

Annual Report

.....2013-2014.....

Building Stronger Communities



ANGLICARE
NSW SOUTH, NSW WEST & ACT

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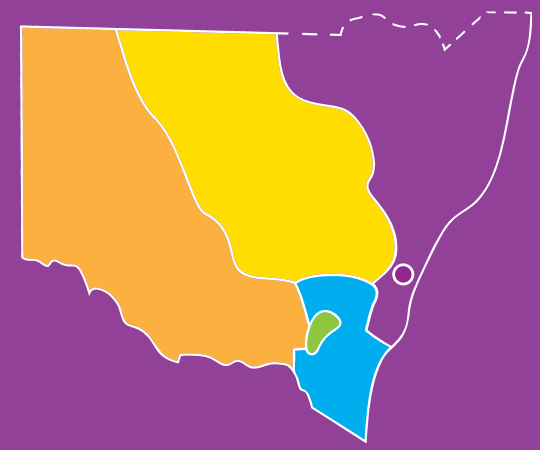
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- Riverina
- Western NSW
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Where do we work?

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.

VISION & MISSION

Anglicare aspires to be a leading provider of high quality care, support and loving service to all those in need in our society, and a principal advocate for the elimination of unjust social 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.

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.

BOARD REPORT

Presiding Member, Professor Ingrid Moses

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

Bishop Stephen Pickard who had served as Interim CEO from October 2012 left to take up the position of Executive Director of the Australian Centre for Christianity and Culture at Charles Sturt University 11 months later. The Board is very thankful for his service. Mr Jeremy Halcrow, formerly Director, Communications and Strategic Partnerships, was appointed CEO in September 2013.

The challenges facing Anglicare in its aged care portfolio were successfully managed and resolved by Bishop Stephen and Mr Halcrow, together with the Anglicare Board, on the advice of consultants Ernst & Young and with the support of the Diocese. Ernst & Young provided a market analysis of Residential Aged Care (RAC) facilities in Australia and future scenarios for our 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 accepted and also Bishop-in-Council.

Mr Trevor Ament, General Manager of the Diocese of Canberra and Goulburn, had taken up a temporary half-time position of Executive Director in late 2012, reporting to the Interim CE and then the CEO, the Board and the Diocese. His task had been to give advice on the future of our residential aged care facilities, explore the establishment of shared services between the Diocese and Anglicare, and to review and restructure Anglicare's financial operations. He was instrumental in bringing the divestment process to a successful conclusion. With the successful sale of our aged care portfolio completed, this position ceased in August 2014.

In close collaboration with the Board and the Anglicare Executive team, Mr Ament has helped improve efficiencies in our operations through the establishment of Anglican Diocesan Services (ADS). From 1 July 2013, human resources, payroll, property, fleet, IT and the financial functions of Anglicare and the staff exercising these functions, transferred to the Anglican Diocesan Services. We acknowledge Mr Ament's dedication and are grateful for the time and effort he put into making shared services a reality.

MEMBERS OF THE BOARD



By the time of the issue of this Annual Report the Board has filled all vacancies and is looking forward to continuing working for the best of Anglicare and its clients.

During 2013-14 the Board consisted of:

- 1. Professor Ingrid Moses**
(Presiding Member)
- 2. Meg Brighton**
(Deputy Presiding Member)
- 3. John Lawson**
(Presiding Member, Finance Committee)
- 4. Paula Pyburne**
(Presiding Member, Audit & Risk Management Committee, resigned September 2013)
- 5. Dr Bill Anscombe**
(appointed April 2014)
- 6. Professor Mary Cruickshank**
(Presiding Member, Clinical Governance Committee resigned January 2014)
- 7. Clive Jones**
(representing the Diocese of Riverina)
- 8. The Ven. Bronwyn Suptut**
- 9. Stephen Jaggars**
(appointed December 2013)
- 10. Peter Read**
(Resigned October 2013)
- 11. Sue West**
(representing the Diocese of Bathurst)
- 12. Stephen Bartos** (not pictured)
(appointed February 2014, resigned June 2014)

During much of the financial year, Mr Halcrow and Mr Ament were engaged in the divestment process which stretched over nearly 12 months. There was extensive market interest in the facilities. From the shortlisted organisations, RSL LifeCare emerged as the successful applicant. Controlled by the NSW RSL, RSL LifeCare is a large, like-minded organisation that provides care and service to 5,000 people in retirement living, residential care and community care. RSL LifeCare is committed to providing funding to improve the services, renovate and redevelop the facilities where necessary, and most importantly, continue chaplaincy and Christian ministry links in partnership with Anglicare and the Anglican church.

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 commitment to Anglicare and their clients.

Residential aged care had represented a significant proportion of Anglicare's services. While engaged in the divestment process, Mr Halcrow has also been leading a strategic review of Anglicare's ongoing operations and has strengthened the organisation's focus on vulnerable children and young people and parish partnerships. This Annual Report provides snapshots and statistics of our different services.

During 2013-14 the Board saw a number of changes. With the sale of our residential aged care operation completed, the Clinical Governance Committee was abolished. By the time of the issue of this Annual Report the Board has filled all vacancies and is looking forward to continuing working for the best of Anglicare and its clients.

Throughout this time we were served well by our CEO Jeremy Halcrow who leads Anglicare with vision and passion, the Senior Executive - Jenny Kitchin, Director of Community Services, ACT and Simon Bennett, Director of Community Services, NSW South and NSW West. Paul Brand served as Chief Financial Officer for Anglicare, through ADS. Lastly, particular mention needs to be made of our Director of Aged Care, Jill Patience. Jill ensured that the financial performance and quality of services in our residential aged care facilities was maintained throughout the divestment process. Jill transferred over to RSL Lifecare at settlement in June 2014 and we wish her well for her future.

On behalf of the Board I want to thank all of the Anglicare staff for their service during this year of change and refocus, and particularly our Board Secretary, Tina Mills, and Bishop Stuart for his wise and prayerful counsel.

MESSAGE FROM THE CEO

By Jeremy Halcrow, Chief Executive Officer

Our Creation Story

This year marks a new chapter in Anglicare’s long history. So it is timely to reflect on our DNA; what are our core values that must endure? And alternatively what should we change so we can adapt to a rapidly changing world.

Anglicare’s story begins with Mother Esther. She was an extraordinary and formidable woman. Think of Mother Theresa of Melbourne’s goldrush era slums. With the population explosion that came with wealth, Melbourne was a grand city of rich facades while poverty, disease and death haunted the lanes and alleyways. In a world without pensions and other government supports it is hard to underestimate the despair some people experienced. Inequality was at its zenith in Australia’s history and Sister Esther, recruited from England to run a “Mission to the Streets and Lanes of Melbourne” provided food and shelter especially for mothers and children in crisis. Over nearly 50 years Mother Esther and her Community of the Holy Name founded soup kitchens, children’s homes and hospitals. In 1929, a new residential home for girls was purchased in Goulburn. The local Anglican Diocese appealed to the Community to send two sisters to run the home. The sisters would run St Saviour’s Childrens Home for nearly forty years – half of our life as an organisation.

The work of the Sisters at St Saviour’s formed the core of our DNA. The social context is different and so is the model of care. But the motivation to improve the lives of at-risk children is the same.

The Sisters left Anglicare with two fundamental values:

- Caring for vulnerable children and young people
- Working with Anglican churches to overcome poverty.

The question of rediscovering our core mission has been particularly acute for Anglicare throughout this year. The driving factor has been the sale of our residential aged care facilities which has seen us farewell over 500 of our staff and 40 percent of our operations.

Progress, rather than being primarily about constantly changing, actually depends on retaining the essential values of an organisation. For Anglicare to progress as an organisation it still has to retain its core identity.

