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# AnglicareSA's VISION

Justice, respect and fullness of life for all

## STATEMENT OF PURPOSE

AnglicareSA, on behalf of the Anglican church, expresses God's love for individuals, families and communities by:

- Making a positive difference to quality of life
- Responding to needs and issues in ways which enhance and protect dignity and integrity
- Promoting social justice

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VALUES & BEHAVIOURS

VALUES & BEHAVIOURS

COMPASSION

COMPASSION

INTEGRITY

INTEGRITY

STEWARDSHIP

STEWARDSHIP

EQUITY

EQUITY

SERVANT LEADERSHIP

SERVANT LEADERSHIP

## REPORT FROM THE BOARD CHAIR

ANGLICARESA CONTINUES TO BUILD ON ITS STRENGTH AS ONE OF SOUTH AUSTRALIA'S LEADING NOT-FOR-PROFIT ORGANISATIONS BY EFFECTIVELY BUILDING ON OUR PARTNERSHIPS WITHIN THE ANGLICAN COMMUNION AND ACROSS THE COMMUNITY.

We are dedicated to serving and giving a voice to those who are most vulnerable in our community, fulfilling our vision of justice, respect and fullness of life for all in everything we do.

In this last 12 months we have leveraged the strength of our financial position to successfully bid and assume the important responsibility to manage 479 properties in Elizabeth Vale and Elizabeth Grove as part of the State Government's Better Places, Stronger Communities initiative.

This was an important first step in the growth and development of our Community Housing portfolio, which has a specific focus on providing a home and the relevant supports to those in need.

We continued to meet our obligation and commitment to be a strong voice in the community on the topic of child protection. Our voice was loud and clear on the necessary law and practice changes required to the State's child protection system through submissions to the Child Protection Systems Royal Commission and lobbying of the State Government. Our work in this area is nowhere near complete and we will continue to maintain a strong influence in this area.

We are acutely aware of the changing nature of funding and our customers' increasing expectations in aged care and disability services which means much of our forward planning is targeted towards AnglicareSA continuing to be a customer focused organisation.

In facing these and other future challenges, the Board and Executive have undertaken significant strategic planning activities, effectively positioning us to deliver on the actions that are required to keep AnglicareSA relevant and sustainable to 2020 and beyond.

Our new strategic plan is nearing completion, having had significant input from across AnglicareSA and stakeholder groups, and will provide the roadmap for a strong, sustainable and customer focused organisation, while always being mindful to express God's love through care.

Throughout the year we welcomed three new members to the AnglicareSA Board: Mr Grant Chapman, company director and business consultant, The Reverend Canon Ali Wurm, Parish Priest for St. Martin's Whyalla and The Reverend Darren Russ, Executive Officer to the Registrar.

Their contributions to the Board, particularly in this time of strategic planning, are appreciated and I look forward to working closely with them into the future.

We said farewell to two long serving members of the Board – Dr Michelle Fernando and Mr Alastair Lea. I'd like to thank Alastair and Michelle for their insight and faithful dedication to service.

It is a privilege and honour for me and all my fellow Board members to serve Anglicare SA and its important mission helping to support those most in need in our society.

Although the Most Reverend Dr Jeffrey Driver did not leave the Board until after the period covered by this report, I feel it is timely to recognise his great contribution to AnglicareSA over the past 11 years. During his tenure as President of AnglicareSA, the organisation has developed into a mature, well governed and financially secure organisation of some 2500 staff and volunteers dedicated to serving the needs of 58,000 South Australians in need, annually. Our present strength and sense of mission are the best tribute to the expertise of Archbishop Jeffrey's careful leadership.

Finally, I would like to pay tribute to and thank the 2500 AnglicareSA staff and volunteers who serve across the province of South Australia. They are the real assets of AnglicareSA and most deserving of our gratitude and support.

We are indeed blessed to have strong leadership, an outstanding and dedicated team of people, to be in a sound financial position and have a strategy, underpinned by our mission that has prepared us for the future challenges we know we will face in the changing social landscape.



MR BRUCE LINN  
Chair



## REPORT FROM THE CHIEF EXECUTIVE OFFICER

EVERY DAY OUR DEDICATED STAFF AND VOLUNTEERS WORK SIDE BY SIDE WITH MEMBERS OF THE SOUTH AUSTRALIAN COMMUNITY.

We are continuing to experience substantial demand for our Emergency Assistance services from our six sites – Adelaide City (The Magdalene Centre), Elizabeth Mission, Salisbury, St Mary's, Christies Beach (Diocese of The Murray) and Whyalla (Diocese of Willochra).

We strengthened our presence in Adelaide's southern suburbs with the opening of our new Outer Southern Hub at Christies Beach in February 2016. The new hub brings together all of AnglicareSA's southern services into one central location, allowing greater access for the local community.

Unfortunately our biannual Turn Away Census consistently shows a steady number of people being turned away, particularly in Adelaide's northern suburbs. To help respond to this, planning for the Elizabeth Mission redevelopment continues and it is hoped concept planning will be completed by the end of the first half of the 2016-17 financial year. This is an exciting project which will better place us to meet growing community needs, and a great example of strong partnering with the Parish of Holy Cross Elizabeth and the Diocese of Adelaide.

In late October 2015 we commenced the management of 479 dwellings in Elizabeth Grove and Elizabeth Vale following the State Government's release of 1100 properties through the Better Places Stronger Communities initiative. We have hosted 11 community consultation events with more than 560 people engaged and our tenant satisfaction rate sits at 92 per cent.

The Australian Government announced major reforms to home care during 2015/16 and we are working closely with our existing customers to prepare them to transition to the new system.

To enhance our fundraising efforts, we held the inaugural Coffee Break campaign. Coffee Break challenged people to go without coffee for one week and encourage their peers, friends and family to sponsor them to help raise money for AnglicareSA homeless programs.

AnglicareSA was proud to have been announced as a 2016 Port Adelaide Football Club Tier 1 Charity Partner. This partnership is reflective of the close work we've been undertaking with the club over the past 12 months through the successful Power Generation Program.

Our Foster Care services received State Government funding for a new Specific Child Only (SCO) program.

The intent of the service is to provide a dedicated pathway for SCO carers to progress through the screening, assessment, learning and registration process. We are continually amazed and proud of the support our 385 foster carers provide to more than 460 children.

I am extremely thankful for the time, support and efforts of our 1806 employees and our 700 volunteers who are an integral part of our organisation. I am equally thankful for the support of the Anglican Community through The Dioceses, Parishes, Schools and other ministry organisations for the continuing prayerful and practical support especially the partnering relationships we have with parishes in the Diocese of Adelaide.

Everyone in the AnglicareSA family, our staff and our volunteers, are guided by our five values of Integrity, Compassion, Stewardship, Equity and Servant Leadership. These are the values we collectively live and breathe every day.



The Reverend Peter Sandeman  
CEO AnglicareSA



## ANGLICARESA BOARD 2015 - 2016



**MR BRUCE M LINN**  
BSc FUniSA FAICD FACS

Bruce Linn is an experienced Company Director, Chairman and former CEO who heads a successful governance and strategic management consulting business operating in Australia and the USA.

Formerly CEO of Finlaysons Lawyers, his previous executive roles include CE for EDS (now HP Enterprise), where he was responsible for all State Government business of EDS in Australia and CEO of Camtech, one of Australia's leading Internet & Electronic Payments technology innovators.

A Science graduate of The University of Adelaide, he is a technologist with over 35 years' experience in business strategy, digital strategy, governance, leadership, business management and commercialisation of a broad range of technologies including IT, telecommunications, Internet and social media.

Past President of the Australian Institute of Company Directors (SA/NT Division), his current Directorships include SABRENet Limited, UniSA Ventures Pty Ltd and SA Heart Centres Pty Ltd. He is Chairman of Anglicare SA Ltd, eResearch SA Ltd, Adelaide Chamber Singers Inc and Sensei Productivity Pty Ltd.

He is a fellow of the Australian Institute of Company Directors and the Australian Computer Society. He has been awarded a University Fellow from the University of South Australia.



**THE REV'D DAVID COVINGTON-GROTH**

David Covington-Groth is currently the Parish Priest of St Michael's Mitcham and has been in the Diocese of Adelaide for 11 years prior to which he was Parish Priest for Broken Hill (Diocese of Riverina).

He has been ordained for over 14 years. Previously he worked as an Occupational Therapist and health service manager across a number of different institutions.

A keen interest in the life of the Diocese of Adelaide saw him serve as the Convenor of Church in Society Ministry Unit for seven years, a term as a Diocesan Nominator and the Council of Churches General Council, and currently he is a member of Diocesan Council.



**MRS ANN BLOOR**  
JP(ret), BA, B Soc Admin,  
Dip Soc Sci, M Pol&Admin,  
Dip Th, MAASW

Ann Bloor is an experienced senior manager with expertise in managing human services.

