



1928 - 2018

By Toni Hassan. Edited by Amy Lanham

# HISTORY *of* ANGLICARE

Cover photo: Barbara Howard and  
children at St Saviour's Neighbourhood  
Centre Fete, Goulburn, 1984.

# HISTORY *of* ANGLICARE

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*“For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me...”*

*- Matthew 25:35-45 (NIV)*



## ANGLICARE'S 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.

### 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 many 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.

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# Our Locations

## AUSTRALIAN CAPITAL TERRITORY

SUBURB	SERVICE
<b>a</b> Charnwood	Mission & Community
<b>b</b> Franklin	Early Childhood
<b>c</b> Holt	Disability Services
<b>d</b> Scullin	Early Learning
<b>e</b> Jamison	Anglicare Retail
<b>f</b> Downer	Retirement Living
<b>g</b> Civic	Youth & Family Services Emergency Relief Corporate Services Permanency Support Program
<b>h</b> Reid	Mission & Community/ Emergency Relief
<b>i</b> Red Hill	Retirement Living
<b>j</b> Phillip	Anglicare Retail
<b>k</b> Kambah	Emergency Relief
<b>l</b> Erindale	Anglicare Retail
<b>m</b> Calwell	Early Learning Mission & Community
<b>n</b> Gordon	Emergency Relief

## NEW SOUTH WALES

SUBURB	SERVICE
<b>1</b> Dubbo	No Interest Loans Scheme Emergency Relief
<b>2</b> Rylstone/ Kandos	Emergency Relief
<b>3</b> Parkes	Mission & Community Emergency Relief
<b>4</b> Orange	Permanency Support Program Emergency Relief Youth & Family Services
<b>5</b> Bathurst	Retirement Living Mission & Community Emergency Relief
<b>6</b> Forbes	Emergency Relief
<b>7</b> Cowra	Youth & Family Services (planned)
<b>8</b> Liverpool	Permanency Support Program
<b>9</b> Campbelltown	Youth & Family Services/ Permanency Support Program
<b>10</b> Young	Mission & Community
<b>11</b> Leeton	Youth & Family
<b>12</b> Murrumburrah	Mission & Community
<b>13</b> Crookwell	Disability Services (planned)
<b>14</b> Yass	Homelessness & Housing Services Emergency Relief
<b>15</b> Goulburn	Early Learning Homelessness & Housing Services Financial Counselling Retirement Living Disability Services Youth & Family Services Mission & Community Corporate Services

<b>16</b> Marulan	Early Learning
<b>17</b> Nowra	Permanency Support Program
<b>18</b> Wagga Wagga/ Ashmont/ Koorigal	Permanency Support Program Corporate Services Youth & Family Services Emergency Relief Financial Counselling Homelessness & Housing
<b>19</b> Tumut	Mission & Community
<b>20</b> Bungendore	Mission & Community
<b>21</b> Queanbeyan	Permanency Support Program Anglicare Retail Emergency Relief
<b>22</b> Batlow	Mission & Community
<b>23</b> Googong	Early Learning
<b>24</b> Captains Flat	Mission & Community
<b>25</b> Batemans Bay	Youth & Family
<b>26</b> Albury	Permanency Support Program Financial Counselling
<b>27</b> Moruya	Permanency Support Program Homelessness & Housing Services Youth & Family Services Mission & Community Disability Services
<b>28</b> Cobargo	Mission & Community
<b>29</b> Bermagui	Mission & Community
<b>30</b> Bega	Disability Services Permanency Support Program Mission & Community
<b>31</b> Eden	Mission & Community

# Anglicares Values

**COMPASSION** – In the spirit of loving service we offer care and understanding to those in need.  
*(see Jesus' teaching in Luke 10:29-37)*

**INCLUSIVENESS** – We serve all people with a spirit of openness because we share a common humanity.  
*(see Jesus' teaching Mark 2:15-17)*

**INTEGRITY** – We are committed to personal and corporate honesty, fairness and transparency.  
*(see Jesus' teaching in Luke 16:10)*

**DIGNITY** – We respect the intrinsic value of all people and acknowledge their capacity for self-determination.  
*(see Jesus' teaching in Mark 12:31)*



## OUR VISION

Called by Jesus' example to respond to human need and social injustice, Anglicare aspires to 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 efficient.

## OUR MISSION

As part of the Mission of the Anglican Church, its parishes and agencies, Anglicare will be an agent of change in our communities by working to alleviate poverty, reducing disadvantage and providing integrated care, especially for vulnerable people.

## 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:



Alleviating  
spiritual and  
material poverty



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



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



Jeremy Halcrow, Anglicare CEO

*Those who cannot remember the past are condemned to repeat it.*

- George Santayana

## Foreword

Jeremy Halcrow

Those charged with guiding the life of any charity must never lose grasp of their core mission. Our charitable purpose is the beating heart of Anglicare and, without this life blood, the spirit of the agency withers and dies. It is critically important that we return regularly to our history to drink up what was noble and good and inspirational. The highest calling of our founders provides the compass by which we navigate into our future.

Anglicare was established by faithful Anglicans who were motivated by a calling to express their faith in Jesus through caring for those in their local community who were most desperately in need. For our founders, good works and building a more just society were fundamental to following the path of true Christian religion. Their faith was alive with a passion to pursue justice for the poor and oppressed. They took to heart the teachings of James (who was both Jesus' brother and the first leader of the early Church):

*“Religion that is pure and undefiled before God, the Father, is this: to care for orphans and widows in their distress, and to keep oneself unstained by the world ... If a brother or sister is naked and lacks daily food, and one of you says to them, ‘Go in peace; keep warm and eat your fill’, and yet you do not supply their bodily needs, what is the good of that? So faith by itself, if it has no works, is dead.”*

*James 1:27 and James 2: 15-17*

It is clear that over the past decade, Anglicare has been on a difficult pilgrimage towards rediscovering the heart of its mission. Indeed Hassan's narrative suggests that certain events mark major milestones along this journey.

Today, the mission conceived by the founders of Anglicare is more fragile than ever. It is buffeted by powerful social forces. Traditional community structures, especially Anglican parish life, have been weakened by secularism and the expansion of a round-the-clock consumer society. I believe that both these changes highlight social forces that will be pivotal in charting Anglicare's course over the next generation.

Much has happened since Anglicare's story began with faithful Anglicans in Goulburn, concerned about the plight of disadvantaged children, directing their charity and heart for social justice through the passion, commitment and expertise of the sisters of the Community of the Holy Name (CHN).

Today we are a significant provider of community services in southern and western New South Wales (NSW) and the Australian Capital Territory (ACT). In 2018 our operational turnover was over \$70 million. **We have over 700 paid staff, 400 foster carers and 600 volunteers.** But size is not what matters. At heart, our mission is the same as it was in 1929: we exist to change the lives of vulnerable children, young people and their families for the better.

We operate under the auspices of the Anglican Diocese of Canberra & Goulburn, working in formal partnerships with the neighbouring dioceses of Riverina and Bathurst. But it is

retaining the charitable connection to local Anglican congregations that must remain central to Anglicare's mission into the future. Our aim should be to break the cycle of inter-generational poverty, especially in rural communities, through collaboration with local Anglican parishes. We must also focus more resources on developing and refining our prevention strategies for vulnerable children and their families.

We recognise that simply working harder at helping those in crisis is not enough. If we want to be certain that we are improving people's life outcomes, we must work smarter. With a view to best practice and improving client outcomes, we are investing significantly in research and evaluation so that we can measure our social impact. Once a loose federation of parish-based ventures, we have now embraced the importance of professionalism, evaluation, transparency and rigorous governance to ensure our owners – the Anglican Church – can be proud of the quality of care delivered in its name.

We owe Toni Hassan a great debt for her persistence in seeing this project to completion. I thank her for her passion and patience. Her heart for justice colours every page. I encourage you to read on, and gather whatever inspiration you find within to confront hardship and suffering in your neighbourhood. By treasuring what lies at the heart of Anglicare, we can transform our community.

*June 2018*

*Jeremy Halcrow has been CEO of Anglicare since 2013 and Deputy Chair of Anglicare Australia since 2017. He was on the board of community sector peak body the Australian Council of Social Services (ACOSS) from 2013 to 2018, completing terms as treasurer and deputy president.*

**1863**

Goulburn Anglican Diocese  
(later Canberra & Goulburn  
Diocese) established

**1888**

Community of the Holy Name  
(CHN), Melbourne, led by Sister  
Esther, formed



*Above photo: Mother Ide & Sister  
Gertrude on day of opening of  
St. Saviours Home, Cowper St 1936.*

*Left photo: Sisters Muriel,  
Catherine and Florence with  
Bishop Burgmann c 1952.*

## The Early Years

*“For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me...”*

- Matthew 25:35-45 (NIV)

The origins of the ministry of Anglicare NSW South, NSW West & ACT can be traced back to 1888 with the formation of Melbourne’s Community of the Holy Name (CHN)<sup>1</sup>. The community, led by Sister Esther<sup>2</sup>, was the first Anglican order to be founded in Australia. Its work serving disadvantaged people living in Melbourne’s slums was considered unprecedented at the time and was praised by the local press.

In the early 1930s, sisters from the community were invited to Goulburn in the NSW Southern Tablelands to set up soup kitchens, children’s homes and support hospitals. The developing Anglican Diocese of Goulburn, established in 1863, was motivated by a desire to see social transformation through evangelism which operated hand-in-hand with a response to human need.

Goulburn, located at the crossroads between Sydney in the north-east, Braidwood in the south and Yass

to the west, had a bustling railway depot and was considered the gateway to new farming country. The town became a magnet for men looking for work to support themselves and their families during the Great Depression.

After becoming the fifth bishop of the Anglican Diocese of Goulburn in 1934, the Right Reverend Ernest Henry Burgmann wrote to congregation members about;

***‘the appalling problem of poverty ... in the depths of one of the world’s worst depressions. The Church must keep in touch with all the people and ever be the watchdog of the poor.’***

Social dislocation and family breakdown during the Great Depression left children increasingly vulnerable. This motivated parishes within the diocese to focus on the establishment and support of children’s homes. The first home, St Christopher’s in Young, had already opened in 1927 under the care of Sisters Gertrude and Mary from CHN. This was followed by the opening of homes in Goulburn and Tumbarumba.

