MAKING OUR MARK

Anglicare Australia

2016-17 ANNUAL REPORT

Anglicare Australia
in every Community

ANNUAL REPORT CONTENTS

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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 in Australia.

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 the network; and to speak out for those most disadvantaged.

» 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.

» 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 AGM 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 2016-17

Rt Revd Dr Chris Jones
Chair
CEO, Anglicare Tasmania

Ms Sandra Hills OAM
Deputy Chair/Public Officer
CEO, Benetas

Mr Grant Millard
Treasurer
CEO, Anglicare Sydney

Ms Karen Crouch
Council Member
Executive Director, Anglicare Southern Queensland

Mr Jeremy Halcrow
Council Member
CEO, Anglicare NSW South, NSW West & ACT

Mr David Pugh
Council Member
CEO, Anglicare NT

Ms Suzie Christensen
Council Member (from September 2016)
CEO, Anglicare Central Queensland

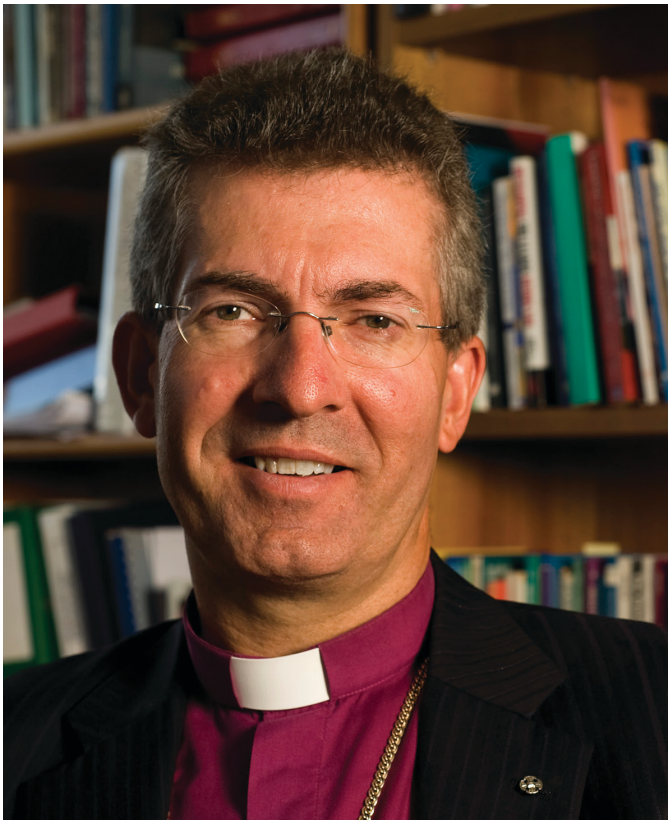
Revd Prof Peter Sandeman
Council Member (from September 2016)
CEO, AnglicareSA

Mr Ian Carter AM
Deputy Chair (to September 2016)
CEO, Anglicare WA

Ms Wendy Malycha
Council Member (to September 2016)
CEO, St John's Youth Services

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

FROM THE CHAIR



God cares about the well-being of the most vulnerable and least powerful. Anglicare Australia celebrates and is inspired by this aspect of God's character. As a faith-based network, we choose to uphold the dignity and value of every life and to show a preferential regard for those experiencing poverty and disadvantage in our society. This is reflected in our overarching theme of leaving no-one behind.

Anglicare Australia has a strong prophetic voice, speaking in favour of public policy decisions that uphold the interests of vulnerable and marginalised Australians. We want all people to live free from the constraints of poverty, exclusion and injustice.

It is a time of unprecedented reform. Changes to our social safety net and proposals to marketise human services will affect Australian society for generations to come.

Such major alterations require a view beyond that of short term economics or political outcomes. We must seek the common good and work collaboratively if we are to transform Australia into a society in which no one is left behind.

I thank the Council members for their contributions over the last twelve months. Thanks too to the team in Canberra for the work done for the network and the people served by our members.

Rt Revd Dr Chris Jones

Chair, Anglicare Australia
CEO, Anglicare Tasmania

FROM THE EXECUTIVE DIRECTOR

Anglicare Australia has a mission to enable and build communities of hope and justice. For these and human life in general to flourish we need housing, income and participation for people. We have continued to pursue these priorities in our advocacy over the past year.

These priorities have informed some of our flagship projects, including our first Jobs Availability Snapshot, *The Lived Experience of Jobseekers*, our State of the Family Report, *Positions Vacant: When the Jobs Aren't There*, and our Rental Affordability Snapshot.

Our hope is that this research will shed some light on the dark corners of poverty and disadvantage. The research has found that there are more than five disadvantaged job seekers for every vacancy at their skill level. In some parts of the country, that number is as high as ten. There are not nearly enough jobs – or enough hours – to cater for the number of people who are looking for work.

