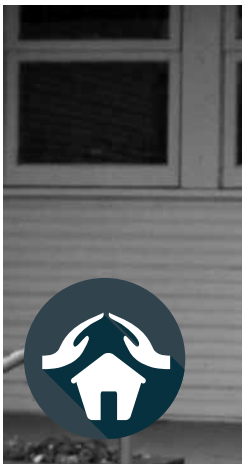




**BUILDING STRONGER COMMUNITIES**

.....  
**ANNUAL  
REPORT**  
.....

2014-15





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## MEMBERS OF THE BOARD



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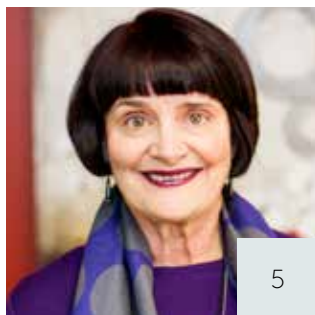
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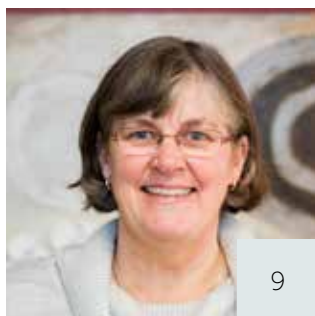
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10



11

During 2014-15  
the Board consisted of:

- 1. Professor Ingrid Moses**  
Presiding Member. Appointed December, 2010
- 2. Meg Brighton**  
Deputy Presiding Member. Resigned April 17, 2015
- 3. John Lawson**  
Chair, Finance Committee. Appointed February, 2011
- 4. Dr Bill Anscombe**  
Chair, Risk and Compliance Committee.  
Appointed April, 2014
- 5. Lynette Glendinning\***  
Appointed April 17, 2015
- 6. Sue West**  
Appointed October, 2011
- 7. Stephen Jagers**  
Appointed December, 2013
- 8. Jocelyn Martin**  
Appointed August 8, 2014
- 9. The Rev'd Canon Margaret Campbell**  
Appointed April 17, 2015
- 10. Clive Jones**  
Appointed October, 2011
- 11. The Ven. Bronwyn Suptut**  
Resigned December 10, 2014

\* Lynette has subsequently been appointed as Chair of the Philanthropy Committee in July 2015 and Deputy Presiding Member in August 2015.



## Message from the Board

Professor Ingrid Moses

“Anglicare’s core mission is to provide care and support to the most disadvantaged people in our community and to advocate an end to social injustices.

”

With the completion of the sale of residential aged care in June 2014, the Board’s focus this year has been on reviewing services, determining what to consolidate and what to expand. This has been informed by analysis of our current services within the wider societal and sector contexts and our missional obligations and aspirations.

Following detailed work by the senior management team, together with advice from consultants, a new Strategic Plan 2015-2018 was developed and approved by the Board. John Lawson as Chair of the Finance Committee, Dr Bill Anscombe, Chair of Risk and Compliance Committee, and I were involved in facilitated workshops with management. Goals for our services to children, youth and families, particularly those at risk, people with a disability, and the elderly, centre on our commitment to service quality, financial sustainability, development of our staff and volunteers, and staying true to our mission and identity as a Christian agency.

Anglicare’s core mission is to provide care and support to the most disadvantaged people in our community and to advocate an end to social injustices. With this view, the Board resolved in March 2015 to endorse the Recognise campaign and for Anglicare to become an official Recognise Campaign Partner. The proposal to support the movement to recognise Aboriginal and Torres Strait Islander peoples in the Australian Constitution links directly to Anglicare’s Reconciliation Action Plan: in particular, advocacy for Indigenous Australians on issues of injustice.



Southern Cross Early Childhood School.

In our Early Childhood portfolio, there was a focus on determining Anglicare's ideal operating model to include a mission-focused component to support disadvantaged, vulnerable and smaller rural communities as well as in partnership with the Anglican Church. During the year a review of our early childhood education and care centres focused attention on the unviability of the Capital Hill Early Childhood Learning Centre. The Centre had been making losses year after year despite all attempts to make it viable. With the expiry of the contract with the Department of Parliamentary Services to provide care for children aged six weeks to three years, Anglicare made the decision not to tender for a new contract. We had signalled for some time that the small number of places which could be accommodated at Parliament House and the security restrictions put on the Centre needed to be renegotiated. But to no avail. Anglicare committed to an orderly handover by Christmas 2014 to ensure that families were not disadvantaged. Staff were offered employment in other Anglicare early childhood education and care centres.

In contrast, a decision was taken to partner with the Anglicare School Googong, and Anglicare began operating the school's Early Learning Education and Care Centre in January 2015.

The transition to the National Disability Insurance Scheme (NDIS) has been a challenge to providers across the disability sector. Our investment in participating as a provider in the NDIS has been extensive and costly. We remain a small player in the disability sector and the Board is closely monitoring

the financial sustainability of our disability services to determine the best strategic focus for our disability services into the future.

We also engaged a consultant to advise on 'Supported Retirement Living'. Currently Anglicare operates three retirement villages - St David's Close, Red Hill, ACT with 27 two-bedroom units and eight apartments; Brindabella Court in Downer, ACT with 22 two-bedroom units and 5 one-bedroom units; and Wollondilly Gardens in Goulburn, NSW with 70 villas. Most units were built in the 1980's and 1990's. We provide mostly affordable housing with a strong mission focus, enjoy high trust, have strong occupancy rates and a strong management team.

“ The Board gained greater insights into many of the operations, challenges, issues and what motivates staff to give unstinting care.

”



From a market perspective, we are once again very small in scale, do not provide full services and our stock will need renovation or replacement. Yet there are opportunities for expansion and partnerships with the Diocese and parishes. We are especially conscious that there are no genuine affordable providers in Canberra. There is also a need to provide innovative care support to our residents under the Government's 'Ageing in Place' reforms.

Throughout the year our CEO arranged for managers of particular programs and projects to make presentations to the Board and thus the Board gained greater insight into many of the operations, challenges, issues and what motivates staff to give unstinting care.

The Board had asked that a survey of staff morale and work satisfaction be conducted and the results were discussed at the Board meeting in June 2015. Staff rated engagement, leadership and consumer outcomes well above benchmarks found in the health and community services sector. Nearly three quarter of respondents think that Anglicare is a 'truly great place to work'. This is a most gratifying outcome and can be credited to the work throughout the organisation of our CEO Jeremy Halcrow and his team. The senior management group is committed to addressing the areas where staff felt work needed to be done.

There were changes in the membership of the Board. In August 2014 Ms Jocelyn Martin, then Business Manager of Radford College, was appointed and she immediately also joined the Finance Committee. In late 2014 the Ven. Bronwyn Suptut resigned to focus more on her parish and other diocesan commitments, and in April 2015 Canon Margaret Campbell, Rector of Crookwell parish filled this vacancy.

In early 2015 the Board also farewelled its Deputy Presiding Member, Ms Meg Brighton, who resigned to transfer her considerable talents and expertise to another diocesan agency, the Anglican Property Trust. The Board lost in Meg its then longest serving member (five years) and a member who had consistently contributed at a high level to our discussions and decisions.

In April, the vacancy left by Meg's resignation was filled by the appointment of Lynette Glendinning. Lynette was known to the Board and the senior management group for her pro bono work with the Board and the management group in planning and evaluation.

The Memoranda of Understanding (MoU) with the Dioceses of Bathurst and Riverina expired in 2014 and are still being renegotiated. The representatives of these two partner dioceses, Sue West and Clive Jones, were meanwhile reappointed. Anglicare services in these areas continued to flourish.

Our financial results have been pleasing and we are looking forward to expanding our services in areas of need experienced by our target groups. Fundraising, too, continues to supplement programs and projects.

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Throughout the year we were served well by our CEO Jeremy Halcrow who leads Anglicare with vision and passion and good judgement, and his Senior Executive team, and by our committed and competent Board Secretary, Tina Mills.

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Paul Brand has ably served as Chief Financial Officer for Anglicare through our arrangement with Anglican Diocesan Services (ADS). This is an arrangement which continues to develop and mature through reviews of our Service Level Agreements and following the completion of the Residential Aged Care sale. The next step in our relationship with ADS was taken with the revoking of the Anglicare Temporary Measures Ordinance and the completion of Mr Trevor Ament's term as Executive Director in August 2014 with his work on the aged care divestment complete. Likewise, a strategic decision was taken by the Board to move management of our Registered Training Organisation from the outsourced arrangement with ADS to back under Anglicare's direct oversight to better assist targeted staff training and development.

On behalf of the Board I want to thank all of the Anglicare staff, the staff of the ADS under the leadership of Trevor Ament, and the many volunteers for their service during this year of refocus, and Bishop Stuart for his wise and prayerful counsel.



## Message from the CEO

Jeremy Halcrow

“Our plan acknowledges that we need to build our capacity to develop innovative programs and source private sector revenue, in order to meet the gaps in community care that Governments will not fund.”



Lily accepting her award at the “Night of Stars” event.

The transformative effect of Anglicare’s mission was brought home to me at a very special event in Sydney earlier in the year called “Night of the Stars”. Akin to a “prom” or “formal”, Anglicare puts on this function each year to celebrate the achievements of young people from our St Saviours residential Out of Home Care service. Some of these young people come from the most traumatised backgrounds you can imagine. They are growing up without any family supports at all, and this is where Anglicare steps in, providing 24/7 accommodation and support.

This year I was especially proud to present the Outstanding Achievement Award to 18 year old Lily. Lily’s achievements are truly extraordinary for someone who has spent six years in residential care without parental support. She gained the highest HSC result from her high school and won a scholarship to Sydney University where she is currently studying Psychology. Lily is a uniquely gifted young person and she deserves every accolade she has received for her dedication and hard work to overcome her challenging upbringing. That said, her achievements are also a testament to the stability and culture of support provided by our staff.

