



THRIVE

.....

SPRING 2016



GET
INVOLVED

- › Compassion
- › Integrity
- › Inclusiveness
- › Dignity

INSIDE THIS ISSUE

- › Childcare assistance for vulnerable families
- › A helping hand for Georgie's Pantry in Parkes
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CEO'S MESSAGE



THANK YOU

It's a great pleasure to introduce this "end of financial year" edition of Thrive and thank you on behalf of the entire Anglicare team and the thousands of people we are privileged to serve. Your faithful partnership in our mission over the financial year has made a significant impact on the lives of children, young people, individuals and families across NSW and the ACT.

The following pages overflow with stories of hope, healing and transformation – all made possible because of your gift of prayer, funds or time through volunteering over the last 12 months.

Quite simply, your generosity has made a life transforming impact.

MOVING FORWARD

Anglicare's mission is to tackle disadvantage and social injustice in partnership with the Anglican Church. Knowing committed supporters like you are standing with us further heightens our desire to grow and improve our services to ultimately see more children and young people break free from the shackles of poverty and reach their full potential.

Because poverty and disadvantage is complex and can affect many areas of a person's life, a holistic approach is required to break the cycle of poverty and make a positive impact on their life outcomes. To improve spiritual and material outcomes for people in need we must be developing the skills of our staff and volunteers, we must be financially strong, and we must be aligned with the mission of our owners, the Anglican Diocese of Canberra and

Goulburn. This is why our 2015-18 strategic plan is built on four pillars –

- 1. Improved outcomes for people in need;**
- 2. A strong, financially sustainable business model;**
- 3. Developing our staff to deliver the highest quality services;**
- 4. Staying true to our core Anglican identity and mission**
(see page 4 for details)

Every good work achieved by Anglicare this year is a testament to the faithfulness of our supporters. Reflecting on the generous commitment of so many who give so much, I am reminded of the words of St Paul in his second letter to the church at Corinth (2 Corinthians 9:7-9). He reminds us of the spiritual rewards of giving generously to those in need, in a spirit of love:

"Remember this: Whoever sows sparingly will also reap sparingly, and whoever sows generously will also reap generously... for God loves a cheerful giver. And God is able to bless you abundantly, so that in all things at all times... you will abound in every good work. As it is written: "They have freely scattered their gifts to the poor; their righteousness endures forever."

Thank you for all you have done and continue to do for those in need.

May God bless you richly,

Jeremy Halcrow
CEO, Anglicare (NSW South, West & ACT)

HIGHLIGHTS

718

Anglicare
Employees



600

Anglicare
Volunteers



440

Anglicare
Foster Carers



7154

people received
emergency relief



YOUR DONATIONS



\$53,000

donated to the 2015
Christmas Appeal

*An increase on
the previous year*



over 42,000

items were collected for
the 2016 Pantry Appeal

*A 19% increase on
the previous year.*



\$150,000

donated to the 2016
Winter Appeal

*An increase on
the previous year*



\$65m

annual turnover

*Mainly government funding.
Services outside government
funding were covered by
Fundraising revenue.*

HOW YOUR CONTRIBUTIONS WERE USED IN 2015/16

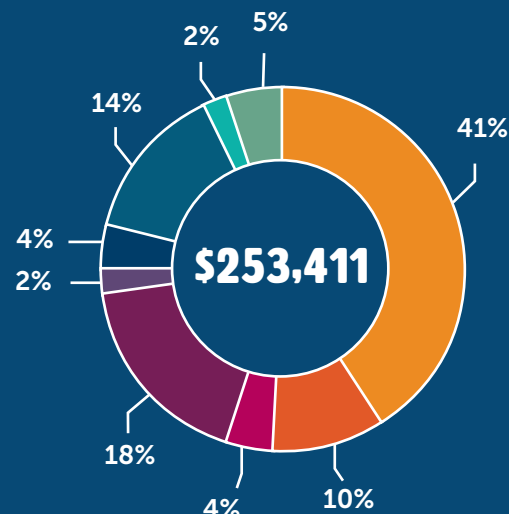
NSW SOUTH
NSW WEST & ACT

Wagga
Wagga

ACT

Queanbeyan
Moruya

Dubbo
Parkes
Orange
Sydney
Goulburn



Emergency Relief, and Survive and Thrive* (see page 4)	\$103,917	41%
Disaster Recovery Services* (see page 11)	\$26,437	10%
Youth mentoring to assist teenagers at risk of entering the justice system.	\$10,633	4%
Child Trauma Counselling on the South Coast.	\$45,467	18%
Healthy Cooking Classes developed by Homelessness Services.	\$5,409	2%

