

BECAUSE WE CARE

# Annual Report 2008–09



**ANGLICARE**  
AUSTRALIA

# Anglicare Australia Inc

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HOPE

ONE IN FORTY AUSTRALIANS

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# Mission and Values

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## Core Purpose of Anglicare Australia

To lead and support the Anglican Church in pursuit of the Gospel imperative of justice and care.

## The Mission of Anglicare Australia

To promote a just and caring society through the Christian ministry of the Anglican Church and its Agencies.

## The Entity of Anglicare Australia

Anglicare Australia is the national network of care and justice agencies of the Anglican Church of Australia.

## Our Values

Anglicare Australia member agencies are guided in our work together by the following values:

- ▶ We work to increase equity and social justice in Australia, to reduce the gap between the well-off and the disadvantaged.
- ▶ We are guided and inspired by the Holy Spirit.
- ▶ We are committed to advocacy for justice and are ready to take risks and provide leadership for a radical alternative.
- ▶ We strive to be faithful to the scriptures and traditions of the Church and are guided by Biblical principles.
- ▶ We seek to be guided in our work by the approaches of cooperation, collaboration and partnership.
- ▶ We adopt a participatory approach in all we do.

## Anglicare Australia gives expression to our mission and values through:

- ▶ Creating a strong voice.
- ▶ Positioning the organisation in the national arena.
- ▶ Leading in response to the diverse and collective whole.
- ▶ Enhancing capacity and supporting members.
- ▶ Building credibility and strength.
- ▶ Enhancing effective operational practice.

# DIGNITY

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# Council

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## Governance

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*.

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 and areas of interest and concern to members.

The Council meets at least four times a year.

## Council Members 2008–09

**Canon Dr Ray Cleary AM**  
Chair  
CEO, Anglicare Victoria



**Mr Ian Carter AM**  
Deputy Chair  
CEO, Anglicare WA



**Mr Keith Waters**  
Honorary Treasurer  
CEO, Anglicare Canberra and  
Goulburn



# CARE

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**Dr Lynn Arnold AO**  
Chief Executive,  
Anglicare SA



**The Revd John McKim**  
CEO, Anglicare Central  
Queensland  
Resigned May 2009



**Ms Christine Dibley**  
CEO, Glenview Community  
Services Inc  
Hobart, Tasmania



**Ms Coralie Nichols**  
CEO, Anglicare Northern  
Territory  
Co-opted April 2009



**Ms Sandra Hills**  
CEO, Benetas  
Glenferrie South, Victoria



**Mr Cec Shevels**  
CEO, Samaritans  
Foundation,  
Newcastle, NSW  
Resigned November 2008



**Mr Peter Kell**  
CEO, Anglicare Sydney



**Ms Kasy Chambers**  
Executive Director  
(Ex officio)



# From the Chair

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There has recently been a great deal of debate in the media about the role and place of religion and faith-based community service organisations in delivering a range of programs to the Australian people. Comment and debate of this type are not new and for those of us involved in the Anglicare Australia network it reminds us of our responsibility to ensure our services meet the needs of an increasingly multicultural and secular society. A reminder that we have the awesome responsibility of living out in both word and deed the grace and hospitality of God to all in need, fulfilling the scriptural manifesto as found in Luke 4: 18–19:

*The Spirit of the Lord is upon me,  
because he has anointed me to bring good news to the poor.  
He has sent me to proclaim release to the captives  
and recovery of sight to the blind,  
to let the oppressed go free,  
to proclaim the year of the Lord's favour.*

The Anglicare Australia network delivers a diversity of services across the nation, from birth to eternity. As advised at this year's CEO Forum, we provide service and support to one in 40 Australians, adding value to the expectations of Government contracts and in fulfilment of our mission. As a network, we have key unique strengths. These include the following:

- 1. We are locally grown, governed and managed**  
Each of our members is locally governed. They have grown up in response to local needs, and are built on local strengths. They are not 'fly in, fly out' providers of services, but an integral part of the communities in which they are based.
- 2. We are in it for the long-term**  
We are committed to work long-term for all Australians, but with a special concern for the disadvantaged. Many of our agencies precede their State Governments and have stood alongside their communities during not only the current recession but many recessions, and droughts, for up to 150 years.
- 3. We are faith-based**  
Our members provide services to people and communities because they care; because they passionately believe that every human being has an intrinsic value and inherent dignity.



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4. We are thought leaders

Our members believe in advocacy based on experience and we are committed to developing and sustaining a true prophetic voice that speaks out without fear. We are committed to thoughtful innovation and action-based research and evaluation to ensure that the services we offer are grounded in practical evidence.

5. We value partnerships in strength

Our services are in partnership with local people and local communities, acknowledging and celebrating, encouraging and building on the strengths those communities and individuals already possess. Through partnerships with parishes and communities across the country we add social capital with the goodwill and financial and human resources we bring to the task.

6. Anglicare Australia — local presence, national togetherness

As independent agencies we have integrity in local communities — while nationally together we share our strengths. We span the country and operate in every area of the lifespan — the whole of Anglicare Australia is truly greater than the sum of the parts of our 47 members here and overseas.

Many Australians are ‘doing it rough and tough’, as we say, during the current global crisis. As agencies, and as a network, we are responding together and in partnership with others to fulfil the vision of the prophets of the Old Testament and the call of the Gospels to share with justice the bounty of creation. Many challenges remain and I am confident of our network acting with integrity and justice ‘to feed the hungry and give sight to the blind’.

Shalom

Canon Dr Ray Cleary AM  
Chair  
Anglicare Australia

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# CHANGE

# From the Director's Desk

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An annual report can often seem like a litany of activity as the organisation seeks to inform its membership and stakeholders about what it has been doing. Certainly this year's report for Anglicare Australia has no shortage of such activity to detail. It has been an extremely busy year and the task has been how to keep the report to an appropriate length.

The real message of the report, though, can often get lost in the 'what' of the activity. The true message is contained in the 'why' — the strategic direction behind the action. For Anglicare Australia, providing a voice for those using our members' services is a key role. Anglicare Australia is uniquely positioned to be able to feed the experiences of clients and services straight into government. The year has seen considerable strengthening of this ability in two ways.