One of the biggest issues facing these young people is the anxiety they feel as they approach their 18th birthday. On this date they cease to be a ward of the State. Research across the sector indicates that about half will experience homelessness within the first 12 months.





Anglicare Executive team. From left: Simon Bennett, Jenny Kitchen, Jeremy Halcrow, Ann Ponsonby.

Is this any surprise? Public housing is unavailable and private rental is unobtainable without a secure job and rental history to provide referees. Very few high school leavers could survive without parental support in today's high cost, high unemployment environment. Indeed the average age for leaving home is now 23 years.

In response Anglicare initiated an 18 month pilot "Transition to Leaving Care" (TLC) program in July 2014 to provide housing and case support to assist young people leaving our residential group homes to move slowly into independence. The aim of the program was to gradually withdraw supports as the young person became engaged in a stable career pathway and could financially support themselves. This year, by utilising our own operational surplus, we were able to support more than a dozen young people to transition from care into adult independence:

- 80% are holding rental tenancy agreements
- 40% are employed – one as a youth worker with another NGO
- Three of the young people are in tertiary education. Lily is at Sydney University and two others are studying at TAFE.

The success of the TLC program saw it recognised in the Innovation category at the Telstra sponsored national Anglicare Australia Awards for 2015.

One of the main achievements during this year was the development and launch of our new three year Strategic Plan which will run until June 2018.

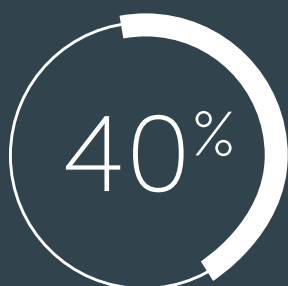
Our plan acknowledges that we need to build our capacity to develop innovative programs and source private sector revenue, in order to meet the gaps in community care that Governments will not fund. Gaps like those that young people just like Lily are falling into as they exit the Care and Protection system.

The new Strategic Plan is based on the premise that a strong Anglicare must be built on four key pillars.

Our 1st Pillar is "**Service Quality**" which improves the lives of all those we support. The aim here is to build up our capacity to evaluate our services. It is only by rigorous measurement of service outcomes that we will understand how to improve and innovate. We have adopted the Results Based Accountability tool, and have formed a team of data collectors at all our main sites. The aim is to have it fully operational in our Early Childhood Education and Care (ECEC) Centres this year, then followed by Out of Home Care and across all our services by 2018.

With all this in mind we have restructured Anglicare's Executive team to move away from using regions as the primary structural division in the organisation. A "patchiness" in our service scope has undermined our ability to deliver tailored service solutions across all regions. We now have one senior executive – Jenny Kitchen – clearly responsible for all Government-funded Child, Youth and Family programs. Simon Bennett is the Executive overseeing ECEC Centres and Disability services. Ann Ponsonby has been appointed to the new position of Executive Manager of Innovation and Business Development to give focused leadership to driving excellence in quality assurance and evaluation of services.

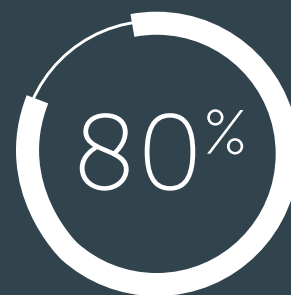
## Strategic Plan



40% of our Transition to Leaving Care participants are employed

3

3 of the 13 participants from our Transition to Leaving Care program are in tertiary education

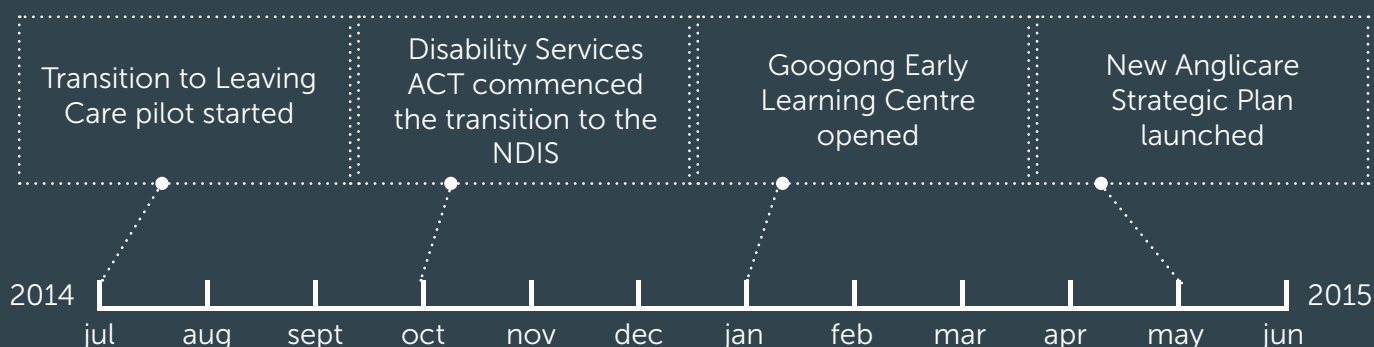


80% of our Transition to Leaving Care participants are holding rental tenancy agreements



## our achievements

■ 2014-15



Our 2nd pillar is **"Financial Sustainability"** which is critical because it grants us the ability to develop quality services for those people we support. In the past two financial years we have made some serious steps in the right direction by delivering very healthy operational surpluses in both years. Our new Strategic Plan guides Anglicare management to seek a balance of funding sources. In this way we become less reliant on Government and reduce the financial risks associated with the inevitable Government policy shifts. By the end of our three year plan, we aim to have sufficient liquidity to have completely transformed the capacity of the organisation to scale up those pilot programs that succeed in delivering outcomes for the vulnerable people we support.

Our 3rd pillar is **"Our People"**. We must invest more in training up the capacity of our staff and volunteers. We have a range of targets under this goal but the key will be to cultivate a culture which encourages employee development. Central to this strategy will be better utilising our Registered Training Organisation, which has been rebranded as "Anglicare College", in order to ensure more staff have appropriate qualifications. In the past year we have scoped up our Certificate IV qualifications to not only include aged care, but also disability, and youth work. We are also offering the Diploma of Community Services Coordination.

At core these pillars are built on this fact: Anglicare is owned by the Diocese of Canberra and Goulburn and operates in partnership with the Dioceses of Bathurst and Riverina. As a result we must ensure that Anglicare returns a financial, reputational and missional dividend to our owners. Our fourth pillar highlights to staff and supporters that Anglicare was established, and only continues to exist, as an extension of the mission of the Anglican Church.

Our 4th **"Mission"** pillar helps us stay focused on staying true to our core identity as a Christian agency. It also recognises the many Anglican Church volunteers and parishes who support Anglicare in a variety of ways. A key practical advantage of Anglicare's relationship with the Church is that the parish network provides Anglicare with access to a broadly dispersed footprint of local churches within nearly every community across our regions, meaning we can potentially deliver volunteer-led programs into rural and remote areas beyond the major centres.

In addition, our new management structure helps simplify the relationship between our Anglican Diocesan leadership and Anglicare management. All our programs delivered by volunteers (who are usually Anglican parishioners) will now come under the leadership of the Rev'd Ian Coutts. This includes the No Interest Loan Scheme, Emergency Food Relief services and our Disaster Recovery program. Ian has been appointed as our General Manager Mission and Community Development. He reports directly to me and is the main link for all parishes into the senior management of Anglicare.

A key goal this year was to successfully open a new regional Service Hub in Orange. The new shopfront building was officially opened with a blessing from the Bishop of Bathurst, Ian Palmer, in June. Meanwhile our new Survive and Thrive model of family support which underpins the hub was formally launched by the Mayor of Orange, John Davis, last month. The model uniquely combines early intervention programs funded by Government with crisis and post-crisis support services funded by our donors and parish partners. Funding from the Commonwealth Government's Department of Social Services will provide supported playgroups, therapeutic parenting programs, and family counselling. Meanwhile a financial literacy program, playroom set-up and a material aid store including emergency food relief provisions, baby needs supplies and a toy library were made possible thanks to the generosity of our supporters. The Orange Survive and Thrive Hub is primarily aimed at families with children aged under 12 years with a key focus on early intervention for preschool children.

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As we look forward to the challenges of the next three years, we will improve our service quality through rigorous evaluation, build our financial strength, develop the formal qualifications of our people, and stay true to our mission.

---

It is by keeping these four core goals in focus that we will be able to create new and innovative programs such as the Survive and Thrive Hub in Orange and the Transition to Leaving Care program which will make a huge difference in the lives of the people we support.





# Research + Evaluation

Anglicare is deeply committed to a strong evaluation framework to ensure the program outcomes for our clients are positive and that we are continually seeking to improve the quality of the services we offer.

More generally within the NFP sector, both government and philanthropic trusts are seeking robust evaluations of services to ensure that dollars invested in human service programs are effective in terms of client outcomes and financial efficiencies. This year we provided significant contextual and program data which led to successful national grants with the Department of Social Services and Department of the Prime Minister and Cabinet. We have also been successful with a range of smaller philanthropic grants.

This year also saw the rollout of the Results Based Accountability (RBA™) framework across pilot sites as well as client satisfaction surveys across Disability Services and all Child, Youth and Family Services, including a significant foster carer/kinship carer survey. This work has helpfully informed service improvement planning while confirming the service areas in which we are performing well.

Throughout this year we have conducted a number of key formal research projects. The *My Choice* research project was launched in September 2014 in the ACT. This was a qualitative analysis of a collaborative project commissioned by the ACT Government with Anglicare and Community Connections. The Research report provided valuable insights into a trial of self-directed funding in the ACT in preparation for the formal launch of the NDIS.

