

STRONGER TOGETHER

Anglicare Australia

2017-18
ANNUAL
REPORT

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OUR MISSION AND VALUES

Anglicare Australia seeks to engage with all Australians to build communities of resilience, hope and justice.

OUR VALUES

Faith Based

In the spirit of the Gospel, Anglicare Australia through its member agencies, advocacy and research seeks to see the lives of all Australians transformed with hope and justice.

Equity and Justice

Anglicare Australia and our members work for social justice in Australia; to respect the inherent potential in every human being with special concern for those most disadvantaged.

Collaboration and Participation

Anglicare Australia and our members recognise that our work will be stronger when we work in partnership and collaboration and we adopt a participatory approach in all that we do.

Strengths Based

Anglicare Australia and our members recognise and seek to build on the strength of individuals, communities and organisations to effect change.

OUR STRATEGIC GOALS

Building on our wisdom and practice across all our members and over 150 years of shared experience we aim:

- » To influence social and economic policy across Australia with a strong prophetic voice that is informed by research and the practical experience of our network; and to speak out for those most disadvantaged.
- » To enable the potential, strength and sustainability of our members, ensuring that they have the capacity to serve the needs of all Australians with dignity, respect and care.
- » To create a network whose members challenge, support and lead each other in the development of social services and the people and communities with whom we work.
- » To recognise and celebrate the Anglican faith base and inspiration of our work.

OUR COUNCIL

Anglicare Australia is incorporated as an association under the Victorian Associations Incorporation Act 1981, and is a registrable Australian Body in accordance with the Federal Corporations Act 2001.

Anglicare Australia is governed by a Council. The Council is composed of up to nine members with the Executive Director as an ex officio member. The Chair and five members are elected by the Annual General Meeting for three-year terms. Up to three additional members are co-opted by the Council each year to ensure balanced representation of states and territories, Council diversity and areas of interest and concern to members. The Council meets at least four times a year.

COUNCIL MEMBERS

2017 - 18

Rt Revd Dr Chris Jones, Chair
CEO, Anglicare Tasmania

Mr Jeremy Halcrow, Deputy Chair
CEO, Anglicare NSW South, NSW West & ACT

Mr Grant Millard, Treasurer
CEO, Anglicare Sydney

Ms Sandra Hills OAM, Public Officer
CEO, Benetas

Ms Karen Crouch, Council Member
Executive Director, Anglicare Southern
Queensland

Mr David Pugh, Council Member
CEO, Anglicare NT

Ms Stephanie Buckland, Council Member
CEO, Amana Living

Revd Prof Peter Sandeman, Council Member
CEO, AnglicareSA

Ms Kasy Chambers, Ex Officio Council Member
Executive Director, Anglicare Australia

FROM THE CHAIR



I like to walk on the beach, including on days when the roaring Southern Ocean provides a gale-force reminder of my place in the scheme of things.

The Anglicare Network is a great example of recognising something much bigger is at work in the world. The various histories of our Network member organisations reveal how small groups of people, motivated by faith, first took steps to respond to local needs. That sense of mission continues today – and as a Network with shared

values and a willingness to collaborate, our members continue to support the transformation of lives and communities. Together, we served one million Australians last year.

The way that we behave as a Network is important to us too, promoting civil discourse and courageously advocating for social justice.

I thank the Council members for their efforts this year. Together, we express our gratitude to the team in Canberra for coordinating the Network's response to a variety of key issues including rental affordability, welfare laws and the cost of living.

The Network recognises and appreciates interconnectedness. Before us were those who began Anglicare's work.

After us will come others who will continue it. That's reassuring and reinvigorating – just like a walk on a southern Tasmanian beach.

Rt Revd Dr Chris Jones

Chair, Anglicare Australia
CEO, Anglicare Tasmania

FROM THE EXECUTIVE DIRECTOR



Across the Anglicare family, we have worked well with each other throughout the year. We have done this through our advocacy, our collaboration and networks, and by investing time with each other. We want to know that the care and support we deliver does make the difference people want in their lives. As a network, we are keen to learn from each other about how to do that best.

We've spoken to parliamentarians about proposed changes to the welfare laws because we hear, from our members, that people doing it tough need compassionate and individual responses rather than robo-letters and mandatory penalties. And we've championed the need to create jobs – where we need them – for the people who are trapped out of work, rather than doom them to an endless hamster wheel of meaningless training and pointless activity.

We've provided the chance for people to tell their own stories too. In *The Meaning of Home*, our most recent State of the Family Report, we included portraits of people who use our services telling us what home means for them, and how the varied services across the Anglicare Australia Network create a kind of home themselves. As part of our work on the meaning of home, we ran a survey on home for people in general and another, with the National Union of Students, which gave students the chance to talk about hardship and accommodation and it how affects their lives.

The inequity in Australia's housing market is well understood. All the stories and all the evidence this year have made that clear – and it was borne out by the enormous media interest in this year's Rental Affordability Snapshot.

The Royal Commission into Institutional Responses to Child Sexual Abuse has now concluded. It is an extraordinary five year effort which has hinged on listening to and believing people who were abused, rejected and ignored. The first instinct of our institutions can be to protect themselves, and for people to look out for their own interests. And it's only through being forced to listen that as society we have started to accept responsibility for where we failed.

All of this work reminds us that people's lives and situations are complicated. We all recognise that when it comes to our own lives. Unfortunately, this doesn't always lead to compassion when it comes to providing care or support for others.

It is with these thoughts that I would like to pay special tribute to our members who are always looking out for those who have been left behind. This year, once again, our members have gone above and beyond the call of duty in providing services that each, in their own way, contribute to creating a more just society. We thank them for all the hard work at the coal face that makes it a task of joy and pride to represent.

I also thank our small and dedicated Anglicare Australia team, which has seen some changes with Zoë Coombe, and Erin Clark moving on to new opportunities.

We have welcomed Ingrid Hatfield and Ellen Bugge to our policy and research team, and Gaea Cornelius as office manager.

I would like to thank them and the rest of our team – Roland Manderson, Imogen Ebsworth and Maiy Azize. Between them they turn out an amazing quantity of quality work each year, and help advance our mission to build communities of hope, resilience and justice.

Kasy Chambers

Executive Director
Anglicare Australia

THIS YEAR'S HIGHLIGHTS



JULY

We laid out our vision on how human services create a fairer society. Deputy Director Roland Manderson delivered the speech as part of a panel that featured Minister for Human Services Christian Porter and Productivity Commissioner Richard Spencer.



AUGUST

We urged the government to abandon its proposed welfare changes, making two submissions on government bills, giving evidence to the Senate, and publicly advocating the Anglicare Australia Network's position in the media.



SEPTEMBER

Anglicare Australia's *Stronger Together: Our Mission in the Market* Conference and National Awards for Excellence and Innovation were a huge success. Highlights included hearing from Professor Hugh Mackay, and a panel on digital disruption.



OCTOBER

Our annual *Jobs Availability Snapshot* was released as part of Anti-Poverty Week. It found that entry-level jobs are drying up. There was a strong media interest in the findings and Anglicare Australia was featured in all national news outlets.

theguardian

Students working yet struggling to afford textbooks, Anglicare analysis finds

NOVEMBER

We released two big pieces of work, the Anglicare Australia-NUS Student Housing Survey and the 2017 State of the Family report, *The Meaning of Home*. The Student Housing Survey was featured in all national news outlets.