<sup>1</sup> Founded in Melbourne where it remains active. Sisters continue to work in parishes and as chaplains in hospitals and nursing homes, as well as in spiritual direction.

<sup>2</sup> Before she took the name Sister Esther, she was Emma Caroline Silcock.



**Early 1900s**

Sisters from CHN, Melbourne, begin establishing soup kitchens, children's homes and support hospitals

**1927**

St Christopher's Children's Home, Young, opens

**1929**

St Saviour's Children's Home, Goulburn, opens

## St Saviour's Children's Home

The St Saviour's Children's Home on Verner Street in Goulburn opened in 1929 and was named after the local Anglican cathedral. This date is generally considered to be the start of what was to become Anglicare. The home was established at the suggestion of Canon Arthur Wales, the vice-dean of Goulburn's St Saviour's Cathedral – the gothic 'mother church' of the diocese. The large house, which had been a Roman Catholic religious training centre, accommodated 22 children.

St Saviour's Children's Home symbolised the stresses experienced by families and the failure of Australia's system of government to guarantee a satisfactory standard of living, especially for children. For the first four years, the home was run by the cathedral, together with a little-known Anglican order based in Gilgandra called the

Community of the Servants of the Holy Cross. Over the next few years, St Saviour's became too substantial an enterprise for them to manage.

Inspired by their caring ministry at St Christopher's in Young, the diocese successfully appealed to CHN to run St Saviour's also. The community – charged foremost with responsibility for the Mission to the Streets and Lanes of Melbourne – had also been active in the Newcastle Diocese establishing the Anglican Morpeth and Mayfield children's homes. The order now shifted its work from the Hunter Valley to Goulburn.

The sister superiors in charge at St Saviour's were trained nurse, Sister Gertrude, the longest serving sister in Goulburn (c. 1933–1938 and 1939–1950); Sister Irene (1938–1939); Sister Catherine (1950–1958); Sister Aileen (1958–1966); and Sister Patricia

(1966–1969). The sisters' uniform included a cotton belt with three knots representing faith, hope and charity. They wore a prominent cross with I-H-S in bold, an abbreviation for 'Jesus' in Latinised Greek.

The sisters from CHN ran the St Saviour's home for nearly four decades.

Mothers struggling to support often large families in the absence of fathers was one of the main reasons for children entering the homes. By 1934, the demand for places at St Saviour's meant the diocese needed to find bigger premises.

*Right photo: Children in uniform, ready for Church in the late 1950s.*





c. 1933

Sisters from CHN invited to manage St Saviour's Children's Home, Goulburn

As the situation grew desperate, Bishop Burgmann received a phone call from a woman called Mrs Friend who said that her family wished to offer the diocese Wandara – her late mother Laura Godfrey Bell's estate. The grand home with its spacious grounds, gardens and beautiful views of Goulburn was conveniently located at 130 Cowper Street, just up the hill from St Saviour's Cathedral.

The move was timely as a few years later the Second World War began to take a terrible toll on children and their families. Many were left without fathers. Other families struggled to support men who returned home suffering from devastating trauma and disability. Government support was stretched, and children's homes became the last resort for desperate families with no other way to provide for their children.

The need for the homes continued into the 1950s and 1960s.

Since its inception there had been no government funding for the St Saviour's Children's Home except for a small State Wards' Allowance and Child Endowment. (This only changed in the 1960s when the newly formed Association of Children's Welfare Agencies lobbied the NSW Government to adequately fund homes.) Financial support largely came from the diocese. Though St Saviour's charged parents, the sisters allowed for the fact that many could not afford to pay. To cover costs, the sisters would sell rags, newspapers and bottles. Inspired by the commitment of the sisters, local women, including many from the Anglican Ladies' Auxiliary Group, peeled fruit, packed meat and preserved eggs for use at the home.

Experiences of children in the home were varied. Days tended to be regimented, though outside contact with family members through visits and phone calls was encouraged. Dorothy Walshe, who spent a number of years at St Saviour's as a child, described the home as offering comfortable and

warm beds, and new clothing, but for most children this didn't dispel feelings of disorientation and abandonment.

Dorothy had never lived in one place very long until moving to St Saviour's and she described the move as a relief.

*'I enjoyed my time there', she recalls. One of the sisters even made her a rag doll with 'big eyes, satin stitches for cheeks, a dress and long legs. That used to sit on my bed ... I still have it.'*<sup>3</sup>

<sup>3</sup> Sadly, Dorothy Walshe was one of a number of children in care who would later courageously come forward to share their experiences of abuse. For Dorothy Walshe, abuse took place while on holiday placement away from her regular caregivers within the home. Further details outlined in 'Apology' section.



**1956**

Bungarimbil boys' home,  
Tumbarumba, opens

## Sister Aileen



*Sister Aileen in 1936.*

In 1958, Sister Aileen was appointed to serve as leader of St Saviour's Children's Home. Born in Daylesford in regional Victoria in 1910 as Miriam Gephart, she helped her father look after her siblings following the death of her mother. Miriam joined CHN in 1931 and took the name 'Aileen' in memory of one of her sisters who had also passed away.

Though short in stature and with a club foot, Sister Aileen became known as a formidable and compassionate advocate for the poor in Melbourne. She accompanied vulnerable women to court as a probation officer, defending them against the state, and even correcting a magistrate who dismissed one woman as a 'hopeless case' by responding that no one was a lost cause.

The care of children at St Saviour's changed under the leadership of Sister Aileen. One such change was at mealtimes where Sister Aileen insisted that everyone ate the same meals. Previously children were served bread and dripping for tea while the adults ate poached eggs and even ice cream. She also organised sporting teams that included a prize-

winning marching girls' group from the home that competed interstate. Sister Aileen tried to create an atmosphere of domesticity where birthdays and Christmas were celebrated, often with donations from the local bakeries.

The sisters, including Sister Aileen, stayed in Goulburn until the end of 1969 when they were called back to Melbourne to augment dwindling numbers within the order. Sister Aileen continued to work by serving as a chaplain in Melbourne. Decades after her departure from Goulburn she still received Christmas cards from girls who had lived at St Saviour's. After a lifetime of service to those in need, Sister Aileen died on 28 May 2006, aged 95.



*Marching girls, 1959.*

## Changes at the Children's Home

With the departure of the CHN sisters from St Saviour's, the Canberra and Goulburn Diocese decided to decentralise the care of children within its oversight, winding down the operations at the children's home and handing over to successors. The home on Cowper Street was to be converted into a 'cottage home' where children would be cared for by house parents and paid assistants. The theory behind the new model was that children would be more likely to flourish in smaller settings where they received more personalised care.

The decade from 1969 also saw St Saviour's transition from a children's home to a Goulburn neighbourhood centre with satellite services as far afield as Orange and Moruya. 'Out of Home Care' ('OOHC') became the new overarching term for children and young people under 18 whose families were unable to care for them, and the state now made financial provision for placements.

In early 1970, the NSW Child Welfare Department issued a licence permitting the admission of 20 girls (aged between two and 16) and ten boys (aged two

to nine) to the new cottage home. Apart from now aiming to admit boys, the major difference was the home was managed by a married couple, David and Mavis Taylor.

The presence of the CHN sisters had cushioned the diocese from the real costs of providing care, but their departure removed not only that support, but also weakened the goodwill and connections formed with women's groups, other parishes and the wider community.

In 1971, the diocese closed the two-storey St Margaret's secondary school girls' hostel located next door to the home. The hostel was no longer needed as high schools in country areas were offering better facilities and better transport allowing children to stay at home and travel long distances every day.

The second couple to manage the cottage home was Agnes 'Ness' Blunden and her husband, Ken, appointed in August 1973. During this time, children were fostered out during the Easter

holidays, and four high school teachers began assisting the children in singing, sport and with general homework.

In September 1974, the Blundens were replaced by British-born Gerry Duffey and her husband Redvers (known as 'Red'). Gerry had previously run St Margaret's hostel, and she and Red were aware that each new change brought fresh challenges and trauma for the children who had to form new relationships and adapt to new expectations. The Duffeys maintained the residential program at St Saviour's until mid-1976 without significant change, but the mid-1970s saw a decrease in the number of children in residential care.

Social and government changes saw the eventual winding down of residential care services at St Saviour's and variations in the type of programs run.

## Formation of Bimbimbie Retirement Village

Australia's post-war baby boom created an affordable housing shortage. Those most affected were senior citizens who, having survived hard times and sacrificed much during the Great Depression and the Second World War, found themselves with inadequate savings to afford decent housing, even with the age pension.

Aged care in the diocese began in earnest with the construction of aged care units at Merimbula on the NSW Far South Coast. It developed in a piecemeal way reflecting the continually changing nature of the industry as the Commonwealth government moved to fund and regulate the delivery of aged care by non-government providers across Australia.

In 1964 businessman and engineer John McIlwraith-Smith and his wife, Kathleen, sought to donate 18 acres of hilltop land on the edge of Lake Merimbula for the purpose of assisting elderly people with housing. Through negotiations with the Anglican rector at Pambula, the Reverend Dick Clark, and the Anglican Bishop of Canberra &

Goulburn, the Right Reverend Kenneth Clements, this land became the site of Bimbimbie Retirement Village.

Clements had encouraged the appointment of regional committees to oversee diocesan institutions, including the new retirement village, and the children's homes at Goulburn and Bungarimbil. In May 1968, Clements called the committee's inaugural meeting at Bega. Several conscientious people from the two Anglican parishes of St Andrew's, Eden, and St John's, Bega, were invited to attend. They included John McIlwraith-Smith, who became honorary treasurer; the Reverend Frank Woodwell, then rector of Bega; Fred Leonard (Bega pharmacist and the initial committee chair); and parishioner Elizabeth Moore. The team worked tirelessly, committing to the costs of construction (which sometimes became a brave act of faith), managing finances and overseeing the fulfilment of the plans.

In 1970, 16 self-contained units were opened prior to starting construction of another 16. An office block came next, followed by 62 lakeshore, multi-storey units named after Elizabeth Moore. Finally, a 50-bed hostel, for less independent people, was developed, along with a village with a library and hobbies room.