And sadly, though unsurprisingly, our latest research shows that government payments are so low that people cannot afford to pay for their most basic needs. Instead, they are forced to make unfair trade-offs: rent or food; rent or medical needs; bills or transport for work. These issues remain our priority issues.

But this year as in all previous years, there has been another theme that runs through all of our work, that of hearing the voices of those who we serve; of those that use our services being visible in society. It seems to us that many of these people are invisible.

In encouraging active citizenry much like encouraging reconciliation there is a place, even an obligation for those of us with power to take up the flag and stand with those who fight.

This is how we learn, and how we build a better place for us all.

Once again I would like to thank the network for all the hard work "at the coal face" that makes it a task of joy and pride to represent. Thank you to everyone for your enthusiasm and warmth as we visit and move around the network.

The CEOs in the network are greatly supportive and constructive in helping us do our job; and the Council is a wonderful group, exercising its governance professionally and wisely.

We've had some changes to the faces of the office this year with Sarah Jewell and Beth Doherty moving on during the year.

In their place we have welcomed Imogen Ebsworth as Director of Policy and Research and Maiy Azize as Director of Media and Communications.

I would like to thank them and the rest of our small and dedicated team – Roland Manderson, Zoë Coombe, and Erin Clark. Between them they turn out an amazing quantity of quality work each year.

Kasy Chambers

Executive Director
Anglicare Australia

> "The theme that runs through all of our work is that of hearing the voices of those who we serve; of those that use our services being visible in society"
>
> **Kasy Chambers**

THIS YEAR'S HIGHLIGHTS

JULY

We finished our Federal Election campaigns, including Vote Home, Australians Deserve to Age Well, and Family Matters. Our election work included media events, position papers and collaboration with other agencies.

AUGUST

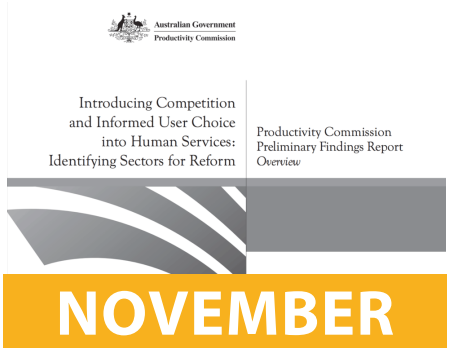
We drew together CEOs and staff for the Garma Festival at Gulkula in East Arnhem Land, run by the Yothu Yindi Foundation.

SEPTEMBER

Our *Creative Edge* Conference and National Awards for Excellence and Innovation were a huge success. Highlights included hearing from Australian of the Year General David Morrison, Charlie King, and Bishop Chris McLeod.

OCTOBER

Our first annual *Jobs Availability Snapshot* and our State of the Family Report, *Positions Vacant*, were released. It found that there are five disadvantaged job-seekers competing for every job.



NOVEMBER

We released *Beyond the Individual: Exploring the Context of Improved Outcomes in Human Services*. A response to the Productivity Commission's Human Services inquiry, it brought together examples from the Anglicare network.

DECEMBER

We ended 2016 with a special edition of *Aspect*, featuring end-of-year messages from our member agencies and a call to leave noone behind.

JANUARY

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

Pre-Budget Submission 2017-18

FEBRUARY

We put forward our priorities for the 2017-18 Federal Budget; affordable housing, adequate income, and secure work.

MARCH

We gave evidence to the Senate calling for Centrelink's robodebt program to be suspended. The Senate inquiry later supported calls for a suspension and cited our work in their final report.

APRIL

Our research was front and centre as our annual *Rental Affordability Snapshot* achieved wall-to-wall media coverage, sparking debate about rental affordability in Australia.

MAY

We responded to the 2017-18 Federal Budget, condemning proposals that target Centrelink recipients but welcoming modest housing affordability measures.

JUNE

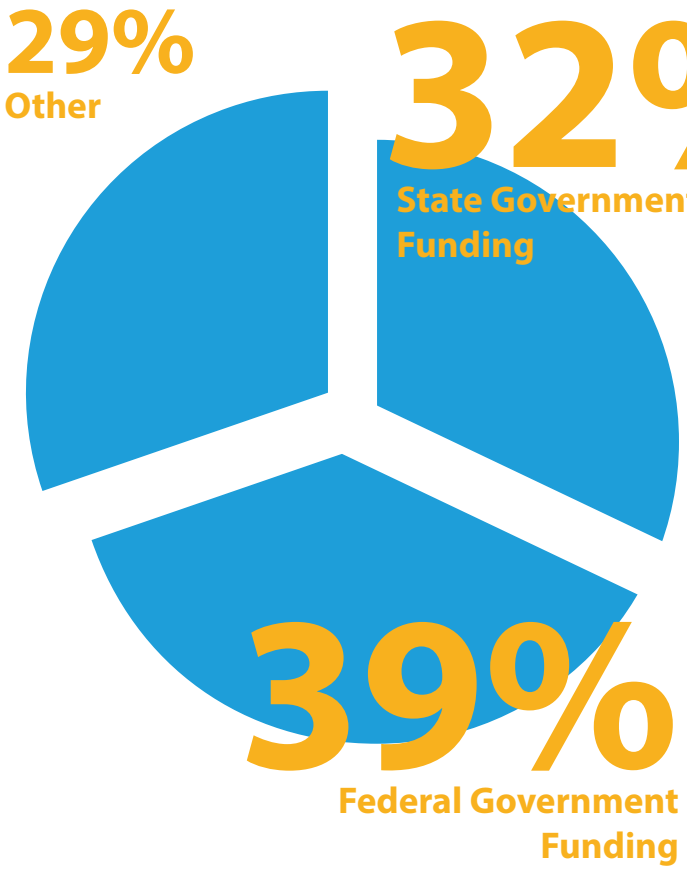
Our annual CEO Forum featured an address from Australia Institute Chief Economist Richard Denniss and meetings with the Treasurer, Opposition Leader, and many other Ministers and MPs.