Jeremy Halcrow, Anglicare CEO, speaking at the Diocese of Canberra and Goulburn Synod

690

places in Anglicare’s Early Childhood Services throughout NSW & ACT

1417

young people provided with medical and counselling services at the Junction Youth Health Service in the ACT in the past year.

100%

is the retention rate for the HIPPY Program in 2014

We have turned around our operational results year on year to now deliver a surplus of approximately \$1 million in 2013/14.

Financial Performance

Over the past two years there has been a concerted effort by staff and the Board to ensure the financial sustainability of the organisation. This work has borne fruit this year with our key financial targets for a surplus operational result and fundraising revenue met a year ahead of schedule.

We have turned around our operational results year on year to now deliver a surplus of approximately \$1 million in 2013/14. This operational result is not an outcome of selling the nursing homes. We operated the residential aged care facilities for a full year with the sale only completed at the end of June. This remarkable turnaround is not merely about residential aged care. Our Early Childhood portfolio is a case in point. Part of the reason is that we have been able to scale-up by opening larger centres.

From January, our Early Childhood portfolio will encompass 11 different children’s services with 690 places and annual turnover of approximately \$10 million - ranging from a 40 place supported playgroup in Bradfordville, a disadvantaged suburb of Goulburn, to the 145 place Southern Cross Early Learning Centre in Scullin ACT. Our newest centre will open in January in partnership with The Anglican School at Googong.

With the sale of our nursing homes leaving Anglicare in a far stronger financial position, we are also in a better position to continue to invest in our people and capital.

I feel so honoured to serve our Anglicare Staff and team who are so committed to the vulnerable clients we support, but have done so in many cases with limited financial resources. We are now moving to equip them and strengthen our services through working toward evidenced based best practice program models.

Given the scale of Anglicare’s operations it is not possible to paint a comprehensive picture of developments over the past year. Our newly accredited Junction Youth health centre alone provided nearly one and a half thousand young people with medical and counselling services in the past year. Out of Home Care, which includes both foster care and residential care, now represents about half our turnover with significant growth in western NSW thanks to the Government’s policy to transfer their placements to NGOs like Anglicare. We were also the successful tenderer under the NSW Government’s “Going Home, Staying Home” reforms for homelessness services in Goulburn, Yass and the South Coast.

Sustainable Living Hubs

While our dream is to “transform unjust social structures” that harm and damage people, Anglicare can’t do this alone. Such transformation also involves spiritual and community dimensions.

Earlier in the year the Bishop of Canberra and Goulburn, Stuart Robinson, presented his vision of co-locating Anglicare Services with parishes.

At least seven locations already fit that bill: Ashmont, Bega, Calwell, Parkes, Eden, Moruya, and Wagga. Our partnership with St John’s Care in Canberra’s CBD is mature and deepened even further this year.

But such integration must go deeper. I want us to develop a more sophisticated understanding of what integration looks like: what are Anglicare’s core competencies and what service mix fits into each parish context. This must be done carefully to ensure the professional service delivery of Anglicare is coherent with the parish mission: there are basic human needs, such as love and friendship, that are best met by the parish and its volunteers.

We know that parish engagement in social action often encompasses emergency food provision. Using this as a starting point we have developed a service model that can fit with parish life, bringing together professional staff and volunteers to provide financial literacy programs, family support services, as well as mentoring, early education support and skills training. We are calling these co-located services “Sustainable Living Hubs” because they aim to assist people in crisis to move beyond merely surviving day to day to grow into sustained engagement with community.

The Anglicare Board has reserved monies from our fundraising surplus to invest in new parish locations for these hubs, and the plan is to continue to do so over future years.

Anglicare has employed the Rev’d Ian Coutts, who has extensive experience as a social worker and a priest in England, to assist us to bridge what, in all honesty, is a substantive cultural gap between Anglicare professionals and parish life. He has been tasked with identifying the most strategic locations for such hubs, and overseeing and shaping a service model that can fit the parish context.

Financial literacy is a key step in this model, and especially the No Interest Loan Scheme (NILS) which provides loans to people on very low incomes so they can make purchases that will assist them out of the cycle of poverty. Our central NILS administration office is based in Dubbo and has been growing a team of volunteers which now stretches across 30 parishes in rural and remote NSW. A further nine postcodes were added to our accreditation this year.



Ann Ponsonby,
Evaluation & Innovation Manager

Evaluation and Innovation

With the chapter closed on our nursing homes, our first task has been to consolidate and strengthen our continuing services. The focus in the past year has been investments to improve service quality through building our capacity in audits and evaluation.

The appointment in February of Ann Ponsonby to the new position of Manager, Evaluation & Innovation aims to provide senior leadership to this task. Ann has an extensive background in health and welfare services and understands the service quality metrics that are meaningful to staff. Anglicare has adopted the Results Based Accountability™ (RBA) model to implement a quality assurance framework across the organisation. The principles of this are succinctly captured by the words: “measure, reflect, improve”.

We have now commenced measurement at pilot sites with Wagga’s Youth at Risk Service and our Goulburn Disability Support Program. Implementation is underway at Moruya with the child sexual assault counselling service Cassie’s Place and with our residential Out of Home Care.

Introducing this major initiative across such diverse and far flung services will take time, however the plan is to have at least 8 sites up and “measuring” by the end of 2014.

Measuring outcomes is the crucial first step to inform innovation. This is why the “measure, reflect, improve” process is so important.

Our Mission

Dr Stephen Judd, CEO of Hammondcare, has written a book suggesting that effective charities help their staff internalise the answer to two questions:

- Who are your owners?
- And for what purpose did they create your organisation?

There is no doubt that Anglicare owes its primary responsibility to our local Anglican communities. They are our moral owners.

So it helps us all to remember Anglicare’s creation story. It is no mistake that the mission of Sister Esther in Melbourne and her Community of the Holy Name in Goulburn is still our core mission, articulated in the twin objectives the Anglicare Board has set us over the next 12 months:

- Provide care and support to vulnerable children and young people (and their families) so they grow into thriving adults, and
- Help people overcome periods of crisis and poverty by delivering programs in partnership with local Anglican parishes.

*I look forward to walking
in mission with you all,
as we seek to provide this
care, tackle injustice and
transform our communities.*

HOMELESSNESS

Anglicare aims to support our communities' most vulnerable people including those at risk of, or experiencing homelessness. We are committed to empowering the people we work with to build independence by creating sustainable housing solutions.

Access to affordable housing was highlighted as one of the main issues affecting families and single parents by the 2014 Rental Affordability Snapshot. Anglicare is committed to an early intervention focus across all our homelessness services which include Goulburn Emergency Accommodation, Goulburn CHP Program, Queanbeyan Youth Refuge, Eurobodalla Specialist Homeless Service, Bega Emergency Relief, the Our Place supported youth housing project based in Braddon, ACT and the Yass Rae Burgess Centre.

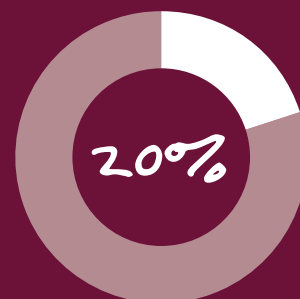
The NSW Government has developed a reform plan for the sector known as "Going Home Staying Home". As part of these reforms, Anglicare's Rae Burgess Centre has been guaranteed funding for the next three years with \$81,000 per annum until 2017. This will allow Anglicare to continue supporting the Yass community. Goulburn Emergency Accommodation and Eurobodalla Specialist Homelessness Service also gained funding following successful tenders.

The Eurobodalla Specialist Homelessness Service has been active in the NSW South Coast community providing a meal program for homeless people at Hope Place. Currently the service assists 525 people, 139 of which identified as being Aboriginal.

In the ACT, a supported accommodation service called Our Place operates in conjunction with Barnados and accommodated 40 people aged between 16 and 21 over the past 12 months. The service provides young people with low to medium support needs who are participating in education, training or training related employment with accommodation, living skills training, mentoring and a variety of communal activities. Throughout the past year, four young people successfully transitioned from Year 12 into University.

