Anglicare Australia
in every Community

Anglicare Australia Network Census

APRIL 2025

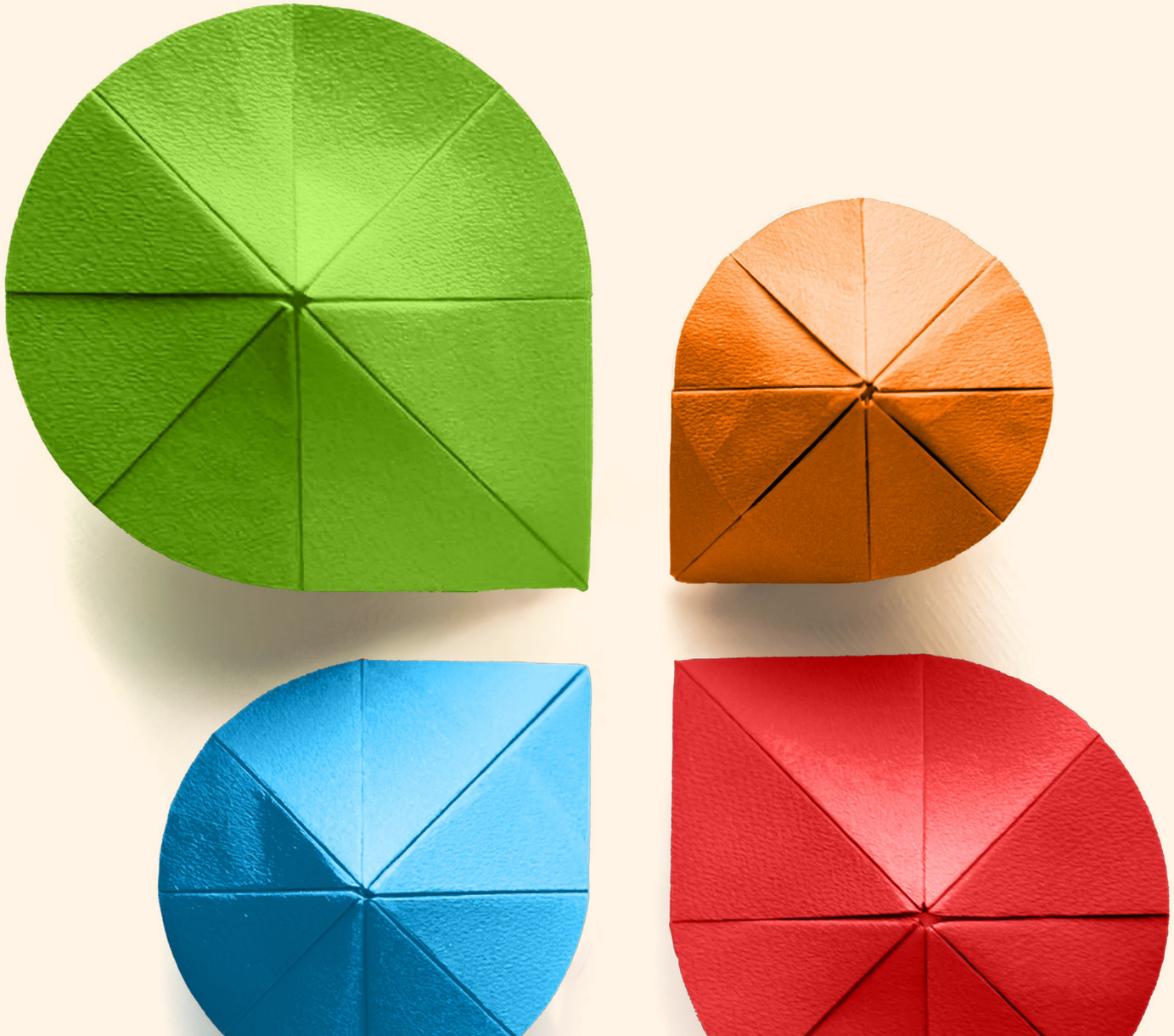
About the Network Census

Anglicare Australia is a network of independent local, state, national and international organisations that provide social services in their respective communities. They are linked to the Anglican Church and joined by values of service, innovation, leadership and the Christian faith that every individual has intrinsic value.