Firstly (and linked strongly to our first strategic goal of advocacy) we have been increasing our influence with the federal government. Our access to politicians, ministers, the opposition as well as the Greens and independents has significantly expanded, the politicians often seeking us out.

We have also sought to develop a 'prophetic voice', one that is not afraid to tackle hard or 'untrendy' topics. In turn this has led to increased media exposure for Anglicare Australia's messages.

Secondly (and equally closely linked to our second strategic goal of network development) as we travel around and get to know member organisations and their services better, and as those members strengthen their commitment to a national network, the evidence we bring to inform our efforts is more direct.

As members work together more — whether on national projects or 'just' sharing information — the more the adage of the whole being greater than the sum of the parts truly does come to life.

The network has grown and matured again this year and the identification of our unique strengths and capabilities is contained in the Chairman's report.

Finally, I would like to sincerely thank all those who have made the work detailed in this report possible: our small team here at National Office — Sean Regan, Melissa Dyson, Rhiannon Scott, and Geoff Cameron; Council for all their guidance and hard work; and everyone in the Anglicare network for all the wonderful support and service they provide to people across the country.

Kasy Chambers  
Executive Director  
Anglicare Australia



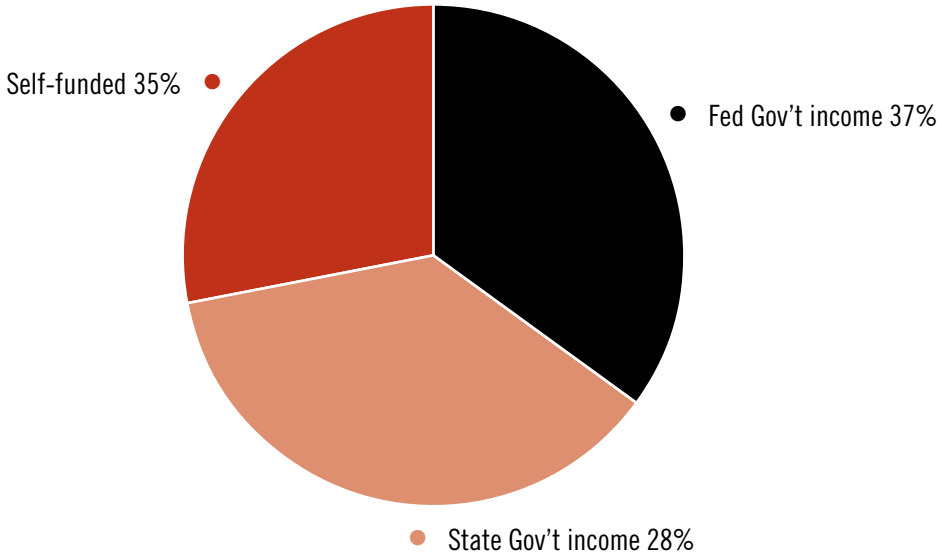
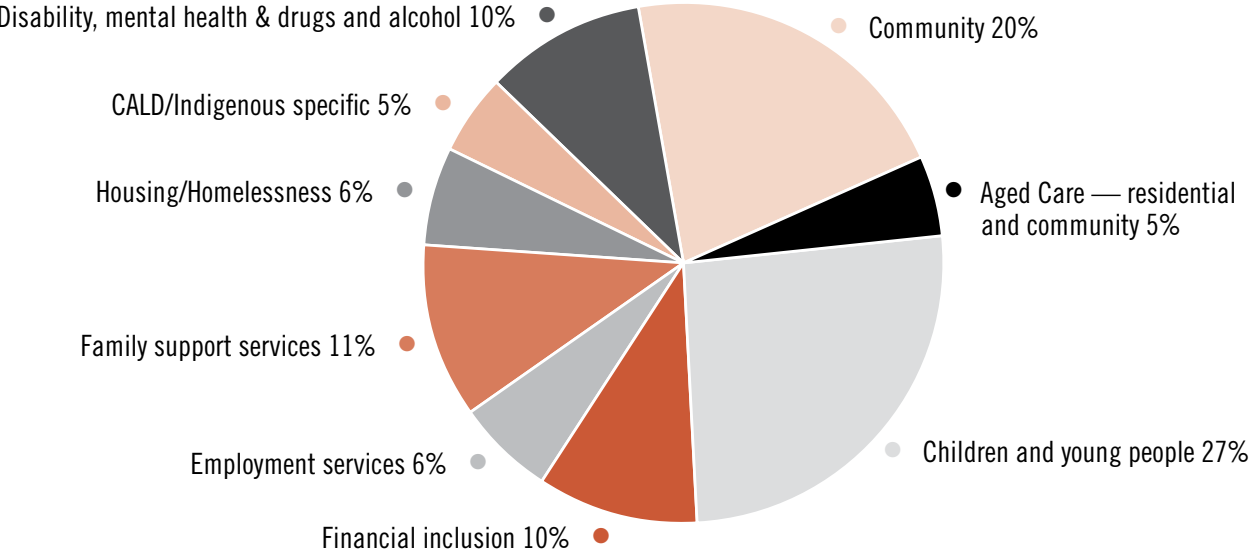
# Anglicare Australia Network

The Anglicare network is made up of 43 agencies across Australia with four international members in New Zealand and Papua New Guinea.

These members vary in size from the very small to those with multi-million budgets, they also vary in the areas in which they work. However, they share common values: how they work with people, building on the strengths that communities and individuals possess. Across the

network over 12,000 staff and 21,000 volunteers support 512,340 clients — one in 40 Australians — with a joint budget of over \$624 million.

Each of these members is an independent organisation choosing to come together as part of a national network matching a local presence with national strength.



# The Year in Review

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Like nearly every other organisation in the country — government, non-government, public or private — Anglicare Australia in 2008–09 had to confront the implications of the global financial crisis. Unlike most, however, we were not taken entirely by surprise. Members had been noticing for some time beforehand the emergence of a new clientele — people in work who were facing unexpected financial hardship and who had never before sought the help of a welfare agency.

