





EARLY LEARNING



OUT OF HOME CARE



RETIREMENT LIVING



GET INVOLVED

### **Contents**

| Message from Jeremy Halcrow                | iv |
|--|----|
| Message from Bishop Mark Short             | V  |
| Gambling Support                           | 1  |
| Young Carers                               | 2  |
| Refugees + Asylum Seekers                  | 3  |
| Mental Health                              | 4  |
| Crisis Housing                             | 5  |
| Wayne's Story                              | 6  |
| Domestic Violence                          | 7  |
| Retirees                                   | 8  |
| Volunteers                                 | 9  |
| Carer Support + Respite                    | 10 |
| Children in Foster Care                    | 11 |
| Rachael's Story                            | 12 |
| Foster Carers                              | 13 |
| Disaster Recovery                          | 14 |
| Vulnerable Children + Families             | 15 |
| Aboriginal + Torres Strait Islander People | 16 |
| Disability Services                        | 17 |
| Naomi' Story                               | 18 |





DISABILITY SERVICES



YOUTH + FAMILY





| Retirement Living Chaplains        | 19 |
|------------------------------------|----|
| Trauma Informed Counselling        | 20 |
| Partnerships with Churches         | 21 |
| Staff                              | 22 |
| Emergency Relief                   | 23 |
| Sharon's Story                     | 24 |
| Early Childhood Education + Care   | 25 |
| Anglicare College                  | 26 |
| People in Financial Distress       | 27 |
| Children + Parental Support (CAPS) | 28 |
| Young People                       | 29 |
| Zane's Story                       | 30 |
| Advocacy                           | 31 |
| Resources for our Work             | 32 |
| Intensive Therapeutic Care         | 33 |
| Anglicare Retail                   | 34 |
| Community Centres                  | 35 |
| Ashlie's Story                     | 36 |
| Governance + Leadership            | 37 |
| Contact                            | 38 |
|                                    |    |



### Message from Jeremy Halcrow

Anglicare, Chief Executive Officer

Anglicare was founded to fulfil the Bible's teaching that Christians must care for "the widows and orphans". We trace our history back to the 1880s and Mother Esther's ministry to the homeless mothers and children who lived on the streets and lanes of Melbourne's inner city.

In the 1920s Mother Esther's Anglican sisters began operating the St Saviours Children's Home in Goulburn, marking the beginning of Anglicare in our region. Today Anglicare continues this same mission of helping the most disadvantaged children and families in our community.

Thank you for your prayers – they are powerful. As we seek to follow the example of Jesus Christ in providing healing and care for those in need, prayer helps us to move forward with wisdom, discernment, creativity and expectation.



#### Message from Bishop Mark Short Anglican Diocese of Canberra and Goulburn

The work of Anglicare expresses the breadth of God's compassion for God's world. The Bible reveals a God who is deeply concerned for the wellbeing of creation, even to the point of becoming one of us in the Lord Jesus Christ.

After he rises from the dead the Lord Jesus sends the Holy Spirit to God's people. In Romans 8:16, the Apostle Paul reminds us that the Spirit bears witness with our spirit that because of Jesus we are God's sons and daughters. The Spirit also awakens within us a desire to pray

in accordance with God's will. Our God has a heart for justice and mercy, so whenever we pray for these things we are being led by the Spirit.

Thank you for committing to pray for the mission of Anglicare. May God's Spirit take the words and images in the pages which follow and inspire you to come to Him faithfully and regularly.



## **Gambling Support**

Anglicare's Gambling Help Counselling Service provides a confidential, professional counselling service for people affected by problem gambling. The service also provides information, education and community awareness throughout South East NSW.

"My gambling had reached crisis point and was threatening my marriage. But because of Anglicare's Gambling Help Counselling Service, I've quit gambling for over 12 months and I also have a job. My self-esteem and my marriage have improved thanks to Anglicare" – Anglicare Gambling Help Client.



- For those whose lives have been affected through gambling addictions.
- For greater understanding of the difficulties faced by those with a gambling addiction and their needs for appropriate support.
- Give thanks for those who have been helped through Anglicare's Gambling Support program.



