Anglicare Australia

in every Community

Annual Report 2014–15

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Mission and Values

The Mission of Anglicare Australia

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 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.

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; informed by research and the practical experience of the network; called 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.

Council

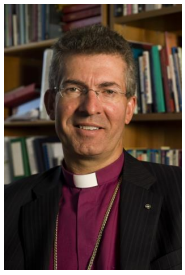
Governance

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, Council diversity and areas of interest and concern to members.

The Council meets at least four times a year.

Council Members 2014-15



Rt Revd Dr Chris Jones
Chair
Chief Executive Officer
Anglicare Tasmania

Mr Ian Carter AM
Deputy Chair
Chief Executive Officer
Anglicare Western Australia

Mr Grant Millard
Treasurer
Chief Executive Officer
Anglicare Sydney

Ms Sandra Hills
Public Officer
Chief Executive Officer
Benetas

Mr David Pugh
Chief Executive Officer
Anglicare Northern Territory

Ms Karen Crouch
Executive Director
Anglicare Southern Queensland

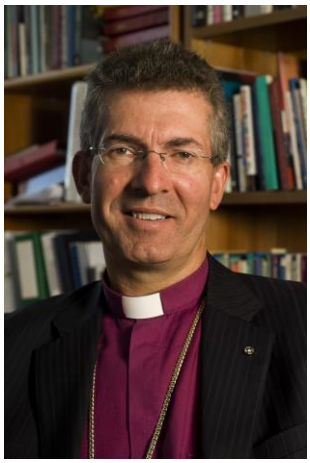
Ms Wendy Malycha
Chief Executive Officer
St John's Youth Services

Mr Todd Yourell
Chief Executive Officer
Child & Adolescent Specialist
Programs & Accommodation
(CASPA)

Mr Paul McDonald
Chief Executive Officer
Anglicare Victoria

Ms Kasy Chambers
Executive Director
Anglicare Australia
(ex officio)

From the Chair



Jesus' descriptions of the kingdom of God pointed to an entirely new order. His words were confusing and troubling to many for they revealed extraordinary reversals in which "many who are first will be last, and the last will be first".

This powerful and transformational message is reflected in this year's report theme of *leaving no one behind*.

Anglicare Australia network members are committed to the building of a society that is fair and just. Together we seek to influence the establishment of societal structures that will enable all Australians to live their lives free of the constraints of poverty and exclusion.

It is a time of unprecedented reform. Changes to aged care and disability services continue and welfare reform is putting in place policies that will affect Australian society for generations to come. We believe that 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

Executive Director's Report

It has become the cliché of clichés to note how the years are getting busier but it seems impossible not to say it about the year just gone.

We organised our work this year, our advocacy work in particular, around the theme of "*leaving no one behind*". Upon taking office Prime Minister Abbott declared his government would leave no one behind and this has been a useful aspiration against which to measure our progress as a nation.

This second year of the Coalition government has cemented our place as a non-partisan organisation, trusted (and perhaps disliked) equally by government and opposition. Trusted, in that we are again at the table of government policy consultations, as well as working with the opposition and minor parties and crossbenchers on their responses and their forward agenda. Disliked, in that the truth we speak is often not the one that governments want to see in the public eye.

It is often a difficult balancing act - to be trusted enough to have testing conversations, without being censured on speaking out. However our *raison d'être* is clear "*to influence social and economic policy across Australia with a strong prophetic voice….to speak out for those most disadvantaged*". The experience and knowledge we can bring from a network of committed and passionate experts is invaluable to government as it sets its policy settings and the relationship needs to be strong enough for us to criticise and advise equally.

We have been busy too in being the hub that brings together the spokes of the network, providing a nucleus for shared work, support within the network and continually improved practice. I have likened the network to the species of fish that, while being independent, swim together - constantly changing their collective shape to respond to the current environment. The Anglicare network is well placed to do this. Our independently constituted structure allows for rapid and nimble development of national and joint projects. One of the great strengths of this network is its willingness to examine itself, and even further to allow its clients to assist with that task. This means that the services provided are at once the best they can be, but also constantly improving. It also means that the advocacy we build on is up to date and realistic, but prophetic – cognisant of a better way of doing things.

This work that seems more invisible, that of knitting the network in on itself - strengthening bonds and links, enabling joint work and shared ambition for better and better services - not only has its own great worth. It also adds to the content and credibility of our advocacy.

It's my pleasure to once again thank our small and dedicated team - Roland Manderson, Michelle Waterford, Coco Ho, Skye Owen, Erin Clark, and of course volunteer Geoff Cameron. Between them they turn out an amazing quantity of quality work possible because of a shared commitment to leaving no one behind.

Kasy Chambers
Executive Director
Anglicare Australia

The Anglicare Australia Network

In 2013-14 the Anglicare Australia Network was comprised of 40 agencies, with 35 members across every Australian state and territory, and five associate members in New Zealand, Papua New Guinea and Singapore.

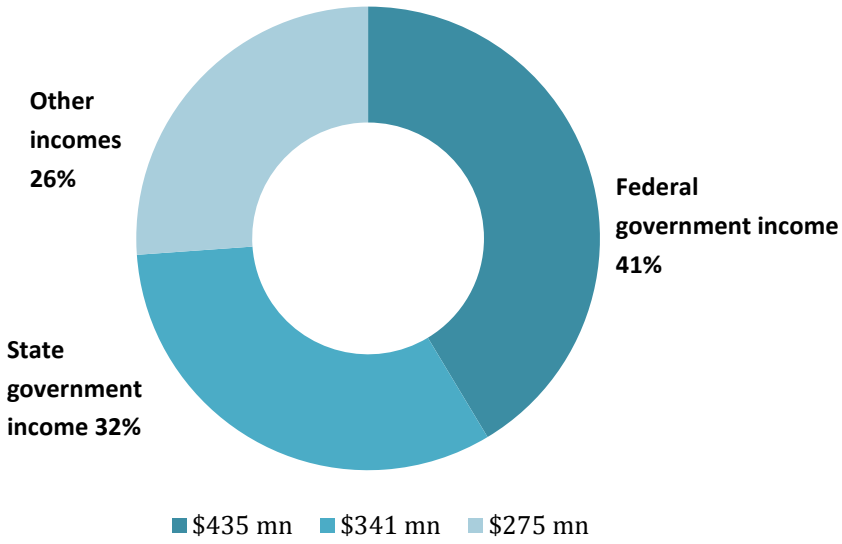
With a joint budget of over $1.05 billion, and a strong workforce of almost 13,000 staff and 7,500 volunteers, the Anglicare Network has in 2013-14 contributed to more than 50 service areas in the community, catering to specific or integrated needs of over 601,000 people and supporting them to identify 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.

