



ANNUAL REPORT 2019/20

Hope. Heal. Thrive.



ANGLICARE
COLLEGE



EARLY
LEARNING



OUT OF
HOME CARE



RETIREMENT
LIVING



GET
INVOLVED



MISSION +
COMMUNITY
ENGAGEMENT



DISABILITY
SERVICES



YOUTH +
FAMILY



FINANCIAL +
GAMBLING
SUPPORT



HOUSING +
CRISIS SUPPORT

HOPE. HEAL. THRIVE.



THE ANGLICARE PRAYER

God grant us the compassion to care deeply for others; the wisdom to discern how best to help; the energy to transform emotion into action, and the joy of wholehearted, loving service. For Christ's sake, Amen



ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Aboriginal nations of this land; its Custodians who continue to care for Country, and the way in which Country has cared for her people. We acknowledge the history of this land and the stories of resilience and survival which make up Indigenous Australia.

We give thanks for Aboriginal Elders and knowledge keepers of each generation including the many Aboriginal communities which contribute to the life of our region. May we walk gently on this land and commit ourselves to Reconciliation.

ABOUT THIS REPORT

This report shows our activities and performance for the period 1 July 2019 to 30 June 2020. It has been prepared to comply with legal obligations and to support the ACNC objective to build greater accountability and trust in the Australian Not-For-Profit sector.

CHARITABLE STATUS

Anglicare NSW South, NSW West & ACT is a registered charity with the Australian Charities and Not-For-Profit Commission (ACNC). It is a Public Benevolent Institution and endorsed as a Deductible Gift Recipient.

LEGAL NAME

Anglicare NSW South, NSW West & ACT
Street Address: 5/221 London Circuit,
Canberra, ACT 2601
GPO Box 360, Canberra ACT
ABN: 69 198 255 076



Cover Photo: A NSW south coast property owner and his son walk through burned acreage following the 2020 January bushfires. Photo taken by Helen Austin.

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Anglicare's VALUES

COMPASSION – In the spirit of loving service, we offer care and understanding to those in need.

INTEGRITY – We are committed to personal and corporate honesty, fairness and transparency.

INCLUSIVENESS – We serve all people with a spirit of openness because we share a common humanity.

DIGNITY – We respect the intrinsic value of all people and acknowledge their capacity for self-determination.

OUR MISSION

Anglicare exists to support the Anglican Church's mission by addressing social injustice and providing the highest quality care to all people in need regardless of their religion. Together with our owners – the Anglican Diocese of Canberra and Goulburn – and our partner Dioceses of Riverina and Western NSW, we have a particular commitment to supporting rural communities.

Our mission is to develop innovative programs to alleviate poverty and ensure all people in our region are provided the opportunity to thrive and live a full life.

OUR VISION

Called by Jesus' example to respond to human need and social injustice, Anglicare will be widely known for successful strategies to alleviate poverty in our regions, and as a care provider highly trusted by beneficiaries as safe, well-governed and effective.

OUR PURPOSE

As part of the Mission of the Anglican Church, in partnership with our Dioceses, Anglicare is to be an agent of transformation in our communities by:



Providing integrated care, particularly for vulnerable children, young people and their families



Alleviating spiritual and material poverty



Reducing disadvantage in local communities through collaboration with Parishes and other Ministry Units.



HOPE. HEAL. THRIVE.

Our aim is to give people, particularly those who are vulnerable, the hope and support they need to move through trauma and adversity and into a more enriching life.

HOPE

Hope is a state of mind that helps someone continue on despite problems and stresses. It helps them see beyond their current situation – to continue dreaming of, planning for and pursuing a brighter future.

"For I know the plans I have for you, declares the Lord, plans for welfare and not for evil, to give you a hope and a future." Jeremiah 29:11 (ESV)

HEAL

Healing happens by acknowledging the complex, intertwined nature of human needs. A holistic approach to healing recognises social, emotional, spiritual and educational needs, as well as physical needs.

"And my God will supply every need of yours according to his riches in glory in Christ Jesus." Philippians 4:19 (ESV)

THRIVE

The word 'thrive' is a wonderful expression of Christ's desire for humanity to live abundantly (John 10:10). What thriving looks like will vary according to each individual, but the overarching aim is to see people living in healthy relationships with each other and with themselves.

"I came that they might have life, and have it abundantly." John 10:10 (ESV)

Zoe, client from Disability Services at a music therapy program. Photo taken by Helen Austin.

Message From THE BOARD



Lynette Glendinning
Presiding Member

Financial year 2019 - 2020 required Anglicare's leaders, staff and volunteers to commit ourselves again to the service of those in our community who are vulnerable and distressed. The theme of this Annual Report is Hope, Heal and Thrive. While in the past this has been an important part of Anglicare's mission to our clients; in the past 12 months it has been particularly important for staff and volunteers as well.

Those in the midwest parts of our footprint were already dealing with the impact of severe drought on their communities when the horrific bushfires of December-January ravaged many of the communities on the New South Wales South Coast and in the Snowy Mountains region of New South Wales. A significant proportion of our people, both staff and clients, live in this area. Some lost family members, others were displaced and most found this an emotionally distressing time. In the ACT, where we are headquartered, smoke and then severe hailstorms impacted on property and insurance, as well as people.

At its January Retreat, the Board, together with Bishop Mark Short, considered how to deal with the impact of the bushfires. Helping people heal is core to Anglicare's mission and enabling our staff to heal from trauma and thrive during this difficult time has been an important focus for the leaders of Anglicare, particularly when much of our disaster relief is delivered by volunteers. The combined Anglicare/ Bishop's Bushfire Appeal required the Board to oversight very rigorous requirements by the Australian Government for the acquittal of donations.

One month after our Retreat, COVID-19 required us to respond to a new level of challenge and high levels of uncertainty. In responding to COVID-19, the Board established a COVID Risk Governance Committee which met weekly from mid-March to mid-May to ensure that all of our sites and people met workplace health and safety requirements and were COVID Safe. The Board also considered the financial

Helping people heal is core to Anglicare's mission and enabling our staff to heal from trauma and thrive during this difficult time has been an important focus for the leaders of Anglicare.

impact on our Early Childhood Education and Care Services, notwithstanding Government supports. The Board has actively monitored the wellbeing of our Executive and staff through this time and while challenging, our leadership team have acquitted themselves extremely well.

Other than dealing with crises, the Board has acted to ensure prudential budgeting, despite considerable uncertainty. In addition, assistance was received from the Commonwealth Government as part of the Government's COVID stimulus response. The Board has and will continue to ensure that it manages Anglicare's resources consistent with a desire to balance financial risks with delivering on mission objectives, enabling Anglicare to meet the increasing needs of our communities in their time of need.

As can be seen in this Report, the Board oversees the performance and conformance of a number of distinct portfolios. These include Disability services, Early Learning, Out of Home care, and Retirement Villages. Each has their own funding, regulatory, client and stakeholder issues to address and each has a different risk profile. Members of the Board work hard to grasp the level of complexity within and across these portfolios of programs.

The Board has also maintained an ongoing focus on ensuring Anglicare is a safe organisation- psychologically, culturally and

physically. The Sanctuary program is an important platform for the psychological safety of both clients and staff. We have also now finalised our Innovate Reconciliation Action Plan (2020-2022). This was developed in consultation with the Wiradjuri, Ngannawal, Ngarigo, Yuin, and Eora Aboriginal nations and led by our General Manager Cultural Safety & Training, Rev'd Karen Kime.

The Board's focus on workplace health and safety has been heightened due to COVID-19. Our services and staff are located in over 50 sites, some of which are ageing or are used in conjunction with parishes. Many of our staff are focused on caring for others and must also be encouraged to care for themselves. A focus on safety (psychological, cultural and physical), will allow Anglicare to be an organisation that thrives; one where staff and volunteers can also thrive, providing hope for the future to those whose lives to those in distress.

In these past 12 months our CEO Jeremy Halcrow resigned to comply with the requirements of NSW charities legislation. The Hon Magistrate Michael Antrum also resigned, transferring to a position in the magistracy in Sydney. In January 2020, we welcomed Assoc Prof, the Hon Pru Goward, former Minister for Community Services in New South Wales to the Board. Alexandra Spark, Dr Bill Anscombe and I, whose terms of appointment had expired, were reappointed to the Board.

In a year with so many challenges, it has been important for the Board to maintain hope for the future and to provide space and support for healing. I want to acknowledge the efforts of Board members and our Bishop Mark Short, who has been most supportive. I want to thank our CEO Jeremy Halcrow and his Executive team for their dedication, competence and leadership. As the Board now focuses on strengthening Anglicare to thrive in the future, we pay tribute to our engaged and caring people and thank all those who donate and pray for this mission.

Message From

CHIEF EXECUTIVE OFFICER



Jeremy Halcrow
Chief Executive Officer

Hope: meeting the external challenge

The next year will be dominated by recovery from the current recessionary economic conditions. It's highly likely the recovery phase will continue through 2022 and into 2023. While agencies like Anglicare may see additional Government funding for job training for people on JobSeeker in the short term, this is likely to be matched by a significant increase in demand on existing crisis and relief services as JobKeeper is reduced. For crisis services like our homelessness programs, the pressure will be to do more with the same resource. In this context social innovation will be required to drive social impact. There is increasing evidence that social innovation is most likely to occur in the overlap between Government, market and community sectors.

Over the past year, we have continued to strengthen our "Surviving to Thriving" model (see page 20) thanks to the generosity of our donors. In Step One of the model, we seek to provide people experiencing crisis immediate Interventions. Then in Step Two, underlying issues are addressed through case management, other early intervention programs or financial counselling.

This year we participated in impact research in conjunction with the Anglicare Australia network. Outcomes for this Survive and Thrive model were positive. Nearly half of all clients saw improved material circumstances; with results dramatically improving the longer they engaged. The model also had a positive or very positive impact on 80 percent of clients' personal wellbeing. Because of these results, we want to both expand this model into other towns in NSW and enrich the model. The problem is funding. Our fundraising is growing but donations are not keeping up with demand, even at the hubs we already run. This unmet demand is occurring even before the peak of the looming depression has hit.

A common barrier to scaling impact identified in the research literature is underinvestment by charities in overheads, particularly evaluation systems and workforce development. Understandably most private donors, and increasingly Government, only want to fund direct help. However the result is no capital for training, infrastructure, risk mitigation and capacity building. For this reason Anglicare has begun

exploring social entrepreneurial models to scale our social impact and this will be a focus of our next strategic plan period. The goal will be a unified strategy that links financial and mission outcomes, embedding market-revenue into Anglicare's model which already links government contracts with philanthropy.

Heal: collaboration for recovery

Sadly, last summer's unprecedented bushfires is a forewarning of worse to come. Climate change is predicted to worsen the frequency and scale of extreme weather events: including floods, heatwaves, cyclones, droughts and bushfires. Our client base – people experiencing poverty – are very vulnerable to extreme weather impacts. Vulnerable communities are often the hardest hit by climate impacts and the least able to cope, adapt and recover.

This issue is large and complex, and all organisations have to play their part. While Anglicare needs to become more systematic in our sustainability planning, we also need to build partnerships and alliances to support marginalised communities, especially the "thin markets" of rural NSW. While this has been a strategic objective for many years, some exciting new opportunities came together in response to the bushfires.

Prior to the fires, we began developing a partnership with Thread Together, who are driving social and environmental change by redistributing fashion industry excess to people who are doing it tough through charities like Anglicare. Anglicare also received a grant from Westpac to expand our financial counselling into the underservices and bushfire impacted Snowy Mountains region.

Thrive: moving forward

A key goal over recent years has been to develop ongoing partnerships with Aboriginal-controlled entities to build sustainable foster care operations with them before successfully transferring Aboriginal foster care placements. This model came to fruition this January, when after more than five years of development we celebrated the transfer of Wanggaay Foster Care program to Wagga-based AMO Rivmed.

I want to pay tribute to all the staff involved in this transfer, particularly our General Manager Cultural Safety & Training, Rev'd Karen Kime and our Executive Manager PSP, Ann Ponsonby. Karen was also instrumental in developing the next iteration of our Reconciliation Action Plan which will seek to deepen our commitment to justice for our First Nations.

I was very excited to announce the appointment of the Rev'd Sarah Plummer as our new Executive Manager, Mission and Culture in May. Sarah has been tasked with reviewing our RTO, staff induction, workforce development and chaplaincy model. A key goal for this strategic plan was to develop an "Anglicare rural model" to engage small, less-resourced parishes in local poverty alleviation. A pilot has now been underway in Eden for three years and Sarah found an opportunity, despite COVID, to visit and conduct the review. She is developing a report in consultation with Eden community chaplain the Rev'd Michael Palmer to inform replication of model in Bathurst and potentially elsewhere.

Ann Ponsonby has been on the Executive since 2015, and in December took on role of Executive Manager PSP together with her ongoing Principal Officer Role. Meanwhile Emily Purvis was appointed Executive Governance Officer. Emily will oversee policy development, internal audit and company secretary functions. This restructure also saw Simon Bennett adding youth and family programs in the ACT, Goulburn and South Coast to his responsibilities and our Deputy CEO Brad Braithwaite taking on Community Development and Seniors Housing. I want to thank all the Anglicare Executive for the hard work and resilience through a challenging year of change.

I also want to thank all our colleagues from our corporate shared services provider Anglican Diocesan Services, but particularly CFO Paul Brand and Andrew Guile, Director of Risk and Compliance, for their committed support and engagement with the Anglicare Executive and Board Committees. Finally, thank you to Lynette Glendinning and the Board for going 'above and beyond' in providing additional support though the fires and during the COVID-19 lockdown.

Highlights **TIMELINE**

SEPTEMBER 2019

Anglicare received Community Housing Provider Accreditation. This will allow us to extend our housing support services in the coming months and years.

DECEMBER – JANUARY

Over 60 Disaster Recovery volunteers responded to assist at around 20 evacuation centres during the NSW bushfires.

The Emergency Relief & Financial Counselling Client Survey Snapshot was completed.