### **Young Carers**

Young carers provide care and support to a family member who may suffer from mental illness, physical limitations, the effects of drugs or alcohol, terminal illness or other difficulties. Young carers often have greater responsibilities than many of their peers and life can be incredibly difficult and isolating. Anglicare believes that every child deserves to have a childhood and the opportunities to thrive.



- That young carers will receive the support and assistance required to complete their education while maintaining their caring role.
- For opportunities for young carers to participate in social and extra-curricular activities and enjoy time with friends.
- Give thanks for Anglicare's CYCLOPS (Connecting Young Carers to Life Opportunities & Personalised Support) program which has been able to provide young carers with skills, development opportunities, support and family case management.

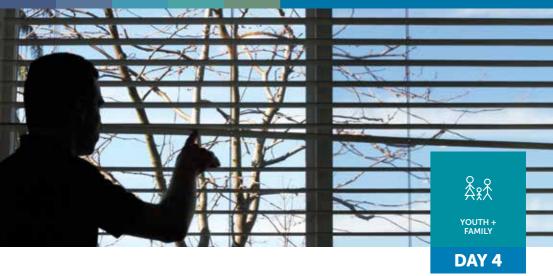


# Refugees + Asylum Seekers

Settling into a foreign country has many challenges including learning a new language, adapting to a new culture and building a new life. Anglicare has been working to better understand the difficulties faced by refugees and asylum seekers living in our community.



- That refugees and asylum seekers will be provided with the support they need to build new lives and overcome the trauma and grief that many have experienced.
- For opportunities for Anglicare and churches to work together to meet the needs of refugees and asylum seekers in our communities.
- For refugees and asylum seekers and for wisdom to know what best to do as Christians.



#### **Mental Health**

Mental illness is very common with one in five Australians aged 16-85 experiencing a mental illness in any year. Every day our services encounter many clients and their children who are struggling with the daily challenges of living with a mental illness.



- For those who are suffering from a mental illness or for those who are caring for a loved one with a mental illness.
- That Anglicare will be a strong advocate for those suffering from a mental illness.
- That people in our communities will grow in their understanding of mental illnesses and mental health issues. Pray for an end to the stigma about the issues surrounding mental illnesses.



#### **Crisis Housing**

Anglicare's Housing and Crisis Support services are an integral part of our strategy to help people hope, heal and thrive. This approach aims to address the immediate critical needs through the provision of short-term housing, longer-term housing assistance and food, but also helps to tackle long-term needs and move people towards positive life outcomes.



- That individuals or organisations will have the courage and conviction to further trial creative housing solutions, such as the tiny house movements or community housing models.
- That planners and developers of our cities and towns might creatively plan and build for the needs of the vulnerable.
- That we consider and help provide for the needs of those who do not have a home to call their own.



### Wayne's Story

Without a safe home, it's almost impossible to other areas of life to be healthy and functioning. For Wayne, a single father from Sydney, he knew this all too well.

"I moved to Goulburn from Sydney after a relationship breakdown, and I still found rent costs here were too high for me. I didn't want to ask for help but I'm so glad I did," said Wayne.

Wayne heard about Anglicare's Housing Support team and despite feeling embarrassed, he approached the office for help. Staff members worked with him to find temporary and long-term

accommodation. Today he has found a home and looks forward to a brighter future.

"Without Anglicare's help, I don't know where my son and I would be. My son has a yard to play in for the first time. Having somewhere where we feel safe and stable has made such a difference in our lives."

The stability of their new home means that Wayne is finding it easier to look for permanent employment and his son is able to settle in at school and in the community.



#### **Domestic Violence**

Domestic violence is arguably one of Australia's most serious and damaging social issues resulting in physical and mental trauma, and contributing to homelessness, poverty and family breakdown. Each day Anglicare's services encounter many clients and their children who are struggling with the trauma of domestic violence.

For the past three years, schools in Canberra generously donated gifts of toiletries and female care products to assist women at Anglicare's emergency relief services who are leaving domestic violence situations.



- Give thanks for discussions which have commenced between NSW FACS, Anglicare and the NSW Police Hume Local Area Command to enhance the existing service response for women and children at risk of homelessness because of domestic violence.
- For victims, that they would have the courage and support to leave violent environments.
- For the children who have experienced trauma, distress and injury because of domestic violence.
- For the perpetrators of violence and control; that they would cease and seek help.



