

Annual report

**ANGLICARESA**

**Together**  
**we change**  
**lives**

**2020–2021**

# At a glance 2020–2021



**1,800**  
employees

**400**  
volunteers



**45,613**  
people  
supported

**4,809**  
people clothed  
through Thread  
Together



**639**  
disability and  
mental health  
customers,  
including NDIS



**566**  
residential  
aged care beds

**84**  
independent  
living units



**2,140**  
community  
and affordable  
housing  
properties

**4,605**  
housing  
tenants



**411**  
children and  
young people  
in foster care

**400**  
foster care  
households



**899**  
new arrivals  
and migrants  
supported

**1,049**  
financial  
counselling  
users



**4,381**  
aged care  
customers

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## **Our vision**

**Justice, respect and fullness of life for all.**

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## **Our purpose**

**Together we change lives.**

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## **Our values**

**Compassion**

**Integrity**

**Stewardship**

**Equity**

**Servant Leadership**



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## Report from the Chair of the Board

AnglicareSA experienced some of the toughest challenges the organisation has faced during the 2020–21 year, especially in our aged care and high dependency services, as well as demand on our emergency assistance supports.

Pleasingly, our Anglicarers rose to the challenge and have helped our customers through what has been a tough year for everyone. I am enormously proud of the work of AnglicareSA.

When we experienced a COVID-19 outbreak amongst employees at our Brompton exceptional needs aged care home, we had grave concerns for the outcome. Yet despite four employees contracting the disease, not a single resident was infected.

This result was largely thanks to the intense and comprehensive preparation and risk mitigation work that had been done since the start of the pandemic, and the ongoing vigilant adherence to COVID-safe protocols by our employees and residents. We are grateful that all four employees have made a full recovery.

This again highlighted to us the importance of strong governance and strategic, long-term planning and preparation as fundamental to what we do at AnglicareSA, whilst retaining sufficient flexibility to pivot in response to unexpected events and legislative changes.

AnglicareSA has over recent years placed a significant emphasis on improving our governance. We have engaged in, and frequently, led state and national forums in the pursuit of best practice in governing for the care and support of vulnerable people. This has placed us in a relatively strong position to respond to the ever-increasing expectations, of both the government and community, in the care of those most vulnerable in our society.

The release this year of the final report of the Royal Commission into Aged Care Quality and Safety and the expansion of hearings of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability has further highlighted the shortcomings in governance practices across the sector, and the resultant impacts on quality of care, leading to recommendations for significant changes.

AnglicareSA is well placed to respond proactively to these expected changes, including having already established a board subcommittee for clinical and social care governance. Chaired by Michael Forward, this committee is comprised of experts, many external to AnglicareSA, from across the care sectors in which we operate.

We expect that the governance and compliance burden on AnglicareSA will continue to increase over coming years as governments introduce new regulations through the ACNC (Australian Charities and Not for Profit Commission) and through direct sector regulation that will come from the Royal Commissions and other investigations.

During this year, the Provincial Council nominated Michael Forwood and Bishop Chris McLeod to be appointed to the AnglicareSA Board, and The Reverend Margot Holt was re-appointed. I thank outgoing board members The Reverend David Covington-Groth, who very ably chaired the Audit and Risk Committee for a number of years, and The Reverend Canon Ali Wurm for their faithful service. I also thank outgoing Housing board member Amanda McLroy for her service.

I pay tribute to and thank The Reverend Canon Peter Sandeman, who retired as AnglicareSA CEO at the end of 2020, for his dedicated and faithful service. After eight years at the helm, Peter left us a much more responsive and sustainable organisation, well placed to serve the South Australian community into the future.

After an extensive national search, it was with great delight that we appointed Grant Reubenicht as CEO. Grant was previously AnglicareSA Chief Financial Officer, Executive General Manager Corporate Services and Company Secretary. I would like to take the opportunity to thank Archbishop Geoffrey Smith for his counsel and support during this process.

Finally, I thank every AnglicareSA employee, volunteer, supporter, and board and committee member for your outstanding support, work and dedication during these times of challenge and change. You exemplify the AnglicareSA purpose – together we change lives.

**Bruce Linn AM**  
Chair



## Report from the Chief Executive Officer

This year was certainly full of challenges, but also achievements and successes to celebrate for AnglicareSA. The disruption created by COVID-19 has continued to demand a flexible and agile approach to service delivery across the organisation. This has been a challenging time for all, but our employees, volunteers and customers have been exceptional in their responses.

Impacts from COVID-19 reaffirmed the importance of rapid, efficient, and flexible responses to emergency situations while maintaining essential care and service delivery for customers.

By way of example, throughout the COVID-19 outbreak at our Brompton aged care home in late 2020, our focus remained squarely on the wellbeing of residents and staff, as we maintained regular communication with families and the broader community. The fact that no transmission of the virus occurred in the facility remains an example of what to do in this situation, which was commended by the Health Minister in SA Parliament earlier this year.

Our community aged care teams continued to facilitate activity and support that created a sense of community, eased isolation, and assisted with the challenges encountered with ageing. Our allied health services piloted an exercise project at our Grange aged care home that delivered outstanding results in fall prevention, improved mobility and general wellbeing.

Across our disability and mental health services we have been nimble and innovative in our support of customers throughout the COVID-19 pandemic, using technology to maintain support and connections when restrictions often disrupted our usual programs and services. This has galvanised the team's commitment to those we serve and constant improvement in these areas.

Our mental health support services continue to grow to meet demand. Our new 'The Way Back Support Service' provides one-on-one support to suicide survivors for up to three months after they leave the Royal Adelaide or Queen Elizabeth hospitals.

Support for families and young people continues to be a crucial area of focus for AnglicareSA. The Safe Kids, Families Together program has enhanced its capacity to respond to the mental health needs of children and families in the program, and to provide a better understanding of the impact of trauma on children and how best to support them.

AnglicareSA welcomed 51 new foster carers during the year, but the need for more foster carers remains high. Our new online foster care training has been successful in improving accessibility to and uptake of our courses.

Our Post Care Pathways pilot program in Adelaide's inner west has set an exciting precedent for young people leaving out-of-home care. At high risk of homelessness, unemployment and health problems, this group need the support to stay in education, find work and develop life skills that young people living with their families take for granted. We will look to expand this program to support even more young people to thrive.

Housing shortages and homelessness continued to be a challenge in South Australia. The annual Rental Affordability Snapshot in April showed the housing crisis continues, with almost no rentals in Adelaide affordable and appropriate for those living on income support. AnglicareSA continued to invest heavily in renovating its existing housing stock and develop new, accessible social and affordable homes. Throughout the year, we remained focussed on working with tenants to build vibrant and inclusive communities and continued to keep tenants connected and engaged in programs and services throughout the pandemic.

Statewide homelessness reforms included the establishment of five alliances across SA to service the complex and evolving needs of people experiencing or at risk of homelessness. AnglicareSA was proud to be included in the Adelaide North alliance, known as Padninthi Kumangka Wardli. We look forward to seeing improved outcomes for people in the north thanks to this integration of homelessness services.

The past year has clearly demonstrated that AnglicareSA is an agile and sustainable organisation, well placed to respond to emerging need and serve the South Australian community well into the future.

With the continued support of the broader community, our members, employees, and volunteers, I know that we will continue to make a positive difference in the lives of the many who turn to us for support. Together we change lives.

**Grant Reubenicht**  
Chief Executive Officer

# AnglicareSA Board



## Mr Bruce Linn AM

**CHAIR**  
**BSc FUnISA FAICD FACS**

Bruce Linn is an experienced company director, chairman and former CEO who heads a successful international governance and strategic management consulting business. An Adelaide University science graduate, he is a technologist with over 40 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. A past president of the Australian Institute of Company Directors (AICD) (SA/NT), he is currently chairman of AnglicareSA Ltd, AnglicareSA Housing Ltd, State Library of SA, Adelaide Chamber Singers Inc and Sensei Productivity Pty Ltd. He is also a non-executive director of SABRENet Ltd. He is a Member of the Order of Australia, Fellow of the Australian Computer Society, a UniSA University Fellow and a Distinguished Fellow of the AICD.



## Mr Greg Frisby

Greg Frisby is an experienced company director and corporate consultant with extensive experience across several industry segments including financial services. Greg has a strong background in corporate finance,

strategic planning and corporate governance. He has been a director of AnglicareSA for more than four years and is current chair of the Finance Committee.

Greg is deputy chair of AnglicareSA and AnglicareSA Housing.



**Visitor**

## The Most Reverend Geoff Smith

**BA DipTeach ThDip MPhil MTh GradCertMin  
GradCertExecLead GAICD**

Geoff became the Archbishop of Adelaide in April 2017 after four years as assistant bishop and general manager/registrars of the Anglican Diocese of Brisbane. He has been Primate of Australia since April 2020. He is currently the Visitor of AnglicareSA.

Geoffrey has served as a parish priest on the Gold Coast, Ballina, Sawtell, Lismore, Port Macquarie and Papua New Guinea and was national director of the Anglican Board of Mission Australia for five years. After becoming a bishop in 2007, Geoffrey was Bishop of the Southern Region in the Diocese of Brisbane until 2013.

He has a significant interest in missiology and governance and has served as a member of four Anglican school councils.



## The Rt Rev'd Chris Mcleod

Bishop Chris is the National Aboriginal Bishop of the Anglican Church of Australia, and assistant bishop in the diocese of Adelaide. Bishop Chris has been in ordained ministry for 30 years and has served in parishes in the

Diocese of Adelaide and in Port Lincoln in the Diocese of Willochra. He is a foundational member of the National Aboriginal and Torres Strait Islander Anglican Council, and a member of the Anglican Indigenous Network. Bishop Chris is of Gurindji descent and his mother and grandmother are members of the Stolen Generations. Bishop Chris serves on a number of local and national committees and boards. Bishop Chris has recently been appointed Dean of St Peter's Cathedral, Adelaide.



## Dr Angela Evans AM

**PhD, FFPM RCPS(Glasg)**

Angela has been a board director at St Mark's College, executive of Sports Medicine Australia (SA), chair of The Magdalene Centre committee, people's warden and deputy chair of Adelaide's St Peter's Anglican Cathedral Council. Current non-executive director roles are with AnglicareSA and Australian Podiatry Association.

Angela's volunteer history includes Walk for Life Clubfoot in Bangladesh; National Medical Education Scientific Council and Medical Education Scientific Advisory Council of Diabetes Australia; Scientific Committees of Australian Podiatry conferences; medical programs at Olympic Games, 2000; Special Olympics, 2005; Commonwealth Games, 2006; and clinical director of National Special Olympics Games, 2010.



## The Rev'd Darren Russ

JP BCom MDiv GAICD

Darren is an IT professional and an ordained Anglican Minister serving at St Bartholomew's in Norwood.

Alongside ministry, Darren has worked in IT and business consulting for more than 30 years, including as a senior partner at Accenture. He has served on various boards including as an independent Director of CMS Australia and member of the Audit and Risk and Governance and Nominations Committees, National Council Member and Management Committee chair of SparkLit, and as an executive director and member of many of Accenture's national and international Councils. Darren is a Justice of the Peace of SA and a graduate member of the AICD.



## Ms Emma Riggs

LLB (Hons) BCom

Emma Riggs is a solicitor at Camatta Lempens Lawyers specialising in corporate governance, general litigation and commercial disputes, with a particular interest in industrial law,

Aboriginal rights and property law.

She is a current member of the Episcopal Standards Commission, the SA representative on the Church Law Commission, and an executive member of the SA Council for Civil Liberties.



## Ms Virginia Hickey

Virginia Hickey is a corporate governance specialist, lawyer and company director with extensive commercial, government and not-for-profit experience.

Virginia sits on the boards of the Southern Adelaide Local Health Network, Energy Consumers Australia, Peoples Choice Credit Union and SportsMed Orthopaedic Hospital, and is chair of the Public Trustee's Audit and Risk Committee and of Department of Premier and Cabinet's Risk and Performance Committee.

In addition to consulting directly to boards to assist them to improve their corporate governance, Virginia is a facilitator in the Australian Institute of Company Directors' national and international company director courses. Virginia is passionate about and committed to high standards of ethics and effective board governance.