Refugee Housing assistance.	\$10,338	4%
Early Learning Assistance for vulnerable children.	\$34,665	14%
Disability Centre upgrades including therapeutic gardens and communal areas in centres in Canberra and Goulburn.	\$4,545	2%
Pastoral care for older people at risk of loneliness and isolation.	\$12,000	5%

GOALS FOR 2016/17

GOAL 01

Lead in innovative social solutions to transform our local communities

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

GOAL 02

Build a strong, financially sustainable business model

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

GOAL 03

Develop our staff to deliver the highest quality services

One of Anglicare's major developments during the 2015/16 financial year has been to increase our capacity to train our staff, volunteers and the broader community through the Anglicare College.

The goal of the College is to ensure that all of our staff and volunteers have the skills they need to assist the vulnerable people they work with in an effective and respectful way.

GOAL 04

Stay true to our core identity and mission: Build community service partnerships with the Anglican Church

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

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

SURVIVE AND THRIVE APPROACH

The Survive/Thrive model will be delivered through assistance points called 'hubs' which will offer at least two types of services:

A Survive component meets immediate, critical needs through services like emergency food

relief and crisis accommodation.

A Thrive component addresses longer term needs in order to break the cycle of poverty and move people towards positive life outcomes. These services primarily focus on working with children and young people in the

context of their families, to ensure families don't return to crisis.

The Survive/Thrive model is currently being delivered in Orange and Wagga Wagga. We also commenced working with St John's Care to develop this model in Canberra.



Anglicare staff member, Danaea chats with Isaac.

HOPE FOR CHILDREN SUFFERING FROM TRAUMA

The gardens are tranquil and shaded, and the cosy chairs and colourful toys in the sunlit room nearby are cheery and inviting. In this deceptively peaceful room on the NSW South Coast, trained therapeutic counsellors help vulnerable young children work through the trauma they have suffered.

Anglicare Manager of Out of Home Care (Southern NSW), Danaea Cowell, knows the need for specialist therapeutic services to help children cope with trauma is growing. Sadly, increasing numbers of children are witnessing and experiencing harm as a result of broken relationships and broken families. Some children are referred to Child Protection Counselling (CPC) but the service is only equipped to deal with very severe cases of physical abuse or neglect.

Waiting lists for appointments are long and often appointments are not frequent enough to meet individual needs.

"We needed a trauma informed counselling service," explains Danaea. "With funding from Anglicare, we seconded a manager from the Department of Health to work with Counsellor Jenny Le Breton to pilot the first part of the program looking at staff training, set up and processes. A Business Plan is currently being drafted to identify area needs ahead of the service being made available to the general public and local services. It will operate as a standalone service attached to our current service which assists children who have specifically suffered sexual abuse."

"The service will help with trauma counselling outside of sexual assault – not only for children in the Care and Protection System but for other children in the area."

The aim of the service is to be more affordable and specialised than engaging a private practitioner. Families could access the service directly. Schools could refer students or engage the service to train their staff about issues around trauma, and Child Care and Protection.



Future funding need

Funds are needed to complete Phase Two of the pilot so this service can be created as robust, scalable and rolled out to children and families on the South Coast.



Action point

To find out more about helping vulnerable children and their families by becoming a foster carer, visit anglicare.com.au



Prayer point

Pray for vulnerable children, young people and families who need to access specialised therapeutic counselling services - that they would feel safe and comfortable with Anglicare's therapeutic team, and experience healing.

WHAT YOUR SUPPORT HELPED TO ACHIEVE



Anglicare staff member, Alarna, facilitates a session with a young person and their mentor.

HOPE FOR THE FUTURE THROUGH YOUTH MENTORING

Youth mentor, Steven O'Neill, knows the power of investing in the lives of young people at risk of becoming offenders. In the Wagga Wagga region, around 20 per cent of crime is committed by young people aged between 10 and 18 years of age. But Steve insists that positive reinforcement and guidance are needed rather than hardline punishments.