Each year Anglicare Australia collects data from Australian member agencies to support our understanding of the services they offer to communities across the country. The data enables us to understand and communicate the Network's footprint across the country.

This report is a summary of data collected from our members for the 2023-24 financial year.

For any questions, contact anglicare@anglicare.asn.au.



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01 *Our Network*

Anglicare Australia is a network of independent local, state, national and international organisations that provide social services in their respective communities. Through our services and advocacy, the Anglicare Australia Network partners with people, families and communities to build resilience, inclusion and justice.

OUR NETWORK

Organisations

Over the 2023-24 financial year, the Anglicare Australia Network comprised of 34 agencies, with 29 members located across every Australian state and territory and five associate members from New Zealand and Papua New Guinea.

With a combined income of over $2.94 billion, a workforce of over 24,000 staff and 7,000 volunteers, the Network delivers 37 different service types in the Australian community

	SERVICE AREA											
	Aged Care	Chaplaincy & Parish Partnerships	Children & Youth	Community Support & Engagement	Emergency Relief & Financial Wellbeing	Disability Support	Family & Relationships	First Nations	Housing & Homelessness	Mental Health & Wellbeing	Social Enterprise	Out Of Home Care
AUSTRALIAN CAPITAL TERRITORY												
Anglicare NSW South, NSW West and ACT	■	■	■		■	■	■		■		■	■
St John's Care					■							
NEW SOUTH WALES												
Newcastle Anglican	■	■	■	■	■	■	■		■	■	■	■
Anglicare North Coast					■		■		■			
Anglicare Sydney	■	■	■		■		■		■	■	■	■
WorkVentures Ltd				■								
NORTHERN TERRITORY												
Anglicare NT	■	■	■	■	■	■	■	■	■	■		
QUEENSLAND												
Anglicare Central Queensland			■		■		■		■	■	■	■
Anglicare North Queensland		■			■				■	■		■
Anglicare Southern Queensland	■	■	■	■	■	■	■		■	■		■
EPIC Assist						■						
SOUTH AUSTRALIA												
ac.care			■	■	■		■	■	■			■
AnglicareSA	■	■	■	■	■	■	■		■	■	■	■
Anglicare Willochra	■											
St John's Youth Services									■			
TASMANIA												
Anglicare Tasmania	■	■	■		■	■	■		■	■		■
VICTORIA												
Anglicare Victoria		■	■	■	■		■	■	■	■	■	■
Benetas	■											
Brotherhood of St Laurence	■	■	■	■	■	■					■	
ECHO Youth and Family Services		■	■		■							
WESTERN AUSTRALIA												
Amana Living	■											
Anglicare WA			■	■	■	■	■	■	■	■		
Parkerville Children and Youth Care			■				■		■	■		■
St Bart's	■								■	■		
Anglicare South-Boniface Care					■							