Completed the first annual survey of children and young people from the Permanency Support Program/Intensive Therapeutic Care. This research gave important insight into feelings of safety, permanency and wellbeing, and service quality.

FEBRUARY

In the aftermath of the bushfires, Anglicare worked with Employee Assistance (EAP) provider Acacia Connection to send out a Joint Wellness Survey. This was to help Anglicare leadership learn how best to support staff and volunteers through a stressful period including bushfires, floods and hail.

NSW Government Funding and fundraising funds allowed for the recruitment of five Anglicare Bushfire Recovery Coordinators in Batlow, Bega, Eden, Moruya and Cobargo.

MARCH

Organisation-wide COVID-19 safety measures were put in place including remote COVID-19 training, working from home options for staff, and heightened health and hygiene procedures in all our location across the region.

"Art for Aged Care" initiative was started at Calwell Early Learning Centre. The



JANUARY



FEBRUARY



APRIL



MAY



JUNE

initiative links children to people living in local aged care facilities. This has been particularly important during COVID-19 to keep community connection during times of social distancing.

APRIL

Annual Rental Affordability Snapshot was conducted.

Over 30,000 items of brand new clothing were donated to bush-fire-affected people through our partnership with Thread Together.

MAY

Anglicare was successful in the ARC Linkage application "Reducing young women's offending through improved service delivery." This is a partnership between the Queensland University of Technology and five Anglicare network organisations. This is designed to improve outcomes for Indigenous women at risk of contact with the justice system.

Virtual tours were implemented as part of the Retirement Living portfolio.

JUNE

A new community service commenced in Wagga Wagga in partnership with Thread Together to provide new clothing to people in need.

\$228,972 raised for the Winter Appeal

\$797,140 raised throughout the 2019/2020 financial year fundraising (a significant increase on previous years)

450 foster/kinship carers supported children and young people in care.

Finished the year with 750+ volunteers registered with Anglicare

An estimated \$850,000 worth of goods in kind were donated during the bushfires and COVID-19 to assist people through our emergency relief services.

At a Glance 2019-2020

FINANCIAL +
GAMBLING
SUPPORT

17

schools and
businesses
have donated
to the Pantry
Appeal to date

More than
16k

food items and
toiletries have
been donated to
the 2020 Pantry
Appeal so far



DISABILITY
SERVICES

HOUSING +
CRISIS SUPPORT

\$850,000

Estimated worth of goods in kind were donated during the bushfires and COVID 19 to assist people through our emergency relief services



Over
30,000

items of brand
new clothing
were donated
to bush-fire-
affected people



12

Anglicare locations
across NSW and ACT
distribute emergency
food relief

MISSION +
COMMUNITY
ENGAGEMENT



ANGLICARE
COLLEGE

\$228,972

raised for the Winter Appeal

Over
60

Disaster
Recovery
volunteers
responded to
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20 evacuation
centres during
the NSW
bushfires



GET
INVOLVED

Finished
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450

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care



YOUTH +
FAMILY



EARLY
LEARNING

OUT OF
HOME CARE

\$797,140

raised through fundraising
(a significant increase on previous years)

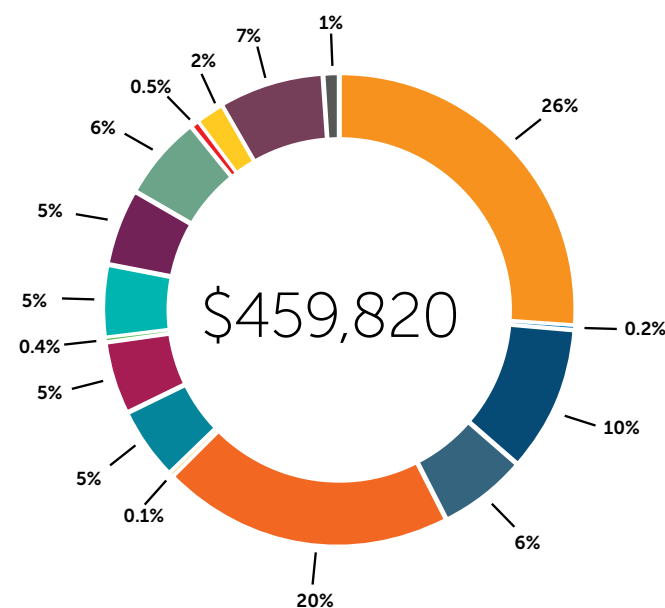


RETIREMENT
LIVING



How your *Donations* supported people in 2019-2020

Please note that these figures exclude bushfire donations which have been reported separately.



Some of our emergency relief and Survive and Thrive programs receive little or no government funding. This means that we rely on the support of our donors to ensure these programs can continue operating and meeting critical needs of vulnerable families. We're incredibly grateful to our donors who have continued to give during a particularly difficult year.

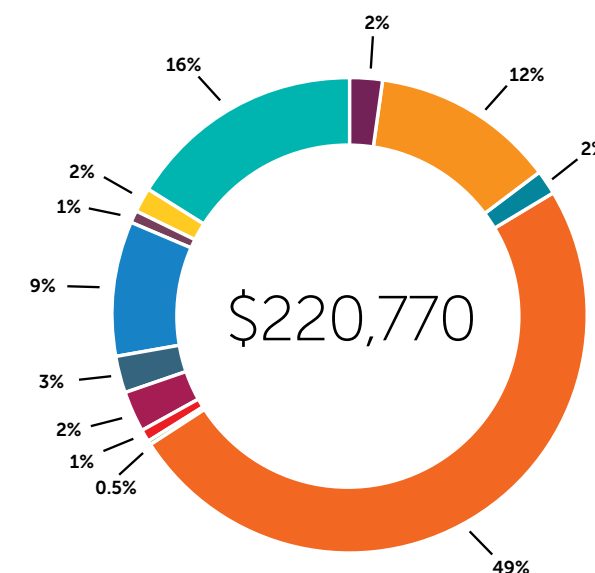
While Anglicare is able to disburse some funds, such as crisis funding or some program-specific funding, in the same year in which they are received, often funds are disbursed in the following financial year. The funds reported here include a combination of funds received in the 2019/20 financial year as well as the previous financial year.

Gordon Community Centre emergency relief and community programs*	\$121,152
Disability Ministry support for children with disabilities and their families	\$47,000
St John's Care case management support*	\$27,500
Ashmont Community Resource Centre emergency relief and programs*	\$93,696
Bathurst Community Development emergency relief and programs	\$22,000
Ignite Mentoring assist young people in the Riverina	\$22,756
Parkes Survive and Thrive emergency relief and community programs*	\$22,873
Disaster Recovery not including additional bushfire funds	\$23,515
Food Fair emergency food relief to the Queanbeyan community	\$26,207
CYCLOPS program funding for young carers program in the ACT	\$1,674
Arawang Emergency Relief in south Canberra	\$600
Gordon Community Centre (additional program-specific donations)	\$10,271
Child, youth and family programs in Goulburn	\$32,486
Ashmont Community Resource Centre (program-specific donations)	\$5670
Out of Home Care (PSP) services in Wagga (program-specific fundraising)	\$2,263
Ignite Mentoring (additional program-specific donations)	\$157
TOTAL	\$459,820

*These services are part of Anglicare's Survive and Thrive development model. Details available on page 20.

Bushfire Relief fundraising donations & Disbursement

The 2019-2020 bushfires caused devastation across many parts of the region in which we work.



In February the NSW Rural Fire Service (RFS) reported that 2,439 homes had been destroyed in NSW and over 17 million hectares of land burnt across the region.

But in the midst of this tragedy, hundreds of generous donors stepped in to help those in need by giving \$220,770 to our bushfire appeal which was run in conjunction with Bishop Mark Short from the Canberra/ Goulburn Diocese. These funds enabled us to respond quickly and have already been invested in providing pastoral care support for families who were affected as well client provisions which included groceries, fuel, food vouchers, accommodation, furniture, white goods, client support, Bermagui preschool therapeutic program, client purchases such as construction materials and drinking water supplies.

The remaining funds will continue to be distributed in the coming financial year.

Client payments	\$5,500
Client provisions* (see text above)	\$27,189
Logistics - transport of donated goods	\$3,674
Pastoral care, staffing and on costs	\$109,218
Operational costs/volunteer support	\$914
Womboyn Rural Fire Service Christmas hampers	\$1,500
Batlow youth Mental Health program	\$6,000
Rural Fire Service weekend getaway	\$6,000
Two school trauma counselling projects	\$20,000
Batlow Emergency Relief Hub contribution	\$1,500
Cobargo Emergency Relief Hub	\$4,000
Funds unallocated as of 30 June for distribution	\$35,205
TOTAL	\$220,770

* Items in green will be disbursed in the coming financial year.

PUBLIC DONATIONS

\$220,770 was raised through bushfire donations

GOVERNMENT FUNDS

\$1,286,832 was received by Anglicare in 2019/2020 in bushfire funding

An additional **\$938,156** was received at 30 June which will be disbursed in 2020/2021 along with the remaining amount raised in bushfire donations. (See page 57 for details)

Why **WE** Exist

Our foundations can be traced back to Anglican parishioners motivated by the biblical mandate to care for those in need.

"Is not this the kind of fasting I have chosen: to loose the chains of injustice and untie the cords of the yoke, to set the oppressed free and break every yoke? Is it not to share your food with the hungry and to provide the poor wanderer with shelter..." Isaiah 58:6-7 (NIV)

3,240,000

13.6%

Australians live **below** the poverty line

This affects

774,000

children under the age of 15



1 in 8 adults & 1 in 6 children

Over 150 years ago Anglican parishes began providing care for those in need across rural NSW.

1888

Mother Esther, an Anglican religious sister, formed the Community of the Holy Name to help people from Melbourne's slums.

1929

Anglicare's St Saviour's Children's Home opens in Goulburn.

1933

Sisters from the Anglican Community of the Holy Name in Melbourne are invited to Goulburn to manage St Saviour's Children's Home.

1970's

From the 1970s the focus of the work changed and expanded to include family support, emergency housing and early childhood education and statutory care services.

2012

Anglicare Canberra and Goulburn becomes Anglicare NSW South, NSW West & ACT.

Today

Today Anglicare NSW South, NSW West & ACT operates a broad range of programs across a large geographical area. We serve the Dioceses of Riverina, Bathurst and Canberra and Goulburn and our footprint ranges from the south coast to the western plains and the national capital.

The people whom we serve and many of the communities in which they live are subject to socio-economic shifts, drought, bushfires, floods and demographic changes. Across our region are many small communities where support for services is very limited.

In a year like 2020 which started with catastrophic bushfires and where isolation has been magnified through COVID-19 and social distancing, we are determined to honour our original mandate – to help to those in need.

*Source: Poverty in Australia 2020 ACOSS Report

PRAYER POINTS

Please pray that young people who are leaving foster care feel equipped by our Anglicare and St Saviours teams to face the future; specifically that they would have safe housing, physical and emotional health, and that government supports would continue to assist these young people beyond 18 years of age.

Please pray that families and communities affected by the bushfire crisis would not be forgotten in the COVID-19 crisis.

Please pray that Anglicare would have the wisdom, compassion and foresight to equip our emergency relief teams to respond to the continuing fallout of the COVID-19 crisis.

Please pray that staff would feel supported and strengthened, especially during difficult times, and that they would have the energy and empathy to continue to care for the people we serve with excellence.

Please pray that our homelessness services would be able to stretch to meet the growing needs in our community as costs of housing continue to put pressure on vulnerable families.

Please pray that supporters would be encouraged that their volunteering and financial giving is greatly valued and is making a real difference in the lives of people across the community.

OUR IDENTITY

Anglicare has been called to follow Jesus example by responding to human need and addressing injustices in our society.

We do this as part of the Anglican Communion's Marks of Mission*: gracious and patient witness; safe and sustainable ministry; compassionate and skilled service; creative and informed advocacy; just and generous stewardship; and, inspiring and empowered worship.

Staff and volunteers from St John's Care outside St John's Anglican Church. Photo taken by Luke Reynolds.



* <https://www.anglicancommunion.org/mission/marks-of-mission.aspx>

OUR Locations & SERVICES



AUSTRALIAN CAPITAL TERRITORY

SUBURB	SERVICE	PROGRAM
a Charnwood	Mission & Community	Barney's Boutique Op Shop (Parish Partnership)
b Franklin	Early Childhood	Anglicare at Franklin School
c Holt	Disability Services	Holt Disability Day Centre
d Scullin	Early Learning	Anglicare at Southern Cross Early Childhood School
e Jamison	Anglicare Retail	Anglicare Retail Jamison
f Downer	Retirement Living	Brindabella Court
g Civic	Youth & Family Services Emergency Relief Corporate Services Permanency Support Program	CYCLOPS The Junction Youth Health Service Youth Space YMCA Partnership ACT Street Law Fundraising & Marketing Executive Team Research & Policy Anglican Diocese Service Permanency Support Program Administration Support

h Reid	Mission & Community/ Emergency Relief	St Johns Care
i Red Hill	Retirement Living	St David's Close
j Phillip	Anglicare Retail	Anglicare Retail Phillip
k Kambah	Emergency Relief	Arawang Emergency Relief Hub
l Erindale	Anglicare Retail	Anglicare Retail
m Calwell	Early Learning Mission & Community	Calwell Early Childhood Centre Mary's Market (Parish Partnership)
n Gordon	Emergency Relief	Gordon Community Centre

Anglicare NSW South, NSW West & ACT is a member of the Anglicare Australia network. Our locations fall within three Anglican dioceses: Canberra/ Goulburn, Riverina and Bathurst.