Our report *Limiting Futures: Youth Unemployment in the ACT* completed and launched during Anti-Poverty Week in 2014 was subsequently recognised by the ACT YOGIE Awards, winning the Award for Research and Evaluation. The YOGIES recognise, celebrate, promote and reward outstanding practice in working with young people in the ACT and surrounding area.

We also contributed to other Anglicare Australia research projects including the annual Rental Affordability Snapshot report in May 2015 and an essay for the State of the Family Report on the experience of Aboriginal Partnerships in OOHHC.

We look forward to the ongoing rollout of the RBA™ framework across services with a particular focus on the Early Childhood Education and Care and Child, Youth and Family portfolios. Research on housing affordability and supported housing options, particularly for vulnerable young people, will continue to feature as the focus of Anglicare's advocacy reform agenda.

“ High-quality research is critical to ensuring Anglicare's efforts are effective in achieving the organisation's objectives.

”

Image: Claire Lloyd Jones accepting the YOGIE award for the *Limiting Futures* report.





# Early Childhood Education + Care

## ACT

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

## SOUTHERN NSW

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

Early Childhood Education and Care continues to focus on quality improvements to provide the best care possible for the youngest members of our community - to help them grow, learn and thrive.

Googong Early Learning Centre opened in January 2015 as part of the integrated care and educational opportunities within the new Anglican school. We are very excited to establish this program in the very new Googong community.

We were also delighted to receive a grant from the ACT Health Promotion Innovation Fund for the Healthy Eating and Exercise project at Franklin Early Childhood School. This funding enabled us to purchase seedlings and gardening tools for a vegetable patch as well as bikes and helmets.

“We were pleased to receive a grant from the ACT Health Promotion Innovation Fund for the Healthy Eating and Exercise project at Franklin Early Childhood School.

”

Image: Gordon Early Childhood Centre.



The program focus is on building patterns of health and exercise early in life for our children. We hope that this may build their foundations for lifelong learning.

Our portfolio has exciting plans for the future including a restructure of our Goulburn service in order to deliver long day care more effectively. We are also exploring options to expand into communities in western NSW as opportunities arise. In order to achieve this, we have commissioned Nous Consulting to prepare a comprehensive business plan for the next five years.

We remain committed to engaging more vulnerable children into our centres and this mission is supported by some wonderful Anglicare fundraising initiatives. We have also established Paint & Play community based programs in Ngunnawal and Tuggeranong in partnership with the Salvation Army to further develop this mission - using an inclusive “whole of community” approach. These programs provide fun early childhood activities for up to 50 families in a local park once a week during the school term. Our Centre educators support the planning of activities with their specialist early childhood knowledge and experience.



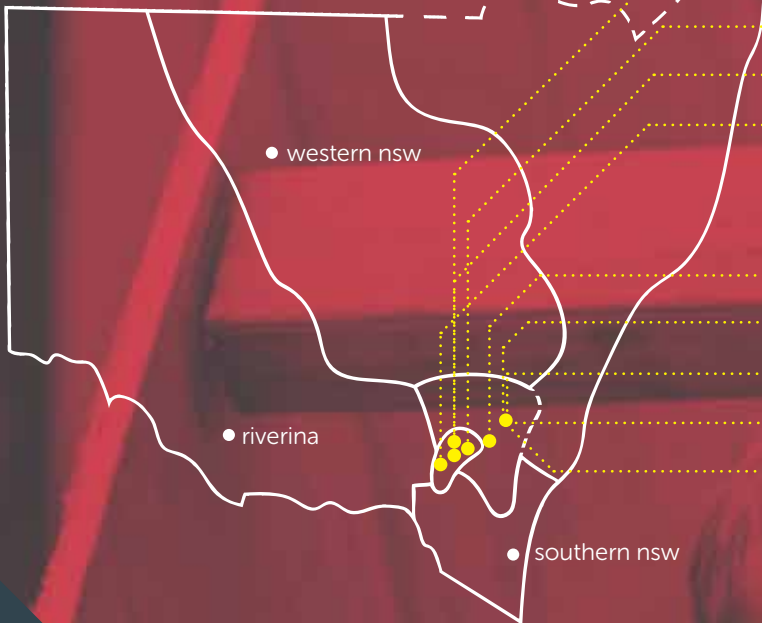
## our service locations

### ACT

- Franklin Early Childhood School
- Southern Cross Early Childhood School
- Calwell Early Childhood Centre
- Gordon Early Childhood Centre

### NSW

- Googong Early Learning Centre
- Goulburn Family Day Care
- Marulan Preschool
- Orana Preschool
- St Saviours Long Day Care



33

There are 33 different language and cultural backgrounds at Franklin Early Childhood School

9

Anglicare has 9 Early Childhood Education and Care Services across ACT and NSW

984

There are 984 children attending Anglicare's Early Childhood Education and Care Services



## our achievements

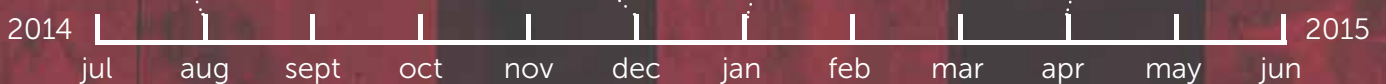
### 2014-15

Established Paint & Play program at Ngunnawal and Tuggeranong

Capital Hill Centre handed over to new operators

Googong Early Learning Centre opened

Nous Consulting completed a 5-year business plan





Edward at Franklin Early Childhood School.

## Edward's Story

Caring for a child with complex health needs is an enormous task for a family, but Melissa and her husband Lawrence are grateful Anglicare is able to assist at Franklin Early Childhood School.

One year old Edward was diagnosed with laryngomalacia – a condition that makes it hard for a baby to be fed and even breathe. As a result he needs to be fed through a nasal gastric feeding tube and sleeps with a CPAP machine which fits over his nose and mouth to prevent his airways collapsing.

"When he wasn't meeting milestones as he should at 3 months old we had an MRI of his brain. The doctors said it didn't develop properly but didn't know exactly what that would mean," Melissa says.

“After his initial diagnosis we didn't know if he would ever sit by himself or reach for a toy...”

"After his initial diagnosis we didn't know if he would ever sit by himself or reach for a toy... I didn't know if I'd be able to return to work again."

With extra support from Anglicare and a long introductory period, Edward was able to join his older sister, three year old Emily at Franklin ECS in February.

"For the first few weeks I would spend most of the day with staff showing them how to put his tube in to feed him and how to put his CPAP machine on when he slept," she said.

An extra educator is rostered during the days Edward attends the Centre at no extra cost for the family.

"I know he's well looked after and I just feel comfortable having both Eddie and Emily there," she said.

Edward enjoys participating in activities with the other children and occasionally has visits from Emily who is in the preschool room.

"We've seen him develop and grow at his own pace but we just take things one day at a time."





# Disability Services

## ACT

- › Life in the Home
- › Life in the Community
- › Home and Community Care (HACC)

## SOUTHERN NSW

- › Flexible Packages
- › Extended Family Support
- › Intensive Family Support
- › Flexible Respite Options
- › Ageing Parent Carers
- › Disability Holidays
- › Goulburn Family Interchange
- › Dementia Case Management
- › Supported Living Fund
- › Leaving Care Program
- › Brokerage

Anglicare continues to work to provide person centred and consumer directed care services for people living with disability. The rollout of the NDIS in the ACT has changed the service landscape positively and significantly for people living with disability.

Across our regions, we have provided over 29,000 hours of support to 258 clients with some very positive outcomes in terms of supporting greater independence and community inclusion for people living with disability.

Significant service outcomes during the year include our NSW Service successfully receiving Third Party Verification status. This process involved the assessment of our organisational performance against the NSW Disability Service Standards. This is an important part of the NSW Disability reform agenda and prepares us well for the NDIS commencement in NSW.

In another highlight, Anglicare Disability ACT was selected as one of 11 organisations across Australia to participate in a National Disability Services (NDS) initiative, receiving \$70,000 in funding to work with consumers in exploring community inclusion options. This project involves agreement by our participants to also be filmed as a way of sharing their inclusion journey more broadly.

In the ACT, Disability Services has relocated to the Annex Building at the Holt Community Hub. This fully renovated facility provides a more suitable location for clients, families and staff.

There is much to look forward to in the Disability Services portfolio. Using donations from Anglicare's fundraising activities we are designing an outdoor environment for people living with intellectual and physical disabilities, to invite and inspire community participation and interaction.

We also look forward to the arrival of the generational reform offered under the NDIS in NSW. This will involve working with people living with disability to develop new plans and visions for their futures based on individual needs and choice, rather than the more prescriptive choices and models of previous eras.