OUR NETWORK AT A GLANCE

In 2016-17 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.

With a joint budget of $1.16 billion, a workforce of 13,419 staff and more than 9,000 volunteers, the Anglicare Network has in 2016-17 contributed to more than 50 service areas in the community, catering to specific or integrated needs of over 940,000 people and supporting them to identify pathways to participate meaningfully in society.

Anglicare members are independent organisations that provide social services in their respective communities. They choose to come together as part of the Anglicare Network 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.



OUR INCOME

The proportion of the three major income sources of the Anglicare Network has remained largely consistent in recent years.

More than a third comes from the federal government, around a third from state governments and remainder from other income sources such as donation and trading incomes.

OUR MAJOR SERVICE AREAS

The Anglicare Network's largest service areas are aged care, housing and homelessness services, youth and children's services, emergency relief, and community capacity building.

These reflect what our agencies considered the most essential enabling components to empower people to overcome disadvantage in our society.

TACKLING HOMELESSNESS

The Anglicare Network has a strong footprint in the community sector in advocating for housing affordability in Australia. This has been built on the foundation of our annual *Rental Affordability Snapshot*.

We provide housing and homelessness services to over 26,000 clients. Nearly 23,000 of those clients – 86% – were accessing homelessness services.

A LEADER IN AGED CARE

Anglicare member organisations provide residential or community aged care in every State, and in the Northern Territory. Anglicare operates 38 residential care sites, employing almost 3,200 staff with 600 volunteers.

Across the Network, our services include nursing homes, retirement villages, home care and respite services, and Home Care Packages. In total, we are delivering more than 3400 Home Care Packages and serving over 30,500 clients.

EMERGENCY RELIEF FOR THOSE IN NEED

One in three Anglicare agencies provides emergency relief services to their community across the country. These services aim to help people and families struggling to stay on their feet until their situation improves.

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

Nationally, Anglicare agencies have supported over 50,000 emergency relief clients.

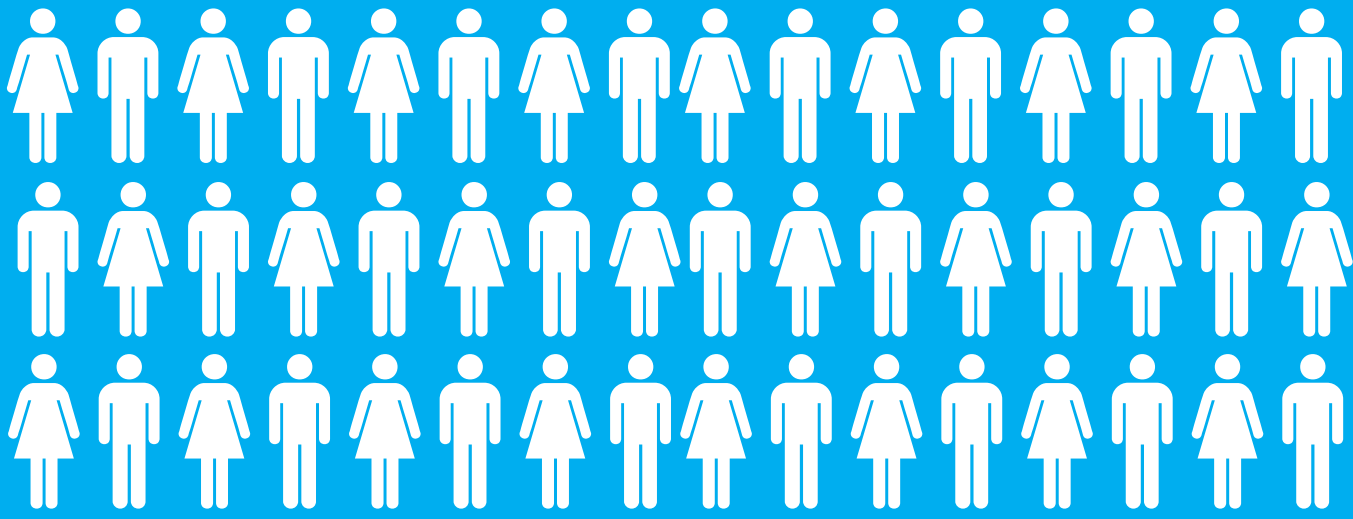
WORKING WITH CHILDREN YOUTH AND FAMILIES

Some Anglicare agencies provide specific services targeting youth and children. Others capture the younger demographic in more general service areas such as mental health and emergency relief services.