Currently a Member of the Parole Board of SA, previous roles include within the SA Public sector, Regional Manager Corrections, Coordinator Health and Welfare Services, Supervisor Programs, and Assistant Manager YLP, and in Victoria with the Department of Community Welfare, Supervisor Substitute Care Services.

Ann was responsible for Safer Ministry Education for the Anglican Diocese of Adelaide while the area was under review and continues as a sessional educator.

A professional social worker and graduate of Flinders University, she has over 37 years' experience in planning and administration in both residential and community services.

She is a past Secretary and a Member of the Australian Association of Social Workers.



**MR JOHN BLUNT**  
BA (Accountancy), FCPA

As Chief Executive Officer, Makris Group of Companies from 2005 until 2016, John Blunt has extensive experience in development, property management, leasing, financing and administration.

John also has a strong financial and accounting background having held senior banking roles at Commonwealth Bank and the BankSA Group, in addition to roles with Deloitte and KPMG.

John is a graduate of the University of South Australia, a Fellow of the Australian Society of Certified Practising Accountants and for 9 years was a Member of the Board of Governors at St Peter's Collegiate Girls School Inc.



**MR PHILIP JOHN EVANS**  
BE, P.Eng

Philip Evans, a graduate of the University of Adelaide, is a retired Professional Engineer with skills in communications electronics, information technology, business planning, operational

management, human relations and international consultancy.

Philip is experienced in implementing organisational structural change within a major Australian telecommunications carrier and has been active in consultancies to various similar overseas organisations.

He has been engaged in developing the National Strategy, Planning and Resourcing required to ensure business operational capability met Government approved service standards, with a later focus on the delivery of service to those in rural and remote Australia.

He is a Pastoral Assistant with Liturgical Functions in the Anglican Diocese of the Murray, a Life Member of SA Scout Association, served as a member and Captain in the South Australian Country Fire Service, and is Treasurer and past President of Choir Cecilia Inc.



**THE REV'D CANON ALI WURM\***  
BED, MDIV

Ali Wurm is currently the Parish Priest for St. Martin's Whyalla where she has served since 2012. Ali is a member of Diocesan Council and has served as a Spiritual Director for the Diocese of Willochra's

Eco-spirituality program for many years. Ali was ordained in 2000 in the Diocese of Adelaide where she served at St. Saviour's Glen Osmond, St. Peter's Cathedral, St. Paul's Port Adelaide and St. Bede's Semaphore. Prior to ordained ministry Ali worked as a Community Worker, Youth Worker, Welfare Worker and Chaplain.

She was appointed to the Board of AnglicareSA in July 2015 to represent the Diocese of Willochra.

### MR KEITH STEPHENS

BA MMGT GAICD



Keith Stephens is the Registrar and Secretary of Synod of the Anglican Diocese of Adelaide.

Keith is a former Director of the Australian Government Innovation Fund with the

Commonwealth Department of Education, Employment and Workplace Relations, with significant involvement at the policy and operational levels of Employment Services in Canberra.

A graduate of The University of Adelaide and The Australian National University, Keith is also a Graduate of the Australian Institute of Company Directors.

Keith is a member of a number of boards and committees of the Anglican Church, including Anglicare SA Ltd and St Andrew's School.

Keith formerly served as a Board Director and Treasurer with Belconnen Community Service in Canberra, Board member and Chair of the Finance Committee for Pedare College and Chair of the St Peter's Cathedral Music Foundation.

### MR GREG FRISBY



Greg Frisby is an experienced company director and corporate consultant with extensive experience across several industry segments including financial services.

Prior to commencing his own Corporate Advisory business, Greg held senior executive roles at Westpac Banking Corporation, Partnership Pacific Ltd (Merchant Bank), Hindmarsh Adelaide Group & Custom Credit Corporation Ltd.

More recently he held the position of CEO of SA based stockbroker Baker Young Stockbrokers Ltd, and continues that association as a Senior Advisor to their Equity Capital Markets and Corporate Advisory.

Greg has a strong background in corporate finance, strategic planning and corporate governance.

He has been a director of AnglicareSA for over three years, including current Chair of the Finance Committee, having served five years as a member of the Finance Committee.

He was previously a board member at St John's Grammar School and Pedare Christian School.

### MS EMMA RIGGS

LLB(Hons) B.Com



Emma is a solicitor at Camatta Lempens Lawyers and a graduate of the University of Adelaide and the Australian National University (ANU) College of Law.

Emma has studied and worked in Commonwealth bodies abroad and currently practices in corporate governance, general litigation, dispute resolution, industrial, property and refugee law.

She is a current Director of the Anglican Board of Mission, teaches and mentors in the Master of Legal Practice (MLP) program at ANU, is the South Australian representative on the Anglican Church's Legal Committee and involved with the Diocese of Adelaide legal committee.

Emma is an executive member of the South Australian Council for Civil Liberties, the Refugee Advocacy Service of South Australia and is passionate about the Archbishop's work in Africa, particularly the Bor medical clinic in South Sudan.

### THE REV'D DARREN RUSS\*

JP, BCOM, MDIV



Darren Russ is the Executive Officer to the Registrar of the Adelaide Diocese and an ordained Anglican Minister serving as an Assistant Minister at St Matthew's in Kensington.

He is an Independent Director of CMS Australia and Chair of the Audit and Risk Committee. Darren has previously held other organisation governance roles including National Council member and Management Committee Chair of SparkLit (formerly SPCK Australia). Darren is a Justice of the Peace of South Australia and a Member of the Australian Institute of Company Directors.

Prior to full-time Gospel ministry, Darren worked in IT and business consulting for more than 25 years including 15 years at Accenture; the last eight years as Partner responsible for the Technology Consulting practice in Australia and the Analytics organisation across Asia Pacific.

Darren was a member of the Australian Country Council, a member of Accenture's Global Service Oriented Architecture Council, led the Microsoft Solutions practice for Asia Pacific and was a member of the Global Analytics Leadership Council. He was also a certified Accenture Quality Assurance Partner and Lead Solution Architect.

### MR GRANT CHAPMAN\*

BA(Hons)



Grant Chapman has successfully completed a number of projects during a distinguished business and parliamentary career.

He was a marketing executive with Shell Co of Australia Limited and was a self-employed management consultant.

Grant served as the Federal Member for Kingston from 1975 to 1983. From 1987 he was elected on four successive occasions as a Federal Senator for South Australia, before retiring in 2008.

Throughout his time in Federal Parliament, Grant was involved in numerous committees including Chair of the Joint Statutory Parliamentary Committee on Corporations and Financial Services, overseeing ASIC and helping to reform Australia's corporations law and the regulation of financial services.

Currently, he is a business consultant, company director and also involved in farming.

Grant was appointed by the United Nations to its Panel of Eminent Persons to Combat Desertification in 2001 and in 2003 the President of Chile awarded him the Grand Cross, Order of Bernardo O'Higgins, for his contribution to international relations.

\*Commenced during 2015-16

The following members resigned from the AnglicareSA Board during 2015-16:

**DR MICHELLE FERNANDO**  
**THE VENERABLE PETER CHILVER**  
**THE REV'D ANDREA McDOUGALL**  
**MR ALASTAIR LEA**

# SIDE BY SIDE

## OLDER PEOPLE



## SUPPORTING OLDER PEOPLE

AnglicareSA respects and cares for older people in their own homes, in our residential aged-care facilities and in the community. We are committed to supporting older people to live full and rewarding lives where their choices are respected.

**1722**

supported customers  
across all Home Care  
programs

**177**

employees within  
Home Care

**1227**

customers accessed  
Commonwealth Home  
Support Program  
services

**495**

Customers accessed  
Home Care Package  
Services

## HOME CARE

During 2015/16 the Australian Government announced significant reforms to home care. The reforms will change the way that home care services are delivered to older Australians and will be implemented in two stages.

In the first stage, from 27 February 2017, funding for a home care package will follow the consumer. This will allow a consumer to choose a provider that is suited to them and to direct the funding to that provider. The consumer will also be able to change their provider if they wish, including if they move to another area to live.

There will be a consistent national approach to prioritising access to home care through the My Aged Care gateway. The second stage will build on these changes by integrating the Home Care Packages Program and the Commonwealth Home Support Program into a single Care at Home Program. The Government's intention is to introduce the new integrated program from July 2018. This poses significant changes to the way that Home Care delivers services to consumers in the future.

In order to assist our existing customers to transition to the new system and for new customers to be able to navigate the new government systems, the Home Care team has been working hard to prepare for the changes.

Home Care is further developing our Consumer Directed Care Model of service delivery that offers our customers choice and control regarding the services they receive to enable them to live at home in the way they want to.

To ensure that Home Care continues to meet the needs of our customers and provide value for money for services delivered, a restructure of its operations is underway and is due to be finalised in early 2016/17.

This has resulted in the cost of services to our customers being fixed for 2016/17, and in some cases reduced, to ensure better value for their money.