NEW SOUTH WALES

SUBURB	SERVICE	PROGRAM
1 Dubbo	No Interest Loans Scheme Emergency Relief	No Interest Loans Scheme Emergency Relief
2 Rylstone/Kandos	Emergency Relief	Emergency Relief
3 Parkes	Mission & Community Emergency Relief	Georgie's Boutique Georgie's Pantry
4 Orange	Permanency Support Program Emergency Relief Youth & Family Services	Permanency Support Program Emergency Relief NPSS Survive & Thrive
5 Bathurst	Retirement Living Mission & Community Emergency Relief	Retirement Living Quality & Audit Office Bathurst Community Development Project Thread Together Emergency Relief
6 Forbes	Emergency Relief	Emergency Relief
7 Cowra	Youth & Family Services (planned)	Extension of Orange NPSS (planned)
8 Liverpool	Permanency Support Program	Permanency Support Program Intensive Therapeutic Care
9 Campbelltown	Youth & Family Services/Permanency Support Program	Premier's Youth Initiative
10 Young	Mission & Community	Young District Anglicare Ministry (Parish Partnership) Emergency Relief
11 Leeton	Youth & Family	Lifetime Learning
12 Murrumburrah	Mission & Community	The OP Centre (Parish Partnership)
13 Crookwell	Disability Services (planned)	Crookwell Disability Day Centre (planned)
14 Yass	Homelessness & Housing Services Emergency Relief	Youth & Family Support Service Yass Homelessness Support Service
15 Goulburn	Early Learning Homelessness & Housing Services Financial Counselling Retirement Living Disability Services Youth & Family Services Mission & Community Corporate Services	Orana Preschool Goulburn Early Learning Centre Goulburn Family Day Care Goulburn Homelessness Support Service Emergency Relief Gambling Help Counselling Service Wollondilly Gardens Goulburn Disability Day Centre Youth & Family Support Service Anglicare Family Services Adolescent Program Holiday Camps Parenting Under Pressure Triple P (Positive Parenting Program) Black Box Parenting Program (Domestic Violence Service) Disaster Recovery Corporate Services
16 Marulan	Early Learning	Marulan & District Preschool
17 Nowra	Permanency Support Program	Permanency Support Program

18 Wagga Wagga/ Ashmont/ Koorigal	Permanency Support Program Corporate Services Youth & Family Services Emergency Relief Youth & Family Services Financial Counselling Homelessness & Housing	Permanency Support Program & Intensive Therapeutic Care Corporate Services Supported Playgroup Lifetime Learning HIPPY Ashmont Community Resource Centre Survive & Thrive Starting Fresh Starting Off Stepping Out (SOSO) Joint Support Casework Ignite Mentoring School Reading Programs Financial Counselling Budgeting Support Homeless Youth Assistance Program (HYAP)
19 Tumut	Mission & Community	New 2 U Op Shop (Parish Partnership)
20 Bungendore	Mission & Community	Phil's Emporium (Parish Partnership)
21 Queanbeyan	Permanency Support Program Anglicare Retail Emergency Relief	Permanency Support Program (Intensive Therapeutic Care only) Anglicare Retail Queanbeyan Anglicare Food Fair
22 Batlow	Mission & Community	Bushfire Recovery
23 Googong	Early Learning	Googong Early Learning Centre
24 Captains Flat	Mission & Community	Captain's Treasure (Parish Partnership)
25 Batemans Bay	Youth & Family	Bateman's Bay Toy Library
26 Albury	Permanency Support Program Financial Counselling	Permanency Support Program Financial Counselling
27 Moruya	Permanency Support Program Homelessness & Housing Services Youth & Family Services Mission & Community Disability Services	Permanency Support Program Eurobodalla Homelessness Support Service Department of Communities and Justice (DCJ) Housing SHS Services Emergency Relief Cassie's Nest Cassie's Place Southeast Coast Women's and Children's Services IMPACT Love Bites (DV awareness school initiative) Bushfire Recovery Pastoral Care Vulcan Street Community Hub (Thread Together) NDIS South Coast Continuation of Support Commonwealth Home Support Program
28 Cobargo	Mission & Community	Bushfire Recovery
29 Bermagui	Mission & Community	OK Shed (Parish Partnership)
30 Bega	Disability Services Permanency Support Program Mission & Community	NDIS South Coast Continuation of Support Commonwealth Home Support Program Permanency Support Program Bushfire Recovery
31 Eden	Mission & Community	Emergency Relief Community Development Chaplaincy Bushfire Recovery Sapphire Surprise Parish Partnership Shop

Strategic Plan

OVERVIEW

STRATEGIC PLAN 2018 - 2021	PILLARS	1. Our Mission	2. Client & Customer Outcomes	3. Financial Performance
	OUTCOMES BY 2021	Strengthen focus on our core purpose so that vulnerable people within our regions have the opportunity to live full, whole lives, free from poverty and harm.	Deliver safe and effective programs to ensure children, young people and their families who are experiencing adversity in our regions have the opportunity to thrive.	Develop capacity to invest in mission initiatives by growing discretionary income and reserves.
	MEASURE	Confidence demonstrated by beneficiaries, supporters and Diocesan leadership in the quality of outcomes and strength of mission partnerships and effectiveness of our advocacy to address social injustices in our regions.	Recognised by clients or participants, within the wider sector and by funders, as an innovative provider with a strong culture of safety, delivering demonstrably effective models of service and sector leadership on child-safe practices and cultural safety.	Increased investment in mission objectives.

OUR MISSION

Anglicare secured Community Housing Accreditation which will allow us to apply for social and affordable housing projects. These initiatives complement our existing emergency relief services and offer further support for families in need.

We exceeded our target for church engagement with 62 parishes across the Goulburn/Canberra, Riverina and Bathurst Dioceses engaging with Anglicare through various initiatives including fundraising, volunteering, op shops, service delivery, Anglicare Sunday and pantry appeal donations.

CLIENT & CUSTOMER OUTCOMES

Results from the an Anglicare Australia-wide project to assess the wellbeing and impact of our Emergency Relief services on clients showed that 25 percent of clients suggested the service helped to improve their personal wellbeing from poor or fair to good or excellent.

The National Anglicare Australia Emergency Relief Client Survey was conducted in late 2019. Data suggested 91 percent of Emergency Relief clients are satisfied with the service. Also 91 percent of respondents think Anglicare's service displays values and beliefs consistent with what they would expect

from a Christian organisation. (See survey results far right)

FINANCIAL PERFORMANCE

Fundraising targets were significantly exceeded thanks to the generosity of existing and new supporters.

COVID-19 impacts on some of our service areas created shortfalls, however government provisions through JobKeeper has enabled us to maintain reasonable financial performance overall for the year.

EFFECTIVE SYSTEMS

A new Intranet project has commenced which will streamline business processes

Despite a challenging year, Anglicare continued to move towards the goals outlined in the third year of our 2018-2021 Strategic Plan*. This table provides an overview of performance to date. Further details tracking the success of these measures are shown within service portfolios.

4. Effective Systems	5. Our People
Improve organisational capacity to capture, understand and communicate evidence that demonstrates service effectiveness, safety and social impact.	Build a workforce that can deliver safe, effective and high-quality services to meet future needs and mission priorities.
Anglicare has the information and evidence required to ensure the highest quality decision-making at all levels as well as demonstrate positive client outcomes or program effectiveness to donors and funding entities.	Our people demonstrate the competency to deliver on strategy.

and enhance internal communication.

Work has also begun with external consultants to assess the functionality of our other major databases, including our supporter database, to provide greater automation, improved reporting, and more personalised engagement with clients, donors and supporters.

OUR PEOPLE

The continued implementation of the Sanctuary model (see page 24) has been extremely successful with offices across the region showing increased engagement. A Sanctuary

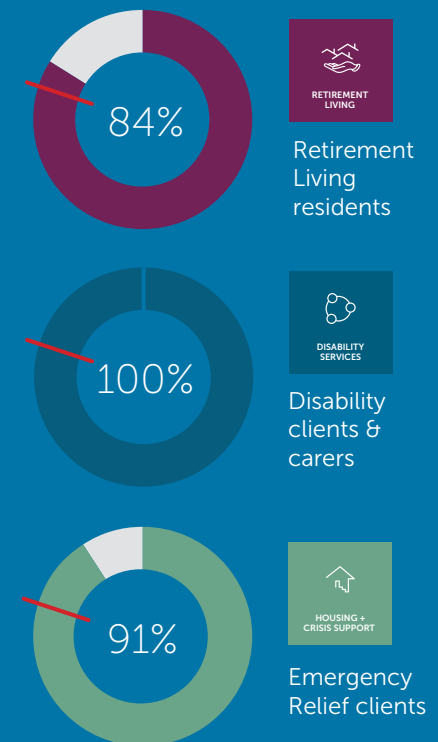
Pulse Survey conducted in May also showed improvement in staff sense of support and competency to deliver safe programs despite the pressures of COVID-19 restrictions. (See diagram)

We're incredibly grateful to our team of over 750 volunteers, particularly during a year that has called on so many Disaster Recovery volunteers. Our Disaster Recovery resourcing levels and processes are being reviewed following the 2020 bushfires to improve coordination and communication during future disasters.

Beneficiaries satisfied with care

Emergency Relief clients, residents from our retirement villages and our Disability clients and carers all ranked their satisfaction with Anglicare as higher than industry benchmark.

— 80% benchmark



Sanctuary Pulse Survey results from staff 2020



*Detailed Strategic Plan available at anglicare.com.au/about-us/strategic-plan

Survive & Thrive

Our theory of change for helping to alleviate poverty

Poverty is complex, impacting many areas of a person's life, for this reason Anglicare has adopted a holistic 'Survive and Thrive' approach to help produce lasting change.

The model addresses immediate

critical needs as well as long-term needs with services delivered through local community centres. These services primarily focus on children and young people in the context of their families.

The Survive and Thrive model is

currently being delivered in Orange, Wagga Wagga, North Canberra and South Canberra. Our goal is to expand our reach with this model into more areas, but we can only do this with the support of our donors and volunteers.

Surviving

Supporting urgent needs and promoting stability



Emergency relief services



Supported community playgroups



Relational case management

Anticipated outcomes

- » Reduction in material deprivation
- » Increased client wellbeing (PWI*)
- » Improved parenting skills

Growing

Giving individuals and communities the tools to enable growth and independence



Family early intervention and support programs



Child and youth permanency support programs



Support for adults experiencing entrenched disadvantage

Anticipated outcomes

- » Increased parenting empowerment
- » Improved child attachment
- » Housing stability

Thriving

Empowering individuals and communities to thrive!



Access to quality affordable early years education and support



Targeted mentoring and support for children and young people

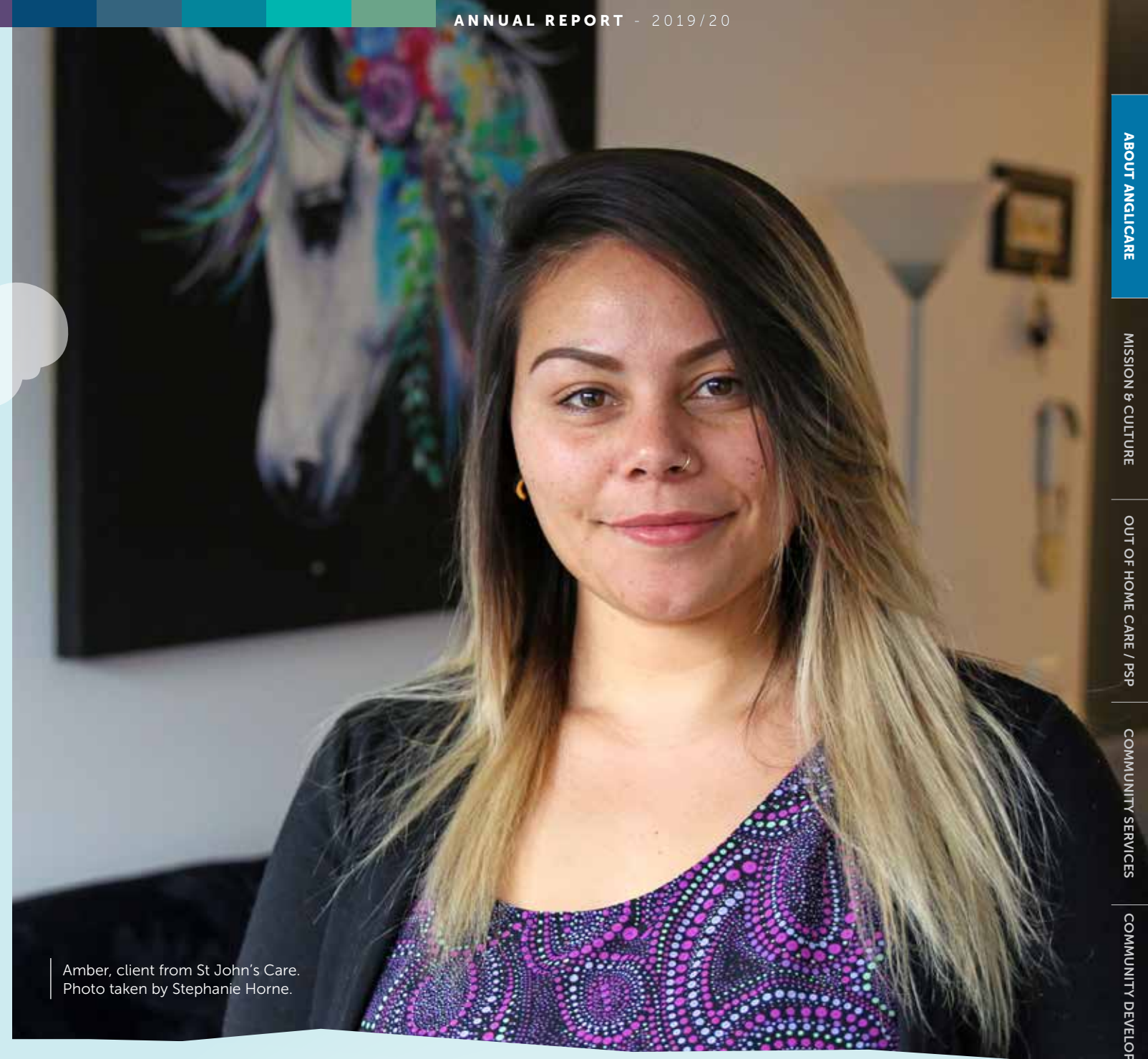


Access to programs that facilitate and support adult wellbeing, education and employment

Anticipated outcomes

- » Improved school attendance and completion rates
- » Improved school readiness
- » Increased economic empowerment

*Personal Wellbeing Index



Amber, client from St John's Care.
Photo taken by Stephanie Horne.