DECEMBER

We joined a coalition of housing and homelessness organisations to launch *Everybody's Home*, a campaign on housing and homelessness. The campaign was launched at the AHURI National Housing Conference in Sydney.



JANUARY

We were featured in national media responding to reports that living standards are declining across Australia, with the cost of living rising in major cities.



FEBRUARY

The *Anglicare Australia Review* recognised the winners of the National Awards for Excellence and Innovation, and told the Anglicare Australia Network's story through the eyes and voices of clients, staff and communities.

The Sydney Morning Herald

Tax concessions for wealthy reach \$68 billion, Anglicare report finds

MARCH

We called for urgent action on tax breaks and concessions with the release of our report, *The Cost of Privilege*. Anglicare Australia was featured in several national news outlets covering the story.



APRIL

Our research was front and centre as our annual *Rental Affordability Snapshot* achieved unprecedented media coverage. Along with wall-to-wall media, we launched a dedicated website for the Snapshot.

THE AUSTRALIAN

Federal budget 2018: Aged to stay in homes longer with home-care program

MAY

We joined a coalition of not-for-profit aged care peak bodies calling for action on the number of older people waiting for home care. We helped put this issue on the agenda ahead of the 2018-19 Federal Budget, which included an investment in home care.



JUNE

Our annual CEO Forum featured an address from former Opposition Leader John Hewson and meetings with Opposition Leader Bill Shorten, Social Services Minister Dan Tehan, Aged Care Minister Ken Wyatt, and many others.

OUR NETWORK AT A GLANCE

The Anglicare Australia Network is comprised of 36 agencies, with 31 members across every Australian State and Territory, and five associate members in New Zealand, Papua New Guinea and Singapore. This year, we were proud to welcome a new member, Amana Living, to our Network.

Anglicare Australia Network members are independent organisations that provide social services in their communities throughout Australia. They choose to come together as part of Anglicare Australia to strengthen their effort in responding to the multiple and complex needs of people and families across Australia, to match local presence to national strength and ultimately to bring positive change to Australia.

With a joint budget of \$1.48 billion, a workforce of 18,594 staff and more than 11,000 volunteers, the Anglicare Australia Network has contributed to more than 50 service areas in the community, catering to specific or integrated needs of over one million people and supporting them to identify pathways to participate meaningfully in society.

66% GOVERNMENT FUNDING



← OUR INCOME

The Anglicare Australia Network's income has grown by 32 percent. The proportion of the three major income sources of the Network has remained largely consistent over the past few years, with 31 percent coming from the Federal Government, 35 percent from State Governments, 24 percent from service fees and trading income, and the remainder from other sources, such as donations.

24% SERVICE FEES AND INCOME

10% OTHER INCOME SOURCES

↓ OUR MAJOR SERVICE AREAS

The Anglicare Australia Network's client service reach has grown by 10 percent. The five largest service areas – in terms of the number of people supported – are emergency relief, community capacity building, community aged care, financial support services and homelessness services.



→ TACKLING HOMELESSNESS

The Anglicare Australia Network has a strong presence in the community sector advocating for safe, stable and affordable housing for everyone in Australia. This is due in part to the power of our annual Rental Affordability Snapshot as well as the role of Network members as important providers of homelessness services.

The Anglicare Australia Network provides housing and homelessness services to over 32,405 people. Over 26,000 of those clients – 82 percent – were accessing homelessness services.



A LEADER IN AGED CARE

The Anglicare Australia Network has seen a substantial growth in aged care services over the last three years. Together, members provide for more than 62,000 older Australians. More than 8,700 staff and 3,100 volunteers work to meet the varying needs of aged care clients.

We provide residential or community aged care in every State, the Northern Territory, and the ACT. Across the Network, our services include nursing homes, retirement villages, home care and respite services, and Home Care Packages.

EMERGENCY RELIEF FOR THOSE IN NEED

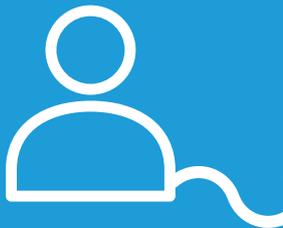
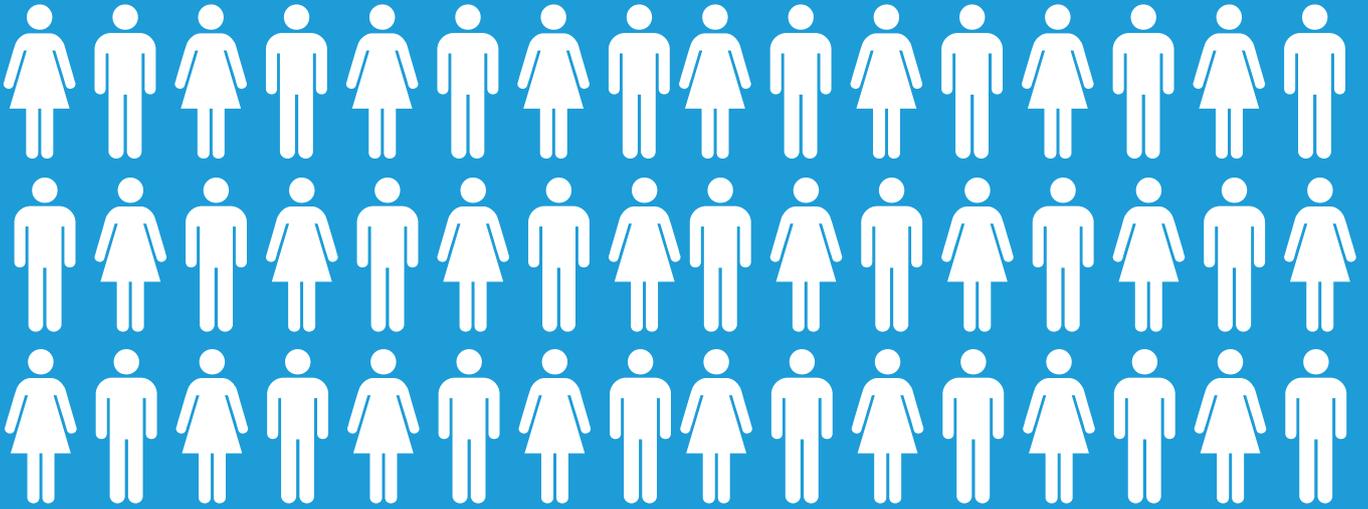
One in three Anglicare Australia Network members provides emergency relief and financial support services to their community. There has been an increase of over 25 percent in the number of people accessing emergency relief and financial support services since last year.

Services include food parcels, vouchers, help with utility bills, household items, and clothing. Many agencies have also made no-interest and low-interest loans available to help people on low incomes become financially independent. These services are used to finance essential household items, second-hand cars or medical expenses.

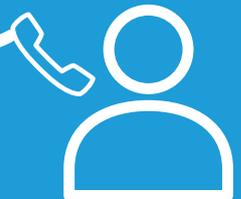
CAPACITY BUILDING IN EVERY COMMUNITY

The Anglicare Australia Network provides a range of social inclusion and community development programs across regional and metropolitan areas. The local nature of these services is reflected in the number of volunteers contributing in this area - 267 people volunteered with Anglicare network members to support these community services. This is a ratio of 3.4 volunteers for every staff member.