The proportion of the three major income sources of the Anglicare network has remained largely consistent over the past few years, with more than a third coming from the federal government; around a third from state governments and remainder from other income sources such as donation and trading incomes.

Consistent with the past three years, we asked Anglicare members what they considered the top three priorities in overcoming disadvantage for the most underprivileged in our society. We saw many of the same themes as previous years, with ***access to affordable housing*** remaining the foremost concern for three years in a row, followed by ***access to employment and training***, and the new inclusion of ***provision of youth and children's services*** taking the place of income inadequacy.

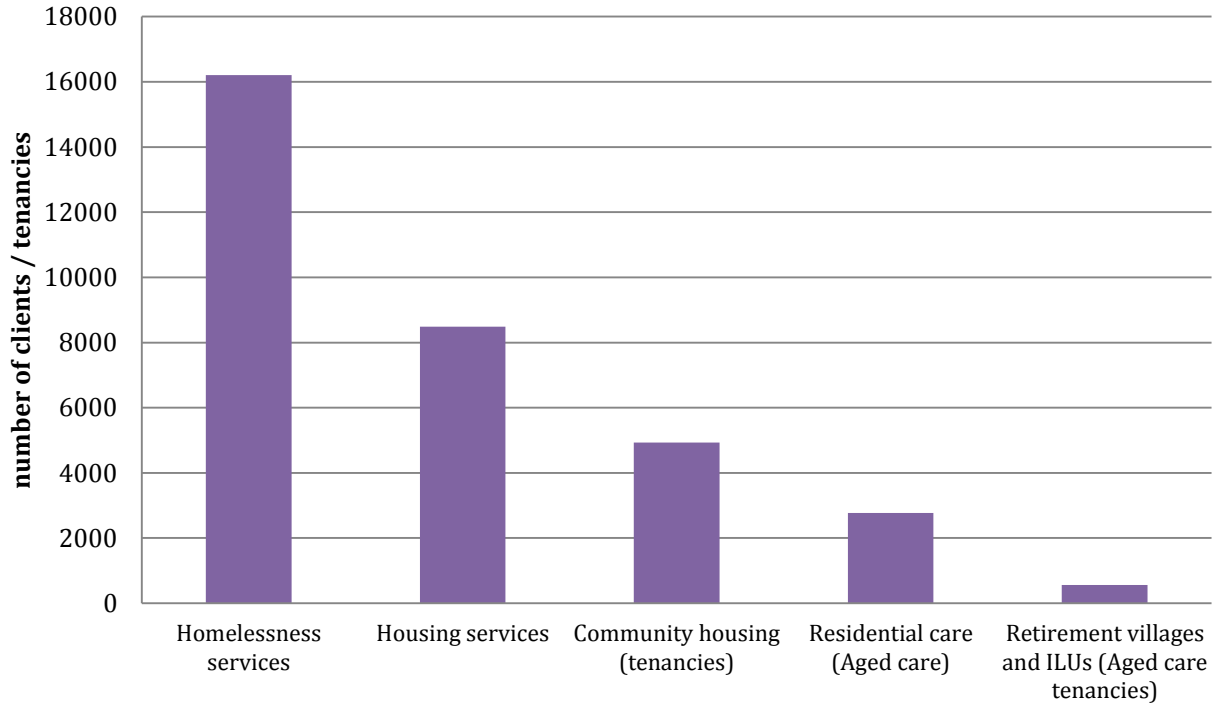
Source of income 2013-14: Anglicare Network



The following charts provide insights into some of the core service areas offered by the Anglicare Network, namely housing and homelessness services, youth and children's services and emergency relief services. These core service areas reflect on what agencies considered as some of the most essential enabling components to empower people to overcome disadvantage in our society.

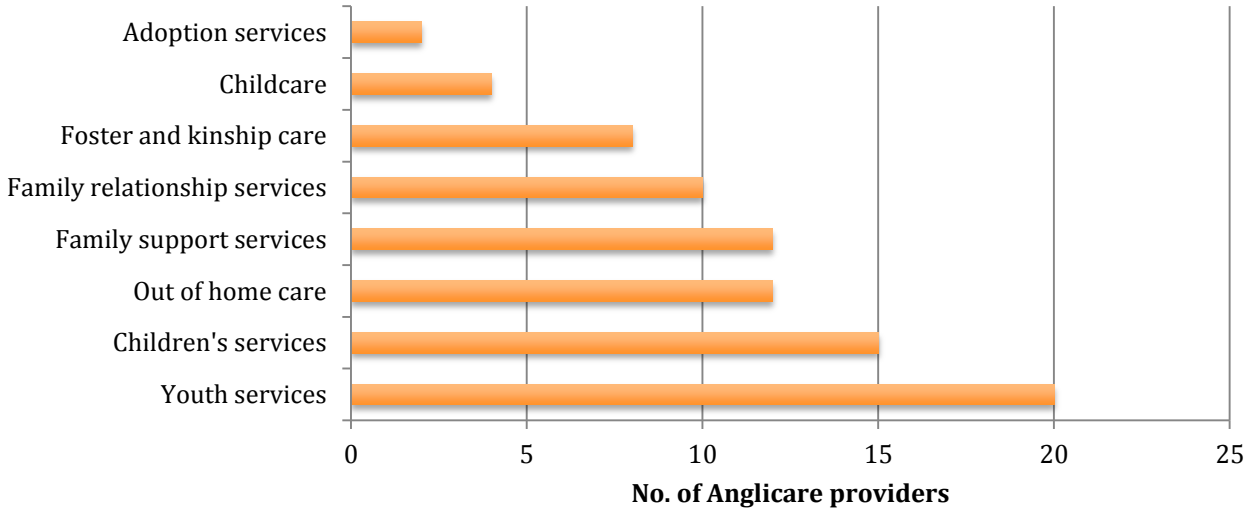
The Anglicare Network has a strong footprint in the community sector in advocating for housing affordability in Australia. This has been built on the foundation of our annual Rental Affordability Snapshot, which you can read more about on page 12 under "An exercise in collaboration". The chart below represents the number of clients that Anglicare housing and homelessness service providers served across the country.