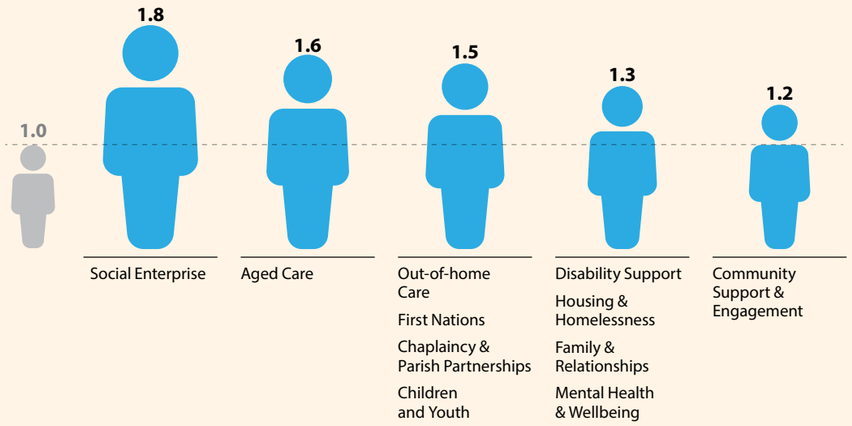
OUR NETWORK

Staff and Volunteers

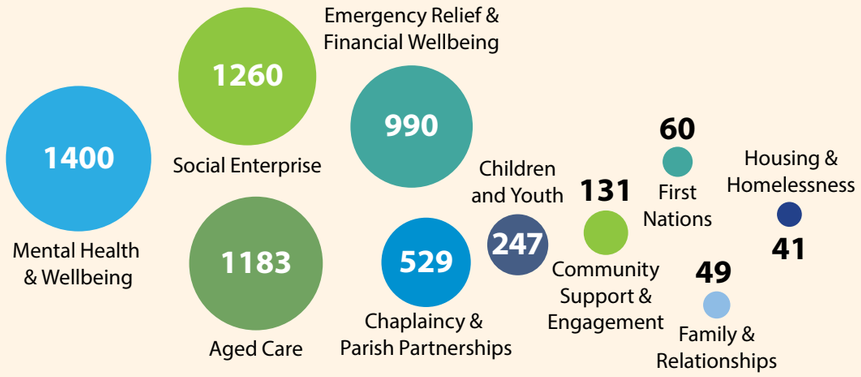
The Anglicare Australia Network supports a workforce of 24,187 staff and welcomed over 6,000 volunteers during the latest financial year.

Aged Care services have the largest staff footprint within the Network, with these services employing 9,946 people. This is followed by Out-of-home care services (2,135) and disability support services (1,390). Over the 2023-24 financial year, 409 Network staff members identified as Aboriginal or Torres Strait Islander.

Staffing ratios across Network services



Volunteers across Network services



OUR NETWORK

Reconciliation Journeys

As a Network, Anglicare Australia is committed to working with Aboriginal and Torres Strait Islander communities in genuine partnership, with reciprocal opportunities for sharing and learning from each other.

Across the Network, 12 member organisations have a registered Reconciliation Action Plan with Reconciliation Australia, and an additional four members have in place an alternative framework for advancing reconciliation. A further seven members are currently working on designing or updating their Reconciliation Action Plan or are exploring an alternative framework to advance Reconciliation.

Alternative frameworks for advancing Reconciliation include; First Nations employment frameworks; partnering with local First Nations businesses and suppliers; introducing First Nations cultural training for all staff; or maintaining Aboriginal and Torres Strait Island representation on the Board of Directors.

Diversity and Inclusion

Anglicare Australia strives for social justice, respecting the inherent worth of every human being with special concern for the vulnerable and disadvantaged. In support of the Network values, member organisations of all sizes have a range of formal policies in place to support diversity and inclusion in the workforce. This includes:

19 organisations addressing **gender equality in the workplace**

19 organisations supporting **flexible working arrangements**

21 organisations recognising employees with **family or caring responsibilities**

22 organisations supporting the **prevention of sexual harassment**

19 organisations supporting staff who are experiencing **family or domestic violence**

20 organisations prioritising **diversity and inclusion**

OUR NETWORK

The People we Serve

Each year, the Anglicare Australia Network provides support to people around the country. We are deeply engaged with our local communities, and collectively provide every form of community service. Some agencies focus on a single program in one community whilst others provide a wide range of services across an entire State or Territory and beyond, with some having provided service to the community for over 160 years

As of the 2023-24 financial year, the Anglicare Australia Network footprint included:

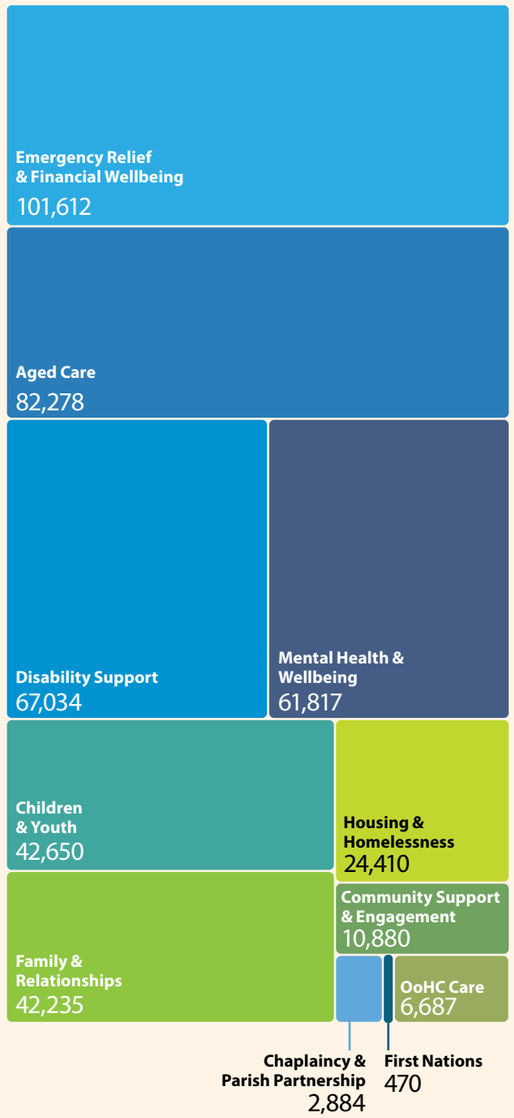
37
different services spanning 12 broader service areas delivered