AMBER'S STORY

After a relationship breakdown, Amber and her children had to move from the South Coast to Canberra. *"...for a few months [I] stayed at relatives' homes. Every few days I had to move with my three children. It was terrifying and really unsettling for my children,"* says Amber.

She approached Anglicare partner organisation, St John's Care, for help. While initially presenting with housing needs, Amber was assigned a case manager funded by Anglicare to assist with other complexities in her life. They helped arrange food relief and payment of some bills to give Amber the opportunity to get back on her feet.

Amber's journey demonstrates Anglicare's Survive and Thrive approach. The model is about walking with families as they move from urgent need to a place

where they are living as independently as possible, connected with their local community and thriving.

Today, Amber is living in a one-bedroom unit that the case manager was able to help her to secure. Having four people in a one-bedroom apartment is not a permanent solution, but it has taken away one of Amber's biggest challenges. "Without the support of organisations such as Anglicare and St John's Care, I don't know where I'd be – probably still couch-surfing," says Amber.



EMERGENCY RELIEF & FINANCIAL COUNSELLING CLIENT SURVEY SNAPSHOT

49 clients participated in the Emergency Relief and Financial Counselling Client Survey

In late 2019, this survey was undertaken among clients of Anglicare NSW South, NSW West and ACT services. The survey helps Anglicare to improve our services to the people we work with and helps us to begin to assess our survive and thrive programs.

What was the service experience for you?

- 100%** felt that staff responded in a timely manner
- 98%** had confidence in staff's advice
- 98%** strongly trusted the Anglicare staff
- 93%** felt listened to and understood by Anglicare
- 91%** were involved in planning their support
- 91%** felt Anglicare provided enough time and resources
- 86%** felt better able to deal with their issues
- 78%** felt their care goals were being met

91% ★
Satisfaction!

of clients were satisfied with services

79% 👍
Endorsement!

Of clients would definitely recommend Anglicare to family or friends

"Very good help for food when needed"

"[Anglicare's] care is fabulous. Great support and help"

"This service is very helpful for my family"

What impacts did we make for clients and their families?

Positive impacts of Anglicare services reported by clients:

- 80%** on their personal wellbeing
- 78%** on knowing where to get help
- 73%** on their life as a whole
- 64%** on their financial situation for essential needs
- 47%** on their ability to manage daily expenses
- 42%** on their ability to deal with unexpected financial expenses

Provided by Social Policy and Research Unit, Anglicare Sydney, July 2020.



Anglicare staff at the Junction Youth Health Centre for Sanctuary training.

THE Sanctuary MODEL

The Sanctuary Model is an evidence-supported care model that assists people who work in stressful human services and care environments.

The Sanctuary Model supports staff to provide mindful, safe and therapeutic practice to achieve positive growth and change for people in the Anglicare community. Sanctuary builds on Anglicare's existing values and seeks to establish and enhance an environment for staff and service participants that reflects seven shared commitments: Growth and Change,

Open Communication, Democracy, Nonviolence, Emotional Intelligence, Social Learning and Social Responsibility. Having commenced in 2017, this year Anglicare continued our outworking of the Sanctuary Model across all services and teams.

Currently 451 staff have been trained in Sanctuary practices as well as four

foster/kinship carers. Face-to-face training had to cease partway through the year due to COVID-19 restrictions however work has commenced on the development of online content which will allow volunteers and foster carers easier access to training.



STAFF QUOTES

"Sanctuary [meetings] can allow you to feel connected with your team. It takes five minutes of every day to see how each member of your team are feeling and what their day looks like. This can physically take you out of your independent bubble, and make you aware that even if you feel disconnected, you're all in the same boat just doing a different task as part of a tribe."

– Melissa

"Sanctuary makes me feel supported and in 20 years, I've not feel as supported as I do now. It's made me aware of how I'm feeling, and that self-care is a priority."

– Mel

"I know that I am there to support my team if they need me, and that it is reciprocated. Anglicare as a whole displays an even playing field in terms of management hierarchy, and I feel that everyone is approachable. Sanctuary has definitely played a part in facilitating such a positive work culture."

– Rosie

"Sanctuary creates safety for me and to me, and safety to me saves sickness, suffering and sadness."

– Brenda

"The Sanctuary Model has given me the opportunity to feel heard, valued and a part of a supportive team. Prior to commencing community meetings there was really no time where we would do a 'check in' with the team to get an idea what was going on with everyone. Since commencing the daily 'check in' you can really see the positive influence this has had and has contributed to a major shift within the culture of the team."

– Tegan

"The Sanctuary Tool Kit allows me to use different ways to capture the safety and emotional intelligence of the teams I manage, being able to capture S.E.L.F within a larger group."

– Shane

"Sanctuary makes me feel included in the wider team which is a helpful way to start the day even when it's just the online community meeting."

– Katherine

"I feel a personal connection from the organisation that they care for my wellbeing."

– Tina



Leadership TEAM



Jeremy Halcrow
Chief Executive Officer

Jeremy was appointed CEO of Anglicare in 2013. He is also a leader in the wider community sector having served as a Director of the Australian Council of Social Services (ACOSS) and currently serving as Deputy Chair of Anglicare Australia. Jeremy has a background as a journalist and managing editor of a newspaper along with nearly two decades of management experience in the not-for-profit sector.



Brad Braithwaite
Deputy CEO

Within the community sector, Brad has held roles as Deputy CEO at Argyle Community Housing and General Manager Marketing and Communications at IRT Retirement Living. For much of the past decade, Brad has held various Director-level and Executive Manager roles at the University of Wollongong, where he delivered a number of large-scale strategic initiatives.



Ann Ponsonby
Executive Manager PSP* & Principal Officer

With more than 30 years in social services, Ann has extensive experience including working in the field as a social worker, project management and research, with a particular emphasis on foster care and adoption services. At Anglicare she has been heavily involved in strategic tendering, policy work, evaluation, and implementing innovative programs.



Emily Purvis
Executive Governance Officer

Prior to joining Anglicare, Emily spent over 17 years in the Commonwealth Public Service. Emily joined Anglicare in 2015 as the Volunteers Manager, with responsibility for volunteers across the organisation and the management of key volunteer run programs. In 2017, she assumed the role of Governance and Legal Manager with responsibility for internal governance and support for the Board.



Rev'd Sarah Plummer
Executive Manager, Mission & Culture

The Rev'd Sarah Plummer was the first woman appointed as a Senior Chaplain with the NSW Police Force in 2016. Sarah has also worked as a chaplain within Anglicare's residential aged care services. Prior to this work, Sarah was World Vision International's Director of Prayer Ministries.



Simon Bennett
Executive Manager Community Services

Simon has more than 25 years of experience across a range of community services and has worked closely with vulnerable young people and families. He is a well known Goulburn figure and has developed strong relationships with government and non-government organisations as well as State and Federal Ministers.



Rev'd Karen Kime
General Manager Cultural Safety & Training

Rev'd Karen Kime is an Aboriginal woman from the Birripa nation on the north coast of NSW. She has lived and worked with Aboriginal people in south eastern Australia for over 25 years. She works throughout the organisation, supporting staff to embed Cultural Safety across Anglicare's services.

Anglicare's Human Resources, Finance, and Information Technology services are provided by the Anglican Diocesan Services (ADS) of Canberra and Goulburn. For this reason, two ADS managers are also part of Anglicare's Leadership team.



Paul Brand
Chief Finance Officer

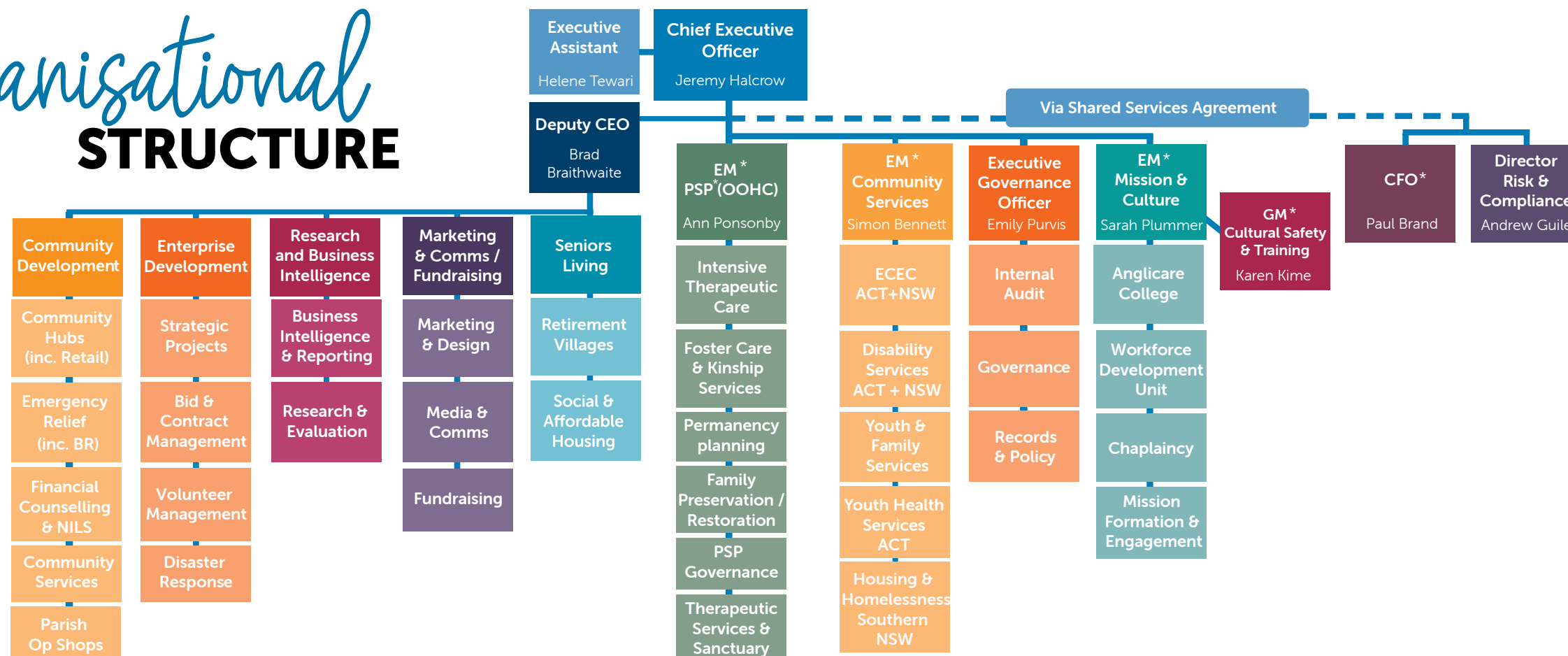
Paul has significant experience as an accountant across a range of not-for-profit and government sectors. As CFO for ADS and Anglicare he has a particular interest in building strong financially sustainable organisations



Andrew Guile
Director Risk & Legal

Andrew brings not-for-profit executive business leadership with qualifications in marketing and management. As an elected Councillor and Deputy Mayor, Andrew was the foundation chair of Audit and Risk for the largest regional Council in NSW.

Organisational STRUCTURE



* See Glossary page 74.



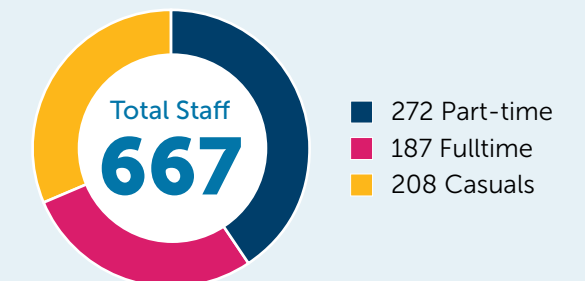
Mission & Culture

Anglicare's mission was formed from the Anglican Church and we work in closely with the Diocese and local parishes to meet local needs, especially in places where services are thin or non-existent. The appointment of Rev'd Sarah Plummer in March this year as the new Executive Manager of Mission and Culture has energised church engagement and mission development for Anglicare.



Stats

OUR PEOPLE



750+



Volunteers Registered

ANGLICARE COLLEGE

300



staff members have completed Cultural Safety training

CHURCH PARTNERSHIPS

62



parishes engaged with us during the year including 47 through Anglicare Sunday

Moore family. Photo taken by Clinton Bell.



MOORE FAMILY

Mary Moore (pictured page 33) and her daughters are Yuin nation women living in the Eurobodalla region.

Last year, just before the bushfires, they met with Anglicare's Homelessness Support in Moruya to discuss challenges facing Aboriginal women in the Eurobodalla region. Domestic violence accounts for over 40 percent of people approaching the service for help. Domestic violence is not part of traditional culture, and Aboriginal women often face challenges in leaving violent households and reporting abuse. Teams across Anglicare are working to develop culturally safe services and found feedback from Mary and her family very instructive. *"Personally I have found Anglicare to be extremely helpful,"* says Mary. *"They have helped me and my family and we feel we can discuss issues and receive culturally appropriate support."*

OUR PEOPLE

We celebrate everyone who works for us and alongside us in the important, and often challenging, work we do. The usual demands of assisting people in need have been exacerbated this year with bushfires and COVID-19 stretching people across all teams.

These have included incredibly volunteers particularly Disaster Recovery volunteers, staff and foster/kinship carers on the South Coast who continued to offer support to those in need when their own homes were lost or under threat. The resilience of our teams has been incredible.

Anglicare has responded by ensuring that staff are supported through the outworking of our Sanctuary approach and our Employee Assist Program (EAP) provided by Acacia. A spike in referrals and hours of EAP was seen in March in the aftermath of the fires and the ramping up of COVID-19 restrictions with many staff working from home and coping with the effects

of isolation. Some services also saw reductions in staff hours. Anglicare began a redeployment initiative to allow staff to retain hours and to provide support to other areas in the organisation under strain.