Number of Anglicare clients of different housing and homelessness services 2013-14



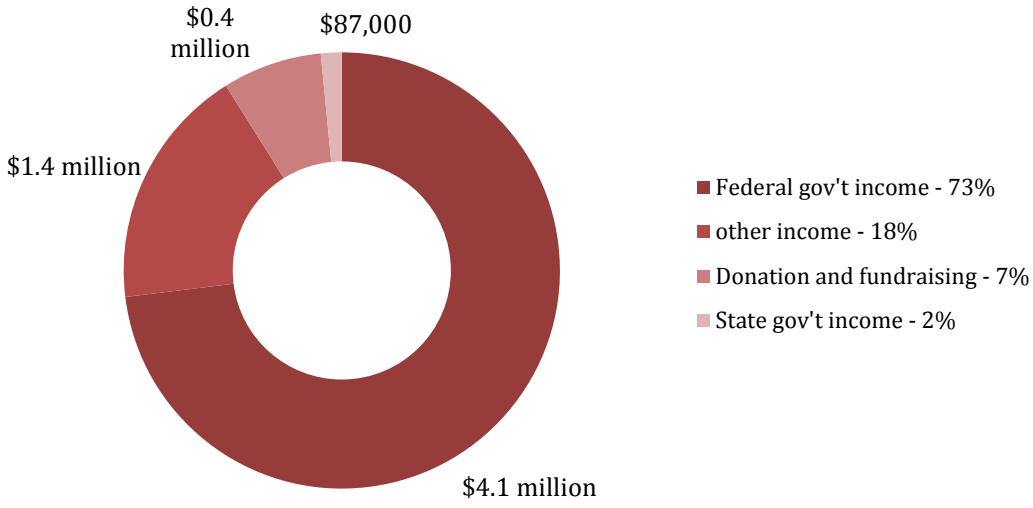
While some Anglicare agencies provide specific services targeting youth and children, other agencies capture the younger demographic in more general service areas such as mental health and emergency relief services. The chart on the next page represents the number of providers in specific youth and children services in the Anglicare Network.

Number of Anglicare providers of children and youth services 2013-14



One in three Anglicare agencies provides Emergency Relief services to their community across the country. The chart below represents the breakdown of income sources in emergency relief services.

Source of income 2013-14: Emergency Relief services



Report Against the Strategic Plan

The Federation Reform process, whilst not progressing very far itself, has been a major factor this year for the activities of Anglicare Australia and other social services agencies. This is the second year of working with the Abbott government, and the direction and strategies that government has adopted are becoming manifest and influencing the ways we go about our advocacy.

In late 2014 Anglicare Australia adopted a quasi campaign strategy around "leaving no one behind". One of the core messages of Prime Minister Abbott's inauguration speech, it has been a seemingly simple but in reality sophisticated benchmark against which to measure policy and program decisions of this government.

Goal 1: Influencing Social and Economic Policy

Shifting the goal posts

This year has been a year of upheaval and change for the social services sector, some going as far to describe it as being akin to a collective trauma. A policy confluence including the broad-banding of the Department of Social Services grants, the McClure Welfare Review, the Housing and Homelessness Review morphing into the Federation Review and the Australia's Future Tax System Review was perhaps a catalyst for the change that was to come.

The adoption of our organising theme was accompanied by a subtle shift in the way Anglicare Australia conducted its business. The government had announced major reforms and had committed to a path of reform that would likely reshape social services and the way people access them. For example, indicating intentions to move away from homelessness funding with the federation reforms; tying together, forever, the social safety net and the workforce participation agenda; tinkering at the edges of the tax system and ignoring opportunities for substantive change that could help those with the least, access affordable housing. These shifts have seen us focus more attention and energy on the public awareness and communications arm of our advocacy to accompany and augment the informal and mostly invisible advocacy that occurs with Ministers and other public service officials.

With the McClure Welfare Review we commissioned a piece of research to aid the response by informing the debate with practice evidence. Working with the Australian Centre of Community Services Research, affiliated with AnglicareSA, the research – *Beyond Supply and Demand* – looked at the best practice approaches across the Anglicare Australia Network for working with and supporting people into sustainable and meaningful work. We learnt that if you take a person-first approach and work with the person's aspirations, take into account their current circumstances and map a path toward the goal, there will be far better outcomes than if you privilege work-first approaches. With this evidence and in collaboration with Anglicare NSW South, NSW West and the ACT, we arranged media interviews and a launch of the research to coincide with the closing of the Welfare Review consultations.

An exercise in collaboration

Similarly, in regard to housing and homelessness, the Government took the decision to subsume an extensive review of the housing and homelessness sector into the Federation Review. Significantly curtailing the investigation into housing and homelessness was a bitter blow for the sector which viewed the Review as a staging ground for much needed reform. The refocussing away from housing and homelessness by the federal government fundamentally shifted the argument from "*how* should

the government be operating in this space?" to "*should* the government be operating in this space?" In that vein, the release of the Rental Affordability Snapshot and subsequent advocacy involved a very public collaborative effort. This year's Snapshot was launched with colleagues from the Australian Youth Affairs Coalition; People with Disabilities Australia, Homelessness Australia, WESNET and COTA Australia as a show of solidarity for those groups that we know are particularly being left behind in housing. Our campaign messaging focused much more around the unity of the sector and the consensus on the policy responses to address housing affordability in Australia. We can see that this kind of collaboration works as academics, think tanks, and the community at large are taking up the *zeitgeist* of negative gearing and capital gains tax.

In fact, Anglicare Australia is collaborating more and more with sector partners in regard to advocacy on important social justice issues. We attended a number of parliamentary days of action for housing, family services, mental health and ageing. For example the Mental Health Advocacy Day at Parliament House in February, called for government to extend existing funding for community based mental health services and to release the long completed report of the Commission's review. These days are important to demonstrate to individual members, ministers and the government as a whole that there is a level of unity and consistency in the community sector, such that is unlikely to exist in any other.