"A lot of these young people have difficult home environments and are looking for someone they can count on."

"I've got a young kid at the moment who fell into the wrong crowd and had a lot of people give him trouble

at school," says Steve. "We've worked with him and mentored him and now he's closely communicating with his teachers and setting goals, rather than breaking into cars."

Steve is delighted by Anglicare's commitment to fund mentoring programs in the Riverina, and wants to see more programs made available. "People are quick to criticise these young people but what people in the community need to do is take responsibility to help them turn their lives around," he said.

Staff member at Anglicare's Ignite mentoring program, Alarna Thomson, said in the seven months she has worked in the role, not a

single teen had re-offended.

"This incredible outcome shows the impact of giving young people a safe environment and having dedicated adult role models to give them time, care and support – basically someone to champion them."

Anglicare's mentoring programs operate in the Riverina region and include community mentoring for at-risk young people, as well as mentoring for young offenders in the juvenile justice system.

 Beneficiaries	 Future funding need	 Action point	 Prayer point
30 young people over the last 12 months	Anglicare would like to expand existing mentoring programs in the Riverina and see more programs made available for young people at risk.	To find out more about becoming a mentor in the Riverina region, visit anglicare.com.au	Pray that vulnerable young people would receive the mentoring support they need to make positive life choices. Pray also that caring and committed people would make the decision to become youth mentors with Anglicare.



Natalie Quince, Manager at Parkes

A HELPING HAND FOR GEORGIE'S PANTRY IN PARKES

Georgie's Pantry; a joint initiative between Anglicare and St George's Parish in Parkes NSW, supports hundreds of people every year by providing discounted groceries and emergency assistance to those in need. Thanks to the support of Anglicare donors, the Pantry was able to stock up with heavily subsidised food supplies and also provide training for their team of volunteers.

"The money raised by donors has enabled us to pay for six months worth of Foodbank bills, which is 80 per cent

of our total food needs" says Natalie Quince, Manager at Parkes.





We would not be able to support so many people without the help of Anglicare. This kind of partnership works because of the encouragement, expertise and development opportunities given to the Parish by Anglicare, in particular, the Retail Development Manager Kaye Pritchard, and the General Manager, Mission and Community Development, Ian Coutts."

The money raised by Anglicare's

donors has also freed up additional funds to make much needed upgrades to the facility.

"We are hopeful that with the extra funds, we may be able to replace our second hand fridges and freezers which are desperately in need of an upgrade" says Natalie.

Georgie's Pantry is part of Anglicare's Survive and Thrive services and is open on Thursdays.

 Beneficiaries	 Future funding need	 Action point	 Prayer point
7145 people received emergency relief assistance across all regions in the past year.	Anglicare's vision is to see more Survive and Thrive hubs established, like Georgie's Pantry, to help people in need across the region.	To support Anglicare's emergency relief services across the region, visit anglicare.com.au to donate.	Please pray for vulnerable families in Parkes and the Central West area, that they would receive the love and practical support they need.

WHAT YOUR SUPPORT HELPED TO ACHIEVE



Jess enjoys watering the plants in the new garden at Holt Disability Services.

A RAY OF SUNSHINE AT DISABILITY SERVICES

The building is beautifully ensconced amongst plants and veggie gardens. On a typical day, young people sit in the sunlight outside, draw, chat together and shoot hoops on the basketball court.

For 18 year old Jess, who has Down Syndrome, the Anglicare Disability Centre in Canberra is a safe place where she can learn skills like cooking. Prior to Anglicare funding, the centre lacked a suitable outdoor space, but in April this year young volunteers from the Soul Survivor conference landscaped and renovated gardens at the centre. Now Jess can also learn how to grow food as she tends to fruit trees and veggie patches.

Jess is one of nearly 30 people aged

mostly between 18 and 25 years who regularly attend the Anglicare Disability Services Centre at Holt in Canberra.

"I love it here! It's a really fun place. And I love the staff. They are the best," gushes Jess. "I feel happy when I come here. It's fun. I have lots of friends and I have lots of support. I love being outside in the garden. The fruit trees are my favourite."



Anglicare's Coordinator of Disability Services, Margaret Hennessey, explains that the aim of Anglicare's Disability Services is to provide skills development for clients like Jess, as well as opportunities for social connection. Jess is involved with aqua aerobics, swimming, gym and volunteering at a local church.