They were the subject of the first chapter of the 2008 *State of the Family Report*, 'Creative Tension'. That chapter also warned of the precariousness and, indeed, illusion of what at the time was regarded as a period of unprecedented prosperity. It warned too of the prospective risks to the federal government's social inclusion agenda of an economic downturn, especially in the areas of workforce participation, housing affordability and childcare. More generally, its argument was that if public policy is not grounded in an essentially moral conception of a good society, it runs the risk of the very social fragmentation and material deprivation the government is so desperate to ward off today.

This emphasises that one of Anglicare's main purposes is to nurture a prophetic voice: not in the sense of predicting the future but of interpreting past and current developments from a particular ethical perspective and articulating their logic and potential for both good and bad.

The work of Victorian agencies in responding to the devastating bushfires is worth particular mention. So too is the contribution of Anglicare agencies in dealing with the major floods in north and mid-north coast regions of NSW in March and April 2009 as part of the State Disaster Plan response. Natural disasters are as much an area of responsibility for the network as the imperatives of social justice.

At the level of policy and advocacy — and as detailed in the following section — Anglicare Australia has demonstrated comparable, if different, responsibility in not only explaining to government at the highest level the seriousness of the impact of the financial crisis on the long-term disadvantaged; but also in becoming involved with government and others in doing something about it.

Of particular importance here are our role in organising the summit at Parliament House in November on the impact of the global financial crisis on social services and our representation on the several partnerships that have resulted from it — notably the Community Response Taskforce.

One fruit of these endeavours was the willingness of the most senior parliamentarians from all sides to attend this year's CEO forum and their readiness to engage directly with Anglicare in future policy development.

Another significant impact of the financial crisis has been on many agencies' own finances. Anglicare members fund approximately 10 per cent of their work through interest on their investments. Obviously these, like investments worldwide, have been affected by the GFC. This in turn has affected the level of services that our agencies can self-fund. The coming financial year is going to be a testing one.



Flooding in Kempsey

# Reporting against the Strategic Plan

The overwhelming strength of Anglicare Australia is that its advocacy work is firmly anchored in the actual work of member agencies and the day-to-day lived experience of their clients.

From this it makes sense for our strategic goals to focus on national advocacy; engaging and strengthening the Anglicare network; and developing strong relationships with the Anglican Church. It is often hard to separate these goals — they support each other and work done in one area contributes to the others. The clear belief of Anglicare agencies that there is more to supporting people than simply meeting their immediate needs entails speaking out and providing a strong voice for Anglican care in Australia.

## Strategic Goal One

*To influence the national social policy agenda by having a strong advocacy voice informed by research and by engagement with the Anglicare member agencies and the Anglican Church.*

Anglicare Australia has had a busy year, dominated by the sector's response to the global financial crisis. The Rudd Government's desire to consult widely, and Anglicare Australia's growing profile, have combined to provide many opportunities for Anglicare to use its voice.

## Partnerships in advocacy

Anglicare Australia joined with Catholic Social Services Australia, The Salvation Army and UnitingCare Australia, to form an alliance for advocacy — the Major Church Providers.

This group commissioned Access Economics to produce a report examining the effect of the global financial crisis on Australians with low incomes and also on the organisations which support and serve them. This report was launched at a summit at Parliament House



Major Church Providers meet Opposition leaders

in November 2008 and gained substantial attention from the offices of the Prime Minister, Deputy Prime Minister and the Minister for Families, Housing, Community Services and Indigenous Affairs.

Recommendations from that Summit included the formation of a Community Response Taskforce to work with government on the effects of the crisis on people on low incomes, with funding of \$300 million targeted to disadvantaged people.

The Major Church Providers subsequently held forums on employment services, financial well-being and emergency relief. These brought the experience and expertise of providers from across the four networks together with government ministers and their staff to discuss and advise on areas of developing policy and service.

The Church groups providing aged care jointly commissioned another report from Access Economics on the true cost of High Care. This report is being used by both government and the media as a seminal work in the area, pointing out the need for changes in how we fund and provide our aged care services.

Partnerships are of great importance to Anglicare Australia. Others we are involved with in advocacy include the Coalition for Safety of Children; ACOSS; Community Response Taskforce; and Telstra's Low Income Measurement Assessment Committee.

Among the many boards, committees and councils on which Anglicare Australia members are represented are:

- ▶ National Aged Care Alliance
- ▶ Ministerial Council on Ageing
- ▶ Consumer Directed Care Group
- ▶ Community Care Quality Reference Group

## CEO Forum

This year a full agenda and the number of ministers and national leaders wishing to meet with the CEO Forum required a two-day format. The second day concentrated on advocacy. On that day in Parliament House, we held meetings with:

- ▶ The Hon. Kevin Rudd MP, Prime Minister.
- ▶ The Hon. Wayne Swan MP, Treasurer.
- ▶ The Hon. Jenny Macklin MP, Minister for Families, Housing Community Services and Indigenous Affairs.



The 2009 Forum members

- ▶ The Hon. Tanya Plibersek MP, Minister for Housing, Minister for the Status of Women.
- ▶ The Hon. Justine Elliot MP, Minister for Ageing.
- ▶ The Hon. Malcolm Turnbull MP, Leader of the Opposition.
- ▶ The Hon. Tony Abbott MP, Shadow Minister for Families, Housing, Community Services and Indigenous Affairs.
- ▶ Senator Rachel Siewert, Greens Senator for Western Australia and Greens spokesperson on Indigenous issues, family and community services, welfare, employment and workplace relations, disabilities and housing.
- ▶ Senator Steve Fielding, Family First.
- ▶ Mr Mike Mrdak, Commonwealth Coordinator General and Deputy Secretary, Department of the Prime Minister and Cabinet,

The format of each of these meetings allowed the politicians to hear a little about the strengths of the Anglicare network and engage in conversation about specific issues of concern.

## Meetings with parliamentarians

The CEO Forum builds on a year of working with government ministers and shadow ministers, national leaders and their offices and departments. Anglicare Australia has been able to meet regularly with those involved in relevant portfolios and we enjoy an honest relationship with both advisers and officials.

## Consultations and submissions

We have been involved in working with the federal government in the taskforces and consultations on a National Framework for Child Protection; on the National Compact with the community sector; and on changes to emergency relief funding.