**OVER 18,500 STAFF AND
11,000 VOLUNTEERS**



**SERVING
1 MILLION
PEOPLE**



**WITH \$1.5
BILLION**



**IN FUNDING FOR SERVICES
ACROSS AUSTRALIA**

ADVANCING OUR STRATEGIC PLAN

Anglicare Australia's strategic plan captures the purpose we share – of creating a more just and inclusive society, and providing the support and opportunity for those who are at risk of exclusion and being left behind. While we report against the key goals of our strategic plan much of what we do is relevant to all of them.

Although Anglicare Australia has been active in seeking to influence social and economic policy, the tone of debate over these past months has certainly been hostile to many of the people our members see regularly – the most disadvantaged Australians. As the peak body for a large network of social service organisations we draw on their expertise, and their substance, in public advocacy and in the civil society partnerships which are so much a part of their public role.

In that way, Anglicare Australia also plays an important role in finding ways to help its members inform, challenge and support each other.

GOAL 1: INFLUENCING SOCIAL AND ECONOMIC POLICY

To influence social and economic policy across Australia with a strong prophetic voice; informed by research and the practical experience of the network; called to speak out for those most disadvantaged.

GOAL 2: ENABLING NETWORK DEVELOPMENT

To enable the potential, strength and sustainability of the members, ensuring that they have the capacity to serve the needs of all Australians with dignity, respect and care.

GOAL 3: DEVELOPING NETWORK LEADERSHIP

To create a network whose members challenge, support and lead each other in the development of social services and the people and communities with whom we work.

GOAL 4: CONNECTION WITH THE CHURCH

To recognise and celebrate the Anglican faith base and inspiration of our work.

INFLUENCING SOCIAL & ECONOMIC POLICY

In 2017-18, Anglicare Australia produced four major research projects and made 20 submissions to government inquiries and review processes.

We have also found opportunities to take our work in new directions, such as superannuation, and to join critical debates, such as current discussions on competition in human services.

The broad brief of our advocacy is anchored by a sharp strategic focus — to improve the lives of the people that we care for and work with.

A BETTER DEAL FOR PEOPLE WITH BARRIERS TO WORK

While the main public story for 2017-18 on employment was about strong growth in full-time positions, our second *Jobs Availability Snapshot* showed that people with barriers to work were continuing to miss out. The Snapshot is a simple test of the labour market as it affects the people who experience barriers to finding work through circumstances such as growing up with ill health, a history of trauma, poor literacy, a mental or physical disability, or because the industry they have worked in has disappeared.

People in these circumstances typically need entry level jobs to get a foot in the door. The 2017 Snapshot found that there are five disadvantaged job seekers for every vacancy at their skill level. In some parts of the country, that number is as high as 11 people for every suitable job available. We used the findings to highlight the need for person-centred support for people with barriers to work, and the need for governments to intervene in the job market to ensure that people with barriers to work can access opportunities such as the current demand for workers in sectors such as aged and disability care.

HIGHLIGHTING THE COST OF PRIVILEGE

Given the common public discourse about the “burden” to the Federal Budget of providing a safety net for our most vulnerable citizens, we found ourselves asking, what is the comparable cost of tax breaks and other concessions for Australia’s wealthiest? We commissioned Per Capita to run the numbers for us, and the top-line results were startling. The report identified eight areas where taxation concessions are made and then model their use and benefit across households of different income levels. It found that in total, \$68.55 billion is received by those with the top 20% of incomes, compared

with \$66.85 billion by the other 80%. We commissioned this work with the aim of sparking a conversation about where we as a society spend our money, and to counter the narrative that the poorest in our community cost us the most. The report shows the benefit of considering our tax system as a whole, and as a vital tool for securing a fairer society where all Australians can live a dignified, healthy and fulfilling life.

CALLING FOR URGENT ACTION TO PROVIDE AFFORDABLE HOMES

This year marked the release of Anglicare Australia's ninth annual Rental Affordability Snapshot. We analysed over 67,700 private rentals and assessed them for affordability for 14 different household types in regional and metropolitan Australia.

Of all the properties we analysed, just two were affordable for a single person trying to live on Youth Allowance, and less than 5% were affordable for a couple on the Aged Pension. The report secured wall-to-wall media coverage in all national outlets and many local outlets.

For the first time, the Snapshot was also turned into an interactive website, available at www.anglicare-ras.com.

THE CONSEQUENCES OF "SELF-SERVICE" GOVERNMENT

Successive governments have set an ambitious agenda of overhauling systems run by the Department of Human Services (DHS) so that more are automated and rely on self-service, in the style of mobile and online banking and shopping. While such automation can make key services such as Medicare and Centrelink more accessible and convenient for many Australians, careful consideration is needed to ensure those with barriers to using digital platforms are still able to access these vital services.

Faced with anecdotal evidence from frontline staff that the new systems are creating issues for particularly vulnerable people trying to access Centrelink, three of our members - Anglicare Tasmania, Anglicare Southern Queensland and Anglicare WA - collaborated on research to investigate. Through staff surveys and client interviews, they documented strong evidence that Centrelink's new self-service approach is not working for many people, and the auxiliary services that are meant to help those struggling to navigate the system are insufficient.

The result is that many front-line staff are spending considerable amounts of time just helping people access Centrelink - a cost shift likely felt across the whole community sector. Anglicare Australia released the report nationally. Our public advocacy and briefings to Departments has resulted in us now having a seat on the DHS Civil Society Advisory Group, to contribute to the Department's thinking and solutions for better supporting vulnerable people within their new systems.

**Our research
has started a
conversation
about how
we spend our
money and
challenged the
idea that the
poorest in our
community
cost us the
most**

OUR ROLE IN POLICY DEVELOPMENT AND DEBATE

Anglicare Australia continues to engage directly with policy makers within the Public Service through our participation in roundtables and meetings, both as an independent Network in our own right and as a member of broader partnerships such as the National Aged Care Alliance. In addition, Anglicare Australia continues to make formal submissions to public inquiries, drawing on the work of its member organisations and advocating for their clients.

In 2017-18, Anglicare Australia made 20 submissions to government inquiries and reviews. A full list of these submissions, and a short synopsis, is provided here.

Submission on the proposed removal of the Energy Supplement

17 July 2017

This submission opposed the Government's proposal to end the Energy Supplement for new income support recipients. Anglicare Australia called on the Government to retain the Energy Supplement for all income support recipients.

Response to the Productivity Commission Draft Position Paper on the NDIS and Costs

18 July 2017

This response acted as a short submission flagging key areas that Anglicare Australia members wanted to discuss with the Commission at an upcoming meeting. We took the opportunity to commend the Committee for some of their recommendations as well as urge them to provide further comment regarding NDIS boundaries and interfaces for psychosocial disability eligibility and planning considerations.

Submission to the Productivity Commission Inquiry into Human Services

24 July 2017

This submission to the Draft Report was based on our belief that human services are both a universal entitlement and a safety net, ensuring that everybody has a stake and everybody counts. From the beginning, our view has been that this Inquiry should be about better enabling governments to do what markets cannot, ensuring that opportunities are shared and that everyone has enough to live a decent life. In that sense, this has been a long overdue inquiry – inequality is the worst it has been in 75 years, in spite of two decades of economic growth.