When interviewed in 2008, Elizabeth Moore said, 'We could see the great need for [Bimbimbie] for people who were older and frail ... and we could see that Merimbula was going to be a magnet for people. [Good aged care is about] care, enormous patience, and love.'

*Elizabeth Moore was a foundation committee member, Bimbimbie board member and decade-long honorary secretary. She was tenacious and an active member of St Clement's, Merimbula, and a force behind Anglicare's Bimbimbie Retirement Village. Her final months were spent in respite care at Anglicare's newest residential home, Mariner Park at Tura Beach on the NSW South Coast. She died there in July 2008, aged 89.*

**1980**

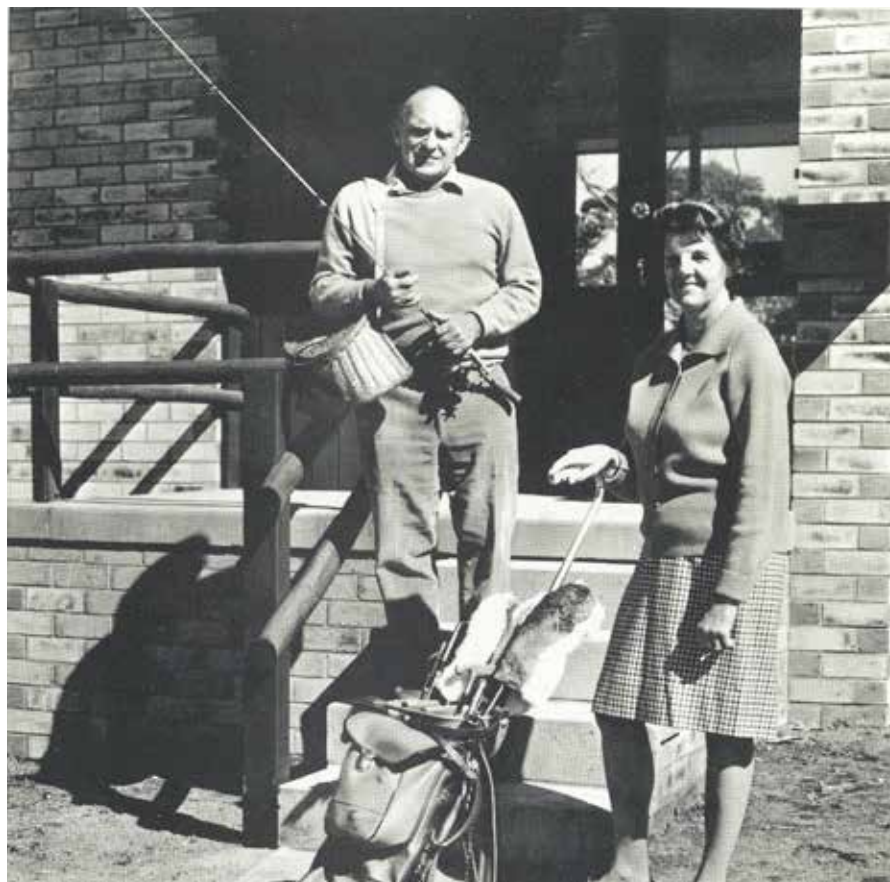
Dr Barbara Howard appointed coordinator of St Saviour's Neighbourhood Centre, Goulburn

Orana Preschool, Goulburn, established

**1983**

Bungarimbil 'cottage home' closes

In 1994, the Bimbimbie Management Committee bought land at Tura Beach to build a new retirement village consisting of 85 self-care units, a hostel and a nursing home focused on dementia patients. Mariner Park, as it became known, tried to fill a gap in the region by catering to people with both low and high needs. The first stage of the facility opened in 2002. While being a modern and attractive facility, Mariner Park struggled to fill its high-care beds – a problem made worse by a national shortage of registered nurses.



Residents of "Bimbimbie" from an advertising flyer c 1970.

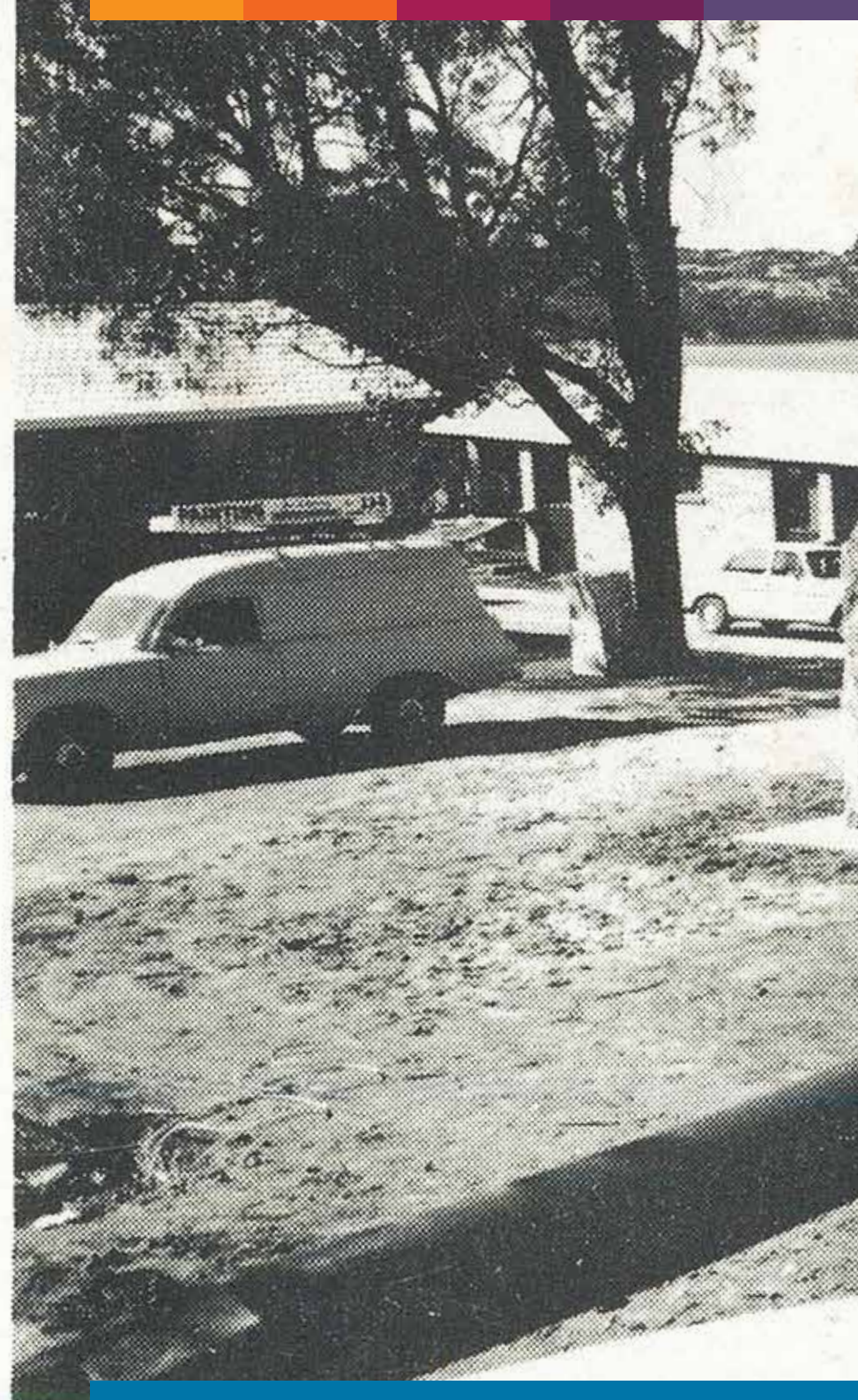


*Image of “Bimbimbie” Retirement Village  
from an advertising flyer c 1970.*

# “Bimbimbie”

RETIREMENT VILLAGE

MERIMBULA, N.S.W.









## Child and Family Services in Goulburn

In May 1977, the upper floor of 130 Cowper St, which had formerly been the St Saviour's Children's Home, became a short-term crisis centre for families, simply called 'Emergency Accommodation'. The diocese financed the renovation to create five self-contained units. (Records show the huge extent of the need as in 1980 alone over 80 families and 150 children were assisted through the service.)

Also in 1977, Marmont Hall (named after benefactor John Arthur Marmont) also on Cowper Street, was renovated and became a non-profit preschool long day care centre. Priority was given to families under stress where there was the possibility of family breakdown or where there was a family member suffering from acute or chronic stress. Parents were charged very little. Volunteer cook, Joy Thorburn, provided hot meals for the children for many years. Her base in the facility's large kitchen was a refuge for people seeking connection and food assistance.

In 1980, Orana Preschool was established in the former Chapel of St Francis of Assisi, taking its name from the local Aboriginal word for welcome. The child care facilities continued to evolve over the years as the site was enlarged by the acquisition of neighbouring buildings.

At the end of 1977, the NSW Health Commission rented the former St Margaret's Hostel from the diocese for a child assessment and development unit. Though short-lived, the unit was a prelude to emerging sector changes as it sought to bring together different partnership organisations to deliver community services.

By 1978, the name St Saviour's Neighbourhood Centre had been coined with a focus on securing government support for the emerging cluster of community services being offered. Across four properties owned by the diocese at Cowper Street, programs were implemented with the aim of supporting families during times of crisis and preventing the placement of children in residential care.

In early 1980, the Anglican Church Property Trust leased a shop in central Goulburn to sell used clothing. Purple Patch, as it became known, in Huntley Arcade was staffed by dedicated volunteers for nearly three decades and raised over \$10,000 a year to assist children's services. One of those volunteers was Sheila Fife. Sheila led the Ladies' Auxiliary for many years and worked tirelessly in support of the services.

Also in 1980, Dr Barbara Howard was appointed coordinator of services at St Saviour's Neighbourhood Centre, replacing, in part, the role of the Reverend Frank Woodwell who became rector at Tumut. Dr Howard's time was marked by the further consolidation of services and programs, and an increased emphasis on counselling to keep pace with dramatic changes in Australian family life. By the time she resigned in 1987, Barbara had seen the agency grow from 24 staff members and a \$220,000 budget to 40 staff members and an \$800,000 budget with finance from the NSW and Commonwealth

**1984**  
Brindabella Gardens Aged Care Project launched to establish a nursing home in Canberra

**1985**  
Bungarimbil Youth Farm, Tumbarumba, opens

Governments. Barbara went on to become director of The Samaritans Foundation in Newcastle and, later, one of the first group of women ordained in the Anglican Church of Australia.