Amplifying our voice

Another way in which Anglicare Australia has shifted our approach is in the way we communicate submissions. The submissions themselves remain the same though we are now more conscientious in broadcasting the content of the submission through media releases and other forms of social media and commentary. Further, as with the lead-in to the Welfare Review submission, Anglicare joined with the other major church providers to form a joint statement. This led all submissions and included a joint press conference to bring further attention to the issues that were involved in the broader safety net discussion, not just those about 'streamlining' payments.

This was just one of the submissions that we've made this year. In all Anglicare Australia has responded to 17 calls for submissions, 7 of which were for Senate Inquiries and which resulted in 4 Senate hearing appearances.

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Submission response to: **Senate Community Affairs Legislation Committee inquiry into *Social Security Legislation Amendment (Stronger Penalties for Serious Failures) Bill 2014***	Anglicare Australia opposes the measures in this Bill. We understand the argument that compliance measures exist for a reason, and that job seekers on income support ought not become wilfully and persistently noncompliant. However, the compliance measures introduced in the Bill run counter to the goal of increasing workforce participation. This proposed Bill not only stops people's income, but also removes them from work force participation activities.
Pathways to participation Submission response to: Social Security Budget Measures Inquiry of Community Affairs Legislation Committee	Our affluent society has a civic responsibility to ensure all people have access to an adequate income. Its absence works against participation at all levels: gaining employment; development of skills and capacity to make a significant contribution; it works against our collective economic wellbeing.

	Evidence from our network shows the impacts of poverty and that living on allowances, the lowest of government benefits, and to a lesser extent pensions, can have lasting impacts on individuals and families, resulting in diminished capacity for active participation. The government agenda for fiscal restraint here runs counter to its other agenda of workforce participation, with the combined impact of these Bills more greatly undermining the second than any gains made in the first can justify.
Income, jobs and support- a recipe for welfare success Submission response to: A new system for better employment and social outcomes	In this submission Anglicare Australia argues for both the income support system and the employment services system to be viewed in the broader context of our Australian society. In short, we argue that our support payments need to be adequate; that real jobs exist for real people; and that people should have the support they need to win and sustain those jobs.
Submission brief response to: Australia's Charities and Not-for-profits Options Paper.	This submission provided brief comments in response to the specific questions regarding the proposed arrangements replacing the Australian Charities and Not-for-profits Commission (ACNC). Anglicare Australia, along with many not-for-profit organisations, sees a real value in the functions currently carried out by the ACNC, and believes the opportunities for increased efficiency, transparency and insight which would be lost in its abolition are substantial if not replaced.
Submission response to: Employment Services 2015-2020 Exposure Draft	In this submission Anglicare Australia draws on the work we undertook for the submission to the previous Employment Services review. We argue that employment services of the future must take a social view of employment if they are to be effective in addressing entrenched unemployment.
Inequality, hardship and social change Submission response to: Senate Community Affairs References Committee inquiry into the extent of income inequality in Australia	Anglicare Australia argues that participation in mainstream Australian society is linked to expenditure, which profoundly disadvantages and excludes those without material wealth. Too much public debate on government policy now demonises those on the margins of our society; while the policies themselves accentuate the disadvantage; ensuring people remain trapped in cycles of hardship and poverty.
It's a broken system Submission response to: The	Anglicare Australia conducted a series of consultations with network members for the development of this submission. These

Community Affairs References Committee inquiry into Out-of-Home Care.	consultations were based on their experiences and insights as providers of out of home care services and supporters of people who have experienced the out of home care system across jurisdictions. While there are different systems in play within each of the jurisdictions, there exists a high degree of consensus as to the gaps or improvements that can be made to further protect children across jurisdictions. The protection of Australia's most vulnerable citizens is – as the national framework suggests – everybody's business. It is imperative that the system supporting these young people is as robust and integrated as possible to ensure that their journey through it does not traumatise them further. In that regard, Anglicare Australia calls for a nationally cohesive system with legislation, regulations and processes mirrored across state and territory boundaries.
Workplace Relations Framework Submission response to: the Productivity Commission's public inquiry to examine the performance and identify areas of improvement for the workplace relations framework.	In its submission, Anglicare put forward a number of preliminary issues to help guide the Commission in its deliberation of the Workplace Relations Framework as it relates to issues of social justice and community cohesion. Primarily it focussed on a life-first approach, as identified in our research *Beyond Supply and Demand*; a more sophisticated understanding of the transition in and out of work for people and the hard edges of benefits that can limit the sustainability of some employment opportunities; acknowledging both the limitations of a one size fits all approach and the need for business and government to take greater responsibility for changing attitudes toward people who have been long-term unemployed and finally, highlighting the absolute importance of a line of sight to employment prospects from any kind of participation activity such as training.
Less haste more heed Submission response to: Senate Community Affairs Committee Inquiry into the impact on service quality, efficiency and sustainability of recent Commonwealth community service tendering processes by the Dept. of Social Services.	No one has argued the process of the 2014/15 social services tender has been optimal for stakeholders overall: clients, government or community organisations. Anglicare Australia sees this inquiry as an opportunity to learn from the experience and refocus on how government and agencies can work better together to deliver publicly funded programs and services.
Younger people in residential	This submission offers some evidence of the accommodation of young people with disability in network aged care residences within