Submission to the Social Services Legislation Amendment (Payment Integrity) Bill 2017

4 August 2017

This submission urged the Committee and the Senate to reject this bill in its entirety, as there is no reasonable or fair rationale for these measures. The measures were retrograde and inappropriate in their targeting of people on low and middle incomes with cuts to essential and reasonable government financial support.

Submission on Treasury's Tax Deductible Gift Recipient Reform Opportunities Discussion Paper

4 August 2017

This submission argued that the best use of tax deductible donations is the support of advocacy by charities and community sector organisations, and that it would be a bad move to limit tax deductible donations to the provision of essential services in Australia. Such work should not come at the expense of people and community organisations working together to inform public debate - and who play a part in decision-making that shapes our world.

Submission to the Social Services Legislation Amendment (Welfare Reform) Bill 2017

4 August 2017

This submission strongly opposed the bulk of measures proposed in this Bill as they would increase inequality and disadvantage in Australia, and in turn create further poverty. They did not stand in isolation, but had to be considered along with the Social Services Legislation Amendment (Better Targeting Student Payments) Bill 2017, the Social Services Legislation Amendment (Ending Carbon Tax Compensation) Bill 2017, and Social Services Legislation Amendment (Payment Integrity) Bill 2017. Together these bills were a coordinated attack on people on the lowest incomes in our community, and Australia's social contract to provide support to people when they need it.

Submission to the Inquiry into the transitional arrangements of the NDIS

4 August 2017

This submission alerted the Joint Standing Committee on the NDIS to our two previous submissions to the Productivity Commission's concurrent inquiry into the NDIS and costs, which contained information pertinent to the above inquiry. In addition, this submission raised

Network members' particular concerns with the human and financial costs being borne by scheme participants and providers during the transition period.

Pre-budget Submission

14 December 2017

This submission called on the Government to rule out any further cuts to income support in its submission to the 2018-19 Federal Budget. The context for the next Federal Budget was an Australia facing growing inequality, and where the cost of living was rising faster than wages or income support. Instead of strengthening the safety net and improving support to those who need it the most, recent budgets have focused on measures that drive increasing inequality and disadvantage in Australia. We called on the Government to reverse this trend.

Submission to the inquiry into the impact of technological and other change on the future of work and workers in Australia

17 January 2018

This submission drew the Committee's attention to our Jobs Availability Snapshots, completed in 2016 and 2017, as their findings and recommended policy approaches were directly

relevant to the inquiry's Terms of Reference. Our key points were that future employment strategies must be inclusionary and incorporate measures designed to ensure that people with significant barriers to work are not left behind, as they are now. Furthermore, the systematic and ongoing corrosion of job security and conditions needs urgent attention. Any future employment strategies must explicitly address the gender pay gap with concrete measures, including consideration of legislative measures to end it.

Submission to the Inquiry into the Electoral Legislation Amendment (Electoral Funding and Disclosure Reform) Bill 2017

25 January 2018

This submission argued that the Bill would not address the influence of foreign interests in electoral politics in any meaningful way, nor would it shine any light on any untoward influence on elections or political decision making. The Bill would also discourage community organisations from using their knowledge and work to inform public policy, and limit their participation in public debate. Our recommendation was that the Bill be withdrawn.

Submission to the Inquiry into market readiness for the provision of services under the NDIS

19 February 2018

This submission drew the Committee's attention to Anglicare Australia's two submissions to the Productivity Inquiry into the NDIS and costs, in which we addressed many of the matters listed in the terms of reference in some detail, including the impact of pricing, the issues surrounding provider of last resort, and development of the NDIS workforce.

Submission to the Inquiry into the Quality of Care in Residential Aged Care Facilities in Australia

19 February 2018

This submission was a complement to other contributions made by the Anglicare Australia Network's aged care providers to various related reviews and debate through the National Aged Care Alliance, and through LASA and ACSA, the aged care provider peak bodies. We argued that simply adding more stringent compliance procedures and quality assurance mechanisms will not ensure a residential aged care system that is safer and of higher quality. We urged the Committee to focus on improving the quality of

care more holistically to ensure that staff at all levels, and organisations as a whole, have the care and wellbeing of their residents at heart and in the forefront of their minds. Furthermore, our members were united in the belief that increased support and advocacy for residents and their families is essential, and that more robust complaints processes need to be established across the industry.

Submission to the Inquiry into the Commonwealth Redress Scheme for Institutional Child Sexual Abuse Bill 2017 and related bill

26 February 2018

This submission rejected a proposal from the Government that those convicted of child sex offences or more for serious crimes would be excluded from the Commonwealth Redress Scheme. We argued that singling out offenders would be a retrograde step at a time when institutions should be making amends to all child victims of sexual abuse in their services.

Submission to the Review of Australian Charities and Not-for-Profits Commission legislation

28 February 2018

Anglicare Australia noted that the Productivity Commission has found that the sector is well-governed and enjoys a very high level of trust throughout the community. This trust however, did not seem to be reflected in some of the consultation questions, nor in the Australian Charities and Not-for-profits Commission's (ACNC) own submission to this review. Our submission focused on how we believe the sector can continue to be supported to do its work, and how the ACNC can continue to build on its relationship with the sector.

Submission to the Social Services Legislation Amendment (Drug Testing Trial) Bill 2018

10 April 2018

In this submission, Anglicare Australia noted that the underlying problem with this Bill is that it treats drug addiction as a social security issue, rather than a health issue. Anglicare Australia urged the Committee and the Senate to reject the drug testing bill in its entirety, as the proposed measures were discriminatory and not supported by evidence.

Submission to the Social Services Legislation Amendment (Encouraging Self-sufficiency for Newly Arrived Migrants) Bill 2018

10 April 2018

In this submission Anglicare Australia raised our concern that if passed, this Bill would further disadvantage vulnerable Australian residents. We noted that the entire premise of this Bill was arbitrarily increasing waiting periods for receipt of government assistance in order to reduce the budget bottom line.

Submission on the Closing the Gap Refresh

18 April 2018

This submission drew on the experience of Anglicare agencies partnering with Aboriginal and Torres Strait Islander communities and organisations in working for a more just and equal Australia. Anglicare Australia called for the principles of self-determination, genuine listening, co-design and long-term partnerships to take precedence over bureaucratic systems and power structures.

Submission to the inquiry into local adoption

15 May 2018

This submission stressed the importance that any new policy around adoption needs to consider the legacies of past policies and practices with respect to the separation of children from first families as well as poor practices of forced adoption for many women. Anglicare Australia recommended that the Committee adopt the major actions identified by the Family Matters coalition.

National Redress Scheme for Institutional Child Sexual Abuse Bill 2018 and related bill

25 May 2018

This submission stressed that the proposed assessment guidelines and matrix for monetary payments must be made publically available as a matter of urgency prior to the passage of the Bills.

Without the public release of this assessment matrix and guidelines, it would be impossible to determine whether the Scheme will deliver transparency, consistency and fairness for survivors.