*Barbara was replaced by former teacher, Rosemary Bollen. By 1990, under Rosemary's leadership, St Saviour's Neighbourhood Centre offered 14 programs and employed 50 staff members with a budget of over \$1 million. From 1989 to 2001, no fewer than 16 new programs were launched. The buildings at Cowper Street housed the nerve centre of the agency, reaching across the diocese and further afield. Child and family programs carrying the St Saviour's name were developed in south-west Sydney and the central-western town of Orange in the Bathurst Diocese.*

In 1994, St Saviour's Neighbourhood Centre won a NSW Department of Community Services tender to organise and manage two homes for young people who had experienced trauma and had complex needs. One home was in Goulburn and the other, dubbed the Kookaburra Family, was in Colo Vale in the NSW Southern Highlands.

## NEW LOOK IN CHILD CARE

A completely new look in child care will be launched in Goulburn on Saturday with the opening and dedication of St. Saviour's Cottage Home in Cowper Street.

The cottage home, which has cost \$30,000 to complete, will accommodate up to 10 children in a "family situation".

The children placed in the care of the home will have a completely normal upbringing, rather than the institutional type of custodial care which was the trend in the past.

Bishop of the Canberra-Goulburn Diocese, Right Reverend C. A. Warren will perform the opening and dedication at 1.45 p.m. on Saturday.

Synod will be in progress, which means that the 250 delegates from the 60 parishes in the diocese will attend.

Archdeacon F. Woodwell, who is organising the program, said he expected a good attendance of Goulburn and district people.

The cottage home, complete with foster parents, Alec and Betty Thuma, will complete the diocese's "Neighbourhood centre" complex in Goulburn.

Fittingly, the big day comes 50 years after the diocese first became involved in child care work.

The St Saviour's Children's Home in Goulburn was launched

in 1929, moving to its present location in 1936 when proceeds from the Bell estate allowed the move to Cowper Street to be made.

Until 1969, child care programs were in the hands of religious orders. In the beginning, sisters of the Holy Cross ran the home, with sisters of the Community of the Holy Name taking over until their return to Melbourne in 1969.

A former sister-in-charge, Sister Catherine will be at the opening on Saturday (see picture).

This latest development means that the church can now help families in four types of situation.

● The cottage home provides long term care, bringing children up as members of a family unit, and as members of the community. If such children were placed in a large, fully-staffed institution, they would not adjust so readily to the outside world. Girls in the home would not gain experience in domestic duties in the way that an average girl accepts as normal.

● The church provides emergency family care. This is done by using three flats which can help families



● Sister Catherine inspects latest developments at St Saviour's Cowper St. property with Mrs Gerry Duffey, co-ordinator for Homemaker based at St Saviours.

faced with crisis situations.

● There is also a short-term crisis unit for children, complete with assessment and evaluation facilities. This provides care for children in the short term, and helps re-unite families.

Archdeacon Woodwell

explained that the emphasis today is on attempting, wherever possible, to raise children in a normal, family environment.

● Separate again to the full-time care of children is the day care unit for youngsters. This is open from 8 a.m.-6 p.m. daily and is under

the care of Mrs A. Russell.

The church also maintains a separate clothing store to help families who are in need.

But on Saturday, the emphasis will be on the cottage home.

CONTINUED P4

'New look in child care' article from the Goulburn Evening Post c 1982.



After a turbulent year-long trial the communal living experiment was abandoned in favour of individual housing, and the selection of families caring for no more than two young people. These attempts at providing care for young people had mixed results but marked St Saviour's as an agency with a progressive client focus.

Services for children with special needs were also piloted, including one called ACCESS where staff from the family long day care centre integrated care for children with disabilities.

Rosemary Bollen was CEO until 2001 when she was replaced by social worker, Jill Matheson. Under Jill, work was organised through three departments including ACT/Goulburn Family and Children's Services, managed by Rowena Jenkins; OOHC Services, managed by Debbie Tozer; and Finance and Administration, managed by Frank Brigger.

In early 2002 under a new ordinance, the neighbourhood centre became separately incorporated and changed its name to Anglicare Youth and Family Services (AYFS).



St. Saviour's  
Diocesan Children's Home.  
Goulburn.

Kensington P. Gylfott.  
26.10.1926.



## *Wayne's Story*

Wayne and his four-year-old son moved to Goulburn from Sydney after a relationship breakdown. Despite moving to a regional area, rental prices were still too high and they were facing homelessness.





*‘I approached Anglicare for help ... They got us in to emergency accommodation, at first in a motel and then in one of their transitional units. Without Anglicare’s help, I don’t know where my son and I would be.’*

- Wayne

Wayne, Anglicare  
client. Photo taken by  
Luke Reynolds 2018.

## Child and Family Services in the Riverina



*BUNGARIMBIL mail box at Wagga Wagga*

The changes in the delivery of child and family services in Goulburn were eventually echoed in the Riverina. After the closure of Bungarimbil in Tumbarumba, a 'new' Bungarimbil house was rented in Thompson Street, Wagga Wagga, partly with funding from the NSW Government. An adolescent and family program aimed at preventing family breakdown operated out of the facility.

Bungarimbil's director of programs, appointed in 1991, was Wendy Dubowski. By 1994 the diocese had purchased a larger house in the southern suburbs of Wagga Wagga on Lake Albert Road. It was called 'Peppers' because of the large number of pepper trees on the property. 'Peppers' was renamed 'Bungarimbil' to preserve the diocesan link with Jean Macleod and her bequest. A few months later it was renamed again to 'Bungarimbil Careforce' – Careforce being the new corporate name for the diocesan-wide care agency and the precursor to Anglicare.

In the same year a grant was approved for the purchase and building of a residence in the Lake Albert area for young mothers in need of support.

But changes in NSW Government policies in the 1980s and 1990s saw a need for services in Wagga Wagga to shift from the residential care being offered at Bungarimbil to a greater focus on in-family foster care. In 2000, the Lake Albert Road property was leased to Calvary Hospital to establish a drug and alcohol research unit with the rental funds supporting what was then known as Anglicare Bungarimbil – later, AYFS.

There were offices based at Fitzmaurice Street in Wagga Wagga, but these moved to St John's parish centre in 2004. At this time, social worker with Anglicare, Brad Addison, was asked to manage the Wagga Wagga office after the departure of predecessor, John McClinton.

During this period the need for out of home care (foster care) services continued to grow.



1987 1988

Rosemary Bollen appointed head of St Saviour's Neighbourhood Centre, Goulburn

Brindabella Court Retirement Village, Downer, Canberra, established

Bungarimbil Youth Farm closes; property sold

5 - ANGLICAN NEWS

## BUNGARIMBIL REBORN AT WAGGA

*Bungarimbil and its programme have been re-established on a new site in Wagga Wagga. The co-ordinator, Brother Joachim (Jo) Ilk, inherited a large house and yard, six truck loads of furniture and sundry equipment, a statement of aims, objectives and philosophy and the support of an enthusiastic management committee. Here he tells 'Anglican News' of the new beginning.*

The task before me appeared to be almost overwhelming. Bungarimbil's entire staff was made up of only one person - myself! And there was so much to be done.

However, I began to feel a sense of pride at being involved in the writing of a new chapter in the life of Bungarimbil. More importantly, my own commitment to the project began to deepen as I found that Jean McLeod and the successive workers at Bungarimbil had a dream that was very similar to my own.

With the help of the management committee a start was made one Sun-

day on the mammoth task of taming the 'lawn' and unpacking and sorting. There followed weeks of unpacking a seemingly endless number of boxes, shifting furniture and cleaning.

But much of what had arrived from Tumbarumba needed replacing. This put a financial strain on the programme which had not been anticipated and also created a whole new series of necessary tasks.

Finally the house was emptied out, cleaned and painted. Furniture and other items were gradually bought. The place started taking shape. A comfortable friendly atmosphere began to surround it.

Naturally, the fact that we only had a staff of one was worrying to people - myself in particular. Despite extensive advertising, applicants were few, and suitable applicants even fewer. Eventually, however, we were able to offer a youth-worker's position to Fiona Pratt, a nurse from Albury. We have just finished advertising again, and are preparing to hold another round of interviews for another youth-worker's position.

The third, and probably most important, task was the programme itself. We needed to develop a programme to meet a definite need in the community,

based on Christian principles and professionally sound. This has involved many meetings of the programme committee; drafting and redrafting of proposals and writing of final documentation.

As I look back at my first encounter with Bungarimbil I realise how much has been accomplished in a short time.

Wherever there have been problems, and they have been many, there have

always been willing hands to help overcome them, and encouraging words and support from all those associated with Bungarimbil.

For me, Bungarimbil is alive and vibrant and holds a promising future. As we approach our first intake of residents I feel confident that the Lord is with us in this work and that we are doing justice to Jean McLeod's dream of a home for children.



*Bungarimbil co-ordinator, Brother Jo Ilk, pictured at the door of the new Wagga Wagga home with recently appointed youth-worker Fiona Pratt.*

BUNGARIMBIL REBORN AT WAGGA,  
Article from the Anglican News c 1989.

## Apology



In the early 2000s, more and more accounts were coming to light of people who had experienced abuse while in institutional care. In 2004, a report called *Forgotten Australians* was published and was an opportunity for the executive of the diocese to reflect on the diocese's own residential facilities at St Saviour's and Bungarimbil.

One of those who had courageously come forward to share their experiences was Dorothy Walshe who was in care for eight years at St Saviour's. She reported experiencing repeated abuse while in holiday care in Canberra.

The 2004 Synod of the Diocese of Canberra & Goulburn passed a motion without notice, saying it was confident that care given within its two homes 'was offered out of genuine compassion for children and concern for their welfare but sadly recognises that some children in our care during that period

will have suffered trauma'<sup>1</sup>. Synod overwhelmingly agreed to issue an unreserved apology to 'those who experienced care that was unloving or traumatic'. Synod expressed its 'deepest remorse for any who were abused or assaulted in any way.'