We have provided a great many submissions to inquiries this year. These include the Henry Review into the taxation system; the Green Paper on homelessness; the Productivity Commission inquiry into the contribution of the not for profit sector; the Pension Review; the reform of the retirement income system; the National Hospitals and Health Reform Committee; and the Senate inquiry into the disclosure regimes for charities and not-for-profit organisations. All documents can be found on the Anglicare Australia website.

## Community Response Taskforce

Anglicare Australia has been appointed to the Community Response Taskforce convened by the Deputy Prime Minister. This group will spearhead the government's attempts to ensure vulnerable people are not disproportionately affected by the recession.

## Creative Tension — State of the Family 2008 Report

Anglicare Australia's State of the Family 2008 Report 'Creative Tension — Australia's social inclusion agenda' was launched in Anti-Poverty Week in October by Senator Ursula Stephens, the Parliamentary Secretary for Social Inclusion and the Voluntary Sector. One of its pervading themes was the precariousness of the boom that Australia was enjoying at that point. Its publication coincided with the first official recognition that a major financial crisis was about to hit Australia.

The report attracted considerable media and political attention and added significantly to the national discussion on social inclusion.



## Strategic Goal Two

*To engage and strengthen the Anglicare Australia membership.*

The effectiveness of Anglicare's advocacy is inextricably tied to the practical experience and collaboration of the network. Both strategic goals one and two are mutually dependent and mutually reinforcing.

During the year we welcomed two new members: Victorian organisations St Laurence Community Servies and E QUBED; and one new associate member, the Auckland-based Anglican Trust for Women and Children. Existing members continue to strengthen their involvement and commitment to a vibrant network.

## Special Interest Networks

Special Interest Networks are a vital part of Anglicare Australia. Participation enables people to discuss ideas, policies, documents and practice with those who have shared values, in a non-competitive environment.

The warmth of the collegiate support in these networks is tangible. Over the year there were face-to-face meetings of the Aged and Community Care Network; the Human Resources Network; the Chaplaincy and Pastoral Care Network and the Marketing Network. The Family Relationships Network held a professional practice symposium.

New networks were or are being established in Emergency Relief and Risk Management.

## Conference



**Robert Fitzgerald chats with delegates**

In September the Annual Anglicare Australia Conference was held in Sydney. The number of delegates was the highest ever, some 200 compared with a previous average of 135. The keynote speakers — Robert Fitzgerald, Professor Alan Hayes, Sharan Burrow, Dr Sev Ozdowski and Monsignor David Cappelletti — set the tone for a truly challenging conference on social inclusion.

## A national identity

Taking advantage of the enthusiasm and expertise of the Marketing Network, Anglicare Australia has been working hard on developing a national awareness campaign. In collaboration with Boilerroom Communications, we have devised the central theme that Anglicare serves one in 40 Australians. This theme was endorsed at the CEO Forum and will develop into a communications campaign over the next year.

## e-news

Our monthly newsletter continues to promote advocacy in its editorial, along with news about the network and its activities and federal policy and services issues.



## Telstra

Recognising the role of telecommunications in people's lives as a necessity for inclusion rather than a pure luxury, Anglicare Australia continues to work with Telstra on the Low Income Measure Assessment Committee and as a distributor of vouchers to help people pay their phone bills.

## CEO Forum

An important part of the CEO Forum was a discussion of possible elements of the new Strategic Plan. Written for the period 2006–09, the current plan is due for renewal at the AGM in September 2009. As 20 leaders from the network appraised the plan and talked of our vision for the future, it became clear how far we have come and the key strengths on which we may build the future.

The two-day format also presented extra networking opportunities, including a dinner with the guest speaker, Productivity Commissioner Robert Fitzgerald.

## National partnerships

A national body provides a focal point to which other national bodies can relate. This year we have worked with the Financial Planners of Australia to bring together their members' pro bono commitments and the needs of our clients.

In a similar vein, we have teamed up with the National Dental Foundation to bring together the pro bono work of their dentists and the needs of our clients. We are also working hard with this group to bring about some co-ordination funding from government so that more of the pro bono dental hours can go into work for Anglicare clients.

## Australian Community Services Industry Group

Anglicare Australia, along with six other national community service providers, has formed the Australian Community Services Industry Group (ACSIG). The aim of the new body is to provide a national voice from an employer perspective on industry issues affecting the delivery of social services to disadvantaged and vulnerable Australians.

Through ACSIG, and in partnership with ACOSS, we will:

- ▶ Identify the key issues affecting service delivery and the community sector's longer-term sustainability: examples include the adequacy and sustainability of funding, workforce supply, retention and skills.
- ▶ Ensure the shared concerns of members are represented to government and other key decision-makers.
- ▶ Influence government policy and practice that have an impact on the effectiveness of community service delivery, such as regulatory requirements, administrative compliance, and funding accountability.
- ▶ Act as an industry representative body for governments, unions and employees seeking to address shared concerns in the social services sector.

## Strategic Goal Three

*To develop strong and positive relationships with the Anglican church at all levels.*

Anglicare Australia has enjoyed an active working relationship with the Public Affairs Commission of the Anglican Church. The Commission has worked on numerous issues, many coinciding with Anglicare Australia's policy priorities. Indigenous issues and the Northern Territory Intervention in particular have occupied much time, with the Commission robustly expressing its view to Minister Macklin. Climate change and the effects of a growing human population have also been given consideration, with the Commission writing to the Minister for Foreign Affairs requesting the removal of the previous government's condition on aid that precluded funding family planning.

Chair Ray Cleary, CEO of Spiritus Don Luke and Executive Director Kasy Chambers held a meeting with the Primate, Phillip Aspinall, to inform him of Anglicare Australia's overall progress. Among issues discussed were Anglicare's ability to share its information with the Bishops and, through them, the Church.

Dr Cleary also presented the 2008 John Roffey lecture, given in memory of John Roffey, the late CEO of Anglicare South Australia. In his talk, 'To Tango or to Tender', Dr Cleary considered the tension between governments' growing view of our agencies as 'providers of government services' and the broader role of the mission, history and faith that our members bring.



Archbishop Phillip Aspinall

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# RESPECT

# Anglicare Australia 2008 Awards

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Anglicare Australia's national awards began in 2000 as a way of recognising the innovative and professional work of the staff and volunteers of member agencies in delivering services to the community, and affirming the contribution of Anglicare agencies to the life and witness of the Church.