## CHALLENGE ACCEPTED

AnglicareSA's Home Care staff are caring and committed people who are never daunted by a challenge. So when one of their long term clients approached them with an unusual request, they immediately put their heads together to work out how they could say "yes, we can!"

One of our customers, Trevor, wanted to use his Home Care Package to travel to Warracknabeal, Victoria to visit his wife's grave. He also wanted his regular AnglicareSA care workers, who he trusts and is familiar with, to get him there.

While the nature of the request was unique and new territory for Home Care, the team worked together to support Trevor in achieving his goal.

There were several things for staff to consider including risk assessment and planning, organising carers and backup, sourcing a suitable vehicle and organising accommodation.

The trip was a big success! Trevor was finally able to achieve his dream of spending time at the graveside of his much loved wife.

He was also fortunate to run into an old acquaintance and was able to visit the house he and his wife had once shared. Trevor had many photos and memories to share with his family when he got home and has been feeling much more positive since then.

This outcome was a great example of how the AnglicareSA Home Care team worked together to meet the needs of their customer, despite the challenges the task presented.



## ALLIED HEALTH

The Allied Health team achieved some fantastic results in 2015/16 and continued to expand its range of services provided to customers out of our three clinics and more broadly throughout the wider metropolitan Adelaide area.

The Allied Health team also faced many challenges with the changes being introduced by the government including the My Aged Care Gateway that now controls access to Commonwealth Home Support Program services.

The staff spent considerable time in supporting our customers to navigate the new gateway and enable them to understand the changes that were introduced.

Throughout 2015/16 the Allied Health team expanded its delivery of manual handling training services to AnglicareSA staff and volunteers, providing training to 1,485 participants. The team is developing new and innovative health and wellbeing programs to further assist both customers and staff to live healthier and longer lives.

Our range of services is also being reviewed and we hope to be able to deliver exciting new services in the coming year to further support our customers to improve their health and wellbeing and engage in activities that ensure they remain active members of the community.



## ACHIEVING BEST PRACTICE

In January 2016 a new role was created in our Active Living portfolio. The Positive Ageing Specialist is a strategic role which aims to achieve best practice across all of our services.

Through this role our goal for Active Living is to be recognised as market leaders across the aged care industry. This will be achieved by working with our customers, initiating research and recommending innovative ways to provide our customers with the services that meet and exceed their expectations.

We are embedding a commitment to measure, evaluate and inform others of the effectiveness of what we are doing to celebrate ageing, innovation and consumer driven practice. Our programs consistently use 'best practice', enabling our customers and their families to achieve fullness of life.

## PROGRAM RECOGNITION

Throughout the past 12 months some of the great work across our services has been recognised externally.

The final build at our All Hallows aged care facility and the exciting Parallel Pole Dancing Program were both acknowledged as finalists in the Aged & Community Services (ACS) SA & NT Awards. We have also completed a number of other award submissions to celebrate and recognise the innovative approach to all that we do.

## DANCE, DANCE, DANCE

Betty began attending an AnglicareSA clinic and joined the Parallel Pole Dancing group as a way of improving her fitness in a fun and social setting.

On her first day, Betty required several rest breaks during the session and reported it was fun but hard work. After a few months, Betty's confidence and physical fitness has improved and she has now begun attending an additional exercise group at our clinic to even further improve her fitness.

Betty said that she finds the Parallel Pole Dancing group is so much more than just exercise and that the social connections within the group are very meaningful to her.



3336

customers supported  
across all Allied  
Health programs by  
32 employees

222

customers accessed  
Transition Care Program  
Services

1629

customers accessed  
Commonwealth  
Home Support  
Program services



5500

group lifestyle  
activities

734

residents stayed in  
our care facilities

## MEETING CHANGING NEEDS

Ian George Court is an exceptional needs residential aged care facility which often supports younger residents who have limited options for support and accommodation.

The residents have complex histories that may involve mental health issues, social isolation, homelessness or drug and alcohol abuse. Their medical needs are complex and often they do not have strong family or community connections. The staff and residents become the extended family for residents.

Through support and walking alongside residents in their own time, improved health outcomes are realised.

For one particular resident this was true and through rehabilitation, he became empowered and took control of his life decisions. After discussions with staff, planning and education, he was supported to relocate to independent living within AnglicareSA housing.

## RESIDENTIAL AGED CARE & INDEPENDENT LIVING UNITS

AnglicareSA's residential facilities provide 24-hour care and services seven days a week, 365 days per year to 590 residents living in our care facilities.

During 2015/16 we achieved 100 per cent compliance across all homes with the The Australian Aged Care Quality Agency, Quality Agency Principles.

Across our Active Living portfolio we employ more than 800 people across multiple disciplines including registered and enrolled nurses, personal care workers, administration, maintenance, hospitality and lifestyle staff.

Our Independent Living Units (ILUs) are home to more than 100 customers who remain living independently within our local communities.

Throughout the year we were lucky to have more than 100 volunteers assist in our residential facilities along with a vast number of community visitors including local school, church and quilters groups.

## THE CUSTOMER JOURNEY

Marg has been connected with AnglicareSA's All Hallows aged care site for a number of years. Her father was a resident with us for a long time and from this connection she became a volunteer and was a regular face within the community.

As she aged she decided to downsize and moved into one of the site's Independent Living Units for the convenience, security and desire to be 'a part of a community'. As her needs increased, the time came for her to move into All Hallows as a resident.

The move was seamless and embraced by Marg, her family and the staff. We often interconnect with our customers at different points in their life journeys and at all stages of their lives. It is our privilege to be side by side with them.



# SIDE BY SIDE

## CHILDREN & FAMILIES



## WORKING CLOSELY WITH CHILDREN & FAMILIES

AnglicareSA's children and families programs support people through all life stages. We want all children to have the best possible start in life and receive the support they need to become the best people they can. Every day we work side by side with all types of families and individuals to help make this happen.

Our services supported

**83**

children and families living with autism

**400**

children received child care at our sites

**52**

employees provided high-quality care

## CHILD CARE CENTRES

AnglicareSA's Daphne Street and Wanslea child care centres focus on sustainability and nature play. Throughout 2015/16 approximately 400 children received child care at our sites, including more than 50 children with a disability.

Our centres are run by an excellent team of educators who are continuously improving their professional education to ensure they are up to date with the latest early childhood practices and theories. This includes 52 employees throughout 2015/16 and two volunteers.

Our centres also host a number of University and TAFE students doing placements throughout the year.

### WANSLEA CHILD CARE & EARLY LEARNING CENTRE

Our Wanslea Child Care and Early Learning Centre provides high quality education and care for up to 90 children aged six weeks to six years.

Each of the centre's five rooms are named "children" but in different languages. The 'Chico' and the 'Bambini' rooms cater for children under the age of two. We have a strong belief in the value of attachment and each room has a consistent team of staff. The 'Wototo' room caters for children between two and three years of age and the 'Kodomo' room supports children between three and four years of age. 'Kinder' is a Universal Access Preschool run by a qualified teacher and assistant.

The program fosters all aspects of children's development including independence and school readiness skills, self-help, social skills, resilience and emotional and physical development.

Our centre meets National Quality Standards and we pride ourselves on our focus on inclusion.

### DAPHNE STREET AUTISM SPECIFIC EARLY LEARNING & CARE CENTRE

Our Daphne Street Autism Specific Early Learning & Care Centre (ASELCC), co-located within the Daphne Street Mainstream Child Care Centre, provides high quality specialist education, care and therapeutic services for children aged two to six years with an Autism Spectrum Disorder (ASD), in a long day care setting.

The site is also now shared by AnglicareSA's Outreach Autism Therapeutic Service (OATS), which provides individualised therapy support for children on site and in their home or school. OATS was designed, with significant input from families, around how an ideal therapy service would operate and is funded completely through families purchasing the service via their National Disability Insurance Scheme (NDIS) funding.

The Centre has experienced staff qualified in the areas of education, allied health and early learning services. Our play-based Autism specific curriculum provides specialist support in:

- Speech Therapy
- Occupational Therapy
- Early Childhood Education
- Family Support
- Qualified Childcare

Autism impacts more than just the individual and we offer an effective support program for families which includes events and information sessions, partnered approach to each child's intervention and care, individualised consultation and NDIS planning assistance.



## INCREASING AUTISM AWARENESS

In April 2016 we hosted our first Autism Awareness Family Fun Day. The day was our way of bringing people together to celebrate Autism Awareness Month which occurs worldwide and aims to increase people's awareness about Autism Spectrum Disorder (ASD).

For the many families who took part, it was a chance to enjoy a great day out whilst supporting individuals with autism living in our community. It was also an opportunity for children with autism and their families and friends to meet each other and share time together.

On the day, there was information available for people to find out more about ASD which is a lifelong developmental disorder, and plenty of family activities like face painting, juggling, a bouncy castle and food stalls. Families were also provided with information about the National Disability Insurance Scheme (NDIS), as well as advice on how to access AnglicareSA individualised and therapeutic support services for children with autism.