Throughout this year, our Workforce Development Unit (WDU) have continued to assist staff members in attaining qualifications to meet changing industry requirements. One of the main tasks of this portfolio is the development of a Core Competencies Framework to assist with staff induction and training. Training has moved to remote sessions to ensure the protection of staff and trainers. The WDU also created compulsory COVID-19 safety training programs for all staff members to complete. Staff members in Disability Services and Intensive Therapeutic Care (ITC) were also required to complete a further, more in-depth session. Anglicare is also a Registered Training Organisation and runs courses through our Anglicare College.

Anglicare College courses completed

Qualification	Number
Provide an emergency first aid response in an education and care setting	33
Provide First Aid	54
Provide cardiopulmonary resuscitation	47
Certificate III in Early Childhood Education and Care	4
Certificate III in Individual Support	4
Certificate IV in Leisure and Health	2
Diploma of Early Childhood Education and Care	3
Diploma of Counselling	4
Diploma of Community Services	13
Total	164

682



Workplace Development courses have been completed by staff from June 2019 to June 2020.

CULTURAL SAFETY

Anglicare has taken a 'whole of organisation' approach to Reconciliation and Cultural Safety with nearly 300 staff members from across all departments completing Cultural Safety training. The development of the 'Wise Practices' Communities of Practice (COP) from Reconciliation Australia for our newly developed Reconciliation Action Plan (RAP) was a particular highlight. One of the outcomes of the COP has been greater participation of Aboriginal Elders in our programs.

This year also saw the transition of the Wanggaay Aboriginal Out of Home

Care (OOHC) service in the Riverina to becoming an independent provider. As an organisation working with many vulnerable people, including those from Aboriginal and Torres Strait Islander backgrounds, the decreased funding for the NSW Child, Family and Community Peak Aboriginal Corporation (ABSEC) is a concern as they provide an essential voice for Aboriginal people in OOHC matters.

Without their input, Aboriginal children could become increasingly vulnerable and separated from families and communities.

WE SEEK TO PROMOTE UNITY, RESPECT AND UNDERSTANDING BETWEEN ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES AND ALL AUSTRALIANS.

Mary Moore (pictured centre) with her family. Photo taken by Clinton Bell.



Disaster Recovery volunteers



CHAPLAINCY

Chaplaincy and Mission Formation is a new role which has been created to support a range of goals. These include the Christian mission formation program for all staff, parish and Diocesan agency deputations as required, developing an organisation-wide chaplaincy strategy, providing spiritual care to staff as needed, and providing chaplaincy services to Anglicare's Retirement Living communities.

Also, in partnership with the Anglican Dioceses of Canberra/Goulburn and under the leadership of Bishop Mark Short, our first Pastoral Care Support Worker was appointed this year, Janice Ackland.



Janice Ackland, Pastoral Care Support Worker from the NSW South Coast.

CHURCH PARTNERSHIP AND MISSION FORMATION

Anglicare seeks way to help churches in their own missions to reach their communities. The development and implementation of a Church Partnerships Pathway process will allow churches to strategically engage with the work of Anglicare in a way that meets their individual goals as a church. This will continue to be rolled out over the next financial year.



(L to R) Monica Short, Andrea de Vaal Horciu and Dr. Georgia Pike at music therapy program.



JANICE ACKLAND

"There are many wonderful people in the local communities and churches who have been supporting each other for many months now, and I see my role as a partnership with them in the work of healing and recovery. I am looking forward to being able to contribute to the building up of caring, healing communities and, with God's help, being an encouraging presence that will reflect the love of Christ." – Janice

Janice Ackland was recently appointed as the Anglican Canberra/Goulburn Diocese's first bushfire Pastoral Care Support Worker.

Janice works across the Eurobodalla Shire Council Area which includes the Parishes of Batemans Bay, Moruya and Bodalla/Narooma as well as St Peter's Anglican College Broulee providing pastoral care to bushfire-affected individuals and families and to assist them to access further support through local

churches and other community organisations.

Janice is a trained social worker with theological qualifications and chaplaincy experience. She is the first of three pastoral care workers to be appointed across the Diocese under an initiative supported by the Anglicare Bushfire Appeal, Anglican Aid, the Bush Church Aid Society and the Anglican Investment and Development Fund.

OUT OF *Home Care* **PERMANENCY** *Support* **PROGRAM**

Out of Home Care/Permanency Support Program (OOHC/PSP) assists children and young people up to 18 years of age who are placed in statutory care.

A number of additional programs are part of PSP giving further tailored supports to children, young people and their carers.

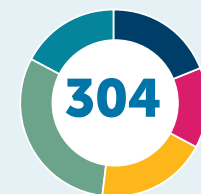
All services are underpinned by an Applied Practice Framework of therapeutic care through a team of therapeutic specialists who provide trauma-informed supports, training and interventions.



Stats

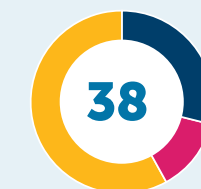
OUT OF HOME CARE

Children and young people are cared for through Anglicare/St Saviours* PSP



- 58 South Coast
- 43 St Saviours
- 57 Western NSW
- 94 Wagga Wagga
- 52 Albury

Young people are cared for through the Intensive Therapeutic Care program



- 11 Wagga Wagga
- 5 Queanbeyan
- 22 St Saviours

91%



of children and young people (CYP) in OOHC/PSP who participated in the 2019 Client Voice Survey reported feeling both safe and settled in their current placement.

40



young people are part of the Premier's Youth Initiative (PYI) meaning the program is running at capacity

450



foster/kinship carers

*St Saviours is the term used for Anglicare in the south Sydney region and Nowra to avoid confusion with Anglicare Sydney.



JACK'S STORY

Six months before Jack turned 18, he was offered a place in the Premier's Youth Initiative (PYI)

This initiative supported him transitioning out of his long term care placement through Anglicare/St Saviours into independent living. The PYI team have helped Jack move into transitional accommodation and obtain his provisional licence for both his car and bike licences. He is also enrolled in a Certificate IV in Community Services through TAFE NSW. *"PYI have assisted me in so many aspects of life from getting me back on my feet to helping me further my education. They have done so many things for me and I have found their program so helpful and it has literally been a life saver for me at times. I highly recommend and support this agency."* - Jack

Jack, PYI participant. Photo taken by Helen Austin.

PERMANENCY SUPPORT PROGRAM

Foster carer recruitment remains one of the biggest challenges for the Permanency Support Program (PSP). This has been compounded by the bushfires and COVID-19 which has called on teams to be resilient and develop creative ways of being engaged with potential and current carers, children, and birth families while ensuring that the program complies with policy, procedure and legislation. We are currently looking at a replacement database to allow for easier record keeping and reporting.

Anglicare's research team also conducted our first annual survey of children and young people (CYP) from the PSP/ ITC programs from September to December 2019. This captured the views of 84 CYP (39 percent of CYP in care) on their feelings of safety, permanency and wellbeing, and service quality. 91 percent of CYP in OOHC who participated in the 2019 Client Voice Survey reported feeling both safe and settled in their current placement. Almost all CYP (99 percent) reported they had a significant adult who cares about what happens to them now and in the future.

INTENSIVE THERAPEUTIC CARE

Intensive Therapeutic Care (ITC) services for young people in the Permanency Support Program cater for young people aged 12-18 with high support needs. Up to four young people are cared for in a group home through a therapeutic program of up to two years with a full-time care team and therapeutic specialist supports. Anglicare/St Saviours is responsible for five group homes in the Sydney regions of Liverpool and Blacktown, two in Queanbeyan and two in Wagga Wagga. The ITC program also provides step-down models such as Therapeutic Supported Independent Living (TSIL) which provides housing options to allow young people to eventually move into independent private rentals.



Therapeutic Home-Based Care

Therapeutic Home-Based Care (THBC) is a one-to-one model to support a child or young person with a specially authorised foster/kinship carer. Within this model is also Therapeutic Sibling options to accommodate sibling groups of three or more.

Premier's Youth Initiative

The Premier's Youth Initiative (PYI) program provides personal advice, education, training, mentoring and transitional housing for 40 young people aged 18 and over, who are exiting the OOHC/PSP system. This program is an option that young people can choose to take when they turn 18 and is currently running at capacity.

Cassie's Place/Cassie's Nest

Cassie's Place is a service on the NSW South Coast that provides support to children and young people who have been victims of sexual abuse. This includes attending Court matters and working closely with the NSW Police to assist with the conviction of offenders, as well as helping young people through their trauma and into recovery.

Cassie's Nest is a related service, also based on the NSW South Coast, providing clinical services for children and young people who require a Therapeutic Response Plan as well as providing specialist guidance to Anglicare PSP services on all child sexual harm matters.



Jai, Anglicare client. Photo taken by Wagga Wagga Daily Advertiser.



Community SERVICES

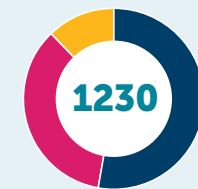
Our community services portfolio supports people from many different age groups and backgrounds and stretches right across our geographic footprint. From children right through to those who are elderly, Anglicare offers assistance through these programs to keep people connected to others in their community, and help them lead safe, healthy and fulfilling lives.



Stats

HOMELESSNESS & HOUSING

People assisted in Homelessness and Housing



648 Goulburn
427 Eurobodalla
155 Yass

1230



37



people assisted through the Homelessness and Housing Service, including children and young people

people assisted through Anglicare's Gambling Help Counselling Service

CHILD YOUTH & FAMILY SERVICES

2400



700



general practitioner visits through The Junction Youth Health Centre

youth worker visits through The Junction Youth Health Centre

2700



76



nurse visits through The Junction Youth Health Centre

people assisted through Anglicare's Family Services, including children and young people in Goulburn

DISABILITY

8



169



people with a disability in the ACT helped to gain employment

NDIS disability clients assisted across the region

EARLY LEARNING

1458



1037



children enrolled in Anglicare early childhood centres throughout NSW and the ACT

families served this year through our early learning services

Will, client from The Junction Youth Health Service. Photo taken by Luke Reynolds.



WILL'S STORY

Will's home life was difficult, and he had to move out when he was still a teenager. At times he was facing homelessness. He began attending Anglicare's Junction Youth Health Service when he was 14 years old.

Thanks to the practical support Will received, he found a job immediately after leaving school. *"I've never been unemployed until this year,"* explains Will. *"My mental health got really bad and I ended up in hospital."*

"I knew I was going to end up on the streets if I didn't get help," says Will. *"I started coming to The Junction every week. I had one-on-one sessions with one of the youth workers. They talked me through strategies to make my home life better for me so I could move home. The team was always there to help without judgement."*

Today, Will is living back home. His work has reopened and he's been offered his previous job in the school canteen. Life is looking more hopeful for him.



Disability SERVICES

Through our disability support services, we help clients realise their unique gifts and move towards their goals.

Our aim is to see people living safe and secure lives, as independently as possible, while participating in community through meaningful relationships, employment, recreation, education and volunteering.

Our services are based in the ACT and Southern NSW regions and include NDIS services in Goulburn, Moruya and the ACT. Specific supports range from direct service delivery in homes to day programs which operate in Goulburn and Canberra. Support

coordination and plan management services are offered across the region, with additional independent living services available in the ACT, and a Commonwealth Home Support Program in Moruya for people over 65 years of age.

Bushfires, flooding and COVID-19 have created challenges, particularly for our South Coast services, but our teams have shown incredible resilience and gone above and beyond in developing and implementing COVID

safety measures, and ensuring clients remained supported and not feeling isolated during this time.

We also worked with our PSP/ITC program coordinators to assist over 60 children and young people to access specific disability funding entitlements. Eight people with a disability also gained employment through our involvement with the Sustainability Project.



Child YOUTH & FAMILY SERVICES

Many of our Child, Youth and Family Services tie in with our Survive and Thrive development approach which helps move people through key life transitions to achieve healthy long-term outcomes.

These programs run across many regions including "Survive and Thrive" community-based programs operating in the Riverina and Orange, with a specialised Lifetime Learning program offering Indigenous community-based supports in Wagga Wagga, Leeton and Griffith.

Other key initiatives in the Riverina include the HIPPY* program to help parents improve their child's school readiness, playgroups, counselling support, tax help, the Joint Support Program assisting young people under the supervision of Juvenile Justice, and "Starting Fresh" empowering disengaged young people through

social activities. Ongoing funding for these programs continues to be a challenge.

In the ACT, The Junction Youth Health service provides free primary health care to young people aged 12-25 years of age, and their dependent children. This year additional funding was received from the ACT Department of Health to increase youth worker supports and extend outreach community outreach programs. The service continued to operate in a modified capacity during COVID-19 restrictions, with additional health and safety measures in place.

* See glossary page 74.



Disability Services clients and staff attending a music therapy program.



Rachael Stephen-Smith MLA (left) with funding recipients.

Children at Southern Cross Early Childhood School.



EARLY Learning SERVICES

Our Early Learning programs are based on developing foundations for the wellbeing of children through play-based teaching, outdoor learning and project-based learning.

This supports children in the development of important skills, knowledge and attitudes prior to starting school. Our centres operate across the Canberra and Goulburn region and include preschool, long day care (full-time, part-time and casual), after-school care, vacation care, family day care and playgroups. Anglicare's Toy Library in Batemans Bay is a service allowing families access to children's toys and other resources.

Bushfires this year and ensuring the health and safety of children and

educators due to heavy smoke, was a major challenge. Orana and Marulan services were granted bushfire and drought additional funding to assist families in vulnerable rural communities.

COVID-19 restrictions also caused significant challenges for our services as they continued to operate through drops in attendance and rapidly changing funding models and government policies.

In spite of these challenges, the

resilience of Educators and parents was apparent, with creative staff members at our Calwell centre introducing and "Art for Aged Care" initiative to link children and residents of local aged care facilities to keep people connected during COVID-19 social distancing. Online learning options were also developed by staff to keep children engaged from home. A nature-based preschool initiative called the Walga program was introduced at Southern Cross Early Childhood School to encourage outside learning.