In 2008, the ninth year of the awards, nominations were received for the four categories of Innovation, Excellence, Partnership and Individual Achievement. As always, the standard of achievement was as high as the entries were diverse.

The 2008 Anglicare Australia Awards were presented at Government House in Sydney on Tuesday 2 September.

The ceremony was hosted by Dr Ray Cleary and presented by the Hon. Kevin Greene MP, the NSW Minister for Community Services.

Anglicare Australia again acknowledges the sponsorship of Ansva Insurance for the presentation ceremony and prizes. We also express our sincere thanks for the time and effort of the judges:

- ▶ Mr John Peberdy, CEO, Ansva Insurance.
- ▶ Ms Colleen Geyer, Director of Mission, Blue Care.
- ▶ Ms Sam Page, Executive Director, Family Relationship Services Australia.



Award recipients

# Innovation

## Winner

### 'My Place' — Anglicare Tasmania Inc

'My Place' is an action research project delivered by Anglicare Tasmania in the north and north west of Tasmania. The target group for this project is people who are homeless or at risk of homelessness as a result of their mental illness. Specifically, it concentrates on people moving through acute mental health services in the Burnie and Launceston areas.

The project provided an early intervention service to people accessing acute mental health services who were homeless or at risk, before their admission and/or discharge from hospital. The intervention offered a client-centred case management approach that established protective factors against future accommodation crisis, thereby reducing the incidence of subsequent homelessness.

The judges were particularly impressed with this program and the way it addresses the dual vulnerabilities of homelessness and mental illness.

(For further information email Belinda Jones, Anglicare Tasmania Inc, [b.jones@anglicare.tas.org.au](mailto:b.jones@anglicare.tas.org.au))

## Highly Commended

### 'Multicultural Women's Friendship Group', Plenty Valley Family Services — Anglicare Victoria, Lalor

Anglicare Victoria's Plenty Valley Family Services team based at Lalor established a Multicultural Women's Friendship Group in 2007 after identifying an overwhelming community need in the Whittlesea locality for a program that addressed issues of migration and social isolation, particularly for women from diverse and minority cultural groups. The Group is activities-based and run by a facilitator.

The judges found it an excellent example of a program which reaches out to deal with complex issues in cultures.

(For further information email Dennis Sherwell, Anglicare Victoria, [dennis.sherwell@anglicarevic.org.au](mailto:dennis.sherwell@anglicarevic.org.au))



Dr Chris Jones receives the award from Minister Greene

# Excellence

## Winner

Cranbourne Secondary College 'Connected Families, Strong Communities' Program — Anglicare Victoria

This program works with a local secondary school to:

- ▶ Help the parents of the college's new Year 7 students acquire new parenting, relationship and other skills when their children are making the transition from primary school.
- ▶ Build a stronger, more sustainable and better connected community in the Cranbourne region through developing stronger networks between the college, parents, community and organisations.

The community's support for the project has been outstanding, exceeding expectations and enabling a wide range of initiatives to be developed.

The judges were impressed with the strong link to an important community asset, its use of community development principles and the embeddedness with the school.

(For further information email Dennis Sherwell, Anglicare Victoria, [dennis.sherwell@anglicarevic.org.au](mailto:dennis.sherwell@anglicarevic.org.au))

## Highly Commended

Research: 'Caught in the Safety Net: The costs of Centrelink debt recovery and prosecution' — Anglicare Tasmania Inc

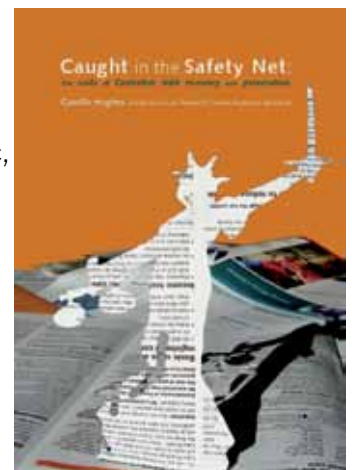
'Caught in the Safety Net: the costs of Centrelink debt recovery and prosecution' examines Centrelink debt recovery practices and the impact these have on Centrelink clients.

The research found that Centrelink is a complex and difficult system, with innocent people at risk of being treated harshly and unjustly. The research highlighted Centrelink's over-emphasis on compliance, the inflexibility of its debt repayment strategies and the consequences for customers — along with their families and communities — caught in these processes.

The report has been widely reported in the media. It has been received positively by Centrelink, both at a local level and at senior executive level, with a willingness to discuss the recommendations and a commitment to engage with Anglicare on the issues.

The judges were impressed with the academic rigour that had been applied and the potential effects the report could have for those living on benefits.

(For further information call Jo Flanagan, Anglicare Tasmania Inc, on 03 6213 3564.)



# Partnership

## Winner

'Drought Relief Partnership with the local community' — Anglicare Victoria Hume Region Office



Children's artwork for the partnership

Anglicare Victoria has worked in partnership with the Anglican Diocese of Wangaratta since October 2003 to identify needs in regional, rural and remote communities in the Hume region and to develop responses to those needs.

The Community Development Manager has built a wonderful support base of several hundred volunteers, mostly from Anglican parishioners, in this vast area which stretches from Seymour to Jindera in southern NSW and from Bright/Tallangatta to Shepparton. As part of this core partnership, many small parish-based projects have been developed to meet local needs. These include homework clubs, drop-in centres, parenting services, counselling services, Indigenous development programs, community kitchens and emergency food aid.

The drought relief work focuses on families and individuals struggling with the significant trauma and poverty resulting from the drought and bushfires. Many of the worst affected are so traumatised they fail to see the seriousness of their plight or any solutions. Many feel isolated and find it hard to ask for help. The project has uncovered levels of poverty in the region that would shock many in 21st century Australia.

The judges praised this program for its engagement throughout the community in difficult times and the real partnership with the Diocese.