1006

is the number of clients across the following services: Goulburn Emergency Accommodation, Goulburn CHP Program, Rae Burgess Centre, Queanbeyan Youth Refuge, Eurobodalla Specialist Homelessness Service, Bega Emergency Relief.



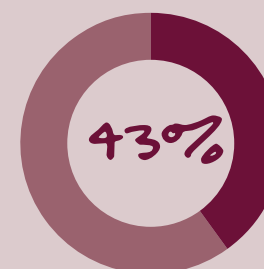
On average are Aboriginal with the higher percentage in the Eurobodalla

HOMELESSNESS SERVICES LOCATIONS

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



OUR PLACE BRADDON ACT



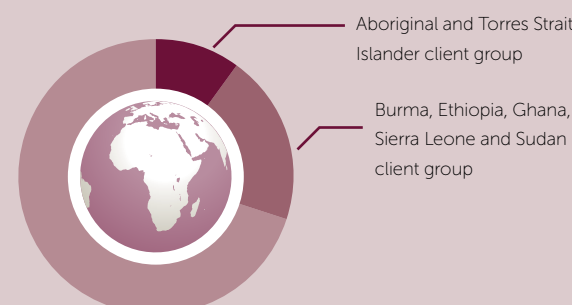
43% of clients who exited Our Place achieved their educational goals



4 clients transitioned from Year 12 to University



This year, Our Place accommodated 40 young people



Aboriginal and Torres Strait Islander client group

Burma, Ethiopia, Ghana, Sierra Leone and Sudan client group

Aboriginal and Torres Strait Islander clients make up 10% of the Our Place client group, and a further 20% come from a combination of Burma, Ethiopia, Ghana, Sierra Leone and Sudan.



Matthew,
Our Place client

Matthew's Story

To meet Matthew, now 18 and a student at Canberra College, you'd never guess the hurdles and adversity he experienced as a young boy removed from his mother by Care and Protection. Matthew prefers to talk about his goals and his bright vision for the future, rather than the years he spent moving between homes in foster care and kinship care.

"The biggest challenge I've faced is missing most of my childhood," he said. "I guess I have tried to forget everything, because I don't want to remember."

When the family he was living with decided to move interstate 18 months ago, he was given the opportunity to move into Our Place, a supported accommodation program run by Anglicare and Barnardos in the ACT. It's given him stability, freedom and independence to focus on his education and devote himself to his studies. Weekly communal dinners with the other residents and staff have played an important social support role and he knows there is always someone nearby to listen if he needs help.

Matthew is looking forward to finishing Year 12 and wants to attend Canberra Institute of Technology next year to study Engineering. His long term career goal is to be an engineer in the Army. By focusing not on the hardships he's endured, but rather the lessons and skills he's learned from them, he hopes to be accepted in the Defence Force.

YOUTH & FAMILY SERVICES

Youth services continue to be one of Anglicare’s core purposes. A broad range of programs are provided in the regions where we operate to support vulnerable young people and their families.

In NSW, there has been an increasing emphasis on equipping and supporting young people and families in multiple aspects of their lives. Ignite Mentor, a youth mentoring service which provides guidance and support to disadvantaged young people in Wagga Wagga and surrounds, supported more than 40 referrals this year and this number will continue to grow with the appointment of a full time Coordinator.

The Anglicare Family Services Program in Goulburn provides support for families with children from third trimester pregnancy to 13 years of age and has experienced a spike in the number of families seeking support. The service is working on developing a partnership with the Department of Health to support teenage parents in antenatal care and support.

In the ACT, many of the portfolio’s services have been faced with funding uncertainties, making it more difficult to recruit qualified and experienced staff. Despite these challenges, Anglicare’s youth services have worked with more than 9,000 young people in the ACT and improved facilities so staff are able to do what they do best – support young people to thrive.

The Junction Youth Health Service received full accreditation from the Royal Australian College of General Practitioners Standards for General Practice. The process has been a great reflection of the high standard of care and safety offered by staff in both general and specialist clinical services.



Youth Connections

The Youth Connections Program works with young people to help make a successful transition to further education, training or employment. Anglicare holds the contract for the ACT and this year worked with 338 young people to help them re-engage and complete Year 12 or alternative education.

Federal funding for the program runs out in December 2014 as a result of savage budget cuts. Anglicare has worked with the Youth Connections National Network to advocate and lobby local and federal governments about the need for a tailored service that supports the transitions of young people under the age of 17 years.

Young People at Club 12 / 25, Canberra



Youth Engagement Program

The Youth Education Program (YEP) provides an opportunity for young people aged 15 to 19 years to access education in an alternate learning facility. This year, YEP was awarded a funding extension, allowing the service to continue until the end of December 2014. Staff at YEP are facing an uncertain future and will have to change the model in order to continue operating from Club 12/25.

Despite funding pressures, YEP assisted eight young people to graduate from the program in a number of courses including literacy and numeracy; Year 10 certificate equivalent; Year 12 certificate equivalent; and various vocational, social and education courses in partnership with Registered Training Organisations.

Aiden’s Story

Aiden* joined the Youth Education Program in October 2013 after his family raised concerns about his poor school attendance and how this would impact his future employment opportunities.

As a Torres Strait Islander living with his extended family in a low socio-economic area, Aiden wanted to gain employment to support his relatives financially.

Aiden focused on improving his mathematics with the help of YEP educators. He also participated in the Road Ready course and followed on by seeking brokerage to enable him to gain his learners licence.

Aiden expressed a strong desire to gain qualifications in the security industry. He was sponsored by YEP to participate in a Certificate II course in Security. YEP worked with the RTO (Registered Training Organisation) to help Aiden make a smooth transition into the course and remain engaged. The RTO reported that Aiden was one of the best and most engaged young people in the course.

On completion of the course, Aiden was hired as a security guard with one of the companies his uncle worked for and as a result he was able to better meet his family’s expectations of his role in the family.

*Name changed to protect client privacy

Y.Engage and YET

Y.Engage and YET continue to provide outreach and open access activities to vulnerable and at risk young people in Canberra. This year Y.Engage was provided with a \$1,000 grant from Gungahlin Rotary, to help support young people in the Gungahlin region. Meanwhile, YET has been working alongside Territory and Municipal Services, the Crime Reduction Team (South) and Westfield Woden to reduce risk taking behaviours of young people in the Woden region.



youth engagement team

YOUTH & FAMILY SERVICES LOCATIONS

- 1

ACT
CYCLOPS
LITMUS Program
Youth Connections
The Junction Youth Health Service
YEP: Youth Education Program
Y.engage Northern
Child, Youth & Family Support Program South/Weston
- 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
- 3

Southern Tablelands
REACH Program
Child Protection Program
Holiday Camps
Adolescent Program
Family Ties



The Junction Youth Health Service

The Junction Youth Health Service specialises in providing support to vulnerable young people aged 12 to 25 with their health care requirements. Services provided include general and specialist clinical services, paediatric care, antenatal care, a smoking cessation clinic, counselling, case management, youth work support and outreach programs in schools and to individuals.

Located at Club 12/25 in the ACT, the service has achieved impressive results this financial year. In June 2014, The Junction received full accreditation from the Royal Australian College of General Practitioners (RACGP) Standards for General Practice. The process took more than two years due to the high importance staff placed on making sure accreditation requirements were implemented in a way that best reflected the needs of the client group. As a result, accreditation has provided assurance to clients about the quality and safety of services provided to young people.

In the past 12 months, more than 250 young people have participated in early intervention group work provided in schools and other services, targeted at young people who are at risk of disengaging.

The Junction has a positive future ahead with plans for further expansion of general practice services and the engagement of a full-time male doctor.