The motion, among the first to be issued by any parliament or church synod, asked that the diocese work with the government to ensure that reparation in terms of counselling or other suitable support is offered to those who still carry the disablement of this experience.

It echoed the unreserved apology issued by the 1997 Canberra & Goulburn Diocesan Synod to Aboriginal and Torres Strait Islander People who were part of the Stolen Generations.

<sup>1</sup> Synod Resolution 1018/04: Senate Committee Report 'Forgotten Australians' 3rd Session of the 41st Synod, 18 September 2004

**1989**  
Bungarimbil Adolescent and Family Care  
Program, Wagga Wagga, offered

**1990**  
St David's Close Retirement Village,  
Red Hill, Canberra, established

## Rae Burgess Centre in Yass



Anna, client from Rae Burgess Centre 2019.

In the early 2000s, a committee from St Clement's Anglican Church in Yass (situated 90km west of Goulburn) approached AYFC in Goulburn about the possible establishment of a refuge service in the community. One of their parishioners, Rachel (Rae) Caroline Jane Burgess<sup>1</sup> had died in 1994 and bequeathed all her possessions, including two properties, for the purpose of a women's refuge. Various community and government negotiations had failed to find a sustainable way to fulfil the wishes of the bequest.

The Goulburn Anglicare management team, under the leadership of Jill Matheson, proposed establishing an outreach centre with a fulltime

worker in Yass. This worker, while connected to staff in Goulburn, would assist local women needing emergency accommodation.

In mid-2005, Lisa Wylie took on the job, connecting clients to a suite of programs including emotional and financial counselling. In just three years the Rae Burgess Centre had found safe accommodation for 184 adults and 364 accompanying children.

<sup>1</sup> Born in 1909, Rae Burgess trained in nursing, midwifery and infant care. She was the recipient of the British Medal for her charity work and was a foundation member of the Yass Community Aid Committee which was formed to help struggling local families.



*‘My little one is going to playgroup,  
he’s back into a normal sleep routine  
... My sister is back in school today,  
and she’s having a really good time.’*

- Maddison

*Madison (right) and her sister  
Hailey (left) outside Rae  
Burgess Centre in Yass. Photo  
taken by Luke Reynolds 2018.*





## ***Maddison's Story***

Maddison and her young son, along with her 15-year-old sister, Hailey, approached Anglicare's Rae Burgess Centre in Yass to avoid homelessness. Anglicare assisted Maddison for three months with practical and emotional support, eventually finding a home for her and her family.



## St John's Care in Canberra

On 23 May 1991, under the coordination of the Reverend Elaine Gifford and the direction of the Venerable David Oliphant, the Anglican Parish of

St John's in Reid, Canberra, set up an emergency relief centre in their parish hall to meet a growing community need. Though Reid is a generally

affluent suburb in Canberra, those living in nearby community housing were struggling.

Set up with seed money from Anglicare – under its former name, 'Careforce' – and with financial support from the parish, the service was named 'St John's Care'.

Offering food, clothing and financial crisis support, the service continued to grow and was staffed by as many as 120 volunteers at one point. Many volunteers came from the Holy Cross parish in Hackett and Holy Covenant parish in Jamison with a heart to follow Christ's example by serving people in need with kindness and respect. In 2003, Sue Jordan became an administrator within the service and in 2007 she moved into a director role.

While supported as an Anglicare service, St John's Care is primarily a parish outreach service. The services offered by the team at St John's Care include food relief, assistance with bills, monthly community lunches, Christmas lunches, a Christmas room to assist families with gifts, case management and other support.



*Staff and volunteers from St John's Care outside St John's Anglican Church 2018.*

	<b>1991</b>	<b>1992</b>
Wendy Dubojski appointed Bungarimbil's Director of Programs, Wagga Wagga		Construction of Wollondilly Gardens Retirement Village, Goulburn, begins
St John's Care established at St John's Church, Reid, Canberra		Anglicare sets up Calwell Early Learning Centre, Canberra

## Ashmont Community Resource Centre

The Anglican Community of the Redeemer Church – on the corner of Tobruk Street and Blakemore Avenue – sits at the centre of Ashmont, a suburb on the south-west fringe of Wagga Wagga. In 1987, the church opened a community care centre, located inside the worship building, with a view to providing support and counselling for local people experiencing difficulties with sexual abuse, alcohol and drug-dependence, and relationship problems.

Despite a lack of funds, the parish was cautious about who it partnered with to ensure the goals of the parish weren't compromised. The centre began to rely on increased financial support from Anglicare – and the organisation's predecessor, Careforce – to provide food parcels and other emergency relief for individuals and families struggling to make ends meet.

In 1997, the parish decided to raise \$50,000 to purchase the house next door with a view to attaching it to the church as a space to offer additional services.<sup>1</sup> The house was bought and more services were offered.

<sup>1</sup> To buy the property parishioners offered great support with one even contributing his entire life savings of \$12,000.

Government funding and investment at the centre increased following the tragic death of an infant in Ashmont in 2000. With renewed funding, the suite of services on offer at the centre grew to include a budgeting course, internet café, women's health program, tax help, after-school activities, counselling, and parenting programs.

But in 2007 the centre had to temporarily close its doors because it had come to the end of its government funding agreement. Eventually further government funding was secured, and more recently Anglicare was able to secure recurrent funding for the centre.

In 2011, the community centre launched an innovative program, under licence to the Brotherhood of St Lawrence, to empower parents. Called the Home Interaction Program for Parents and Youngsters (HIPPY), it is a two-year home-based program encouraging literacy and numeracy skills to equip children for lifelong learning and supporting parents as tutors.



Children at the opening of Ashmont Wagga Wagga 2019.



## Ashlie's Story

Just after Christmas, Ashlie's partner left, leaving her alone with her young children. She struggled to meet the costs of getting the children ready for the new school year and was facing the terrifying possibility of being evicted from her home. Team members at Anglicare's Ashmont Community Resource Centre were able to provide Ashlie and her children with food and emotional support, eventually helping them move into permanent accommodation.







*‘I was lost, I was scared. I felt I’d failed. I didn’t have anywhere to go for help ... Anglicare treated me and my family like we were their family ... Thank you is all I can say.’*

- Ashlie

*Ashlie and her children at Ashmont Community Centre, Wagga Wagga. Photo taken by Luke Reynolds 2018.*

## Youth and Family Services in Canberra



The diocese began to provide emergency shelter for young people in Canberra in 1974. Clarrie Hermes, the president of the ACT Council of Social Services, approached the Anglican Church to take over two Commonwealth-funded youth refuges in Lyneham and Curtin. These services lasted for several years.

The first Canberra refuge, managed under the banner of AYFS, was Belleden in the Tuggeranong suburb of Kambah. It was named in honour of Laura Godfrey Bell, who donated her Goulburn home to the diocese for use as a children's home. Anglicare won the ACT Department of Housing and Community Services tender in 1988 off the back of its OOHHC experience in Goulburn and Wagga Wagga.

Several years after securing Belleden, AYFS picked up an existing service – Queanbeyan Youth Refuge

– after encouragement from the NSW Department of Community Services to tender for it.

In 2002, the ACT Government encouraged Anglicare to partner with Lifeline to provide an all-hours accommodation hotline and brokerage service for people at risk of homelessness. Four years later Anglicare set up the Canberra Emergency Accommodation Service (CEAS) and partnered with Canberra's Domestic Violence service to ensure that women fleeing violence would find safe housing. ACT Government cuts to its homelessness budgets in 2006 caused a restructure. CEAS became the Anglicare Housing Program (AHP) and the Belleden youth refuge was moved to Narrabundah under a new name, Wallabalooa.

*Jack, Premier's Youth Initiative participant at his transitional accommodation 2020.  
Photo taken by Helen Austin, 2020.*

**1994**

New Bungarimbil house purchased on Lake Albert Rd, Wagga Wagga

Anglicare Ordinance creates a new peak body, Anglicare Council, to oversee roles of Careforce and Anglican Retirement and Community Services (ARCS)

Anglicare begins management of Gordon Early Childhood Centre, Canberra

**1995**

Ginninderra Gardens Retirement Village, Page, Canberra, opens

Wollondilly Gardens Retirement Village, Goulburn, opens

## Supporting Young People in Canberra

From the mid-1990s, AYFS in Canberra experienced phenomenal growth. The service expanded from nine staff members to 40 in seven years and went from a \$1 million service to a \$14 million service.

In the late 1990s, with funding from the ACT Division of General Practice, a project was established at the site of the Queen Elizabeth II (QEII) Hospital in Canberra City offering sexual health, drug and alcohol advice, and counselling to young people who otherwise wouldn't have the funds or confidence to seek out help.

The service was evaluated and put to tender by the ACT Government, and in 2000, AYFS assumed management with the service eventually being called the Junction Youth Health Service. The manager

was Dira Horne, and she also supervised Anglicare's drop-in centre at Club 12/25 called Youth in the City.

In 2009–2010, The Junction introduced Medicare bulk billing generating income to offer new services like the Step Ahead program (a mid-wife service), and a Smoking Cessation Clinic.

The service continues to evolve and, in more recent years, programs like CYCLOPS (an acronym for Connecting Young Carers to Life Opportunities & Personalised Support), the Youth Education Program, and partnerships with organisations like Street Law (offering free legal aid)<sup>1</sup> have been set up.

