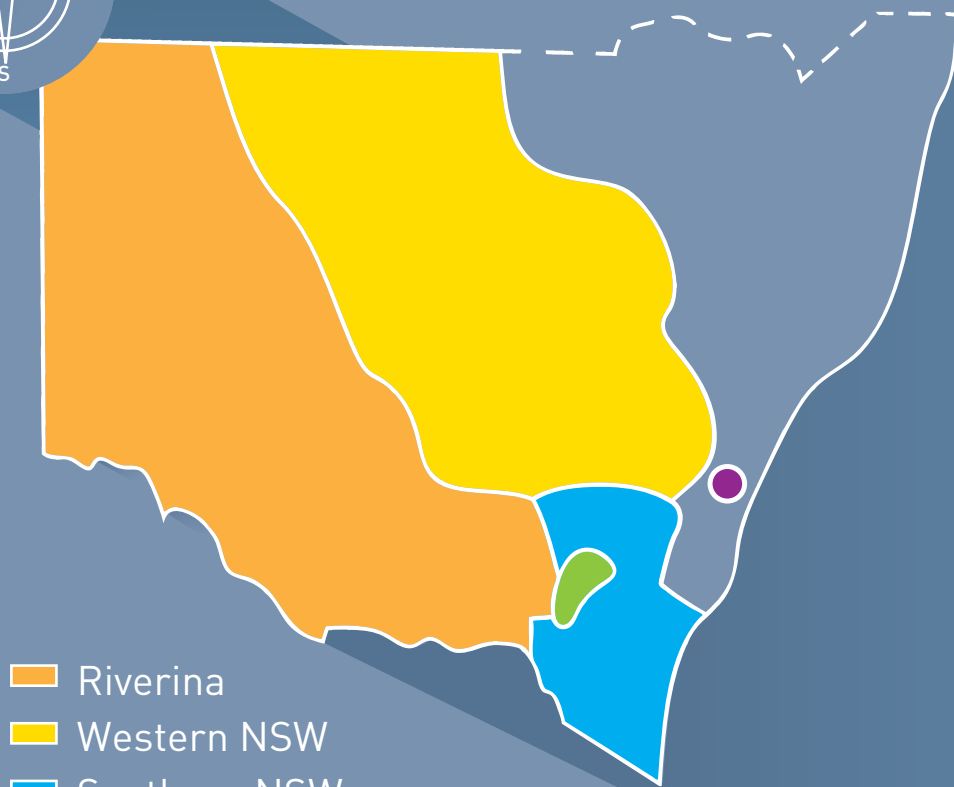




ANNUAL 2012
2013 REPORT

ANGLICARE
NSW SOUTH, NSW WEST & ACT

Strengthening urban, rural and remote communities



-  Riverina
-  Western NSW
-  Southern NSW
-  ACT
-  St. Saviours

Where do we work?

Anglicare employs over 1,000 staff and has a presence in the ACT and over 50 towns and communities across rural NSW. Some of our major regional service locations are Wagga Wagga, Goulburn, Moruya, Merimbula, Orange, Dubbo as well as Canberra.



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VISION & MISSION

Who are we?

As part of the Anglican Church, Anglicare is called by Christ's example to respond to human need by providing loving service and seeking to transform unjust structures in society.

What do we do?

Anglicare supports individuals, families and communities in urban, rural and remote Australia by providing quality care, tackling poverty, relieving human suffering and healing illness. In doing so, we offer strength and hope and seek to transform unjust structures.

What are our values?

COMPASSION

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

DIGNITY

We respect the intrinsic worth of every person.

INCLUSIVENESS

We serve all people with a spirit of openness, acknowledging our common humanity.

INTEGRITY

We are committed to personal honesty and corporate accountability.

PROFESSIONALISM

We empower our people to acquire and employ the skills necessary for high-quality service.

SERVANT LEADERSHIP

We value leadership that emphasises collaboration, trust and empathy. Accordingly, we make the conscious decision to lead with other people's interests at heart in order to better serve them.



BOARD REPORT

By Prof. Ingrid Moses, Presiding Member

The past year has been a time of great change and review for Anglicare while firmly staying focused on the quality of our service delivery.

The Board, Executive and staff successfully dealt with the challenges at Ginninderra Gardens Nursing Home and Hostel and had resolved, with the support of the Diocese, to close down the Nursing Home temporarily in order to renovate it to more modern standards and expectations, to be followed by an upgrade of the Hostel. A new Clinical Governance Committee was established and a Director of Aged Care recruited. In early August the Chief Executive, Peter Sandeman, announced that he had accepted the position of CE of Anglicare South Australia – his last day would be at the end of September. The Board, with the support of the Diocesan Bishop, the Right Rev'd Stuart Robinson, decided to approach Bishop Stephen Pickard, having recently returned from the UK, to take up the position of a half-time interim CE until a new fulltime and permanent appointment was made in August, 2013. Dr Pickard brought to this position experience with Anglicare in South Australia, management and leadership of an organisation (St Mark's National Theological College/School of Theology of Charles Sturt University) and a wealth of thoughtful and practical engagement in leadership. After serving eleven months as Interim CE with Anglicare, he has taken up the position of Executive Director of the Australian Centre of Christianity and Culture at Charles Sturt



“

The past year has been a time of great change and review for Anglicare while firmly staying focussed on the quality of our service delivery.

”

University. The Board is very thankful for his service. He steered the organisation in a collaborative way, empowering senior staff to contribute fully. His calmness, humour, pastoral care and commitment were highly appreciated by the Board and senior staff.

The nationwide recruitment process for a CEO was suspended late in 2012 when it became clear that the financial position of Anglicare, due to the continuing losses incurred by the residential aged care facilities,

time and effort he put into making shared services a reality. From 1 July 2013 all administrative and financial functions of Anglicare and the staff exercising these functions, including our Director People and Culture, Luke Vardanega, transferred to the Anglican Diocesan Services.

Simultaneously and again in close collaboration with the Board, Mr Ament worked with Ernst & Young to provide both a market analysis of RAC facilities in Australia and possible future scenarios for our



RIGHT:
Prof. Ingrid Moses,
Presiding Member



warranted review, restructure and reconsideration of the services Anglicare could afford to offer.

Mr Trevor Ament, General Manager of the Diocese of Canberra and Goulburn, took up a temporary half-time position of Executive Director, reporting to the Interim CE, the Board and the Diocese. His task was to give advice for the future of our residential aged care facilities, explore the establishment of shared services between the Diocese and Anglicare in the first instance and to review and restructure Anglicare's financial operations.

In close collaboration with the Board, Mr Ament addressed some of the inefficiencies in our operations, set out to establish the boundaries and processes for Diocesan Shared Services and started on the painstaking work of developing Service Level Agreements between the new Anglican Diocesan Services as approved by Bishop-in-Council and Anglicare. He collaborated fully with the Interim CE and the relevant senior staff of Anglicare. We acknowledge his dedication and are grateful for the

five facilities. All but one facility needed extensive renovations and significant capital expenditure. With only 394 beds across the five facilities, Anglicare's operations were not sustainable in a market environment where the successful operators held more than 1000 bed licences. In the end the advice was to sell the facilities as a going concern, advice which the Board and also Bishop-in-Council accepted.