BRONNIE'S STORY

Bronnie began volunteering at our Goulburn Early Childhood Centre when she was just 14 years old. Three times a week for 38 years, she provided morning tea for the children and educators to enjoy.

For all connected to the centre, Bronnie was a much-loved part of the team and her passing earlier this year from a genetic condition was heart-breaking.

To celebrate and remember Bronnie, children and educators at Goulburn Early Childhood Centre hosted a small morning tea (within health guidelines) during National Volunteers Week.

To honour Bronnie's amazing contribution and loving service to the Centre and local children throughout her lifetime, a memorial bench was unveiled – painted in her favourite colour, blue, with a plaque that reads "In case you need a Bronnie cuddle".

Celebrating and remembering Bronnie at Goulburn Early Childhood Centre. Photo taken by Luke Reynolds.





Volunteers stacking shelves at St John's Care in Canberra.

Homelessness & HOUSING SERVICES

Housing availability remains one of the biggest stressors on household budgets and has been reflected in demand for our services across the region.

In spite of increased JobSeeker and JobKeeper payments as a result of COVID-19, Anglicare's annual Rental Affordability Snapshot released in April still showed that less than 1 percent of homes nationally were affordable for people relying on government benefits.

Bushfires on the NSW South Coast also placed unanticipated and

significant strain on our services in that region. We acknowledge the sacrificial work of staff, for this reason, Anglicare's successful tender to receive Community Housing Provider accreditation is extremely welcomed and will allow us to extend our housing support services in the coming months and years.

Our housing support services are

concentrated in three main regions which include Eurobodalla, Goulburn/Mulwaree and Yass, with an additional youth housing assistance program (HYAP) in the Riverina providing information, advocacy and liaising with Specialist Homelessness Services (SHS) and other community service providers.



Retirement LIVING SERVICES

Anglicare operates three Retirement Living Communities, two in Canberra and one in Goulburn, which offer residents a comfortable and independent lifestyle.

Each community has a resident staff member and there is always a staff member on call 24/7 for emergencies. Our aim is to see people living as safely and as independently as possible while participating in community through meaningful relationships, recreation, educational activities and volunteering.

This year has seen heightened anxiety

levels for residents as a consequence of the bushfires and COVID-19. While not directly impacted, all villages were on an increased level of alert and the two villages based in Canberra were impacted by bushfire smoke. Anglicare resources were prioritised to offer increased levels of support for residents including food, sanitisers and other essential supplies.

The year also saw some positive milestones achieved including the construction of six additional villas as part of a Stage 3 development at Wollondilly Gardens. We also achieved Certification of Compliance with the national recognised Retirement Living Code of Conduct.



Residence at Wollondilly Gardens in Goulburn.



Community DEVELOPMENT

Anglicare's community development programs are largely funded by supporter donations or a combination of supporter donations supplementing government grants or other funding. Assistance from Anglicare's team of volunteers also helps also keep some initiatives viable to operate. Services include emergency relief across the region through community centres, Disaster Recovery, financial help, and Anglicare's Retail Op Shops.



Stats

EMERGENCY RELIEF

\$459k



funds disbursed through fundraising (excluding bushfire appeal funding)

3794



interactions with financial counselling clients during the financial year

480



people supported with direct financial assistance through the Bushfire Recovery funding

60+



Disaster Recovery volunteers assisted at over 20 emergency evacuation sites during the bushfires

OUR PARTNERS

20+



schools participated in our annual Pens Against Poverty schools writing competition across ACT and nearby NSW

\$500k



worth of new furniture, bedding, mattresses and camping equipment donated by Domayne Furniture, Good360, Givit, Big W, Bunnings and Pottery Barn

750+



volunteers support us across the organisation

50,000



items of new clothing donated to families in need through Thread Together partnership

ANGLICARE RETAIL

\$5k+



was raised through our first ever Anglicare Op Shop High Tea and Fashion Parade

Chris and Lisa, Anglicare clients from Moruya. Photo taken by Luke Reynolds.



CHRIS & LISA'S STORY

Chris and Lisa lost their home near Mogo in the Black Summer Bushfires. They received support from Anglicare's Vulcan Street Community Hub in Moruya.

"We'd already been to a couple of the centres that had donated clothes which was fine for emergency clothing. But coming into Anglicare, people met us at the door and were very nice. They didn't just give us new clothing and advice, but a sympathetic ear and someone to talk to" says Chris. Chris shared that the partnership between Anglicare and Thread Together made a huge difference to him. Being able to wear new clothes to work meant that things could be 'business as usual' helping him regain a sense of normality in his life.

EMERGENCY Relief

Through our community centres in north Canberra, south Canberra, Wagga Wagga, Orange and a newly expanded service in Moruya in response to the bushfires, thousands of local families during the year were able to access emergency relief.

This included food, material aid and other supports such as case management and referrals. Bushfires and the effects of COVID-19 restrictions and subsequent job losses have created additional need for these services. Services continued to provide relief to people, even during COVID-19 restrictions with phone calls, home visits and food deliveries being implemented to ensure the most vulnerable people still received support and connection.

We are grateful to our parish partners who operate or assist in operating some of these emergency relief programs, (see Parish Partner list.). Gordon Community Centre in south Canberra also received additional funding this year through local fundraising activities organised by the centre coordinator. Ongoing partnerships with Foodbank, OzHarvest, Share the Dignity, and Roundabout Canberra have ensured sustainability of this service. During the COVID-19 restrictions, The Arawang Emergency Relief Hub (also in south Canberra) temporarily ceased operations with assistance delivered to people through Gordon Community Centre.



Disaster RECOVERY

Every year Anglicare trains and equips volunteer Disaster Recovery volunteers. This summer our Disaster Recovery teams were called upon to provide extensive assistance to hundreds of families at 20 evacuation centres during the NSW Bushfires. Over 60 volunteers responded with a number completing multiple shifts in regions where road access was temporarily cut off. We are humbled by the efforts of these volunteers, some of whom travelled long distances to relieve teams in other areas, and thank them for their very valued and selfless support.

Disaster Recovery volunteers.



BUSHFIRE RECOVERY

Anglicare NSW South, NSW West & ACT are extremely grateful to the Commonwealth Department of Social Service which granted us \$1,286,832 in bushfire funding. \$1,005,000 was disbursed by the end of the financial year, with an additional \$938,156 being received at 30 June which will be disbursed in 2020/2021 financial year along with the remaining amount raised in bushfire donations from supporters.

We are also very thankful to our generous donors who gave just over \$220,700 to the bushfire relief. These early donations allowed us to respond quickly to the crisis, with \$146,495 disbursed by 30 June. (See page 13)

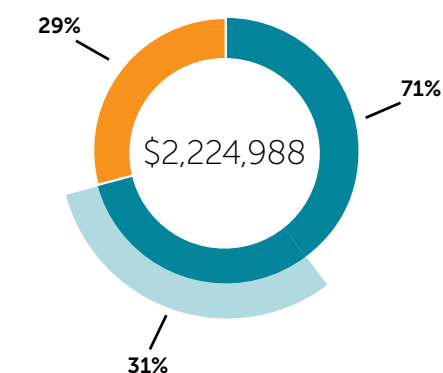
Material aid has also been provided in the form of food, clothing, water, personal care items, and generators to over 100 people in the Tumut and Batlow regions, and over 500 people in the Eurobodalla and Bega Valley regions. Our partnership with Thread Together has seen over 50,000 items of new clothing gifted to people through Moruya and Tumut emergency relief centres, and a new mobile delivery service now operates from Wagga Wagga servicing the Batlow and Tumbarumba communities.

Mattresses, toilet rolls, doonas and doona covers, fuel vouchers, camping gear and timber/hardware vouchers, and furniture stock have also been distributed to people in need, with transportation costs covered by Anglicare's bushfire relief fundraising donations and some free transport by several commercial operators. We extend huge thanks to partners such as Good360, Givit, Qilton, Ikea, Pottery Barn, Cameron's Timber and Hardware, Toll Transport, Domayne Furniture and Harvey Norman.

Five bushfire coordinators recruited from local communities have also been employed and will provide ongoing

assistance, support new initiatives, lead community discussions and advocate over the coming months as families continue to repair and rebuild their homes and lives. The isolation of many communities, limited internet access, flooding, the lack of coordination of external networks and the emergence of COVID-19 have created further challenges for these teams.

We're committed to remaining with communities as long as possible and are continuing to seek funding opportunities for recovery and development projects. A number of community projects are already underway including delivering firewood to people in Batlow, facilitating the delivery of community events in Nerrigundah, supporting the Cobargo Seed Growers program, assisting Quaama Public School in rebuilding their community garden, and delivering an 8-week counselling program at Bermagui Preschool.



Commonwealth Department of Social Services (DSS) grant	\$1,286,832
Additional DSS grant	\$938,156
TOTAL	\$2,224,988
Disbursed	\$1,005,000

* As of 30 June.

485



485 people received emergency relief as a result of the bushfires.

\$1779



The average amount of relief totalled per person was \$1779.

100+



Material aid was given to over 100 people in Tumut and Batlow.

500+



Over 500 people in Moruya, Batemans Bay, Mogo and Bega received material aid.



Jé, Retail Assistant at Anglicare Retail Queanbeyan NSW.



Community event outside Wagga Anglican Church.

Anglicare RETAIL

Anglicare operates recycled clothing stores in Queanbeyan, and in the Canberra suburbs of Erindale, Jamison and Phillip with profits from these stores helping to fund our other community relief and recovery programs.

This year, COVID-19 restrictions meant that stores were required to temporarily close, which significantly affected our anticipated profits.

As our Queanbeyan store operates a Food Fair initiative to assist people with the provision of low cost groceries, this service remained open throughout the restrictions to meet increased need, but with additional social distancing and health measures in place. We thank our store managers and many volunteers for their flexibility during these uncertain times and for their willingness to continue to assist during changing Government directives.

Anglicare also supports a number of parish partner Op Shops assisting local churches in their community outreach. Sapphire Surprises in Eden and Georgie's Boutique & Pantry in Parkes operate emergency relief throughout the year, however this year shops in the Snowy Mountains region have also transformed into emergency relief hubs for communities affected by the bushfires. (See list of Parish Partners, right.)



Parish	Service Name	Purpose
Arawang	Community Centre	Emergency Relief
Bungendore	Phil's Emporium	Shop
Canberra (St John's)	St John's Care	Emergency Relief
Captains Flat	Captain's Treasure	Shop
Charnwood	Barney's Boutique	Shop
Cobargo	OK Shed	Shop
Lanyon Valley	Community Centre	Emergency Relief
Red Hill	St David's Close	Retirement Living
Murrumburrah-Harden	The Op Centre	Shop
Orange	Community Centre	Family Services
Parkes	Georgie's Boutique	Shop & Pantry
Sapphire Coast	Sapphire Surprises	Emergency Relief, Community Development, Shop
Calwell	Mary's Market	Shop
Tumut	New 2 U	Shop
Wagga Wagga	Community Centre	Emergency Relief
Young	St John's Op Shop	Shop

OUR Partners

Anglicare extensive breadth of services only operate through the incredible support of many individuals and organisations. This year, more than ever, we've relied on this support to see us through many challenges and keep our services operating and reaching those in need.

Volunteers

Our team of volunteers are essential for many of programs, particularly Disaster Recovery and Retail. This year, more than ever, we have depended on the support of our team of 750+ volunteers to assist at bushfires evacuation centres, emergency relief centres, our op shops, as mentors for young people and other programs. Thank you to all those who have given their time and energy to support those in need in our communities. Many volunteers are part of Anglican parishes and we thank these churches for their corporate support of Anglicare's work.

Supporters

In a year that has brought many challenges, the ongoing and generous partnership with our supporters through their prayers, volunteering and provision of material aid and financial giving has been an area of incredible and overwhelming encouragement. Knowing

that our supporters are so committed to continue and even increase their giving on behalf of those in need has been very humbling for us as an organisation and shows a compassion and connection that beautifully reflects our mission.

Businesses and Community

The support from local businesses and community organisations has significantly increased this year in response to the bushfires and COVID-19. Material aid and food donations have been the main ways businesses have engaged. We are extremely grateful for the existing and new connections made this year, and look forward to building on these in the future.

Schools and Churches

Our partnerships with schools and churches are incredibly important, particularly with Pantry Appeal food

collections. Without their support, we couldn't provide our current level of emergency aid. In order to foster a true partnership, we look for ways we can give back. For churches, we run an annual Anglicare Sunday church engagement event, and for schools we offer a range of options for engagement including the Pens Against Poverty schools writing competition, volunteering and educational opportunities.

Government

Support from local councils, the ACT and NSW governments, and Federal Government departments continues to enable Anglicare to deliver valuable services to families and communities in need. Increased funding due to bushfires and COVID-19 is very appreciated, and is already being used to assist those in need. A number of Government ministers also visited our services throughout the year. See page 72 for full list.

Board & Governance

The Anglicare Board provides strategic leadership and direction to the work of Anglicare.

Anglicare NSW South, NSW West and ACT is governed by a voluntary Board of Directors that meets six times per year, with members also serving on committees and groups. In addition, members are encouraged to be involved in other Anglicare activities throughout the year.

The Board is accountable to the Bishop of Canberra and Goulburn for the performance of Anglicare with the responsibility of ensuring that the organisation is appropriately governed and performs in accordance with the expectations of the Bishops and their Councils.



Lynette Glendinning

BA (Psych), Dip Ed USYD

Presiding Member

Director since April 2015

Presiding Member since December 2016

Lynette is founding Director of Tempo Strategies, a national consultancy in organisational and executive development. She has consulted with CEOs, boards and executives of more than 200 Australian organisations in strategy and executive development including to the Anglican

Bishops Conference and many not-for-profits and church organisations. Lynette attends church in Canberra and is a member of Synod. She is a former Chair of the Menzies Centre for Health Policy at Sydney University/ANU and Board Member of the Australian Centre for Christianity and Culture at CSU. She is a Life Fellow of the Australian Institute of Company Directors. Lynette was formerly a counsellor in residential rehabilitation and lecturer in tertiary education.