596,600
people supported across every state and territory

Emergency Relief and Financial Support services have long been the Networks largest service area, support over 95,000 individuals throughout the last financial year. This is followed by Aged Care, then Disability Support services.

Where service engagement is recorded by session numbers, Mental Health and Wellbeing services are the largest, followed by Housing and Homelessness services, and Family and Relationship services.

Client numbers across Network services



02 *Our Services*

The Anglicare Australia Network delivers services across Australia that support individuals and communities needing assistance to overcome different issues and challenges. In 2023-24, the Census identified that 37 different service types are provided by the Network across 12 broader service areas.

OUR SERVICES

Aged Care

Anglicare Australia believes that every person has the right to dignity and quality of life as they age. Key to achieving this is an ongoing commitment to a continuum of care, that allows everybody to get the support and care they need in a way that suits them. The Anglicare Australia Network supports tens of thousands of older people to access a range of care services to support them as they age.

In 2023-24, 82,278 older Australians were supported by our Network through aged care services, across every state and territory. The delivery of these services was achieved through 11 Network members and supported by 9,946 staff, and 1,183 volunteers.

Aged care services include the provision of residential aged care, home and community-based aged care and Independent Living Units (ILUs) and retirement villages.

In line with Australia's funding structure for aged care, the Network received more than $1.6 billion in income to provide aged care services, with the majority of funding derived from federal government funding or service fees.

Residential aged care generated 57 percent of the total aged care income. Followed by home and community aged care (29 percent) and retirement villages and ILUs (14 percent).

RESIDENTIAL AGED CARE

8,041 people

8 agencies

20 percent of clients were transition and respite care residents. 20 of these residents identified as Aboriginal and Torres Strait Islander people, though this number may be higher as not all members collect data on the cultural background of their clients.

5,659 staff and 667 volunteers delivered residential aged care services. For every full-time equivalent position, 1.6 staff were employed and on average, each volunteer volunteered for 19.6 hours.

The Network receives over $932 million in income for residential aged care services.

HOME AND COMMUNITY CARE

68,000+
people across seven states and territories

10
agencies

In total they received over $469 million in income and supported by a workforce of close to 4,000 staff and 274 volunteers.

People receiving support through the Commonwealth Home Support Programme (CHSP) and Home and Community Care (HACC), made up the majority of community aged care clients at over 42,000 people. Another 10,225 clients received support through the Aged Care Volunteer Visitor Scheme and Care Finder.

There were 1,162 identified Aboriginal and Torres Strait Islander clients receiving home or community aged care supports.

RETIREMENT LIVING AND ILUS

6,123 residents

8 agencies

Of the approximately $232 million in income, service fees at $89 million made up 38 percent of total income for ILUs and retirement villages. For a second year in a row, other income such as interest overtook service fees to be the largest income source for ILUs and retirement villages (59 percent).

OUR SERVICES

Chaplaincy and Parish Partnerships

Chaplaincy and Parish services provide people with emotional support, spiritual support and companionship.

36,957
Chaplaincy and Parish sessions

10
agencies

These services were provided by a dedicated team of 215 staff and 529 volunteers, who contributed 11,476 hours of their time. The operations of these services were funded by over $4 million in income, primarily sourced from state government grants.

Children and Youth

Anglicare Australia believes all children and young people need to be provided with care and love, as well as the opportunity to fully participate in their communities. Our Network supports over 40,000 children and young people each year through child and youth specific services.

CHILDREN'S SERVICES

31,000+
children across Australia were supported through children's services throughout 2023-24. This support was delivered by 391 staff members and 105 volunteers.