#### **Retirees**

Social isolation is a growing problem in our communities, particularly for older people. This is why social inclusion and developing a sense of community among our 170 residents across three retirement villages remains our focus. Anglicare's vision is to develop smaller, more intimate villages to help enhance the relational wellbeing of residents through the provision of pastoral care and other supports.



- For those experiencing social isolation and that all residents in Anglicare's retirement villages will continue feeling a growing sense of community.
- For Anglicare's chaplains and pastoral carers who work with the residents.
- For opportunities for village staff to pray with residents.



#### **Volunteers**

Volunteers continue to significantly enhance the capacity of Anglicare to provide quality services for vulnerable people in communities across the region. Anglicare has over 700 volunteers supporting services across 25 locations in NSW and the ACT and each one of them makes an invaluable contribution to the work of the organisation.



- That Anglicare will continue to provide opportunities, training and support for volunteers.
- Give thanks for the hard work, dedication and skills that each and every volunteer brings to Anglicare.
- That the volunteers will be blessed and challenged through their work with Anglicare.



## **Carer Support + Respite**

Caring for a family member who is frail-aged or is living with a disability or mental illness is a demanding role. Anglicare aims to provide support, a listening ear, and assistance where possible for families and carers.



- That carers will be able to look after their own health and wellbeing.
- For perseverance and strength in the difficult times.
- For continued support from family members and friends.



#### **Children in Foster Care**

Out of Home Care (OOHC) is Anglicare's largest service portfolio and includes long-term and shortterm foster care, kinship care and respite care. Children and young people in our foster care and other OOHC programs have complex needs that require committed and highly individualised care arrangements.

Anglicare continues to be amazed by the resilience of children and young people in Care as they move past obstacles to maintain hope and pursue their dreams for the future.



- That the children receiving care will settle quickly and feel comfortable and secure with those who care for them.
- Please pray for the thousands of children and young people in Care across Australia.
- Pray especially that those who are preparing to transition into independence have the love and support they need to thrive.



### Rachael's Story

Rachael was only a baby when she entered foster care. After years of moving between different homes she eventually received support through Anglicare.

"Without the carers I've had I wouldn't have been able to get the employment I've got, I wouldn't have finished my studies, I wouldn't have had the support that I've had. Thinking about my carers makes me want to cry. Without them, I probably wouldn't be here."

For most young people in care, turning 18 means leaving the care system and fending for themselves, finding a job, paying rent, buying groceries, trying to afford a car, often while they are still completing high school studies.

For Rachael, the support she received means she was able to find permanent accommodation and a job. She is currently completing studies at TAFE.



#### **Foster Carers**

Wherever possible, children who are not able to live with their parents are placed with a relative or someone close to them. When this is not possible, children are placed with a foster carer. Foster carers are everyday people who have a heart to help children and give them a future full of hope.

Being a foster carer can involve challenges but above all, it is incredibly rewarding. In the 2017-2018 financial year, Anglicare's foster carers provided care and support to 416 children and young people.



- Give thanks for the patience, generosity and loving spirit of every foster carer.
- That more people will be inspired to become a foster carer.
- Give thanks for the families that see the need and commit to caring for some of the most vulnerable children within our community.



#### **Disaster Recovery**

Disaster Recovery volunteers support people affected by disaster who have evacuated to Recovery Centres, and through outreach door knocking to affected communities.

Assistance in Evacuation Centres may include the provision of basic care and comfort, practical support and information sharing, referrals to other services and distribution of essential clothing and toiletry items if required. Anglicare Disaster Recovery volunteers may also be called to assist our community partners in their provision of support services.



- For more people to show interest in becoming a Disaster Recovery volunteer.
- For additional opportunities to host Disaster Recovery training across NSW and the ACT.
- If a disaster arises, volunteers will be ready and able to assist.



## Vulnerable Children + Families

Anglicare is striving to break intergenerational disadvantage and poverty by supporting families in our community, enhancing parents' capacity to care for their children and preventing the need for statutory intervention.

Anglicare's Home Interaction Program for Parents and Youngsters (HIPPY) is a two-year, home-based, early learning and parenting program for families with young children. HIPPY supports parents in becoming their children's first teacher and helps foster a love of learning from a young age.