aged care Submission response in brief to: Community Affairs References Committee Inquiry into the adequacy of existing residential care arrangements available for young people with severe physical, mental or intellectual disabilities in Australia.	the Anglicare network. It documents the problems facing those young residents, and the challenge for staff to provide them with appropriate support and opportunities. The reality, however, is that in many instances there is simply no other choice.
Commonwealth Home Support Programme Submission response to: The DSS consultation papers on the Commonwealth Home Support Programme (CHSP): ▪ *draft program manual,* ▪ *Good Practice Guide for Restorative Care Approaches (incorporating Wellness and Reablement)* ▪ *proposed Commonwealth Home Support Programme National Fees Policy*	Anglicare Australia supports the introduction of an equitable national scheme to deliver home support as an entry point to the broader aged care system, and welcomes the opportunity for consultation on the Commonwealth Home Support Programme (CHSP) which is due to start on 1 July. In developing this response, Anglicare Australia sought the views of network members and NACA. A few key issues identified in this submission include: ▪ that the proposed fees structure may adversely impact on the most disadvantaged Anglicare clients and those with complex needs ▪ the weaknesses in the draft program manual, particularly in terms of support for carers, are counter to the Aged Care Sector principles and the best practise guide ▪ the unwieldy treatment of allied health services and a proposed simplification ▪ similar unhelpful and inefficient complexities right across the new system that can be grouped under the heading of red tape.
A place for quality and quality in its place Submission response to: Proposal for a National Disability Insurance Scheme Quality and Safeguarding Framework	In this submission Anglicare Australia comments that the commencement of the National Disability Insurance Scheme (NDIS) was a defining moment for Australia's social justice legacy. NDIS took principles of agency, person-centeredness and trust and built a system that enhanced people living with disabilities, rather than diminishing them with overly burdensome regulation and protocol that sought to 'protect' people from themselves. The disability sector is poised on the cusp of radical change, and it is not the time to limit the scope of opportunity by regulating it too heavily. The conversation around quality and safeguards is a welcoming one and presents an opportunity for a dynamic discussion

	moving forward. Anglicare Australia seeks that the framework to not lose the philosophy and intent of the NDIS in processes reminiscent of the past. The NDIS is an opportunity to find a respectful and transformative way of working together.
Driving change: engaging the community Submission response to: Developing the Third Action Plan (2015-2018) for the National Framework for Protecting Australia's Children 2009-2020	Anglicare commends the government for developing a strategic Third Action Plan that delivers clear, achievable outcomes to reduce child abuse and neglect in Australia. In order to realise these action items and outcomes, Anglicare would like to see a robust communication plan around its implementation, and so ensure the plan remains vital and informs the designs and delivery of services programs and other activities involving children.
Housing Affordability: The new normal? Submission response to: ALP Housing Affordability Strategy Discussion Paper	Anglicare Australia has been on record for some years now calling for a cohesive national plan to address the issue of housing affordability. In that time an incremental shift has been observed in the way that housing and housing affordability is framed and we seek now, in the light of our recently released sixth annual Rental Affordability Snapshot, to push for even further changes to the national dialogue around housing and to see that conversation transform into policy action. There is no one fix to the housing affordability issue in Australia. It is an issue of infrastructure, tax, employment, environment and population. There are, however, several key levers for the Commonwealth that will facilitate a further shift in the housing affordability context to ensure that all Australians have access to adequate and sustainable shelter. This submission outlines some of those mechanisms and puts forward some strategies for the future.
In response to: Treasury's Competition Review Policy Final Report	Anglicare Australia applauded the report's emphasis on preserving and enhancing the contribution by the not-for-profit sector, as well as the acknowledgment in the report that increased competition may be counter-productive effort of the effectiveness of the community sector. The submission focuses on how this may happen, and in turn allow the community and individuals to have access to organisations that offer services that are truly transformational, and that actually offer the individual what they want and what will work. While much of this submission was about the organisations and services that make up the Anglicare network, and that network exists

	to support individuals and communities to live the best possible life, this submission is about how services should be formed to most effectively produce human services that best support people and communities.
Cutting costs, limiting opportunities Submission response to: Senate Community Affairs Legislation Committee inquiry into the Social Services Legislation Amendment (No. 2) & Social Services Legislation Amendment (Youth Employment and Other Measures) Bills 2015	The evidence from our network on the impact of poverty is that it works against participation at all levels; it works against gaining employment, and it works against the development of the skills needed for people to make a substantial contribution to our social and economic wellbeing. Unfortunately, there are measures in these Bills which work against the ambition of all Australians to make such a contribution.
Common Wealth Submission in response to: The Re:think Better tax, better Australia discussion paper	In its simplest sense, the purpose of taxation is to raise revenue to fund public services. Underpinning such a statement of the obvious lies an implicit contract between us all – as citizens and taxpayers, as to the kind of services we expect, and indeed the shape or the values of the society that through our government we support. It is fair to say that government has a moral responsibility to govern for all Australians. But finding a shared understanding of that responsibility is no easy matter. It is simply not possible and certainly not desirable to have a simple discussion about tax without reflecting on where we are trying to go, and what fundamental values and common purposes we wish to enlist.

Engaging at the top level for change

The reform of the provision and funding of aged care in Australia has continued in this year with the roll out of a number of fundamental reforms in the area of both residential and home care, in terms of how it is funded, how people access it, and how it is shaped. Anglicare Australia has worked actively with its network aged care providers in offering feedback to Departmental officers and to the Minister directly in face to face meetings and through our active participation in many of the National Aged Care Alliance's (NACA's) departmentally supported advisory groups; another example of working collaboratively within sectors to influence the direction of policy makers.

Much of that feedback was itself informed by a network meeting in Melbourne, generously resourced and supported by (Anglicare Australia member) Benetas, which allowed Anglicare network experts to pool their ideas and insights into the reform process as it was taking effect, and for participant organisations to feed in, collaboratively, to a national submission to the nascent Commonwealth Home Support Programme.

The annual CEO forum provides another important opportunity for Anglicare Australia Network's CEOs to get together and progress broad network business. Importantly, in terms of influencing social and economic policy, it includes a day at Parliament House, hosted this year by Minister Morrison, where a number of key politicians spend a half an hour off the record discussing their portfolio issues with Anglicare CEOs from across the country.

As a range of politicians have reminded us over the years, our continuing presence is important to the progress of the policies and values that we champion.

Goal 2: Enabling Network Development

A strong foundation

The Anglicare Australia network continues to be robust and fluid. The special interest networks are a source of intelligence and opportunity, with most of the networks conducting face to face meetings over the course of the year. The Human Resources Network and the Chaplaincy and Parish Partnership Networks have evolved in their meetings together, often meeting over a number of days once or twice a year to explore the issues relevant to their work. The Research and Media and Communication Networks also sought to try something new this year, conducting a combined business cross-over session where the two networks came together to discuss those projects, like the Snapshot and the State of the Family, that both have a hand in developing.

National collaboration projects are also progressing with a number of projects coming to fruition, particularly around the development of tools to support further collaboration and partnership. Specific collaborative projects have included the creation of a Clinical and Care Governance network in order to share expertise on a value based quality assurance, with the aim of developing common tools and shared approaches to risk management, consumer engagement and quality improvement. To guide and facilitate this project Anglicare Australia seconded Ms Sarah Byrne, whose background is in health governance and law.