## Mr Michael Forwood

Michael has extensive experience in the Australian health and disability services fields as a board director, senior manager and consultant in both the government and non-government sectors. He is a graduate of the universities of Melbourne, Adelaide and Leeds, with qualifications in Arts, Law and Health Policy and Planning.

Michael's key strengths lie in strategic policy and planning, commercial negotiation and government relations. He has held senior executive positions in the SA Department of Health; Royal Australian College of General Practitioners; and as CEO of the Cora Barclay Centre.

Current board directorships include First Voice, the Northern Adelaide Local Health Network and an Adelaide City Drop-in Centre. Michael has a passion for social justice and has been actively involved in advocacy for disadvantaged and homeless people for many years.



## Mr Grant Chapman

BA (Hons) GAICD

Grant Chapman has had a distinguished business and parliamentary career. He served as the Federal Member for Kingston from 1975 to 1983 and as a senator for SA from 1987 until

his retirement in 2008. Throughout his time in Federal Parliament, Grant was involved in numerous committees and served as chair of the Joint Statutory Parliamentary Committee on Corporations and Financial Services, overseeing ASIC and helping to reform Australia's corporations' law and financial services' regulation.

Grant is a business consultant, company director, part-time senior member of the Commonwealth Government Administrative Appeals Tribunal and is involved in farming.

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



## The Rev'd Margo Holt

Margo is the incumbent deacon in Strathalbyn/ Milang parish, part of the Hills Partnership, Diocese of the Murray. Margo was ordained in 2017 and is a Franciscan attached to the Third Order. Prior to ordination, she lived and

served with CMS Australia in the Middle East from 2004 until 2010. A registered nurse and midwife, Margo worked initially to bring health care among the Bedouin in remote areas of the desert and later among refugees fleeing the conflict in Iraq.

On return to Australia, she helped initiate a group that supports women refugees in need in the Middle East. Margo has a particular heart for refugees and those seeking safety and a new home in Australia, as well as a passion for mental health, community work and pastoral care.

# AnglicareSA Housing Board



## Mr Bruce Linn AM

**CHAIR**  
**BSc FUniSA FAICD FACS**

Bruce Linn is an experienced company director, chairman and former CEO who heads a successful international governance and strategic management consulting business. An Adelaide University science graduate, he is a technologist with over 40 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 (AICD) (SA/NT), he is currently chairman of AnglicareSA Ltd, AnglicareSA Housing Ltd, State Library of SA, Adelaide Chamber Singers Inc and Sensei Productivity Pty Ltd. He is also a non-executive director of SABRENet Ltd. He is a Member of the Order of Australia, Fellow of the Australian Computer Society, a UniSA University Fellow and a Distinguished Fellow of the AICD.



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Greg is deputy chair of AnglicareSA and AnglicareSA Housing.



## Ms Rachel Elliott

**B Bus Property (VAL & PRM), FAPI, GAICD**

Rachel is an experienced property valuer, Fellow of the Australian Property Institute and director at national property advisory firm, m3property, where she leads the advisory team within the Adelaide office.

Her career experience covers both corporate and micro business, with her unique perspectives shaped by over 25 years living in a regional community, where she started and grew several small businesses and chaired committees within both local government and community organisations.

Rachel is the current chair of the UDIA Developer Tax, Finance and Regulation Committee and immediate past chair of Investigator College at Victor Harbor.



## Ms Susy Daw

Susy is an experienced company director, risk management consultant and business mentor with her own business, MQM Business Consultants. She has 24 years' experience in risk and strategic consulting for the public and private sector.

Her governance expertise includes 17 years as a facilitator for the Australian Institute of Company Directors in the Foundations of Directorship, Company Directors Course, Applied Risk Governance and Governance to Protect Vulnerable People.

Susy's current appointments include deputy chair, Women's and Children's Health Network, St. Andrew's Hospital, and ECH SA Inc. Client Experience and Service Quality Committee.



## Mr Tim Sarah

**BEc MBA ACA FAICD**

Tim is an experienced business executive and joint owner of Sarah Group, operating businesses in the construction industry. He is a Chartered Accountant with an Economics Degree and an MBA and has been involved in business for 30 years. He lives and breathes the values of strong relationships, high quality solutions and long-term sustainability. Tim is a Fellow of the Institute of Company Directors, and is an experienced company director, with experience in for-profit public company boards and for-purpose community service organisations.



## Mr Frank Agostino

Frank Agostino is a prominent businessperson who has led a number of national business and community organisations. He is a Life Member of the Northern Community Health Foundation. In addition to being the managing director of the Agostino Group, Frank is also the current president of the Motor Trade Association of South Australia and Northern Territory and chair of the MTA Group Training and Registered Training Organisations. He is the MTA's longest serving president.

In 2014 he was made a "Cavaliere" by the "Il Presidente Della Repubblica Italiana", and he is a Chevalier of The Sovereign Hospitaller Order of Saint John of Jerusalem – Knights of Malta.

# Committee members

AnglicareSA thanks the directors and committee members for their support to the governance of the organisation.

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## Advancement and Philanthropy Committee

Dr Angela Evans AM (chair)  
Mr Frank Agostino  
Ms Kirsty Willis  
Ms Margot Coles  
Ms Ros De Garis  
Dr Richard Sawers

**Retired in last 12 months:**  
The Reverend Ali Wurm  
(Acting Chair)

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## Audit and Risk Committee

Mr Tim Sarah (chair)  
Mr Derek Clark  
Mr Grant Chapman  
The Reverend Sam Goodes  
Ms Penny Woods  
The Reverend Margo Holt

**Retired in last 12 months:**  
The Reverend David  
Covington-Groth

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## Clinical and Social Care Governance Committee

Mr Michael Forwood (chair)  
Ms Lenore de la Perrelle  
The Reverend Margo Holt  
Ms Rachel Crowley  
The Reverend Sam Goodes  
Ms Susy Daw

**Retired in last 12 months:**  
Ms Karen Crouch

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## Finance Committee

Mr Greg Frisby (chair)  
Ms Amanda Heyworth  
Mr David Cannings  
Mr Derek Clark  
Mr Michael Lane  
Mr Nicholas Handley  
The Reverend Darren Russ  
Mr Tim Sarah

**Retired in last 12 months:**  
Mr Chris McSporran

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## Governance and Nominations Committee

Ms Emma Riggs (chair)  
Mr Bruce Linn AM  
Mr Joe Thorp  
Ms Virginia Hickey

**Retired in last 12 months:**  
Ms Amanda McIlroy

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## Major Projects Committee (Disbanded)

Mr Chris McSporran (chair)  
Mr Greg Frisby  
Mr Rod Hook  
Ms Rachel Elliott  
Ms Michelle Kennedy

# Housing services

**Social and affordable housing is so much more than just bricks and mortar.**

**At AnglicareSA, we provide people on low incomes with the support they need to create a home within safe, vibrant communities.**



# Creating homes and communities

## AnglicareSA's 10-year social and affordable housing plan is well underway with multiple redevelopment projects in the north and west of Adelaide completed over the past year.

The redevelopment of an affordable housing block in Mansfield Park saw the demolition of 14 one-bedroom units built in the 1960s. They were replaced with 16 new two-bedroom units. The units are designed to allow residents aged 55 and over to live independently.

Each unit features stepless entries, wider doorways, an outdoor alfresco area and car parking.

Along with new and improved housing, AnglicareSA is also focussed on building vibrant and inclusive communities with its tenants.

Since the management transfer of 479 homes in Adelaide's north in 2015, and 729 homes in the west in 2017 from Housing SA to AnglicareSA Housing, our teams have been on the ground, working with tenants to build a sense of community.

So far, we have coordinated more than 400 events and activities for tenants, providing them with support services and building on their feedback of what they are looking for in their community.



### AnglicareSA provides

**2,100+**  
homes for  
**3,500**  
tenants

### AnglicareSA community housing properties

**479**  
homes in  
Adelaide's north  
**729**  
homes in  
Adelaide's west

# Work underway in the west

**In June, AnglicareSA turned the first sod on an exciting \$11 million development which will increase social and affordable housing in Adelaide's west.**

In partnership with the State Government, AnglicareSA's Woodville West development will see the construction of six villas and 24 apartments.

**The 30 new homes will provide crucial housing options for older South Australians, young people leaving care and those living with a disability.**

Once these properties are developed, AnglicareSA will work with individuals and families to support them to enjoy positive, constructive tenancies and, in turn, create strong, safe and sustainable communities.

Initial construction commenced in July and we anticipate that residents will be able to move in by the end of 2022.



# Building a new life



## In 2012, Adnan arrived in Australia at the age of 12 after travelling from Afghanistan with his mother. Now 23, Adnan is a proud homeowner and establishing a career as a chef.



"It wasn't easy before here – before Australia. There were lots of difficulties in every section of life," he said.

"We had nothing at all really – just a few clothes and a couple of things."

As a young boy, Adnan and his mother fled their home country for Pakistan, where they spent five years before eventually securing refugee status and making it to Australia.

After initially arriving in Geelong, Adnan and his mother moved to South Australia. They managed to find a private rental, but with little to no income or support, they began experiencing significant financial and emotional stress.

"We were renting for seven years – we changed houses multiple times," he said.

"We were in a private rental, but it was too expensive. At the time I was studying at high school, and it was all too hard."

After shifting between rentals, the family was provided a long-term AnglicareSA community housing property in Adelaide's north.

The lower rent eased the financial burden, enabling Adnan to focus on school and eventually find employment in the kitchen of an Afghani restaurant.

After three years of living in community housing, in 2019 Adnan and his mother had saved enough to buy their first home.

"We learnt the hard way, but you just need to be a little wise, and know what to spend and what to save," he said.

"If someone wants to improve their life, we are living proof that they can."

(Story continued over page)



**For Adnan, the future is bright. He remained open when asked whether he hopes to run his own restaurant one day.**

“Who knows? Anything is possible,” he said.

“Right now, I just want to keep working hard and pay the mortgage on time.”

AnglicareSA Executive General Manager Housing, Michelle Gegenhuber, said it is inspiring to see tenants transition along the ‘housing continuum’ from social housing through to home ownership.

“As well as Adnan and his mother, we have had another 11 AnglicareSA community housing tenants go on to purchase their own home in the last 12 months,” she said.

“Their story highlights how access to social housing and a safe stable home can empower people to overcome challenging circumstances, achieve financial stability and, ultimately, improve their livelihoods.”

## What is the housing continuum?

The ‘housing continuum’ is a concept used by policy makers to consider the broad range of housing responses available to people as they move through their housing journey at different stages in their life (e.g. from temporary crisis accommodation through to supported accommodation, social housing, private rental or home ownership).

It enables housing options to be tailored to help a range of individuals and families to access affordable and appropriate housing that meets their needs and their level of independence.

The concept enables policy makers to move away from a one-size-fits-all strategy of providing social housing, towards the range of housing options available to different households on a continuum as they stabilise and increase their independence.

## Welcoming tenants into their new homes

AnglicareSA has welcomed the first tenants through the doors of its new social and affordable housing properties in Adelaide's west and north.

Uncle Cecil, or 'Ces' as he is affectionately known, was handed the keys to one of the three new homes in the north.

After decades of working in the South Australian community helping others, Ces suffered a heart attack, had quintuple bypass surgery and began experiencing depression, which can often develop following a heart attack. He soon found himself couch surfing, sleeping in his car and in desperate need of a safe and stable place to call home.

It was in 2020 when AnglicareSA's Assistance with Care and Housing program, which supports older people who are experiencing or at risk of homelessness find affordable housing, first learned of Ces's situation.

With a list of health and mobility issues exacerbated by his experience of homelessness, the program advocated for Ces to find a property that could support his needs.

Before long, he was offered a property through AnglicareSA Housing.

**"After years of working with people down and out, it's hard when you get to that stage yourself. So, when they showed me through the house, I just couldn't believe it – I nearly cried."**

All properties in AnglicareSA's 10-year social and affordable housing development program are built to the NDIS 'improved liveability' design standard. This means Ces' new home is equipped with wider doorways and stepless entry to support him age in place and to live his best life.



Through the generosity of the aged Persons Welfare Foundation grant, Ces received a fridge and other white goods to help set up his new home. He was further supported by AnglicareSA's Quickest Warmth project, which provided bed linen and kitchen utensils.