(For further information email Dennis Sherwell, Anglicare Victoria, [dennis.sherwell@anglicarevic.org.au](mailto:dennis.sherwell@anglicarevic.org.au))

*As the judges could not separate two nominations at the Highly Commended level there are two equal recipients of the award.*

## Highly Commended

### 'Partnership with Exceptional Needs Unit' — Anglicare SA, Ian George Court

Ian George Court, as the only facility of its kind in SA, has provided a home for and delivered residential aged care to 40 older residents marginalised by social and financial disadvantage, mental health issues, alcohol and/or substance abuse and homelessness.

The service provides for many the first secure home they have ever known. The residents are not only burdened by age but also suffer from psychiatric and/or intellectual disability, lack of support and social networks and have often been victims of an uncaring society.

The unit is run in conjunction with the South Australian State Government's Psychiatric Disability Services/Exceptional Needs Unit which accepts a small number of referrals to address cases at the extreme end of the placement continuum. Further funding is provided through this unit to provide or enhance a range of additional service supports, in recognition of the complex needs and extra care requirements of the client group.

The partnership has allowed the provision of supplementary pastoral care resources and lifestyle programs. This has aided the successful management, rehabilitation and placement of those clients no one else will accept.

The judges were impressed with the high level of professionalism and holistic nature of the program.

(For further information call Judy Oates on 08 8305 9271.)

## Highly Commended

### 'Parish Partnerships' — Anglicare Sydney

Anglicare Sydney is strengthening its partnerships with parishes in two main ways:

- ▶ It provides expertise and resources in skilling parishioners, and supporting local church-caring ministries that reach out to the wider community.
- ▶ It encourages parishes to continue to provide the organisation with support through prayer, and in practical and material ways.

In order to do this well Anglicare Diocese of Sydney spent 12 months visiting the Diocesan clergy to ascertain their thoughts on how they currently see parish partnerships working with Anglicare and how they envisage working together to reach the wider community. In response to the findings of the two-part report

The judges were delighted to see Anglicare working so closely with the church and unlocking the parishes' capacity.

(For further information, contact Daz Farrell on 02 9895 8190 or [dfarrell@anglicare.org.au](mailto:dfarrell@anglicare.org.au))

# Individual Achievement

## Winner

Mr Robert Simkus — Anglicare North Coast



Mr Simkus is a Board member of Anglicare North Coast as well as the Financial Administrator (Volunteer). He is a retired accountant, aged over eighty, who devotes enormous amounts of time to the organisation. It is extremely difficult to quantify the contribution Mr Simkus has made to Anglicare North Coast, but he has certainly saved many thousands of dollars through his voluntary duties. He is a tremendous asset to the organisation and a valued member of the team.

Mr Simkus purchased a sample pack of the MYOB Financial Management System and, after playing with the software for just one evening, contacted the Chair of the Board early the next morning and said, 'We can do this ourselves.'

Having educated himself in the use of the software, Robert transferred the records from the Diocesan office, which used a different financial management system, and established the accounts with MYOB. Within six months of the system being established, the organisation received an unqualified audit. His efficiency and dedication are greatly appreciated by the entire Anglicare North Coast team.

The judges thought this an exceptional nomination and were impressed with the way Bob embraced change and used new technology to enable Anglicare North Coast reach its full potential.

## Highly Commended

Amie Edwards,  
Canterbury Close Nursing Home —  
Anglicare SA

Amie meets with every new high care resident and their family or friends to gather detailed information about the resident's life before moving to their new home. Through this information Amie is able to identify experiences they regret not having, as well as those they did achieve. These she uses to develop an individualised plan to assist residents gain these experiences, even if in a modified form.

Amie's passion ensures that all residents are assisted in making choices to take risks and be as independent as possible in any leisure interests and activities they wish to pursue.

Aged Care is often considered the end of the line as far as new ventures go, but Amie sees every person as having an opportunity to feel great about being alive and achieving, even if they are only small accomplishments.

As this project is an expensive one to operate, Amie fundraises to pay the costs involved, rather than disappoint those residents who have become fanatical about their sessions and live for them week to week.

Amie has a passion for aged care and her residents which she strives to instil in others in an attempt to improve the daily lives of residents.

The judges commented on Amie's commitment beyond the realms of her paid work, her concern and her compassion for everyone in her care.



# The Year in Financial Review

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Last year we reported that we had restructured our reporting for the 2008–09 year onwards to allow a greater degree of transparency. This year's financial report reflects the change.

We finished the year with a small surplus. As I said in my last report, surplus for the sake of surplus is meaningless but good stewardship of the organisation decrees that prudence is provident.

For the first time in late 2007–08 we received a major federal grant for expenditure in 2008–09 for the Keeping Connected Project. The grant has greatly 'skewed' the financials, being larger than our annual budget. The grant was received in the income for 2007–08 and can be seen being spent in this year. Four member organisations took part in the project and were funded from the grant as 'Contractors', totalling \$430,000. Other major expenditure of this grant was a \$50,000 management fee to Anglicare Australia and travel, accommodation and meeting costs.

During the year we purchased a vehicle for the organisation's use. While we have had a car in the past we have postponed the purchase of another one for the last two years to allow us to concentrate funds on other items.

We are yet again grateful to our long-term partners, HESTA and Ansvar Insurance. The partnership nature of both these arrangements transcends the transactional nature of many sponsorship arrangements and truly allows us to grow our joint causes. This year we also received sponsorship from Community Sector Banking towards the production of the State of the Family Report. This organisation is another which shares many of Anglicare's goals and we hope that this too will become an ongoing partnership.

We are especially grateful to those individuals who remember us in their donations. Anglicare Australia's budget is still small and every donation is meaningful.

The 2009–10 financial year is a very exciting one for Anglicare Australia, as it is the first time we can look forward to a sustainable funding base.

I will step down as Treasurer as I move on from my position as CEO of Anglicare Canberra and Goulburn. From the perspective of Treasurer, it is a satisfying feeling to look back and see a financially stable and secure organisation positioned to take on the challenges of the future.