Within the Anglicare Network, there are twelve providers in specific out-of-home care, youth, and children services. The range of out-of-home care services includes foster care, adoption, adolescent residential care as well as youth and family assistance to children, young people and families engaged in the care and protection system.

On any one night, the Anglicare Australia Network has the capacity to take in up to 3,400 children and young people.

OVER 13,000 STAFF AND 9,000 VOLUNTEERS



WITH $1.2 BILLION

IN FUNDING FOR ANGLICARE 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 Anglicare services 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 2016-17, Anglicare Australia produced three major research projects and made 17 submissions to government inquiries and review processes.

This substantial body of research and advocacy builds on our longstanding priority issues — affordable housing, adequate income, and secure work.

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.

CALLING FOR STABLE AND SECURE WORK

Anglicare Australia commissioned our first *Jobs Availability Snapshot* in 2016 as a simple test of the labour market as it affects the most disadvantaged and marginalised working age members of Australian society.

The target group for this research was people who have extra barriers to entering the work force due to low levels of skills, experience or qualifications. That may be because they grow up with ill heath, a history of trauma, poor literacy, or family dysfunction, or because the industry they have worked in all their lives has disappeared. The Snapshot found that there are more than six disadvantaged job seekers for every vacancy at their skill level. In some parts of the country, that number is as high as ten.

The report informed the essays from our 2016 State of the Family Report. The State of the Family Report continues to be our flagship research report. The 2016 report was called *Positions Vacant: When the Jobs Aren't There.*

The report featured nine stories that make up the report from Anglicare network members in almost every state of Australia detailing a breadth of challenges to finding work. These reports attracted strong media interest and have informed our work on stable employment.

LEADING THE WAY ON AFFORDABLE HOUSING

This year marked the release of Anglicare Australia's eighth 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 eight were affordable for a single person living on Youth Allowance. The numbers were similarly bleak for a single person on Newstart – 21 places across the whole country were affordable. There is a dire shortage of affordable rental houses for people on low income, particularly the one in ten Australians reliant on government payments. In addition, this experience of rental stress is for many coupled with a lack of rights to make the place they are renting their own.

This year, we concentrated on making the argument that everybody needs a home. The Snapshot achieved strong media coverage and is widely cited.

OUR ROLE IN POLICY DEVELOPMENT AND DEBATE

We continue to engage directly with policy makers within the Public Service through our participation in roundtables and meetings. 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 2016-17, Anglicare Australia made 17 submissions to government inquiries and reviews. A full list of these submissions is provided here.

Submission to the Productivity Commission public inquiry into the increased application of competition, contestability and informed user choice to human services

July 2016

This initial submission took as its starting point for the provision of human services a commitment to providing the essential support, and the opportunity to flourish, for all members of our society. Any delivery system for these services must focus on those broad outcomes.

Our initial submission also noted that the Inquiry had a number of stages still to go, and that we would provide more detailed responses to any specific recommendations regarding competition and consumer choice if they emerge through the Inquiry.

Submission on the Employability Skills Training consultation paper

August 2016

This submission provided input on the Government's Youth Jobs PaTH program. It refered to research commissioned by Anglicare Australia into the number of jobs being advertised across Australia, and the likelihood that disadvantaged job seekers having access to these vacancies, as part of the 2016 Jobs Availability Snapshot.

Submission to the Senate Standing Committee Inquiry into the Budget Savings (Omnibus) Bill 2016

September 2016

This submission argued that the Savings Bill would have significantly harmed those experiencing the most hardship. In the context of grossly inadequate level of these payments, and the limited current employment prospects for those with the least capacity and fewest skills, these cuts are unconscionable.

Beyond the individual: Submission on the Productivity Commission's preliminary findings report on introducing competition and informed user choice into human services

November 2016

This supplementary submission drew attention to the importance of the broader connections influencing the delivery and the outcomes of many human services; the importance of intentionally linking clients with communities, with culture, with workforces, with families for the best possible outcomes.

Anglicare Australia argued for recognition that the best choices will come from the best environment – an environment which is more than a market. Similarly social inclusion, which has always been a fundamental principle in human services, cannot be examined, measured or achieved in isolation.

