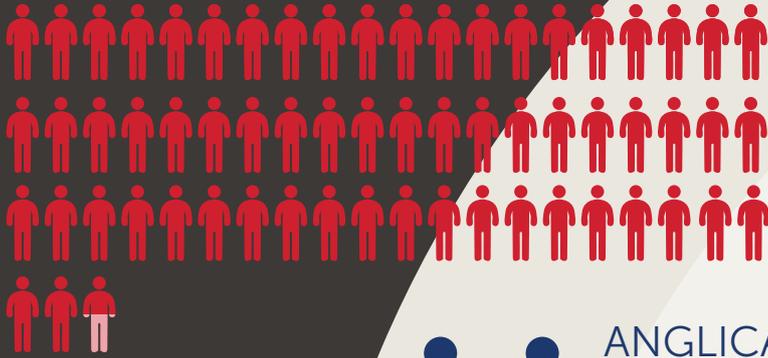
A young boy with short dark hair, wearing a green zip-up hoodie, is smiling and looking towards the camera. He is holding a red basketball in front of him. The background is a blurred outdoor setting with trees and a bright sky.

BUILDING COMMUNITIES

ANNUAL REPORT
2017-18

ANGLICARESA

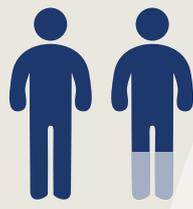
2017-18 at a glance



ANGLICARE SA SUPPORTS

62,500

people per year



ANGLICARE SA STAFF

1,800+

ANGLICARE SA
VOLUNTEERS

700



COMMUNITY HOUSING

2,100



TENANT SATISFACTION RATE

94%

FOSTER CARERS

400



CHILDREN IN FOSTER CARE

450

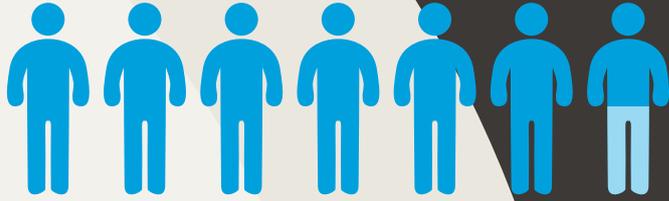




MEALS SERVED
per day at
Elizabeth Mission

AGED CARE CUSTOMERS

6,500



RESIDENTIAL AGED CARE BEDS

590



INDEPENDENT LIVING UNITS

80



NDIS CLIENTS

400



NEW-ARRIVAL
AND MIGRANT
SUPPORT

925



people

THREAD TOGETHER

400



people clothed

FINANCIAL COUNSELLING

3,000

users



 = 1,000

Contents

| | |
|-------------------------------------|----|
| Report from the Chair | 6 |
| Report from the CEO | 7 |
| Board members | 8 |
| Aged Care Services | 10 |
| Children & families | 16 |
| Out-of-home care services | 20 |
| Support | 22 |
| Mental health & disability services | 30 |
| Housing & Homelessness Services | 32 |
| Get involved | 38 |
| Donate & support | 42 |
| Financials | 46 |
| Our people | 52 |

Our Vision

Justice, respect and fullness
of life for all

Our Mission

AnglicareSA provides care and support
with a voice for disadvantaged and
vulnerable people in our communities

Our Values

Compassion
Integrity
Stewardship
Equity
Servant Leadership

Cover page photo:

AnglicareSA works with culturally and linguistically diverse communities, among others, to build connection, community spirit and a sense of belonging.



Report from the Board Chair

The 2017/18 financial year has been a period of significant environmental change for AnglicareSA and the community service sector. Changes implemented through the NDIS and in aged care have meant adapting our services to meet requirements of the new systems, while ensuring the care and wellbeing of our customers remains the primary focus of all that we do.

AnglicareSA has continued to maintain and further develop strong relationships with the Dioceses of Adelaide, Willochra and The Murray. The amendments to the Constitution at the last AGM provided for the Provincial Council to appoint to the Board, recognising that AnglicareSA operates within the three Dioceses of the Province of SA. These amendments also changed the role of The Archbishop from that of Director and President to Visitor. I can assure you that The Archbishop has continued to demonstrate high interest in and support for the important work of AnglicareSA for which we are very grateful.

There can be little doubt, following a spate of Royal Commissions with more to come, that we are operating in an environment of increasing community and governmental expectations of both quality of care and the quality of governance of care organisations. AnglicareSA seeks to be a leader in responding to these changes for the benefit of those we serve.

The membership of AnglicareSA has already provided much of the governance building blocks necessary for us to respond to changing needs. This has included the establishment of subsidiary companies with expert boards relating to particular areas of operation, such as housing or regional entities and facilitating other specialised agencies joining the AnglicareSA group while retaining their distinct identities and expertise. AnglicareSA has and will continue to raise the bar on its governance including the strengthening of board committees with external members possessing the necessary specialist expertise to assist the board in providing appropriate oversight and strategic direction.

In May this year, we welcomed Deacon Margo Holt to the Board. Margo has a particular heart for refugees and those seeking safety and a new home in Australia and a passion for mental health, community work and pastoral care. We farewelled Mr Philip Evans and Ms Ann Bloor, both long serving members of the Board, having joined in 2012 and 2013 respectively. We thank Philip and Ann for their guidance, expertise and faithful service to AnglicareSA over many years.

We also formally welcomed Mr John McNeil and Mr Geoff White to the Anglicare SA Housing Ltd (AS AHL) Board, following the completion of the transfer of the Laura and Alfred West Cottage Homes (LAWCH) Trust to the AS AHL as the new trustee. We acknowledge and thank John and Geoff together with Hon David Bleby for their steadfast leadership over several years in achieving this important outcome for LAWCH.