Safe, secure and sustainable social housing has provided Ces the opportunity to manage his health issues, give back to the community that he loves and spend time with his grandchildren at home. He is now exploring volunteering opportunities.

# Homelessness services

**AnglicareSA believes that everyone deserves a safe place to call home. Through advocacy and case management, we support individuals and families who are experiencing or at risk of homelessness to find suitable and safe shelter.**



# Turning Point turns around lives



## AnglicareSA's Turning Point program provides families in crisis with support and a safe place to heal and regain confidence and independence.



Sponsored by Beyond Bank, the program has seven dedicated and fully furnished properties that allow families to move in and focus on their needs. Families can stay in a Turning Point property for up to three months, while AnglicareSA support workers provide wrap-around, tailored support services and assistance to secure long-term housing.

So far, the majority of families to have come through the Turning Point program have gone on to secure long-term sustainable housing.

This year, through a very difficult time for families because of COVID-19, AnglicareSA provided longer property lease times.

The program supported 25 families this year, including 31 adults and 60 children, with an average length of stay of 109 days.

AnglicareSA is delighted to have entered a further three-year sponsorship with Beyond Bank to continue to build on this program.

### Turning Point program 2020–21

**25**  
families  
supported

**31**  
adults  
supported

**60**  
children  
supported



## Homelessness in the north

Over the past year, AnglicareSA's homelessness service has supported more than 2,700 families in need across the northern suburbs of Adelaide.

The program provides a wide range of services to people experiencing or at risk of homelessness. This includes working with people through a needs assessment and case management plan, supporting them with information about housing and community resources, and guidance to support them to achieve their goals.

Operating in line with AnglicareSA customer-first principles and organisational values, the primary focus of the service is to support people in crisis to achieve safe, secure long-term sustainability in housing and other areas of their lives.

## Bail accommodation

The Bail Accommodation Support Program is a partnership program between the Department for Correctional Services and AnglicareSA.

The program has been designed to support alleged offenders who are suitable to be bailed to the community but deemed homeless as they lack a suitable bail address at the time of their application. Only alleged offenders who are before the Magistrates Courts can be bailed to the program.

While engaged in the program, participants stay in one of 30 self-contained units. The expected length of stay is 10 days. The program is voluntary, and participants engage with staff to locate suitable longer-term accommodation.

The program focuses on providing wrap-around services to manage immediate stabilisation needs, as well as assistance to secure suitable longer-term accommodation. Stabilisation may include medical, financial or legal referrals. This year, the program has supported 206 participants.

### Bail Accommodation Support Program

**30**  
units

**206**  
participants

## Padninthi Kumangka Wardli homelessness alliance

The SA Housing Authority (SAHA) has announced the establishment of five alliances to service the complex and evolving needs of people experiencing or at risk of homelessness across South Australia.

This comprises four regional homelessness alliances and one statewide domestic and family violence alliance, to commence operations from 1 July 2021.

AnglicareSA is delighted to be a partner in Padninthi Kumangka Wardli homelessness alliance, which will operate in the north-western suburbs of Adelaide

The members of the alliance are UnitingSA, Salvation Army, Aboriginal Sobriety Group, Uniting Communities, Centacare, SAHA and AnglicareSA.

**Our Kurna name, Padninthi Kumangka Wardli, means walking together towards housing, safety and belonging.**

The right to housing includes the rights to cultural concepts of home, shelter and belonging (wardli = safety, stability and healing).

The alliance aims to strengthen and support this right through an integrated, connected, person-centred and culturally safe system.

The new model implements early intervention and prevention strategies. This involves engaging first responders across multiple systems, who will help identify ways to provide diverse communities with place-based responses, access to relevant information and support services to help divert people away from homelessness.



We will work with people to develop life skills to support sustainable outcomes, including connection to culture and community, nurturing independent living, growing financial capability and empowering meaningful life choices.

The alliance has a strong role to play in empowering and advocating for the rights of people at risk of homelessness and will foster a healing system that breaks down power imbalances, recognises cultural identity, provides physical and emotional safety and understands trauma and privilege.

# Aged care services

**AnglicareSA cares for older people in their own homes, in our residential aged care homes and in the community.**

**By providing choice, flexibility and respect, we are committed to supporting older people to live full and rewarding lives.**



# Responding to COVID-19

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**As the COVID-19 pandemic continues to impact our community, it has reaffirmed the importance of a rapid, efficient and agile response to outbreaks, as well as providing a happy and healthy environment for our customers.**

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AnglicareSA has worked diligently to safeguard the health and wellbeing of our customers and employees. Throughout this time, our employees maximised available equipment and invested in infection control products to keep our residents safe. We worked to improve staff skills, knowledge and education on preventing the spread of infections.

These precautions have proved vital. In November, AnglicareSA was advised that two employees at our Brompton aged care home were close contacts of a COVID-19 cluster.

AnglicareSA moved swiftly to stop the spread and begin contact tracing. Our employees and residents underwent regular testing. While four employees tested positive and were moved to a medi-hotel to recover, no residents at our Brompton aged care home contracted the virus.

In December, after the final round of testing, SA Health declared the outbreak over. Employees infected by COVID-19 each made a full recovery.

In February, Minister for Health, Hon Stephen Wade MLC, visited AnglicareSA's Brompton aged care home and later paid tribute to AnglicareSA's employees and residents in State Parliament.

"It was my privilege today to go down to Brompton and sing the praises of the unsung heroes of the pandemic," Minister Wade said.

"I regard the Brompton outbreak team as one of the least lauded but most important parts of the pandemic response.

**"AnglicareSA's facility at Brompton experienced four staff members who were COVID positive, yet not a single resident of that facility became COVID positive. That wasn't luck; that was careful planning and effective teamwork."**

We remain very grateful to our employees and residents for their support, patience and cooperation which, ultimately, helped save lives.



## Lifestyle activities during COVID-19 lockdown

Across AnglicareSA's six residential aged care homes, we have explored new ways to remain safe, connected and active.

Despite pandemic restrictions, we have helped our residents enjoy their favourite hobbies and keep in contact with their families, both locally and abroad, through technology.

This year, some of our residents' favourite events looked a little different. In November, residents celebrated Melbourne Cup Day with smaller parties across our aged care homes. Together, we cheered on our favourite horses and remained socially distanced.

With many services unable to take place in person, residents took part in virtual Remembrance Day services, allowing them to stay safe while honouring those who have served.

Our teams have gone above and beyond to help residents to partake in celebrations in a COVID-safe way. In what has been another challenging year, it was great to see everyone enjoying these familiar activities.



## An a-choired taste

**A new singing sensation is helping to break down barriers for customers living with dementia at AnglicareSA's Home Care North site.**

An AChoired Taste brings together residents to perform their favourite songs. For those living with dementia, song lyrics often remain in the memory longer, making it possible to fully participate along with other residents.

Despite the COVID-19 pandemic, which impacted the size of the choir, our employees knew that the show must go on and put measures in place to keep everyone safe. The choir is divided into sopranos, altos, tenors and bass, with each resident learning their part.

With their sights firmly set on securing local gigs, An AChoired Taste could soon be coming to a stage near you.



## Supporting newborn babies

Women from AnglicareSA's aged care 'Bobbins and Banter' social group in Adelaide's north have been busy making baby beanies, booties and cot quilts for patients at the Women's and Children's Hospital in North Adelaide.

They were keen to support newborn babies in a practical way, particularly those born prematurely. Jean and Lynette from the group donated the baby packs just in time for Mother's Day and the cooler months.

Well done to these lovely women and our northern aged care team for leading this initiative.

## Improving mobility

In September 2020, AnglicareSA's Health and Wellness team introduced an exercise pilot program at Grange residential aged care facility, which aims to help residents prevent falls and increase their mobility.

Run by an accredited exercise physiologist, Grange residents enjoyed a range of challenges and exercises, all focussed on improving balance and strengthening muscles.

**The results were phenomenal. Residents were better able to balance without support, they gained greater confidence and independence, as well as improved mood and memory.**

Following on from the success of the Grange residents, the team was asked to run an additional group at the Dutton Court home, particularly for those who may be at risk of falls. So far, Dutton Court residents have also seen great results and the group has quickly become a popular addition to their weekly routine.



# Disability and mental health services

**We provide a range of disability support services, empowering people living with a disability – and their families – to achieve their goals and live life with dignity, purpose and choice.**



# Pari's journey

Pari and her family arrived from Nepal in 2009 as refugees, having fled from political unrest.

From the moment they landed, the team from AnglicareSA was there to welcome them, pick them up from the airport and take them to their new home in Elizabeth.

Within three months of living in the safe, fully furnished property, AnglicareSA assisted Pari's family to a long-term house in Mawson Lakes.

**Despite being given new and expensive sets of cutlery imported from Japan, Pari's mum still keeps the original cutlery set provided by AnglicareSA as a reminder of the support they were given.**

Since arriving in Australia, Pari had always wanted to work for AnglicareSA. She began studying a Certificate III in Disability, and while there were no student placement opportunities available at AnglicareSA, this didn't deter Pari. She completed her course and soon secured employment with another social services provider.

Before long, an opportunity arose in AnglicareSA's disability services team. Pari made an outstanding impression at her interview and when asked why she would like to work for AnglicareSA, she reflected on the support she and her family received when they arrived as refugees, adding that she would love to give back to the organisation.

Pari was successfully recruited and has become an integral part of our disability services team. She said she loves working at AnglicareSA, highlighting everything from the team and culture to the respectful ways both customers and employees are treated, and the many professional development opportunities.





## Fishing for confidence

For AnglicareSA exceptional needs customer Tom, engaging in activities within the local community has always been a huge challenge. He rarely feels comfortable stepping outside his comfort zone of home and gets easily discouraged when trying to make new plans.

**After weeks of visits and discussion with his support worker, Tom eventually showed enthusiasm in a fishing trip – the issue was that he had no rod, equipment or the confidence to make this happen on his own.**

While Tom's support worker accompanied him to purchase a rod, the fishing adventure hit another snag as week after week he continued to put off the trip. It was

clear that Tom was struggling with the idea of leaving his home to participate in something new. However, this did not stop his support worker from continually planning a fun day out for him.

Through relentless encouragement and support, Tom eventually built the confidence to step out of his comfort zone – enjoying a fishing trip alongside his support worker on Adelaide's western beaches. While unfortunately there were no bites, Tom was incredibly proud of his achievement, which gave him a new wave of confidence. He has since visited the Aviation Museum, something he has always wanted to do, and undertaken some volunteer work.

It is always incredible to see what our customers can achieve with a passionate and dedicated support worker sitting in their corner, encouraging them to overcome their fears and be active in their community.

## Support through a lockdown

AnglicareSA's Individual and Group Services (IGS) customer, Sally\*, has been living with a complex mental health diagnosis for many years. Sally said that her symptoms fluctuate and when things are at their worst she "doesn't want to be here anymore."

Sally receives various types of support to assist her with day-to-day living. This includes transport within the community and to regularly attend recreational activities such as swimming. She also requires support with developing daily domestic routines such as cleaning, washing and morning preparation. The support helps Sally maintain her mental wellbeing by reducing anxiety and building positive social relationships.

During the COVID-19 lockdown in 2020, the IGS team quickly changed the way supports were delivered to adhere to new restrictions and safeguard customers and employees from the virus. The team continued to provide customers with face-to-face support, as well as essential food and meal drop-off services. More independent customers were offered regular phone and video calls.

Many customers accepted the new mode of support, appreciating the regular welfare checks so they did not feel alone during what was a challenging time. Sally was one of these customers who maximised her phone support to achieve a great outcome.

Early into the lockdown, Sally alerted her support worker that she needed a new coffee machine after hers broke. She really missed her morning cup of coffee, as it was an important part of her daily wellbeing routine.

**The support worker quickly got onto it and, after researching many options online, found a machine in Sally's budget. Having this support meant a lot to Sally.**



The next step involved visiting a store to purchase the machine, a huge challenge for Sally as she has always found it difficult to leave home without assistance due to her high anxiety.

Despite the lockdown, Sally's support worker was determined to help Sally achieve this.