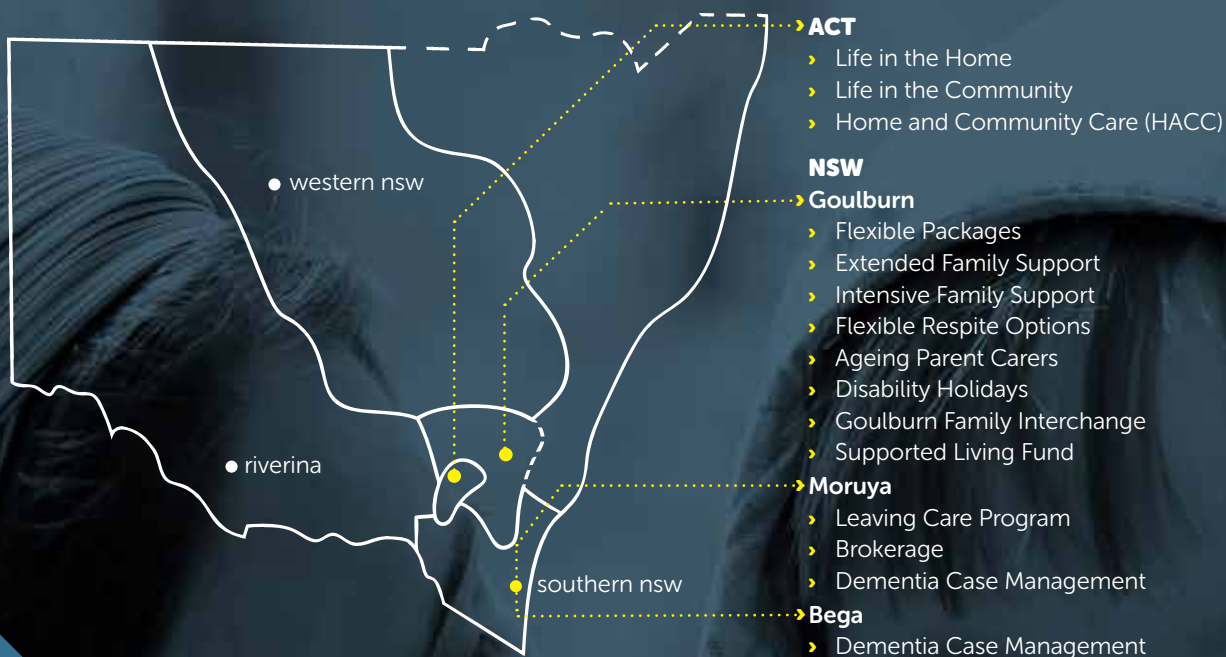
“We are designing an outdoor environment for people living with intellectual and physical disabilities, to invite and inspire community interaction.”

”

Image: Daniel shooting hoops at the newly refurbished ACT Disability Service in Holt.



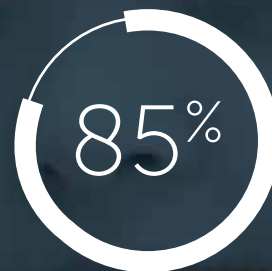
## our service locations



87% of our clients felt able to make decisions about support

258

Disability Services ACT and NSW supported 258 clients in 2014/15



85% of our clients would recommend our service to others



## achievements

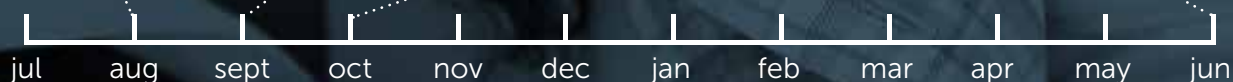
2014-15

Disability Services ACT commenced the transition to the NDIS

*My Choice* Evaluation Report launched

To assist with improved programs, Disability Services ACT relocated to 'The Annex' at Holt

NSW Disability Services received Third Party Verification Status







Aysha playing her keyboard at home.



## case study

## Aysha's Story

The world is Aysha's playground and she has never been one to take no for an answer.

Unlike other 12 year old girls, Aysha has lived with spina bifida, a spinal cord malformation, since birth.

At three years old, a complication during a major operation to correct her spine left her paralysed and confined to a wheelchair. But Aysha has used her disability to her advantage and has a big dream of being a Paralympian.

Supported by Anglicare's case management program since 2009, she is able to participate in activities she isn't able to do with her parents who both work full-time.

Every week Aysha attends swimming lessons and her face lights up when she says she wants to represent Australia at the Paralympic Games.

Aysha's other love is music. Her devotion and commitment led Anglicare to purchase a new electric piano to replace her outdated keyboard using surplus funds left at the end of the 2014/2015 financial year. She enjoys attending weekly lessons at the Goulburn Conservatorium of Music and shows considerable talent for the instrument. She practices every night and is currently working towards completing her Grade One AMEB exam.

“The world is Aysha Keith's playground and she has never been one to take no for an answer.”





# Youth + Family

## ACT

- › CYCLOPS ACT
- › Partners in Recovery
- › Child, Youth and Family Support Program North
- › Child Youth and Family Support Program South/Weston
- › Case Management Team
- › Youth Education Program
- › Junction Youth Health Service
- › Youth Connections

## SOUTHERN TABLELANDS

- › REACH Program
- › Adolescent Program
- › Anglicare Family Services
- › Family Ties
- › Holiday Camps Program

## RIVERINA

- › Ashmont Community Resource Centre
- › HIPPY
- › Links to Learning (Step Up)
- › Parent and Community Engagement Program (PaCE)
- › Indigenous Youth at Risk Support Program
- › Ignite Mentoring
- › Indigenous Sport and Recreation

“ Despite funding challenges, our work has had many successes across the region with young people...”

Image: Cultural exchange group visit to the Northern Territory.



## Youth Education

Another busy year in the Youth portfolio has seen Anglicare support hundreds of young people to remain in education across the region. It's a year which, unfortunately, also saw us lose the valuable ACT program, Youth Connections, due to Federal Budget cuts. We did, however, receive rollover funding for the Youth Education Program (YEP) in the ACT and continued funding for the Links to Learning (previously Step-Up) program in Wagga Wagga.

Despite funding challenges, our work has had many successes across the region with young people who have been struggling or disengaging from mainstream education. Four out of seven YEP students who completed the Access 10 program graduated from high school, and 93% of Youth at Risk clients in Wagga Wagga engaged with some form of education or employment. These are outstanding results for some of the most vulnerable young people in our communities.

The YEP also enrolled seven students into a Certificate II in General Education course. The innovative YEP program, for 15 to 19 year olds, delivers education in a flexible environment to address the social and educational barriers often faced by young people.

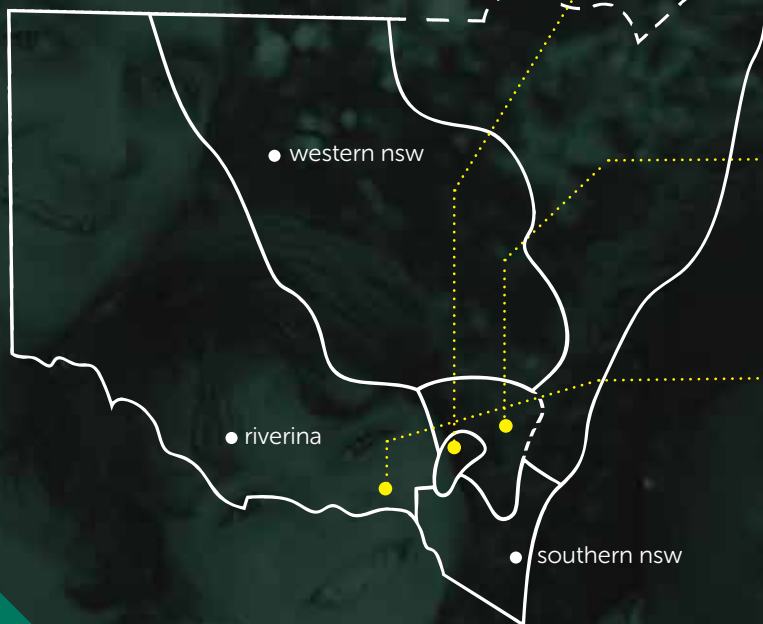
Likewise, the Parent and Community Engagement program (PaCE) in the Riverina helped increase the participation of Indigenous parents in the school system to improve educational outcomes for their children.

Anglicare views educational attainment as the most significant outcome for a young person to predict their life long opportunities for sustained social and economic inclusion.





## our service locations



### ACT

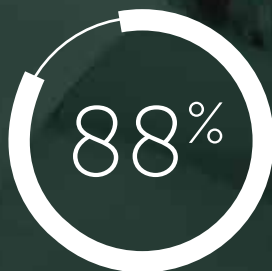
- › CYCLOPS ACT
- › Partners in Recovery (PIR)
- › Child, Youth and Family Support Program North
- › Child Youth and Family Support Program South/Weston
- › Case Management Team
- › Youth Education Program
- › Junction Youth Health Service
- › Youth Connections

### SOUTHERN TABLELANDS

- › REACH Program
- › Adolescent Program
- › Anglicare Family Services
- › Family Ties
- › Holiday Camps Program

### RIVERINA

- › Ashmont Community Resource Centre
- › HIPPY
- › Links to Learning (Step Up)
- › Parent and Community Engagement program (PaCE)
- › Indigenous Youth at Risk Support Program
- › Ignite Mentoring
- › Indigenous Sport and Recreation



88% of young people said they could be themselves and be heard at Anglicare youth services

11,002

11,002 individual clients were seen by Anglicare Youth Services across ACT and NSW



93% of Youth at Risk clients (Riverina) were re-engaged into some form of education or employment



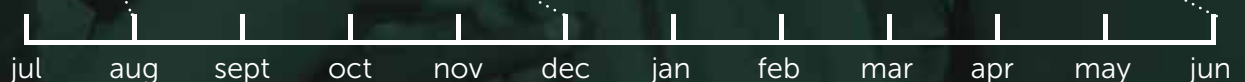
## our achievements

2014-15

Beginning of the Positive Parenting Program (Triple P) in the Koori Playgroup in Yass

HIPPY Ashmont has the highest rate of retention of families in Australia

The Wagga Wagga Youth at Risk team travelled to the NT with a group of 8 young people as part of a cultural and educational exchange with Aboriginal young people and elders





## Young Carers

The Young Carer Support programs were devastated by the cut to their Federal funding for the Litmus program in June 2015. Litmus supported young carers between the age of 11 and 18 - plus their families - with case management, advocacy, skills development and respite activities. The program's closure has, unfortunately, led to previous users of Litmus requesting access to other programs, such as CYCLOPS, a similar program funded through the ACT Government. This has led to waiting periods of three to four months for former Litmus clients to access further support services.

Young carers provide primary care to someone such as a parent or family member who may suffer from mental illness, physical limitations, the effects of drugs or alcohol, or other difficulties. CYCLOPS connects young carers with life opportunities and personal support. It is a fantastic, well regarded ACT program, but is currently struggling to keep up with demand on its services.