Through events like our Family Fun Day, we can help increase understanding and support individuals with autism and their families to live life to the full.

It is hoped the day will become an annual event.

## IT CONNECT PROGRAM

The IT Connect Program aims to reduce social isolation, builds confidence and challenges generational stereotypes. There were three programs held throughout 2015/16 which were attended by 32 people from Canterbury Close's Guesthouse in Adelaide's north. These programs were supported by 31 students from Craigmore High School and Paralowie R-12.

The first ever IT Connect Program, which ran every Tuesday afternoon for eight weeks at the Guesthouse, was abuzz with talking, laughing and learning. Participants of this program were 10 older people from our Home Care North Program and seven Year 11 students from Paralowie R-12 School.

They swapped traditional roles and it was the youngsters who were the teachers as they shared their computer skills with the seniors. Each week, they worked together on different tasks such as creating an online photo album, using Skype and learning about different game apps.

The senior learners really enjoyed the experience and especially loved the energy the young people brought with them. The youngsters gained a lot from the program as well. They were able to build on their skills in communicating and knowledge-sharing. It also enabled some of the negative stereotypes about both young and older people to be broken down.

## EXPANSION OF STAR BEAR PROGRAM

As part of our continued commitment to help young people cope with their loss and move on with their lives, we developed a pilot program to assist parents as well as children.

Acknowledging that parents and carers support their children to deal with grief, while also dealing with their own loss, the Star Bear Program provides a session for parents while the children are on a Star Bear camp. The first session was held in March 2016 and received very positive feedback from the parents who attended.

This Star Bear Parent Program enabled carers to share their stories and concerns, which helped normalise their grief. They appreciated hearing how the camp was progressing and were given practical skills to continue supporting their children during this difficult time.





32

residents participated  
in IT Connect

64

children and young people  
attended our Star Bear and  
Star Bound camps



## HIPPY PROGRAM

The Home Interaction Program for Parents and Youngsters (HIPPY) is a two-year, home-based, early learning and parenting program for families with young children. It's offered to customers in Adelaide's north and south, providing children with a structured, education-focused program that lays the foundations for success at school.

Parents teach their child literacy, numeracy and language skills as well as physical skills so they are school-ready and develop a love of learning that lasts throughout their lives. It also provides an opportunity for employment for these local parents who can become HIPPY home tutors.

AnglicareSA and HIPPY provides parents with professional training and development to build their skills, such as a Certificate IV in community services, first aid, child safe environments and mental health first aid. Through this training, the tutors develop the skills, qualifications and experience they need to position themselves well to enter the workforce.

Our enrolments for HIPPY Onkaparinga, which features an Aboriginal specific program, have been strong, with nine families enrolled in the aged five course and 30 families engaged in the aged four course. In late 2015 we also celebrated the graduation of 23 families from the Elizabeth area.

The Brotherhood of St Laurence holds the licence to operate HIPPY in Australia and the program is funded by the Australian Government through the Department of Social Services.

## FAMILIES IN FOCUS

The Families in Focus program provides a range of services for couples, families and individuals with the aim of strengthening and enhancing relationships. Families in Focus supports both individuals and families through the challenges of modern life by providing support to help customers make sense of their experience and bring about positive change.

The program offers counselling for individuals, couples and families including marriage and relationships, anxiety and depression, and domestic and family violence. It also offers family relationship and personal development courses at different times of the year including Gourmet Relationships, Be Kind & Unwind, women support groups and men's behaviour change groups.

Families in Focus is funded by the Australian Government Department of Social Services.

## DADS MOVING TOWARDS RESPONSIBILITY

Dads Moving Towards Responsibility is a group for dads committed to seeking respectful ways to be the father and partner they want to be.

It is a free 12-week group program facilitated by experienced and skilled counsellors who work with program participants to help them choose behaviours that are safe for their partners and children. Program participants learn how to take responsibility for their abusive behaviour and receive information about other supports available. Support is also offered to their partners and children.

This program is a partnership between AnglicareSA, Relationships Australia South Australia and Southern Community Justice Service, who are member agencies of the Onkaparinga Collaborative Approach for the Prevention of Domestic Violence & Aboriginal and Torres Strait Islander Family Violence.



# SIDE BY SIDE

## FOSTER CARE



## FOSTER CARE SERVICES

AnglicareSA provides emergency, short term, long term, respite, specific child only (SCO) and therapeutic Foster Care. Our programs support up to 400 foster care families and up to 500 children under the Guardianship of the Minister on any one night.

a total of

# 2451

nights of respite care

AnglicareSA supports

# 385

foster carers

our foster carers care for  
more than

# 460

children

provided

# 471

respite placements  
for children

## **FOSTER CARE SUPPORT**

AnglicareSA believes that the best care environment for a child is in a family. Each year we support Families SA to help make timely decisions regarding reunification with birth families or permanency planning for children and young people who are unable to return to the care of their family.

We ensure customer participation and service design through our service delivery which is achieved through our Northern and Southern Foster Care Reference Groups. Each reference group meets monthly with the AnglicareSA leadership team to look at the Model of Practice, provide feedback, review learning and development opportunities, and assess future needs within the foster care community.

AnglicareSA has facilitated a number of family events in recognition of the care provided by our foster care families including support groups, Christmas functions, meals and a graduation ceremony.

We have also had a strong voice in advocating for change to South Australia's child protection system. During 2015/16 AnglicareSA presented a number of submissions to the South Australian Child Protection Systems Royal Commission, advocating for systemic change to better support foster carers and provide the best care for the state's most vulnerable children and young people.

## **SEEKING MORE CARERS**

The number of children coming into care continues to rise in South Australia and nationally; within South Australia children are staying in care for longer periods of time.

The recruitment and retention of quality foster carers continues to be a significant activity for AnglicareSA.

To keep pace with the demand for foster care, AnglicareSA is seeking to increase awareness, understanding and enquiry from potential foster carers.

AnglicareSA undertook two major foster care recruitment campaigns using the theme 'Anyone can be a hero to a child!'

These successful campaigns helped to generate almost 300 enquiries about becoming a foster carer.

Throughout 2015/16 AnglicareSA recommended 41 families for foster care registration.

## **YOUTH 180 PROGRAM**

The Youth 180 Program provides individualised accommodation and care to young people under the Guardianship of the Minister and supports them to develop their independence in preparation for leaving the care system.

Care options are safe, sensitive and nurturing and are delivered with flexibility using a therapeutic and strengths-based approach.

Youth 180 is focussed on maintaining a cohesive, informed and knowledgeable care team and a supportive environment.

Through this approach we are achieving positive outcomes as evidenced by the commitment and stability of the young people who have participated in the program.

### **NOTICING THE DIFFERENCE**

Heather\* entered her Youth 180 placement in November 2015 following several loss and grief incidents due to placement breakdowns, and her behaviours at the time were evidence of not having an established sense of belonging. She appeared to engage well with her care team but struggled with home and school life in her Youth 180 placement.

The culmination of Heather's history, increasing at-risk behaviours and the influence of friends resulted in a major incident in January 2016, which resulted in her being detained at a youth detention centre and placing her at risk of losing her placement in Youth 180.

Youth 180 assessed Heather's needs going forward and to determine if the program could continue to provide safety for her. The program worked collaboratively with the Guardian and other care providers to arrange for Heather's immediate needs, including developing an interagency agreement to provide 24-hour care upon her release from detention and her return to Youth 180.

Heather now regularly attends her education and is completing skills-based study in catering. She engages well with the resources that have been referred to support her development and is highly engaged with her Youth 180 staff.

\*Not her real name

# SIDE BY SIDE

## GET SUPPORT



## FOR THOSE WHO NEED SUPPORT

AnglicareSA is there for people from before birth until death, and for every life stage in between. We're there to stand side by side with people in need, supporting them to grow stronger and develop resilience in order to live their best lives.

**7073**

households assisted through Emergency Assistance services

**17,000**

people from Adelaide's southern suburbs supported

**48,000**

kilograms of groceries provided by the Northern Food Hub

## NEW SOUTHERN HUB

In February we officially opened our new Outer Southern Hub at Christies Beach which brought together all of AnglicareSA's southern services into one central location. It's the new base for about 40 staff and 20 volunteers who were previously located at St Hilary's and Stratfield House.

From this hub we are delivering emergency assistance, financial services, family relationship services, specialised family violence services, children's contact services, foster care services, housing support for older people, housing services, Communities for Children, Spring North, Staying Attached and our HIPPY program.

The Outer Southern Hub reflects AnglicareSA's hub model which has been established in the west and the north of Adelaide.

We currently provide support and assistance to approximately 17,000 people in Adelaide's south every year and this figure is expected to continue to grow.