The Board was extremely pleased when AnglicareSA became a self-insured workplace in March 2018. This was as a result of the organisation, led by its people and culture team, working together on analysing, improving, documenting and implementing the standards required to become accredited. This means that the organisation is in control of the entire injury management process, the costs and importantly the culture of safety for employees and volunteers.

It is also pleasing to see that through strong governance and management, the group's financial position has grown to \$279m in net assets. The strength of our balance sheet positions us well to participate in future opportunities and allows for the renewal of our assets. Houses managed and owned by AnglicareSA Housing Ltd increased by 74 per cent during the year. We now manage more than 2,100 houses, mostly social houses, throughout metropolitan and regional SA. This includes 195 regional properties which were transitioned to AnglicareSA Housing Ltd from ac.care.

Demand for all of our services continues to grow as more people struggle with financial hardship and the myriad flow-on impacts this has on their lives. Our more than 100 services and programs endeavour each day to achieve our vision of justice, respect and fullness of life for all. AnglicareSA carries out its mission with the support of the flourishing Anglican community in SA. We are grateful for the united and connected community network within which we work to support the broader community.

It is immensely gratifying to see our more than 2,500 staff and volunteers remain resilient and positive in the face of the many changes across the sector. Their unwavering commitment to the cause is inspirational and we are truly blessed to have such dedicated people serving our mission across South Australia.

A handwritten signature in dark ink, appearing to read 'Bruce Linn'.

Mr Bruce Linn AM
Chair

Report from the Chief Executive Officer

It has been another busy year for AnglicareSA as we strive to deliver on our mission to provide care and support with a voice for the disadvantaged and vulnerable in our community.

This annual report provides a snapshot of our achievements and challenges across the year, highlighting just some of the many and varied services and programs we offer and the impact they have.

Improving the quality of life for our most vulnerable is at the centre of what we do. The appointment of advocates in both our NDIS and aged care services teams has helped many people navigate these complex and changing systems to ensure they have access to the quality and level of care they need to support their lifestyle choices.

The expansion of our Star Bear program to offer family camps increases our ability to support families struggling with the loss of a loved one. This is a one-of-a-kind service in South Australia and has a significant, positive effect on the way people manage their grief.

With inequality growing, demand on our services is at an all-time high. Innovative thinking is required in the way in which we deal with the many challenges facing so many South Australians. That's why AnglicareSA helps lead the Don Dunstan Foundation's Adelaide Zero Project. With a housing-first approach, this project sees governments, business and community service organisations work together to address the issues at the core of each individual's homelessness with aim of achieving functional zero street homelessness in the city by 2020. We are well on track to achieving this goal.

Another exciting partnership has been our work with Thread Together, which has seen two purpose-fitted vans, or mobile wardrobes, hit the road to deliver brand new clothes directly to those in need. We are very proud of this Australian-first program, which not only delivers new clothes, but confidence and hope.

In building a better future for newly-arrived migrants and refugees, we partnered with the North Eastern Development Association to develop a program for Syrian refugees to gain Australian building and construction qualifications.

The launch of our Stretch Reconciliation Action Plan (RAP) this year affirms AnglicareSA's commitment towards a reconciled Australia. AnglicareSA will continue to lead by example in our commitment.

While working to better the lives of those across our broad community, we also have an internal focus to care for our dedicated employees and volunteers. Earlier this year, AnglicareSA was proud to be accredited as a White Ribbon Workplace, demonstrating our intent to maintain a safe and inclusive environment for all staff.



I would like to pay tribute to the late Lucy Paveley, our much loved staff member at AnglicareSA Elizabeth Dutton Court, who was tragically taken from us last year. Lucy has left a legacy within the AnglicareSA community that will be forever remembered.

I am sincerely grateful for AnglicareSA's dedicated staff and hardworking volunteers, the Anglican community through the dioceses, parishes, schools and other ministry organisations, our many partners and advocates, and the many generous members of the South Australian community who donate much-needed funds and goods. Through all your many and diverse efforts, we are enabled to continue to support those in our community who need it most.

A handwritten signature in black ink, appearing to read 'Peter Sandeman', with a long horizontal line extending to the right.

The Rev'd Peter Sandeman
Chief Executive Officer



THE MOST REVEREND GEOFFREY SMITH (Visitor)

BA DipTeach ThDip MPhil MTh GradCertMin GradCertExecLead GAICD

Geoffrey Smith became the Archbishop of Adelaide in April 2017 after four years as Assistant Bishop and General Manager/Registrar of the Anglican Diocese of Brisbane. 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.



MR BRUCE M LINN AM BSc FUniSA FAICD FACS

Bruce Linn is an experienced company director, Chair and former CEO who heads a successful governance and strategic management consulting business operating in Australia and the USA. Formerly CEO of Finlaysons Lawyers, his previous executive roles include CE for EDS (now HP Enterprise), responsible for all state government business of EDS in Australia, and CEO of Camtech, one of Australia's leading internet and electronic payments technology innovators. A Science graduate of the University of Adelaide, Bruce is a technologist with more than 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 (SA/NT Division), his current directorships include SABRENet Limited, UniSA Ventures Pty Ltd and SA Heart Centres Pty Ltd. He is Chair of AnglicareSA Ltd, eResearch SA Ltd, Adelaide Chamber Singers Inc and Sensei Productivity Pty Ltd. He is a Fellow of the Australian Institute of Company Directors and the Australian Computer Society. He has been awarded a Member of the Order of Australia, a University Fellow from the University of South Australia and a Distinguished Fellow from the Australian Institute of Company Directors.