<sup>1</sup> Street Law is part of Canberra Community Law

*Will, client from The Junction Youth Health Service outside Club 12/25 2020.*

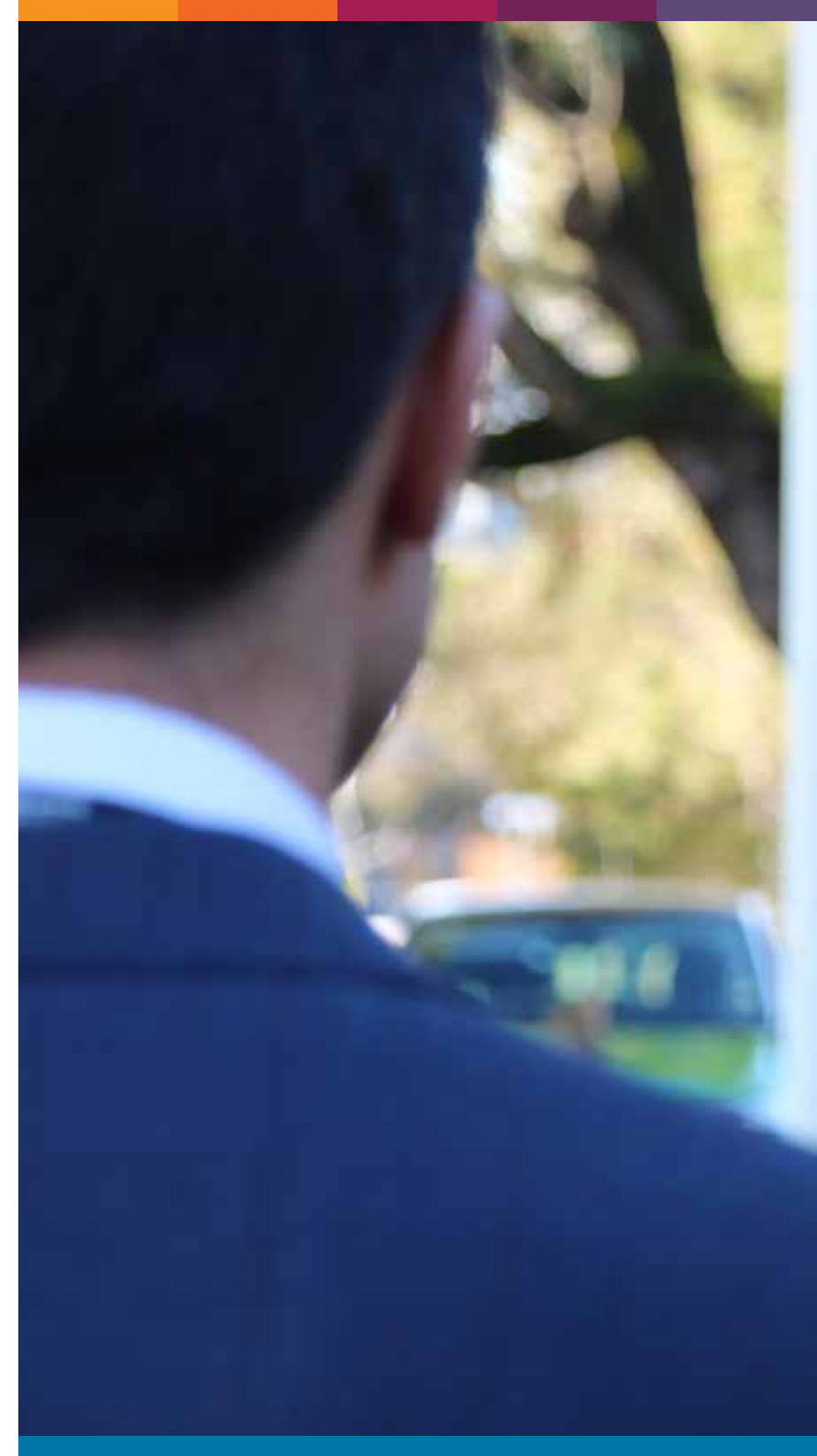




*‘People like me are just going through a hard time ... We’re actually trying to change our situation.’*

- Zane

*Zane, Anglicare Client being interviewed at St Johns Church in Canberra. Photo taken by Stephanie Horne 2018.*





## *Zane's Story*

Eighteen-year-old Zane was assisted through Anglicare's Youth Education Program in Canberra which provided a safe space and personalised assistance so he could complete Year 12. His hope is to undertake further studies in construction or engineering. Unable to live at home, Zane was couch-surfing and struggling to make ends meet. Anglicare assisted him with study and with food hampers when needed.

## *Anglicare on the NSW South Coast*

Anglicare's first employee on the South Coast was Gaye Finch. After her husband's death in 1995, Gaye decided to study at TAFE allowing her to apply for a new role at Anglicare as a disability case manager in Moruya on the NSW south coast. The role was part of a pilot program put out to tender by the NSW Department of Aging, Disability and Home Care to help people with physical disabilities or with sensory or neurological problems.

The service had to cover a large area including the Bega Valley, Eurobodalla, Bombala and Snowy River shires. Gaye's manager was based in Goulburn, where a similar service was already in operation. She also organised the first office on the South Coast, located on the main street in Moruya.

In 2002, Gaye received her first referral – for a man with an acquired brain injury living in Dalgety.

In the same year, Anglicare began providing other services in Moruya including OOHHC, and specialist housing.

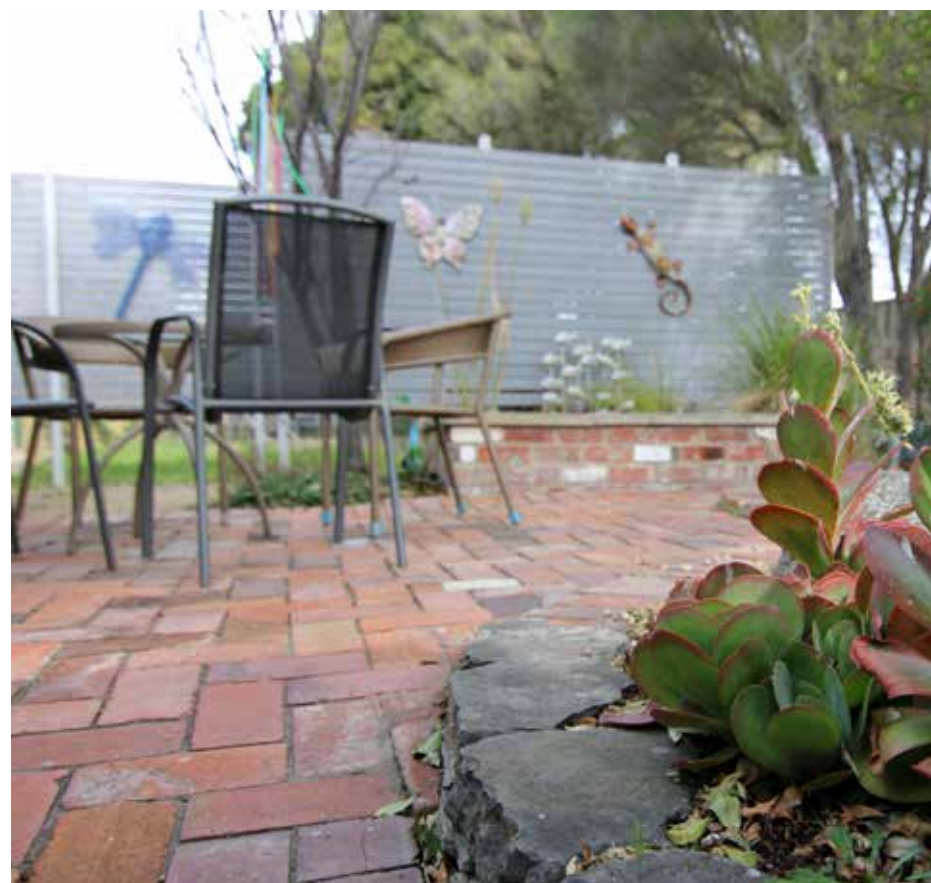
In 2006, Cassie's Place, a service for women and children who had been sexually assaulted, and which had been running since 1986, came under the auspices of Anglicare.

A related service called Cassie's Nest was formed in 2017 as a fee-for-service program offering trauma-informed counselling to children, young people and their families.



**1997**  
 Canberra and Goulburn Diocesan Synod offers unreserved apology to Aboriginal and Torres Strait Islander people who were part of the Stolen Generations  
 New building purchased for Ashmont Community Centre, Wagga Wagga

**2000**  
 Anglicare Youth and Family Services assumes management of The Junction Youth Health Service, Canberra



*Images of Cassie's Place and Cassie's Nest in Moruya 2018.*

## *Melanie's Story*

Melanie was pregnant and living in a tent on the South Coast. But just when things couldn't have become bleaker, someone gave Melanie the Anglicare phone number and encouraged her to call. Anglicare supported Melanie and her newborn baby, helping her to find housing and also regain custody of her older child who had been put into care.





*‘My childhood was pretty unstable, going between mum and dad who had split up. Then I went into foster care when I was 12 which was a terrible experience. It went downhill from there with depression, and I was pregnant ... I didn’t want to ask for help as I had always taken care of myself ... Anglicare gave me new hope and so much support. They showed us genuine care.’*

- Melanie

*Melanie, Anglicare client. Photo taken by Helen Austin 2016.*



## Unifying the Anglicare structure

In 1993, the Right Reverend George Browning arrived from Brisbane to become the new bishop in Canberra. He noticed that community services across the diocese were functioning without an overarching strategy or vision, or indeed, even communication between the services. A year later, as part of a mood for change in the national Anglican diocese, an official rule change in Canberra–Goulburn allowed for the establishment of a single organisation to house and administer welfare work in the diocese.

The Anglicare Ordinance created a new peak body, Anglicare Council, to take over some of the roles of Careforce and of Anglican Retirement and Community Services (ARCS) which tied together a number of aged care facilities in Canberra, Goulburn and the South Coast.

In February 2006, an Anglicare review panel recommended that Anglicare in the diocese be

disbanded and restructured into a unitary model, effective from 1 July 2006, with a new board and CEO. From that point, one CEO – the first being Keith Waters – would work strategically across the bigger merged organisation. More robust structures were also put in place. The Anglicare Board provided more regular updates to the Bishop-in-Council and the CEO presented at Synod, thereby creating a tighter information loop.

In late 2007, Anglicare's main office moved from Mitchell to Jamieson House in Reid, sharing the building's offices with the diocesan executive.

In the spring of 2011, the Diocese of Canberra & Goulburn formed a 3-way partnership with the neighbouring dioceses of Bathurst and Riverina with the immediate aim of bringing all their schools under a single commission. Linking the three diocesan Anglicare agencies was the next logical step.