Caitlyn's Story

Caitlyn* was 15 years old when she was referred by a teacher at her school to The Junction Youth Health Service. She was suffering from anxiety, depression and self-harming behaviour. She was also bullied at school from a young age, causing her attendance to become sporadic.

Before Caitlyn spoke to a counsellor and General Practitioner (GP) at The Junction, a youth worker met with her at school to talk openly about her struggles and needs. The GP was able to assess that Caitlyn had a vitamin D deficiency which was contributing to her low mood. Consequently, Caitlyn was treated with vitamin D supplements.

The youth worker also liaised with a teacher at Caitlyn's school which enabled them to develop new learning strategies to support her attendance.

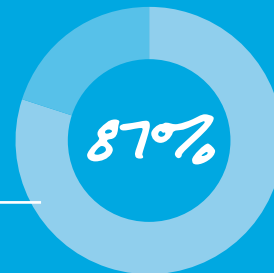
With the support of The Junction, Caitlyn's self-harming behaviour lessened significantly and her school attendance improved. She also reported that her symptoms of anxiety and depression became less intense and less frequent. Along with her increased school attendance, Caitlyn has now completed a hairdressing course and sees a positive future seeking further education in make-up artistry.

*Name changed to protect client privacy.

THE JUNCTION YOUTH HEALTH SERVICE

1417

young people aged 12-25 and their dependants have accessed the service in the past year



87% reported improved mental health

In the first 6 months of 2014, 87% of young people who attended counselling reported improved mental health

CYCLOPS | LITMUS

The CYCLOPSACT and LITMUS programs support young people in the ACT and surrounding areas who care for family members with a disability or mental illness. CYCLOPSACT provides these services to young people caring for a family member with a disability, while LITMUS focuses on supporting young people caring for a family member with a mental illness. Both programs offer case management, advocacy, support groups, information, skills development, and social and respite activities.

In the past 12 months, more than 450 people accessed the CYCLOPSACT program with 26 individuals and families receiving case management. The LITMUS program engaged with 521 young carers.

Funding for the LITMUS program has been extended to 31 December, 2014, however, we are currently in the process of applying for a grant with the Department of Social Services, and if successful, will have the ability to continue to run the service into 2015.

21%

of CYCLOPS clients identify as Indigenous

32%

of LITMUS clients identify as Indigenous

Youth at Risk

Anglicare Riverina's Youth at Risk program is a targeted service that intervenes in the lives of young people at risk of offending. 34 young people were referred to the program which offers strategies to reduce the likelihood of offending behaviours and other culturally appropriate support to help them re-engage with employment, school or other education pathways. Less than a third of the young people in the program reoffended, of which six were significantly less serious offences. This year the program celebrated an exciting development following the announcement of increased Federal funding, resulting in the appointment of a full time Coordinator and two more case workers.



Partners in Recovery

This year Anglicare introduced an exciting new outreach service, Partners in Recovery (PIR). The program based in the ACT supports adults affected by mental illness and reconnects them with services to support them in their recovery. PIR targets people that often fall through the gaps in services and to date, 17 clients have been supported through the program.

Amy's Story

When Amy, 18, first entered Anglicare Riverina's Youth at Risk program she was quiet, anxious and had extensive involvement with Wagga Police.

Today, she is a changed person.

"I feel more confident in myself, I feel more mature and I'm not getting into trouble," she said. "I can talk to my Case Manager, Erica about anything. She's helped me handle situations better than I used to and she's become more like a friend to me."

At the time of referral, Amy was an inpatient in a Mental Health facility and also battling drug and alcohol issues. Facing a number of court appearances, the Youth at Risk team stepped in to offer strategies to reduce the likelihood of her re-offending. Over the past three years she's transitioned into living independently and is working towards a career pathway.

Amy's biggest achievement has been re-engaging with education. She is currently completing Certificate II in Retail through SureWay Employment and Training and has previously studied Hospitality at TAFE. Another significant milestone has been gaining her Learner's License which she hopes will lead her to greater independence.

Amy is looking forward to securing a full-time job and stable income and says she wouldn't be the person she is today without the support of Anglicare.



Amy, Youth at Risk client

Family Ties

This year Anglicare delivered a new community capacity building program to 40 families in the Yass area, of which 30 per cent were Aboriginal or Torres Strait Islander. The program supported families with children aged 0-8 years old with case management, referral and information. Staff are looking to provide more information and education events in the future.

Step Up Program

Anglicare delivers the Step Up program in Wagga and Griffith, providing young people who are at risk of disengaging from school with an alternative education and vocational training program. The State Government initiative is an exciting and practical environment for teenagers to gain important life skills. This year students completed training courses in first aid, food handling, hygiene and basic barista. Outcomes from the past 12 months show the majority of students graduating from the program are going on to re-engage in school or TAFE.

Triple P and REACH

The REACH Program in Goulburn provided support to 147 families with young children (0-12yrs) who were experiencing difficulties in their children's early development or were at key transition phases in their children's lives. The program also offered the Triple P (Positive Parenting Program) which ran each school term for six weeks. Holiday camps for vulnerable and disadvantaged young people were also offered.

Anglicare also implemented three rounds of an Indigenous Triple P at Goulburn Correctional Facility. More than 30 men were given better strategies and parenting techniques to help support them upon their release. The program resulted in more contact between fathers and their children during their incarceration period.

Ignite Mentor

Ignite Mentor, a youth mentoring service which provides guidance and support to disadvantaged young people in Wagga Wagga and surrounds, supported more than 40 referrals this year. 10 young men from Juvenile Justice are involved in the program and 35 new mentors have been trained since March 2014.

Ashmont Community Resource Centre (ACRC)

Ashmont Community Resource Centre (ACRC) is one of the spotlight services in the Wagga community, hosting a number of outreach programs such as playgroups, parenting programs and education programs. ACRC works collaboratively to build strong partnerships with service providers and other social networks to provide services to families, particularly those who are vulnerable, disadvantaged or live in social isolation. One program successfully run at ACRC is the Home Interaction Program for Parents and Youngsters (HIPPY). The programs main focus is to empower parents to become a child's first teacher and successfully received funding for up to 30 families for 2015 and 2016.

Cassie's Place

Cassie's Place is the only child and adolescent sexual assault counselling service found on the Far South Coast and is one of only 11 unique services that come under the banner of CASAC (Child & Adolescent Sexual Assault Counsellors) in NSW. Cassie's Place provides comprehensive services including counselling to individuals and families, case management and community education; amongst many others.

Cassie's Place is committed to building effective working relationships and linkages with government and non-government agencies in a collaborative effort to reduce the incidence and impact of child abuse. The quality and scope of service delivery to clients is enhanced by these strong relationships. They are also critical to achieving improved outcomes for the community in terms of building resilience, belief and hope for the future in children and young people who have experienced sexual assault.

With only one full-time counsellor, Cassie's Place currently supports 59 children aged between three and 18 years in the Eurobodalla Shire, including 39 new referrals this year for children who have experienced sexual assault. Statistics show how vital the services of Cassie's Place are in the South Coast region, with 1 in 6 boys and 1 in 4 girls experiencing sexual assault.

Despite a lack of resources and funding, Cassie's Place continues to grow and support vulnerable children and young people, and educate the community.

100%

is the retention rate for the HIPPY Program in 2014

HIPPY Program

Anglicare's Home Interaction Program for Parents and Youngsters (HIPPY) is a two year home based parenting and early childhood enrichment program targeting families with young children. Families start HIPPY when their child is in the year before formal schooling (usually around 4 years old) and continue during their first year of formal schooling. The program aims to develop the foundations for learning in a family's home during their children's crucial early years. HIPPY fosters social inclusion, contributes to successful school participation and offers parents a supported pathway to employment and local level community leaderships. HIPPY aims to empower parents to be their child's first teacher.