- Give thanks for programs like HIPPY which support vulnerable children and families.
- That Anglicare will continue to receive the funding and resources to run specialised programs to support vulnerable children and families.
- That vulnerable young people and families would receive the support they need to thrive.



## Aboriginal + Torres Strait Islander People

Anglicare acknowledges Aboriginal and Torres Strait Islander people as the original custodians of this country. Anglicare also acknowledges the ongoing impact of colonisation and the forced removal of Aboriginal and Torres Strait Islander children on Indigenous families and communities.

The long term impact of these events has resulted in Aboriginal and Torres Strait Islander people experiencing profound social and economic disadvantage. Anglicare has a number of services which support Indigenous families including Lifetime Learning, an Indigenous Parenting Support Services Program. Lifetime Learning builds family knowledge of early learning through active engagement in quality early childhood education programs.



- For reconciliation and for recognition of Aboriginal and Torres Strait Islanders in our constitution.
- That Anglicare will continue to build a culture that actively promotes employment opportunities for Aboriginal and Torres Strait Islander people.
- That participants in Anglicare's Lifetime Learning program will gain confidence and learn lifelong skills.



## **Disability Services**

Through our disability service and support we seek to help clients accomplish their dreams and aspirations, realise their unique gifts and talents, have autonomy and authority over their life and live as independently as possible.

Anglicare is committed to providing caring and personalised services for people living with a disability. In line with our organisational values of dignity and inclusiveness, our aim is to see people with a disability involved in their communities and living fulfilled independent lives.



- That young people living with disabilities would feel included and empowered through the support they receive at Anglicare's Disability Services.
- That Anglicare will continue to adapt, adjust and grow within the changed environment of the NDIS, remembering our call to mission and service.



### **Naomi's Story**

For Naomi, 43, a participant at Anglicare's Disability Services, the opening of Anglicare's new recycled clothing retail store at Jamison Centre in Macquarie on Tuesday 13 February at 5pm means more than a new shopping experience. Naomi is one of two disability services participants who have found employment with the opening of the new store.

"Being able to offer employment and volunteer opportunities to a range of people is also something that we are very intentional about. Inclusiveness is an important value within our team." says the store manager.

For Naomi, an avid walker who often walks to and from Anglicare's Disability Centre, the opportunity to work at the new Anglicare Retail store provides another avenue for her to meet people and be connected with the community. "I feel so excited about my new job," says Naomi. "I want to work 5 days a week but I'm not working on weekends."



# Retirement Living Chaplains

Anglicare has further grown and developed its Retirement Village chaplaincy model helping to provide for the social needs of residents along with their spiritual needs. Chaplaincy services are delivered at Wollondilly Gardens in Goulburn and St David's Close in Canberra. In Goulburn, the new chapel service has been followed by a "Sit 'n Chat" session that is proving popular with residents.



- Give thanks for the 'Sit n Chat' sessions in Goulburn that are helping residents to feel more connected.
- That Anglicare's chaplains develop meaningful relationships with residents and continue to provide Christ-centred care and support.





# Trauma Informed Counselling

Sadly, increasing numbers of children are witnessing and experiencing harm as a result of broken relationships and broken families. Anglicare has developed a trauma-informed counselling service and is piloting the first part of the program.

The service helps with trauma counselling outside of sexual assault – not only for children in the Care and Protection System but for other children in the area. This complements our existing service, Cassie's Place, which supports children who have experienced sexual abuse.

The aim of the service is to be more affordable and specialised than engaging a private practitioner.



- 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.
- For the pilot trauma informed counselling service, that it will meet the needs of the community and create lasting differences for families and children in need



## Partnerships with Churches

Anglicare's partnership with the Anglican Church extends to local parishes in nearly every community across our region. This partnership with 110 churches across the Anglican Diocese of Canberra/Goulburn, Riverina and Bathurst, enables us to deliver volunteer-led programs into rural and remote areas and work together towards our common mission.

Anglicare works in partnership with churches and communities to deliver programs which enable families to break free from the cycle of poverty. These partnerships are known as 'Survive and Thrive' Community Centres. Each partnership looks different and is tailored to the resources of the church and Anglicare, and also the needs of the community.



- Give thanks for the work that parishes are doing their communities.
- For opportunities to partner with churches, schools and community organisations to help those most in need.