Calling Sally, the support worker stayed on the phone to guide Sally to the bus stop, providing encouragement and social support all the way until she arrived at the store. On arrival, Sally put her mobile phone on loudspeaker so her support worker could speak to the store assistant and discuss what machine Sally wanted, while cheekily getting it at a reduced price.

Sally said she felt as though she wasn't alone throughout the whole experience, despite physically doing it all herself. The phone support gave her a sense of confidence out in the community that she hasn't felt in years. She believes without the help she would not have been able to enjoy a coffee until the end of lockdown.

With some quick thinking and the use of technology, the AnglicareSA team has been able to regularly and creatively engage with Sally and many other customers, assisting them to achieve their goals in new and innovate ways.

# Helping families power through mealtime

Mealtimes can be one of the most challenging times of the day for families with children.

While most of us think of eating as a two-step process of 'see food, eat food', it can involve more than 32 steps and is the most complex thing we do as humans. It is the only thing that involves all of our sensory systems, organs, muscles and learning history.

AnglicareSA's food school works with children with feeding difficulties to make mealtime a fun and safe experience.

The program is based on the Sequential Oral Sensory (SOS) approach to eating, developed in the US by a team of psychologists, occupational therapists, speech pathologists and nutritionists.

At food school, our specially trained occupational therapists and speech pathologists present the children with foods and drinks, transitioning them through various aspects of play.

Children start by tolerating various foods in their space and slowly build to interacting with, touching it and eventually tasting it. This involves activities from balancing fruit on their nose and tongue, to playing tug-of-war with lolly snakes between their own hand and mouth.

While the unique methods of SOS can go against conventional wisdom, it is the only results-driven feeding program with 30 years of proven clinical experience.

Not only does the program support children to grow their ability to interact with food; it empowers parents to implement certain strategies at home.

Six-year-old Ted's story is a perfect example of how food school has totally transformed his family's challenges.



"Ted didn't eat any food until he was about 10 months old. He had a really strong gag reflex and had some food allergies that made him vomit a lot," said Cheryl, Ted's mother.

**"He's amazing now – he will try new things and not really have a problem with that. It's a completely less stressful experience eating at home as a family now."**

"It's a really effective way of learning about eating."

In the no-pressure environment of food school, Ted's family and others learn that eating does not simply begin with the mouth and that mealtimes are opportunities to learn and explore.

# Children, youth and families

**Our support for children, young people and families is all about working together to build stronger relationships and safer futures.**

**AnglicareSA's out-of-home care, relationship and parenting services provide a safe and supportive environment where families can heal and grow.**



# Support for children, young people and families

Children, youth and family services offer support through numerous programs across Playford, Holden Hill, Hindmarsh and Christies Beach.

## At a glance

**136**

employees

**7**

mentors

**2**

trainees

**6**

First Nations  
employees

**17**

culturally and  
linguistically  
diverse employees

**2,000+**

children,  
young people  
and families helped





## Cultural governance

AnglicareSA reflects the community it serves. Our children, youth and families team values the cultural knowledge and authority held by First Nations customers and employees.

**We seek to incorporate cultural governance in all aspects of our services, ensuring transparency and cultural oversight by First Nations people.**

Through applying appropriate cultural governance to our services, we can begin to improve outcomes for all First Nations people, address their overrepresentation in our services, and ensure children and young people remain connected to community.

## Partnership with Flinders University

AnglicareSA has partnered with one of South Australia's leading universities to deliver evidence-based research to improve outcomes for our customers.

**The Social Work Innovation Research Living Space (SWIRLS) aims to combine our experience at the coalface of disadvantage with the research capacity of Flinders University to better support young people in care.**

Together, we will co-design, implement and evaluate ground-breaking new services and programs to address key issues in this space. This new partnership sits alongside our role as a foundation partner of The Australian Alliance for Enterprise (TAASE), which is located within the University of South Australia's business school.



By partnering with the university sector, AnglicareSA can establish best-practice models, produce innovative new services and, ultimately, create sustainable, long-term change for those in need.

# Foster care services

There are times when some children and young people are unable to live with their birth families – sometimes that is just for a short period of time and sometimes it’s permanent.

We recognise that children and young people thrive when they live in a stable home. Our foster carers and staff support children as they grow into teenagers and young adults.

## At a glance

**400**

approved households

**382**

general households

**28**

specialist households

**411**

children and young people placed in our care

**24**

new general households approved

**9**

new specialist households approved

**612**

respite placements

**243**

general enquiries

**34**

specialist enquiries

## Services training

**38**

training sessions

**752**

current and prospective carers

**60**

graduated from Shared Lives

## Welcome to our new foster carers

In April, AnglicareSA proudly welcomed more than 50 new foster carers at our annual Foster Carer Graduation Ceremony.

The ceremony recognised the completion of their intensive training and assessment. It also gave our new carers an opportunity to meet and get to know each other.

We were welcomed by First Nations dance group, Yellaka, and heard from one of our foster carers, Sam Sands, who has been caring for children for over 13 years.

Our new carers also had the opportunity to hear from Amy Duke from CREATE Foundation, and Bella, a young person with lived experience of growing up in care.

AnglicareSA Director of Aboriginal Services, Sonia Waters, spoke about the importance of cultural connection for First Nations children in out-of-home care.

**“Aboriginal people make up two per cent of the South Australian population, but sadly, more than 30 per cent of children in care.”**



“Right now, we do not have enough Aboriginal foster carers. Until we do, we rely on non-Aboriginal families to take Aboriginal children and young people into their care,” she said.

Sonia highlighted the importance of supporting Aboriginal children in care to connect to their community.

It was wonderful to welcome carers from all corners of South Australia, from the far north of greater Adelaide through to Kangaroo Island. They are a reflection of our community, ranging from new parents, retirees, and same-sex couples to families from cultural and linguistically diverse backgrounds.

Together, we can create change in the lives of children in care.





## Foster mum honoured for amazing contribution

AnglicareSA foster carer, Dawn Jennings, was recognised with the 2021 Inspiring South Australian Women's Award for her commitment to children in the community.

From the early 1980s to 2020, Dawn cared for more than 90 children, with some as young as two days old.

Minister for Human Services, Michelle Lensink, presented the award to Dawn in January as part of the SA Australia Day Awards 2021 ceremony at Government House.

Dawn was nominated for the award by her friend Pam, who described the devoted carer as a quiet achiever.

"Most mothers look back on the first few months and remember how tiring they were – Dawn did the first three months 91 times," said Pam in the nomination.

**"Women like Dawn are often overlooked. We need, as a society, to recognise them."**

Dawn is a wonderful example of the lasting and remarkable difference someone can make in the lives of our most vulnerable children.

## Foster care moves online

With the number of children in care in South Australia rising, AnglicareSA is always seeking more foster families to meet the growing need.

Throughout the COVID-19 pandemic, AnglicareSA's foster care service expanded its online learning options, enabling prospective foster carers to continue their training safely and ensure we can be there for the many children in need of a safe place to call home.

The feedback from participants has been overwhelmingly positive. They have enjoyed the flexibility that the online training has provided, especially when it



comes to balancing other commitments and being able to continue their learning journey during lockdowns.

## Reconnect and Flexible Learning Options

Mainstream school can be a difficult place for young people who may find themselves at risk of disengaging.

Flexible Learning Options is a Department for Education initiative that is designed to help students stay connected and engaged with their learning.

Students are supported to complete their SACE (South Australian Certificate of Education), Vocational Education, and develop independent living skills, employability skills, connect with community and build resilience. The service provides opportunities for meaningful engagement, practical life skills and accredited learning, to meet the living, learning and transition goals of the young person.

Meanwhile, AnglicareSA's Reconnect program uses community-based early intervention services to assist young people aged 12 to 18 years who are experiencing or at risk of homelessness. Reconnect assists them to stabilise their living situation and improve their level of engagement with family, work, education, training and their local community.

### At a glance

**100+**  
young people  
accessed our  
Reconnect  
services

**97**  
young people  
accessed our  
Flexible Learning  
Options

## Leaving-care accommodation

AnglicareSA's youth accommodation provides individualised support to help young people leaving care to successfully transition to adult life. The program focuses on empowering young people to thrive and build connections, while providing a safety net when they need it.

By working together to find sustainable housing options, our customers gained the confidence and stability to pursue their goals.

### At a glance

**15**  
staff

**7**  
mentors

**24**  
young people  
transitioned  
into the  
program

**4**  
young people  
transitioned  
out of the  
program



# Transition to Work in 2020–2021

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**Transition to Work is a Federal Government funded employment service that helps young people aged 15 to 24 on their journey to employment. The service provides intensive pre-employment support to improve job seekers' work-readiness and helps them pursue apprenticeships, traineeships and other work and education opportunities.**

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## At a glance

**377**

young people referred to the program

**200+**

young people started the program

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## Results

**72%**

of young people received casual or part-time employment opportunities

**30%**

of young people gained accredited learning opportunities

**90+**

90 young people secured more than 25 hours of employment per week

## Dressed for success

The Transition to Work team recently accompanied a group of young people on a visit to AnglicareSA's Thread Together Clothing Hub in North Adelaide.

Young Adelaide jobseeker Edward (19), who has been struggling to find employment, received a new collection of clothes.

**The new blazer and work attire has boosted his self-esteem, providing him with an extra edge as he looks to kickstart his career.**

"I come from a pretty humble background – so it feels great to have the support," he said.

"The new clothes have just made me way more confident and saved me lots of time and money. I had a job interview recently and I got really good feedback – it seems promising."

Caroline and Jo (pictured) said the young job seekers were so grateful and couldn't believe that such an opportunity existed where they would be given access to a range of great clothing to support their employment preparation journey.



## Kieren's search for work

Like many young Australians, the COVID-19 pandemic had a huge financial impact on Kieren.

After completing a hospitality short course, as well as gaining an aged care qualification, he applied for countless jobs before eventually securing casual employment as a food production warehouse worker, through AnglicareSA's Transition to Work program.

"It's been extremely tough – I've definitely noticed that it's been a lot harder to find any sort of work due to COVID-19," Kieren said.

"I've been through a lot. I think the biggest struggle is that employers want people with experience, but how can you get that experience when you're just starting out and you're not given the opportunity?"

**"In the end, I just kept telling myself to not give up and I honestly got lucky with where I am now.**

"At some stage I want to get into the aged care sector because I love helping people and want to give them the best care experience."

# Family services

**AnglicareSA provides a range of services and supports to assist individuals and families in need. These include evidence-based outreach services, as well as in-home visits and parenting and family support services. We serve over 500 at-risk families during the year.**

AnglicareSA's Family Services help strengthen and support relationships between parents and their children. Through these services, customers can gain confidence and access strategies to improve resilience. Together, we help them build community support and social connections.

Throughout the COVID-19 pandemic, AnglicareSA has implemented measures to help keep children and families safe and connected, including meeting with families in their driveways and distributing technology to stay in touch. We also provided emergency assistance and food packages.

## At a glance

**22**

employees

**6**

First Nations and CALD\* employees

**1**

volunteer

## Services

### In-home visiting family support services

SPRING  
(Supporting Parents with Resources Information Networks and Groups)

Staying Attached

Family Reunification

Family Preservation

Safe Kids Families Together

**Through AnglicareSA's group services, we work to support mothers to better connect with their young children. These include:**

ACORN

Sacred Little Ones

Mindful Awareness Parenting

Staying Attached Antenatal Group



## Supporting

**68**

families and

**167**

children through  
Spring

**40**

families and

**49**

children through  
Staying Attached

**18**

families and

**38**

children through  
Family Preservation

**26**

families and

**41**

children through  
Family Reunification

**49**

mothers and

**52**

babies through  
Acorn

**7**

mothers and

**7**

babies through  
Sacred Little Ones

**54**

families and

**152**

children through  
Safe Kids Families  
Together

**27**

parents through  
Mindful Awareness  
Parenting

**10**

soon-to-be mothers  
through Staying  
Attached



## Safe Kids, Families Together psychological therapy

This year, the Safe Kids, Families Together program extended its services to better respond to the mental health needs of children and their families.

The program's new psychological therapy arm, delivered by a senior clinical psychologist, provides support to children, young people and families who have been impacted by trauma, neglect or abuse.

Using evidence-based and trauma-informed support, this new support service focuses on improving emotional wellbeing, encouraging development and building relationships.