THE REV'D DAVID COVINGTON-GROTH

David Covington-Groth is currently the Parish Priest of St Michael's Mitcham and has been in the Diocese of Adelaide for 13 years, having served at the parishes of Glenelg and Lockleys. He has been ordained for more than 16 years. Previously he worked as an occupational therapist and health service manager across various organisations. A keen interest in the life of the Diocese of Adelaide saw him serve as the Convenor of Church in Society Ministry Unit for seven years, as a Diocesan Nominator and on the Council of Churches General Council, and has served as member of Diocesan Council.



MR JOHN BLUNT BA(Accountancy) FCPA

John is CEO of the Adelaide-based property management and development business, the Cohen Group. He was previously CEO of the Makris Group of Companies for more than 11 years. In addition to property experience, John has a strong financial and accounting background having held senior banking roles at Commonwealth Bank and the BankSA Group. His early career also included roles with Deloitte and KPMG. John is a graduate of the University of South Australia, a Fellow of the Australian Society of Certified Practising Accountants and for nine years was a member of the Board of Governors at St Peter's Collegiate Girls School Inc. John is Chair of the AnglicareSA Major Projects Committee.



THE REV'D CANON ALI WURM BEd MDiv

Ali Wurm is the Parish Priest for the Parish of the Copper Coast in the Diocese of Willochra. Previously she was the Priest for the Parish of Whyalla. Ali is a member of Diocesan Council and has served as a spiritual director for the Diocese of Willochra's eco-spirituality program for many years. Ali was ordained in 2000 in the Diocese of Adelaide where she served at St Saviour's Glen Osmond, St Peter's Cathedral, St Paul's Port Adelaide and St Bede's Semaphore. Prior to ordained ministry, Ali worked as a community worker, youth worker, welfare worker and chaplain.



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 three years, and is current Chair of the Finance Committee.



MS EMMA RIGGS LLB(Hons) BCom

Emma is a solicitor at Camatta Lempens Lawyers and a graduate of the University of Adelaide and the Australian National University College of Law. Emma has studied and worked in Commonwealth bodies abroad and currently practices in corporate governance, general litigation, dispute resolution, and industrial, property and refugee law. She is a current Director of the Anglican Board of Mission, the South Australian representative on the Anglican Church's Legal Committee, a member of the Diocesan Council, and involved with the Diocese of Adelaide Legal Committee. An executive member of the South Australian Council for Civil Liberties and the Refugee Advocacy Service of South Australia, Emma is passionate about the Diocese of Adelaide's Companion Diocese of Bor project, particularly the Bor primary health clinic in South Sudan.


THE REV'D DARREN RUSS JP BCom MDiv GAICD

Darren Russ is the Operations Executive and Executive Officer to the Registrar of the Adelaide Diocese; and an ordained Anglican Minister serving as an Associate Minister at St Matthew's Kensington. Prior to ministry, Darren worked in IT and business consulting for 25 years, the last 15 of those years he was a partner at Accenture. He is an independent Director of CMS Australia and a member of the Audit and Risk and Governance and Nominations Committees. Darren's previous governance roles include national council member and management committee Chair of SparkLit (formerly SPCK Australia), member of Accenture Australia's Country Council, Director of Accenture's Technology Practice for Australia, Microsoft practice lead for Asia Pacific, Director of Accenture's Analytics Organisation in Asia Pacific, member of Accenture's Global Analytics Leadership Council and a member of Accenture's Global Service Oriented Architecture Council. Darren is a Justice of the Peace of South Australia and a graduate member of the Australian Institute of Company Directors.


MR GRANT CHAPMAN BA(Hons) GAICD

Grant Chapman's distinguished business and parliamentary career includes experience as a marketing executive with Shell Co of Australia Ltd and as an independent management consultant. Grant served as the Federal Member for Kingston 1975–1983 and as a Senator for South Australia from 1987 until his retirement in 2008. Throughout his time in Federal Parliament, Grant was involved in numerous committees including Chair of the Joint Statutory Parliamentary Committee on Corporations and Financial Services, overseeing ASIC and helping to reform Australia's corporations' law and financial services' regulation. Currently, he 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.


ARCHDEACON LYN MCROSTIE MA DipTh

Lyn McRostie joined the Board in October 2016 and is Parish Priest of Holy Cross Elizabeth, Leader of Anglican Ministries in Playford and Archdeacon for the Para. Lyn's background is in finance and, prior to her ordination in 1998, she was based in London working in international business. Lyn is particularly interested in the interface between church and society. Her Master's degree studies and business expertise supported her in working on projects in England to adapt church facilities to meet wide-ranging community needs. These included doctors' premises, educational facilities, gyms, community cafes, small meeting rooms, safe places for vulnerable people to meet and places that were welcoming to people of all faiths and none. Since her return to Adelaide in 2011 Lyn has worked closely with AnglicareSA at the Elizabeth Mission, which is co-located with Holy Cross Anglican Church and a valuable partnership has been established where the parish and AnglicareSA work together in serving the community.


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 Iraqi refugees fleeing the conflict in Iraq. On return to Australia, she helped initiate a group which 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.