#### **Staff**

Anglicare celebrates our passionate and diverse team of employees who are committed to using their skills and talents to help bring about lasting change in lives and communities. Anglicare employs over 700 people across NSW and the ACT and values their unique skills and diversity.



- Give thanks for the hard work, dedication and passion of our employees.
- For opportunities to promote diversity through our recruitment processes.
- For wisdom of Anglicare staff, leadership and board as they support and advocate for the most vulnerable in our communities.



### **Emergency Relief**

Anglicare's emergency relief services help people address immediate basic needs in times of crisis. Emergency relief can act as a safety net for people experiencing financial distress or hardship and who have limited means or resources to help them alleviate their financial crisis. During the past year, over 7000 people received emergency relief services including food, clothing, rent assistance and other bills.



- For people like Sharon who suffer from hidden poverty in our cities (see next page).
- For those who do not have enough money for food and especially for the children who are going without.
- For Anglicare staff and volunteers who provide emergency relief.



#### **Sharon's Story**

While wood fires and reverse cycle air conditioners warm homes across Wagga, mother, Sharon Stoll, is struggling to afford her electricity bill.

The single mother of two girls, aged seven and nine, says she was forced to ask Anglicare for help when she couldn't afford to pay for basics like food and clothes.

"I find I start to struggle during winter and also before and after Christmas. The main things that I compromise on are clothes and food," she said.

With the help of Anglicare's Ashmont Resource Community Centre, the 41 year-old is able to access emergency food relief to help her and her girls.

"My partner is deceased so I'm on my own financially. I receive a Parenting Payment but it's not enough. I only just scrape by every week," she said. "It makes life a bit easier knowing the service is here. I know some people feel ashamed coming here and asking for help but I had no other option," she said.



## Early Childhood Education + Care

Anglicare recognises the critical importance of investing in the early years of a child's development, which is why we place emphasis on delivering high quality early learning programs. Anglicare believes that is vital to support children in their early years so they can grow to fulfil their full potential. Anglicare promotes school readiness through play-based teaching, outdoor learning and project-based education.



- For parents who might be struggling financially to care for their children, especially in the early formative 0-4 years.
- Give thanks for our incredible early childhood education and care educators; for their patience, passion and dedication.
- For the children in our centres, that they will receive the support and care they need to thrive.



### **Anglicare College**

Anglicare College provides nationally recognised training for individuals and organisations within the community services sector. The college seeks to encourage participation and practical learning within a friendly and supportive environment. Anglicare College aims to ensure that all staff and volunteers have the skills they need to assist the vulnerable people they work with in an effective and respectful way.



- For all staff and volunteers as they undergo training; that they will receive the skills they need to best assist vulnerable people.
- For Anglicare College staff as they travel and deliver training to hundreds of staff and volunteers.
   Pray for their safety as they travel long distances and for wisdom as they provide training.



## People in Financial Distress

Anglicare provides financial support and counselling to assist people living in a season of financial stress. We strive to equip people with the skills and knowledge to manage their finances and overcome problems like excessive debt and problem gambling. Our financial support services and No Interest Loans (NILS) support Anglicare's broader mission of reducing poverty and helping individuals and families thrive.



- For the No Interest Loan Scheme which helps people who cannot access credit for essential items.
- For empowerment of our clients so that they may generate hope for a brighter future.
- For staff to respond with care, compassion & competency.
- For outreach for the families needing NILS.



# Children + Parental Support (CAPS)

Anglicare is striving to break inter-generational disadvantage and poverty by supporting young people and their families. Anglicare's CAPS program provides specialised care and support to vulnerable families in Wagga Wagga and Orange. CAPS is primarily aimed at families with children aged 12 years and under with a key focus on early intervention for children aged 0-5.



- For vulnerable families, especially in Wagga Wagga and Orange.
- For parents who are struggling to care for their children and need additional support.



## **Young People**

Through our Youth and Family Services, we encourage young people to remain engaged in school and post-school training to support them to achieve their potential and prevent lifelong disadvantage. We aim to strengthen families through providing health care, parenting support and developing life skills.



- That young people would receive the early intervention they need to help them to fulfil their potential.
- For young people who are struggling to find work. Pray that they would find opportunities to enter the workforce.
- That vulnerable young people would receive the mentoring support they need to make positive life choices.