Indeed, Bishop Pickard, the Venerables Ian Palmer and Bronwyn Suptut and I were members of Bishop-in-Council and regular updates on the options for the future of RAC facilities were provided to Bishop-in-Council, with Mr Ament providing also financial updates.

All these significant changes and decisions required many hours of special meetings of Board members and members of Bishop-in-Council and I want to thank all of them most sincerely for their unstinting thoughtful and generous contribution.

Continued on next page →

MEMBERS OF THE BOARD



During 2012-13 the Board consisted of:

Professor Ingrid Moses

(Presiding Member)

Meg Brighton

(Deputy Presiding Member)

John Lawson

(Presiding Member, Finance Committee)

Paula Pyburne

(Presiding Member, Audit & Risk Management Committee)

Professor Mary Cruickshank

(Presiding Member, Clinical Governance Committee)

Clive Jones,

representing the Diocese of Riverina

Alastair MacGibbon

(resigned 2 October 2012)

The Ven. Ian Palmer

(resigned 31 December 2012)

Peter Reid

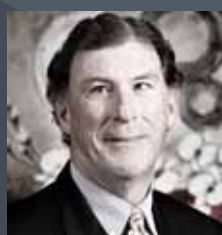
(appointed 1 February 2013)

The Ven. Bronwyn Suptut

(appointed 1 Feb 2013)

Sue West

representing the Diocese of Bathurst



Throughout this time we were served well by our Senior Executive which has experienced significant change. Two of our existing regional General Managers were appointed to the Executive team with Jenny Kitchin becoming Director of Community Services, ACT, and Simon Bennett, Director of Community Services, NSW South and NSW West.

Meanwhile, both Steve Clarke, Director of Mission and Justice, and Ruth McGorman-Mann, Director of Finance, took redundancies as part of the head office restructure. The Board thanks them for their service and commitment to the mission of Anglicare and wishes them well for their future. Anglicare's financial services, business support and IT teams will continue to be ably led by Paul Brand who served as Director, Finance, for both the Diocese and Anglicare and eventually as Chief Financial Officer as part of ADS.

Director of Communications and Strategic Partnership, Jeremy Halcrow, provided leadership

throughout this year and his appointment as CEO from 9 September 2013 was a culmination of three years of exemplary strategic contributions to Anglicare. Contrary to his and our expectations the few months stretched to be eleven. In August 2013 the Board took the decision to appoint a full-time CEO following the announcement to Anglicare in September 2013 that Bishop Pickard had accepted the position of Executive Director, Australian Centre for Christianity and Culture. In addition to my thanks above, on behalf of the Board I want to thank all of the Anglicare staff for their service during this year of change and restructure; to our Board Secretary Tina Mills; to Bishop Stuart for his wise and prayerful counsel, and to the many parishioners who supported Bishop Stuart's call for prayer when we had to make hard decisions.

We were able to start the new financial year with confidence in Anglicare's future as part of the Church's mission.



CEO's MESSAGE

I see the Board's decision to appoint me CEO as a vote for continuity in Anglicare's strategic direction. In my previous senior executive role I was the key author of our existing strategy, and am a passionate advocate of the model of care we adopted last year that aims to support clients from survival to thriving within a strong community network (see strategy chart on next page). Ideally, we do not want clients to stay in crisis, or remain in dependency, but to grow into self-sufficiency and independence, ultimately as part of a thriving community network.

In the simplest terms, this means we will be asking managers to look at four things over the next few years:

- Can you identify needs around you that are not being met?
- Can you improve the quality or scope of your current program to meet this need?
- Can you innovate to improve the lives of your current clients?
- How can you engage the wider community, including schools and parishes, to further assist?

I will illustrate the process by looking at just one example from our suite of services. Asking these four questions has helped us see the strategic importance of funding the ongoing work of the Rae Burgess Centre, a unique case management service to address homelessness in the Yass Valley (see the diagram on next page). Firstly, our research had shown that Yass has a particular issue with rental affordability – together with Byron Bay, it is the worst in rural NSW. Secondly, we wanted to



CASE STUDY

Michelle, her partner, and three children aged four and 17 month old twins, currently live in a single room in her parents' house in Yass. Since the cheapest private rental they can find is \$350, they simply can't make ends meet. They are waiting for a place in community housing.

They made it onto the priority waiting list with Anglicare's help in August last year, since their living arrangements put them at risk of homelessness. However, Michelle has been advised that it could be years before a vacancy arises for her family.

Michelle has thought about what she would do if these arrangements broke down. Her last resort is the family refuge but that is almost always full; even if they could get in only she and the children would be accepted, breaking up the family. Michelle really needs her family support to help with her twins, so moving away from Yass is not a realistic option.

The lack of homelessness services in Yass shows how important the Rae Burgess Centre is to people like Michelle.

Continued on next page →



Jeremy Halcrow
CEO, from September 2013

YASS
IS A HOMELESSNESS
BLACKSPOT.



ZERO
AFFORDABLE
PROPERTIES
for low-income single
parents. (2013 Anglicare
Rental Affordability
Snapshot report)

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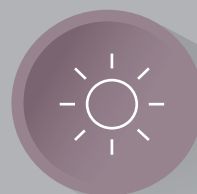
support services that are consistent with our strategy that emphasizes prevention strategies and community resilience. In response, Anglicare has committed \$70,000 between 2012 and 2014 to support this approach and the outcomes will be measured to determine the ongoing shape and scope of the service.

Continuous improvement means we must always look to improve the quality of our services. One of my first tasks will be to develop tools so we can better measure the outcomes of our services. We need to look beyond the quantity of our outputs such as the number of hours spent with a client doing x or y. Instead, we need to know when we are making a positive impact on the lives of our clients. Anglicare in WA uses the phrase “turn the curve” to describe the improvements they want to see plotted on a chart, as services become more effective in addressing social problems. This is helpful, and we will implement a similar approach.

Once we know how effective our programs are, then it makes it easier to ask how we can change our programs so they improve the lives our clients. This will help staff to innovate, so they develop more effective post-crisis and early intervention strategies

Lastly, I want to thank all our partners. Your support multiplies the difference Anglicare can make. Please realize that some of the most effective prevention programs are those Anglicare can deliver in partnership with you. This is because clients build resilience as they are integrated into wider and stronger social networks. I look forward to continue working with you in the years ahead.

Jeremy Halcrow
CEO, from September 2013



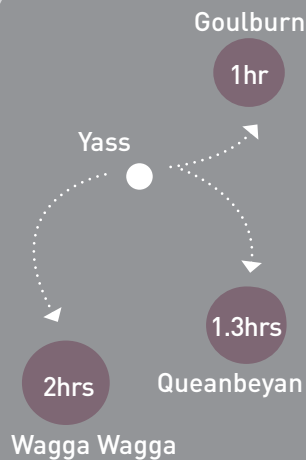
1. IDENTIFY THE NEED

Lack of affordable properties drives disadvantage



RENTAL STRESS
negatively affects all aspects of human wellbeing.

Until 2008, the closest help for those struggling was over an hour away.