MR JOHN MCNEIL* (Board of AnglicareSA Housing)

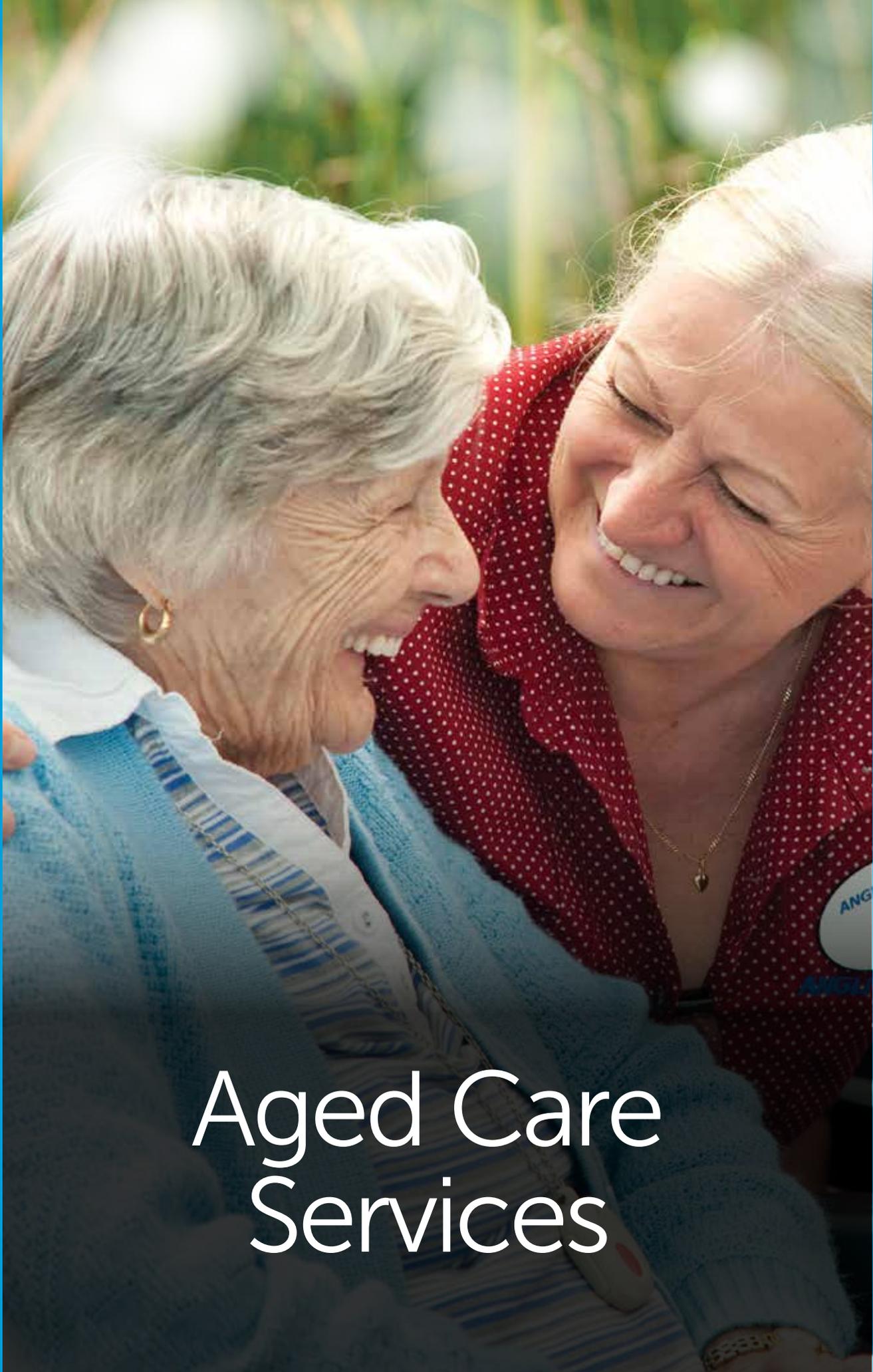
John McNeil was employed as a personal financial consultant from 1987 to 2002 and then retained as a consultant to a financial planning practice from 2002 to 2014. During this period he was awarded a life membership of the Financial Planning Association of Australia for his contribution to the development of the profession. Prior to this period he was employed in the Australian wine industry, firstly with Tolley Scott & Tolley Limited from 1964 to 1980 where he achieved the position of managing director. After leaving this company he joined the Mildara Wine Group in 1980 and held the position of a managing director of a divisional company, Hamilton's Ewell Vineyards until 1987. John has previously been Chair of the Board of Sharefarmers Vineyards Pty Ltd, associated with Petaluma Wines Limited, Chair of the Australian Wine and Brandy Association National Brandy Distillers committee and Chair of the Australian Society of Investment and Financial Advisors Limited national practitioners committee. He held an accreditation as a certified financial accountant and as a certified financial planner.


MR GEOFF WHITE* BEc (Board of AnglicareSA Housing)

Geoff White has extensive general and financial management experience in private and government enterprises in Australia and North America. He is a Fellow of CPA Australia, the Chartered Institute of Secretaries and the Governance Institute of Australia. Geoff is a member of the Finance, Audit and Heritage Committee for the Naval, Military and Air Force Club of SA, the Deputy Chair, Adelaide Legatee, for Adelaide Legacy, a peer educator at COTA Seniors Voice and former State Chair of the Institute of Chartered Secretaries.

*Commenced during 2017-18

The following members resigned from the AnglicareSA Board during 2017-18: Mr Philip John Evans & Mrs Ann Bloor



Aged Care Services

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



Making dreams come true

AnglicareSA aged care services staff become a part of our residents' extended families and are always looking for ways to enhance the lives of those in their care.

When the opportunity arose to help a resident fulfil a promise to his granddaughter, our staff jumped at the chance.

At three years of age, Niki Howells-Schramm asked her grandad Tom to walk her down the aisle when she one day married.

The two had developed an enduring bond when Niki and her family lived with her grandparents following the loss of their home in the Ash Wednesday bushfires.

Due to a deterioration in health, Tom was unable to travel to Melbourne for her wedding. So Niki decided to plan a second ceremony – one much closer to Tom.