Currently, there are 57 families enrolled in the program and almost 50 percent of the families are Indigenous.



Juanita and Kye,
Anglicare HIPPY Program tutor

Juanita's Story

Juanita Little's passion to help other Indigenous people has led her on a journey with Anglicare Riverina's HIPPY program.

The Wiradjuri mother of three had been working long hours in the hospitality sector, when she was given the opportunity to become a HIPPY tutor. She is now one of two Indigenous tutors helping to deliver the home based parenting and early childhood enrichment program, while also participating with her four year-old son, Kye.

"I love helping families and I love children," she said. "Being Indigenous also helps because I have a strong relationship with the community after living in Wagga for 11 years."

While juggling working life and personal life, Juanita remains focused on her culture and society and the positive outcomes these endeavours bring.

"It's about giving my son a better future. I've noticed a big difference in his behaviour – the way he answers questions and the things he talks about like shapes, colours and direction."

The number of Indigenous families engaging in the program has increased as a result of Juanita's involvement, helping to improve parents' involvement in their child's/children's education.

EARLY CHILDHOOD

Anglicare's Early Childhood Centres have experienced steady growth in numbers with around 850 children across 11 services in the ACT and NSW Southern Tablelands.

The portfolio was boosted with the addition of Googong Early Learning Centre following a partnership announcement with Anglican School Googong. The facility will open in January 2015, supporting children to make a smooth transition from one learning environment to another in the Queanbeyan/Jerrabomberra region.

All centres have been actively improving their facilities with significant upgrades at several sites. St Saviour's Early Childhood Centre (ECC) received a \$47,000 grant to upgrade the kitchen and playground and Southern Cross ECC opened their new \$122,000 state of the art Learn to Ride facility which all of Anglicare's Early Childhood Centres can access. Calwell Early Childhood School has transformed into an environmentally friendly facility using recycled goods to develop a new nature garden and other energy efficient measures. Families continue to provide positive feedback about the quality of the programs through out the services.

Anglicare held its sixth biennial Children's Services Conference in March 2014 discussing the latest developments in the sector. More than 150 delegates from Long Day Care, Outside School Hours Care, Preschools and Family Day Care in NSW and the ACT attended the event.

Franklin Early Childhood School

Learn to Ride Centre

In 2014, Anglicare's Early Childhood Centres have been actively increasing the facilities available, including Southern Cross Early Childhood School which received an exciting new upgrade; a new Learn to Ride Centre.

The Learn to Ride Centre has been used to teach children road safety skills, along with enhancing their riding abilities. A mini road circuit was created using a basketball court and incorporates a roadway, roundabout, speed bumps, traffic lights and road signs.

The facility has been a great success with children coming to access it from across Anglicare's Early Childhood Centres in Canberra.

"It's a great way to engage the students in practical education outside the classroom," Southern Cross Early Childhood School Director, Tara Carey said.

850

Anglicare's Early Childhood Centres now have 850 children across 11 services in the ACT and NSW Southern Tablelands

\$47,000

St Saviours received a \$47,000 grant from Perpetual Trustees to upgrade the kitchen and playground.



The Preschool at Calwell has grown from 9 to 22 children each day.

Samantha's Story

Samantha* and her two-year-old son Ethan* commenced at Anglicare's Franklin Early Childhood School in March 2013 as a referral from Care and Protection.

When Samantha and Ethan approached Anglicare, both were suffering from severe emotional trauma as a result of domestic violence, and Ethan presented extreme behavioural challenges.

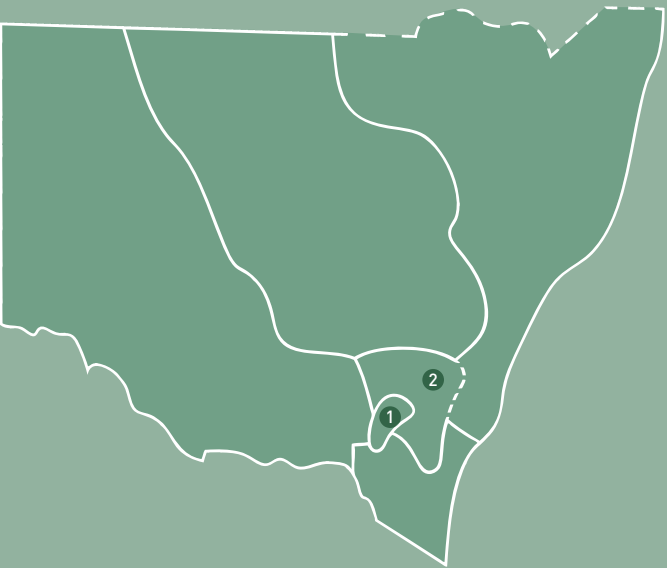
Since 2013, Samantha has built a respectful, trusting relationship with Anglicare and finished a personal training course to prepare her for employment. Meanwhile, Ethan has settled into childcare, is continuing to develop his social skills, has made new friends and is looking forward to attending preschool.

Anglicare is committed to working with children, and the assistance given to Samantha demonstrates how training in trauma informed care is making a difference in the lives of many families who attend children's services.

*Names changed to protect privacy

CHILDREN'S SERVICES LOCATIONS

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



DISABILITY SERVICES

In an exciting new era of disability support, Anglicare has streamlined NSW Disability Services and Shaw Possibilities in the ACT under one banner.

Anglicare Disability Services are at a critical juncture with the transition to the National Disability Insurance Scheme (NDIS). A significant focus over the past 12 months. Active steps have been taken to prepare for the trial which was implemented in the ACT on 1 July 2014 and will be rolled out to NSW in July 2016. The self-directed funding model means changes for Anglicare in the delivery of services. It is built around greater choice and control for people with a disability and enhanced social and economic participation.

Anglicare is especially well prepared for the new model of funding since it has been conducting the My Choice self-directed funding pilot project over the 2013-14 year. In this project, people with disabilities and their carers were empowered to manage their own allocated funding in the way they thought would be of greatest benefit. Some participants did this by directly employing a care worker of their own choice, and others used the funds to purchase services not traditionally provided by the disability sector. Participants found the experience to be enriching and very worthwhile, although the importance of supporting families with the administrative requirements was also underscored throughout the project. An evaluation of the participants' experiences was conducted and will be published later in 2014.

Staff and clients in the ACT are preparing to move to a new facility in Holt, on the same campus as the Anglicare ACT regional office. When Anglicare Disability Services in the ACT move to the premises, it will improve access and develop a solid integration with services based on site.

In NSW, Anglicare Disability Services delivered a range of new packages including a Leaving Care package on the South Coast which involved implementing direct care, case management and carer payments and an additional 21 flexible respite packages in the Southern Highlands region. The team has also been actively working with Ageing Disability and Home Care on reporting for the Intensive Family Support Program through Results Based Accountability™ (RBA).

DISABILITY SERVICES
ACT / NSW LOCATIONS

- 1 ACT
Disability Services ACT
HACC under 65
- 2 BEGA
Bega Flexibility Plus Respite
Dementia Case Management Bega
- 3 COOMA
Cooma Flexibility Plus Respite
- 4 GOULBURN
Ageing Parent Carers
Extended Family Support
Goulburn Flexibility Plus Respite
Goulburn Family Interchange
Supported Living Packages
Highlands Respite Program
Attendant Care
Goulburn Case Management
Flexible Packages
Supported Holidays
- 5 MORUYA
Moruya Flexibility Plus
Plus Respite
Disability Case Management & Brokerage
Dementia Case Management
Attendant Care
Intensive Family Support
Brokerage Service
- 6 QUEANBEYAN
Queanbeyan Flexibility Plus Respite



Jake, Anglicare Disability Services participant

Jake's Story

Something that may be so small for someone else may be quite big for Jake. It's the small steps that make a really big difference in his life

19 year-old Jake entered Anglicare's Disability Services as an anxious and unconfident teenager with a dream of running his own business. With the support of his family and Anglicare ACT, he's been able to realise his full potential.