Submission to a draft model for the delivery of an integrated carer support services system

December 2016

This submission expressed concern that carers are not getting the support they need, and are at risk of losing more support as the NDIS and further aged care reforms roll out. The shift to a customer or client focus in both aged and disability care has resulted in some carers finding it more difficult both to be a part of the planning for the person they care for and to access support and services for themselves. Anglicare Australia argued that the logistics of the aged care, health and disability systems generate a lot of complexity and difficulty, and are still evolving at a rapid rate.

Submission on the Disability Employment Services from 2018 discussion paper

December 2016

This submission supported the response of Anglicare Australia Network member EPIC Assist to the Disability Employment Services Discussion Paper, and adds some reflections that come from the Anglicare network more widely. Anglicare Australia argued that the best human services are the result of person-centred care and co-production, and we questioned how this principle stood alongside a continuing commitment to narrowly focused mutual obligation requirements.

Submission on the Fifth National Mental Health Plan

December 2016

This submission called for the Draft Plan to be re-drafted so that it puts consumers at the centre of the planning, funds the necessary community-based resources, isn't limited to the goals of health ministers and health departments, and focusses concretely on prevention and recovery.

In preparing this submission, Anglicare Australia drew on the thinking and experience of a number of our experts in the Anglicare Network, including: EPIC Assist, Anglicare WA, The Samaritans Foundation, Anglicare SA, Anglicare Central Queensland and Anglicare Tasmania.

Submission on the Superannuation (Objective) Bill 2016

December 2016

This submission welcomed the Government's commitment to legislate the objective of superannuation. A clear objective that requires any new policies to be compatible with its purpose will help to guide future reform.

Anglicare Australia argued that lack of a formal objective has allowed superannuation to be used as a vehicle for tax avoidance, wealth accumulation and estate planning.

Submission to the Redesigning Dementia Consumer Supports discussion paper

January 2017

This submission was a response to the questions posed in a 2016 Ministerial Dementia Forum Discussion Paper. It represents the views expressed from members of Anglicare Australia, compiled on the network's behalf by Melbourne based aged care provider and Anglicare Australia member, Benetas.

Anglicare Australia Pre-Budget Submission 2017-18

January 2017

This submission was made to the Treasurer in regard to the Australian Government's Budget for 2017-2018. It was based on the insight and expertise of Anglicare Australia's member organisations, and addresses the interests and experience of the people with whom they care for and work. This submission highlighted Anglicare Australia's priorities, and points to the big issues facing Australia and the world. It calls for a commitment to the idea that no one is left behind, that everybody counts, and that in addressing these big issues nobody is left behind.

The best results: Submission to the Productivity Commission inquiry into human services study report

February 2017

This supplementary submission to the Productivity Commission contested some of the broad parameters of the Inquiry, which was established on the presumption that competition is by its nature a driver of efficiency, and that it is appropriate to equate individual consumer choice with agency and wellbeing.

These are not presumptions we accept. Anglicare Australia also called for more support for public and community housing options, and for support for intelligent commissioning in human services.

Submission to the inquiry into the non-payment of the Superannuation Guarantee

February 2017

This submission focused in particular on the effect of the non-payment of the superannuation guarantee on low income workers and their retirement incomes.

Anglicare Australia argued that people in industries where insecure work is becoming the predominant mode of employment – construction, hospitality and cleaning – are the most likely to have been underpaid superannuation contributions from their employer. We also noted that the non-payment of the superannuation guarantee puts people at risk of an inadequate income in retirement.

Submission to the inquiry into the provision of services under the NDIS for people with a psychosocial disability

February 2017

This submission noted that fundamental questions relating to the provision of services for people with psychosocial disabilities are unresolved, and require urgent attention. This unmet need is also distracting from a focus on ensuring preventative mental health services are properly resourced. Anglicare Australia also argued that it is essential that while these issues are being resolved, funding for community mental health programs must continue.

Submission on the Better Management of the Social Welfare System initiative

March 2017

This submission called for the Centrelink automated debt recovery process to be suspended. It notes that the debt collection system has no human oversight, putting the onus back on ordinary people to correct robotised errors.

As part of the submission, Anglicare Australia collated a number of de-identified case studies that typify the negative impacts resulting from flaws in the system's design, implementation and technical support. These include the high rates of errors, which indicate significant flaws in the data matching, and the difficulties and experiences of those who are attempting to resolve their debt issues with Centrelink.

Submission to the inquiry into the Omnibus Savings and Child Care Reform Bill 2017

March 2017

This submission reiterated our concerns regarding the omnibus savings measures that would have significantly harmed those experiencing the most hardship. It emphasised that funding essential social services with cuts to support for the most disadvantaged, impoverished and excluded members of Australian society is both unacceptable and ultimately expensive.

Anglicare Australia argued that there is no shortage of equitable revenue raising propositions on the table that government could look to if it were serious about covering the cost of the child care package through a new initiative.