YOUTH SERVICES

11,000+
young people accessed youth-specific services across the Network in 2023-24. They were supported by 380 staff and 142 volunteers

OUR SERVICES

Community Support and Engagement

Community Support and Engagement Services encompass a wide range of services that promote inclusivity and support participation in the community. These services include community pantries, energy assistance programs, digital inclusion, employment services (excluding disability employment services), legal and justice services, and migrant and refugee support services.

10,880+

people accessed community support and engagement services from nine Network members throughout 2023-24. A further 11,000 engagements were recorded with digital inclusion support services.

This work was supported by 312 staff and 131 volunteers, generating an income of over $47 million.

Disability Support

Anglicare Australia believes the diversity and contribution of people with disabilities enriches our communities, and an inclusive society is a better society for everyone. Our Network works with people with disabilities and their families across the country, to enable every person to participate equally within our communities.

Nine members of the Anglicare Australia Network provide targeted support services for people living with disability, ranging from disability care and support, disability employment services, respite care, and support for carers.

DISABILITY SUPPORT SERVICES

62,000

people with disability across Australia received the support of 1,263 staff of Network members.

DISABILITY EMPLOYMENT SERVICES

As a dedicated provider of disability employment services, one member of the Network delivered employment services throughout a workforce of 117 staff.

4,419

people

RESPITE AND CARER SUPPORT

Some members provide support services for informal carers of people with disability or older people. In 2023-24, the Network delivered:

24

support sessions for carers

OUR SERVICES

Family and Relationships

Every Australian has the right to live safely and free from harm and this is especially important at home. The best way to give children and young people the best possible start in life is to support parents and families to provide loving and secure homes. However, thousands of people and children suffer each year as a result of relationship breakdowns, or family and domestic violence. Our Network delivers family and relationship services that enable families nationwide to build safe, loving home environments. As well as support people experiencing family and domestic violence.

42,000+

clients received Family and Relationship services from a workforce of 1,174 staff in the fifth largest service area across the Network.

These services include support for people fleeing family and domestic violence, targeted support for men, women and children, and family relationship services. Family relationship services and men's support services include counselling, support during relationship separation, and helping clients develop the skills needed for healthy relationships.

70 percent of the Network's family and relationship services clients accessed family relationships and counselling services, while the remaining 30 percent accessed family and domestic violence services.

.

70%

FAMILY AND RELATIONSHIP SERVICES

30%

FAMILY AND DOMESTIC VIOLENCE SERVICES

OUR SERVICES

First Nations

Aboriginal and Torres Strait Islander cultures are a source of strength, resilience, and identity for all Australians. Anglicare Australia recognises the importance of maintaining connections to culture, country and kinship to Aboriginal and Torres Strait Islander peoples' health and wellbeing. We also recognise the importance of providing services that are culturally safe for Aboriginal and Torres Strait Islander peoples.

The Network supports First Nations young people to achieve their educational, personal, employment and leadership goals by providing dedicated, culturally safe and trauma-aware supports. This includes preventative and early intervention programs for First Nations youth, who are disproportionately represented in Australia's youth justice system.

Anglicare Australia members also partner with Aboriginal-controlled community organisations to deliver strong and sustainable services, offering support in areas such as advice and guidance, project management, grant writing, workforce development, and policy development. Advocacy for the self-determination of First Nations peoples continues to be a key priority for the Network.

470

First Nations people were provided cultural support services by member organisations in 2023-24. These services were delivered by 26 staff members and 60 volunteers, with $2.5 million in funding.

OUR SERVICES

Emergency Relief and Financial Wellbeing

Anglicare Australia believes that a fair society is one where everyone can live a dignified life and nobody lives in poverty. A decent, secure income is crucial to our wellbeing yet Australia's economic divide in growing. Each year, thousands of people turn to the Anglicare Australia Network when they need food, financial counselling, or emergency help to pay essential bills.

Emergency relief and financial wellbeing services have long been the largest service area by client numbers across the Anglicare Australia Network. As Australians continue to struggle through a cost-of-living crisis, it is unsurprising that these services remain the most popular across the Network. This service area encompasses emergency assistance, financial counselling, no-interest loan schemes, financial literacy programs, and disaster recovery support. It is difficult to accurately capture the full reach of these services as client numbers are not recorded for all program types, however at least 95,000 individuals across the country received support from the Network through these services in 2023-24.