These activities help strengthen her community integration and inclusion.

"Most of our clients are young people. We want to see them living life to the full, and that includes engaging in activities that they can enjoy outdoors," says Margaret.

"The new garden area is a calming space for the young people to retreat to, and it allows them to engage in new activities like gardening."

Renovations to outdoor spaces also took place at Goulburn Disability Services.

 Beneficiaries	 Future funding need	 Action point	 Prayer point
70 clients received assistance through disability services.	A minibus with wheelchair access would help Anglicare include more young people in activities that involve group travel.	To assist people living with disabilities, visit anglicare.com.au to donate.	Please pray that young people living with disabilities would feel included and empowered through the support they receive at Anglicare's Disability Services.

CHILDCARE ASSISTANCE FOR VULNERABLE FAMILIES



For parents and caregivers already struggling to make ends meet, the cost of accessing quality childcare and early learning services can sometimes be too much. Over the last 12 months, funds from generous donors have enabled Anglicare to offer assistance on a case by case basis to families with various childcare needs, including single parents escaping domestic violence.





Anglicare's Early Childhood Education Centre Manager, Sue Jennings, is committed to helping parents and caregivers so they don't experience the heartache of seeing their children missing out. "Sometimes children exhibit physical or behavioural problems that may be undiagnosed, meaning parents aren't eligible for government funding," says Sue. "In these cases, Anglicare will cover the

cost of an extra staff member to give the child the individual support they need."

Paint and Play

Anglicare also funds Paint and Play community programs in the ACT. This allows parents to meet Anglicare staff members and learn parenting skills. The programs also allow parents to meet with early learning and health care specialists. Developmental delays can be diagnosed early and referrals for additional help can be made.

"Some parents would really struggle without the childcare help that Anglicare provides," says Sue. "This makes a big difference to their lives, plus they have the added peace of mind knowing their child is cared for and safe in Anglicare's programs."

 Beneficiaries	 Future funding need	 Action point	 Prayer point
12 families (Two additional staff members were also employed to offer specialised support.)	Anglicare would like to continue to offer assistance to parents and caregivers needing extra help to ensure that children can access the early learning services they need.	To donate to Anglicare and help families struggling with childcare costs, visit anglicare.com.au .	Please pray for parents who might be struggling financially to care for their children, especially in the early formative 0-4 years.

HEALTHY COOKING CLASSES

Over the last few months, the Red Door Café at St John's Church in Moruya has been the venue for a series of cooking classes teaching vulnerable people the joy of preparing and cooking simple tasty meals using fresh, local produce.

Krystal Tritton, Case Manager with Anglicare Homelessness Services, initiated the 'Cook Laugh Learn' project. She realised that when her clients were short of money, food was

often the first thing they would skimp on.

The food they did eat was often cheap, packaged, processed and usually far from healthy. She wanted to give her clients the opportunity to experience cooking, preparing and eating good food in a social and fun environment.

To help with the development and delivery of the cooking classes, Sandra Makdessi from SAGE joined the project as the facilitator, bringing her love of cooking good meals using whole foods and fresh seasonal produce that are sourced locally.

 Beneficiaries	 Future funding need	 Action point	 Prayer point
16 people attended the cooking classes	Anglicare would like to continue the partnership with SAGE to run further initiatives to give practical help and bring people together.	Support families struggling with finding safe, appropriate and affordable housing. Visit anglicare.com.au to donate.	Please pray that families facing financial struggles and possible homelessness receive the support they need before they reach crisis point.



Rosie with her St Saviours TLC case worker, Cassie.

NEW HOPE FOR VULNERABLE YOUNG PEOPLE LEAVING CARE

Twelve young people from Liverpool received additional assistance after leaving Care – with fantastic results!

Last year more than 3000 young people across Australia aged between 15-17 years of age faced the daunting prospect of transitioning out of foster care and residential care programs to fend for themselves. A dozen of these young people were supported by Anglicare St Saviours in Liverpool.

Many young people feel abandoned, and shocking statistics show they are at high risk of homelessness, unemployment and poverty. In response, the St Saviours Out of Home Care team piloted an innovative Transition to Leaving Care (TLC) program to help these young people cope with the transition out of Care and into independent living.