“

Anglicare operates in rural & remote NSW - often we're the only service, as is the case for the Rae Burgess Centre.

”

2. IMPLEMENT THE STRATEGY

The Rae Burgess Centre operates across Anglicare's Model of Care.

THRIVING

Strong networks, able to cope with periods of change or instability

SYSTEMIC ADVOCACY

Advocacy to transform the way the whole community confronts social exclusion.

BUILDING

Risk of reversal but focused on behaviour change

EARLY INTERVENTION

Vulnerable groups are targeted with education and community development aimed at stopping cycles of disadvantage.

COPING

Risk-averse and unable to focus on the future

POST-CRISIS SERVICES

Reactive approaches to those facing problems such as financial pressure and difficult relationships.

SURVIVING

In crisis and focused on reacting to problems

CRISIS SERVICES

Support for people in response to emergencies or tragedy, such as emergency housing.

3. MONITOR THE OUTCOMES



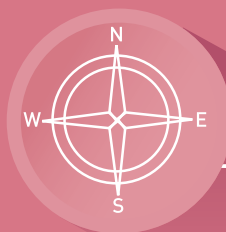
This year Anglicare helped nine families and three individuals in Yass either avoid or escape homelessness



Anglicare has committed
\$70,000
over the 2012/14 financial periods

50%

The Rae Burgess Centre is funded 50% by your donations



OLDER PEOPLE

This year has seen major changes to Anglicare's Older People portfolio, most notably the Board's decision to sell Anglicare's five Residential Aged Care facilities. In June 2013 it was announced that Anglicare would sell Bimbimbie, Mariner Park, Nullica Lodge, Brindabella Gardens and Ginninderra Gardens, with the sale process taking between 6 to 18 months. While the independent living units collocated with these facilities will also be sold, Anglicare's other independent living complexes St David's Close, Brindabella Court and Wollondilly Gardens will continue to be managed by Anglicare.

Despite the decision, Anglicare has continued to look for ways to improve its Residential Aged Care services. A particular improvement this year has been the upgrade of kitchen facilities at both Brindabella Gardens and Ginninderra Gardens to enable the provision of freshly cooked meals, prepared on site by new contractor Cater Care. This is a major enhancement for residents which will allow them to enjoy the aromas of food cooking.

The decision to partially divest Anglicare's Aged Care Portfolio has been very difficult and is the culmination of a long period of reflection on Anglicare's mission and the future of the aged care sector. Acknowledgement, recognition and heartfelt thanks must go to the staff involved in Aged Care for the dedication and work that they have provided to residents and clients over many years.

“

A particular improvement this year has been the upgrade of kitchen facilities at both Brindabella Gardens and Ginninderra Gardens

”



394

residential aged care beds in the
ACT and NSW South Coast region

RESIDENTIAL AGED CARE

- 1 Brindabella Gardens Nursing Home
- 2 Ginninderra Gardens Hostel
- 3 Bimbimbie Hostel
- 4 Mariner Park Village & Hostel
- 5 Nullica Lodge Hostel

RETIREMENT VILLAGES

- 6 Brindabella Court
- 7 St Davids Close
- 8 Ginninderra Gardens Retirement Village
- 9 Wollondilly Gardens Retirement Villas
- 10 Bimbimbie Retirement Village
- 11 Mariner Park Village and Hostel



809

residents and clients provided
services at any one time



*RIGHT:
Ginninderra Gardens
kitchen renovations*

*BELOW:
Surrounded by family,
Helen Deppe, 105, receives
a Centenary medallion at
Brindabella Gardens.*





“

We continue to remember the love that Joan put into making us her special dolls and the part that she played in our wonderful community.

”



LEFT:
St David's Close Retirement Village

BELOW:
Special dolls created by a Bimbimbie resident for her favourite staff



CASE STUDY

Hal and Joan, husband and wife, moved into a villa at Bimbimbie Village in 1987. They loved their life there and spent many pleasant years of retirement.

Sadly in 2004 Hal had a stroke and passed away. Joan, now on her own, busied herself volunteering at the hostel, helping out at prayer and worship and doing whatever she could to help the other residents. She had a wonderful relationship with staff, volunteers, and parishioners. In her spare time she made special dolls for her favourite staff.

Over the last few years Joan started her own journey in the transition to residential care. In July 2013 with deteriorating health she moved to the neighbouring Hostel where she was looked after until her needs became too high. Joan passed away in September 2013. Staff, volunteers and parishioners attended her Anglican funeral; one staff member read the eulogy.

We continue to remember the love that Joan put into making us her special dolls and the part that she played in our wonderful community. It is a true blessing to be able to care for older people and to support them through the transition of life.



HOMELESS PEOPLE

Anglicare sees the development of early intervention and preventative strategies to help tackle homelessness as a major strategic goal for the organisation. We are committed to investing where there are gaps in Government funding.

For this reason Anglicare is providing ongoing funding for the Rae Burgess Centre, a unique specialised homelessness service in Yass, because our research has pointed to the critical housing needs in this community. An arrangement with Mission Australia to provide brokerage has also contributed to the operation of the centre, while Anglicare and the Yass community continue to argue for government support.

This year, Anglicare also continued to advocate for homeless people through our annual Rental Affordability Snapshot as well as via a pilot study of student housing issues in Canberra.

On the NSW South Coast, Anglicare's Specialist Housing Services is making a difference by developing strategic partnerships in the community. The development of positive relationships with local real estate agents has proved instrumental in placing clients in private rental arrangements. In Canberra, a supported housing project called Our Place, run in conjunction with Barnardos, provides accommodation to 26 young people who would otherwise be homeless while they are engaged in education. Going into its third year, Our Place has provided accommodation to over 70 young people throughout this period. When some of the young people achieved their education goals this year, the service received significant media attention, including these inspiring stories of achievement. Our Place provides case management, living skills, mentoring and tutoring for tenants, as well as various programs that are run during the term.

“
Anglicare is committed to investing where there are gaps in Government funding.”

HOMELESS SERVICES

- 1 Our Place, ACT
- 2 Rae Burgess Centre, Yass
- 3 Queanbeyan Youth Refuge
- 4 Goulburn Emergency Accommodation and Community Housing Program
- 5 Eurobodalla Specialist Homelessness Services, Moruya



740+

people experiencing or at risk of homelessness supported across ACT and south-east NSW



BELOW:

Emily Cheney now in secure housing and studying nursing.



As a teenager with no secure roof over her head, Emily Cheney joined the Our Place housing program which is supported by staff from Anglicare and Barnados, two years ago. At that time, the then 17-year-old had little to be happy about: she suffered from depression, left year 12 midyear and was homeless, moving from one friend's house to another.

Thanks to the support she was provided, Emily - unable to gain entry for a diploma of nursing - decided to enrol to finish year 12.

"I'd always planned to go to school - when I left school I knew I had to get my head straight," she said.

Persevering has reaped rewards. Last month Emily finished her ACT year 12 certificate and was awarded a University of Canberra scholarship after enrolling to study nursing.

"Nursing in the Defence Force, that's been my goal for ages, and I think that's what helped me through that phase of depression," she said.

Anglicare Our Place coordinator James Ceraolo said Ms Cheney had been a dedicated tenant and student.