Niki's mother, Tess Howells contacted AnglicareSA's Elizabeth Dutton Court residential aged care facility where Tom lives, and asked if they could host a wedding ceremony.

Staff embraced the idea and worked closely with the family to arrange the celebration.

Residents at the facility were invited to the ceremony and watched Niki realise her dream to have her grandad walk her down the aisle.



A tribute to Lucy Paveley

In late August 2017, we received the terrible news of the passing of Lucy Paveley while on her way to work. Lucy was a much loved and valued member of the AnglicareSA Elizabeth Dutton Court team, where she worked as an aged care worker.

We've witnessed a huge outpouring of support for Lucy's family from AnglicareSA staff, our aged care residents and their families – and more widely from members of the public.

This beautiful family has been overwhelmed by the support people have shown in the darkest time of their lives.

In the face of such a sad and senseless tragedy, it was heartwarming to see people rallying together to direct their energy in the form of love and support to Lucy's husband, Jamie and their children.



Advocating for older people

AnglicareSA has identified increasing demand for both individual and systems advocacy to support vulnerable older people.

In June 2018, AnglicareSA launched its Aged Care Advocacy Strategy, with a strong focus on advocating for government reform of the aged care sector, preventing and combating elder abuse, and housing and homelessness solutions for older people.

Our advocacy work in these areas is ongoing and we are committed to raising awareness of the many challenges facing older people in our community, while working towards systemic changes that will improve quality of life for all older people.





Quality agency reform

Aged care is going through unprecedented change. Governments are working to ensure aged care standards and accreditations are suitably high and adaptable to the changing and growing sector.

The focus of aged care is changing from a clinical care approach to one where the customer experience is central to all that we do.

It is no longer a service model but an individually focussed model where we must ask customers "what they want" rather than "what they need".

Our customers are also changing. The families of our residents are a lot more engaged in the service and rightly expect a high standard of care for their loved ones.

New aged care standards have been developed and are due for implementation by June 2019. This will combine our community, allied health and residential aged care services into one audit system.

There is a move to a new process for monitoring aged care services, including unannounced visits and audits, which will transform how services are monitored and assessed.

Following the Carnell report, an independent Aged Care Quality and Safety Commission has been established and will soon be implemented.

This will centralise the monitoring bodies for the industry, providing more transparency and cross-pollination of different services to ensure non-compliance and risk is identified and actioned in an appropriate manner.



Information, support and advocacy

AnglicareSA's Aged Care Advocacy team works hard to assist people trying to navigate their way through the aged care system.

The team provides consumers of aged care services, and their friends and family members, with information, support and advocacy that includes assistance with contacting My Aged Care, attending in-home assessments, support upon entry to the aged care system, and provision of information and education sessions.

The work of the advocacy team has led to many positive outcomes for older people and their families, such as Helen* and John*.

Helen*

After 25 years, Helen's marriage unexpectedly ended and the 70-year-old found herself out on the street with very little money and nowhere to turn.

After living out of her car for some time, Helen ended up in a boarding house, which she shared with six men.

During this time Helen's health deteriorated. Being the only woman at the house, she was scared to use the shared bathroom facilities. She had very little food and was not managing her insulin-dependent diabetes well. She was in and out of hospital.

A concerned relative living interstate contacted AnglicareSA and asked us to look into Helen's situation.

Our Aged Care Advocate immediately made contact with Helen and commenced the long and ongoing process of improving Helen's circumstances.

AnglicareSA advocated on Helen's behalf to secure affordable housing through Housing SA, before connecting her with a range of support services to help her get back on her feet.

Financial counselling helped to reduce debts that had been building up since she had left the marital home, and a home care package was secured to assist Helen to stay in her own home rather than enter a residential aged care facility, which she did not wish to do.

We continue to work with Helen to ensure she continues to get the support and services she needs.

(*not her real name)

John*

We recently stepped in to assist John, a resident of AnglicareSA community housing who was discharged from hospital with no support services in place. From the moment he got home, it was obvious John could not manage without assistance.

His tenancy officer contacted the Aged Care Advocate. An aged care assessment was required to secure support, but these can often take two weeks or more. This timeframe was not suitable for John who needed urgent support.

The Advocate was able to secure emergency respite accommodation for John and an assessment was carried out while he was in respite care. It was determined John would not be able to go home without significant supports.

John enjoyed his time in respite care so much, he decided to stay on at the residential aged care facility where he is now a permanent resident.

(*not his real name)



Older people with disabilities

AnglicareSA was contacted during the year when it was announced a supported residential facility in Adelaide's south was to be closed with very little notice.

With no formal assessment of any of the residents – all of whom had a mental health diagnosis and challenging behaviours– they had been moved from one residential care facility to another. With nowhere else to go, the residents were likely to be transferred to hospital.

The Aged Care Advocate was asked to find accommodation for four residents aged over 65. First an aged care assessment was undertaken for each of them as a matter of urgency.

Once the assessments had been completed, we were able to secure accommodation for three residents at AnglicareSA Brompton and one at AnglicareSA Grange. It was wonderful to be able to accommodate them in our facilities.



A young girl with a colorful, multi-colored beanie (blue, purple, pink) and a dark grey hoodie with yellow and white patterns. She is smiling and looking slightly to the right. The background is a bokeh of warm, golden lights. The text "Children & families" is overlaid in white at the bottom.

Children
& families

We want all children to have the best possible start in life and have opportunities to participate, and inform and realise their potential. We recognise all families have strengths on which we build to create healthy families, increase capacity and build community connections.