By working together, we gain a better understanding of children and young people experiencing vulnerability and, ultimately, best support their health and wellbeing.

## Case study

During the year, a family, including a mother with a newborn baby, was referred to AnglicareSA by the Department for Child Protection. Her ex-partner had a history of violence.

Our team worked with the mother to provide tailored intervention support, which included therapeutic work to address trauma resulting from long-term abuse.

Since then, her older children have commented on the change seen in her, particularly in her care and interactions with them. Today, the family spends more time together in a safer and calmer environment, allowing her children and newborn baby to thrive.

## Moving in and moving on up

After years of couch surfing, Josh was thrilled to move into AnglicareSA's post-care accommodation in Adelaide's inner south-west.

Currently working in a hotel, Josh has ambitions to become a hotel manager and a homeowner. With a roof over his head, he now has the stability to take the next step towards his goals.

Access to sustainable housing has also enabled Josh to reconnect with his young daughter. Today he sees her regularly and chats with her daily. Josh also regularly shares his delicious cooking with our staff, neighbours and others in our community. It is great to see Josh turn his new unit into a beautiful home.



## Inspiring young leaders

A collaboration between AnglicareSA and Wilderness School is bringing student volunteers together with children in care and their families to provide opportunities to connect, have fun and enjoy experiences that they may otherwise miss out on.

As part of the new nine-week pilot program, Wilderness students organise a range of activities for children and their foster families, including team sports, gymnastics, and music, as well as arts and craft.

Running for two hours each week, the program helps build friendships and connection between carers and, most importantly, creates a space for children in care to play and discover new things.

Through running these sessions, students are both contributing to the volunteer component of the Duke of Edinburgh International Awards and creating positive change within their community.



# Social and economic wellbeing

**We walk alongside people in need, supporting them to grow stronger, develop resilience and transform their lives.**

**Our range of support services and community programs assist people to build their health, wellbeing, and financial security.**



# Strengthening communities

**AnglicareSA manages more than 1,200 properties across the northern and western suburbs through the Better Places, Stronger Communities (BPSC) and Renewing Our Streets and Suburbs (ROSAS) housing transfers from the State Government.**

**Working closely with our tenants, we not only deliver quality property management and maintenance, but our community development teams create opportunities for tenants to work across their communities to improve their lifestyle and living environment.**



## Green thumbs

AnglicareSA's annual garden competition within our BPSC community has been running since 2018. Started by an Elizabeth Grove tenant, the competition is supported by the community leadership group and community development team.

In 2019, the competition was also adopted by our community development team in the ROSAS region.

While COVID-19 impacted a lot of our community development activities over the past year, the annual gardening competition was able to continue as usual across both areas. With a total of 25 entrants, the judging took place over four days with special guest judges visiting all nominated properties.

A virtual presentation event was held, with presentation boxes containing awards and vouchers delivered to each household.



The community development teams supported all tenants to take part in the Zoom presentation, including delivering devices and phones so no one missed out. The event was a big success, and we were delighted to introduce tenants to each other while increasing their digital literacy. It is a privilege to work with so many amazing, caring and proud community members.



# Communities for Children

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## Communities for Children delivers a wide range of programs with community partners to give children aged 0-12 the best start in life.

Funded by the Australian Government Department of Social Services, AnglicareSA's Communities for Children programs in Onkaparinga and Playford engage with children and influence the environment in which they live.

To celebrate National Aboriginal and Torres Strait Islander Children's Day 2020, the Communities for Children Playford team visited Aboriginal students at Blakeview Primary School.

With the theme of this year's celebration 'We are the Elders of tomorrow, hear our voice', the students worked with us to create a video in which they read the special story book "Big Rain Coming". The video was shared on our Communities for Children Playford Facebook page, encouraging other families to share videos of their children reading or sharing a story.

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## Children's voices

Communities for Children Onkaparinga has focused on connecting meaningfully with children and capturing their voices on topics that are important to them.

The team met with hundreds of students at local school and community events, including SA Youth Week, family movie night, and National Reconciliation Week.

We set up conversation boards and coloured speech bubbles with questions such as "What change would you like to see in the world?", "What would you like to do in the school holidays?" and the most popular, "Tell us a joke".

**We learned that children love to talk about these things, and we ended up with a colourful storyboard full of voices and opinions.**

During Reconciliation Week's Nunga Screen and Q&A Session, our children's voices activity prompted great discussions, with questions raised including "What can I, as an individual, do about reconciliation?" and "What does reconciliation mean to me?" These questions were a great way of turning reconciliation into 'more than a word', the theme for 2021. The young people who participated were very open with their thoughts and discussions.

We don't simply capture the voices; we use the ideas to guide our program development and planning. We share outcomes with network groups, use the children's ideas to create school holiday activities we know they will enjoy, and the jokes are published in our quarterly newsletters.

These voices give us insight into the community from the child's lens. When young people feel heard, they become more proactive, productive citizens and feel connected via a sense of belonging in their community.

## Building child-friendly communities

In June, AnglicareSA was proud to present the 2021 Communities for Children Onkaparinga Child Friendly Business Awards.

These annual awards recognise businesses within the City of Onkaparinga who support children and families by creating innovative environments and practices that welcome and respect everyone.

Communities for Children began working with businesses and local business associations in the Onkaparinga area in 2005 to promote child-friendly communities and focus on the benefits of creating innovative and sustainable family friendly environments. Since then, we have seen more than 100 Child Friendly Business Award winners.

This year, we received 503 community votes, which revealed six standout 'Excellence' award winners, as well as 14 businesses who walked away with 'Encouragement' awards.

Congratulations to all our award winners and thank you to community members who provided nominations and cast votes.

Communities for Children is funded by the Australian Government Department of Social Services.



## Kids Club

Kids Club provides families with budget-friendly school holiday activities, as well as subsidised activities that allow children and families to enjoy experiences they may not be able to afford.

Working with Communities for Children Playford, these programs often provide dual support for families. After attending a school holiday activity, one of our Kids Club families said:

“Today we went bowling with the Kids Club school holiday program. I was so happy that I was able to bring my husband along to join the family to go bowling for the very first time as a family group. I was so happy to see all the children so excited as they walked into the bowling centre and watching them seeing the atmosphere of the room for the very first time and jumping with excitement.

“Kids Club staff making the bumpers on the bowling alleys made the bowling experience even better for the children. They were able to succeed with the ball and hitting the pins.



“Afterwards, we went to Elizabeth shopping centre with team members from Communities for Children Playford and Kids Club. With their support, we were able to get new pairs of shoes and socks for the whole family of nine.

“I wanted to say a huge thank you to the teams and AnglicareSA for all your help for our family today. We really appreciate it, and we all had a really great time. Thanks so much again!”

## HIPPY

The Home Interaction Program for Parents and Youngsters (HIPPY) is a two-year, home-based parenting and early childhood program that supports families during the kindergarten and reception years.

AnglicareSA's team helps parents to support, guide and be involved in their preschool-aged child's learning as they transition to school. In 2019, AnglicareSA's HIPPY Onkaparinga became one of 10 sites nationally to participate in a HIPPY aged 3 trial.

This trial involved employing a tutor from within the participating parent group. We were pleased to appoint Anita as our tutor, and she undertook tutor training.

Throughout COVID-19 restrictions, Anita had to explore flexible options to deliver our home learning program to families during lockdown. By connecting regularly with families over the phone, Anita delivered HIPPY packs to their homes, helped parents gather online and provided extra activities and resources to help everyone join in.

The Onkaparinga trial was so successful that this year, AnglicareSA was chosen as one of only three national sites to continue the trial.

Our newest tutor, Kayla, is already doing a great job connecting with and supporting families.



## Thread Together

Through AnglicareSA's Thread Together initiative, we are helping vulnerable South Australians to access new clothing when they need it most.

Over a year ago, our team assisted a man at the Thread Together Hub who required formal clothing.

With the assistance of our volunteers, he was able to find a new suit, shirt, tie, socks and leather shoes.

Recently, the same customer returned for casual pants, a pair of shoes and underwear to stay warm. He expressed his gratitude for the service, explaining he had experienced homelessness for years.

Last year, he was required to make a court appearance, which prompted his first visit to Thread Together. On his day in court, he felt well-presented and confident, and his charges were dropped.

The customer has now accessed stable housing with AnglicareSA's housing service and has been further



supported by our emergency assistance services. He has come so far since his first visit to the Hub.

His story is a great reminder that access to brand new clothing helps restore hope, provides opportunity and instils confidence - and sometimes that's exactly what our customers need.

## Sharing a love of learning

Helping families to overcome obstacles and find ways to share in their children's learning is a big part of the HIPPIY program.

This year, our HIPPIY Elizabeth families have enjoyed many successes.

**Our families have enjoyed learning and watching their children progress, including developing their hand-eye coordination as well as fine and gross motor skills.**

Throughout COVID-19, our families have shown resilience. Some families explored outside using nature to learn and play, while others stayed indoors and created obstacle courses to complete together.

For some families, language can be a significant obstacle. As a result, HIPPIY provides dual language storybooks



for families to read together in English and their own language.

For many of our HIPPIY families, these dual language storybooks allow parents and children to read together for the first time.

# Finding our way back

**A new program is supporting survivors of attempted suicide to get back on track. The Way Back Support Service provides one-on-one support to survivors for up to three months after they leave hospital.**

Following their discharge from hospital, support coordinators assist survivors to stay safe and well by creating an individualised safety plan and connecting them to community-based support services.

The service was designed by Beyond Blue and has been co-funded by the Federal Government and SA Health. AnglicareSA is proud to deliver this crucial support service in collaboration with the Central Adelaide Local Health Network.

## Case study

Following a suicide attempt earlier this year, 19-year-old Kylie was referred to AnglicareSA's The Way Back Service by the Royal Adelaide Hospital.

Initially agreeing to receive support, Kylie found it difficult to engage with her support coordinator.

However, on her third visit, Kylie began to trust her coordinator and shared her distress over her parents' frequent arguments over their finances and explained that she had resigned from her fast-paced job, which she had found physically exhausting.

Kylie asked for support to return to her studies as well as help to access NDIS support. Over the next few visits, she developed a plan to manage any future distress, including connecting with friends and family and practicing mindfulness.

By being connected to the right support, Kylie soon identified her career goals and is planning to recommence her studies at TAFE.

She is also planning to go back to work, as well as continue to see a psychologist and psychiatrist in order to safeguard her mental wellbeing.

The transformation has been amazing. The Way Back Support Service has helped Kylie explore and identify her needs as well as the tools to move forward and take the next step.





# Emergency assistance

**AnglicareSA's emergency assistance service provides short-term food relief, clothing and other household items to individuals and families in financial crisis. We also offer financial counselling and referrals to other wrap-around support services.**



## Case study

A man in his 60s was referred to one of AnglicareSA's regional emergency assistance sites. After difficulties in his home life, he found himself homeless.

Relying on the Age Pension, he was unable to access any support for housing, as he technically owned a home with his wife but was unable to live there. For months, he had been sleeping in his car.

Our emergency assistance team was able to support him with regular food parcels, while he worked with other agencies to arrange settlement of his assets with his wife. After six months of living in his car, he was successful in finding a private rental unit.

When he moved in, AnglicareSA was able to provide him with bedding, kitchen items and clothing, as well as referrals to other agencies to help with furniture.

## Case study - financial counselling

Trudy was referred to our financial counsellors by another program.

She explained that she had left an abusive relationship, and, for some time, she had been living in a shelter with her children. Her violent relationship involved significant financial abuse, which left her in debt.

After leaving the relationship, she started to borrow money from a payday lender, which only left her in greater debt each time she borrowed.

Due to the abuse she experienced, Trudy admitted she didn't know how to manage her money and she found herself overwhelmed.

**AnglicareSA's financial counsellor was able to contact the loan providers and explain the circumstances.**

Given there was evidence of the abuse, the company agreed to a waiver of the significant debts, which improved Trudy's financial situation and mental health immensely.

Trudy is now working with her financial counsellors to improve her financial literacy, pay off her debts and manage her finances into the future.