He recently had the opportunity to share his story with thousands of Canberra residents on WIN News as part of a media story on the National Disability Insurance Scheme. At first, Jake was apprehensive but he overcame his nerves and followed through with the interview. As a result of stepping outside his comfort zone, his confidence has soared and continues to grow.

Since that day his family and support workers, Erin and Dan have noticed remarkable changes in his behaviour.

"These interviews have given Jake such a positive change in his confidence," Erin said. "He's a champion."

"Something that may be so small for someone else may be quite big for Jake. It's the small steps that make a really big difference in his life," Dan said.

The experience has given Jake a new outlook and more confidence to approach social situations. Ultimately, he is still working towards his goal of running his own business.

OUT OF HOME CARE

Anglicare provides Out of Home Care (OOHC) to more than 270 children and young people across several sites in NSW including Goulburn, Nowra, Moruya, Bega, Orange, Wagga, Leeton, Albury and St Saviours in Liverpool. The portfolio experienced a number of changes over the 2013/2014 financial year as a result of the Government policy to transfer additional placements to non-government organisations.

St Saviours OOHC reached its contracted capacity of 82 children and young people, and currently supports eight children who are diagnosed as being on the Autism Spectrum and seven who identify as Aboriginal.

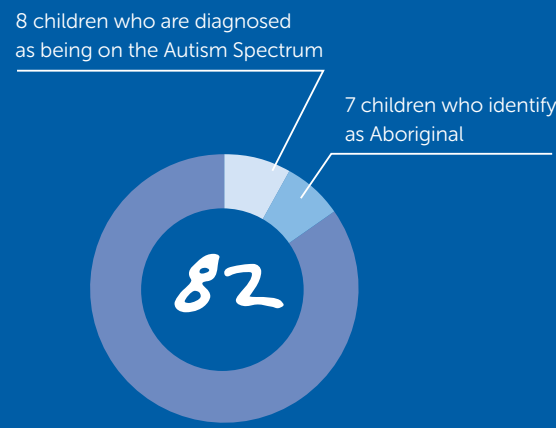
Anglicare's Southern NSW OOHC Program also saw a growth in placements, placing an additional 19 children and young people, 13 of which identify as Aboriginal.

In the Riverina, a new Aboriginal foster care program, Wanggaay Koori OOHC Service, was launched in 2014 in partnership with Riverina Medical & Dental Aboriginal Corporation. Meanwhile, the significant growth and success of the Non Placement Support Service in the Riverina has prompted the expansion of the program into the Western region.

The OOHC team received a number of training opportunities including Case Management, Victim's Compensation and Trauma Informed Practice. Ongoing staff and carer development will continue to be implemented to ensure client-centred practice, and keep across new research and practice initiatives.

Despite significant growth in NSW, the ACT Foster Care Program had its funding withdrawn by the Community Services Directorate (CSD) in September 2013 due to a difficult recruitment environment. CSD indicated that they were encouraged by the commitment that Anglicare had evidenced and the quality therapeutic service model developed.

ST SAVIOURS OOHC



Of the 82 children and young people and currently supported at St Saviours OOHC, eight children are diagnosed as being on the Autism Spectrum and seven children identify as Aboriginal.

OOHC SERVICES LOCATIONS

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



Stacey and Matt
Out of Home Carers, Wagga

Stacey & Matt's Story

When Stacey and Matt found out they couldn't have children of their own, they made a plan they would one day become foster carers. It was an action they didn't have to pursue when DOCS called and asked them to consider caring for a nephew, Bradley*.

"It wasn't even a question. He was family and I don't know how anyone could say no to a child," Stacey said.

Four months later, there was another call seeking a bed for one of Bradley's cousins, a seven month old girl who suddenly had to leave home for safety reasons.

In January 2014, Bradley's six month old brother joined them in their home for a long-term placement.

Fostering three Aboriginal children under the age of two has been a rewarding experience and one they say they wouldn't dream of changing. Stacey and Matt have both devoted themselves to the children.

Recently, the pair transitioned into the Wanggaay Koori OOHC Service run by Anglicare for Aboriginal carers and children.

As an Aboriginal man, Matt understands the sensitivity towards Indigenous culture.

"We are Uncle and Auntie. They know that," he said. "We want to connect them to their culture."

The local Aboriginal community and the support of an Aboriginal case worker will ensure a sense of belonging for the children to their family, community and culture.

*Name changed to protect client privacy.

*We are Uncle and Auntie.
They know that, we want to
connect them to their culture.*



Rosie,
St Saviours OOHC

Rosie's Story

There are few emotional blows more difficult for a child to overcome than the trauma of changing foster homes more than 10 times in four years and having a parent pass away. Instead, Rosie has drawn from the experience the drive to achieve her dreams and ambitions.

At a young age, Rosie was separated from all but one of her siblings and moved around New South Wales in different care arrangements. She found it difficult to cope with feelings of abandonment and developed anger issues. It meant foster care was no longer suitable.

In 2010, Rosie moved into a residential facility run by St Saviours. The supportive living environment enabled her to get her life back on track. She finished Year 10 at school, worked full time as a barber, and was encouraged to pursue her passion for hip hop dancing. Rosie also excelled in sport and was successful in making the NSW U-16 Touch Football team.

"I have changed so much in the past three years," she said. "It was a huge wakeup call moving to St Saviours but the support staff accepted me for who I was and I feel more independent now. I actually know how to change a light bulb and use a washing machine!"

Determined to follow her dreams, Rosie is studying Certificate III in Fitness at TAFE and wants to become a PE teacher or sports nutritionist. She also hopes to compete in a body building competition in the near future.

The now confident 18 year old recently entered St Saviours Leaving Care Transition Program and moved into a share house with two other girls from the residential program. She is excited and scared about what is ahead but is grateful for Anglicare's ongoing support.

SOUTHERN NSW OOHC PROGRAM

55 OOHC placements



An additional 19 placements were added to the Southern NSW OOHC program this year. The total number of children and young people accessing this service is now 55., thirteen of which identify as Aboriginal.

Wanggaay Koori OOHC Services

Our commitment to reconciliation is one attempt to fulfil our vision to "transform unjust structures in society". In Wagga earlier this year we launched a partnership with the Riverina Medical & Dental Aboriginal Corporation to deliver the newly established "Wanggaay Koori Out of Home Care Service."

Wangaay provides a range of culturally appropriate child protection services to Aboriginal Children and Young People in the Wagga, Cootamundra and Tumut areas.

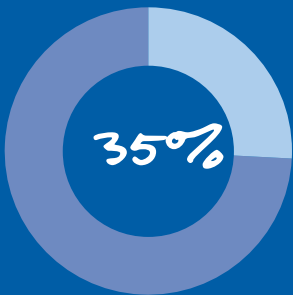
Statistics show Aboriginal children are over-represented by a factor of ten in Care and Protection and the development of accredited Aboriginal Out of Home Care services was a major recommendation from the 2009 Wood Special Commission of enquiry into 'NSW Child Protection Services'.

Initially, Anglicare will act as the 'Lead Agency' and will be responsible for the delivery of foster care, kinship care and other related services and as such retain responsibility for the Contract with Community Services. The aim is to assist Wanggaay to become its own official accredited agency.

40,549

the total number of children in
OOHC in Australia as of 30 June
2013

It was a huge wake up call
moving to St Saviours but the
support staff accepted me for
who I was and I feel more
independent now. I actually
know how to change a light
bulb and use a washing
machine!



35% of the children in OOHC in
Australia identify as Aboriginal or
Torres Strait Islander.