Young carers are often very positive about their role as a carer, but they need support to continue in their demanding carer role as well as attending school, completing assignments, managing household duties, cooking, shopping and having time for friendships and normal adolescent activities.

Despite cuts to funding, the Youth and Family Services portfolio will continue to find ways to help and support young carers.

“ Young carers are often very positive about their role as a carer, but they need support to continue in their demanding carer role. ”



Youth Engagement Team (YET) at the West Woden Beats event, 2015.

## Youth Health

**A**nglicare's youth health and wellbeing programs are an important part of our Youth portfolio.

The Junction Youth Health Service in the ACT completed more than 4,500 clinical appointments last year, an astounding result from the program's dedicated health professionals.

We are pleased that the Junction program was approved for additional funding through the Practice Nurse Incentive Payment. With the Federal Government's freeze on Medicare rebates until 2018, we expect demand for this service to continue to rise.

In Wagga Wagga the Indigenous Sport and Recreation program promotes a healthy lifestyle to young people in the suburbs of Tolland and Ashmont and strives for equitable access to mainstream sports for young people.

We also continued our strong community advocacy and support for mental health services. The Keep Up G-Town app was developed by multiple agencies, including Anglicare, and launched in the week of R U OK Day. The app is a simple way of informing young people of the mental health services in the Goulburn area.

Unfortunately, there is still a significant gap in youth health and mental health services for young people involved in our homelessness programs. We continue to advocate and lobby for solutions.

## Family Services

**T**argeted Family services are provided from our Goulburn and Ashmont (Wagga Wagga) sites, as well as a specialist Child Sexual Assault Counselling Service in Moruya. They focus on a range of community specific services which seek to enhance the capacity of parents to care for their children and prevent the need for statutory interventions.

The Home Interaction Program for Parents and Youngsters (HIPPY) at Ashmont has proved incredibly successful as a two year program for parents with 3-5 year olds. The program had a 98% program completion rate and this included a 75% participation rate by Indigenous families.

In Goulburn a range of parenting supports and programs are provided including the Triple P Parenting program – this too receives great feedback from parents who participate.

Anglicare remains very committed to developing family support and intervention programs to enable parents to enhance their capacities to provide nurturing, safe and stable care for their children. There are new early intervention and support program initiatives commencing in Orange, Moruya, Wagga Wagga and Leeton in the coming financial year.





Sarah and Stephanie at The Junction.



## case study

# Sarah's Story

Like countless mothers before her, from the moment Sarah found out she was pregnant, everything she has done has been for her daughter.

Three month old Stephanie is the light of her life.

The first time mum faced challenges and hurdles she says she would not have overcome without the help of The Junction Youth Health Service. She has been accessing the support available from health professionals and youth workers for more than 12 months.

"I like that it's aimed at younger people. I prefer it here, I felt more comfortable. I don't like hospitals and I don't like doctors at all actually but coming here I don't have any issues – it's not like going to the doctor, it's like visiting friends," she says.

The 20 year old Canberra woman received all her pregnancy care at The Junction. As a young mother, the service provided non judgemental advice on parenting skills as well as issues such as sickness and heartburn.

The wraparound network of staff also assisted with her Centrelink payments arrangements after not receiving one for two months.

"One phone call from here and they came through the next day," she said.

"I would suggest to any young mum to take up this service."

Sarah will continue to access health care for herself and her daughter at The Junction until she turns 26.

“ I would suggest to any young mum to take up this service. ”



# Out of Home Care

## **WESTERN NSW**

- › Orange

## **RIVERINA**

- › Wagga Wagga
- › Leeton
- › Albury

## **SOUTHERN NSW**

- › Moruya
- › Bega

## **SOUTHERN TABLELANDS**

- › Goulburn

## **ST SAVIOURS**

- › Liverpool
- › Nowra

**A**nglicare's Out of Home Care Services continued to grow this year, providing care placements and support for 447 children and young people. In the Riverina district, for example, the Out of Home Care (OOHC) program has almost doubled in size in the last 12 months.

The significant increase in care placements - both in foster care and in residential care - is a result of NSW reforms which saw the large divestment of foster care placements from the Government Care and Protection Services to Non-Government services.

The work in OOHC is complex and demanding for our workers but often has significant rewards.

We are constantly amazed by the achievements of the children and young people in our programs and by their resilience, capacity to engage and trust in new caring relationships and to hold onto hope and dreams for their future. We are also continually inspired by the many foster carers and kinship carers who provide the day-to-day care and healing experiences for children and young people.

We also admire those birth families who work so hard to restore their own capacities and develop their skills, to enable their children to return to their care safely and permanently.

“The Out of Home Care program has doubled in size in the last 12 months.

”

The OOHC portfolio has implemented a number of exciting new initiatives this year. These include the establishment of the Wanggaay Indigenous Partnership with our Wagga Wagga Foster Care program under the Fostering NSW initiatives. This program has exceeded growth targets and successfully assisted Indigenous children to be placed in care within their own communities.

In addition, St. Saviours in Southern and Western Sydney has piloted a program called Transition to Leaving Care (TLC) to assist young people as they mature and turn 18 and formally exit state care. Young people are supported to gradually attain the skills required to become an independent adult. The program is a relationship based program which addresses the developmental needs of young people rather than merely their chronological age.

Non-Placement Support Services (NPSS) have also commenced operations on a fee for service model providing a range of contact and respite supports to our OOHC programs as well as to other OOHC providers. In the Riverina, Orange and the South Coast the NPSS has become a standalone service, with planned further site developments in the coming year.





## our service locations



x2

The Out of Home Care program has doubled in size in the last 12 months



86% of carer households felt positively valued by their foster care team

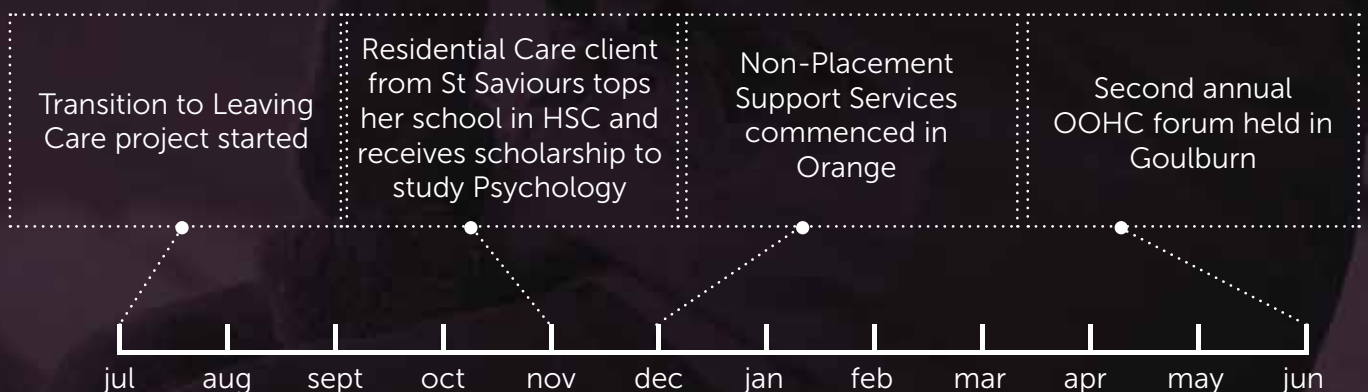
447

Anglicare's Out of Home Care Services provided support for 447 children and young people



## our achievements

**2014-15**





Carol, Anglicare foster carer.



## case study

## Carol's Story

Single mother of five, Carol, is a third generation foster carer so it's no surprise she made the decision to spread her motherly love beyond her immediate family.

"It was always something I wanted to do. I've had five boys of my own but I always wanted to foster children," she said.

Carol permanently cares for two girls – one in pre-school, the other in primary school. She gives them life's most important gift, a loving, stable parent figure.

The two children have blossomed in the short time she has looked after them and when she talks about them her entire face lights up. She will care for the girls until they are at least 18 years old.

"It fills your life with love. There are so many kids out there that need someone. I don't think I could not do it now," she said.

Previously, Carol had been an emergency and respite foster carer. She was given as little as 24 hours notice to bring a child into her home and offer them support at a very difficult time.

Carol is looking forward to being supported by Anglicare throughout her rest of her foster journey.

“It fills your life with love. There are so many kids out there that need someone.”





# Homelessness

## ACT

- › Our Place

## SOUTHERN NSW

- › Rae Burgess Centre
- › Community Housing Project
- › Goulburn Homelessness Support Service
- › Homeless Youth Assistance Program
- › Eurobodalla Homelessness Support Service

Anglicare's Homelessness Services have been significantly impacted in NSW by some funding reforms which have seen the closure of a large number of services across the state. The Going Home, Staying Home reforms from the NSW Government have led to a marked reduction in the number of funded refugees.

This reform has resulted in a significant spike in demand for our funded programs in Goulburn, Yass and Moruya.

Anglicare remains very committed to the delivery of these vital services and we have worked to maximise our capacity to assist homeless families or those at imminent risk of eviction. We work in partnership with our other Anglicare services and community providers to find creative solutions. We have also been supported by the vital donations from our Pantry Appeal to sustain families and individuals with emergency relief provisions.

We are concerned about the increasing difficulties that families and individuals in our Homelessness Services face including family violence, mental health issues and major drug and alcohol use. Our staff require significant support and skill to respond to the needs of these highly vulnerable people. Anglicare more broadly continues to advocate for all people to have stable, safe and affordable housing as a basic human right.

“The lack of affordable housing for young people who have completed their education is an ongoing problem.”