Keith Waters  
Honorary Treasurer

## INCOME STATEMENT

for the financial year ending 30 June 2009

	<b>2009</b>	<b>2008</b>
	<b>\$</b>	<b>\$</b>
<b>Revenue</b>		
Members' Subscriptions	417,205	418,255
Annual Conference	99,575	54,104
Interest Received	21,275	10,279
Project Income	540,558	39,361
Other Income	23,895	2,498
	<hr/> 1,102,509	<hr/> 524,497
<b>Expenses</b>		
Communication	5,763	5,540
Projects	-	9,350
Personnel	308,673	296,429
Travel	59,559	19,055
Contractors	479,422	43,440
Council	8,329	9,497
Website	3,584	12,349
Property	19,600	17,347
Memberships & Subscriptions	11,203	9,694
Office Consumables	1,285	3,879
Publication & Printing	23,991	12,597
Functions & Hospitality	121,916	12,818
Other Expenses	35,141	14,512
	<hr/> 1,078,465	<hr/> 466,507
<b>Operating Surplus/(Deficit) for year</b>	<hr/> <hr/> 24,044	<hr/> <hr/> 57,990

**BALANCE SHEET**  
AS AT 30 JUNE 2009

	<b>2009</b>	<b>2008</b>
	<b>\$</b>	<b>\$</b>
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	224,728	98,366
Receivables & prepayments	17,039	109,510
<b>TOTAL CURRENT ASSETS</b>	<u>241,767</u>	<u>707,876</u>
<b>NON-CURRENT ASSETS</b>		
Plant and equipment	47,819	35,522
<b>TOTAL NON-CURRENT ASSETS</b>	<u>47,819</u>	<u>35,522</u>
<b>TOTAL ASSETS</b>	<u>289,588</u>	<u>243,398</u>
<b>CURRENT LIABILITIES</b>		
Creditors and accruals	67,304	68,905
Provisions	11,751	17,072
Chattel Mortgage	3,621	-
<b>TOTAL CURRENT LIABILITIES</b>	<u>82,676</u>	<u>85,977</u>
<b>NON-CURRENT LIABILITIES</b>		
Chattel mortgage	25,447	-
<b>TOTAL NON-CURRENT LIABILITIES</b>	<u>25,447</u>	<u>-</u>
<b>TOTAL LIABILITIES</b>	<u>108,123</u>	<u>85,977</u>
<b>NET ASSETS</b>	<u>181,465</u>	<u>157,422</u>
<b>MEMBERS' FUNDS</b>		
Accumulated surplus	173,664	149,621
Reserves	7,801	7,801
<b>TOTAL ACCUMULATED FUNDS &amp; RESERVES</b>	<u>181,465</u>	<u>157,422</u>

# ONE IN FORTY AUSTRALIANS

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# Anglicare Australia Directory of Members — June 2009

MEMBER AGENCY	ADDRESS	CONTACT DETAILS
<b>ACT/South-East NSW</b>		
Anglicare Canberra & Goulburn	GPO Box 360 Canberra ACT 2601	02 6245 7100 www.anglicarecg.org.au
<b>NSW</b>		
Anglicare Diocese of Sydney	PO Box 427 Parramatta NSW 2124	02 9895 8000 www.anglicare.org.au
Anglicare New England North West	Rusden Street Armidale NSW 2350	02 6772 4491 assttobish@northnet.com.au
Anglicare North Coast	PO Box 401 Grafton NSW 2460	02 6643 4844 director@anglicarenc.org.au
Anglicare Riverina	PO Box 10 Narrandera NSW 2700	02 6959 1648 rivdio@dragnet.com.au
Anglicare Western NSW	PO Box 6009 Dubbo West NSW 2830	02 6852 1366 www.anglicarewesternnsw.com
Anglican Counselling Service	PO Box 3052 Tamworth NSW 2340	02 6762 4380 www.acsdarm.org.au
Child & Adolescent Specialist Programs & Accommodation (CASPA)	17 Keen Street Lismore NSW 2480	02 6621 5446 www.caspa@asn.au
St John's Anglican Church, Darlinghurst	PO Box 465 Kings Cross NSW 1340	02 9360 6844 www.stjohnsanglican.org.au
Social Responsibilities — Diocese of Newcastle	c/- Samaritans Foundation PO Box 366 Hunter Region Mail Centre NSW 2310	02 4960 7113 shevels@hunterlink.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 MC NSW 2310	02 4960 7100 www.samaritans.org.au
Work Ventures	418A Elizabeth St Surry Hills NSW 2010	02 9282 6995 www.workventures.com.au

<b>Northern Territory</b>		
Anglicare NT	5 Namarluk Drive Ludmilla NT 0820	08 8985 0000 anglicare@anglicare-nt.org.au
<b>Queensland</b>		
Anglicare Central Queensland	PO Box 1394 East St Rockhampton QLD 4700	07 4999 2500 anglicare@anglicarecq.org.au
Anglicare North Queensland	PO Box 214 Bungalow QLD 4870	07 4041 5454 admin@anglicare.net
EPIC Employment Service Inc	PO Box 2052 Windsor QLD 4030	07 3857 5085 www.epic.org.au
Heatley, Anglican Parish of	PO Box 4008 Vincent QLD 4814	07 4779 2434
Spiritus	PO Box 167 Stones Corner QLD 4120	07 3421 2800 www.spiritus.org.au
<b>South Australia</b>		
ac.care	PO Box 1842 Mt Gambier SA 5290	08 8724 9211 www.accare.org.au
Anglicare South Australia	18 King William Rd Nth Adelaide SA 5006	08 8305 9200 www.anglicare-sa.org.au
Anglicare Willochra	PO Box 34 Clare SA 5453	08 8842 2835 www.diowillochra.org.au
Laura & Alfred West Cottage Homes	C/- Anglicare SA (address above)	08 8209 5422 www.anglicare-sa.org.au
St John's Youth Services Inc	GPO Box 2063 Adelaide SA 5001	08 8359 2989 www.stjohnsyouthservices.org.au
<b>Tasmania</b>		
Anglicare Tasmania Inc	GPO Box 1620 Hobart TAS 7001	03 6234 3510 www.anglicare-tas.org.au
Glenview Community Services Inc	2-10 Windsor Street Glenorchy TAS 7010	03 6277 8800 www.glenview.org.au
<b>Victoria</b>		
Anglicare Ballarat	PO Box 89 Ballarat VIC 3353	03 5331 1183 accounts@ballaratanglican.org.au
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