# Families in Focus

**AnglicareSA's Families in Focus services provide support for individuals, couples, and families to strengthen and enhance relationships. We provide counselling services, as well as family relationship and personal development courses to create strong, healthy and respectful relationships.**

## The Shark Cage

The Shark Cage is an eight-week assertiveness and self-confidence course for women who have experienced abusive or controlling relationships. It aims to help women feel empowered to heal and build a strong, positive sense of self. The course uses the metaphor of a shark cage as a person's protection from predators.

The shark cage is an invisible force field that represents boundaries that should not be breached by anyone. By modelling strong boundaries ourselves, we help children to build strong shark cages for themselves, teaching them to recognise and respect the rights of others.



## Case study

A woman phoned to register for AnglicareSA's Shark Cage course. During the call, she explained that she lived with her perpetrator, feeling as though she had nowhere else to go. The woman attended some sessions of The Shark Cage but remained very guarded. The course leader recommended one-on-one counselling to help support her.

Through her counselling sessions, we learned that she had experienced homelessness before she and her children moved in with her partner. As the relationship became increasingly abusive and controlling, she had wanted to leave but felt she had nowhere safe to go.

During this time, her children were removed by the Department for Child Protection and she was told they could not be reunited while she remained with the perpetrator. Working with her counsellor, she developed a plan to safely leave. When she felt ready, AnglicareSA supported her to move into emergency motel accommodation.

With the help of her counsellor and emergency assistance support from AnglicareSA, along with a domestic violence service, she has rebuilt her confidence and is working towards her goal of securing her own home and reuniting with her children.

# KidsAreFirst

**KidsAreFirst provides short-term, individual counselling to children and young people whose parents have separated. Through the program, children and young people are given a place to share their thoughts and feelings and adjust to parental separation.**

## Banana Splitz

The Banana Splitz group program is full of fun and exciting activities designed to give the children a safe, non-confrontational way to explore their family experiences. The program includes games, stories, craft and music.

**Children and young people develop the confidence to navigate this time, knowing that it isn't their fault and giving them the tools to express themselves to their parents.**

KidsAreFirst uses the experience of children and young people to help shape and inform the program. As part of this, we receive feedback from children and their families to find out what they have learned from our Banana Splitz program and whether it has been helpful.

Thank you to all our young people and their families for participating and being our 'Banana Splitz experts'.



**Donate,  
support  
and get  
involved**

**At AnglicareSA, we work to create positive change in the lives of those doing it tough. However, we cannot do it alone.**

**The COVID-19 pandemic has created new challenges within our community. With the generous support of our donors and supporters, this year we have continued to deliver key services for those who need it most.**





## Emergency assistance

AnglicareSA's emergency assistance program provides emergency food relief, clothing and once-off rent assistance to South Australian individuals and families.

This year, we assisted over 11,000 people across our Elizabeth, City Magdalene Centre, St Mary's, Christies Beach, Adelaide West, Wallaroo, Maitland and Whyalla sites.

Through this program, we also provide financial counselling and referrals to other wrap-around support services, working together to help those in need to create long-term, sustainable change.

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## Turning Point

Through AnglicareSA's Turning Point program, we support families experiencing homelessness to access stable and appropriate accommodation.

Focusing on families with children under five years old, AnglicareSA provides this accommodation for up to three months, as well as wrap-around support services to help them get back on track.

Over the last three years, Turning Point has supported 242 South Australian children and 106 families.

More than 90 per cent of these families have gone on to secure stable, long-term accommodation and two families have purchased their own homes.





## Star Bear

AnglicareSA's Star Bear program provides grief counselling for children who have lost a significant person in their life, such as a parent or sibling.

**Through free weekend camps, Star Bear connects bereaved children with other children who have similar experiences, helping them to find support and feel less alone.**

We also help parents to support their children through their grief, as well as connect and share their own experiences with other parents.

## Thread Together

AnglicareSA's Thread Together provides brand new, quality clothing to our community.

Using two vans, which have been fitted as mobile wardrobes, as well as our Thread Together Hub in North Adelaide, we are able to support a range of communities, including those in regional locations.

For many, this service is much more than just new clothes. It also provides a sense of dignity and renewed confidence. Thread Together has assisted many in our community, including young people on income support, job seekers and survivors of domestic violence.



## Appeals

### Winter

**\$125k<sup>+</sup>**

for emergency assistance

### Autumn

**\$26k<sup>+</sup>**

providing brand new community clothing

### Spring

**\$23k<sup>+</sup>**

providing family accommodation

### Christmas

**\$150k<sup>+</sup>**

providing food, clothing and other emergency services

**1,600<sup>+</sup>**

Christmas hampers provided



Photo: The Advertiser / Sarah Reed

## Beyond Bank and CMI Toyota

Thank you to our corporate partners, Beyond Bank and CMI Toyota, for their ongoing commitment to our community.

Together, we are finding new and innovative ways to positively impact South Australians in need. Whether this is through helping us to expand our Turning Point program, helping to secure stable housing options for at-risk families, or providing vans for our Christmas Hamper Drive and Thread Together program, their generous support helps us to change lives.

We are grateful for their ongoing support and partnership.

**Beyond Bank**  
AUSTRALIA

**CMI TOYOTA**

### Corporate partners

“As a customer-owned organisation, we aim to go beyond providing financial products and services and truly make a difference for Australians. We’re looking for genuine impact and lasting change, which is why we are happy to continue our partnership with AnglicareSA to help people in need of safe and secure housing.

Through partnerships like this, we can play our part to deliver the best possible outcomes directly to people

who need help. We understand that helping people into secure housing is no small undertaking, but we believe it is a goal worth chasing.”

**Shane Farley**

National Manager, Community,  
Strategic Partnerships and Sustainability  
**Beyond Bank**



## Hope Partners

AnglicareSA's Hope Partners help create change through regular giving.

This year, these generous donors have contributed over \$90,000 towards key AnglicareSA programs.

Through their ongoing support, we can continue to provide life-changing services to individuals, families and our community.

The generous support of our Hope Partners allowed us to run two Star Bear camps this year, providing grief and loss support to over 45 children and carers.

While COVID-19 limited face-to-face interactions, we were still able to deliver 828 packages of new clothing to people across South Australia.

Our Hope Partners helped 11,858 South Australians in need access food, clothing and other emergency supports. Throughout COVID-19, we were proud to partner with Foodbank, delivering crucial supplies to our community when they needed it most.

Together, we provided a roof over the heads of 60 children and their families who were at risk of homelessness.

Thank you to our wonderful Hope Partners. Your generosity has helped change lives.



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## Chaplaincy in times of change

Throughout uncertain and challenging times, AnglicareSA is strengthening our chaplaincy services to provide pastoral care.

In April, we welcomed the appointment of Susan McLeod to the role of Senior Chaplain. In this exciting role, Susan will help support Anglican chaplains and those who wish to access spiritual care across our services and in our workplace.

Susan will play a crucial role in guiding our chaplains through any difficulties they might experience in their work.

This represents collaboration between AnglicareSA and the Anglican Diocese of Adelaide, underpinned by our shared belief in pastoral care as an important avenue to support our community's wellbeing



## Schools lend a hand

AnglicareSA is proud to join with our partner schools to raise funds for those in need.

In December, all 12 Anglican schools in Adelaide, along with parishes, participated in our Christmas Hamper drive.

Most of the schools contributed almost double the amount they pledged. Through their efforts, 1,300 visitors to our emergency assistance sites received hamper goods for Christmas and more than 1,700 children received presents.

This year, students, teachers and families continued their impressive fundraising efforts, including the St Columba College community, which worked hard to spread the importance of giving.

We were delighted to receive their generous \$5,000 donation at their school assembly and share with them how their efforts will help our most vulnerable.

Each month, we have been delighted to welcome groups of students from our partner schools to our Magdalene Centre to help sort food and clothing. It is a great opportunity for them to learn more about creating change in our own community.



Thank you to our incredible school community for putting up their hands and going above and beyond in fundraising efforts this year. We are very grateful for the support.

**1,300**  
visitors received  
hamper goods

**1,700**  
children received  
presents



## Our Anglican community

Anglicare Sunday is creating important connections between AnglicareSA and our Anglican parish and school communities, providing a better understanding of how we serve vulnerable South Australians.

AnglicareSA employees are available to visit and speak about our purpose and services. It's also a great opportunity for AnglicareSA to express gratitude for the ongoing support of our wonderful Anglican community.

This year, over 20 speakers connected with our community through Anglicare Sundays. Recently, our

Head of Allied Health, Kristian, was thrilled to attend St Richard of Chichester Anglican Church Lockleys and share his passion for assisting our customers.

For several years, St Richard's Parish has been supporting our emergency assistance programs through donations of new underwear, socks and blankets.

Thank you to our Anglican parish and school communities for welcoming our employees so warmly.

## Cathedral Banquet

Unfortunately, due to COVID-19 restrictions, AnglicareSA's 2020 Cathedral Banquet was unable to go ahead.

While it was disappointing to cancel last year's banquet, we look forward to welcoming guests back to this flagship fundraiser event in 2021.

Set to be held on October 29 this year, the generosity of banquet guests will help our emergency assistance program support South Australians in crisis.



## Meet Carol Cornwall

Carol works across AnglicareSA's residential aged care home at Trott Park and the Outer Southern Hub. She first led chapel services as a volunteer in residential aged care through her local parish, and continued for 20 years

Carol's interest in chaplaincy grew through this volunteer service, while she was working as a speech pathologist.

"I did six weeks of relief Chaplaincy and knew that this is what I really wanted to do. I spoke to the Bishop at the time, and he suggested I contact AnglicareSA," Carol said.

"That was five years ago now and I haven't looked back!"

Carol believes her previous experience as a speech pathologist instilled the importance of listening, giving people the space to be heard, understanding them and valuing what they are saying.

Today, Carol works as a chaplain for our residents as well as supporting our employees and volunteers.

Carol leads a weekly Holy Communion Church service every Tuesday, which is greatly valued by those who attend.

**"It doesn't matter what your background or faith is, those who work with AnglicareSA are there to help where they can, and they really make a positive difference in people's lives."**

"They love knowing that the chapel is there as a sacred space, which they can access when they need to. They really enjoy the time after the service to catch up with each other, too," Carol said.

She also provides one-on-one visits, helping residents with Bible reading, praying together or simply connecting with residents through conversation.

Carol is often seen engaging with employees and volunteers over a coffee, as well as providing more formal one-to-one chaplaincy services when requested. She



also facilitates a time for prayer and reflection at our Outer Southern Hub site every fortnight.

Outside of her service to our residents, employees and customers, Carol loves to be involved in helping to run information stalls at various events and local church fetes to promote AnglicareSA services.

For Carol, working at AnglicareSA is all about connection and support to help create a positive, thriving community.

"It doesn't matter what your background or faith is, those who work with AnglicareSA are there to help where they can, and they really make a positive difference in people's lives," she said.

# Our people

**We work together to make a positive social impact and change lives in the community.**

**Putting our customers first, we deliver with integrity, compassion, stewardship, equity and servant leadership.**



# Our people

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## At a glance

**1,840**  
employees

### Including:

**1,300**  
full-time employees

**387**  
new starters recruited

**60+**  
internal promotions

**10**  
new Aboriginal and Torres Strait Islander employees

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## Responding to COVID-19

**375**  
working from home requests

**4**  
rounds of infection control training

**2,400**  
residential aged care infection control certificates obtained

**1,370**  
residential aged care personal protective equipment training certificates obtained

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## Volunteers

**400**  
volunteers

**150+**  
new volunteers

**65%**  
increase in volunteers across AnglicareSA's aged care lifestyle teams

# Thanks to our volunteers



**AnglicareSA is grateful for the support of over 400 amazing volunteers who help us to support South Australians doing it tough. Despite the impact of COVID-19, this year we have been proud to welcome over 150 new volunteers to our ranks.**

Our aged care lifestyle volunteer base grew by 65 per cent, assisting our aged care residents take part in social activities and connect with each other. Throughout a

difficult year for many in our community, AnglicareSA's emergency assistance volunteers have continued to play an important role in providing food, clothing and other supports to those who need it most.

It's been great to see our community come together to support one another throughout the COVID-19 pandemic. Thank you to all our AnglicareSA volunteers for their ongoing support.

# Fresh approach to community support

The past 18 months have seen many changes in the way AnglicareSA services and programs are delivered. We are always looking for better ways to help those in the community who need us most and always look to focus our resources where they can deliver the greatest impact.