## EMERGENCY ASSISTANCE SERVICES

Our Emergency Assistance services provide members of the community with support at a time when they need it most. These services include emergency food relief, financial assistance, financial counselling, housing advice, homelessness support, mental health services, and children's and youth services.

Demand for these services continues to be high, largely due to the challenging economic climate and continual changes to personal situations. During the 2015/16 financial year we assisted over 100 more households when compared to the 2014/15 financial year.

We have also noticed significant growth in the number of overnight parcels provided (an additional 339). These are small parcels of food and supplies that help get families and individuals through the night.

Site	Households assisted	Total no. of visits	No. of overnight parcels provided	No. of new AnglicareSA customers assisted
Elizabeth Mission	2082	3255	114	663
Salisbury	1139	1803	114	329
Magdalene Centre	2252	4307	11	825
Picket Fence	138	182	1	46
Outer Southern Hub	1462	2707	521	402
<b>Totals</b>	<b>7073</b>	<b>12,254</b>	<b>761</b>	<b>2265</b>

## THE ARCHES DEVELOPMENT

In December 2015 AnglicareSA signed a contract with the State Government to deliver a Bail Accommodation Support Program (BASP) in a new building to be constructed in Port Adelaide. Construction work on the site commenced in early 2016, with works expected to be completed in 2017.

The BASP will provide short-term accommodation as an alternative to custody, for low-risk alleged offenders who are granted bail and have no suitable place to stay.

The 30-bed facility is being constructed on the dilapidated former Archway Centre site on Dale Street, where AnglicareSA has been delivering services for more than 40 years. It will provide clients with access to a range of AnglicareSA support services while they are there.

The building will be staffed 24/7, with appropriate house rules and close management by experienced staff. By supporting BASP participants through our broad network of social and health services and referral networks we hope to provide them with opportunities to develop the necessary skills to make more positive life decisions.

## **NORTHERN HUB DEVELOPMENT**

Work on developing a concept plan for the proposed Northern Services Hub and Integrated Parish redevelopment began during 2015/16. This significant initiative will deliver a new, special-purpose building that supports an integrated service centre promoting customer choice and improved community outcomes.

It will be developed as a collaboration between the Diocese of Adelaide, the Parish of Elizabeth and AnglicareSA.

## **FOODBANK SA PARTNERSHIP**

The 2015/16 financial year saw the completion of a successful partnership with Foodbank SA. In October 2015 we officially opened the expanded and upgraded Northern Community Food Hub and over the past 12 months the hub provided 48,143 kilograms of groceries, including 36,943 kilograms of general groceries and 11,650 kilograms of fruit and vegetables.

Located at the Elizabeth Mission, the Food Hub is a partnership between AnglicareSA and Foodbank SA, providing emergency food services including perishable and non-perishable items to those who need urgent assistance. The upgrade was much needed, with limited space at the old hub restricting the amount of food that could be offered.

The Food Hub now stocks a wider variety of fresh fruit and vegetables, a daily bread supply, as well as a range of frozen and chilled products.

## **DEVELOPING THE HEALING CENTRE**

In late June we announced an update on the progress of the Healing Centre, an initiative to help support people who are either homeless or at risk of homelessness in Adelaide's CBD. The Healing Centre will give homeless people a safe place to stay and will deliver long-term, sustainable outcomes.

People staying in the Healing Centre will have access to a range of our support programs, with the ultimate goal of assisting the homeless to transition away from homelessness.

We are calling for support from the private sector and community to help us raise money to assist with refurbishing internal structures inside the building and also furnishing rooms. AnglicareSA is currently seeking final council approvals for the site and communicating with neighbouring properties.

## **FINANCIAL SUPPORT**

We received almost 3900 enquiries across our community financial services programs and supported almost 2200 customers throughout 2015/16.

This year was the first full year of operation for our 1800 759 707 contact number, which provided our customers with a single, dedicated contact number for all of our financial services. Having the dedicated 1800 number has better positioned our staff to provide immediate support to customers and refer them on to the correct assistance program.

In May 2016, AnglicareSA was one of 11 organisations nationally that committed to a new program designed to stimulate inclusive economic growth, especially focused on women. The Financial Inclusion Action Plan (FIAP) program will see coordinated, measurable actions to improve financial resilience for large numbers of people experiencing financial exclusion and hardship.

AnglicareSA believes financial inclusion is a fundamental right and a critical pillar of a thriving and equitable society. We have committed to developing and launching a Financial Inclusion Action Plan by the end of 2016 in collaboration with Good Shepherd Microfinance, the Centre for Social Impact, Ernst & Young and the Australian Government.



Clients provided with financial assistance

2167

3884

financial service enquiries



there are more than

50

rough sleepers in Adelaide's CBD



**140**  
NDIS customers

**40**  
staff providing specialised  
and therapeutic NDIS  
support

## NDIS CUSTOMER ADVOCATE

The National Disability Insurance Scheme (NDIS) has brought changes to the way disability services in Australia are funded. On 1 February 2016 the NDIS began to be rolled out in full and looking ahead it will be made available progressively across the State over the next two years.

The introduction of the NDIS means that providers, like AnglicareSA, have to adapt their approach to ensure they stay ahead in a landscape that will no doubt become much more competitive.

Throughout 2015/16 we have begun a staged approach to moving our customers and our mindset towards the NDIS. We appointed an AnglicareSA NDIS Customer Advocate who has the role of working with customers and families who are eligible for the National Disability Insurance Scheme. The advocate will also work with other staff at AnglicareSA to create client-driven plans to access the wonderful suite of services that we can provide. We are already seeing positive results through this role, with NDIS customer numbers increasing.

### SUPPORTING PETER THROUGH NDIS

Peter and his family approached AnglicareSA in July 2015 after hearing about several programs we offered to customers. At that time, we ran two very successful programs for children, an Overnight Accommodation Service and a Community Day Activities Program.

However Peter and his family were looking for something that better suited their needs and could support Peter at home. They had just received an NDIS funding package which enabled AnglicareSA to develop an individualised in-home support service.

This has been working really well and can be adapted over time to suit Peter's circumstances and changing needs.

Peter has come a long way since the service began. His support started at home but he now also participates in the Community Day Activity Program with five other young people. According to Peter's mother Jacqueline, there was some initial resistance and fear but AnglicareSA helped the family overcome this. She said that Peter enjoys connecting with his peers and accessing a number of fun activities.

## BRIDGE VIEW CONNECTED HOUSING

Bridge View Connected Housing is situated on acreage in Elizabeth South, offering a range of flexible housing and support options to clients with a disability.

The site includes three 2-bedroom independent living units and three 4-bedroom share houses.

AnglicareSA offers a flexible range of stay options from planned weekend respite and short-term stays, to longer term (12-month tenancy) agreements. Customers are offered a varied range of supports based on their individual goals and interests with an emphasis on developing their life skills.

During 2015/16 there were 26 customers who accessed Bridge View Connected Housing. This includes 11 long-term customers and four customers who have regular planned weekend respite.

As a result of the professional staff, flexible support and housing options and quality on-site facilities, AnglicareSA has received positive feedback from clients, carers and other service providers who have accessed the housing.



## POWER GENERATION

The Power Generation Program is delivering excellent results for participants.

This program supports young Aboriginal students and graduates of the Aboriginal Power Cup and the Aboriginal Sports Training Academy to stay connected to education and then transition into vocational training or employment.

It provides crucial, ongoing social support that enables the participants every opportunity for success in their chosen career path.

Through the program, we work with each young person and their family, providing social supports and helping to address any challenges that may hinder their ability to take on or maintain training or employment.

Our assistance is practical and relevant – it includes driving lessons and obtaining a licence, writing the all-important resume, preparing for interviews and completing training courses such as a construction industry white card.

Throughout 2015/16, the program assisted more than 30 participants seeking social support and to find employment. We hope to continue its success with support from the public, business and the football community.

## IN THEIR LIFETIME

Over 1700 people gathered at the annual Apology Breakfast at Adelaide Convention Centre in February 2016.

They were there to honour Australia's Stolen Generations and their families on the eighth anniversary of the National Apology.

AnglicareSA CEO, the Reverend Peter Sandeman, spoke at the event, acknowledging the importance of recognising the ongoing needs of the Stolen Generations and their families.

The 2008 Apology to the Stolen Generations by Prime Minister Kevin Rudd had been long awaited and was a watershed moment in the history of Aboriginal Affairs. It was a speech that stopped the nation but sadly, the Apology came too late for many as it did not happen in their lifetime.

In Peter's speech, he commended the South Australian Government's own Apology to the Stolen Generations and the announcement of the South Australian Stolen Generations Reparation Scheme.

He urged the Government to consider prioritising the elderly, the sick and the frail in this process to ensure they receive long-awaited and deserved individual reparation – in their lifetime.





## ***RECONCILIATION IN THE WEST***

Reconciliation in the West is AnglicareSA's National Reconciliation Week Community Event that is held in partnership with Tauondi College, Life Without Barriers, Uniting Care Wesley Port Adelaide and Port Adelaide Enfield Council.