"Emily has proven what you can achieve in the face of adversity if you apply yourself," Mr Ceraolo said. "Staff have always known Emily had the potential to achieve, and we provided the support to allow that to happen."

26 STUDENTS

aged 16-21 housed in the ACT



“

Throughout her stay at the Queanbeyan Youth Refuge Amy was taught all the life skills she needed to live independently.

”

*Jess was accepted into the Our Place program in the middle of Year 12 after experiencing substantial periods of couch surfing and sleeping rough. Jess was somehow able to sustain some level of school attendance but her grades were seriously in decline due to her homelessness issues.

"Finding a place to live was so hard... I had so much trouble trying to get enough money just to pay rent... my grades were significantly impacted by the extra time I had spent at work," she said.

Once Jess joined the Our Place program she was able to attend school every day. Showing enormous commitment and dedication to her studies, Jess's grades improved significantly. At the end of 2012 Our Place staff were delighted and very proud to see Jess graduate at her Year 12 formal. "I am now enrolled in Biochemistry at university and I'm still a tenant at Our Place," said Jess.

**name changed to protect client privacy*



CASE STUDY

*Amy came to Queanbeyan Youth Refuge at the age of 15. She had come from a dysfunctional family environment where she was frequently running away from home, using drugs and alcohol, and involved in risk taking behaviours.

Throughout her stay at the refuge Amy was taught all the life skills she needed to live independently. She also learnt some more positive ways to cope with the anger and frustration that came from her personal experience of family life.

When Amy had shown she had learned the necessary life skills and was capable and responsible enough to live on her own, Queanbeyan Youth Refuge staff helped her to move into her own place. Amy is now living independently, though still supported through the outreach program. She says her life has changed remarkably now she is making a contribution to the community.

**name changed to protect client privacy*



YOUTH & FAMILY SERVICES

Youth services continue to cover a broad range of programs supporting young people and their families in the regions where we operate. In the ACT Anglicare has managed several youth programs with an increasing emphasis on working with the young person and their family, rather than the young person in isolation. Programs include support for young carers, youth education for young people disengaged from high school and Anglicare's flagship Junction Youth Health Service.

Anglicare runs a number of youth and family oriented programs in southern NSW, in particular working with at-risk families to keep children safe and the family strong. The Holiday Camps program allows disadvantaged and vulnerable 9-16 year-olds to spend weekends or school holidays away, providing respite and breathing space to both child and parents. A Youth Mentoring program engages 20 young people per year. Anglicare is also involved in youth mentoring in the Riverina, where we have worked with the NSW Department of Education to support Ignite Youth Mentoring for young people involved with the juvenile justice system.

Youth services continue to be a major and growing portfolio for Anglicare across the ACT and NSW.

“

Anglicare ACT has managed several youth programs with an increasing emphasis on working with the young person and their family, rather than the young person in isolation.

”



YOUTH SERVICES

- 1 ACT
 - CYCLOPs
 - LITMUS PROGRAM
 - Youth Connections: The Junction Youth Health Service
 - YEP: Youth Education Program
 - 2 RIVERINA
 - Step Up
 - Ashmont
 - Young Offenders Program
 - Tolland Centre
 - Young Offenders Support
 - Aboriginal Sport & Rec
 - PACE
 - Hippy Program
 - CDSE Funding
 - Ashmont Youth Hub
 - Go 4 Fun
- SOUTHERN TABLELANDS
- REACH Program
 - Child Protection Program
 - Holiday Camps
 - Adolescent Program



1227

young people provided clinical services at The Junction Youth Health Service

200+

young people at risk have been assisted since Ignite Youth Mentoring opened in 2011



CASE STUDY

By the age of 10, *Daniel had had some very distressing and unsettling experiences in his young life. Without warning and with none of his belongings, he was abandoned by his mother and stepfather to his biological father and stepmother's care. His mother would not allow him to contact his siblings any more.

While Daniel's father and stepmother were very supportive, this was naturally a very upsetting thing to happen to the young boy. When his mother and siblings then moved away, Daniel's feeling of having been abandoned was intensified. All in all, it was a very difficult time for him. Anglicare was able to support Daniel's "new" family through this turbulent time. Daniel was one of the more than 40 young people aged 9-16 who went on an Anglicare Holiday Camp in the past year, at no cost to his father and stepmother. The camp was a great success; he enjoyed a break from everyday life and he made many new friends. Moreover, Daniel got to know the staff at Mountain Trails very well, which has given him a network of caring adults and the stability to find his feet again and move forward.

**name changed to protect client privacy*

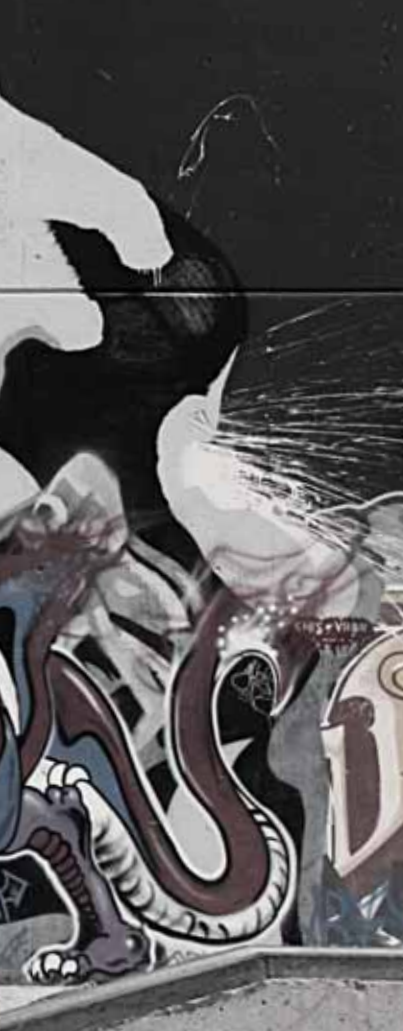


YOUTH HEALTH SERVICES

One of our lighthouse services is the Junction Youth Health Service. The Junction provides access to general and specialist clinical services including a psychologist, social workers, youth workers, general practitioners, midwife, paediatrician, nurse practitioner and registered nurse. This service also provides a first contact point where young people experiencing difficulties can be referred on to other services, as well as having their health needs met. Other issues affecting young people's ability to access health care, like applying for Medicare cards and Centrelink-issued Health Care cards, are also addressed. Young expectant mothers can access antenatal care via a partnership with The Canberra Hospital and those with children of their own can also access a paediatrician for their children; 64 babies and young children were seen in the past year. The Junction staff work both within a clinical setting and providing outreach services in the form of education groups run in Canberra schools.

10%

Over 10% of all people accessing clinical services at The Junction identified as Aboriginal or Torres Strait Islander



Outreach health education delivered in 17 schools and services



CASE STUDY



BELOW:
Dr Jocelyn Howe (left), a General Practitioner at Junction Youth Health Service was presented the Compassion Award during the 2012 ALF Awards Night in Canberra.