Having amalgamated, the new alliance was able to redraw and market its regions more logically. Anglicare Western NSW joined with the Anglicare Canberra & Goulburn operations based in Wagga Wagga to become Anglicare Riverina, taking in the major centres of Bathurst and Dubbo. The Canberra Central Region became Anglicare ACT. The original northern region, which was based in Goulburn, became the regional centre for Southern NSW (taking in Sydney as well as the Goulburn St Saviour's foster care services).

The alliance – the Anglican Church's biggest geographical alliance in Australia – would eventually become known as Anglicare NSW South, NSW West & ACT.

**2001**

Jill Matheson appointed CEO of St Saviour's Neighbourhood Centre, Goulburn

The Bargain Hunter retail recycling store, Queanbeyan, opens

**2002**

St Saviour's Neighbourhood Centre becomes separately incorporated; name changed to Anglicare Youth and Family Services

Anglicare disability services, Out of Home Care and Specialist Housing services commence in Moruya

## Anglicare Retail

In May 2001, the retail recycling store called The Bargain Hunter opened in Queanbeyan. The enterprise was a joint project with the Brotherhood of St Lawrence. Canberra's Charnwood parish managed the Anglicare clothing bins that were dotted around Canberra. The store grew in response to need in the community, but it also gave back by training volunteers and providing a nurturing environment for people who were struggling. In 2006, The Bargain Hunter became wholly managed by Anglicare and the enterprise helped to raise the organisation's profile.

Further retail recycling stores later opened in the Canberra suburbs of Phillip, Fyshwick, Jamison and Wanniassa.



Anglicare Staff at the opening of Anglicare Retail Erindale 2019.



## Disaster Recovery



Canberra made international news on Saturday, 18 January 2003 when bushfires burst into 19 of its suburbs. Four lives were lost, hundreds were injured and close to 500 homes were destroyed. Many businesses were burnt to the ground.

Anglicare quickly became a point of contact for offers of assistance and requests for information. Parishes mobilised volunteers, cash donations, clothing, food and whatever else was needed.

Anglicare became a supportive organisation to the other community partners who had specific welfare roles under the ACT's Disaster Plan.

Anglicare volunteers assisted in many areas including clearing debris, restoring gardens and offering pastoral care. Anglicare volunteers called people at the Recovery Centre to see how they were doing.

*Peter, Anglicare client in front of his property after the Carwoola fires 2017.*

Anglicare volunteers assisted in many areas including clearing debris, restoring gardens and offering pastoral care. In one instance, a frail, elderly woman had lost part of her fencing in the bushfires which meant she was unable to let her dog out of the house. Volunteers, mobilised through Anglicare, erected a makeshift fence and provided a dog run. Anglicare volunteers also called people at the Recovery Centre to see how they were doing.

The name of Anglicare began to get more and more recognition across the community. The disaster recovery work was replicated in future years across the region, including floods in Wagga Wagga and Cooma, and bushfires in Carwoola and Tathra.



**2004**

Canberra and Goulburn Diocesan Synod offers unreserved apology to people who experienced abuse in institutional care

**2005**

Rae Burgess Centre, Yass, established to assist with emergency housing

## Residential Aged Care in Canberra

Anglicare's move into aged care provision in Canberra occurred in the 1980s. An aged care committee was formed in 1982, and on 15 April 1984 Bishop Owen Dowling and the Governor-General, the Right Honourable Sir Ninian Stephen, launched the Brindabella Gardens Aged Care Project.

An aged care hostel was built, providing 57 single rooms and a communal dining area. The hostel opened in 1989 and, in the same year, self-contained accommodation on the site – the Victoria Shakespeare Cottage – was built. The 12-room cottage offered a program of occupational and diversionary therapy designed for sufferers of dementia. Plans also progressed for a 40-bed nursing home. Brindabella Gardens proved to be a success in its first decade, however the expectation that faith-based agencies would subsidise financially

disadvantaged people meant margins were tight or non-existent.

The Holy Cross parish in Hackett also worked to establish Brindabella Court, a 26-unit self-care complex in the nearby inner-north Canberra suburb of Downer. It was opened in 1988 after six years of planning.

St Paul's Manuka helped develop a complex of self-care townhouses on the site of St David's church, Red Hill, in Canberra's inner south. Named 'St David's Close' and built in 1990, it had a community room and smaller rooms attached to the church.

With government data in the 1990s showing substantial waiting lists for aged care accommodation in Canberra, the diocese decided to construct and manage a second retirement complex.

Things moved quickly and on 22 May 1995, the first stage of Ginninderra Gardens Retirement Village was officially opened by the Commonwealth Minister for Health, Dr Carmen Lawrence.

The initial stage was the construction of a 60-unit hostel made possible by the ACT Government's provision of a 12-acre site in the Belconnen suburb of Page. The development was widely welcomed and was one of the first in Australia to offer assisted-living units to couples with different care needs. The final stage of Ginninderra Gardens was completed in 1997 with the construction of a 75-bed nursing home with large private rooms and ensuite facilities.

## Wollondilly Gardens in Goulburn

Aged care under the auspices of the diocese began to develop in Goulburn, too.

In 1980, the Geale family, in the business of landscape and heavy moving equipment, bought 100 acres of land adjacent to the site known as the Goulburn Polo Paddocks on the outskirts of town. In 1992, Stan Geale and businessman Murray Branch, formed a company, Wollondilly Retirement Village, which would eventually become known as Wollondilly Gardens Retirement Village.

The first stage of the village began in the same year in which discussions with the Anglican Church

resulted in a joint venture for the establishment and management of the village. Within two years, all 69 self-care villas had been sold, and ARCS took on responsibility for their operation and management. The first resident, Joan Emery, took occupation of her unit on 26 February 1995. After the sale of the individual units, the complex, which included a community centre, indoor pool, recreation centre and warden's residence, was built on 20 acres.

In 2019, construction commenced on Stage 3 of Wollondilly Gardens.













## *Caring for chickens at Wollondilly Gardens*

Residents from Wollondilly Gardens Retirement Village joined together to purchase a flock of chickens. Responsibility for caring for the chickens is shared and residents have found this to be great therapy – along with the bonus of daily eggs!

*Residents at Wollondilly Gardens Retirement Village in Goulburn with their chickens 2017.*

## *Divestment of residential Aged Care Services*

Deficits in aged care continued to accumulate with Ginninderra Gardens in Canberra never running at a profit. Staffing shortages were one of the major challenges faced by Anglicare and other aged care providers around Australia. Claims of substandard care at Ginninderra and other aged care facilities around the country prompted calls for more spot visits of nursing homes by the Aged Care Standards and Accreditation Standards Agency (ACSASA) together with compulsory police checks of staff working in all aged care homes.

Anglicare conducted several reviews into the sustainability of its residential aged care homes due to lack of scale, persistent financial constraints, and competing capital needs from Anglicare's other community services, including a shortage of affordable housing for older, low-income Australians.

Also at this time, Anglicare's Mariner Park retirement units at Tura Beach on the NSW South Coast were proving hard to fill.

Bishop Stephen Pickard, who had assumed the role of interim Anglicare CEO following the resignation of Peter Sandeman, engaged Ernst & Young to conduct a review of the aged care division. This led to the recommendation in mid-2013 to sell off the five aged care sites that had either a low-cost residential hostel or a high-care nursing home. The five sites included the treasured Bimbimbie Retirement Village at Merimbula.

Anglicare formally divested its residential aged care services in 2014 but retained ownership and management of Brindabella Court (Downer, ACT), St David's Close (Red Hill, ACT) and Wollondilly Gardens Retirement Village (Goulburn, NSW) with a view to returning to the original vision of focusing on providing affordable housing to seniors. During this difficult process, Jeremy Halcrow, a former journalist working as Anglicare's Communications and Strategic Partnerships Director, was appointed as CEO.



**2006**

Keith Waters appointed Anglicare CEO  
 Anglicare offers Cassie's Place counselling service, NSW South Coast

**2009**

Peter Sandeman appointed Anglicare CEO  
 Anglicare Youth and Family Services and Anglican Retirement and Community Services merge to create Anglicare Canberra and Goulburn  
 The Junction Youth Health Service transfers to Anglicare from ACT Health

## Growth of Out of Home Care

In 2008, it was recommended by a NSW Special Commission of Inquiry into Child Protection that abused and forgotten children should be looked after by the private sector. The inquiry found that non-government organisations provided better stability and better outcomes for children than the overloaded NSW Department of Family and Community Services (FaCS) previously known as the Department of Community Services (DoCS).

This report, plus growing lack of public faith in the department's ability to support children in care, led to Premier Barry O'Farrell's Liberal government announcing significant policy changes. During the state election in March 2011, it was announced that 85 per cent of the 17,400 children and young people in statutory or court-ordered care would have their support transferred to the non-government sector.

The policy change represented significant potential growth for organisations like Anglicare. It would involve working alongside Aboriginal organisations more closely so that Indigenous children and young people could be supported by accredited Aboriginal carers where possible.

In mid-2012 Anglicare was managing 143 children and young people, but that number grew to 176 by mid-2013.



Stock image by Nathan Fertig of a young person 2019.

*‘Without [my carers] I would be very far from where I am now. I am so grateful they opened their home to me.’*

– Rachael

*Rachael, Anglicare Client. Photo taken by Luke Reynolds 2018.*

## *Rachael's Story*

Rachael was placed in care when she was three months old. During her childhood she was moved between 13 different foster families. When her foster care management was transferred to Anglicare, she found the stability she craved.





## First Australians

Various church denominations have been involved in social outreach activities with Aboriginal people including the establishment and operation of missions and children's homes. Tragically, the most well-known in the region now covered by Anglicare NSW South, NSW West and the ACT was the government-run Cootamundra Girls' Home. This was where a number of Aboriginal girls who had been removed from their families were abused and traumatised while being trained as domestic servants. The deeply damaging impacts of these endeavours on Aboriginal communities are better understood today, particularly the practice of removing children from their homes and Country.

In the Anglican Diocese of Canberra & Goulburn – as elsewhere – welfare services catered for vulnerable children and families, and this included Aboriginal and Torres Strait Islanders people from the earliest days. Aboriginal families accessing housing and emergency relief services were then, as now, over-represented.

But there had been little in the way of continuous and integrated care of First Australians provided by the diocese. Parishes with Aboriginal members had

provided some small, tailored programs both before and after the establishment of Anglicare in the diocese, but there was no cohesive approach.