Submission to the Joint Select Committee on Constitutional Recognition Relating to Aboriginal and Torres Strait Islander Peoples

1 June 2018

In this submission Anglicare Australia acknowledged the significant and valuable contributions of previous panels and committees in advancing constitutional recognition, and the detailed recommendations of these inquiries. We urged the Committee to privilege the voices of Aboriginal and Torres Strait Islander people, seeking meaningful reform and the assurance of consultation, greater self-determination and progress towards agreement-making.

ENABLING NETWORK DEVELOPMENT

Anglicare Australia's work regarding this goal generally falls into two categories. The first is our work with members that provides the opportunity to share expertise, service models and costs. The second is our contribution at a national level to the sustainability of our sector overall.

ANGLICARE AUSTRALIA NATIONAL CONFERENCE

Anglicare Australia's National Conference was held at the Crowne Plaza Coogee Beach from 17-20 September 2017, bringing together more than 250 people from across the Anglicare Australia Network. Our theme, *Stronger Together: Our Mission in the Marketplace*, allowed us to explore the mission of our members in an increasingly marketised environment. The conference was well attended and the quality of the speakers and presenters was highly regarded by the delegation. Highlights included an opening keynote address by Professor Hugh Mackay on the Art of Belonging, and other keynote speeches from Verity Firth, Tanya Hosch, Nick Ryan, Mark Nixon, and Dr Karin Sowada. The conference and its adjoining network meetings provides an opportunity to share experiences, learn from one another, and in turn deliver better quality services to those who need them.

THE ANGLICARE AUSTRALIA REVIEW

The publications produced by the national office provide an important vehicle to develop and facilitate connections throughout the Network. This year's edition of The Review showcased much of the activity of Anglicare Australia, also with a focus on sharing experiences and lessons from the Network. Conveying our story through the eyes and voices of clients, staff, communities and volunteers, The Review illustrates how effective, tailored, caring and compassionate responses to people and communities should look. It also profiled success stories from our member agencies and their achievements throughout the year.

ASPECT

At a wider level, there is substantial evidence of network development in the changing shape of Aspect, Anglicare Australia's monthly electronic newsletter. Aspect plays a major role in profiling the work and activities of members as well as offering Network staff opportunities to connect to and participate in a range of professional and advocacy activities. Aspect now has an annual circulation of over 8,800 unique opens.

SPECIAL INTEREST NETWORKS

Anglicare Australia's special interest networks allow for key staff members from across the Network to connect with and learn from each other and to work together. In 2017-18 this collaboration was again an extensive part of our work towards both our second and third strategic goals. Over 20 special interest networks worked across all major areas of service, such as clinical care and governance, mental health, and research. These networks continue to be a source of intelligence sharing and opportunity, with most of the networks conducting face to face meetings over the course of the year.

Key network meetings for the year included:

- » A shared workshop with the Research Network and the Media and Communications Network on using values and framing to motivate change, held over two days in February.
- » The Chaplaincy and Parish Community Work Network retreat, over three days in March.
- » A Clinical and Care Governance Network forum exploring the importance of culture in maintaining an active commitment to shared values and high quality services ("culture eats strategy for breakfast"), in April.

- » An Aged and Community Care Network forum on the tension between mission driven work and market imperatives held in May.

STRATEGIC COLLABORATION GROUPS

Our four SCGs are continuing to build service development and collaboration, and to develop sector leadership. The SCGs have been facilitating and supporting collaboration in four key areas of service provision; Out of Home Care, Aged and Community Care, Housing and Homelessness, and Disability and the NDIS. They each include senior staff from member organisations, and have been exploring opportunities to work together to provide high quality services in a marketised and competitive environment.

MEASURING THE IMPACT OF THE NETWORK

Each year the Anglicare Australia office collects high level statistics from its members, including income source and quantum, staff and volunteer numbers, the types of services and the number of people our members work with. The statistics collection project strengthens our work as a Network, and our advocacy for the viability of our services.

DEVELOPING NETWORK LEADERSHIP

As a network of independent organisations that share inspiration, a value base and Anglican heritage, our capacity to work in collaboration and partnership with each other to inspire and improve our work in our communities. This is both a significant opportunity and one of our key goals. This work together is ongoing and occurs at a number of levels.

A MAJOR PLAYER IN NATIONAL MEDIA

Anglicare Australia has solidified our status as a major media player. We have been featured in interviews and reports in every major news outlet, and are regularly featured on both commercial and public broadcasters. Every major release in the past twelve months has achieved strong national coverage, with particularly strong interest in our most recent Rental Affordability Snapshot and Jobs Availability Snapshot. We have also negotiated exclusive release arrangements with major outlets such as the ABC for the Jobs Availability Snapshot, The Australian for the Student Housing Survey, and Fairfax for The Cost of Privilege. Each of these releases went on to earn more extensive coverage. Executive Director Kasy Chambers publishes regular opinion pieces in Fairfax newspapers and other outlets.

A GROWING PRESENCE IN YOUTH AND SPECIALIST MEDIA

In 2017-18, we have made strong inroads with youth outlets, having regularly appeared in stories on Triple J's Hack, SBS's The Feed, Junkee, BuzzFeed News and others. This coverage has stemmed from our proactive work and research on housing and stable work, as well as our commentary on issues such as income support, poverty, the Federal Budget, and other topical debates. We are regularly featured in specialist outlets focusing on ageing and aged care, such as Australian Ageing Agenda, Starts at 60, and Your Life Choices. We also continue to feature strongly in community sector publications, such as Pro Bono Australia.

STRONG SOCIAL MEDIA REACH

Anglicare Australia is harnessing the power of social media and communications far more effectively as we continue to build a social media presence. With over 10,000 social media followers between Facebook and Twitter, a social media strategy accompanies most projects, and includes the release of graphics to accompany all major reports. Our Facebook posts have reached over 200,000 Australians in the last year, with our most

popular posts coinciding with the release of The Cost of Privilege report, the Rental Affordability Snapshot, and the Federal Budget. Social media has also proved to be an immediate and effective way to show support for colleagues and partner agencies in the sector.

EVERYBODY'S HOME: SECTOR COLLABORATION ON HOUSING

Since 2017 Anglicare Australia has been a member of the Everybody's Home campaign, which is made up of housing and homelessness organisations from across the country. The campaign was launched to the sector in December 2017 and launched to media at the National Press Club in March 2018. The campaign focuses on ending homelessness, improving rental security, funding new affordable rental housing and changing the tax settings to increase investment in affordable rentals and home ownership for new home owners. Anglicare Australia is a member of the campaign's reference group and its operations group. Following the launch of the campaign, Anglicare Australia representatives met with political representatives at Parliament House to promote the campaign and continue to support its sector leading work.

LEADING EFFORTS TO PROTECT CIVIL SOCIETY

Anglicare Australia has played a leading role in Hands Off Our Charities, a coalition of 160 Australian charities and non-profits defending the sector from proposed laws that would threaten our ability to fundraise and advocate for those we serve. Anglicare Australia has signed an open letter calling for the abandonment of laws that would silence non-profits and community groups and helped craft non-negotiable 'red lines' on proposed laws. Outside of the Alliance, Anglicare Australia has also published opinion pieces on the issue, appeared in media reports, and coordinated efforts to brief and mobilise the Anglicare Australia Network on the proposed changes.