A young man, *Simon, who was experiencing drug withdrawal and severe depression, dropped into the Junction looking for help. An outreach youth worker, seeing that he was very unwell, took him directly to the hospital Emergency Department, while another team member made a referral for accommodation. Since this time of crisis, Simon has continued accessing the Junction medical service, which has assisted him with his current health needs as well as preventative health measures such as immunisation. Simon has also started attending counselling at the Junction. This ongoing support has seen Simon's depression improve markedly and he has continued to abstain from drug use.

**name changed to protect client privacy*



175

young people supported to get their own Medicare card and 22 supported to get their own Health Care card.



YOUTH EDUCATION SERVICES

The Youth Connections program is a federally funded program. Anglicare holds the contract for the ACT and in addition to direct service delivery, subcontracts 3 community service providers within the ACT to deliver Youth Connections services across the region. These services are the YWCA, Belconnen Community Services and Woden Community Services.

The service works to support up to 350 young people through a range of services to those who are at risk of disengaging from education, those who have disengaged and those who are re-engaging in education.

The Youth Education Program (YEP) is an alternate learning facility that supports young people to access education. The service is run out of Club 12/25 in the city. An average of 12 young people up to a maximum of 15 young people who are disengaged from education over 12 months are supported to complete a Certificate II in Access 10 and other life skill courses. In addition to this, the YEP program also supports up to 15 Youth Connections clients in the learning facility each year.



“... eventually this relationship helped Jayden, Lillian and Jordan to trust Anna enough to talk about what they needed to return to school.”



CASE STUDY



ABOVE:
Anglicare staff on an outing
with students within the YEP
Program.



12-15

young people supported
to complete Year Ten via
Access 10

*Jayden, *Lillian and *Jordan, brothers and sisters from the same Indigenous family, were referred to Youth Connections after they had been disengaged from school for more than a term. It was very challenging for Anna*, the Indigenous Youth Connections worker, to connect with these young people; they were living in desperate poverty and had poor social skills and, for the first month when Anna would visit their house, they would hide under a blanket rather than talk to her. Anna managed to gain the trust of their mother through her commitment to visiting the household with food parcels and eventually this relationship helped Jayden, Lillian and Jordan to trust Anna enough to talk about what they needed in order to return to school. One of the successes was negotiating with the deputy principal of the two schools to ensure that the children could be discreetly assisted with lunches. Flexible learning plans were also arranged for each student. Meanwhile Anna helped to address some serious issues with Housing ACT. Half of the family's ceiling had been removed for repairs but not replaced, meaning that the house flooded when it rained and the house was in total disrepair. Housing ACT agreed to renovate the property and Anna helped the young people's mother to get some second hand furniture from the Salvation Army.

Jayden, Lillian and Jordan were rewarded with an excursion of their choice after attending school for one term. Jayden chose Go Karting, Jordan chose slot car racing and Lillian chose to go and pat horses. It was very rewarding for the Anglicare team to have such a positive impact on this family.

**name changed to protect client privacy*



YOUNG CARERS

The CYCLOPS ACT and LITMUS programs support young carers in the Canberra region. They have been operating for several years making a difference to many young people and their families. Both programs provide outreach support to young carers and their families through case management, personal support, education support, peer and family relationships, advocacy, support groups, information and referral and recreational activities. They provide a range of social and recreational activities for young carers including: 4 holiday programs, a “time together” program, and supply brokerage for young carers to attend St Nick’s camps and tutoring. CYCLOPS ACT provides these services to young people caring for a family member with a disability, while LITMUS focuses on young people caring for a family member with a mental illness. Both programs involve the young people to participate in events during Carers’ Week, Youth Week, and a Christmas Festival for young carers.

Seeing young people and their families achieving their goals and re-engaging with school is so rewarding. Each day they amaze me with their resilience and their determination and it is such a privilege to work with these young carers.

The job satisfaction I receive from working with these amazing people is something that makes work a pleasure. Encouraging young people to be themselves and to never give up is very important to me, and knowing that I’ve helped create a better future for these young carers is something that I will always cherish.

*Nadezhda Greenwood
Youth and Family Outreach Support Worker*



“

Litmus helped Gabby apply for Centrelink, set up a bank account and get her ID. These tasks would have been overwhelming without the support of the LITMUS Program.

”



CASE STUDY



ABOVE:
Young carers supporting
each other at the LITMUS
and CYCLOPS ACT School
Holiday Program in April
2013

LITMUS
supported over
25 families with
young people
caring for a
mentally ill
family member

Gabby*, 15, looks after her mother who is experiencing mental health issues. Apart from doing all the household chores, Gabby supports her mum emotionally and monitors her mother's wellbeing and safety. It's a lot of responsibility for Gabby and sometimes she can't sleep from worry; the anxiety means she prefers to study at home, rather than in the classroom, but even though she was getting her work done, she was isolated. "It's lonely. Without much money to spend going out, I didn't have much chance to make friends."

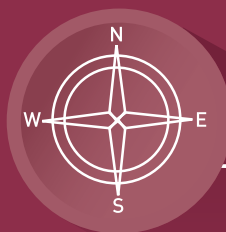
Since joining Anglicare's Litmus Young Carers Program, Gabby has taken some big steps forward.

Litmus helped Gabby apply for Centrelink, set up a bank account and get her ID. These tasks would have been overwhelming without the support of the LITMUS Program.

Gabby now looks forward to meetings with her Litmus support worker, as it gives her some much needed time away from home. This support has built up Gabby's confidence and self-esteem and has helped her to feel more in control of her situation.

"I sleep so much better now, and I'm feeling less stressed overall. And I've been going to school a bit more, so I feel less isolated. Working with Litmus has really helped."

**name changed to protect client privacy*

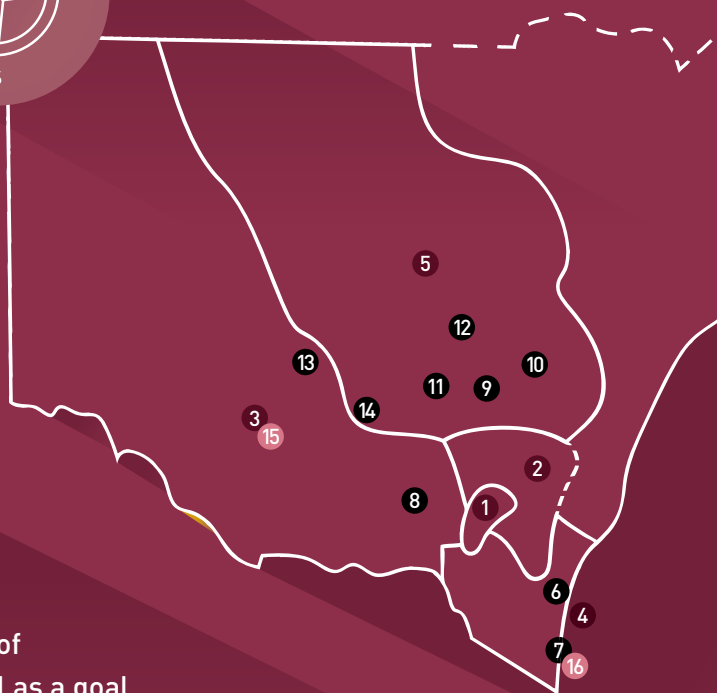


STRONGER COMMUNITIES

The Stronger Communities portfolio covers a wide range of services, all focusing on the “Surviving to Thriving” model as a goal and making good use of parish partnerships as a valuable network of committed and compassionate people. Services include Disaster Recovery, NILS (No Interest Loan Scheme) and Emergency Relief assistance, Community Centres, Chaplaincy, and Retail Recycling Shops. These services are distributed across the entire Tri-Diocesan area, giving Anglicare a presence across regional NSW and providing a place where struggling community members can find help and support.