This year's theme, 'Our History Our Story Our Future', encouraged all Australians to think about Australia's identity and the unique place of Aboriginal and Torres Strait Islander histories, cultures and rights in our nation's story.

The day was a great celebration and a unique opportunity for people to learn about reconciliation through dance, music, food, art and the many other activities available.

Attendees particularly enjoyed the live dance and music performances by Aboriginal artists and many took the opportunity to vote in the People's Choice art competition — the winning artwork will feature on next year's Reconciliation in the West poster.

# SIDE BY SIDE FOR HOUSING



## HOUSING SUPPORT

AnglicareSA Housing provides a range of housing options with a focus on those most vulnerable in our community. AnglicareSA Housing is more than just a house – we work together with tenants to create a home, community connections, wrap-around supports and pathways to home ownership.

properties managed

**1204**

housing provided to

**2578**

tenants

Better Places Stronger  
Communities (BPSC)

**99%**

occupancy rate

**1091**

new arrival tenants

BPSC tenant satisfaction

**92%**

## OUR HOUSING APPROACH

AnglicareSA Housing is about much more than looking after properties, although we do that very well. Everything we do is focussed on the best outcome for our tenants.

Our approach is based on working in partnership with tenants and others to provide quality housing within communities that are attractive, vibrant and safe. We also provide wrap-around services and community connections to support sustainable tenancies.

To achieve this, AnglicareSA Housing has a strong focus on getting to know the tenants, building on their individual strengths and involving them in decisions about their properties and community.

The Community Housing Sector is experiencing a significant transformational phase.

Driven by our recent Board-led Strategic Review in 2016, AnglicareSA Housing will define new ways to service and empower tenants and respond to this changing environment.

Based on AnglicareSA's vision, purpose and values together with our tenant directed focus as our basis, the review has set the foundation for the development of new, flexible and responsive business models that create new horizons which will complement the State Government's commitment to release another 4000 properties to the sector by June 2017.

## HOUSING TRANSFER

AnglicareSA Housing provides community housing to hundreds of disadvantaged South Australians on lower incomes.

In late 2015, as part of the State Government's Better Places Stronger Communities (BPSC) initiative, AnglicareSA Housing took on the management of 479 properties in the areas of Elizabeth Grove and Elizabeth Vale in Adelaide's north. The addition of these communities expanded our support for people in a region where we already provided services and where the need is expected to increase in the future.

Well before the October 2015 handover, our dedicated team were out and about in the community coordinating events, promoting available support services and asking what the tenants were looking for in their community.

## MEETING PROPERTY MAINTENANCE NEEDS

As one of the first Tier 1 Community Housing Providers in South Australia, AnglicareSA Housing takes great pride in ensuring the highest possible standard of service is delivered across our housing portfolio.

This year our maintenance staff undertook an extensive procurement process to expand our range of trusted service providers to facilitate the strong growth in our housing portfolio.

We wanted to ensure we could continue to deliver a consistently high standard of maintenance services.

In the final selection, we were able to support the northern community and ensure timely responsiveness by including a number of small local businesses as well as larger multi-faceted trade companies.

The broader range of trusted service providers enabled us to efficiently and effectively respond to 4,623 requests in the 2015/16 financial year (24 per day) across our housing portfolio. During that period, we managed a total of 1,204 properties housing 2,578 tenants.

A 92 per cent satisfaction rating indicates that our residents appreciate our focus on timely and courteous responses and quality professional services.

Since October 2015, the maintenance team has received a lot of positive feedback from tenants about many aspects of our services. Our approach is focussed on improving existing properties, not just performing day to day repairs.



## HOUSING SERVICE CENTRE OPENS

September 2015 saw the official opening of AnglicareSA Housing's new Elizabeth Grove (Better Places Stronger Communities) Housing Service Centre. Reflecting the management transfers strong focus on people, property and place, we started off as we meant to continue, by opening a local office in the centre of the community, within walking distance of many tenants' homes.

The opening of the office was a highly visible sign that AnglicareSA intended to be a genuine part of the community it serves. The new office provides easy access to a one-stop shop for advice and assistance with housing issues, as well as information about AnglicareSA Housing and AnglicareSA's broad range of other services.

This integrated approach is appreciated by the residents – their feedback reflects the perception that AnglicareSA treats them as a valued member of the community.



## SETTLEMENT SERVICES

In October 2015, the work of AnglicareSA Housing's Refugee and Settlement Services Housing Program was nationally recognised through the 2015 Anglicare Australia Partnership Award. Through this program we provide accommodation to refugees, who have recently arrived in Australia, with immediate short term housing and assistance to find more permanent accommodation.

We carefully match the property with the needs of the individual family situation, either in one of our 192 dedicated AnglicareSA settlement properties or through private rental options.

In 2015/16 we provided assistance to 1,091 refugees from 12 different countries: Afghanistan, Bhutan, Congo, Eritrea, Ethiopia, Iran, Iraq, Libya, Myanmar, Somalia, Sudan and Syria. In the typical AnglicareSA Housing approach, we go beyond the basic contract requirements to truly value these people who have arrived at our doorstep, in a strange country and with very few possessions.

We pay a great deal of attention to the details that make the difference between housing and a home. From the location of the accommodation to the length of the stay, from specially prepared Welcome Packs to personal assistance with 'operating' the house, we do whatever we can to assist the refugees to settle into their new community as soon after arrival as possible.

## BETTER PLACES STRONGER COMMUNITIES (BPSC)

With 830 tenants, a 99 per cent occupancy rate and \$600,000 invested in property maintenance during the first six months, properties in Elizabeth Grove and Elizabeth Vale are improving. Since late last year, we have hosted cooking classes, a Mother's Day lunch and a school barbecue/information session for tenants.

In response to discussions at the first tenancy advisory group meeting about the lack of community celebrations, two large Christmas parties were organised. The parties were a great success with more than 150 people attending, many of whom participated in the community question boards and contributed their time to help.

More than 560 people have been engaged through community consultation and tenant participation such as projects, events, activities, the tenancy advisory group and a newsletter for Elizabeth Grove and Elizabeth Vale tenants.

## HOUSING IN ACTION

AnglicareSA Housing aims to be more than just a housing provider to refugees fleeing their homelands due to war or political persecution. We work closely with each new arrival to ensure they settle into their new home and community.

In 2015, one newly arrived family presented a particular challenge for us. It was a family of eight from Liberia with both adult and younger children. We were able to provide immediate short term accommodation, however the task of finding suitable long term accommodation was a different matter.

The varying age groups in the family had very different requirements: the English lessons for the older children were at a school located a long way from the younger ones' school. But our Housing staff are never daunted by a challenge! They worked closely with the family to find a solution that met all of the family members' needs.

The answer was two houses: the parents and younger children together in one and the adult children in another property in a nearby suburb. Everyone in the family was delighted with the result. They are still in regular contact with their Tenancy Officer and are very grateful to be settled in their new homes.

### ANGLICARE SA HOUSING LTD STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
<b>REVENUE</b>		
Revenue	6,072,449	2,840,157
Other income	250,964	72,892
<b>TOTAL REVENUE</b>	<b>6,323,413</b>	<b>2,913,049</b>
<b>EXPENSES</b>		
Administrative expenses	96,582	58,702
Depreciation	10,858	-
Capital contributions - Housing SA	385,671	340,839
Insurance	27,764	34,574
Management fees	1,710,410	807,545
Property costs	1,120,180	906,475
Repairs and maintenance	1,239,451	552,659
Borrowing costs	143,741	80,216
<b>TOTAL EXPENSES</b>	<b>4,734,657</b>	<b>2,781,010</b>
<b>Operating Surplus / (Deficit)</b>	<b>1,588,756</b>	<b>132,039</b>
Non-operating income	33,412,499	4,818,423
Non-operating expense	3,549,857	311,467
<b>SURPLUS FOR YEAR</b>	<b>31,451,398</b>	<b>4,638,995</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>31,451,398</b>	<b>4,638,995</b>

## STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
<b>ASSETS</b>		
Current Assets		
Cash and cash equivalents	973,915	2,059,995
Trade and other receivables	1,045,530	131,107
Other assets	23,793	19,002
<b>Total Current Assets</b>	<b>2,043,238</b>	<b>2,210,104</b>
Non-Current Assets		
Property Plant and Equipment	201,171	-
Investment Property	69,632,000	36,499,079
<b>Total Non-Current Assets</b>	<b>69,833,171</b>	<b>36,499,079</b>
<b>TOTAL ASSETS</b>	<b>71,876,409</b>	<b>38,709,183</b>
<b>LIABILITIES</b>		
Current Liabilities		
Trade and other payables	638,933	389,988
Loans	5,327,466	3,226,178
Other financial liabilities	149,066	120,589
<b>Total Current Liabilities</b>	<b>6,115,465</b>	<b>3,736,755</b>
Non-Current Liabilities		
Long-term provisions	-	662,882
<b>Total Non-Current Liabilities</b>	<b>-</b>	<b>662,882</b>
<b>TOTAL LIABILITIES</b>	<b>6,115,465</b>	<b>4,399,637</b>
<b>NET ASSETS</b>	<b>65,760,944</b>	<b>34,309,546</b>
<b>EQUITY</b>		
Reserves	54,340,799	20,928,300
Accumulated surplus	11,420,145	13,381,246
<b>TOTAL EQUITY</b>	<b>65,760,944</b>	<b>34,309,546</b>