NATIONAL AGED CARE ALLIANCE

Anglicare Australia was the key driver in the development and adoption by the National Aged Care Alliance of a comprehensive position paper on secure and appropriate housing for older Australians. The Anglicare Australia membership is also well represented on the NACA advisory groups working with government on the implementation of aged care reform.

Anglicare Australia has continued to be a leader in the community services sector in the development of research

SECTOR-LEADING RESEARCH

Anglicare Australia has continued to be a leader in the community services sector in relation to the development of research. Our Jobs Availability Snapshot found that five people were competing for each entry-level job across Australia, and that entry-level jobs are drying up. Our Rental Affordability Snapshot found no rentals anywhere in Australia were affordable for any single person on Newstart or Youth Allowance. Our State of the Family report, The Meaning of Home, was a qualitative exploration of what home means from the perspective of the Anglicare Australia Network. These three releases continue to be our flagship research products.

RESEARCH PARTNERSHIPS

In addition to our flagship research, Anglicare Australia collaborates with partners to advance the agenda of our network. Examples from 2017-18 include our partnership with the National Union of Students to produce the Student Housing Survey, which gave students the chance to talk about hardship and accommodation, and how it affects their lives. We also worked with Per Capita to release the Cost of Privilege report, which highlighted the need for action on tax breaks and concessions.

ANGLICARE AUSTRALIA NATIONAL AWARDS

The Anglicare Australia National Awards for Innovation and Excellence, sponsored by Telstra, recognise outstanding services, projects and programs provided by the organisations of the Anglicare Australia Network, as well as individual volunteers who have made a significant contribution.

Our most recent round of awards had an extraordinary breadth of contribution across our four categories of Innovation, Excellence, Partnership and Volunteer Achievement. The 2017 winners were:

- » Winner in the Excellence Category: Anglicare Sydney's Rhythm of Life program
- » Highly Commended in the Excellence Category: The Samaritans Foundation's Early Childhood Early Intervention Program
- » Winner in the Innovation Category: Anglicare NSW South, NSW West and ACT's Pens Against Poverty competition
- » Highly Commended in the Innovation Category: Anglicare WA's Kimberley Family Violence Service
- » Winner in the Partnership Category: Anglicare NSW South, NSW West and ACT's Wanggaay Koori Out-of-Home Care Service

- » Highly Commended in the Partnership Category: Anglicare Tasmania's Housing Connect program and Anglicare Victoria's Indigenous Youth Leadership Academy
- » Joint winners in the Volunteer Achievement Category: Anna Lattas of AnglicareSA and Meryl Adams of Anglicare Victoria.

All Award winners and highly commended recipients were profiled in the annual publication of The Review, showcasing their achievements and leadership in the sector, and all nominees were acknowledged in the awards booklet.

CONNECTION WITH THE CHURCH

In the spirit of the Gospel, Anglicare Australia through its member agencies, advocacy and research seeks to see the lives of all Australians transformed with hope and justice.

We continue to recognise and celebrate the Anglican faith base and inspiration of our work. We do this through our connections with the Church, our collaborations with other faith-based organisations, and our support of chaplaincy and pastoral care services within the Network.

ROYAL COMMISSION INTO INSTITUTIONAL RESPONSES TO CHILD SEXUAL ABUSE

Anglicare Australia welcomed the formation of the Royal Commission into child sexual abuse and worked to facilitate its members adopting and implementing its findings and recommendations.

Anglicare Australia has also worked with the wider Anglican family through its membership of the General Synod Royal Commission working group. The Royal Commissions' final report was issued in 15 December 2017 and the working group has been hard at work to assist in the implementation of these recommendations.

One of the principle outcomes of the Commission was a national redress scheme and in response the working group has overseen the development of an Anglican Entity which will provide survivors with one body with which to negotiate. This was a point of criticism of the Royal Commission, that the church and its agencies offered a complex and opaque system where blame could be passed around and learnings lost. This new entity is designed to offer survivors a transparent and consistent response.

CONTRIBUTING TO THE ANGLICAN CHURCH

As a network of the Anglican Church of Australia we continue to meet with the Primate to report on our activities and share ideas about how to strengthen the integration of our members with the other areas of the Church.

The Electoral Funding Disclosure Bill as proposed threatened the work of churches as well as our members and we extended our work on democracy and advocacy in light of this bill to include the work of the Church.

CHAPLAINCY AND PASTORAL CARE NETWORK

The chaplaincy network is one of the most vibrant in the Anglicare Australia Network. Once again this year it held a mini conference for its members, this time in Hobart. Through visits to local services, professional development sessions and an afternoon retreat it cemented its central place in the wider Network.

This group also shares resources on issues as diverse as parish partnerships and chaplaincy during restructures as well as providing the integral Worship Programme to the conference.

ANGLICARE AUSTRALIA IN ANGLICAN CHURCH MEDIA

Many Australian Dioceses maintain their own media outlets and publications, which contain stories and information about what's happening in their Diocese and throughout the Anglican world at large. Anglicare Australia has regular media stories and opinion pieces published in these outlets. We are regularly featured in the Melbourne Anglican, the Anglican Messenger, Echonet, and many other publications.

**We continue
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ANNUAL FINANCIAL REPORT

For the Year Ended 30 June 2018

Anglicare Australia Inc
ABN 95 834 198 262

2017-18
FINANCIAL
YEAR

FROM THE TREASURER



At the beginning of the financial year, Council approved a Budget which indicated a small planned deficit. The actual end of year result substantially reflects this, with an actual deficit of \$23,638. The deficit result for the current year compares unfavourably to the prior year surplus, which was generated by significant bequest income that did not repeat to that extent in the current year. The vast proportion of Anglicare Australia's income is made up of membership fees and the surplus from the annual conference. As both of these income sources are vested in the

membership, it provides a very tight feedback loop which gives confidence in the directions of the national office and indeed of the national Network.

As is the case for members, spending on personnel makes up the majority of our Budget. Expenditure in this area increased by 11% in the current year. This is due to a change in capacity and the recruitment of an additional staff member.

Anglicare Australia continues to prefer to outsource bookkeeping duties. In a small organisation the extra separation of duties this affords is prudent.

We have again met our internal policies for minimum cash positions and liquidity and all spending was within organisational budget policies.