**All of these programs and services would not have been possible without the involvement of our dedicated volunteers.**

A review of our parish partnerships in community services led to the decision to focus on collaborations with more parishes in the future through the development of a 'Parishes Emergency Assistance Project'. This will give parishes the opportunity to provide occasional emergency assistance in local communities through supermarket vouchers, with referral to AnglicareSA and other local service providers for further assistance.

This new approach was planned in collaboration with the Synod Office of the Diocese of Adelaide.

As a result of these changes, our partnerships with St Mary's South Road (Picket Fence) and St Bede's Semaphore (Breakfast at St Bede's) came to an end on June 30. These parishes will continue to run their community engagement projects independently and some of our volunteers will stay on as parish volunteers.

The changes to our service delivery, combined with closures as a result of COVID-19 restrictions, have also seen us close our Bargain Centre at the Magdalene Centre, the Food Barn in Elizabeth and our ACORN parent-infant attachment program.

All of these programs and services could not have been possible without the involvement of our dedicated volunteers.

We give our heartfelt thanks to all the many wonderful volunteers who have worked tirelessly in these programs over the years, and we wish them all the very best.



## Refreshing our values

At AnglicareSA, our values lie at the heart of what we do.

In 2020, we revisited our values as a whole organisation, ensuring they are relevant and a true reflection of our work.

Together, we developed a symbol for each value – Integrity, Compassion, Stewardship, Equity and Servant Leadership - and images to help understand our values in action.

We were thrilled to share our refreshed values across the organisation, including displaying our values more prominently at AnglicareSA sites.

Through refocussing and refreshing our values, we make them easier to understand, remember and, ultimately, live by each day.



## 2020 employee engagement survey

In August, AnglicareSA undertook and completed our employee engagement survey.

We were pleased to read so many positive comments from our employees, from all corners of the organisation.

### Here is a sample of the feedback we received:

"Amazing environment to work in. Our management, staff and residents are wonderful"

"I am very happy to work with AnglicareSA and their very supportive leadership"

"I feel proud to be a part of AnglicareSA"

"I love the support and supervision I receive from my manager and supervisors. It helps me grow and build skills to best support our customers"

# Meet Elminur

Elminur is an occupational therapist at AnglicareSA's Daphne Street Autism Specific Early Learning and Care Centre and Inclusive Learning Environments for Autism Program (ILEAP).

After learning about AnglicareSA's services through her student placement, she has been a proud part of the team since the beginning of the year.

During the day, Elminur also works in our childcare centre, helping to facilitate ILEAP.

She helps to support families during morning drop-off and, as a key therapist, works in conjunction with educators to deliver planned programs throughout the

day, aiming to help children achieve their goals and become the best little learners they can be.

Elminur supports children to improve their functional activity and play skills, and expand their interests and connection by learning to use their bodies effectively.

She also supports children through 'communication time' to assist with speech therapy and 'activity time', which involves early childhood education.

Our Daphne Street community supports children to explore and learn every day. We are so grateful for our educators and occupational therapists like Elminur, who play a vital role in helping children grow, learn and play!



## Pursuing excellence

At AnglicareSA, we strive to continually improve our services and operate at a high standard.

Over the last six years, we have been an Australian Services Excellence Standards (ASES) accredited organisation.

This important recognition helps give our customers and employees greater confidence in the high standard of our services.



In June, AnglicareSA sought reaccreditation, which involves a formal review of our organisational principles, including:

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Our customer and outcome focus

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Direction and accountability

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Continuous learning and innovation

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Valuing people and diversity

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Collaborative work practices

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Evidence-based decision making

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Social, environmental and ethical responsibility

We were excited to receive our ASES certification for another three years. Well done to our AnglicareSA team, who work hard to ensure our services and culture meets, and exceeds, these high standards.

## Supporting our employees

AnglicareSA is committed to the wellbeing and safety of our employees.

In 2018, AnglicareSA was awarded self-insurance status by ReturnToWorkSA (RTWSA), requiring our organisation to demonstrate effective prevention and management of our workplace health and safety.

As a self-insured employer, AnglicareSA has implemented an injury management program, including our early injury intervention program that allows our employees to access timely medical intervention and rehabilitation support.

As a result, this year, we have achieved more healthy and sustainable return to work outcomes for our employees.

At AnglicareSA, we continue to focus on health and wellbeing in the workplace through our iLive Well program. Over this year, iLive Well's initiatives included promoting healthy eating and prioritising mental health.

This included inviting employees to contribute recipes to our healthy recipe competition and providing mental health first aid training.

We continue to work together to create a healthy, safe and positive workplace for our Anglicarers.



## White Ribbon

White Ribbon is the world's largest movement working to end men's violence against women and girls, promote gender equality and create opportunities for men to build positive, healthy and respectful relationships.

At AnglicareSA, we are committed to creating a safe, respectful workplace and supporting employees who may be experiencing domestic and family violence.

**As a leader in our sector, we will continue to raise awareness of this important issue in our workplace and throughout our community.**

Since 2018, AnglicareSA is proud to be a White Ribbon Accredited organisation.

In January, we were pleased to celebrate the relaunch of White Ribbon with our 'Take a sip, take a stand' event.

This event brought together over 1,000 AnglicareSA employees across 14 sites to enjoy a coffee and have a conversation about the role we all play in preventing violence towards women.

As a leader in our sector, we will continue to raise awareness of this important issue in our workplace and throughout our community.





## Investing in leading technology

Our desire to place our customers at the centre of all that we do is reflected in how we choose to invest in technology platforms.

AnglicareSA's multi-year investment in digital transformation is now paying dividends. The implementation of new customer management software in our disability and community services areas not only allows us to serve our customers better, but also gives us a deeper insight into the needs of our community. This means we can advocate more strongly on their behalf and call on governments to invest in new programs and services that will change lives.

The COVID-19 pandemic has been a challenging time for everybody. AnglicareSA's earlier investment to shift all our business applications into the cloud meant that we had the flexibility to allow our employees to work from home with nearly the same access to technology as if



they were working in our offices. This investment is also allowing our frontline workers to access better systems and offer increased levels of service.

We will continue to invest in our digital transformation to increase the quality of our programs and services, and partner with governments and other agencies to gain insights into new programs and service design to ensure we continue to be a leader in best practice services for our community.

# More than a word. Reconciliation takes action

A group of AnglicareSA employees recently participated in a morning to deepen our understanding of Aboriginal people's connection to culture and country.



Led by a senior cultural custodian, Karl Telfer, and held at the Living Kurna Cultural Centre, Warriparinga, the morning was followed by a discussion facilitated by the CEO of Reconciliation South Australia, Shona Reid.

The purpose of this morning was to begin the process of drafting a new Acknowledgement of Country for AnglicareSA, but to first give context and meaning to the process.

As an organisation, we are pausing and reflecting on our Reconciliation Action Plan (RAP) and where we would like to be as we develop our new RAP in the coming months.

**The theme is about urging the Reconciliation movement to take braver, more impactful steps towards reconciliation, but also about creating an opportunity to learn.**

**Some of the key outcomes to have occurred since the last RAP was developed include:**

Strengthening our relationships with Aboriginal Community Controlled Organisations

Co-designing service models and partnering on the delivery of programs and services

Increasing procurement from Aboriginal businesses

Identifying leadership and management roles across the organisation for First Nations peoples

Appointing Aboriginal Bishop Chris McLeod to the AnglicareSA Board.

The focus of our next RAP will be around increasing employment of First Nations peoples, strengthening our cultural capabilities and developing procurement and housing strategies.



## National Reconciliation Week

These discussions were timely for us in the lead-up to National Reconciliation Week, which commenced on Thursday 27 May.

**This year, the theme for National Reconciliation Week is 'More than a word. Reconciliation takes action.'**

The theme is about urging the reconciliation movement to take braver, more impactful steps towards reconciliation, but also about creating an opportunity to learn.

We once again marked the start of National Reconciliation Week by partnering with Tauondi Aboriginal College, Life Without Barriers and Uniting SA to host 'Rec in the West'.

This much anticipated event was a celebration of Aboriginal culture and identity, as well as an opportunity for the community to learn more about the importance of reconciliation.

It was another terrific event, with hundreds of people enjoying the activities, music, food and fun of the day.

Highlights of the day included outstanding performances by musicians Nancy Bates, Corey Theatre and Vonda Last.



# AnglicareSA executive management team



**Grant Reubenicht**  
Chief Executive Officer

Grant's years of experience in finance, funds management and technology have seen him serve as an executive manager in a number of for-profit and not-for-profit organisations.

He has been responsible for change management in all organisations he has worked in and is involved in a number of state and national boards and committees.

Grant joined AnglicareSA as Chief Financial Officer and General Manager – Corporate Services in July 2013 after almost six years as general manager of the National Anglican Funds Management Business in Melbourne. Prior to that, he worked for five years as the finance manager for the Anglican Diocese of Adelaide.

Grant holds a Bachelor of Commerce from the University of Adelaide, is a Certified Practising Accountant and Graduate Member of the AICD.



**Michelle Gegenhuber**  
Executive General Manager,  
Housing Services

Michelle is responsible for managing AnglicareSA Housing Ltd. With a sharp focus on a clear business strategy, culture and

developing tailored systems, she has seen continued substantial growth in AnglicareSA's housing arm.

Michelle has a broad range of experience in property valuation, the private development, local government and not-for-profit sectors. Areas of expertise include leadership, strategic planning, business development, property development, asset management and planning policy.

Michelle has a Bachelor of Business and an MBA, is a member of the AICD and is vice chair of PowerHousing Australia.



**Graydn Spinks**  
Executive General Manager,  
Aged care services

Graydn leads AnglicareSA's aged care services division comprising community aged care, health and wellness services, residential aged care and retirement living.

Prior to joining AnglicareSA, Graydn spent three years heading up customer service and Aged care services at Baptistcare in Western Australia, and 10 years at Southern Cross Care in several senior executive roles. He has 25 years of experience across aged care services, disability, mental health, and community services in the not-for-profit sector. Graydn has a Bachelor of Arts, a Post Graduate Diploma in Business Management and was in the inaugural intake for the Leadership Excellence through Application and Practice (LEAP) Program INSEAD Business School, Singapore.

Graydn is a member of the Multicultural Aged Care Board of Management.



**Ian Byrne**  
Executive General Manager,  
Customer, Brand and Communication  
  
Executive General Manager,  
Disability Services

Ian Byrne has operational and strategic oversight of AnglicareSA's disability services and customer, brand and communication portfolios.

He has 30 years' experience in senior and executive management roles in diverse sectors such as aged care, financial services and health care, with a professional focus on marketing, communications and operational functions.

Ian is a graduate of Deakin University, the University of South Australia and Oxford University's Said Business School and is recognised as a Certified Practising Marketer and Fellow of the Australian Marketing Institute.



**Nancy Penna**  
Executive General Manager,  
Community Services

Nancy Penna has strategic and operational oversight of AnglicareSA's community services portfolio, which includes over 950 staff and 100 services across out-of-home care, homelessness, community development and emergency relief.

With more than 30 years' experience in South Australian community services, Nancy has a unique understanding of the political and social landscape and the issues and opportunities facing South Australia. She has held executive roles in government within child protection and disability, with her executive experience underpinned by her earlier career as a social worker in child protection and youth justice.

Nancy is a director on the Board of the South Australian Council of Social Services (SACOSS) and chair of the Child and Family Focus South Australia (CAFFSA) Board.



## Sharyn Osborn

**Executive General Manager,  
People and Culture**

Sharyn joined AnglicareSA in February 2013 and manages AnglicareSA's People and Culture portfolio. This includes human resources, recruitment, remuneration, payroll, safety quality and risk, change management, volunteers and learning and development. Together these teams deliver operational and strategic outcomes with a focus on our customers both internal and external.

Sharyn has worked across many industries and sectors, including small business, utilities, agribusiness and not-for-profit. Her experience includes working in Singapore for a global company managing human resources across 12 countries.

Sharyn has an MBA from the University of South Australia and is a member of the AICD.