Working through the process of 'de-colonisation' is complex. Australian social work practices, while invariably well-intentioned, must work hard to avoid inadvertently being part of a remaining system of colonisation. Social work approaches and structures tend to be based on 'white' European modes of thinking, even though those accessing services may not be from a majority background and may be disproportionately represented. Sadly, this is still the case for Aboriginal children in foster care.

An attempt to change existing practices began in the spring of 2011. Anglicare's CEO at the time, Peter Sandeman, appointed Birripa woman Karen Kime, who was ordained as an Anglican minister in 2000, into the new role of General Manager of Indigenous Services and Education.

During her time with Anglicare, Karen affected significant cultural change within the organisation, implementing the Reconciliation Action Plan (RAP) along with a number of key policy changes, such as

establishing an Indigenous recruitment strategy and founding the nationwide Anglicare Reconciliation Network. In February 2012, Karen also became the first female Aboriginal archdeacon in Australia.<sup>1</sup>

Karen was re-engaged by Anglicare in 2018 in the role of General Manager of Cultural Safety and Training. She oversees Anglicare's training and support of staff to work effectively with Aboriginal people, families and communities. She is also responsible for the implementation of Anglicare's RAP and advocates for a 'whole of organisation approach' to this work. She asserts that Reconciliation is 'everyone's business'. Part of this business is the recruitment of Aboriginal people into mainstream senior positions and collaboration with Aboriginal organisations. Karen is committed to prioritising 'the voice' of Aboriginal people in the region/s which Anglicare serves.

Karen's role involves working closely with teams across all of Anglicare's services to promote culturally appropriate ways of thinking and

<sup>1</sup> In 2012 there were just two ordained Indigenous ministers in the Diocese of Canberra & Goulburn, Karen Kime and Tom Slockee.

**2011**  
Karen Kime appointed Anglicare General Manager of  
Indigenous Services and Education

Anglicare Canberra and Goulburn amalgamates Anglicare  
operations in Bathurst and Riverina dioceses; later known as  
Anglicare NSW South, NSW West & ACT

**2012**  
Bishop Stephen Pickard appointed  
Anglicare interim CEO  
  
Shaw Disability joins with Anglicare to  
create Anglicare's ACT Disability Services

operating. Foster care remains one of Anglicare's largest services portfolios and working with Aboriginal-operated agencies to transition such responsibilities to them is a key approach. Anglicare is also committed to keeping Aboriginal children and young people as connected as possible to Country. This can be through innovative approaches such as learning traditional languages on mobile phone-based apps, and providing opportunities for children to connect with local Elders and to engage with their Country and culture.

Another part of Karen's role is to educate and equip staff members from all backgrounds to understand the richness and nuance of Aboriginal culture, and the importance of 'Wise Practices' in working with Aboriginal and Torres Strait Islander people. This role also involves educating staff on the intergenerational trauma that Aboriginal people still experience today as a result of over 200 years of genocide, systematic abuse and racism, and on the importance of everyone playing their part in moving towards greater healing and reconciliation.



*Children at a Yarning circle in Orange 2019.  
Photo taken by Helen Austin 2019.*

## Karen's Story



Karen Kime's grandmother came from Dingo Creek near Taree in northern NSW. Her family moved there when the Purfleet Mission was established in the early 20th century. Dingo Creek was just a gathering of small huts, where Aboriginal families moved to protect their children from the Welfare Board. Unfortunately though, some of Karen's extended family were removed. For instance, her second cousin, Bill Simons, recalls living on the mission from the age of six, and for the following ten years, being called 'number 33' instead of by his name. This is recorded in his autobiography *Back on the Block*<sup>1</sup>.

Like many Aboriginal people, Karen's family eventually moved off Country to Newtown in Sydney to obtain anonymity and further protect their children from removal. The inner city environment could be impoverished and many Aboriginal families slept in parks and under bridges. Karen's grandparents became politically active

<sup>1</sup> Simon, Bill. and Montgomerie, Des. and Tuscano, Jo. *Back on the block: Bill Simon's story*. Canberra: Aboriginal Studies Press, 2009.

Karen Kime, Anglicare's General Manager for Cultural Safety and Training 2019.



**2013** Jeremy Halcrow appointed Anglicare CEO

Anglicare wins tender to manage Franklin Early Childhood Centre, Canberra

**2014** Anglicare residential aged care services fully divested  
Anglicare wins tender to operate Googong Early Learning Centre, Queanbeyan

and were part of a small group who staged the first National Day of Mourning and Protest on 26 January 1938 to coincide with the 150th anniversary of the landing of the First Fleet. (The Day of Mourning was the precursor to ongoing annual protests on 26 January.) They also loved music and began the first Koori dances at the local Newtown Town Hall.

Racism and discrimination were overt while Karen was growing up and she experienced first-hand the impact of this on her parents' lives. Her mother bore the brunt of this discrimination, yet she graduated as a visual artist at the age of 60 with a degree from the Australian National University. (Her work is on display in Old Parliament House.)

Karen believes racism is just as prevalent today and has witnessed it in the experiences of her children and grandchildren. She comments that it challenges young people's identity and sense of belonging. Karen has experienced racism and/or discrimination within many Australian institutions – including her time in the Church.

Karen's education includes a social welfare degree and a Masters in Cultural Heritage. She wrote the courses for the first Aboriginal social welfare, education and theology subjects at Charles Sturt University where she lectured for many years. Karen stated that 'seeing our people obtain qualifications and then become leaders, is deeply satisfying'.

After having three children of her own, Karen was ordained an Anglican priest and worked in parish ministry in isolated rural locations. Towards the end of her parish ministry, she became an associate priest at St John's, Wagga Wagga. In 2013, Karen was collated as Archdeacon of Indigenous Ministries in the Canberra & Goulburn Diocese. The following year, she began a PhD using 'Wise Practices' in social work with Aboriginal and Torres Strait Islander peoples.

Karen's work has taken her across countries, including the USA, Canada and South Korea, where she has represented Indigenous Australians at international gatherings. She has also served as chaplain to the Research and Ethics Committee of the Australian Institute of Aboriginal and Torres

Strait Islander Studies and she continues to speak at national events and conferences across Australia.

Karen is passionate about her culture and heritage and has been part of the Wagga Wagga Aboriginal community for many years. In 2018 her work was formally acknowledged by Wiradjuri people during NAIDOC week, which that year celebrated the theme 'Because of Her: We Can'. Aside from her other achievements, Karen stated, 'the recognition from my community – meant the world to me!'

***'Reconciliation is irksome because most of the reconciliation activities are well attended by Indigenous people but not necessarily other Australians. There is no point saying sorry and celebrating reconciliation unless it really happens. Reconciliation is everyone's business.'***

– Karen Kime

## Child Care



*Child from Anglicare Southern Cross Early Learning 2018.  
Photo taken by Helen Austin 2018.*

Anglicare first ventured into child care services in Canberra in 1992, setting up the Calwell Early Learning Centre in South Tuggeranong. Two years later, also in South Tuggeranong, it set up the Gordon Early Childhood Centre<sup>1</sup>, which was managed by Anglicare but overseen by a voluntary committee.

Child care centres operating in Canberra, Goulburn and Marulan had already formed closer ties when Anglicare won the inaugural tender to provide child care at Parliament House for politicians and staff working on Canberra's Capital Hill. Though only operating the service from 2009 to 2014 (after making the decision not to renew the tender), Anglicare's reputation as a child care provider was boosted.

<sup>1</sup> Anglicare made the decision to close the Gordon Early Learning Centre in 2016. The site transitioned to become Gordon Community Centre, an initiative run in partnership with Anglicare and Lanyon Valley Anglican Church.

Anglicare made successful bids to manage two other, larger centres – the existing Southern Cross Early Childhood Centre in Scullin, and a new centre at the Franklin Early Childhood School which opened in January 2013.

In mid-2014, Anglicare struck a deal to operate the early learning centre being built at Googong, south of Queanbeyan.

## Faithful to the Calling

Anglicare continues to fulfil the mission of its original founders as written in the Gospel of Matthew, Chapter 25 – to feed those who are hungry, to welcome those who are strangers or disadvantaged, to clothe those needing assistance and to look after the sick.

Despite challenges, setbacks and an often piecemeal approach to the establishment of welfare and community services, Anglicare's ministry assists thousands of people every year.

Through the passion, persistence, expertise, giving and prayers of many unsung heroes – from staff members to clergy, parishioners, community members and volunteers – the organisation continues to remain faithful to its initial calling.

This 90-year history honours the words written by the Right Reverend Ernest Burgmann to his congregation in 1934, as Anglicare, in partnership with the Anglican Church, continues to 'keep in touch with all the people and ever be the watchdog of the poor'.



*St John's volunteer in the community garden 2019.*

*Photo taken by Helen Austin 2019.*

**2016**

Anglicare opens the Goulburn Early Childhood Centre on the grounds of Goulburn TAFE

**2017**

Cassie's Nest trauma-informed therapeutic counselling service, Moruya, established

Anglicare opens Disability Day Centre, Cowper Street, Goulburn

Anglicare partners with Lanyon Valley Anglican Church to open Gordon Community Centre, Canberra





**2018**  
Karen Kime appointed Anglicare General  
Manager of Cultural Safety and Training

## Glossary

**AHP** - Anglicare Housing Program

**ARCS** - Anglican Retirement and Community Services

**AYFS** - Anglicare Youth and Family Services

**CEAS** - Canberra Emergency Accommodation Service

**CEO** - Chief Executive Officer

**CHN** - Community of the Holy Name

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

**DoCS** - NSW Department of Community Services

**FaCS** - NSW Department of Family and Community Services

**HIPPY** - Home Interaction for Parents of Preschool Youngsters

**OOHC** - Out of Home Care (Foster Care)

**RAP** - Reconciliation Action Plan

**TAFE** - Technical and Further Education

*Disability day centre opening in Crookwell with  
Anglicare Sallyann Allport, Mayor John Stafford,  
service participants Julie and Sam, Member for  
Goulburn Wendy Tuckerman and Revd Wayne  
Landford. Photo taken by Luke Reynolds.*