"The workers at St Saviours were great in preparing us to leave care, but it didn't stop me from feeling nervous about leaving when I was about to turn 18," says 19 year old Rosie, who was

moved between a dozen foster homes before entering residential care at St Saviours at the age of 14.

Evaluation of the TLC program showed that a trusted adult and mentoring figure is vital to successfully navigating the transition to adulthood, and for achieving good outcomes in employment, education and housing.

"Knowing that you suddenly have to move out on your own and support yourself financially when you've always had someone looking out for you and paying for you is scary. Fortunately I was part of the TLC program, so I knew that if I was ever in trouble I could still contact my case worker, Cassie," explains Rosie.

"It's a huge call to expect 18 year olds, particularly those from traumatised backgrounds, to be emotionally and financially prepared for independent living," says Rachael Atkinson, St Saviours Regional Manager. "We want young people to thrive, not left feeling abandoned without adequate safety nets and support."

For Rosie, who has bought her own car, rents her own home and is now a youth worker caring for other vulnerable young people, TLC is not about a program – it's about relationship. "Knowing Cassie is there for me as a mentor, especially when I was living on my own for the first time - that's what's made the difference in my life."

- Statistics show that up to 40% of young people fall into homelessness within 12 months of leaving Care, however none of the TLC program participants had experienced homelessness since taking part in the project.
- 56% of Care leavers receiving Transition to Independent Living Allowance over a two year period were not in employment, education or training, however only 28% of the TLC participants are not currently employed or in study/training.

 Beneficiaries	 Future funding need	 Action point	 Prayer point
12 young people were assisted by the pilot program.	Funding is needed to cover the costs of TLC staff members to continue supporting young people as they transition out of Care, and introducing the program in more regions.	By becoming a regular giver to Anglicare you can offer a lifeline to vulnerable young people by resourcing innovative new programs not covered by government funding.	Please pray for the thousands of children and young people in Care. Pray especially that those who are preparing to transition into independence have the love and support they need to thrive.



Bishop Rob Gillion with Anglicare CEO, Jeremy Halcrow.

ANGLICARE RENEWS PARTNERSHIP WITH RIVERINA AND BATHURST DIOCESES

With the expiry of the initial three year arrangement, Anglicare renewed its formal partnership agreements with the Dioceses of Riverina and Bathurst earlier this year. Anglicare CEO Jeremy Halcrow and the Anglican Bishop of Riverina, Rob Gillion, signed a new three year partnership agreement in Melbourne on June 1. A focus of the new agreement will be to develop youth at risk services in Leeton-Narrandera in partnership with the Diocese.

WELCOME TO KAREN FAHY REGIONAL MANAGER, WESTERN NSW

We are thrilled to welcome Karen Fahy to the team as Anglicare Regional Manager of Western NSW. Karen brings with her a wealth of experience in social work particularly in Out of Home Care. One of her key goals as manager is to keep families together by supporting them through our growing Survive and Thrive program before they reach crisis point. Karen has also communicated her heart to develop strong partnerships with the Aboriginal community to see a reduction in the number of Indigenous children in Out of Home Care. Welcome Karen!



Karen Fahy, Anglicare Regional Manager, Western NSW

CELEBRATING JIM

Jim, a much-loved veteran living at St David's Close in Canberra, received a birthday surprise to remember in June when the Royal Military College Band honoured him with a spectacular parade and performance. There were smiles all round (and even a couple of tears) as he welcomed the brigadiers into his home to celebrate over tea and cake. Happy 90th Birthday Jim!



Jim (pictured right) honoured by the Royal Military College Band.

OUTDOOR RENOVATIONS ENCOURAGE SOCIAL CONNECTION

For Charlotte, a resident at Anglicare's Wollondilly Gardens in Goulburn, a creation of a new communal outdoor area means more than the addition of a new BBQ, a big screen TV and an outdoor pergola. As a member of the Wollondilly Gardens social committee, Charlotte is delighted by what this area means for the residents. "Having safe, comfortable spaces where people can catch up together is wonderful," she says.