EMERGENCY RELIEF SERVICES

Emergency relief provides one-time assistance to help individuals meet their basic needs, such as food, medicine, utilities, clothing, and shelter. While this support has traditionally been accessed by people with low or no income, new client groups are now seeking assistance. These include homeowners and employed individuals who previously managed their financial situation but are now in need of support.

77,219

people helped by Network agencies (tracked by unique clients)

61,192

sessions provided by Network agencies (tracked by sessions delivered)

The services were delivered by 172 staff members and 639 volunteers. On average, each volunteer contributed 94 hours of their time, though the total number of volunteered hours is likely higher, as not all organisations reported volunteer hours. The Network's emergency relief efforts were supported by $17.8 million in funding, with the federal government being the primary funding source for most Network agencies.

FINANCIAL COUNSELLING SERVICES

Financial counselling helps individuals take control of their finances by providing education and support to establish affordable payment plans, access grants or concessions, negotiate with creditors, and secure no-interest loans.

Collectively, 13 Network agencies received over $33 million in funding and employed 172 staff members. Six volunteers supported the financial counselling efforts of the Anglicare Network.

24,000

people received financial counselling (tracked by unique clients)

8,900

sessions provided by Network agencies (tracked by sessions delivered)

DISASTER RECOVERY SERVICES

Disaster recovery services support people affected by disasters by offering food, housing, practical assistance, information, referrals to other services, and mental health support.

Six Network members provided disaster recovery services across four states and territories with $4 million in funding. Services were supported by 140 staff and 395 volunteers.

OUR SERVICES

Housing and Homelessness

Everybody deserves a place to call home. A place that is safe, a place to rest, a place to welcome our friends. These are the needs that only a home can provide. Each day, the Anglicare Australia Network helps people that are homeless or on the edge of homelessness including young people leaving the out-of-home care system, single parents on low incomes, women leaving domestic violence, or older people.

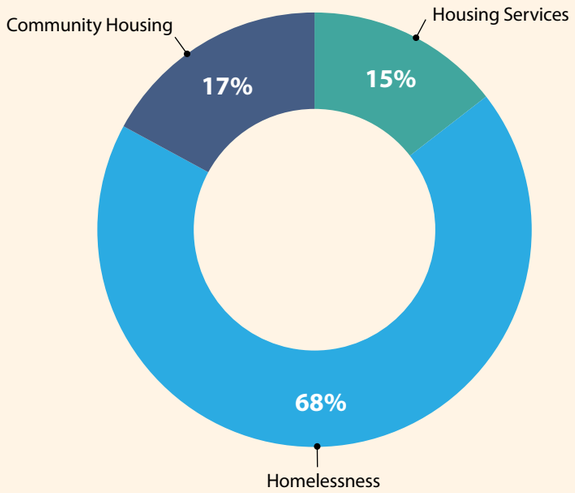
Continued advocacy for universal access to secure and affordable housing is a key priority for members. 16 Network members across all states and territories provided homelessness or housing services, making it one of the most delivered services in the Network.

The homelessness services provided by the Network cover early intervention, outreach support, and crisis accommodation services. Examples include the Arches, Foyer and OHome programs.

The Network manages a range of housing types, including affordable rental properties. These are provided through the National Rental Affordability Scheme (NRAS), National Housing and Homelessness Agreement (NHHA), social and community housing provision, and head-leasing from state housing authorities. Many members also manage housing that they own, while some provide tenancy support services to help people at risk of losing their tenancy.

Housing, community housing, and homelessness together made up the fifth largest service area by income in 2023-24 at a total of over $156 million.

Clients across housing and homelessness services



24,000 **clients** accessed the Network's homelessness, housing and community housing services. Homelessness services saw the greatest number of clients, followed by housing services and community housing services.