Ashmont Community Resource Centre remains a hub of activity in Wagga, with several diverse programs and activities operating every day as well as assistance being available with food, general life administration and computer-based tasks like Centrelink reporting. Meanwhile Anglicare is supporting local parish-based retail recycling shops across southern and western NSW to generate income for the parish and represent the Anglican church in local communities.

Many of these outlets are gradually developing from simple op-shops towards the ‘Sustainable Living Hub’ model, providing other services such as No Interest Loans, food assistance, and financial counselling. In this regard one exciting development this year was the opening of the new sustainable living hub in Parkes which combines an op shop and emergency relief food pantry, with other services planned. Anglicare will continue to partner with local Anglican parishes to strengthen regional communities despite Australia’s changing economy.



“

Anglicare is supporting local parish-based retail recycling shops across southern and western NSW to generate income for the parish and represent the Anglican church in local communities.”

”

RECYCLED GOODS SHOPS

- 1 ACT
Chapman
South Tuggeranong
Charnwood
Hawker
- 2 SOUTHERN TABLELANDS
Binda
Taralga
Queanbeyan
- 3 RIVERINA
Murrumburrah Harden
Cootamundra
Junee
Tumut
Young
Gundagai
- 4 SOUTH COAST
Sapphire Coast
Cobargo
Bombala
Delegate
- 5 CENTRAL WEST
Coolah Dunedoo
Parkes
Rylstone- Kandos

NILS

- 6 Eurobodalla
- 7 Bega Valley
- 8 Wagga
- 9 Orange
- 10 Mudgee
- 11 Forbes
- 12 Gilgandra
- 13 Lake Cargelligo
- 14 West Wyalong

FINANCIAL COUSSELLING

- 15 Riverina
- 16 Bega Valley



16 SHOPS

working in Parish Partnerships across
ACT and Southern NSW



RIGHT:
ACER Team Leader Forum held at
Anglicare Head Office on London
Circuit, Canberra City.

BELOW:
Celebrating the official opening of
the Anglicare Sustainable Living
Hub in Parkes, NSW.



ANGLICARE Sustainable Living Hub

- Georgie's Boutique
- Georgie's Pantry

THE ANGLICAN PARISH OF PARKES





200+

Young people mentored through the Ignite Youth Mentoring Program since its inception in 2011



Ignite Youth Mentoring is one of Anglicare's fastest growing youth programs in the Riverina area, working with the NSW Department of Education and Communities to support young people who are at risk, including those who are disengaged from education and those who are involved with the juvenile justice system. Ignite pairs each young person with a mentor, in recognition of the fact that young people who have at least one high-quality and supportive relationship with an adult are twice as likely to be economically self-sufficient, have healthy family and social relationships and be productively involved in their communities. A large proportion of Ignite Mentoring clients have an Indigenous background, so an important component of the program is matching these young people with mentors who can help them learn about their cultural heritage and feel a valued part of their community.

“Hearing the excitement in Bianca's voice when the mobility scooter was delivered, I was excited for her.”





307

NILS loans totaling \$302,371 provided



200+

Disaster Recovery volunteers in the South East NSW and ACT region



BOTTOM LEFT:

Bianca's letter of thanks written to our NILS staff in recognition of their assistance.



CASE STUDY

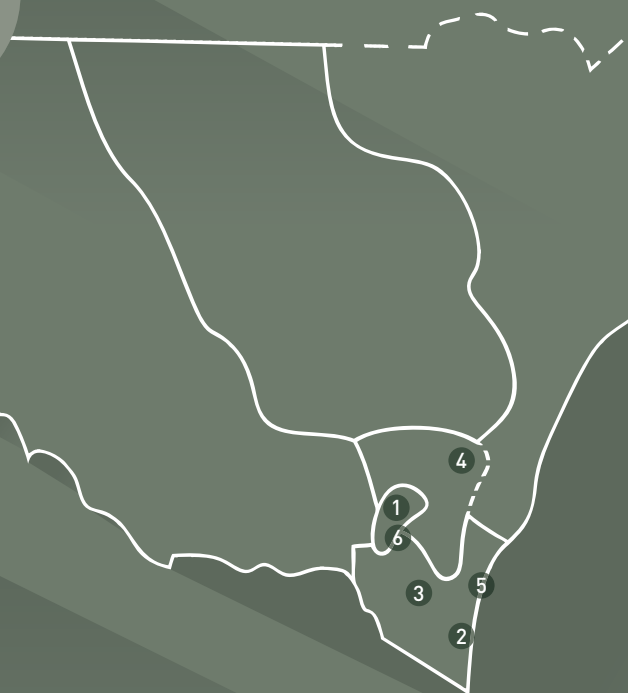


Bianca has bone cancer and can only walk short distances with a walking stick. To access the services she needs, she required a mobility scooter, but could not afford to purchase one without a loan and renting one would be an ongoing cost. Bianca was unable to attend doctors' visits or even do her shopping without asking friends for help and she was very depressed. She couldn't do ordinary things like post a letter without help and this was making her very frustrated and sad. She had been trying to save for the mobility scooter by saving \$100 a fortnight from her pension, but it was too difficult while living on a limited income and undergoing treatment.

With Anglicare's No Interest Loan Scheme program, Bianca was able to purchase the scooter and make repayments at a manageable rate. Having mobility means she now has her independence, self-esteem and confidence back.

"Hearing the excitement in Bianca's voice when the mobility scooter was delivered, I was excited for her. It feels great that she has her independence back and is able to do the little things most of us take for granted," said NILS Co-ordinator, Evelyn Trainor.

**name changed to protect client privacy*



PEOPLE WITH DISABILITIES

With Federal Government policy on disability support moving towards self-directed funding models under the National Disability Insurance Scheme, Anglicare staff are working hard to be ready for what will be a paradigm shift for the disability sector.

In this regard, a particularly important development for Anglicare is My Choice, a self-directed funding pilot project for the ACT. Anglicare is operating the pilot in partnership with Community Connections, and it will help both organisations to prepare for the changes ahead and to inform the wider community on best practice.

Shaw Possibilities in the ACT has now been operated by Anglicare for a year and has maintained the same high quality service delivery during this time to ensure consistency for clients, despite significant staff changes and alterations to the organisational structure. The successful tender for new Shaw's premises in Holt, on the same campus as Anglicare ACT offices, will mean better integration and communication between services.

In NSW, Anglicare's Disability services have taken on some exciting new programs, including packages to support young women with disabilities living in care to stay on with their foster family after age 18 where suitable. The transition to an individualised model of care has been smooth; the introduction of new programs focusing on clients as individuals has been a highlight for this year.