Support for the grieving

Since 2002 AnglicareSA's free Star Bear camps have supported almost 1,000 bereaved children and young people through the struggles they experience after losing a sibling, parent or other significant person.

Even within the closest of families, grief can be very isolating. Parents and carers often tell us they don't know how to manage their own grief, let alone how to help their children grieve.

In efforts to better support the entire family, this year AnglicareSA expanded the service to offer Star Bound Family Camps. These camps see families come together and learn how to manage their own personal grief and how to assist others.

It is the only program of its kind in South Australia and is in high demand.

Star Bear and Star Bound Family Camps, which make a significant, positive difference in the lives of children and families, rely on the support of our generous donors.



Southern Children's Festival

In February 2018, more than 1,000 local community members attended the inaugural Southern Children's Festival at Ramsay Place, Noarlunga Centre.

Headlined by popular children's singer Peter Combe, the one-day festival also featured performances by Sea Star Rock, The Funny Farmers and Mickster the Trickster.

The festival was an opportunity to celebrate children in our community and engage in the activities that children tell us they really enjoy doing with their families.

Throughout the day, families enjoyed a range of activities to suit every age and interest, including Country Arts SA DanceXtend Jungle Gym, an animal farm, a rock climbing wall, art and craft tables, smoothie making, book readings and a sensory and quiet area.

The Southern Children's Festival was a partnership between Country Arts SA Hopgood Theatre and AnglicareSA's Communities for Children Onkaparinga.



SALA Festival Playford

This year, 40 budding young artists from Elizabeth Grove Primary School took part in the South Australian Living Artists (SALA) Festival.

A partnership between AnglicareSA's Communities for Children Playford and the City of Playford saw the students paint what they love about their community on mural cubes for a large-scale installation, Square-eyed.

Activated through light and sound, the mural cubes shared student stories of their designs, activities they enjoy doing locally, and future aspirations.

The interactive installation was on display in the Playford Civic Centre forecourt and attracted hundreds of visitors.

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





Children's Contact Service

AnglicareSA's Children's Contact Service (CCS) offers a safe, child-focused place for contact arrangements of children with separated parents. Separated or divorced parents can use CCS as a neutral location to drop off and pick up their children in a non-confrontational way.

We recognise diverse family dynamics and at all times work to tailor support to individual family needs. The service oversees visits with parents who may not have seen their children for years, or sometimes ever. We work with parents who have drug, alcohol and mental health issues and domestic violence histories.

When first approaching us, our clients can feel anything from fear and anxiety to dismay and anger. Working hard to ease potential friction between parties where possible, our focus is on the children and ensuring they feel safe and supported. A measure of our success is the high number of parents who initially see CCS as 'just a part of the family court system' and complete the service feeling supported and heard.

The CCS's impact over the past year was also illustrated through a case involving a culturally and linguistically diverse family. A court order regarding domestic violence meant the children had been separated from their father for a long time. One of the children couldn't even recognise him.

Our team worked with all members of the family to ensure each felt safe and comfortable with access visits. The combination of the father's commitment to being child-focused and the diligence exhibited by staff has allowed the children to cherish the visits with their father. This has fostered an environment for a strong relationship to blossom between them.



Out-of-home
care services

We provide various forms of out-of-home care for children and young people including emergency, short term, long term, respite and therapeutic care. AnglicareSA is the largest provider of foster care services in South Australia. Our programs support up to 400 carers and 450 children on any one night.



Extension of care

The SA Government recently announced its intention to extend access to care for young people in the out-of-home care system.

AnglicareSA welcomed the commitment, which will improve long-term outcomes for young people in care. Evidence shows that by extending support to age 21, we will see dramatic decreases in the risk of homelessness, crime and poor education outcomes.

Many young people are not ready to leave home at 18. Children in care have experienced significant trauma; they deserve the same opportunity and support as others in these crucial years.

AnglicareSA has campaigned for this key reform since launching the Home Stretch initiative in Adelaide last year. We will continue to advocate for the extension of this policy to all care-leavers.

The state government's extension of care does not include those young people in residential and emergency care. All young people in out-of-home care must have the opportunity to stay in or return to family-based care and supported living arrangements with access to standard supports until they are 21.

Further extension of access to ongoing supports such as housing, financial, education and training to the age of 25, would also significantly change a young care-leaver's trajectory into adulthood and their ability to live successful lives beyond their care experience.

Escalating need for foster carers

The need for family based placements in SA has increased dramatically due to an escalation in both the number of children entering care and period of time children are residing in care.

There has been a 98 per cent increase over the past 10 years in the number of children in out-of-home care in SA and nationally. Our state has the highest percentage of children in the care system residing in non-family based care.

To meet the growing demand for care placements, AnglicareSA needs to attract many more individuals, couples and families to become foster carers, both as full-time carers and respite carers.

We have developed a recruitment campaign, *Moments that Matter*, to attract new foster carers and address the many misconceptions around what foster care involves and what type of people can become foster carers. We hope the year ahead will deliver a large increase in the number and diversity of foster carers supported by AnglicareSA.

We would like to thank our amazing pool of foster carers for their care, support and generosity. They are making a real difference in the lives of vulnerable children and young people.



Support



Thread Together

In early March, AnglicareSA and Thread Together launched an exciting Australian first – mobile wardrobes delivering brand new clothes directly to people in need.

Thread Together works in conjunction with clothing manufacturers to receive and sort brand new, end-of-line clothes for distribution through its charity partners.

In collaboration, AnglicareSA and Thread Together use purpose-fitted vans to bring new clothes to South Australian communities who need it most.

The vans commenced delivery in April, and in their first three months on the road assisted 400 clients with new clothing.