Submission to inquiry into the delivery of outcomes under the National Disability Strategy 2010-2020 to build inclusive and accessible communities

April 2017

This submission welcomed the Inquiry's focus on the implementation of the NDS, as without it limited progress is likely to be made towards transforming our communities into places that are accessible to all Australians.

As part of this Inquiry, Anglicare Australia made staff with relevant expertise available to appear before the Committee, to assist the NDS in making our communities more accessible.

Submission to the Productivity Commission's inquiry into NDIS costs

April 2017

This submission acknowledged that the establishment of the NDIS is a major achievement. Anglicare Australia member agencies have seen the transformative power of the scheme for participants, and are finding that reconfiguring services to reflect their needs and aspirations is creating opportunities to reimagine and create better outcomes in people's lives.

Anglicare Australia also identified structural flaws undermining the financial sustainability and hence future of the NDIS that need addressing.

ENABLING NETWORK DEVELOPMENT

Anglicare Australia's work on network development falls in two domains. 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 network overall.

ANGLICARE AUSTRALIA NATIONAL CONFERENCE

The annual Anglicare Australia Conference was held in Darwin this year and was one of the most successful conferences to date. The theme, *Creative Edge: Innovation; Challenge; Identity; Place*, explored the challenges and innovations ahead as we respond to new ways of working.

Highlights included Australian of the Year General David Morrison AO challenging us to accept responsibility for the culture we are a part of, a message echoed by Dr Kim Forrester when talking about care governance through our organisations, Charlie King OAM, who brought the issue of family violence and personal and community responsibility to the fore, and Bishop Chris McLeod who – in the context of the Don Dale Detention Centre Royal Commission argued why the Church can never accept a justice system based on violence.

The annual conference, and its adjoining network meetings, provided an opportunity to share experiences, teach others and learn in our turn, to deliver better quality services to those who access them.

COLLABORATION AT THE HIGHEST LEVELS

The Anglicare Australia Council has a subcommittee on Collaboration. Membership consists of Council members, Anglicare member CEOs, and Executive Director Kasy Chambers. The subcommittee's work has led to the development of a number of key products including a series of legal templates that will facilitate formal partnerships, joint projects, secondments and exchanges, as well as a roadmap towards strategic collaboration across the network.

STRATEGIC COLLABORATION GROUPS

In November 2016, the Anglicare CEO Forum agreed to establish four Strategic Collaboration Groups (SCGs) to further 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 major member organisations, and have been exploring the challenges Anglicare services face in putting a culture of high quality in place across all elements of the organisations, especially given the context of consumer directed, marketised social services.

SPECIAL INTEREST NETWORKS

Our special interest networks allow for staff across the network to connect with and learn from each other and to work together. In 2016-17 this collaboration and work in partnership was an extensive part of our work towards both our second and third strategic gaols.

In total, there are 21 special interest networks working across all major areas of our work, including clinical care and governance, mental health, and research. These networks continue to be a source of intelligence and opportunity, with most of the networks conducting face to face meetings over the course of the year.

NATIONAL PUBLICATIONS

The publications produced by the national office provide an important vehicle to develop and facilitate connections throughout the Anglicare network. This year's edition of *The Review* showcased much of the activity of Anglicare Australia, with some of the focus on sharing experiences and lessons from the network. It also profiled success stories from our member agencies and their achievements over the year.

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 growing role in profiling the work and activities of members as well as offering Anglicare network staff opportunities to connect to and participate in a range of professional and influencing activities.

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.

Anglicare Australia is working with members to provide opportunities to share expertise, service models and costs

DEVELOPING NETWORK LEADERSHIP

As a network of independent organisations, the capacity to work in collaboration and partnership with each other to inspire and improve the work in our communities is both a significant opportunity and one of our key goals. This work is ongoing and occurs at many levels.

A STRONG MEDIA PROFILE

In 2016-17, Anglicare Australia has been featured in interviews on ABC News Breakfast, ABC News, SBS News, Ten News, A Current Affair, and Sky News. We have been featured in national news outlets including ABC Online, The Guardian, The Sydney Morning Herald, The Canberra Times, and The Huffington Post, who have also published several opinion pieces from Executive Director Kasy Chambers. Our Rental Affordability Snapshot was also the subject of a dedicated discussion on ABC's The Drum.

We have also made inroads with youth outlets, and have been in stories from The Wire, Triple J's Hack, and Buzzfeed News. 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.

A GROWING PRESENCE ON SOCIAL MEDIA

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 5,000 social media followers between Facebook and Twitter, a social media strategy accompanies most projects and public activities as well as being an immediate and effective way to show support for colleagues and partner agencies in the sector.

Anglicare Australia will often use social media alongside traditional media forums to promote the collaborative projects that we've been involved in, and to help shape and inform social evidence or practice.