147k+
homelessness service sessions

3,800+
community housing service sessions

In terms of **sessions delivered**, homelessness services recorded the greatest number of sessions, followed by community housing services

OUR SERVICES

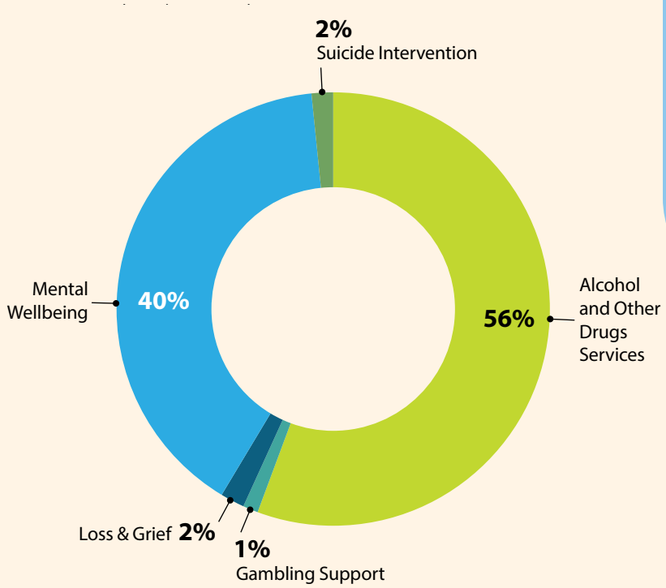
Mental Health and Wellbeing

Anglicare Australia believes that mental health is crucial to our wellbeing and happiness. To create healthy environments and support people across Australia, we must invest in early intervention and put an end to the stigma surrounding mental ill-health. We must also ensure that quality mental health support is available for everybody who needs it.

Our Network provides a range of mental health and wellbeing services that are designed to help individuals navigate and overcome challenges related to their emotional, psychological, and behavioural health. Whether it's supporting individuals with gambling or alcohol and drug addictions, helping them cope with grief and loss, addressing suicidal thoughts, or providing general mental wellbeing support, our Network offers a comprehensive range of services to meet diverse needs.

The income for mental health and wellbeing services in 2023-24 totalled over $75 million and were delivered by 538 staff members and 1,400 volunteers. At the time of surveying, services were being delivered by 13 agencies across seven states and territories.
Mental wellbeing services were provided by 11 agencies, alcohol and drug support by eight, grief and loss services by two, gambling support by four, and suicide intervention by five.

Client numbers across mental health and wellbeing services



61,000+
clients benefitted from these services. Most clients accessed alcohol and drugs services (56 percent) and mental wellbeing services (40 percent).

13
Agencies

OUR SERVICES

Social Enterprise

Social enterprises are services that operate with the goal of improving communities, addressing social issues, supporting the environment, or providing individuals facing barriers to employment with access to training and job opportunities. The Network operates a broad range of social enterprises, with op shops being the most common. In 2023-24, seven members ran social enterprises. The operations were supported by 247 staff and 1,260 volunteers.

Out-of-Home Care

Anglicare Australia recognises that young people who are or have been in out-of-home care are one of the most vulnerable, traumatised and disadvantaged groups in Australia. They often come into care with long histories of trauma caused by chronic abuse and/or neglect.

Our Network delivers a range of services to ensure young people in care are valued, supported emotionally and socially, and given agency over their own lives.

Out-of-Home Care (OOHC) across the Network encompasses services which address the whole continuum of care. This includes foster and kinship care, residential care, permanent care, adoption, preservation and reunification services, and leaving-care support such as Next Steps Plus.

As of 2023-24 ten Network members provided OOHC services in six states and territories.

The Network provided OOHC services to over 7,200 children and young people in 2023-24, of which 558 young people received post-care support through programs such as Next Steps Plus and the Supported Independent Living Program. Most children in OOHC arrangements are in foster care (66 percent) or are in a restoration, preservation and reunification program (15 percent).

OOHC is also the second largest service area across the Network in terms of staffing numbers, with over 2,100 staff. There are 1.52 employees to each FTE position, which is just above the average ratio of 1.47 across all service areas.

FIRST NATIONS CHILDREN IN OOHC

25 percent of children in the Network's care are Aboriginal and Torres Strait Islander, with large variations across agencies. For example, the percentage of Aboriginal and Torres Strait Islander children in residential care varied significantly across members, ranging from three percent to 64 percent.

The majority are staying in either foster care (68 percent) or residential care arrangements (15 percent). Only 12 percent of First Nations children have been restored or reunified with their families, a rate that is below that of the general population.

7,200
children and young people in received OOHC services in 2023-24.

8
Network members

Anglicare Australia
in every Community