Dr Bill Anscombe

B (Soc Stud), ThA, Th.Dip, Grad Dip (Man), M. (Soc Wel & Soc Plan), PhD (CSU)

Director since April 2014

Dr Bill Anscombe is an Adjunct Associate Professor in the Institute of Land Water and Society (ILWS) at CSU. Bill has 20 years' experience in community and institutional corrections within the NSW Department of Corrective Services working Probation and Parole Programs. He was selected for the Department's Senior Executive Development Program. He joined CSU as a Lecturer in Social Work in 1993 and retired

in 2014 after 4 years as the Course Director for Social Work and Human Service programs. Bill is Chair and President of St Martin's College at Wagga Wagga, serves as a Director of two Wagga Wagga charitable organisations and is a member of the National Executive of the Bush Church Aid Society of Australia. He serves as a member of the National Accreditation Panel of the Australian Association of Social Workers. He worships and takes services at South Wagga Wagga Anglican Church.



Greg Mills

Deputy Presiding Member

Director since August 2017

Greg was a management consultant and joint founder of Ascent Consulting, a business and technology consulting firm

based in Canberra. Greg has a background in managing major change programs driven by government policies. He also serves as Chair of Burgmann College (ANU) Board and Council, Chair of Committees of the Diocesan Synod and is a parishioner of St Paul's Anglican Church, Manuka.



Dr David Wallace

PhD, BA (Hons), MSW, B Soc Stud

Director since August 2018

David has extensive experience serving on the Board of Anglicare Sydney (from 2009 – July 2016), and experience as Chair of the Mamre Anglican School Council in Sydney, and member of the Sydney Local

Health District Ethics Review Committee. David started his career as a social worker in local governments in Sydney. He went on to teach a range of welfare programs at TAFE before moving to the NSW Department of Education and Training where he worked on Vocational Education and Training policy. He worships at St Clements, Lalor Park in Sydney.



Alexandra (Sandy) Spark

FCA, BComm

Director since December 2016

A partner with a large professional services firm, Sandy provides governance and risk management advice to Australian public sector and non-for-profit organisations. The first 20 years of her career were spent providing financial statement assurance

and advisory services to Australian and international clients. She has a deep knowledge of the government and not-for-profit sectors, and in particular the policy environment, funding arrangements and governance structures and frameworks of those sectors. Sandy is currently an ACT Area Committee Member for CMS (Church Mission Society). Sandy and her family currently attend Stromlo Christian Church.



Jocelyn Martin

B (Commerce), Masters (Bus Man/Acct), Grad Dip (Corp Gov)

Director since August 2014

Jocelyn is Chief of Executive Operations for the Housing Industry Association (HIA). She was previously the Business Manager

of Radford College in Canberra and now sits on the College Board and is Chair of the Radford College Development Foundation. Jocelyn has a background in accountancy with a Master of Professional Accountancy and Graduate Diploma in Applied Corporate Governance.



The Hon. Prof. Pru Goward

B (Economics) (Hons)

Director since 2020

Pru has significant knowledge of the social services sector having previously served as the NSW Minister for Family and Community Services. She was a member of the NSW Parliament from 2007 – 2019,

and prior to that worked with ABC. Pru is currently Professor of Social Interventions and Policy at the University of Western Sydney, and her work focuses on evidence evaluation and program implementation in social policy. She is also a director with Taylor Fry. Pru has a long history with the Anglican Church, both as a parishioner in Canberra and more recently in Goulburn.



The Rev'd Canon Margaret Emil

B (Theology) Dip (AngOrd)

Director since April 2015

Margaret is a Cathedral Canon of St Saviour's, Goulburn. She is also the Children and Family Minister at St John's

Canberra. Margaret was previously Rector of Jamison and Crookwell Parishes, and also Deacon and Associate Priest of St John's Canberra. Margaret is especially interested in rural ministry and inclusion.

Farewelled Members



Michael Antrum

BA (Communications), LLB, Grad Dip (Leg Prac), Grad Dip (CoSecPrac), Grad Dip (Mil Law)

Director since October 2018

Michael is a Magistrate with the Local Court of NSW. He brings considerable legal skills and a strong understanding of legal issues affecting children and young

people and is an accredited specialist in Children's Law. He has qualifications in corporate governance, and has previously been employed as Legal Counsel for the University of Western Sydney, and General Counsel for the NSW Police Force. He is a Legal Officer (Reserve) with the Australian Army. Michael resigned from the Board in December 2019.

* Jeremy Halcrow, independent to his role as CEO resigned from the Board in November 2019 but retains his role as CEO.

Board attendance & meeting dates

	3/9/19	29/10/19	3/12/19	10/3/20	5/5/20	30/6/20
Ms Lynette Glendinning	●	●	●	●	●	●
Mr Greg Mills	●	●	●	●	●	●
Dr Bill Anscombe	●	●	●	●	●	●
Ms Jocelyn Martin	●	●	●	○	●	●
The Rev'd Canon Margaret Emil	●	●	●	●	●	●
Ms Alexandra Spark	●	●	●	●	●	●
Dr David Wallace	●	●	●	●	●	●
Mr Michael Antrum	●	●	●	~	~	~
The Hon. Prof. Pru Goward	~	~	~	●	●	●
Jeremy Halcrow	●	●	~	~	~	~

- meeting attended
- meeting not attended
- ~ ineligible

Michael Antrum resigned December 2019

Jeremy Halcrow attended the meetings from December onwards but in his capacity as CEO.

Board Achievements

Over the last financial year, the Board has demonstrated its capacity to flexibly respond to the external challenges posed by COVID-19 and the summer bushfires. The first half of the year saw the continued focus on Governing for Vulnerable People, with the Board adopting a Statement of Board Culture that explicitly focused on the importance of cultivating a culture of safety, both to support and protect vulnerable people, and to create and support Cultural Safety for staff and clients. The year ended with Magistrate Michael Antrum, as Master of Ceremonies at the Annual Anglicare Awards Dinner, hosting a memorable evening that recognised Anglicare staff for their significant achievements. The Board also made a number of significant decisions, including the reappointment of the CEO for a further term, and the approval of Anglicare's Reconciliation Action Plan.

With the emergence of the COVID-19 pandemic, the Board moved to establish a Risk Governance Committee, with the Presiding Member, Chair of the Risk Committee and Chair of the Finance Committee, that met weekly to support the CEO and Executive Team in Anglicare's response. The Committee was open to all Directors to attend, and operated from March – May 2020. Meetings were held initially weekly, and then as required, before the Board agreed in May that the Committee could be suspended, with the standing Risk and Finance and Audit Committees continuing to oversight COVID-19 related risks.

The pandemic also saw a change in the operations of the Board and Committees with all meetings moved to videoconference meetings, with papers distributed electronically.

Over the year, the Finance and Audit Committee dealt with a range of issues, including those arising from the financial

impact of the COVID-19 pandemic, the strengthening of arrangements for the management of Alternative Care Arrangements in the Permanency Support Program, and the acquittal of donations received in response to the bushfires.

The Risk Committee continued with its work on the development of a risk appetite statement for Anglicare, and on the oversight of risk, particularly work health and safety Risk across Anglicare.

The Governance Committee continued its work on Board succession and Director development, as well as undertaking a review of crisis management, and giving consideration to reputational risk arising from the COVID-19 pandemic.

The Remuneration Committee met several times during the year to oversight the performance of the CEO, and to facilitate the reappointment of the CEO, Mr Jeremy Halcrow for a further term.

The Clinical Governance Advisory Group and the Care Governance Advisory Group continued to meet, with the expert skills and knowledge of external members adding significantly to the oversight of Anglicare's services.

Board Retreats

Two Board Retreats were held with one on 2 August 2019 which focused on developing a culture of safety across Anglicare, as well as commencing discussions on reviewing Anglicare's risk appetite and risk tolerance. The second retreat was held at St David's Close and focused on Anglicare's mission and purpose, and included a review of the operations of Board Committees and Advisory Groups. Both retreats were attended by Bishop Mark Short, and he presided over a service of morning prayer to commence the retreats.

Anglicare Committees & ADVISORY GROUPS

FINANCE & AUDIT COMMITTEE

This committee is responsible for providing assurance to the Board that financial risk is properly treated and that Anglicare is performing effectively as a business.

	29/8	19/11	3/4	28/4	19/5
Alexandra Spark (Chair)	•	•	•	•	•
Jocelyn Martin	•	•	•	•	•
Lynette Glendinning	•	•	•	•	•

RISK COMMITTEE

This committee is responsible for providing assurance to the Board that risks to Anglicare's strategy as an enterprise are properly controlled. The Care Governance Advisory Group and the Clinical Governance Advisory Group both report to this committee.

	8/10	12/11	3/3	16/6
Greg Mills (Chair)	•	•	•	•
Pru Goward	•	~	•	•
Lynette Glendinning	○	•	•	•
Jo Schumann	•	•	•	•
Michael Antrum	○	•	~	~

GOVERNANCE COMMITTEE

This committee is responsible for the governance arrangements of the Board, particularly focusing on ensuring that the arrangements for the Board and its operations are effective. It is also responsible for the selection and oversight of the CEO position.

	13/8	5/11	11/2	26/5
Lynette Glendinning (Chair)	•	•	•	•
Margaret Emil	•	•	•	•
Greg Mills	•	•	•	•
Michael Antrum	•	•	~	~

REMUNERATION COMMITTEE

This is an ad hoc committee that provides advice to the Board on the appointment and remuneration of a CEO if required.

	26/8	17/6
Lynette Glendinning (Chair)	•	•
Greg Mills	•	•

HOUSING AND PROPERTY WORKING GROUP

This working group is responsible for assessing housing and property investment for the improvement of services to Anglicare beneficiaries in line with goals outlined in the strategic plan.

	12/11	12/2	4/6
Jocelyn Martin (Chair)	•	•	•
Bruce Glendinning	•	•	•
Rob Burnelek	•	•	•

CLINICAL GOVERNANCE ADVISORY GROUP

This group provides advice to the CEO regarding arrangements to improve the safety and quality of primary health care service provided at The Junction Youth Health Service and to provide assurance to the Board, through the Risk Committee, that clinical governance arrangements are robust and meet current and emerging needs.

	2/7	12/9	14/11	19/3
Jo Schumann (Chair)	•	•	•	•
Dr Chris Helms	•	•	•	•
Dr Christine Phillips	•	•	•	•
Sharon Hills	~	~	~	~

Ms Sharon Hills was appointed to the Clinical Governance Advisory Group for a period of 12 months, however she resigned in August 2019 for personal reasons.

Committees and Advisory Groups include external members with professional expertise providing Anglicare with the opportunity to receive advice from independent expert, and gain a better understanding of broader changes which may impact on the care provided by Anglicare.

CARE GOVERNANCE ADVISORY GROUP

This group provides advice to the CEO regarding arrangements to improve the safety and quality of care provided to all Anglicare beneficiaries, and to provide assurance to the Board that care governance arrangements are robust and meet current and emerging needs.

The Anglicare Board is supported in its work by four committees and three advisory groups. This allows the Board to draw on the specific skills of its members and external experts.

	30/10	26/2	6/5
Bill Anscombe (Chair)	•	•	•
David Wallace	•	•	•
Liz Summers	•	○	•
Rebecca Vassarotti	•	•	○
Sarah Collett	○	•	○
Carolyn Quinn	•	○	•
Gilda Howard	•	•	•

COVID RISK GOVERNANCE COMMITTEE

This Committee provides advice to the CEO regarding arrangements to ensure safety and care is provided to all Anglicare staff and beneficiaries, and to provide assurance to the Board that COVID-19 safety measures are robust and meet current and emerging needs.

	25/3	1/4	9/4	16/4	23/4	14/5
Lynette Glendinning (Chair)	•	•	•	•	•	•
Greg Mills	•	•	•	○	•	•
Alexandra Spark	•	•	•	•	•	•
Pru Goward	○	•	•	•	•	•
Jocelyn Martin			•			

RISK MANAGEMENT AND COVID RESPONSE

Because many of the services provided by Anglicare support vulnerable people, risk management and supporting the safety of staff and clients is an important and critical focus for the organisation.

The impact of the bushfires and COVID-19 posed a significant risk to Anglicare beneficiaries this financial year. In response, the Board and Executive required all teams to draft and

implement COVID-safety plans to support the ongoing wellbeing of our staff and those we work with.

Training, hand sanitisers, masks and other equipment were provided for all locations, and team members who could do so were encouraged to work remotely during the early stages of the virus. No cases of COVID-19 were reported in any of our services during the financial year.

ENVIRONMENTAL STRATEGY

Anglicare is currently drafting an environmental strategy to be released in the coming financial year. Under the leadership of the Executive Governance Officer, the Environmental Strategy will help services across the organisation to reduce their carbon footprint and engage in environmentally sustainable practices.

Message From THE CHAIR, FINANCE & AUDIT COMMITTEE

It has become a cliché that 2020 has been a series of “unprecedented” events. Indeed the financial implications of the bushfire disaster; the revenue losses associated with the COVID lockdown on a range of fee-for service portfolio programs, as well as accounting rule changes, have all had an unprecedented impact on Anglicare’s financial statements this year. We believe these require some deeper explanation.

The work of the Board over the past few years positioned Anglicare with a solid financial base and discipline to address the challenges that arose. The Financial Statements reflect a number of significant events and changes that occurred during the year. Anglicare’s operating result was a surplus of \$205,718, reflecting the dedication across the organisation to manage resources within the agreed budget and framework approved by the Board. Anglicare received an unexpected additional \$2 million in funding from the Commonwealth Government to aid our response to the bushfire disaster in southern NSW as well as over \$200,000 in private donations from our supporters for our Bushfire Appeal. Our capacity to fully (or completely) expense these donated funds within the financial year was hampered by COVID, not least because child trauma and group therapy programs were forced to be postponed until later in 2020.