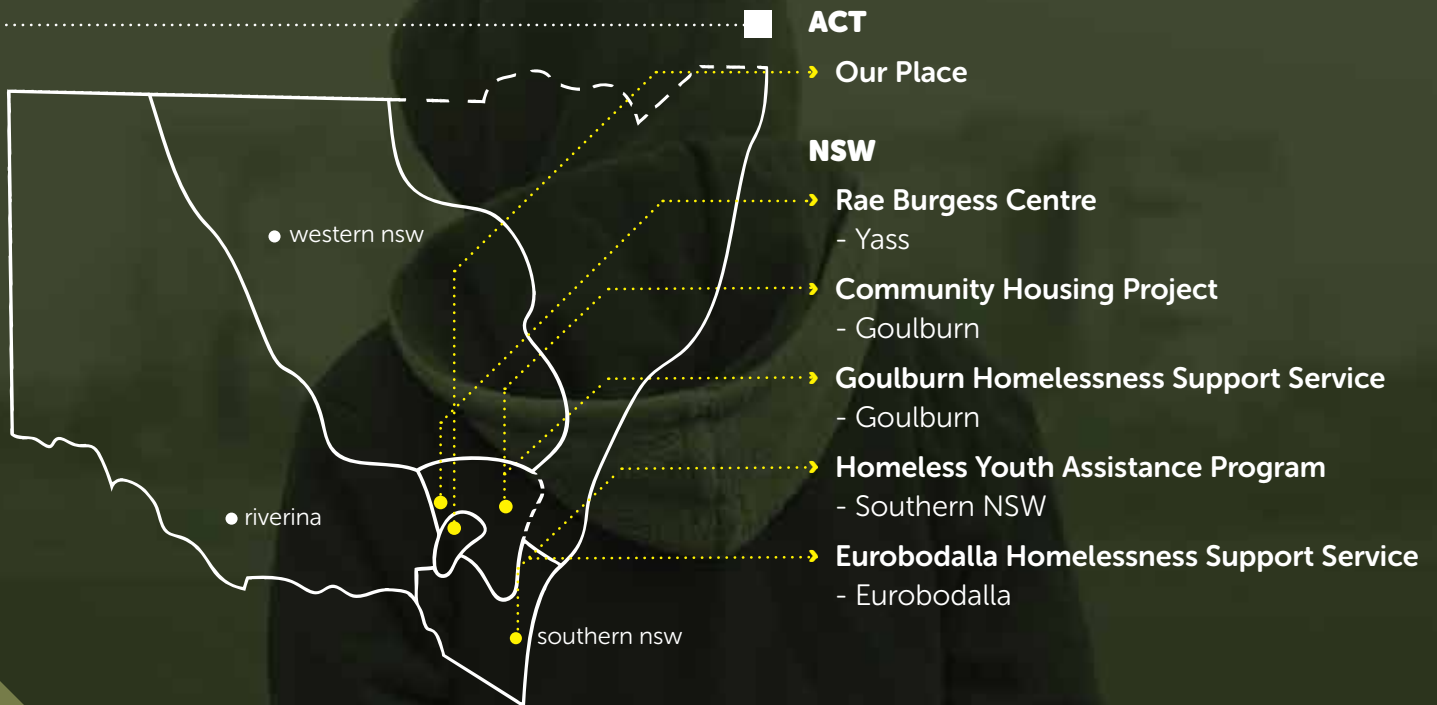
Our Place in the ACT provides supported accommodation for young people who are engaged in education or further training. This is a good example of the kind of housing options Anglicare advocates to support vulnerable young people. This year we were delighted to see that the majority of the young people in Our Place graduated from Year 12 and enrolled in CIT and university courses.

In the year ahead we plan to work towards an even stronger partnership with All Saints Parish as a transitional long term exit option for the young people in Our Place. We also plan to develop stronger collaborative links with schools and develop greater cooperation with Indigenous and refugee organisations.

Service development in NSW has seen the appointment of a new manager to the Rae Burgess Centre in Yass. This has allowed the program to offer more comprehensive and extended services. We have also been funded by the NSW Government to pilot a new model in the Southern District – Homeless Youth Assistance Program – to assist young people aged 12–15 years who are homeless or at risk of homelessness. This is a brokerage program working in partnership with other community providers to provide creative and individual options to keep young people safe and housed.



## our service locations



940

940 people were supported across Eurobodalla and Goulburn



68% of young people remain engaged in education once leaving Our Place

26

Our Place assisted 26 young people at any one time



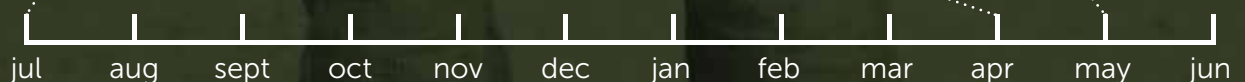
## our achievements

2014-15

After years of advocacy, \$81,000 in funding for Rae Burgess Centre awarded from the Department of Family & Community Services for homelessness support in Yass

Rental Affordability Snapshot released

Motherhood project video supporting vulnerable young mums launched





Tanya at the Rae Burgess Centre, Yass.

## Tanya's Story

**T**welve months ago, Tanya experienced one of her darkest moments. The 37 year-old suffered a nervous breakdown as a result of severe depression.

Tanya described her world as a big black hole.

"I had severe rent arrears with a 98 per cent chance of becoming homeless," she said.

The mother of five was living in a community housing property in Yass, with a growing debt of more than \$10,000.

For a brief period, the house had no gas or electricity.

With spiralling mental health issues, Tanya was referred to the Rae Burgess Centre for help with family support services.

"I was terrified of becoming homeless. I felt hopeless but when I realised how close I was to having no roof over my kids' heads it all just clicked," she said.

The NSW Trustee and Guardian was appointed to administer Tanya's finances following a financial management order.

The Rae Burgess Centre heavily supported the family with phone calls and house visits.

Tanya has been able to halve her debt and establish direction for her future. She is on track to finish her Certificate III in Aged Care at TAFE Illawara Institute's Yass Campus in November and says her turnaround in attitude was largely due to the patient, caring, and helpful employees at the Rae Burgess Centre.

“ I had severe rent arrears with a 98% chance of becoming homeless. ”





# Retirement Living

## ACT

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

## SOUTHERN NSW

- › Wollondilly Gardens Retirement Village

“89% of residents indicated they were 'satisfied' or 'very satisfied' with their lifestyle in our villages.



In our *Resident Satisfaction Survey* in October 2014, 89% of residents indicated they were 'satisfied' or 'very satisfied' with their lifestyle in our villages.

This is a great result and will hopefully be improved further with the planned implementation of a Supported Retirement Living Program in all villages. The program will provide additional support for residents as they age in their homes. It will also assist residents to access community services as well as offer further specific individual services that may be required.

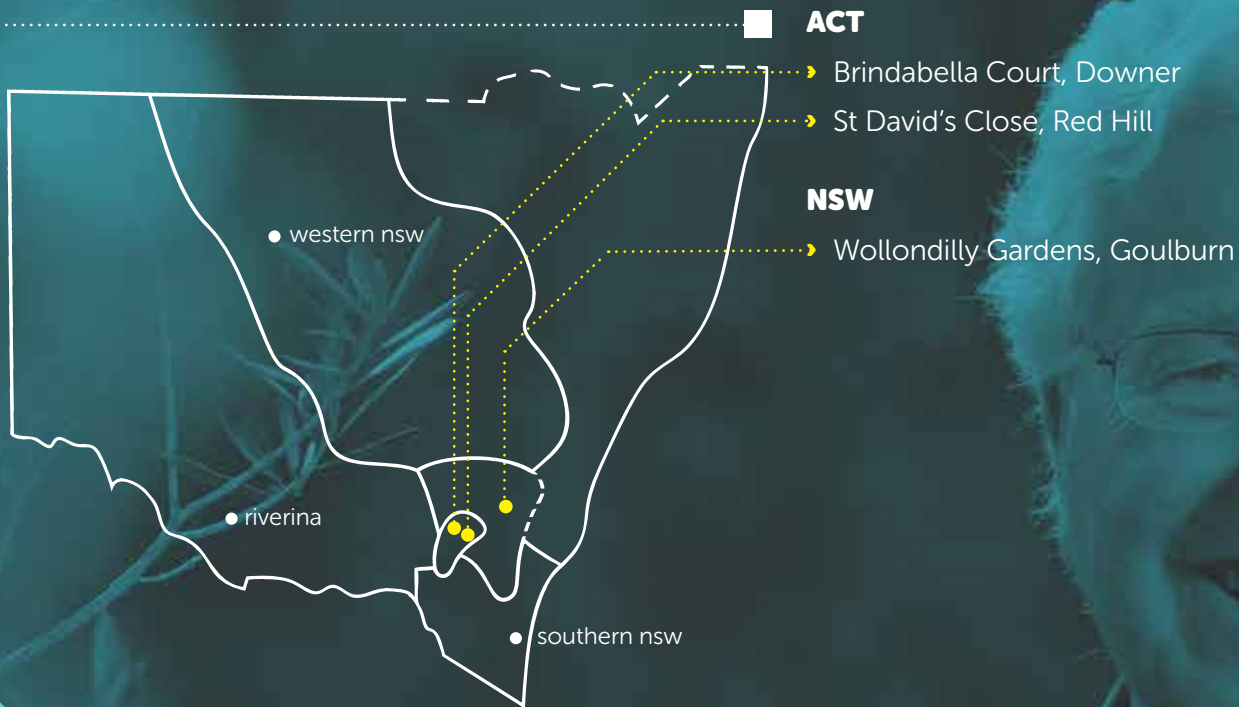
However, it's not all good news. There are real challenges facing our sector. Recent Commonwealth Aged Care Reforms have resulted in a paradigm shift in aged care to support ageing in place options as opposed to residential aged care. This, combined with an increasing ageing population, is already impacting retirement village operators with a need for more villages and more services to support future retirement generations.

We are happy to report that the Anglicare Board has responded, endorsing an increase in the scale of the portfolio. At least one additional village will be built in the ACT, and one in rural NSW.