STRONGER COMMUNITIES

Anglicare’s goal is to see Stronger Communities across the regions in which we operate, recognising that we provide services in some of the most vulnerable communities within NSW. We currently provide a range of community support services including Emergency Relief, Disaster Recovery, Community Counselling and referrals, Microfinance Services and Retail Recycling shops. These services are often supported through strong partnerships with local Anglican Parishes.

Anglicare’s support for children, families and older people to build stronger communities is planned to ensure they have the networks needed to build both social and financial resilience. The Board’s focus and commitment to use fundraising dollars to further implement integrated services through Sustainable Living Hubs - is an important part of our service agenda to continue to ensure people are given the tools they need to both survive and ultimately thrive.



Gambling Help

Anglicare’s Gambling Help Counselling Service received an additional 52 referrals and the service Coordinator celebrated 30 years of service at Anglicare.

Abbey’s story

Abbey was in crisis and an Anglicare counsellor assisted her in accessing food, negotiating repayments of rental arrears and devising a weekly budget. The counsellor also arranged for Abbey to be excluded from all gambling venues in the towns around where she lived.

The counsellor worked with Abbey to assist her to understand her problem with gambling and gave her strategies to work through the issues.

Now Abbey gladly tells others how she stopped playing the pokies, has more money for herself and feels happier in her daily life. She is able to pay her rent on time every week using automatic Centrepay deductions and she has not gambled for over eight months. Recently, she has been able to buy new furniture for her flat. Abbey continues to receive support and counselling and is building relationships with her family and getting her life back on track.

Recycled Goods Shops

The Bargain Hunter is Anglicare’s Social Enterprise Operation and is a spacious retail recycling outlet situated in the heart of the busy Queanbeyan shopping area. The store is operated by Anglicare as a shop front to showcase Anglicare in the Queanbeyan area and is run by a combination of paid staff and valued volunteers.

The Bargain Hunter aims to provide first quality recycled clothing and other goods at reasonable prices. Anglicare’s sorting centre is also based on the premises, allowing the store to provide the best quality to customers as well as servicing the needs of other areas of the Anglicare Canberra Goulburn network.

In the wider areas of the ACT and NSW, Anglicare also supports parish-based stores as part of Anglicare’s parish partnerships. These stores expand Anglicare’s networks to support people in need as well as supply affordable clothing and household goods to local communities.

Volunteers and Fundraising

The Pantry Appeal is one of Anglicare’s regular annual appeals; seeking donations of non-perishable items and funds for those experiencing hardship. Over 30,000 items were collected and distributed to emergency relief centres and community support programs across Canberra and regional NSW.

This year, Anglicare embraced a positive marketing direction that focused on the generosity of donors. Services throughout regional NSW were encouraged to increase their involvement in the appeal and were given more autonomy in their emergency assistance distribution. This not only saw an increase in donations, but an increase of Anglicare’s profile throughout NSW.

Donors across NSW and the ACT were incredibly generous and despite the Pantry Appeal running for a shorter time period, Anglicare received a 21% increase in donations and Anglicare will continue to provide ongoing food assistance to emergency relief centres throughout the year.

No Interest Loans Scheme (NILS)

401

new Anglicare NILS loans were provided in the 2013-2014 financial period

The NILS Program continues to increase its geographical reach throughout regional NSW adding nine new postcodes to its accreditation. The 2013-2014 financial year also saw a growth of 401 new loans and an increase in Parish and Community support.

RECYCLED GOODS SHOPS LOCATIONS

- 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
- 17 Gambling Help
Counselling Services



Thomas’s Story

Thomas* a man who once helped others in need, started experiencing devastating financial problems of his own.

Thomas was not coping financially, physically and mentally and desperately needed to re-enter the workforce, but this was not to become a reality without the use of a computer. Due to his high rental costs, Thomas was unable to afford food and medication, and so saving the money to purchase a computer was an unrealistic goal.

When Thomas applied for Anglicare NILS, he had not taken his medication for five days and was unable to afford any food. Thomas felt frustrated and embarrassed at his situation but felt that the only solution was to find a loan that he could easily repay.

To Thomas’ delight, Anglicare NILS offered a no interest loan for his computer but also provided him with information on emergency relief services in his area for food and medication. Anglicare also offered assistance in accessing help for his mental health through Lifeline and the local Anglican Church.

Thomas has now set up a payment plan with his local chemist and is actively seeking a cheaper rental property. With the assistance of Anglicare NILS, Thomas now has a computer and is very excited at the prospect of attending two job interviews.

“The loans process was fantastic and the Anglicare Interview Officer was wonderful” said Thomas. “This is the first time in a long time that I feel good about myself.”

*Name changed to protect client privacy





Nola,
Brindabella Court Resident



OLDER PEOPLE

The sale of Anglicare’s five Residential Aged Care facilities to RSL LifeCare has resulted in major changes to the Older People portfolio. One of the most exciting aspects of the new ownership arrangement is that Anglicare has continued to deliver the existing chaplaincy and pastoral care services to the residents in Canberra and the NSW South Coast.

In a new stage in the development and growth of the remaining three retirement villages – St David’s Close and Brindabella Court in the ACT and Wollondilly Gardens in Goulburn, NSW, Anglicare will re-focus on improving management, financial and operational structures and systems at the facilities.

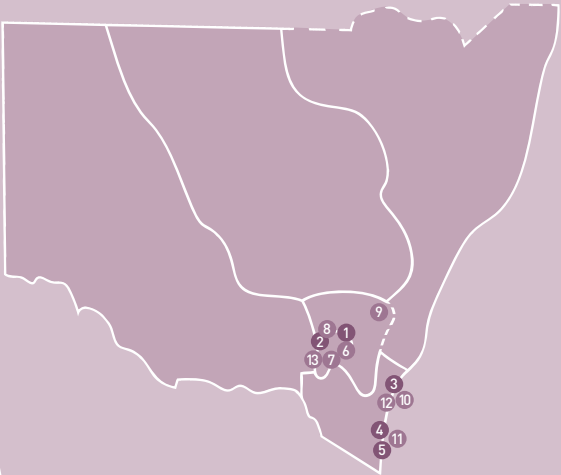
Major upgrades have already commenced to ensure the needs of people requiring care and service into the future, are met. Enhancements at Wollondilly Gardens included re-landscaping and ground improvement, and a new bus service dedicated to the use of residents at St David’s Close and Brindabella Court has been provided.

Anglicare will now look to building the Anglican Church’s spiritual care of older people by developing a new business plan based on a Supported Retirement Living model.

RETIREMENT VILLAGES
LOCATIONS

RESIDENTIAL AGED CARE

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



RETIREMENT VILLAGES

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

COMMUNITY SERVICES

- 12 CACPS Bimbimbie NSW
- 13 CACPS ACT
- EACH Packages ACT
- HACC ACT
- Older Person Abuse Information and Referral Line (APRIL) in ACT

Nola’s Story

As a resident of Anglicare’s Brindabella Court for the past five years, Nola has been actively involved in creating a friendly community vibe amongst the residents.

As part of her involvement at the retirement village, she facilitates a monthly morning tea.

“The morning teas are a great opportunity for the residents to meet and chat with their neighbours,” she said. “They’ve been going on for a long time at Brindabella Court so I really enjoy being an active part of it.”

Along with organising the morning tea, Nola also enjoys participating in happy hours and fortnightly lunch trips in and around Canberra. She loves the freedom to manage her own retirement lifestyle and attend events which are organised by the residents, for the residents.

I am so happy with Anglicare’s Brindabella Court. The people are so lovely, our grounds are exceptional and we really have the freedom to live and organise our own lives.