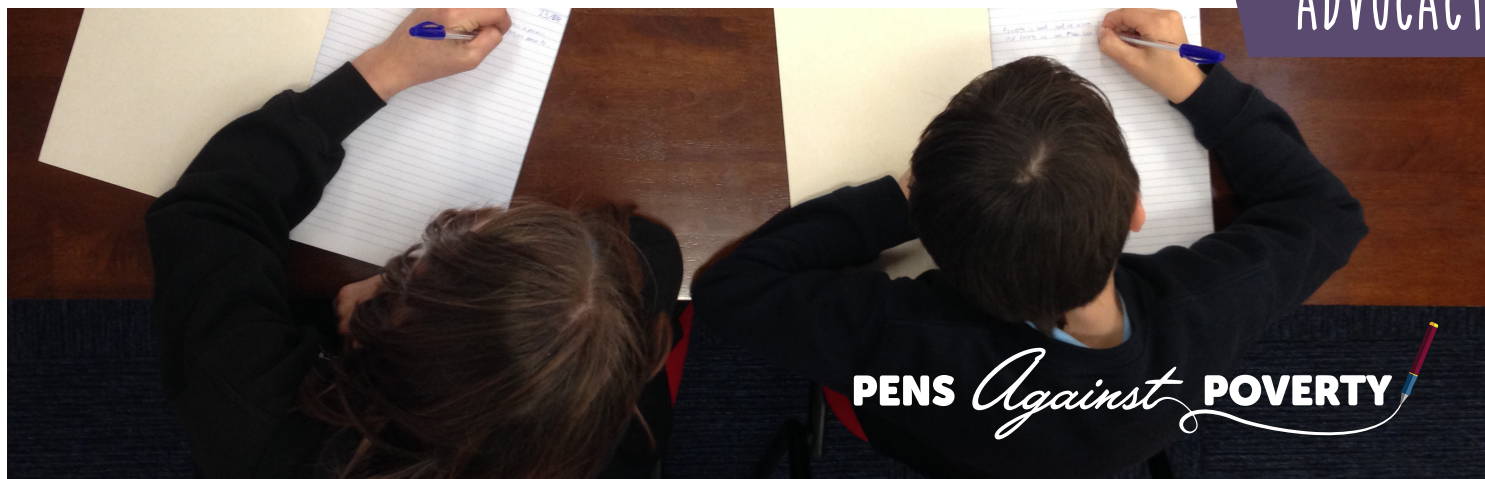
"Social interaction is important, so we are really pleased that this new outdoor area gives us the opportunity to do that."

DISASTER RECOVERY TRAINING

You have the opportunity to become a Disaster Recovery Volunteer. By signing up for our next training session you can make a difference in your community if and when disaster strikes. Email disaster.recovery@anglicare.com.au for more details.



Disaster Recovery volunteers attend a training course on the South Coast.



ANTI-POVERTY WEEK: 16-22 OCTOBER

Anglicare is calling on our supporters to take a lead role in the fight to eliminate poverty and hardship in our region.

October 16 marks the beginning of Anti-Poverty Week 2016, which aims to encourage all Australians to take part in an activity highlighting the need to address issues of poverty in our local communities.

This year, Anglicare CEO Jeremy Halcrow is Co-Chair of the Week in the ACT and is calling on churches, schools and community groups in the Canberra and Queanbeyan region to get involved.

"Anglicare's core purpose is to help the most disadvantaged children and families break free from inter-generational poverty," says Mr Halcrow. "There is hunger, homelessness, hardship and suffering in cities and towns that is sometimes masked by the affluence of the general community."

"We'd love to see our churches, schools and individuals in our community get involved in Anti-

Poverty Week this year by hosting an event such as a morning tea or marking the day in a special church service, or on their public noticeboard. Our major closing event this year is our awards for the schools writing competition, 'Pens Against Poverty', for students in years 3 to 10."

Anglicare and other community sector organisations will be hosting events throughout the week.



Action point

For more information on events being held in your region, messages you can put on your noticeboard, or other ways to get involved, please visit www.antipovertyweek.org.au or for the schools writing competition: www.pensagainstopoverty.org.



Prayer point

Pray that Anti-Poverty Week activities raise awareness of local poverty, and that young people would be inspired to be ambassadors for change in their communities as they write their 'Pens Against Poverty' stories.

Thank you again to our generous donors for making these wonderful projects happen. If you haven't donated, or would like to make a further contribution, your donation would be appreciated.

Donate here or on www.anglicare.com.au



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Thank you for your generosity. A receipt will be sent to you shortly. Donations over \$2.00 are tax-deductable.

Thrive Spring 2016

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