Older citizens are an important part of our community and Anglicare remains committed to serving them by providing high-quality retirement living.

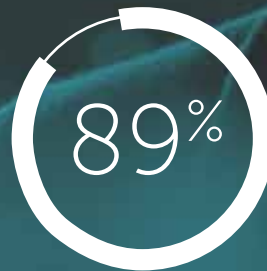


## our service locations



167

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



89% of residents indicated they were 'satisfied' or 'very satisfied' with their lifestyle in our villages

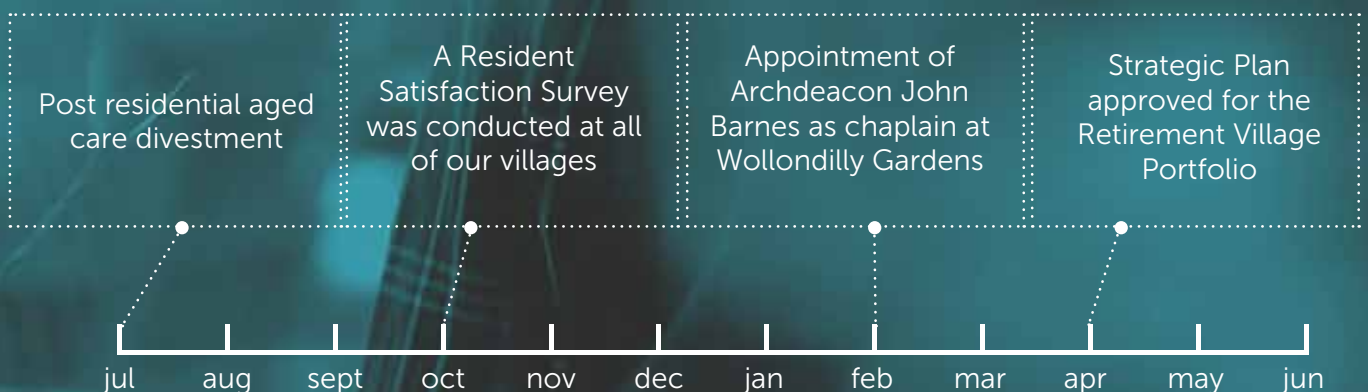
x2

The population over 65 years of age will almost double in the next 40 years



## our achievements

2014-15







Jim and Masie at their home in St David's Close, Red Hill.

## Jim + Masie's Story

**J**im and Masie Gillespie have been inseparable since meeting in Scotland, and that still holds true 68 years into their marriage.

Living at Anglicare's St David's Close where the couple have shared a home for the last 22 years, they are the longest residing residents at the village.

The pair moved to the Red Hill property in January 1993 and recall searching across Canberra for several months before coming across the property.

"We thought if we came to a place like this, if one of us had to go early, the other wouldn't be lonely," Masie says.

Jim said the biggest selling point for him was that "it was small and it suited us."

When the couple relocated to a different townhouse earlier this year, Anglicare arranged for the unit to be upgraded with a modern open plan kitchen and disability access bathroom to help them maintain their independence.

Social events and a bible study group are some of the couple's best memories.

During their 22 year occupancy at the village, they have made solid friendships and say the other residents are compassionate and caring.

"We lost our son a few years back but the support was there. We knew in any times of trouble we could call on our neighbours," Masie says.

The couple have five grandchildren and hope to enjoy more years with their family who live nearby.

“ We thought if we came to a place like this, if one of us had to go early, the other wouldn't be lonely. ”



# Stronger Communities

- › Disaster Recovery
- › Anglicare Gambling Help Counselling Service
- › Financial Counselling
- › No Interest Loans Scheme (NILS)
- › Volunteers and Fundraising
- › Retail

The Stronger Communities portfolio is a great partnership between Anglicare and the Anglican Church Parishes. Each year the work of this partnership helps support hundreds of vulnerable people and families within their own communities. Their needs are common, yet unique and usually urgent in nature.

Last year saw our Emergency Relief sites support in excess of 500 individuals and families with food, utility assistance, transport and a range of other urgent provisions.

In the same period Anglicare issued 376 No Interest Loans (NILS) to people facing financial difficulty. Of people accessing the scheme, 35% were Indigenous and 34% had a disability.

The Financial Counselling Service made 247 new client contacts this year. This included services to highly vulnerable refugee communities which had not been such an identified group in previous years.

The Gambling Help Counselling Service ran nearly 500 counselling sessions, helping people affected by gambling. Unfortunately, this service continues to experience increasingly complex client issues beyond gambling including mental health, financial, legal and homelessness problems. The program is increasingly working with other services to provide referrals to further assist our clients with their complex needs.

Image: Volunteers giving a helping hand during the Pantry Appeal.

“Volunteers significantly enhance the capacity of Anglicare to provide quality services.”

Our Disaster Recovery team had no activations this year but were put on standby during the AFC Asian Cup and Australian War Memorial events. They continue to train and upskill for when they are needed.

Fortunately the backbones to support this portfolio work are continuing to be strong and healthy. Our Op Shop stores continue to provide a good return on investment. We have also had increased fundraising outcomes this year, including a 42% growth in donations to the 2015 Pantry Appeal.

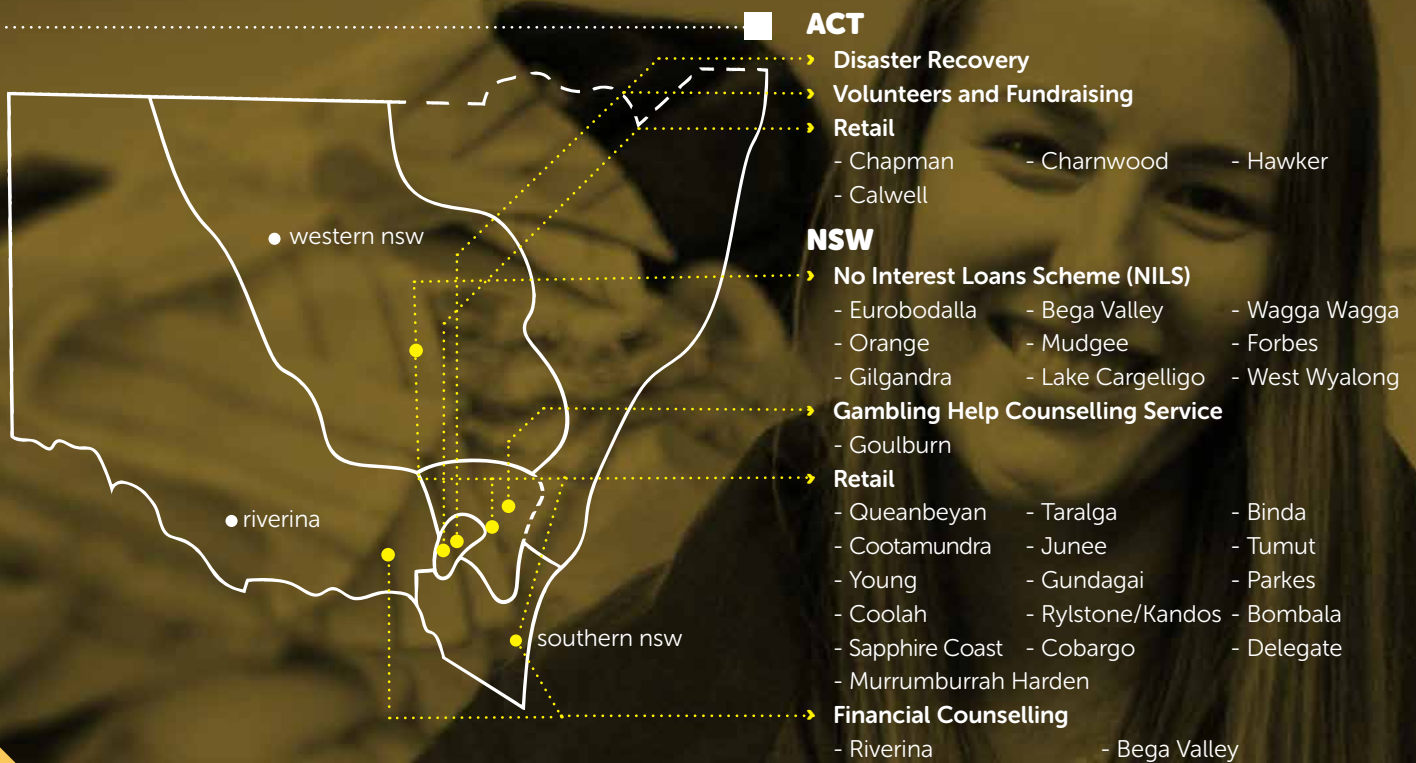
Additionally our 500 Volunteers contribute enormously to the ongoing operation of the Stronger Communities portfolio. They are drawn in the main from our Parishes across the three regions that Anglicare serves. There is, however, always a need for more volunteers particularly in our Op Shop stores.

In the coming year we are seeking to expand the role and options available for volunteering, to ensure the volunteering experience with Anglicare continues to be inviting and stimulating. Volunteers significantly enhance the capacity of Anglicare to provide quality services for the most vulnerable within our communities.





## our service locations



376

Anglicare issued 376 No Interest Loans to people facing financial difficulty

42%

42% growth in donations to the 2015 Pantry Appeal

66

Anglicare Gambling Help Counselling Services helped 66 clients



## our achievements

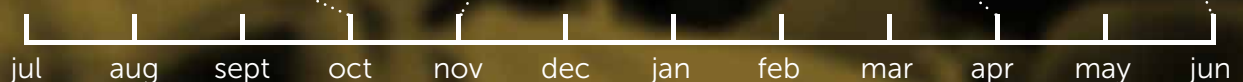
2014-15

Anglicare Board resolved to support the Recognise campaign

Demand for NILS services increased due to continued high utility bills

Pantry Appeal had its most successful run yet, helping over 1452 families

Opening of the new Survive and Thrive Hub in Orange





Bernie, Anglicare Gambling Help Counselling Service participant.