SECTOR-LEADING RESEARCH

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

Our State of the Family Report, P*ositions Vacant: When the Jobs Aren't There*, investigated the evidence from our network agencies that people are facing barriers to employment as a result of widespread economic upheaval. It featured nine stories that make up the report from Anglicare network members in almost every state of Australia detailing a breadth of challenges to finding work.

The report was informed by Anglicare Australia's first *Jobs Availability Snapshot*. The findings from the Snapshot show that only 13 percent of advertised jobs were at the entry level. Anglicare Australia will continue to produce the *Jobs Availability Snapshot*, alongside its other flagship research.

NATIONAL AWARDS FOR INNOVATION AND EXCELLENCE

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.

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

Anglicare Australia has continued to lead the sector in the development of research

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, and to contribute through our own connections with the Church, our collaborations with other faith-based organisations, and our development of chaplaincy and pastoral care services within the Anglicare Network.

CHAPLAINCY AND PASTORAL CARE NETWORK

Anglicare Australia's Chaplaincy and Pastoral Care Network continues to provide a means of communication between Anglicare staff whose role involves the provision of chaplaincy and pastoral care support for residents and clients, paid staff and volunteers.

The annual meeting of the Chaplaincy and Pastoral Care Network was held in March 2017 in Ballarat, and included workshops, presentations, reflections, dinners and planning. Anglicare SA serves as the lead agency for the Chaplaincy and Pastoral Care Network.

CONTRIBUTING TO THE ANGLICAN CHURCH

We continue to contribute to the work of the Anglican Church through Executive Director Kasy Chambers' role on the Public Affairs Commission of the General Synod.

Much of the focus of that group in recent times has covered the treatment of refugees, the recognition of Indigenous peoples in the Australian Constitution, and the issues facing the most disadvantaged members of our community.

ROYAL COMMISSION INTO INSTITUTIONAL RESPONSES TO CHILD SEXUAL ABUSE

A major issue that has taken much of the Anglicare Australia focus this year was the Royal Commission into Institutional Responses to Child Sexual Abuse. Executive Director Kasy Chambers has continued to play an ongoing liaison role for the Commission.

As a result Anglicare has been proactive in engaging with the Royal Commission and early on identified the need to facilitate the search of former care recipients to identify their place of residence when indeed that organisation or physical building no longer exists.

COLLABORATION WITH MAJOR CHURCH PROVIDERS

Our work as a member of the major church providers, alongside Catholic Social Services Australia, The Salvation Army and UnitingCare Australia, continues to be a productive way of informing government policy.

This coordination also ensures that our combined leadership speaks with one voice on the need to value each person in our community.

ANGLICARE AUSTRALIA IN ANGLICAN CHURCH MEDIA

Anglicare Australia has had had media stories, and specific opinion pieces published in Church media - such as The Melbourne Anglican, and other diocesan publications around Australia.

Until the ABC cut its popular and long lasting church focused radio magazine program *Sunday Night* with John Cleary, Anglicare Australia was a regular voice in his social issues discussions.

THE ANGLICARE AUSTRALIA PRAYER

The Anglicare Australia Prayer was developed by the Chaplaincy and Pastoral Care Network ahead of the 2016 Anglicare Australia National Confererence.

A Prayer for Anglicare Australia

God of Life Giving Creation,

You call us to act justly, to love mercy, to walk humbly with you.

We pray for the member organisations of Anglicare Australia working across this vast and ancient land.

Enable us as we strive to meet human need through loving service and to build communities of resilience, hope and justice.

Encourage us to work in mutual partnership to effect positive change.

Empower the people we serve to reach their full potential, especially those who experience disadvantage and injustice.

Guide us in our advocacy for social justice and strengthen our determination to respond with compassion.

Remind us to care for ourselves and each other as we face the challenges of our work, and as we seek reconciliation, healing and community transformation.

All this we pray in the name of Jesus Christ, our servant leader and friend.

Amen.

ANNUAL FINANCIAL REPORT

For the Year Ended 30 June 2017

Anglicare Australia Inc
ABN 95 834 198 262

2016-17 FINANCIAL YEAR

Anglicare Australia
in every Community

FROM THE TREASURER

At the beginning of the financial year, Council approved a Budget which indicated a planned small surplus. The actual end of year result substantially reflects this, with an actual surplus of $107,387.

The vast proportion of Anglicare Australia's income is made up of membership fees and income from the conference. As both of these income streams 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. 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 $902,838.