“

The successful tender for new Shaws premises in Holt, on the same campus as Anglicare ACT offices, will mean better integration and communication between services.

”



18,480

hours or respite provided by Flexability Plus across Bega, Cooma, Goulburn Moruya and Queanbeyan.

DISABILITY SERVICES

- 1 ACT
 - SHAW Possibilities
- 2 BEGA
 - Bega Flexability Plus Respite
 - Dementia Case Management Bega
- 3 COOMA
 - Cooma Flexability Plus Respite
- 4 GOULBURN
 - Ageing Parent Carers
 - Extended Family Support
 - Goulburn Flexability Plus Respite
 - Goulburn Family Interchange
 - Supported Holidays
- 5 MORUYA
 - Moruya Flexability Plus Respite
 - Disability Case Management & Brokerage
 - Dementia Case Management
- 6 QUEANBEYAN
 - Queanbeyan Flexability Plus Respite



30

people with disabilities assisted through Shaw Possibilities in the ACT



BELOW:

Two clients with a carer from Flexability Plus, Goulburn, Respite group Motley Mob meet who fortnightly on a Saturday for 6 hours







“ The flying experience has offered Greg a sense of achievement and a chance to explore new capabilities, ”



CASE STUDY

With a thirst for exploration, 38-year-old MS sufferer Greg from Moruya set off on a new adventure when he was taken for a short flight. Through the collaboration of MS Australia, Anglicare and Wheelies with Wings, Greg embarked on a thrilling adventure to get his dream off the ground and explore new horizons. Explaining some of the technical specs of the two-seater, dual-control aircraft was flying instructor Sheldon, member of the Moruya Aero Club. Once in the air and flying through clear blue skies, Greg took control of the aircraft, and with a bird's eye view of the Moruya Markets continued to soar over South Head.

“It was awesome,” said an elated Greg. “I felt as if all my burdens had dropped away. I would recommend it to anyone. I had a fantastic day.”

“The flying experience has offered Greg a sense of achievement and a chance to explore new capabilities,” says Dorothy Budworth, Disability Case Manager with Anglicare.

Greg is not new to seeing the world from a different perspective; he also has four parachute jumps under his belt and is stretching his personal and physical boundaries in every sense. Wheelies with Wings use the enjoyment of flight to help people with limited mobility to live life to the full and in the process is changing people's perception and attitudes toward people with a physical disability. Wheelies with Wings is making it possible for everyone to be given the chance to do something amazing.

The exhilarating experience of flight has given Greg and others living with a physical disability the opportunity to boost their confidence and offers a sense of freedom that cannot be found on the ground.



EARLY CHILDHOOD

Anglicare's provision of Children's Services has almost doubled with the addition of Franklin Early Childhood School childcare to the portfolio this year, following on from Southern Cross the previous year. This exciting growth reflects Anglicare's strong and positive relationship with the ACT Department of Education and Training.

Meanwhile all centres have been working towards the upgrades required by the National Quality Framework benchmarks, with Calwell completing this process.

Orana and Marulan Pre-Schools have begun the accreditation process and St Saviour's Long Day Care in Goulburn has also made preparations for the implementation of this reform.

The Anglicare Bus operating in the Goulburn region has proven a great strength, enabling children and their families to access the services available.

In line with Anglicare's mission, all childcare centres have been building their capacity to assist children and families with special needs or who require extra help to overcome disadvantage.

Children's Services traineeships are being offered through Anglicare's RTO to Indigenous workers, at once investing in skills for Anglicare workers and providing career and education opportunities to Indigenous people.

“

The Anglicare Bus operating in the Goulburn region has proven a great strength, enabling children and their families to access the services available.

”

CHILDREN'S SERVICES

- 1 ACT
 - Calwell Early Childhood Centre
 - Capital Hill Early Childhood Centre
 - Franklin Early Childhood School
 - Gordon Early Childhood School
 - Southern Cross Early Childhood School
- 2 SOUTHERN TABLELANDS
 - Bradfordville Supported Playgroup
 - Family Day Care
 - St Saviour's Long Day Care
 - Vacation Care Goulburn
 - Orana Preschool
 - Marulan Preschool



831+

children cared for across Anglicare's Early Childhood Services across ACT and the Southern Tablelands.



RIGHT:
Sue Jennings, Anglicare's Childrens Services manager, helps out at the new Franklin centre.

BELOW:
Naomie Jeffrey, of Rainbow Faces, painting faces at the 2012 Goulburn Christmas Party.





“

Anglicare was able to place Zoe and Belinda with Sharon, one of our delightful Family Day Care Educators.

”



CASE STUDY

Earlier this year, *Christine who was the primary carer for her two preschool-aged grandchildren contacted Goulburn Family Day Care in pressing need of help. She had been hospitalised urgently and needed overnight and weekend care for the grandchildren. Christine feels so fortunate that Anglicare Family Day Care could help. Anglicare was able to place *Zoe and *Belinda with *Sharon, one of our delightful Family Day Care Educators. Sharon was able to offer care for the children overnight and weekends, take them to their usual weekday childcare centre, take them to visit their grandmother in hospital, supply spare clothing and generally support this family over the two weeks that Christine was in hospital. Anglicare was also able to organise financial help for Christine's unexpected fee payments.

**name changed to protect client privacy*



OUT OF HOME CARE

Anglicare experienced significant growth in its Out of Home Care placements this year as a result of the NSW Government policy to transfer most out of home care placements to non-government organisations being implemented across the state. In particular, Anglicare in Riverina and Western NSW regions has taken on management of a significant number of new placements. Anglicare also commenced operations in Albury, opening a new office there in late 2012. Of particular significance are new partnerships being developed with Aboriginal out of home care organisations, Miyagan in Leeton, and Rivmed in Wagga.

The growth of Anglicare's Out of Home Care services has required a significant increase in staffing, with a new OOHC Manager, two new Case Managers and a second CART worker appointed this year.

Anglicare remains a leader and preferred provider in the Out of Home Care sector in NSW. In May 2012, Anglicare was asked by the ACT Government to use this experience to develop a new foster care program in the Territory. Throughout this year Anglicare took on the challenge of recruiting foster carers in Canberra.

“Of particular significance are new partnerships being developed with Aboriginal out of home care organisations”



100+

children in OOHC in Southern & Western NSW

OOHC SERVICES

- 1 ACT
- 2 Goulburn
- 3 Bega
- 4 Moruya
- 5 Orange
- 6 Wagga Wagga
- 7 Albury
- 8 St Saviours



RIGHT:

St. Saviours Residential Coordinator, Julian Tuigamala engaging in a friendly Powder Paint war with other Anglicare staff and clients at Thirroul Beach during the beginning of the school holidays.

BELOW:

Brad Addison and OOHC Staff outside the OOHC office in Orange, NSW.



Join the team that changes lives





“His goal is to do well in HSC and go to university, like his older brother.”



CASE STUDY

*Teo is an 18 year old student. He has been with St Saviours residential services for the last three years and has been living in care since 2007. Teo is deaf, has one cochlear implant and mostly communicates by lip-reading. The implant allows him a little hearing, but not enough to develop clear speech.