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from customers	5,860,344	2,865,235
Payments to suppliers	(4,580,058)	(2,677,919)
Interest received	29,593	37,962
<b>Net cash provided by (used in) operating activities</b>	<b>1,309,879</b>	<b>225,278</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Purchase of property, plant and equipment	(212,029)	-
<b>Net cash used by investing activities</b>	<b>(212,029)</b>	<b>-</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Finance costs	(143,741)	(80,216)
Payment of borrowings	(2,040,189)	-
<b>Net cash used by financing activities</b>	<b>(2,183,930)</b>	<b>(80,216)</b>
Net increase (decrease) in cash and cash equivalents held	(1,086,080)	145,062
Cash and cash equivalents at beginning of year	2,059,995	1,914,933
<b>Cash and cash equivalents at end of financial year</b>	<b>973,915</b>	<b>2,059,995</b>

# SIDE BY SIDE GET INVOLVED



## FOR ALL OF US

AnglicareSA's Mission and Community Engagement area gives expression to our identity and our commitment to the mission of the Anglican community of which we are a part. The aim of this area is to connect with every other aspect of the Anglican community for the benefit of the wider community we serve.

## **MISSION AND ANGLICAN COMMUNITY ENGAGEMENT**

Mission and Anglican Community Engagement provides a focus on AnglicareSA's relationship with the wider Anglican Community. This includes our Chaplaincy Services and partnering with the Diocese, parishes and schools, as well as opportunities for learning together.

Our strong connections with the Anglican community continue in many and varied ways.

### **ENGAGING WITH PARISHES**

We have regular contact with close to 30 parishes engaged in a range of activities including our support for local outreach projects and the supply of Refugee Homemaker Kits to newly arrived refugees (Humanitarian Refugee Households).

We are involved with Community Friendship Groups for older isolated people at St Aidan's, Payneham; St Catherine's, Elizabeth Downs; and St Francis of Assisi, Edwardstown; and also have specific partnering arrangements such as The Magdalene Centre, St Mary's with AnglicareSA, St Bede's Drop-in Centre and the Holy Trinity Home Group Community Inclusion Program.

The Anglican Sudanese Engagement Project at St Columba College provides opportunities for Sudanese students and their families to link with the College community as well as access services through AnglicareSA. This is a three-way partnership between the College, the Diocese of Adelaide and AnglicareSA.

### **CHAPLAINCY SERVICES**

Our Chaplaincy Services offer pastoral care to AnglicareSA employees and volunteers through site visits, conversation, team meetings and support for individuals and teams.

Chaplains are active in our five residential aged care sites where they provide pastoral care, including a weekly church service and community gatherings, to residents, their families and our employees and volunteers.

During the year we welcomed new Chaplains: Margaret Annells (St Laurence's, Grange), Wayne Philp (Ian George Court, Brompton), Prue O Donovan (Staff Support Chaplain North) and Piers Davey (Dutton Court, Elizabeth East).

## **STRENGTHENING OUR PARTNERSHIPS**

Two Archdeaconry Consultations were held in the past year. These sessions are designed to inform people about the range of AnglicareSA services and identify partnering opportunities. This year's consultations were held in the Archdeaconry of Torrens (26 participants) and the Archdeaconry of the City and the Port (12 participants).

We also commenced the Encountering Anglicanism program for AnglicareSA staff in November 2015. The five-hour sessions introduced Anglicanism: past to present; systems and structures; people, engagement and partnering; and were supported by 'Visiting Anglicans' who offered insights and answered questions.

The response to the sessions was very encouraging, with over 30 staff participating and providing positive feedback about their experience.

We will continue to provide opportunities for other staff to participate in the program.

### **THE PERFECT HARMONY**

During the year the Anglicare Singers celebrated 15 years of making wonderful music together.

Since 2000, past and present employees and volunteers have joined with supporters and friends to bring their harmonious sound to AnglicareSA events including the Annual Service and especially in the lead up to the Christmas season.



# SIDE BY SIDE DONATE & SUPPORT



## INDIVIDUAL GIVING AND HOPE PARTNERS

With approximately 1800 active donors, including 211 regular givers and six businesses (Hope Partners), giving is the backbone of financial support within AnglicareSA.

This ongoing and regular support gives financial stability to our programs and allows planned growth in the areas of greatest need.

## YOUR SUPPORT ENABLES US TO GIVE SUPPORT

Each year AnglicareSA's 1806 employees and more than 700 volunteers across 150 programs assist more than 58,000 South Australians in need.

This would not be possible without the invaluable support of individuals and organisations who donate their time, talent and dollars in order for us to continue this very important work. AnglicareSA would like to thank each and every supporter for their ongoing commitment to helping South Australians change their lives for the better.



## TAKING A COFFEE BREAK

For many staff and AnglicareSA supporters one particular week in May was the longest week of their year. These brave souls took part in our inaugural Coffee Break, which challenged people to go without coffee for a week to raise money for our homelessness programs.

The participants were spurred on by the support of their friends and family who sponsored their endeavour – and the knowledge they were helping our frontline and emergency assistance services which are at the very heart of AnglicareSA's work.

And, for those who absolutely could not live without coffee, CIBO Espresso joined with AnglicareSA to enable them to be involved too. For every cup of coffee bought at CIBO, customers had the opportunity to 'pay-it-forward' to AnglicareSA's homelessness programs.

The campaign was a success, raising more than \$50,000, with Sarah Constructions and Anthony Carbone raising a combined \$13,700. It also allowed us to increase public awareness about the everyday issues our homeless clients face. The funds raised are helping to provide food, clothes, financial counselling, trauma counselling and emergency housing for families who are homeless or at risk of homelessness.

## CORPORATE PARTNERS/TRUSTS AND FOUNDATIONS

The Board, management and staff of AnglicareSA would like to sincerely thank every organisation who has supported our work over the past 12 months. We would like to particularly thank the following major contributors:

- BDO
- City Holden
- Holden
- Kennards Hire
- Channel 9
- Hopscotch Pty Ltd
- Hodgson Print
- Finsbury Green
- Sarah Group
- Mix102.3
- APN Outdoor
- InterContinental Adelaide

## ANGLICAN COMMUNITY

AnglicareSA is blessed with the foundational support of our Anglican community including Parishes and Anglican schools. Throughout the year the Anglican community has rallied together to provide food, blankets, shelter and financial support to those South Australians who are most in need.

Our AnglicareSA Angels have made a contribution to support these efforts. Each year, students from one of our Anglican schools take on the important role of AnglicareSA's Chief Angels – leading fundraising efforts to help us support those in need. In November 2015 the AnglicareSA Angel baton (or halo) was passed on from St Columba College to St Peter's College.

## ANGLICARESA CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2016

	Consolidated	
	2016	2015
	\$	\$
<b>REVENUE</b>		
Revenue	130,121,517	118,076,754
Other income	2,227,375	1,988,601
<b>TOTAL REVENUE</b>	<b>132,348,892</b>	<b>120,065,355</b>
<b>EXPENSES</b>		
Employee benefits expense	85,763,235	82,701,321
Depreciation and amortisation expense	4,886,659	5,014,075
Property costs	9,166,260	6,932,911
Travel and motor vehicle costs	3,261,131	3,205,844
Repairs and maintenance	3,688,342	3,295,157
Materials	2,996,508	3,135,372
Inventories	1,094,672	914,373
Food supplies	2,933,911	2,850,878
Subcontract payments	8,029,890	6,818,877
Finance costs	145,108	167,409
Other expenses	3,774,715	2,932,803
<b>TOTAL EXPENSES</b>	<b>125,740,431</b>	<b>117,969,020</b>
<b>Operating Surplus / (Deficit)</b>	<b>6,608,461</b>	<b>2,096,335</b>
Capital Income	29,114,536	5,610,739
<b>SURPLUS FOR YEAR</b>	<b>35,722,997</b>	<b>7,707,074</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
<b>Items that will not be reclassified subsequently to surplus or deficit</b>		
Revaluation changes for property, plant and equipment	(15,939,835)	-
<b>Items that will be reclassified subsequently to surplus or deficit</b>		
Net fair value movements for available-for-sale financial assets	(1,306,469)	281,025
<b>TOTAL OTHER COMPREHENSIVE INCOME</b>	<b>(17,246,304)</b>	<b>281,025</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>18,476,693</b>	<b>7,988,099</b>