Showcasing our talent

The annual Anglicare Australia Conference was held in Melbourne this year and was one of the most successful conferences to date. The conference was well attended and the quality of the speakers and presenters was highly regarded by the delegation. The John Roffey lecture delivered by the Hon Michael Kirby was a standout of the three day event. The Anglicare Australia Awards, which are held each year during the annual conference and sponsored by Telstra was another showcase of the innovation and leadership that exists within the Anglicare Australia Network. It is events such as the awards ceremonies, the annual conference, and the network meetings where we can share experiences, teach others and learn in our turn, to deliver better quality services to those who access them.

All Award winners and highly commended recipients are profiled in the annual publication of The Review.

The most recent issue is the third edition and the reach of the publication grows each year. This year's edition showcased much of the activity of Anglicare Australia, with some of the focus on sharing or 'translating' into everyday language the lessons from our research. Overall though, The Review is a taster, a product that we leave with politicians, advisors, the media and other interested stakeholders such as sponsors and donors, to help them get to know the Anglicare Australia Network and instil the idea that the network is a leader in the social services field.

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 across the Network as well as offering Anglicare Network staff opportunities

to connect to and participate in a range of professional and influencing activities.

Overall, much of the work on influencing national policy noted above is also by its nature profoundly collaborative, both drawing on and strengthening network relationships. For example, drawing on the experience and expertise of key personnel from across the network, we've worked closely with Mental Health Australia, and with the National Mental Health Commission, over the past year to maintain pressure on government to ensure adequate funding of community based mental health programs and support. Anglicare Australia brought together key network member staff to consult face to face with the National Mental Health Commission CEO on its nationwide review of mental health programs and funding. We also attended key forums organised by Mental Health Australia looking at the intersection of the National Disability Insurance Scheme and existing mental health programs.

Goal 3: Developing Sector Leadership

A sector in turmoil

The 2014-15 Budget – the pre-cursor to the 2015-16 budget – was perhaps one of the least well received budgets in recent history. It attacked what little stability there was for income support recipients through punitive compliance measures and harsh cuts. And it eroded the efficacy of the advocacy capacity of the sector by defunding several advocacy bodies. This was all in the context also of the broad-banding of the DSS grants program, which subsequently, has become the subject of a Senate inquiry in and of itself. This budget dictated much of the activity of the ensuing year, the year to which this report pertains.

The first half of the 2014-15 year was characterised by frenetic energy. Agencies swapping and sharing intelligence as it arose, rumour accompanying fact as often as not. The information coming from the Department was intermittent, often conflicting, and the processes opaque. It was not a good time for the sector. Anglicare Australia spent a lot of time and energy on sifting through and forensically tracking information to bring some clarity to the process and provide as much assurance to network members as was possible. It is still difficult to ascertain if those activities resulted in any net benefit, as the lack of information and transparency around processes and outcomes continues. Anglicare Australia, during that time, was extremely forthright and frank with former Minister Andrews in regard to the process and has been as similarly frank and forthright with incoming Minister Morrison. At the time of writing, the outcomes from the DSS Grants Senate Inquiry were not known.

Shaping the narrative

Another major issue that has taken much of the Anglicare Australia focus this year was the Royal Commission into Institutional Responses to Child Sexual Abuse. Kasy has continued to play an ongoing liaison role for the Commission, having regular contact with the Solicitor's office. 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. The *Provenance Project* provided an organisational family tree enabling people to identify which current organisations may have records or information pertaining to those former agencies and residences where they received care. This resource was launched at the annual conference in Melbourne and is available on the Anglicare Australia website.

Another major undertaking happened early in 2015 with back to back requests for information in regard to complaints made in the previous 10 years and the policies pertaining to the response and reporting of allegations of abuse, this latter request pertaining to Case 24. These requests were delivered through Anglicare Australia to a number of agencies within the

network as well as a number of other national agencies. This was a contemporary case study looking at the process of reports and did not include survivors of abuse.

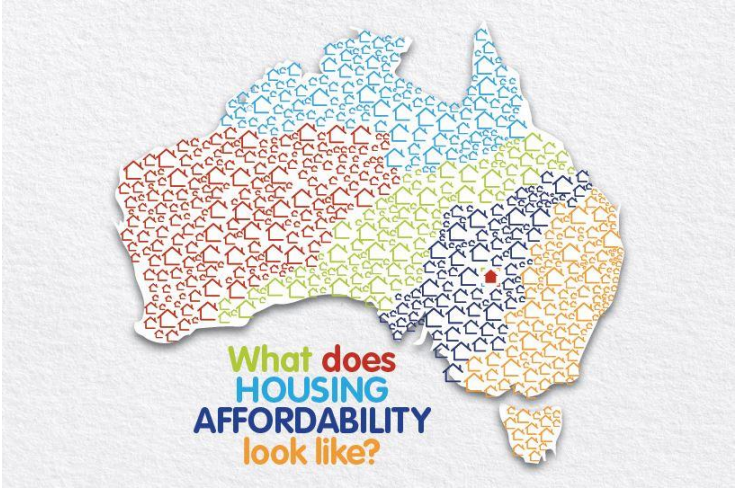
Anglicare Australia has continued to be a leader in the community services sector in relation to the development of research. *Being a/part: State of the Family Report* was a national multi-centre research project investigating the ameliorating effects of feelings of support and belonging on poor life outcomes for those young people who have experienced adversity in their early years. Compiling the voices of young people themselves, the report sought to highlight the positive interventions and was launched by the Governor General, Sir Peter Cosgrove in Sydney during Anti-Poverty week.

Having identified research translation as an area that could be built upon in the sector, Anglicare Australia has embarked on a Research to Practice series which seeks to share the learning that comes from research back through the network but also through the sector. *Being a/part* formed the first of these in the form of a public webinar. Subsequent research to practice series will include a webinar on *Beyond Supply and Demand* and potentially demographic based explorations of the Rental Affordability Snapshot. The Research to Practice Series is available on the Anglicare Australia website.