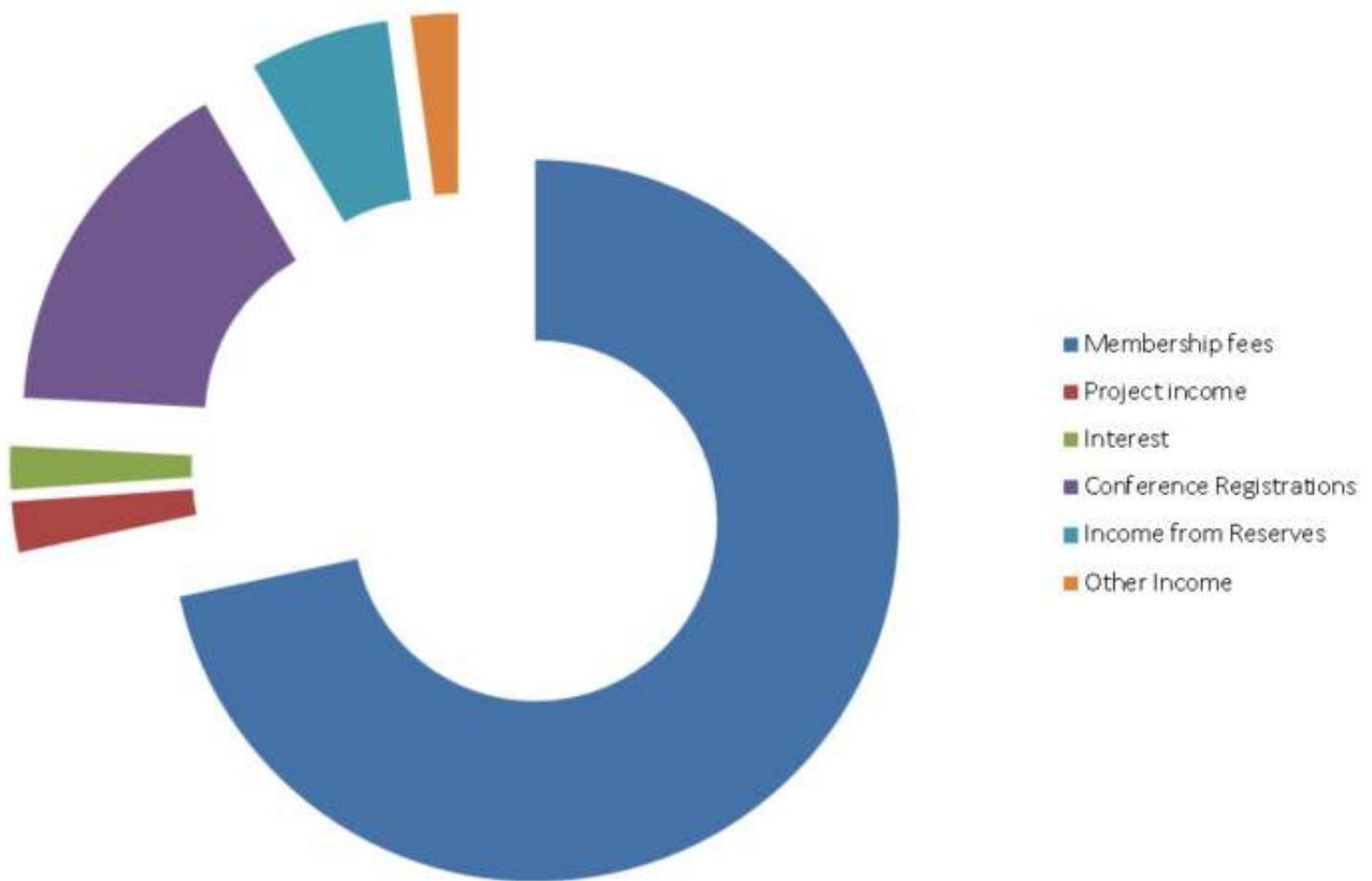
The end of year result sees the organisation retaining reserves of \$879,200.

Once again it has been a pleasure to serve as Treasurer and I thank the members for their prompt payments of membership fees.

Grant Millard

Treasurer, Anglicare Australia
CEO, Anglicare Sydney

ANGLICARE AUSTRALIA INCOME



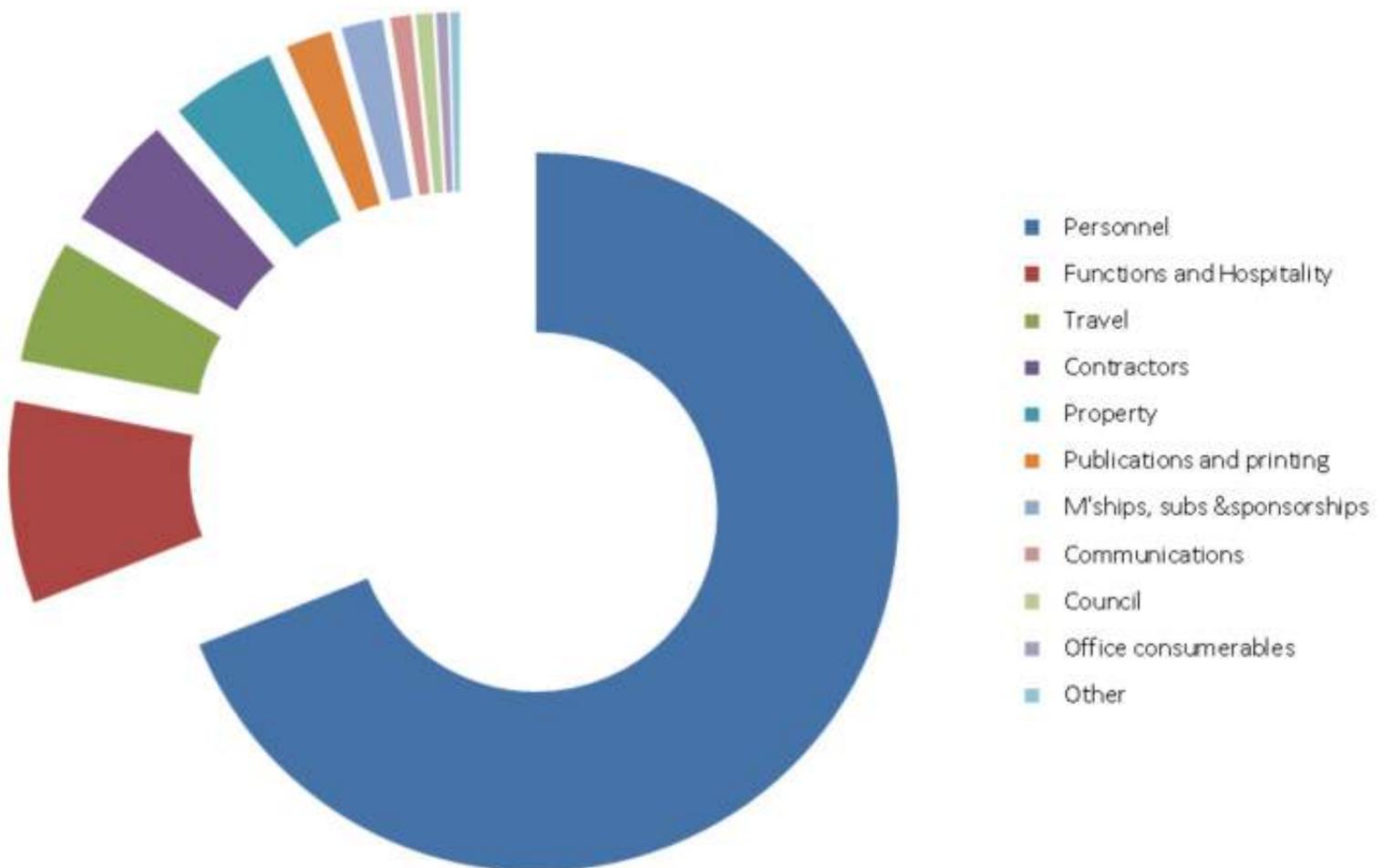
↑ OUR INCOME

The vast proportion of Anglicare Australia's income is made up of membership fees (72 percent) and the conference (16 percent). Income from reserves makes up another 6 percent of income, with the remainder coming from project income, interest, and other sources.