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

STATEMENT OF PROFIT OR LOSS

Statement of Profit or Loss
For the Year Ended 30 June 2017

	2017 $	2016 $
Revenue		
Revenue	1,212,467	1,060,056
	1,212,467	1,060,056
Expenditure		
Depreciation and amortisation expense	6,000	5,573
Travel	62,998	56,183
Employee benefits expense	684,225	635,224
Communication & postage	11,311	10,168
Contractors	79,861	111,832
Council	6,136	6,153
Website	1,166	23,721
Property	53,475	54,292
Memberships & subscriptions	17,761	38,824
Functions & hospitality	124,286	117,997
Publication & printing	33,012	33,564
Office consumables	5,712	5,444
Other operating expenses	19,137	7,120
	1,105,080	1,106,095
Income tax expense	-	-
Profit after income tax	107,387	(46,039)
Retained profits at the end of the financial year	107,387	(46,039)

STATEMENT OF FINANCIAL POSITION

Statement of Financial Position
30 June 2017

	2017 $	2016 $
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,102,284	941,272
Trade and other receivables	7,964	38,399
Prepayments	21,502	6,781
TOTAL CURRENT ASSETS	1,131,750	986,452
NON-CURRENT ASSETS		
Plant and equipment	36,344	13,704
	36,344	13,704
TOTAL NON-CURRENT ASSETS	36,344	13,704
TOTAL ASSETS	1,168,094	1,000,156
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	80,058	39,447
Employee benefits	113,672	84,738
Amounts received in advance	71,526	58,075
TOTAL CURRENT LIABILITIES	265,256	182,260
NON-CURRENT LIABILITIES		
Employee benefits	-	22,445
TOTAL NON-CURRENT LIABILITIES	-	22,445
TOTAL LIABILITIES	265,256	204,705
NET ASSETS	902,838	795,451
MEMBERS' FUNDS		
Retained profits	902,838	795,451
TOTAL MEMBERS' FUND	902,838	795,451

ANGLICARE AUSTRALIA DIRECTORY OF MEMBERS

Member directory | ACT and Southwest NSW		
Anglicare NSW South, NSW West and ACT	GPO Box 360 Canberra ACT 2601	02 6245 7100 www.anglicare.com.au
Member directory | 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.anglicarenorthcoast.org.au
Anglicare Northern Inland	PO Box 3052 Tamworth NSW 2340	02 6701 8200 www.acsdarm.org.au
Anglicare Western NSW	PO Box 23 Bathurst NSW 2795	02 6360 4596 www.anglicare.com.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
WorkVentures	146 O'Riordan Street Mascot NSW 2020	02 8907 3300 www.workventures.com.au
Member directory | Northern Territory		
Anglicare NT	PO Box 36506 Winnellie NT 0821	08 8985 0000 www.anglicare-nt.org.au
Member directory | Queensland		
Anglicare Central Queensland	PO Box 1394 East Street 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
Member directory | South Australia		
ac.care	PO Box 1842 Mt Gambier SA 5290	08 8724 9211 www.accare.org.au
Anglicare SA	159 Port Road Hindmarsh SA 5007	08 8305 9200 www.anglicaresa.com.au
Anglicare Willochra	PO Box 96 Gladstone SA 5473	08 8821 1219 www.anglicarewillochra.org.au
Laura & Alfred West Cottage Homes	c/- Anglicare SA 159 Port Road Hindmarsh Adelaide SA 5007	08 8209 5422 www.anglicaresa.com.au
St John's Youth Services	GPO Box 2063 Adelaide SA 5001	08 8359 2989 www.stjohnsyouthservices.org.au

Member directory | 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
E Qubed Inc	15 Emerald St Dallas VIC 3047	03 9309 2507 www.equbed.org.au
Echo Youth & Family Services	1-3 Church St Emerald VIC 3782	03 5968 4460 www.echo.org.au
Melbourne Social Responsibilities Committee	3 Cohuna Street Brunswick West VIC 3055	03 9412 6133 www.melbourne.anglican.com.au/ServingCommunity/src

Member directory | Western Australia		
Anglicare South-Bunbury Diocesan Anglicare Council (Boniface Care)	PO Box 15 Bunbury WA 6231	08 9721 2100 www.bunburyanglican.org
Anglicare WA	PO Box C138 Perth WA 6839	08 9263 2000 www.anglicarewa.org.au
Parkerville Children & Youth Care	Beacon Road Parkerville WA 6081	08 9290 1200 www.parkerville.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 St East Perth WA 6004	08 9323 5100 www.stbarts.org.au

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

Member directory | National and International		
Anglicare PNG	PO Box 6491 Boroko NCD Papua New Guinea	+ 675 325 1855 anglicarepngincblog.wordpress.com
Mothers Union of Australia	PO Box 1087 Bongaree QLD 4507	07 3203 2440 www.muaustralia.org.au
Singapore Anglican Community Services	1 Tavistock Avenue Singapore 555104	+65 6586 1064 www.ascension.org.sg
The Anglican Care Network	PO Box 7477 Newtown Wellington New Zealand 6242	+ 643 548 3124 www.accd.org.nz
The Anglican Trust for Women and Children (ATWC)	PO Box 22 363 Otahuhu Auckland New Zealand 1640	+649 276 3729 www.atwc.org.nz
The Selwyn Foundation	PO Box 8206 Symonds Street Auckland New Zealand 1150	+649 846 0119 www.selwyncare.org.nz

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