Anglicare Australia is also harnessing the power of social media and communications far more effectively as we continue to build a social media presence. Having recently ticked over 4000 twitter followers, a media and twitter 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. Our most commonly used hashtags include: #rentalsnapshot, #AAconf2014, and #SOTF2014 (these latter hashtags changing to keep pace with the year, of course).

Anglicare Australia will often use social media alongside traditional media forums to promote the collaborative projects that we've been involved in that help shape and inform social evidence or practice. The Australian Council of Social Services (ACOSS) report, *Inequality in Australia: A Nation Divided* is one such report. Anglicare Australia partnered with ACOSS in this report to help shape the discourse on the impacts of growing and unchecked inequality on those with the least. Anglicare Australia works with ACOSS closely on a number of issues, most notably poverty, housing and tax reform.

Finally, and of particular note is the successful shifting of the Government's taxation white paper agenda. The intersection of political and budget pressures, informed and reinforced by many strong sector voices including Anglicare Australia, the Council on the Ageing (COTA), and ACOSS saw the Government (thanks to the Greens) reopen the door to submissions specifically on the vexed issue of retirement income and superannuation, an area the government had previously appeared to rule out. The Anglicare Australia submission on Tax Reform and Retirement Income can be found on the Anglicare Australia website.



Another way Anglicare Australia sought to influence public opinion in new ways was the development of promotional Avant Cards for the Rental Affordability Snapshot, which were distributed to cafes, cinemas and other local gathering places across the country.

Goal 4: Connection with the Church

The changing face of the church

This year saw the inauguration of the new Primate Archbishop Philip Freier. Anglicare Australia has worked closely with Archbishop Philip Aspinall in his role as Primate and look forward to working as closely with Archbishop Freier. Anglicare Australia would like to thank Archbishop Aspinall for his faithful support of the Anglicare network and his instructive contributions as part of the Anglicare Australia annual conference.

Kasy continues in her capacity on the Public Affairs Commission with much of the focus of that group in recent times covering the treatment of refugees, Constitutional recognition of Indigenous peoples, and the issues facing the most disadvantaged members of our community.

We are also members of the Anglican Church's General Synod Royal Commission Working Group which brings together members of the wider Anglican family in its response to the Royal Commission into institutional responses to child sexual abuse. In working with the national Church, representatives of Diocese, and the Anglican Schools, we represent Anglicare Australia members to help facilitate a collaborative response as appropriate and ensure that the findings of the Commission can be followed as broadly as possible. In particular, the Working Group, which includes Anglicare Sydney, has collaborated on issues in relation to redress and litigation being explored by the Commission.

This year also saw Kasy traveling to China with the Anglican Board of Mission. In visiting with ABM's partner in China, Amity International, Kasy spent time meeting new start up agencies as part of the delivery of training in strategic planning, board governance, management of volunteers, care of the elderly and development of attractive services for people. For Kasy and the Anglicare Network more generally, it was an opportunity to visit, learn from and contribute to a new and emerging sector in a rich culture. We will at Anglicare Australia continue to encourage two-way sharing between our network and Amity through exchanges and visits.

Connecting to our Faith

Anglicare Australia also continues to have strong ties with Anglican Schools through the Anglican Schools Conference and distribution of our key publications through the school chaplains.

The strength of the Chaplaincy Network within Anglicare Australia is important to note. This year, like others, we have included a number of workshops at the national conference related to pastoral care and chaplaincy, which were all well attended and highly regarded. This year also saw the continuation of the Conference Chaplains where Chaplains were available throughout the conference for confidential conversation and prayer as required by conference participants.

Anglicare Australia would also like to note the strong public stance Church leaders have taken on the way the Australian government and people have responded to the needs of people asking us for asylum. We recognise the link that this stance has with the emergency relief, housing and other humanitarian support Anglicare members deliver in partnership with asylum seekers and refugee communities living in Australia.

We continue to work with the other Church based providers. Along with the networks of UnitingCare Australia, Catholic Social Services Australia, Salvation Army (this year joined by Baptist Care Australia) we form a group called the Major Church Providers. This group provides a large proportion of social services across Australia and is in a unique position to understand the larger picture of how these services interact and can best support the communities they serve. This broad view along with the conviction of purpose that these networks bring to their work has ensured that this group is viewed by government as an influential voice in social and economic policy debates.

Financial Year in Review

As predicted in last year's report, membership fees have matured under the methodology agreed under the 2007 Strategic Financial Plan. Council has considered several options to stabilise membership income with a view to building sustainability of our national capability. The preferred option is to increase the membership fee upper cap, a proposal which will be put to the membership at the Annual General Meeting.

Late in the financial year we received an individual bequest of $320,259. As with all bequests and donations, an investigation is in process to determine that the intended beneficiary is Anglicare Australia and not a member organisation. The bequest amount is in a separate term deposit and is narrated in the accounts at note 4.

Without the bequest we would have recorded a deficit for the 2015 year. Although we had budgeted for a 2015 deficit – utilising accumulated surplus for the national collaboration project, the size of the actual deficit was greater than planned as a consequence of a number of matters including membership fees ($45,039 less than budgeted) and conference registrations ($42,826 less than budgeted). Provisions for Long Service Leave and Annual Leave have seen the personnel expenses exceed budget by 6% but excluding this item the total budgeted expenditure was only $13,232 over budget, well within the Council's tolerance of 5% variance.

At the beginning of the financial year the organisation moved its contracted bookkeeping and accounting contract to a new company. At that time we also transferred to new accounting software. The organisation continues to prefer to outsource bookkeeping duties; in a small organisation the extra separation of duties this affords is prudent.

The organisation again met its internal policies for minimum cash positions and liquidity and all spending was within organisational budget policies.