To complicate matters, Teo's parents speak very little English and can not use AUSLAN. Teo does not speak or lip read Vietnamese, his native language. This means Teo has limited communication with his birth parents. Teo communicates with St Saviour's through various modes including basic AUSLAN, lip reading, and through writing and pictures. Teo is in his final year of HSC in a hearing impairment class and manages at school through his fluent use of AUSLAN.

His goal is to do well in the HSC and go to university, like his older brother. St Saviour's has been able to accommodate Teo much closer to his school and parents' home, and supports him to keep up with school. Planning for the future, St Saviour's is referring Teo to community programs that will help him and his family when he returns to their home after completing Year 12.

**name changed to protect client privacy*



FINANCIAL STATEMENTS

Statement of Comprehensive Income for the year ended 30 June 2013

	2013 \$	2012 \$
Continuing operations		
Revenues from continuing operations	41,306,329	34,892,104
Total revenue from continuing operations	41,306,329	34,892,104
Employee expenses	25,052,649	22,011,443
Depreciation expenses	953,886	933,392
Other operating expenses	15,487,157	12,391,420
Total expenses from continuing operations	41,493,692	35,336,255
Net revaluation of investment property	131,389	46,113
Surplus/(deficit) from continuing activities	(55,974)	(398,038)
Discontinued operations		
Revenues from discontinued operations	21,724,334	25,359,398
Total revenue from discontinued operations	21,724,334	25,359,398
Employee expenses	14,955,012	18,055,913
Depreciation expenses	1,247,357	1,376,339
Other operating expenses	6,272,215	7,483,355
Total expenses from discontinued operations	22,474,584	26,915,607
Reclassification of investment property	-	6,995,252
Net revaluation of investment property	1,018,659	140,495
Surplus/(deficit) from discontinued operations	268,409	5,579,538
Net surplus/(deficit)	212,435	5,181,500

Statement of Financial Position as at 30 June 2013

	2013 \$	2012 \$
Current assets		
Cash assets	2,865,620	4,622,893
Trade and other receivables	2,665,815	2,546,770
Other financial assets	4,568,962	4,522,491
Other assets	215,714	295,676
Assets held for sale	61,611,676	60,924,772
Total current assets	71,927,787	72,912,602
Non-current assets		
Property, plant and equipment	5,600,353	5,549,058
Other financial assets	1,406,799	1,332,271
Investment property	49,148,852	48,273,852
Total non-current assets	56,156,004	55,155,181
Total assets	128,083,791	128,067,783
Current liabilities		
Trade and other payables	45,247,143	44,002,519
Interest bearing liabilities	1,501,698	976,121
Provisions	2,369,742	2,237,207
Liabilities related to assets held for sale	58,091,568	60,388,203
Total current liabilities	107,210,151	107,604,050
Non-current liabilities		
Trade and other payables	89,946	179,699
Interest bearing liabilities	3,500,000	3,500,000
Provisions	622,951	335,726
Total non-current liabilities	4,212,897	4,015,425
Total liabilities	111,423,048	111,619,475
Net assets	16,660,743	16,448,308
Equity		
Accumulated funds	15,253,944	15,116,037
Reserves	1,406,799	1,332,271
Total equity	16,660,743	16,448,308



Grant funding for the year ended 30 June 2013

	2013 \$	2012 \$
ACT Government Grants		
Community Services Directorate	2,136,593	1,667,658
Health Directorate	1,358,558	1,445,570
Education and Training Directorate	175,365	201,691
Total ACT Government Grants	3,670,516	3,314,919
NSW Government Grants		
Ageing, Disability & Home Care	1,911,857	1,660,662
Family & Community Services	18,873,720	16,312,392
Education and Training	401,009	178,031
Attorney General & Justice	92,364	89,587
Greater Southern Area Health Service	18,000	20,999
Office of Liquor, Gaming & Racing	209,344	203,197
Office of Fair Trading	238,237	-
Total NSW Government Grants	21,744,531	18,464,868
Commonwealth Government Grants		
Education, Employment & Workplace Relations	1,332,871	1,692,083
Family & Community Services	720,409	658,056
Attorney General	240,000	230,000
Health & Ageing	14,570,759	16,608,697
Family Assistance Office	1,647,375	881,940
Total Commonwealth Government Grants	18,511,414	20,070,776
Total Grant Funding	43,926,461	41,850,563

“

Revenues from continuing operations increased, reflecting an increase in grant funding.

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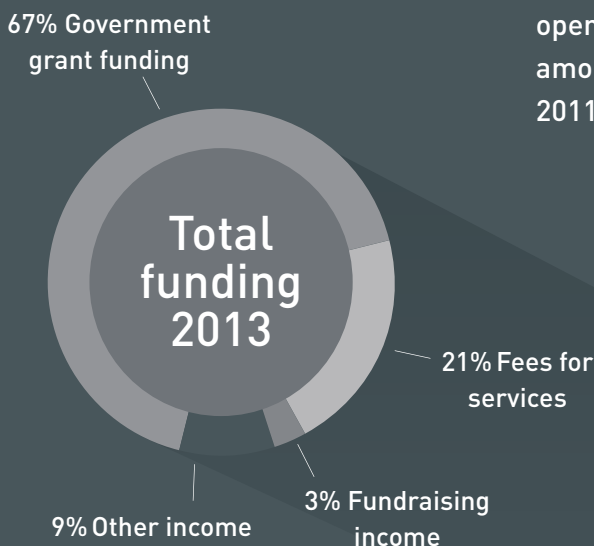
Analysis of financial results

The financial report for Anglicare Regional Alliance (ARA) for the year ended 30 June 2013 disclosed a surplus of \$212,435.

Excluding the revaluation of independent living units (ILU), revenues from continuing operations increased by \$6.4 million in 2013 and expenditure increased by \$6.16 million. This reflects an increase in activities due to additional grant funding secured in the financial year.

The ARA Board has made the decision to divest its residential aged care facilities and some independent living units.

These are reported as discontinued operations in the audited financial statements and the above financial summary. Note that the discontinued operations reported do not include corporate and back office costs. Corporate and back office costs allocated to the discontinued operations in ARA's internal management accounts amounted to \$2,810,947 in 2012/2013 and \$3,258,158 in 2011/2012.





A special
Commendation to the
whole Community of
Burgmann School,
who once more
excelled themselves
in collecting for the
Anglicare Winter
Pantry Appeal.



THANKING OUR PARTNERS

LARGE DONORS

G. Frawley - FSW Shoe Warehouse
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Victoria Shakespeare Trust
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Michael Monaghan
Church of St David's, Red Hill
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Joyce Larcombe
Susan Maple-Brown
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NRMA
Lions Club of Nimmatibel
Goulburn Soldiers Club
Goulburn Workers Club
Wagga Wagga RSL
City Of Canberra RSL
Woden Valley RSL

PARISHES & SCHOOLS

All Parishes and Schools who have supported
Anglicare's Appeals and collections in so many
creative and energetic ways!



MORE THAN
\$500,000
raised in cash and kind from donations.



RIGHT & BELOW:
Donations to
Anglicare's Winter
Appeal from
Burgmann Anglican
School





CONTACT US

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