The service is only possible thanks to a committed team of volunteers. So far we have recruited 15 volunteers including drivers, stylists and sorters who are doing a wonderful job supporting the rollout of this initiative.

The mobile wardrobes are initially delivering clothing to communities in the northern and southern suburbs. Clients can be referred by any of AnglicareSA's services and programs.

SA Aboriginal junior football

AnglicareSA was the proud sponsor of the inaugural South Australian Aboriginal Junior Football Carnival, as part of our Reconciliation Action Plan commitment.

The carnival saw 13 teams participate from across SA, including communities such as Koonibba Football Club, Raukkan, Narungga and Kauran, and metropolitan teams the Pelicans, Northern Inga Lingas, Wiltja, Windsor Gardens Warriors and Tinyarra.

More than 250 footballers competed in front of a crowd of 1,000-plus people across the weekend.

The carnival focused on football and community inclusiveness and well-being. With an Elders tent, Elders and officials luncheon, information stalls, sporting apparel for purchase and children's activities, the carnival provided fun and interest for everyone.



Power Generation

Thanks to our strong relationship with the Port Adelaide Football Club's Power Community Limited, Power Generation continues to provide prevention and early intervention support for Aboriginal young people and their families, using sport as an engagement platform. Power Generation assembles a broad range of wrap-around supports tailored to meet the holistic needs of young Aboriginal people and their families, who are completing schooling and transitioning into further education and employment.

Power Generation addresses social issues affecting the young person's ability to stay connected to their education or participate in further study or employment. It assists young people to build resilience, become empowered and stay connected and where required, support them to transition from crisis to self-determination.



Committed to reconciliation

During National Reconciliation Week, AnglicareSA proudly launched its Stretch Reconciliation Action Plan (RAP) at the Reconciliation in the West event.

AnglicareSA joined the national movement to publicly acknowledge and formalise our commitment and contribution to reconciliation in Australia through the development of our first RAP in 2012.

While we are proud of our achievements as a result of our RAP, we know there is much to be done to achieve equity in life outcomes and justice and fullness of life for all.

Following extensive review and consultation, our second RAP, or Stretch RAP, provides the foundations for long-term planning by AnglicareSA to strengthen our role as a key service provider and stakeholder in redressing the social, political, economic, structural and institutional barriers, inequalities and inequities experienced by Aboriginal people in South Australia.

Specialised family violence support:

350+ people

(over 1,300 instances of support)



Financial inclusion

Many of those served by AnglicareSA experience some type of financial stress.

The flow-on effect of financial stress to housing instability, family relationships and specialist services such as alcohol and other drugs, mental health and domestic and family violence services is significant.

Systemic issues such as inadequate income and poor financial literacy are a key feature of many of our clients' stories. That is why we decided to sign up to Good Shepherd Microfinance's Financial Inclusion Action Plan (FIAP).

This ground-breaking social justice initiative aims to realise greater equality and inclusion by encouraging government, corporate and not-for-profit stakeholders to take action and champion for better financial inclusion.

AnglicareSA believes financial inclusion is a fundamental right, and a critical pillar of a thriving and equitable society. It is in the interest of all public, private and community organisations to enable, promote and further financial inclusion for all. In doing so, we create agency in individuals, stronger families and more resilient communities.

In 2017/18, AnglicareSA received more than 3,800 financial service related enquiries and provided financial counselling services and support to almost 3,000 people.

For many of our customers, financial inclusion and resilience is about more than just financial hardship. It represents choice - the choice to flee domestic and family violence; the choice to feed one's family; and fundamentally, the choice to live a life with dignity. Across our services we demystify money, destigmatise poverty and unemployment, and provide practical support to help people understand their options, and the resources available to them.

By collaborating with other like-minded organisations through the Financial Inclusion Action Plan, we hope to work towards a common agenda of improving outcomes and wellbeing for individuals and families. Through our FIAP involvement, we will strive to build greater awareness of the importance of financial inclusion across our organisation, with our employees, customers, suppliers and community.

Youth jobs program delivers results

A program to build the skills, confidence and employability of young job seekers is delivering impressive results in Adelaide's southern suburbs.

The Australian Government's Transition to Work initiative supports young people aged 15-21 on their journey to employment. AnglicareSA is delivering the Transition to Work program in southern Adelaide.

Since the program commenced, Transition to Work has assisted 183 participants to gain employment and has supported more than 252 young people to find education opportunities, voluntary work or work experience.

Young people want to work but often lack the confidence, contacts and skills needed to get that first opportunity. At the same time, employers are finding it difficult to get the right people with the right skills to create a productive workforce.

Our program works with young people and employers to meet the needs of both.

AnglicareSA works with young people to identify and help them to gain those skills through further education, training and work experience and introduce them to businesses that need those skills.

Businesses across the southern Adelaide area have joined the program to offer participants work experience, site tours and mentoring.

It is wonderful to see so many of our program graduates going on to further education and into gainful employment.



Building a better future

In June, 18 Syrian refugees graduated with Australian qualifications in the building and construction industry thanks to a partnership between AnglicareSA, the North Eastern Development Agency (NEDA) and Australians for Syria SA.

The men, who had arrived in Australia 18 months prior, have completed a fully funded, 10-week Certificate 2 in Construction – a skills-based pre-vocational program delivered by NEDA's North East Vocational College (NEVC), a WorkReady Training Provider.

One of AnglicareSA's roles is to advocate to find training and employment opportunities for newly-arrived refugees. In this instance, we had a group of Syrian men with prior experience in building and construction in Syria, but no formal Australian qualifications.

NEVC tailored an existing Certificate course to meet the specific needs of these men, customising it to integrate their pre-existing skills.