## Bernie's Story

**W**hen Bernie was hospitalised as a result of a nervous breakdown caused by her gambling addiction, she knew she had hit rock bottom.

"I was behind in my rent and about to become homeless and I'd lost all respect from my kids because I'd lie to them about where the money was going."

The Aboriginal mother of six says she would play poker machines to escape the domestic violence she was suffering.

"It would take me to another world. I could do \$200 cold in two minutes."

Realising she had a problem and calling Anglicare's Gambling Help Counselling Service was the first step to getting her life back on track.

"I had two choices. One was to give it up and walk away and tell everyone or I could keep playing and keep hiding."

Anglicare's counsellor provided a supported and non-judgemental space to find solutions to her crisis. Together they developed a personalised money plan to help Bernie budget for food, rent and other expenses.

"I quit gambling and the counsellor helped me to do a self exclusion so I could still go out to dinner in the club but I couldn't play the pokies,"

Bernie has saved up enough money to buy a second hand car and wants to share her story to help more Aboriginal communities who have gambling problems across Australia.

“ I had two choices. One was to give it up and walk away and tell everyone or I could keep playing and keep hiding. ”

Image: Laura sorting donations at the Bargain Hunter, Queanbeyan.

# Financial Statements

## Analysis of financial results

The financial report for Anglicare NSW South, NSW West & ACT for the year ended 30 June 2015 disclosed a surplus of \$819,092.

Total grant funding decreased by \$9.5 million during the financial year reflecting the sale of Anglicare's aged care facilities on 17 June 2014. However, funding related to continuing operations increased by \$4 million reflecting increased services provided by Anglicare in Out of Home Care.

<i>Income statement for the Year Ended 30 June 2015</i>	<b>2015</b>	<b>2014</b>
	<b>\$</b>	<b>\$</b>
<b>Continuing operations</b>		
Revenues from continuing operations	50,836,005	46,089,075
Gain on revaluation of investment property	384,202	734,907
Total revenue from continuing operations	51,222,207	46,823,983
Employee expenses	27,546,868	24,089,580
Loss on revaluation of licences to occupy	566,374	636,307
Depreciation expenses	374,928	244,151
Other operating expenses	21,912,972	21,130,178
Total expenses from continuing operations	50,401,115	46,100,216
<b>Surplus/(deficit) from continuing operations</b>	<b>819,092</b>	<b>723,766</b>
<b>Discontinued operations</b>		
Revenues from discontinued operations	-	24,260,997
Total revenue from discontinued operations	-	24,260,997
Employees expenses	-	14,992,393
Depreciation expenses	-	-
Other operating expenses	-	8,944,722
Total expenses from discontinued operations	-	23,937,115
<b>Surplus/(deficit) from discontinued operations</b>	<b>-</b>	<b>323,882</b>
<b>Net surplus/(deficit)</b>	<b>819,092</b>	<b>1,047,648</b>





Gordon Early Childhood Centre.

Balance Sheet as at 30 June 2015	2015	2014
	\$	\$
<b>Assets</b>		
Cash assets	1,225,323	1,886,534
Trade and other receivables	1,322,130	2,936,266
Other financial assets	7,180,393	7,042,730
Other assets	175,631	168,315
Property, plant and equipment	4,019,847	3,716,967
Investment property	50,995,000	50,130,750
<b>Total assets</b>	<b>64,918,324</b>	<b>65,881,562</b>
<b>Liabilities</b>		
Trade and other payables	43,522,750	45,361,328
Provisions	2,868,091	2,811,843
<b>Total liabilities</b>	<b>46,390,841</b>	<b>48,173,171</b>
<b>Net assets</b>	<b>18,527,483</b>	<b>17,708,391</b>
<b>Equity</b>		
Accumulated funds	16,112,183	15,380,192
Reserves	2,415,300	2,328,199
<b>Total equity</b>	<b>18,527,483</b>	<b>17,708,391</b>

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

## Grants Funding for the Year Ended 30 June 2015

	2015 \$	2014 \$
<b>ACT Government Grants</b>		
Community Services Directorate	1,521,399	1,827,854
Health Directorate	1,456,448	1,393,215
Education and Training Directorate	214,837	193,667
Total ACT Government Grants	3, 192,684	3,414,736
<b>NSW State Government Grants</b>		
Ageing, Disability & Home Care	2,014,665	2,013,079
Family & Community Services	26,663,477	22,281,157
Education & Training	653,405	833,034
Attorney General & Justice	-	-
Greater Southern Area Health Service	20,000	18,490
Office of Liquor, Gaming & Racing	229,559	223,633
Office of Fair Trading	320,282	309,012
Total NSW State Government Grants	29,901,388	25,678,405
<b>Commonwealth Government Grants</b>		
Department of Education & Training	1,217,739	1,590,106
Department of Social Services	806,265	673,506
Attorney General	382,440	233,038
Department of Health	268,128	14,057,643
Human Services	3,121,003	2,723,301
Total Commonwealth Government Grants	5,795,575	19,277,594
Total Grant Funding	38,889,647	48,370,735

Image: Orange Survive and Thrive team.

## how we spent your donations 2014 - 2015



Stronger Communities



Vulnerable Children & Families



Homelessness



Youth at Risk



Disability Services



Food Aid

### Stronger Communities

#### Orange Community Hub

Families in Orange now have access to a new community based child and family support service. The Survive and Thrive program is a five year initiative and will provide a range of services including supported playgroups, therapeutic parenting programs, and family counselling as well as services to assist families in crisis including advocacy, financial literacy and emergency relief.

#### Financial Literacy Program

In this new program Anglicare staff and selected volunteers are trained to become budget counsellors. The program is an innovative way of providing financial literacy education to urban, rural and remote communities. The initiative aims to benefit existing clients including individuals accessing emergency relief, the NILS program, young people accessing Youth and Family Services and young adults in foster care.

#### Ashmont Centre

The Ashmont Community Resource Centre plays a crucial role in helping to link vulnerable families and individuals to the support services that meet their unique needs. Additional funding has enabled the centre to provide emergency relief to more than 100 families during winter.

### Vulnerable Children & Families

#### Childcare places

Over the past 12 months Anglicare has provided financial assistance by covering the cost of fees for vulnerable children in our community to attend our Early Childhood Education and Care Centres. Through this service 21 children have been able to attend, enabling their carers, usually single-parents, to work, study or attend appointments when they would not have otherwise been able to afford childcare.

#### Goulburn Holiday Camps

Over the last 12 months, we have had the opportunity to send 14 young people on holiday camps. These are incredibly valuable for youth who are in disadvantaged or vulnerable home situations, as it gives them the opportunity to take a break from their home-life and learn positive life skills.

#### Goulburn Family Interchange

Goulburn Family Interchange offers a much needed respite service for carers of people with a disability. Our volunteer hosts include couples, families, single people or shared households, who provide occasional or regular quality care for children and adults with a disability, and provide opportunities for them to develop skills and increase their social contact.

#### Homelessness

Anglicare supports those in our local communities without a home through initiatives such as food aid, material aid and advocacy.

### Youth at Risk

#### Ignite Mentoring

Ignite Mentor provides life-changing mentoring support to young people in the Riverina. The community based initiative recruits local volunteer mentors and has recently trained more than 40 new people, including the Mayor of Wagga Wagga, Cr Rod Kendall, to be paired with mentees.

#### Disability Services

##### Garden of Possibilities

A communal outdoor area at the newly refurbished ACT Disability Services building at Holt is helping clients enhance their health and achieve greater independence. After extensive planning and consultation, a concrete multi-purpose sports area with basketball hoop has been completed, raised garden beds are progressively being installed and a covered quiet retreat area and BBQ area are yet to be established.

#### Food Aid

##### Food Fair

Anglicare has launched a new community pantry program in Queanbeyan to help support people on low incomes. Run from Anglicare's Bargain Hunter store, Food Fair is the first of its kind in the area and will offer groceries like pasta, cereal, toiletries and cleaning products to pension and Centrelink card holders at a subsidised price.





# Thanking Our Partners

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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.

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Image: Anglicare volunteer Josh Waugh.

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## CONTACT US

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### CENTRAL OFFICE

Level 5/ 221 London Circuit Canberra City  
GPO Box 360, Canberra ACT 2601  
Ph: 02 6245 7100 Fax: 02 6245 7199

### ANGLICARE ACT

3/80 Beaurepaire Cres, Holt ACT 2615  
Ph: 02 6278 8400 Fax: 02 6278 8499

### ANGLICARE Riverina NSW

1 Church St, Wagga Wagga  
PO Box 5846, Wagga Wagga NSW 2650  
Ph: 02 6937 1555 Fax: 02 6931 8125

### ANGLICARE Western NSW

127 Byng Street, Orange  
PO Box 2159, Orange NSW 2800  
Ph: 02 6369 9500 Fax: 02 6360 4641

### ANGLICARE Southern NSW

130 Cowper St, Goulburn NSW 2580  
Ph: 02 4823 4000

### ANGLICARE South Coast NSW

50 Campbell St, Moruya  
PO Box 917, Moruya NSW 2537  
Ph: 02 4475 0900

### ST SAVIOURS

1/110 Moore Street, Liverpool NSW 2170  
PO Box 69, Liverpool NSW 1871  
Ph: 02 9612 3900

[www.anglicare.com.au](http://www.anglicare.com.au)







## **CENTRAL OFFICE**

**Level 5, 221 London Circuit  
Canberra ACT 2600**

**GPO Box 360  
Canberra ACT 2601**

**Phone: 02 6245 7100**

**Fax: 02 6245 7199**

**Email: [reception@anglicare.com.au](mailto:reception@anglicare.com.au)**