ANGLICARE AUSTRALIA EXPENSES

↓ OUR EXPENSES

As is the case for members, spending on personnel and staff makes up the majority of our budget at 69 percent. Functions and hospitality make up 9 percent of expenses, with the remainder of costs coming from travel, publications, communications, and other expenses.



STATEMENT OF PROFIT OR LOSS

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2018

	2018 \$	2017 \$
Revenue	1,228,652	1,212,467
Employee benefits expense	(759,871)	(684,225)
Depreciation and amortisation expense	(14,224)	(6,000)
National collaboration project	(60,905)	-
Travel	(61,282)	(62,998)
Communication & postage	(10,692)	(11,311)
Contractors	(81,354)	(79,861)
Council	(7,575)	(6,136)
Website	(924)	(1,166)
Property	(52,778)	(53,475)
Memberships & subscriptions	(28,032)	(17,761)
Functions & hospitality	(136,304)	(124,286)
Publication & printing	(25,039)	(33,012)
Office consumables	(8,288)	(5,712)
Other operating expenses	(5,022)	(19,137)
Profit before income tax	(23,638)	107,387
Income tax expense	-	-
Profit for the year	(23,638)	107,387
Other comprehensive income, net of income tax		
Total comprehensive income for the year	(23,638)	107,387

STATEMENT OF FINANCIAL POSITION

Statement of Financial Position

For the Year Ended 30 June 2018

	2018 \$	2017 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,101,237	1,102,284
Trade and other receivables	26,922	7,964
Other assets	23,695	21,502
TOTAL CURRENT ASSETS	1,151,854	1,131,750
NON CURRENT ASSETS		
Property, plant and equipment	33,450	36,344
TOTAL NON CURRENT ASSETS	33,450	36,344
TOTAL ASSETS	1,185,304	1,168,094
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	139,613	80,058
Employee benefits	120,373	113,672
Other financial liabilities	46,118	71,526
TOTAL CURRENT LIABILITIES	306,104	265,256
NON CURRENT LIABILITIES		
TOTAL LIABILITIES	306,104	265,256
NET ASSETS	879,200	902,838
EQUITY		
Retained earnings	879,200	902,838
TOTAL EQUITY	879,200	902,838

ANGLICARE AUSTRALIA DIRECTORY OF MEMBERS

ACT/SOUTH-EAST NSW

Anglicare NSW South, NSW West & ACT	GPO Box 360 Canberra ACT 2601	02 6245 7100	www.anglicare.com.au
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NEW SOUTH WALES

Anglicare Sydney	PO Box 284 Castle Hill NSW 1765	02 9895 8000	www.anglicare.org.au
Anglicare North Coast	PO Box 401 Grafton NSW 2460	02 6643 4844	www.anglicarenorth-coast.org.au
Anglicare Western NSW	3 Church Street Bathurst NSW 2795	02 6360 4596	www.anglicare.com.au
Anglicare Northern Inland	PO Box 3052 Tamworth NSW 2340	02 6701 8200	www.acsdarm.org.au
The Buttery	PO Box 42 Bangalow NSW 2479	02 6687 1111	www.buttery.org.au
The Samaritans Foundation	PO Box 366 Hunter Region Mail Centre NSW 2310	02 4960 7100	www.samaritans.org.au
Work Ventures Ltd	146 O'Riordan Street Mascot NSW 2020	02 8907 3300	www.workventures.com.au

NORTHERN TERRITORY

Anglicare NT	PO Box 36506 Winnellie NT 0821	08 8985 0000	www.anglicare-nt.org.au
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QUEENSLAND

Anglicare Central Queensland	PO Box 1394 East St Rockhampton QLD 4700	07 4999 2500	www.anglicarecq.org.au
Anglicare North Queensland	PO Box 214 Bungalow QLD 4870	07 4041 5454	www.anglicarenq.net
Anglicare Southern Queensland	PO Box 10556 Adelaide street Brisbane QLD 4000	07 3028 4669	www.anglicaresq.org.au
EPIC Assist	PO Box 2052 Windsor QLD 4030	07 3857 5085	www.epicassist.org/au

SOUTH AUSTRALIA

ac.care	PO Box 1842 Mt Gambier SA 5290	08 8724 9211	www.accare.org.au
AnglicareSA	159 Port Road Hindmarsh SA 5007	08 8305 9200	www.anglicaresa.com.au
Anglicare Willochra	PO Box 96 Gladstone SA 5473	08 8662 2249	www.anglicarewillochra.org.au
Laura & Alfred West Cottage Homes Inc	c/- Anglicare SA 159 Port Road Hindmarsh SA 5007	08 8209 5422	www.anglicaresa.com.au
St John's Youth Services Inc	GPO Box 2063 Adelaide SA 5001	08 8359 2989	www.stjohnsyouthservices.org.au

TASMANIA

Anglicare Tasmania	GPO Box 1620 Hobart TAS 7001	03 6234 3510	www.anglicare-tas.org.au
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VICTORIA

Anglicare Victoria	PO Box 45 Abbotsford VIC 3067	03 9412 6133	www.anglicarevic.org.au
Benetas	PO Box 5093 Glenferrie South VIC 3122	03 8823 7900	www.benetas.com.au
Brotherhood of St Laurence	67 Brunswick St Fitzroy VIC 3065	03 9483 1183	www.bsl.org.au
ECHO Inc	1 Church St Emerald VIC 3782	03 5968 4460	www.echo.org.au
E Qubed Inc	15 Emerald St Dallas VIC 3047	03 9309 2507	www.equbed.org.au
Melbourne Social Responsibilities Committee	Anglican Diocese of Melbourne, 3 Cohuna St Brunswick West VIC 3055	03 9653 4220	www.melbourne.anglican.org.au

WESTERN AUSTRALIA

Amana Living	PO Box 933, Subiaco WA 6904	08 9424 6300	www.amanaliving.com.au
Anglicare South–Boniface Care	PO Box 15 Bunbury WA 6231	08 9721 2100	www.bunbury.org.au
Anglicare WA	PO Box C138 Perth WA 6839	08 9263 2000	www.anglicarewa.org.au
Social Responsibilities Commission, Province of Western Australia	Wollaston Education Centre, 5 Wollaston Road Mount Claremont WA 6010	08 9286 0276	www.advocacy.perth.anglican.org
St Bartholomew's House	7 Lime Street East Perth WA 6004	08 9323 5100	www.stbarts.org.au

NATIONAL AND INTERNATIONAL

Anglicare PNG	PO Box 6491, Boroko NCD PAPUA NEW GUINEA	+675 325 1855	www.anglicarepngblog.wordpress.com
Mothers Union of Australia	PO Box 1087 Bongaree QLD 4507	+7 3203 2440	www.muaustralia.org.au
Singapore Anglican Community Services	St Peter's Church 1 Tavistock Avenue 555104 SINGAPORE	+65 6586 1064	www.anglican.org.sg
The Anglican Care Network	9 Wilsons Road St Martin's 8022 NEW ZEALAND	+643 332 7143	www.anglicancarenetwork.org.nz
The Anglican Trust for Women and Children (ATWC)	PO Box 22363 Otahuhu Auckland NZ 1604 NEW ZEALAND	+649 276 3729	www.atwc.org.nz
The Selwyn Foundation	PO Box 8203 Symonds Street Auckland 1150 NEW ZEALAND	+649 845 0838	www.selwyncare.org.nz