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

Grant Millard
Treasurer, Anglicare Australia
CEO, Anglicare Sydney

ANGLICARE AUSTRALIA INC

ABN: 95 834 198 262

INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2015

	2015	2014
	$	$
Income		
Members' Subscriptions	723,261	718,702
Annual Conference	139,353	141,033
Interest Received	21,802	22,550
Project Income	48,407	55,153
Other Income	359,591	155,784
	1,292,414	1,093,222
Expenditure		
Communication & Postage	12,189	15,563
Personnel	729,743	700,319
Travel	56,277	61,928
Contractors	76,644	72,929
Council	8,457	8,104
Website	4,278	3,065
Depreciation	7,182	12,165
Property	27,569	35,748
Memberships & Subscriptions	23,269	10,207
Office Consumables	1,669	10,038
Publication & Printing	46,920	44,619
Functions & Hospitality	103,652	94,025
Other Expenses	934	11,240
	1,098,783	1,050,035
Operating Surplus/(Deficit) for year	193,631	13,273
Other Comprehensive Income for the year	0	0
Total Comprehensive Income for the year	193,631	13,273

ANGLICARE AUSTRALIA INC

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ASSETS AND LIABILITIES STATEMENT
AS AT 30 JUNE 2015

	2015	2014
	$	$
CURRENT ASSETS		
Cash and cash equivalents	484,504	229,823
Financial Assets	554,342	536,223
Receivables & Prepayments	21,233	55,348
TOTAL CURRENT ASSETS	1,060,079	821,394
NON-CURRENT ASSETS		
Plant and equipment	15,227	22,409
TOTAL NON CURRENT ASSETS	15,227	22,409
TOTAL ASSETS	1,075,306	843,803
CURRENT LIABILITIES		
Creditors and accruals	94,362	97,560
Provisions	107,715	98,380
TOTAL CURRENT LIABILITIES	202,077	195,940
NON CURRENT LIABILITIES		
Provisions	31,735	
TOTAL NON CURRENT LIABILITIES	31,735	
TOTAL LIABILITIES	233,812	195,940
NET ASSETS	841,494	647,863
MEMBERS' FUNDS		
Accumulated Surplus	841,494	647,863
TOTAL ACCUMULATED FUNDS & RESERVES	841,494	647,863

Anglicare Australia Directory of Members

ACT/South-West NSW		
Anglicare NSW South, NSW West & ACT	GPO Box 360 Canberra ACT 2601	02 6245 7100 www.anglicare.com.au
New South Wales		
Anglicare Diocese of Sydney	PO Box 427 Parramatta NSW 2124	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 Riverina	PO Box 10 Narrandera NSW 2700	02 6959 1648 www.anglicare.com.au
Anglicare Western NSW	PO Box 23 Bathurst NSW 2795	02 6360 4596 www.anglicare.com.au
Child & Adolescent Specialist Programs & Accommodation (CASPA)	17 Keen Street Lismore NSW 2480	02 6627 3700 www.caspa.asn.au
The Buttery	PO Box 42 Bangalow NSW 2479	02 6687 1111 www.buttery.org.au
The Samaritans Foundation	PO Box 366 Hunter Region Mail Centre NSW 2310	02 4960 7100 www.samaritans.org.au
Work Ventures Ltd	Unit A1 200 Coward Street Mascot NSW 2020	02 8907 3300 www.workventures.com.au
Northern Territory		
Anglicare NT	PO Box 36506 Winnellie NT 0821	08 8985 0000 www.anglicare-nt.org.au

Queensland		
Anglicare Central Queensland	PO Box 1394 East St Rockhampton QLD 4700	07 4999 2500 www.anglicarecq.org.au
Anglicare North Queensland	PO Box 214 Bungalow QLD 4870	07 4041 5454 www.anglicarenq.net
Anglicare Southern Queensland	PO Box 10556 Brisbane Adelaide Street QLD 4000	07 3028 4669 www.anglicaresq.org.au
EPIC Employment Services Inc	PO Box 2052 Windsor QLD 4030	07 3857 5085 www.epic.org.au
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 Adelaide SA 5007	08 8305 9200 www.anglicaresa.com.au
Anglicare Willochra	24 Hay Street Kadina SA 5554	08 8821 1219 www.diowillochra.org.au
Laura & Alfred West Cottage Homes	c/- Anglicare SA 159 Port Road Hindmarsh SA 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
Tasmania		
Anglicare Tasmania	GPO Box 1620 Hobart TAS 7001	03 6234 3510 www.anglicare-tas.org.au
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 Inc	1 Church St Emerald VIC 3782	03 5968 4460 www.echo.org.au
Melbourne Social Responsibilities Commission	Anglican Diocese of Melbourne 209 Flinders Lane Melbourne VIC 3000	03 9412 6133 www.melbourne.anglican.com.au
Western Australia		
Anglicare South-Bunbury Diocesan Anglicare Council	PO Box 15 Bunbury WA 6231	08 9721 2100 www.bunbury.org.au
Anglicare WA	PO Box C138 Perth WA 6839	08 9263 2000 www.anglicarewa.org.au
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.perth.anglican.org/src
National & International		
Anglicare StopAIDS PNG	PO Box 6491 Boroko NCD Papua New Guinea	+ 675 325 1855 hmeke@anglicarepng.org.pg
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.muaustralia.org.au
Singapore Anglican Community Services	St Peter's Church, 1 Tavistock Avenue, Singapore 555104 Singapore	+65 6586 1064 www.ascension.org.sg
The Anglican Care Network	9 Wilsons Road St Martin's Christchurch NS 8022 New Zealand	+ 643 548 3124 www.anglicancarenetwork.org.nz

The Anglican Trust for Women and Children (ATWC)	PO Box 22 363 Otahuhu Auckland NZ 1640 New Zealand	+649 276 3729 www.atwc.org.nz
The Selwyn Foundation	PO Box 44 106 Point Chevalier Auckland NZ 1246 New Zealand	+649 846 0119 www.selwyncare.org.nz

With thanks to our Sponsors

Anglicare Australia gratefully acknowledges the continuing support and goodwill of our generous sponsors.

HESTA Super Fund again generously sponsored Anglicare Australia's National Conference. Anglicare Australia recognises the very significant contribution that HESTA makes to the community sector and its workforce through its role as the health and community services fund. The large number of Anglicare community service agencies across Australia are also committed to supporting the community, and many of the employees are members of the HESTA fund. Sponsorship by HESTA of the Anglicare Australia National Conference is a positive mechanism to illustrate that relationship.

Our sincere gratitude to **Telstra Corporation Limited** for once again sponsoring the Anglicare Australia National Awards. These awards recognise outstanding services, projects and programs provided by agencies of the Anglicare Australia Network, as well as individual volunteers who have made a significant contribution. The commitment given by Telstra helps make this event a great success.

www.anglicare.asn.au