**Victoria** continued

E Qubed Inc	15 Emerald Street Dallas VIC 3047	03 9309 2507
Gippsland, Anglican Diocese of	PO Box 928 Sale VIC 3850	03 5144 2044 registrar@gippsanglican.org.au
Melbourne Social Responsibilities Commission	C/- Anglicare Victoria (address above)	03 9412 6133 www.melbourneanglican.com.au
St Laurence Community Services Inc	PO Box 110 Lara VIC 3212	03 5282 1405 www.stlaurence.org.au
St Luke's Anglicare	PO Box 315 Bendigo VIC 3552	03 5440 1100 www.stlukes.org.au

**Western Australia**

Amana Living	PO Box 63 Cottesloe WA 6011	08 9383 1088 www.amanaliving.com.au
Anglicare South – Bunbury	PO Box 15 Bunbury WA 6231	08 9721 2100 office@bunbury.org.au
Anglicare Western Australia	PO Box C138 Perth WA 6839	08 9325 7033 www.anglicarewa.org.au
Parkerville Children & Youth Care	Beacon Road Parkerville WA 6081	08 9295 4400 www.parkerville.org.au
WA Social Responsibilities Commis'n	PO Box C138 Perth WA 6839	08 9325 5766 www.perth.anglican.org

**National & International**

Anglicare StopAIDS PNG	PO Box 6491 Boroko NCD Papua New Guinea	675+325 1855 abo_dominica_bessie@hotmail.com
The Anglican Care Network, NZ	PO Box 227 Napier New Zealand	64+03 218 2777 eo@hb.ang.org.nz
Australian Council to the Mission to Seafarers	PO Box 729 Townsville QLD 4810	07 4772 2774 www.missiontoseafarers.org
Mothers Union of Australia	PO Box 1087 Bongaree QLD 4507	07 3203 2440 www.mu.org.au
The Anglican Trust for Women and Children (ATWC)	PO Box 22 – 363 Otahuhu Auckland NZ	64+09 276 3729 www.atwc.org.nz
The Selwyn Foundation	PO Box 44 – 106 Pt Chevalier Auckland NZ	64+09 846 0119 www.selwyncare.org.nz

CARE

HOPE

DIGNITY

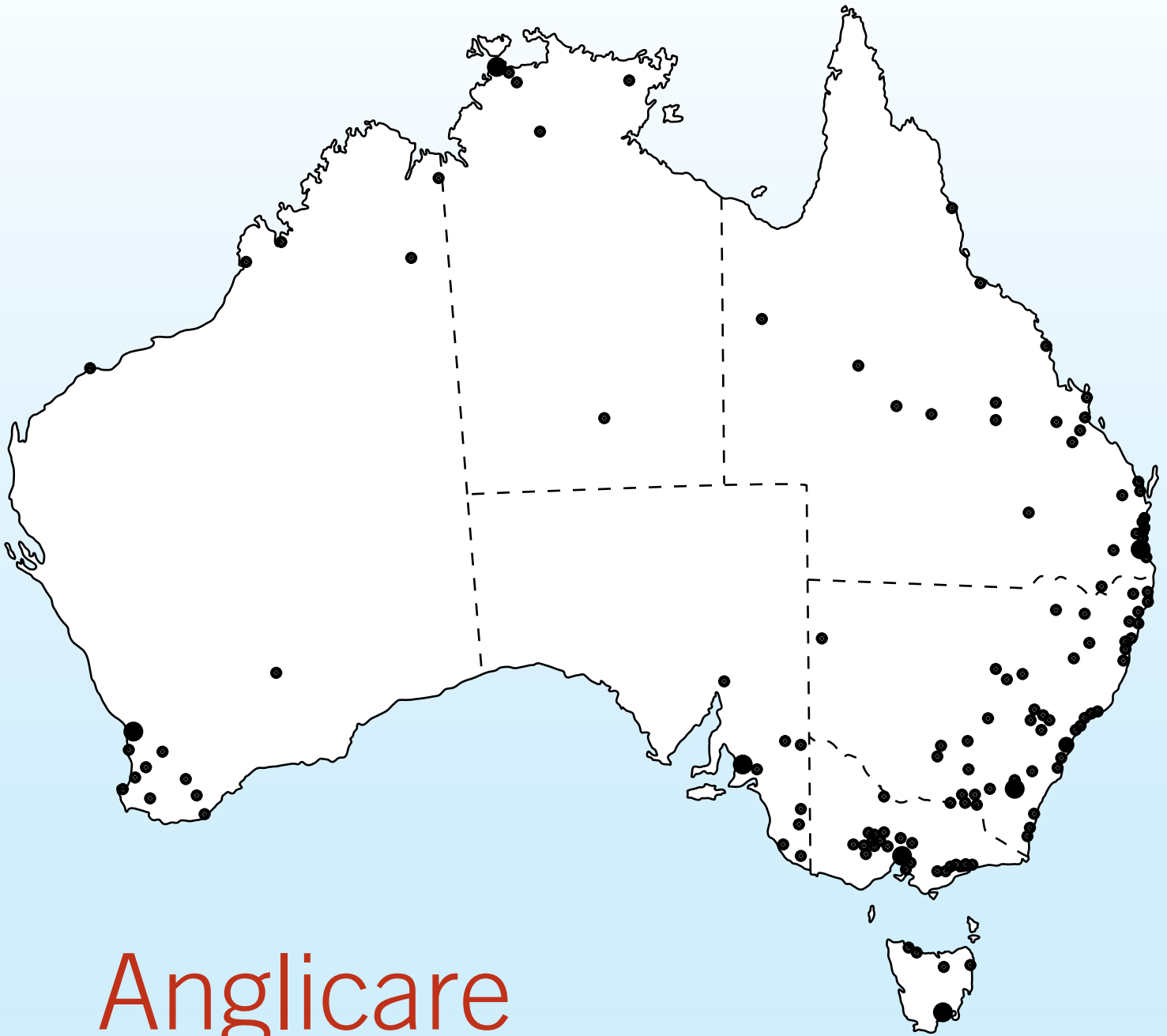
CHANGE

RESPECT

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# Location of Anglicare services



Anglicare  
in every community

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Anglicare Australia gratefully acknowledges the continuing support and good will of our sponsors and donors.





[www.anglicare.asn.au](http://www.anglicare.asn.au)

Anglicare — in every community