Residents at Brindabella Court

FINANCIAL STATEMENTS

Income Statement for the Year Ended 30 June 2014

	2013/14 \$	2012/13 \$
Continuing operations		
Revenues from continuing operations	46,089,075	41,306,329
Total revenue from continuing operations	46,089,075	41,306,329
Employee expenses	24,089,580	25,344,746
Depreciation expenses	244,151	953,886
Other operating expenses	21,130,178	12,384,114
Total expenses from continuing operations	45,463,909	38,682,746
Net revaluation of investment property	98,600	131,390
Surplus/(deficit) from continuing operations	723,766	2,754,973
Discontinued operations		
Revenues from discontinued operations	24,260,997	21,724,334
Total revenue from discontinued operations	24,260,997	21,724,334
Employees expenses	14,992,393	14,972,354
Depreciation expenses	-	1,247,357
Other operating expenses	8,944,722	9,065,820
Total expenses from discontinued operations	23,937,115	25,285,531
Net revaluation of investment property	-	1,018,659
Surplus/(deficit) from discontinued operations	323,882	(2,542,538)
Net surplus / (deficit)	1,047,645	212,435

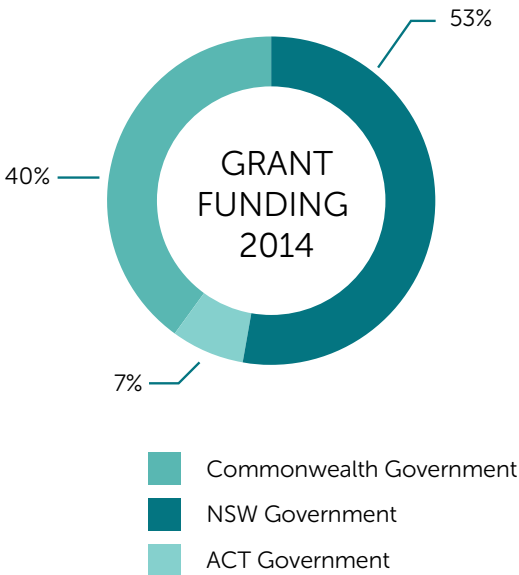
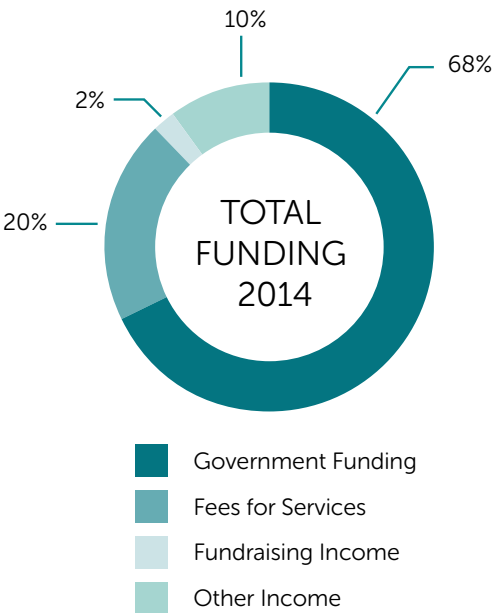
Balance Sheet as at 30 June 2014

	2013/14 \$	2012/13 \$
Current Assets		
Cash assets	1,886,534	2,815,194
Trade and other receivables	2,850,615	2,665,815
Other financial assets	5,154,697	4,568,962
Other assets	253,966	215,714
Assets held for sale	-	61,611,676
Total current assets	10,145,812	71,877,361
Non-current assets		
Property, plant and equipment	3,716,967	5,600,353
Other financial assets	1,888,033	1,406,799
Investment property	50,130,750	49,148,852
Total non-current assets	55,735,750	56,156,004
Total assets	65,881,562	128,033,365
Current liabilities		
Trade and other payables	45,308,428	45,247,143
Interest bearing liabilities	-	1,451,272
Provisions	2,367,386	2,369,742
Liabilities related to assets held for sale	-	58,091,568
Total current liabilities	47,675,814	107,159,725
Non-current liabilities		
Trade and other payables	52,900	89,946
Interest bearing liabilities	-	3,500,000
Provisions	444,457	622,951
Total non-current liabilities	497,357	4,212,897
Total liabilities	48,173,171	111,372,622
Net assets	17,708,391	16,660,743
Equity		
Accumulated funds	15,380,192	15,253,944
Reserves	2,328,199	1,406,799
Total equity	17,708,391	16,660,743

Duesburys Nexia 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.

Grants Funding for the Year Ended 30 June 2014

	2013/14 \$	2012/13 \$
ACT Government Grants		
Community Services Directorate	1,827,854	2,136,593
Health Directorate	1,393,215	1,358,558
Education and Training Directorate	193,667	175,365
Total ACT Government Grants	3,414,736	3,670,516
NSW State Government Grants		
Ageing, Disability & Home Care	2,013,079	1,911,857
Family & Community Services	22,281,157	18,873,720
Education & Training	833,034	401,009
Attorney General & Justice	-	92,364
Greater Southern Area Health Service	18,490	18,000
Office of Liquor, Gaming & Racing	223,633	209,344
Office of Fair Trading	309,012	238,237
Total NSW State Government Grants	25,678,405	21,744,531
Commonwealth Government Grants		
Education Employment & Workplace Relations	1,590,106	1,332,871
Family & Community Services	673,506	720,409
Attorney General	233,038	240,000
Health & Ageing	14,057,643	14,570,759
Family Assistance Office	2,723,301	1,647,375
Total Commonwealth Government Grants	19,277,594	18,511,414
Total Grant Funding	48,370,735	43,926,461



Analysis of financial results

The financial report for Anglicare NSW South, NSW West & ACT for the year ended 30 June 2014 disclosed a surplus of \$1,047,648.

Grant funding increased by \$4.4 million during the financial year reflecting increased services provided by Anglicare in Out of Home Care.

On 17 June 2014 Anglicare divested its residential aged care facilities and some independent living units. These are reported as discontinued operations in the audited financial statements.

Grant funding increased by \$4.4 million during the financial year



THANKING OUR PARTNERS

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PARISHES & SCHOOLS

Thank you to all Parishes and Schools who have supported Anglicare’s Appeals and collections in so many creative and energetic ways! We are so blessed by your involvement.

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



Anglicare Volunteers
Josh, Alice and John

Thank You!

Thanks to your help we are changing lives

We often tell our wonderful supporters about the difference they make, but we are pleased to share with you some of the special projects being developed that could not have happened without our generous donors.

In recent mail outs we have spoken of the children and their families that have been blessed through the relationships that they have formed in our Early Childhood Centres. Many staff members have reported that some of these families would have been forced to drop out because of difficulties with payments; however, through the generosity of our donors a special fund has been set up to financially assist these families to give their child the best support possible. Thank you!

Next door to our Holt office, Anglicare has been blessed by the support of the ACT Government in obtaining use of an unused building for Anglicare’s Disability Services. Anglicare supports people living with a disability to live valued and meaningful lives in their community. The outside area of the facility will be created through the donations from our supporters and will be known as “the Garden of Possibilities”. The Garden will be created to invite and inspire interaction by each person and will include vegetable gardens, a quiet space for reflection or to simply enjoy some down time, an area for physical activities and community areas with seating. Thank you!

In Goulburn, there is a need to work with people leaving **emergency accommodation** to help them develop better life skills so that they do not drift back into homelessness. Despite the importance of this there is no funding available. However, thanks to the generosity of our supporters, again lives can be changed. Thank you!

Ignite Mentor is an amazing program developed in Wagga through a joint effort between local businesses and Anglicare.

It provides an opportunity for mentors to be found who can fill a gap in a young person’s life. Of recent times it has not been able to keep up with demand and there are now 50 young people waiting for mentors.

The program has been so popular that there is now a call for a similar program to be set up in the Central West. Again, thanks to the wonderful support that Anglicare receives, extra people will be employed in both areas to find mentors for the young people waiting and to establish a program in the Central West. Thank you!

If you would like to know more about the services Anglicare provides please visit our website www.anglicare.com.au or phone on 1800 18 77 68.

THANK YOU!



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