# ANGLICARESA CONSOLIDATED STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2016

	Consolidated	
	2016	2015
	\$	\$
<b>ASSETS</b>		
Current Assets		
Cash and cash equivalents	26,974,348	15,899,834
Trade and other receivables	7,882,890	6,515,356
Inventories	249,632	190,513
Other assets	3,670,233	3,223,896
<b>Total Current Assets</b>	<b>38,777,103</b>	<b>25,829,599</b>
Non-Current Assets		
Trade and other receivables	1,521,303	1,675,814
Financial assets	15,693,390	16,437,141
Property, plant and equipment	130,673,021	145,722,086
Investment property	89,822,000	57,848,692
<b>Total Non-Current Assets</b>	<b>237,709,714</b>	<b>221,683,733</b>
<b>TOTAL ASSETS</b>	<b>276,486,817</b>	<b>247,513,332</b>
<b>LIABILITIES</b>		
Current Liabilities		
Trade and other payables	6,696,209	10,423,267
Borrowings	60,968,303	53,274,029
Short-term provisions	15,381	120,560
Employee benefits	5,958,421	5,573,155
Other financial liabilities	5,519,534	5,370,519
<b>Total Current Liabilities</b>	<b>79,157,848</b>	<b>74,761,530</b>
Non-Current Liabilities		
Borrowings	6,400,000	44,662
Long-term provisions	-	662,882
Employee benefits	3,186,246	2,778,228
<b>Total Non-Current Liabilities</b>	<b>9,586,246</b>	<b>3,485,772</b>
<b>TOTAL LIABILITIES</b>	<b>88,744,094</b>	<b>78,247,302</b>
<b>NET ASSETS</b>	<b>187,742,723</b>	<b>169,266,030</b>
<b>EQUITY</b>		
Reserves	73,635,549	57,455,014
Accumulated surplus	114,107,174	111,811,016
<b>TOTAL EQUITY</b>	<b>187,742,723</b>	<b>169,266,030</b>

## ANGLICARESA CONSOLIDATED STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2016

	Consolidated	
	2016	2015
	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from residents and other users (including government funding)	127,612,386	119,045,139
Payments to suppliers and employees	(125,513,482)	(116,903,117)
Receipts from donations and fundraising	2,079,846	1,760,009
<b>Net cash provided by operating activities</b>	<b>4,178,750</b>	<b>3,902,031</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Proceeds from sale of property, plant and equipment	-	500,000
Proceeds from sale of investments	2,815,207	434,656
Purchase of property, plant and equipment	(5,777,430)	(9,271,205)
Purchase of investment properties	(3,318,203)	(4,862,796)
Purchase of financial assets	(3,000,002)	(6,518,179)
Receipts from investment interest and other distributions	1,392,773	1,228,211
<b>Net cash used by investing activities</b>	<b>(7,887,655)</b>	<b>(18,489,313)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Receipts from resident loans	19,885,540	16,602,569
Repayment of resident funding loans	(6,257,013)	(5,629,329)
Finance costs	(145,108)	(167,409)
Proceeds from borrowings	9,800,000	5,000,000
Payment of borrowings	(8,500,000)	(900,000)
<b>Net cash provided by financing activities</b>	<b>14,783,419</b>	<b>14,905,831</b>
Net increase (decrease) in cash and cash equivalents held	11,074,514	318,549
Cash and cash equivalents at beginning of year	15,899,834	15,581,285
<b>Cash and cash equivalents at end of financial year</b>	<b>26,974,348</b>	<b>15,899,834</b>



ANGLICARES A

# SIDE BY SIDE

## ANGLICARESA



## DEDICATED STAFF AND VOLUNTEERS

We are committed to supporting our dedicated staff and volunteers to achieve the best possible outcomes for the people they serve.

96%

of volunteers found the experience worthwhile

4579

enrolments in training courses

16.6%

increase in employee engagement

802

compliments recorded

## EMPLOYMENT ENGAGEMENT SURVEY

This year began with encouraging and positive results from our Employment Engagement Survey.

We completed the survey in 2015, with over 1000 staff providing their feedback about our organisation. The results highlighted a significant increase in employee engagement when compared to our 2013 survey, with 58.2 per cent of staff engaged (up from 41.6 per cent in 2013).

Also pleasing was that 72 per cent of staff believed AnglicareSA was a good place to work, with 27 per cent of respondents attributing this to the people they work with and 21 per cent to the teamwork around them.

We continued our focus on embedding our values of compassion, integrity, stewardship, equity and servant leadership, and strengthening our leadership capability in the organisation. Our values were promoted to all staff across our sites through a range of initiatives including games and activities, and through our values booklet which is given to all new employees at their corporate induction.

Throughout 2015/16 our employees completed more than 15,000 hours of non-accredited training to help with the continual development of their skills and knowledge. Almost 500 employees received flu shots in the lead-up to the winter months and 250 employees participated in our pedometer challenge which aimed to create a healthier workforce.

We have continued our work in applying for Return To Work SA (RTWSA) to be assessed against the required performance standards for self-insured employers with the aim of achieving self-insured employer status.

A Self-Insurance Project team is collaborating with portfolios, programs and services to develop and implement systems and processes to support the application process. The team is also developing and implementing change management initiatives and training in preparation for an external evaluator appointed by RTWSA to assess AnglicareSA.

## STRATEGIC PLANNING PROGRESSES

Work has continued throughout 2015/16 on the development of AnglicareSA's new strategic plan.

Our new plan will form the basis of AnglicareSA's decision making through to 2020. It will provide direction to ensure our organisation remains strong, sustainable and customer focused and includes significant input from the Board, Executive and senior AnglicareSA staff members.

It is proposed that this high level plan will also inform the development of detailed business plans and budgets for each of the business lines. The next stage in the process includes the development of performance measures for each of the strategies.

## GOVERNANCE

Anglicare SA Ltd and Anglicare SA Housing Ltd are governed by boards which meet at least six times each financial year.

The Directors are appointed by:

- the Archbishop
- the Synod and Diocesan Council of the Diocese of Adelaide
- the AnglicareSA Board and
- the Dioceses of Willochra and The Murray respectively

We thank the Directors for volunteering their time and expertise. Throughout 2015/16 the Archbishop of Adelaide, the Most Reverend Dr Jeffrey Driver, was President of Anglicare SA Ltd.



## RESEARCH PARTNERSHIP

Our strength and positioning as a key not-for-profit in community service research continues to grow through our partnership with Flinders University and the Australian Centre for Community Services Research (ACCSR).

AnglicareSA and ACCSR have continued the successful Research to Practice seminar series on topics of intergenerational disadvantage and social issues in country areas, and have co-produced a number of research outcomes, including numerous final reports from research and evaluation projects which have been used to underpin service improvement, innovation and advocacy outcomes.

We have partnered with ACCSR and Anglicare network staff to produce a number of conference papers and peer reviewed publications, as well as to establish nine adjunct positions within Flinders University to enable a suite of additional research.

The full range of collaborative projects between AnglicareSA and ACCSR adds to the evidence base for a variety of policy and practice purposes relevant to the wellbeing of AnglicareSA clients and the communities within which the organisations work.

The shared community of research and practice is an integral component of AnglicareSA's commitment to being a teaching and learning organisation which is at the forefront of social transformation.

## WHITE RIBBON ACCREDITATION

As part of AnglicareSA's commitment to addressing violence against women we are working to become an accredited White Ribbon Workplace. White Ribbon is the world's largest movement working to end men's violence against women and girls, promote gender equality, healthy relationships and a new vision of masculinity.

The campaign works through primary prevention initiatives involving awareness raising and education, and programs with youth, schools, workplaces and across the broader community.

White Ribbon's Workplace Accreditation program is an 18 month process starting with an employee survey which was completed by AnglicareSA staff in May 2016. This survey will act as an organisational benchmark against which we will be assessed in 18 months' time.

## HIGHLY ENGAGED VOLUNTEERS

The extraordinary support of more than 700 volunteers is vital to the work of AnglicareSA and enables us to provide many of our services.

This year, for the first time in many years, we conducted a survey of all AnglicareSA volunteers. The response was excellent with more than 50 per cent of volunteers taking part.

The survey results were very positive and showed that our volunteers are highly engaged with AnglicareSA. Here are a few key statistics:

- Each AnglicareSA volunteer contributes an average 10 hours of their time per week
- 88 per cent agree that those they work with put AnglicareSA values into practice
- 75 per cent would recommend AnglicareSA as a good place to volunteer
- 96 per cent felt that volunteering for AnglicareSA has been worthwhile and rewarding.

The survey results will guide our planning and help identify opportunities to improve how we support and engage with our much valued volunteer workforce.





AnglicareSA is an agency of  
the Anglican Church, bringing  
hope to the South Australian  
community.

**ANGLICARESA**

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