## Jamie Anderson

**Executive General Manager,  
Technology and Transformation**

Jamie leads AnglicareSA's strategic and project management offices, business improvement, IT infrastructure and production support, records management and change management. Together, these teams deliver the integrated strategic and operational needs of the organisation in the digital and strategic transformation spaces.

His career spans more than 30 years in the management consulting, fund management, banking, retail, manufacturing and social enterprises sectors. Prior to joining AnglicareSA in 2017, Jamie spent eight years with the Anglican Dioceses of Adelaide as the head of Anglican Funds South Australia.

Jamie has a Bachelor of Applied Science in Computer Studies (Honours) from UniSA, an MBA from the University of Adelaide, and is a Graduate of the AICD. He is a director on the boards of Anglican Funds South Australia, Mahalia Coffee and Theatre Republic.



## Dominic Gagliardi

**Acting Executive General Manager,  
Corporate Services**

Dominic leads AnglicareSA's corporate services through a strategic support framework and adoption of best practice philosophies.

Before joining AnglicareSA, Dominic worked across a variety of business strategic roles at a global organisation in the automotive industry. Holding regional leadership roles in Asia Pacific, including spending significant periods of time based in China, Japan and Korea, Dominic has a strong skillset in the areas of strategic planning, business development, procurement and commercial growth. A focus on communication, relationship building and valuing the importance of a strong organisational culture underpins his approach to management and decision making. Dominic holds a Bachelor of Business Administration from the University of South Australia and was a recipient of an Emerging Leaders Scholarship with the University of Adelaide to complete his MBA.



## Andrea Wright

**General Counsel**

Andrea is an outcome-driven general legal counsel with more than 12 years' legal experience in both the not-for-profit and commercial sectors in governance, private legal practice, and in-house legal services.

Responsible for the legal affairs impacting AnglicareSA Ltd and AnglicareSA Housing Ltd, Andrea leads the AnglicareSA's legal services team and supports the organisation to meet its operational and strategic goals. She also holds the position of company secretary on both boards.

Andrea holds a Bachelor of Law and Graduate Diploma of Legal Practice. She was admitted to the Supreme Court of South Australia as a legal practitioner in 2009.



## Allison Berry

**Acting Chief Financial Officer**

Allison leads the finance function of the AnglicareSA Group and provides key financial insight and stewardship to decision making and planning.

Allison's years of financial management experience includes time in professional services, commercial and not-for-profit sectors. Her focus is on applying her technical, commercial and management skills to inform and influence strategic and operational decision-making. She has led change through the finance functions of diverse service organisations.

Allison joined AnglicareSA in 2012 as financial controller.

Allison is a member of the Chartered Accountants Australia New Zealand (CAANZ). She holds a Graduate Diploma (ICAA), a Bachelor of Commerce and a Bachelor of Arts.

# Financials



# Consolidated Statement of Profit or Loss and Other Comprehensive Income

AnglicareSA Ltd  
ABN 69 187 578 153  
ACN 169 715 762

For the year ended 30 June 2021

	Consolidated 2021 (\$'000)	2020 (\$'000)
<b>Revenue</b>		
Revenue	189 747	177 839
Other income	2 168	3 967
<b>Total revenue</b>	<b>191 915</b>	<b>181 806</b>
<b>Expenses</b>		
Employee benefits expense	126 644	116 164
Depreciation expense	12 383	10 616
Property costs	6 284	6 805
Travel and motor vehicle costs	2 302	2 506
Repairs and maintenance	8 272	8 380
Materials	5 158	4 781
Inventories	402	1 217
Food supplies	4 334	3 880
Subcontract payments	12 294	8 386
Finance costs	1 166	1 573
Other expenses	8 045	8 415
<b>Total expenses</b>	<b>187 284</b>	<b>172 723</b>
<b>Operating surplus</b>	<b>4 631</b>	<b>9 083</b>
Non-operating revenue	10 581	87
Non-operating expense	(70)	(5 712)
<b>Surplus for year</b>	<b>15 142</b>	<b>3 458</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	849	1 180
Movement in fair value of financial assets	-	67
<b>Total other comprehensive income</b>	<b>849</b>	<b>1 247</b>
<b>Total other comprehensive income for the year</b>	<b>15 991</b>	<b>4 705</b>

# Consolidated Statement of Financial Position

**AnglicareSA Ltd**  
ABN 69 187 578 153  
ACN 169 715 762

As at 30 June 2021

## Assets

	2021 (\$'000)	2020 (\$'000)
<b>Current assets</b>		
Cash and cash equivalents	80 914	79 273
Trade and other receivables	6 005	3 555
Inventory	186	351
Other assets	7 361	5 629
<b>Total current assets</b>	<b>94 466</b>	<b>88 808</b>
<b>Non-current assets</b>		
Right of use assets	6 347	9 318
Financial assets	24 901	20 298
Property, plant and equipment	166 107	159 980
Intangible assets	790	1 086
Investment properties	195 450	180 414
<b>Total non-current assets</b>	<b>393 595</b>	<b>371 096</b>
<b>Total assets</b>	<b>488 061</b>	<b>459 904</b>

## Liabilities

### Current liabilities

Trade and other payables	11 199	10 105
Borrowings	8 000	549
Lease liabilities	3 353	3 979
Resident accommodation liabilities	73 940	68 709
Provisions	2 228	1 750
Employee benefits	13 579	12 469
Other financial liabilities	14 885	13 455
<b>Total current liabilities</b>	<b>127 184</b>	<b>111 016</b>

### Non-current liabilities

Borrowings	32 350	32 000
Lease liabilities	4 957	7 918
Provisions	1 018	2 567
Employee benefits	1 418	1 260
<b>Total non-current liabilities</b>	<b>39 743</b>	<b>43 745</b>
<b>Total liabilities</b>	<b>166 927</b>	<b>154 761</b>

<b>Net assets</b>	<b>321 134</b>	<b>305 143</b>
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## Equity

Reserves	155 062	151 821
Accumulated surplus	166 072	153 322
<b>Total equity</b>	<b>321 134</b>	<b>305 143</b>

# Consolidated Statement of Cash Flows

AnglicareSA Ltd  
ABN 69 187 578 153  
ACN 169 715 762

For the year ended 30 June 2021

	2021 Inflows (Outflows) \$'000	2020 Inflows (Outflows) \$'000
<b>Cash flows from operating activities</b>		
Receipts from residents and other users (including government funding)	185 021	190 441
Payments to suppliers and employees	(173 272)	(167 669)
Receipts from donations and fundraising	1 050	2 263
<b>Net cash provided by/(used in) operating activities</b>	<b>12 799</b>	<b>25 035</b>
<b>Cash flows from investing activities</b>		
Proceeds from sale of financial assets	820	7 422
Purchase of property, plant and equipment	(14 090)	(10 103)
Additions to investment properties	(9 192)	(4 779)
Proceeds from contract assets	649	-
Purchase of contract assets	(139)	(1 086)
Proceeds from sale of property, plant and equipment	2 313	3 644
Purchase of financial assets	(1 215)	(11 600)
Receipts from investment interest and other distributions	991	1 128
<b>Net cash provided by/(used in) investing activities</b>	<b>(19 863)</b>	<b>(15 374)</b>
<b>Cash flows from financing activities</b>		
Receipts from resident accommodation liabilities	21 010	18 423
Repayment of resident accommodation liabilities	(14 515)	(16 388)
Lease payments	(4 846)	(5 205)
Finance costs	( 745)	(839)
Proceeds from borrowings	8 350	45 298
Repayment of borrowings	(549)	(26 695)
<b>Net cash provided by/(used in) financing activities</b>	<b>8 705</b>	<b>14 594</b>
<b>Net increase/(decrease) in cash held</b>	<b>1 641</b>	<b>24 255</b>
<b>Cash at the beginning of the year</b>	<b>79 273</b>	<b>55 018</b>
<b>Cash at the end of the year</b>	<b>80 914</b>	<b>79 273</b>

# Consolidated Statement of Comprehensive Income

AnglicareSA Housing Ltd

ABN 95 321 672 835

ACN 600 073 809

For the year ended 30 June 2021

	2021 \$'000	2020 \$'000
<b>Revenue</b>		
Revenue	19 798	19 296
Other income	2 267	2 425
<b>Total revenue</b>	<b>22 065</b>	<b>21 721</b>
<b>Expenses</b>		
Administrative expenses	856	885
Capital contributions Housing SA	814	798
Insurance	461	457
Management fees	5 794	5 389
Property costs	1 374	1 194
Repairs and maintenance	5 800	5 355
Borrowing costs	753	621
Depreciation	1 071	878
Other expenses	749	1 086
<b>Total expenses</b>	<b>17 672</b>	<b>16 663</b>
<b>Operating surplus</b>	<b>4 393</b>	<b>5 058</b>
Non-operating revenue	6 940	-
Non-operating expense	-	(3 216)
<b>Surplus for year</b>	<b>11 333</b>	<b>1 842</b>
<b>Total comprehensive income for the year</b>	<b>11 333</b>	<b>1 842</b>

# Consolidated Statement of Financial Position

AnglicareSA Housing Ltd

ABN 95 321 672 835

ACN 600 073 809

As at 30 June 2021

	2021 \$'000	2020 \$'000
<b>Assets</b>		
Current assets		
Cash and cash equivalents	26 438	29 716
Trade and other receivables	1 145	531
Other assets	615	531
<b>Total current assets</b>	<b>28 198</b>	<b>30 778</b>
<b>Non-current assets</b>		
Trade and other receivables	9 700	9 700
Property plant and equipment	240	-
Intangible assets	790	1 086
Investment properties	195 450	180 414
<b>Total non-current assets</b>	<b>206 180</b>	<b>191 200</b>
<b>Total assets</b>	<b>234 378</b>	<b>221 978</b>
<b>Liabilities</b>		
Current liabilities		
Trade and other payables	2 296	1 080
Borrowings	-	549
Lease liability	858	872
Provisions	593	674
Other financial liabilities	1 062	340
<b>Total current liabilities</b>	<b>4 809</b>	<b>3 515</b>
<b>Non-current liabilities</b>		
Borrowings	32 510	32 160
Lease liability	426	1 003
<b>Total non-current liabilities</b>	<b>32 936</b>	<b>33 163</b>
<b>Total liabilities</b>	<b>37 745</b>	<b>36 678</b>
<b>Net assets</b>	<b>196 633</b>	<b>185 300</b>
<b>Equity</b>		
Reserves	152 784	150 507
Accumulated surplus	43 849	34 793
<b>Total equity</b>	<b>196 633</b>	<b>185 300</b>

# Consolidated Statement of Cash Flows

AnglicareSA Housing Ltd

ABN 95 321 672 835

ACN 600 073 809

For the year ended 30 June 2021

	2021 Inflows (Outflows) \$'000	2020 Inflows (Outflows) \$'000
<b>Cash flows from operating activities</b>		
Receipts from customers	21 036	25 423
Payments to suppliers	(15 117)	(20 411)
Interest received	551	479
<b>Net cash provided by/(used in) operating activities</b>	<b>6 470</b>	<b>5 491</b>
<b>Cash flows from investing activities</b>		
Purchase of property plant and equipment	( 320)	-
Purchase of investment properties	(9 192)	(4 779)
Proceeds from investment properties	515	-
Proceeds from contract assets	649	-
Purchase of contract assets	( 139)	(1 086)
<b>Net cash provided by/(used in) investing activities</b>	<b>(8 487)</b>	<b>(5 865)</b>
<b>Cash flows from financing activities</b>		
Finance costs	(736)	(625)
Lease payments	(326)	(187)
Proceeds from borrowings	350	18 220
Repayment of borrowings	( 549)	(1 330)
<b>Net cash provided by/(used in) financing activities</b>	<b>(1 261)</b>	<b>16 078</b>
<b>Net increase/(decrease) in cash held</b>	<b>(3 278)</b>	<b>15 704</b>
<b>Cash at the beginning of the year</b>	<b>29 716</b>	<b>14 012</b>
<b>Cash at the end of the year</b>	<b>26 438</b>	<b>29 716</b>





**Head Office**

159 Port Road,  
Hindmarsh SA 5007

**Phone** (08) 8305 9200

**Email** [admin@anglicaresa.com.au](mailto:admin@anglicaresa.com.au)

[anglicaresa.com.au](http://anglicaresa.com.au)

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