## **Zane's Story**

Zane left home when he was 15, preferring to couch surf or live on the streets than endure his a difficult home life. His education began to suffer and the bright teenager was facing a bleak future. Then he discovered Anglicare's Youth Education Program.

The team championed him through his high school studies and supported him, checking that he had food and a roof over his head. "Young people like me aren't trying to make our lives like this, we're just going through a hard time. We're actually trying to change our situation. People don't see that, they just think that we're lazy people sitting and doing nothing all the time when we're actually trying to change what we're doing."

Today Zane is looking to enrol in university studies to further his passion for engineering.



### **Advocacy**

Anglicare actively seeks opportunities to research and advocate for the needs of those most in need in our communities. Every year, Anglicare conducts a number of research projects which highlight the gaps in local policies, the lived experiences of our clients and our recommendations to achieve positive changes in our society.



- That Anglicare will be widely recognised as a leading advocate for the rights and needs of the most vulnerable in our communities.
- That our political leaders will learn from the findings in our research and create meaningful change.



#### **Resources for our Work**

With Government budgets under strain, there is less funding available for the long-term programs needed to break the cycle of poverty. More than ever, donors play a critical role in enabling Anglicare to deliver targeted support programs to help those most in need across our communities.



- Give thanks for our donors and for the lives we've been able to change because of their generosity.
- That more people would be inspired by the work of Anglicare and be encouraged to give.
- For wisdom in the way that Anglicare stewards its funds and for opportunities to develop more non-government funded programs to better serve those in need



## Intensive Therapeutic Care

Intensive Therapeutic Care (ITC) is the delivery of home-based services to support young people placed in care in NSW.

This new program has a strong focus on recovery from trauma, improving safety, permanency and wellbeing outcomes, de-escalation of need, and clear pathways to less intensive services types.



- For those who are transitioning from Care into independent living. Pray that they are able to transition in a more graduatual and supported way.
- For Anglicare staff who work in residential care. Pray for them while they play a very important role in the lives of vulnerable young people as a trusted adult and mentoring figure.



### **Anglicare Retail**

Our retail recycling shops often function as both an emergency relief service for people needing help with clothing, some furniture items and food, and as a source of additional income to support Anglicare's other services. Anglicare also continues to provide support to local parish partnership shops.



- Give thanks for the opportunity to open new stores in the past year and pray that it faithfully serves the local community.
- For opportunities for further expansion of our retail recycling shops.
- Give thanks for our volunteers who tirelessly serve in our retail recycling shops.



### **Community Centres**

Anglicare's Community Centres offer at least two types of services to local families. 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 and Thrive model is currently being delivered via Community Centres in Orange, Wagga Wagga and Canberra.



- For opportunities to build partnerships with churches to deliver Survive and Thrive programs.
- For staff and volunteers providing support and assistance to those in need at Anglicare's Community Centres.
- For clients accessing support through Anglicare's Community Centres; that they will receive the help and support they need to not only survive but to thrive.



### **Ashlie's Story**

Just after Christmas, Ashlie's partner left, leaving her alone with her young children. She struggled to meet the costs of getting the children ready for the new school year as well as the everyday challenges of living and parenting.

"I didn't want to ask for help but I had to. It was amazing how Anglicare got me through. The kids got what they needed when I couldn't provide for them on my own." When all seemed lost, Anglicare's local community centre provided Ashlie and her children with food as well as practical and emotional support.

Today Ashlie has a safe and permanent home for her family, her children attend school with full lunch boxes and she knows she has the continued support of her local Anglicare team.



# Governance + Leadership

Anglicare's Board is comprised of a team of highly qualified people who have a passion to see individuals, families and communities receive the support they need to thrive. Anglicare has undergone a restructure and now has a leadership team comprised of executive managers and Jeremy Halcrow, Anglicare's Chief Executive Officer.



- For wise governance and decision making.
- Give thanks for our Board and Leadership teams; for their dedication and tireless work for the organisation.

For more information, please contact:

Mission Partnership Coordinator

**P** (02) 6278 8400

**E** missionpartnerships@anglicare.com.au

**W** www.anglicare.com.au

Anglicare NSW South | NSW West | ACT Level 5, 221 London Circuit, Canberra ACT 2601



YOUR ANGLICARE PRAYER DIARY