During the COVID lockdown period from March to June, Anglicare experienced more than a 20 percent decline in revenue in our fee-for-service program areas of Early Childhood Education, Disability Services, Retail (Op Shops) and Carer Support Services. As a result Anglicare was eligible for, and received JobKeeper support, part of the Government’s COVID economic stimulus measures. This support enabled Anglicare to maintain its workforce, particularly in those services that were closed, or where demand was severely impacted by the pandemic. Mindful of the ongoing responsibility to ensure Anglicare remains in a strong financial position, the Finance and Audit Committee will continue to focus on managing the financial risks posed by the COVID pandemic in the coming year and the funds received from the JobKeeper subsidy will enable us to mitigate the risk arising from any new emerging infection clusters or spikes impacting our operational footprint. Our longer term intent will be to utilise any surplus funds to develop programs that will support our vulnerable clients to find pathways into secure and sustainable employment.

In addition, changes to the Australian Accounting Standards, including in relation to lease valuations have also impacted the reported value of Anglicare’s retirement villages as reflected in the financial statements.

Financial STATEMENTS

The financial statements represent the individual entity of Anglicare NSW South, NSW West & ACT (Anglicare) for the financial year 1 July 2019 to 30 June 2020.

Without the assistance provided by the Commonwealth Government JobKeeper subsidy, Anglicare’s uncommitted cash balances at year end would have been significantly lower than this time last year.

Income & EXPENDITURE STATEMENT

for the Year Ended 30 June 2020

	2020	2019
	\$	\$
Revenue from contracts with customers	67,799,131	65,506,640
Gain on revaluation of investment property	3,108,456	1,162,896
Other income	7,538,139	3,354,932
Total income	78,445,726	70,024,468
Operating expenses	(30,548,852)	(30,233,222)
Loss on remeasurement of licences to occupy	(1,991,256)	(1,051,914)
Employee expenses	(40,488,771)	(38,033,044)
Total expenditure	(73,028,879)	(69,318,180)
Surplus for the year	5,416,847	706,288
Other comprehensive income for the year	-	-
Total comprehensive income for the year	5,416,847	706,288

Balance SHEET

for the Year Ended 30 June 2020

	2020 \$	2019 \$
Current Assets		
Cash and cash equivalents	3,161,038	585,451
Trade and other receivables	2,287,338	1,373,534
Financial instruments at fair-value	9,074,200	5,711,815
Right of use asset	900,220	-
Prepayments	127,293	242,946
Total Current Assets	15,550,089	7,913,746
Non-Current Assets		
Property, plant and equipment	3,597,886	3,672,785
Right of use asset	1,504,568	-
Financial instruments at fair-value	2,552,521	2,536,433
Investment property	67,725,000	62,532,340
Total Non Current Assets	75,379,975	68,741,558
Total Assets	90,930,064	76,655,304
Current Liabilities		
Trade and other payables	4,088,913	4,359,267
Grants income in advance	3,246,477	1,127,265
Liability to grant provider	2,000,019	1,874,345
Licences to occupy	46,187,987	41,279,585
Interest bearing liabilities	895,411	984,645
Provisions	4,154,520	3,083,017
Total Current Liabilities	60,573,327	52,708,124
Non-Current Liabilities		
Trade and other payables	100,210	75,688
Interest bearing liabilities	1,732,170	-
Provisions	155,862	737,101
Total Non-Current Liabilities	1,988,242	812,789
Total Liabilities	62,561,569	53,520,913
Net Assets	28,368,495	23,134,391
Equity		
Reserves	2,958,354	2,918,736
Accumulated funds	25,410,141	20,215,655
Total Equity	28,368,495	23,134,391

Grants FUNDING

for the Year Ended 30 June 2020

	2020 \$	2019 \$
ACT Government Grants		
Community Services Directorate	746,382	554,100
Health Directorate	1,806,525	1,452,928
Education Directorate	313,170	364,762
Total ACT Government Grants	2,866,077	2,371,790
NSW State Government Grants		
Department of Communities & Justice	36,744,547	39,011,240
Education	559,736	859,020
Youth Justice	303,216	311,122
Office of Liquor & Gaming	252,769	247,813
Office of Fair Trading	258,483	252,242
Total NSW State Government Grants	38,118,751	40,681,437
Commonwealth Government Grants		
Department of Education & Training	368,412	377,316
Department of Social Services	2,700,285	509,915
Attorney General	57,805	217,467
Department of Health	175,858	178,023
Human Services	5,977,980	5,150,542
Total Commonwealth Government Grants	9,280,340	6,433,263
Total Grant Funding	50,265,168	49,486,490

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 online at www.anglicare.com.au or on request by phoning (02) 6245 7100.

Audit PAPERS

Report on the Financial Report

Opinion

We have audited the financial report of Anglicare NSW South, NSW West & ACT (the "Entity"), which comprises the statement of financial position as at 30 June 2020, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies, and the statement by members of the board.

In our opinion, the accompanying financial report of the Entity is in accordance with the

Australian Charities and Not-for-Profits Commission Act 2012, including:

- giving a true and fair view of the Entity's financial position as at 30 June 2020 and of its financial performance for the year ended on that date; and
- complying with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-Profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter: COVID-19 impact on Investment Property and Licence to Occupy liability Fair Value

We draw attention to Note 1(k) of the financial report which describes the impact of the COVID-19 pandemic on the determination of fair value of investment properties and the

carrying amount of licence to occupy liabilities and how this has been considered by the members of the Board in the preparation of the financial report. Due to the heightened degree of estimation uncertainty, property values and in-turn licence to occupy liabilities may change significantly and unexpectedly over a relatively short period of time. Our opinion is not modified in respect of this matter.

Information Other than the Financial Report and Auditor's Report Thereon

The members of the Board of Anglicare are responsible for the other information. The other information is the Report by the Members of the Board accompanying the financial report.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Members of the Board for the Financial Report

The members of the Board of Anglicare are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-Profits Commission Act 2012 and for such internal control as the members of the Board determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the members of the Board are responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of

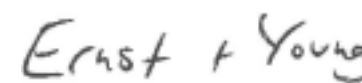
accounting unless the members of the Board either intend to liquidate the Entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

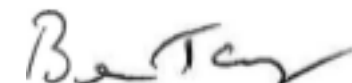
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.



Ernst & Young



Ben Tansley
Partner
Canberra
29 October 2020

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board.
- Conclude on the appropriateness of the Board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Supporters & PARTNERS

Thank you to all our supporters. We are so blessed by your involvement.

Community & Corporate Partners

- Access HQ
- Airbourne Gymnastics
- AJ Gallagher
- Allied Pickfords
- Aston Financial
- Aussie Embroidery & Workwear
- Australian Federal Police
- Backpack Bed for Homeless, Australia
- Bakers Delight Lavington Square
- Best St Art Studio
- Big W Canberra City
- Blue Wheelers Dog Grooming
- Boyce Chartered Accountants
- Bunnings Wagga Wagga
- Bunnings Warehouse Canberra Airport
- Byng Street Café
- Café Late
- Canberra Park
- Canberra Quilters Inc.
- Canberra Relief Network
- Cathay Pacific Airlines
- Cocos Café
- Colgate Australia
- Commonwealth Bank Sydney
- Country Fresh Meats
- Country Women's Association - Tarago Branch
- Country Women's Association - Canberra Branch
- Country Women's Association - Mulwaree Branch
- Crust Pizza Goulburn
- Curves Weston Creek
- Deloitte
- Department of Human Services
- Digital Transformation Agency
- Domayne Furniture
- Dream Admin Goulburn
- First National Real Estate Goulburn
- Focus on Furniture
- Foodbank
- Foodworks Lake Albert
- Forum 6 Cinemas
- GIVIT
- Good360
- Goulburn Aquatic & Leisure Centre
- Goulburn Central Motor Lodge
- Goulburn Furniture Warehouse
- Goulburn Mulwaree Council
- Goulburn Soldiers Club
- Goulburn Workers Club
- Groundstone
- Hands Across Canberra
- Haran's Patisserie
- HESTA
- Hogs Breathe Café Wagga Wagga
- Iconic Icing
- IGA Supermarkets (ACT)
- Intencity Albury
- Jane Moley MUA
- Junee Chocolate Factory
- Kennards Hire
- Kerry Nelson Psychic
- Khan Signs
- Kmart Goulburn
- Koorngal Hotel
- La Porchetta
- Leonard's Chicken Lavington Square
- Little Luxton
- LPL Studio
- Marima Medical Centre
- Master Builders Australia
- Master Cut Meats Lavington Square
- Murrumbateman Rural Supplies
- Myer Centrepont Albury
- National Dinosaur Muesum
- National Mailing & Marketing
- News Express Goulburn
- Noah's Ark
- Oasis Aquatic Centre
- Old N Dazed
- Omar
- Orange Aboriginal Medical Service
- OzHarvest
- Pillow Talk
- Pottery Barn
- Quilton
- Regent Cinema Albury Wodonga
- Riverina Thrashers
- SecondBite
- Service NSW
- Surf Dive n Ski Belconnen
- Tammy's Thai Massage
- Tammy's Thai Restaurant
- Temora Aviation Muesum
- Teradata
- The Duke of Kent Hotel
- The Source
- Thread Together
- Toll
- Trappers Bakery Goulburn
- Tuggeranong Lions Club
- Uneke Lounge
- Vuly Play
- Wagga Anglican Op Shop
- Woden Valley Youth Choir
- Worklocker Goulburn

Church Partners (Anglicare Sunday participants that were confirmed)

- All Saints Ainslie
- All Saints Anglican Church Murrumbateman
- All Saints Anglican Collector Cobargo/Bermagui
- Anglican Church Moruya
- Anglican Community of the Redeemer, Ashmont
- Anglican Parish of Batemans Bay
- Anglican Parish of Binda
- Anglican Parish of Gundagai
- Anglican Parish of Sapphire Coast
- Anglican Parish of St Simon's Kaleen
- Anglican Parish of Tarcutta
- Arawang Anglican Church
- Christ Church Anglican Parish Hawker
- Christ Church West Goulburn
- Good Shepherd Parish Curtin
- Gungahlin Anglican Church
- Holy Covenant Anglican Church
- Holy Trinity, Orange
- Lanyon Valley Anglican Church
- Mosaic Baptist Church
- Renew Anglican Church
- South Wagga Anglican Church
- South West Slopes Ministry District
- St Alban's Anglican Church
- St Alban's Cathedral
- St Andrew's Anglican Parish Braidwood
- St Barnabas' Anglican Parish
- St Clements Yass Valley
- St James Anglican
- St Johns Anglican Church Reid
- St Johns Anglican Church Wagga Wagga
- St John the Evangelist
- St Mary in the Valley Anglican Church
- St Mary in the Valley Anglican Parish
- St Nicholas Anglican Parish
- St Paul's Anglican Church Manuka
- St Paul's Anglican Parish of Cooma/Monaro
- St Peter's Weston
- St Philip's Anglican Church O'Connor
- St Phillips Anglican Church Bungendore
- St Phillip's Anglican Parish Bungendore
- St Saviours Cathedral Goulburn
- St Simons Anglican Kaleen
- St Thomas', Narrandera

School Partners (Pantry Appeal)

- Burgmann Anglican School
- Calwell Primary School
- Campbell High School
- Canberra Girls Grammar School
- Canberra Grammar School
- Charnwood-Dunlop School
- Good Shepherd Anglican Church
- Imaginations Early Education Goulburn
- Lyneham High School
- Narrabundah College
- Orana Steiner School

School Partners (Pens Against Poverty – if not already listed above)

- Radford College
- Riverina Anglican College
- Southern Cross Early Childhood School
- Telopea Park School
- The Anglican School Googong
- UC Senior Secondary College
- Abbotsleigh School
- Aranda Primary School
- Belconnen High School
- Brindabella Christian College
- Daramalan College
- Farrer Primary School
- Franklin School
- Gold Creek School
- Good Shepherd Primary School
- Gowrie Primary School
- Harrison School
- Holy Family Primary School
- Maribyrong Primary School
- Merici College
- Miles Franklin Primary School
- Ngunnawal Primary School
- Sacred Heart Primary School
- St Bede's Primary School
- St Jude's Primary School
- St Patricks Primary School Gundagai
- St Thomas More Primary School
- TAQWA School
- Trinity Grammar School

Glossary

ABSEC – Aboriginal Child, Safety, Family and Community Care State Secretariat (NSW)

CFO – Chief Finance Officer

COP – Communities of Practice

CYCLOPS – Connecting Young Carers to Life Opportunities and Personalised Support in the ACT

CYP – Children and Young People

EAP – Employee Assistance Program

ECEC – Early Childhood Education Centre

EM – Executive Manager

ER – Emergency Relief

GM – General Manager

HIPPY – Home Instruction for Parents of Preschool Youngsters

HYAP – Homeless Youth Assistance Program

ITC – Intensive Therapeutic Care

NDIS – National Disability Insurance Scheme

OOHC – Out of Home Care (Foster Care)

PSP – Permanency Support Program

PYI – Premier's Youth Initiative

RAP – Reconciliation Action Plan

RV – Retirement Village

SHS – Specialist Homelessness Services

TSIL – Therapeutic Supported Independent Living

WDU – Workforce Development Unit

ACT Chief Minister, Andrew Barr, and Anglicare staff member, Tatum Zotti, accepting donations at the Sri-Lanken Buddhist Temple in Canberra. Photo taken by Luke Reynolds.





ANNUAL REPORT 2019/20

CANBERRA ACT

CENTRAL OFFICE	02 6245 7100
SCOTTS CROSSING	02 6278 8400

SOUTHERN NSW

GOULBURN	02 4823 4000
MORUYA	02 4474 7900

ST SAVIOURS (SYDNEY NSW)

LIVERPOOL	02 9612 3900
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RIVERINA NSW

WAGGA WAGGA	02 6937 1555
ALBURY	02 6075 9300

WESTERN NSW

ORANGE	02 6369 9500
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