AnglicareSA provided an Arabic speaking volunteer interpreter with technical skills to assist the students to feel confident in their learning and to aid their full understanding throughout the course.

AnglicareSA and NEVC continue to work with the men as they seek employment in the building and construction industry, including investigating opportunities for employment opportunities with AnglicareSA contractors who have expressed interest in employing the Syrian graduates.



Sudanese community engagement

The Sudanese Engagement Project is a partnership between AnglicareSA, the Anglican Church and St Columba College. It was developed to engage, support and involve Sudanese families connected to the school and the church. A total of 165 students with a Sudanese background and 44 from other African countries (total of 209) have been engaged in the program so far.

The Sudanese Engagement Project enabled gap identification in the current supports provided to vulnerable families, particularly women, with a refugee background who have been in Australia for more than five years but still experience isolation.

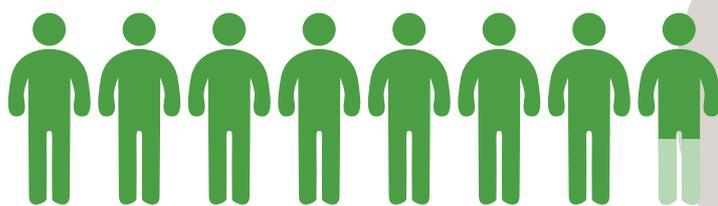
The evidence from the program evaluation has attracted significant government funding for the new 'Family Connect Program'. This reflects the value of what has been achieved and is a strong indicator that sustainability of programs through government and other funding is possible. It is important that sustainability and expansion opportunities be an ongoing focus of the work we do.

Family Connect

AnglicareSA has developed the Family Connect Program to help mothers and children from culturally and linguistically diverse backgrounds experiencing isolation.

The program builds community networks across schools and community groups and seeks to engage with isolated mothers and their children. These families face barriers such as limited English, family and domestic violence and family breakdowns, and a lack of financial support.

Family Connect aims to support each woman to identify their goals and participate in suitable community engagement activities to increase confidence and self-esteem. Family Connect will assist these women to gain volunteering roles, educational support, access to English language classes, homework clubs (for their children) and social activities. Social workers have been employed to run the program.



Community capacity building:

7,730
people

(27,600 instances of support)



Crows partnership

A partnership between the Adelaide Football Club and AnglicareSA supports the government's agenda to promote social cohesion, provides a tool to encourage community integration, and supports programs for newly-arrived Australians.

As part of the partnership AnglicareSA's Mary Awata and Kathryn Eaton have been appointed as Multicultural Ambassadors for the Adelaide Football Club.

The Crows recently donated 100 new footballs to newly-arrived families from different cultures.

The footballs were distributed through AnglicareSA's Settlement Services program, which provides on-arrival welcome and accommodation services to new arrivals in South Australia. AnglicareSA provides services to new arrivals under the Federal Government's Humanitarian Settlement Program.



Welcoming refugees

With a long and proud history of providing housing to refugees, AnglicareSA recently commenced a new contract with AMES Australia to run the housing and welcoming component of the Humanitarian Settlement Program in South Australia.

The program runs from AnglicareSA's Holden Hill and Mount Gambier offices with a team of 20 bilingual welcome support workers, tenancy officers and administration staff.

The welcoming component was new to AnglicareSA. We strive to make the moment of arriving in a new country and a new home memorable. One part of this service involves giving gifts to people as they arrive at the airport. Gifts of plush toys representing Australian animals are proving very popular and bring smiles to many faces. Another popular gift is a framed photograph taken on the day of arrival outside their first home in Australia.

We hope the gifts create positive memories for many years to come and help to make the transition to life in a new country a little easier and more enjoyable.

Suicide
intervention
support:

358
people



Emergency assistance

ELIZABETH



| | |
|--|--------------|
| HOUSEHOLDS ASSISTED | 2,007 |
| NO. OF VISITS | 3,027 |
| NO. OF HOUSEHOLDS NEW TO ANGLICARE SA | 531 |



BAROSSA/YORKE /MID NORTH

| | |
|--|------------|
| HOUSEHOLDS ASSISTED | 149 |
| NO. OF VISITS | 225 |
| NO. OF HOUSEHOLDS NEW TO ANGLICARE SA | 89 |



MAGDALENE CENTRE

| | |
|--|--------------|
| HOUSEHOLDS ASSISTED | 2,209 |
| NO. OF VISITS | 3,728 |
| NO. OF HOUSEHOLDS NEW TO ANGLICARE SA | 562 |



MAITLAND/ POINT PEARCE

| | |
|--|------------|
| HOUSEHOLDS ASSISTED | 64 |
| NO. OF VISITS | 135 |
| NO. OF HOUSEHOLDS NEW TO ANGLICARE SA | 27 |



SALISBURY

| | |
|--|--------------|
| HOUSEHOLDS ASSISTED | 1,005 |
| NO. OF VISITS | 1,605 |
| NO. OF HOUSEHOLDS NEW TO ANGLICARE SA | 278 |



WHYALLA

| | |
|--|------------|
| HOUSEHOLDS ASSISTED | 399 |
| NO. OF VISITS | 921 |
| NO. OF HOUSEHOLDS NEW TO ANGLICARE SA | 131 |



ST MARY'S

| | |
|--|------------|
| HOUSEHOLDS ASSISTED | 182 |
| NO. OF VISITS | 256 |
| NO. OF HOUSEHOLDS NEW TO ANGLICARE SA | 57 |



OUTER SOUTHERN HUB

| | |
|--|--------------|
| HOUSEHOLDS ASSISTED | 1,531 |
| NO. OF VISITS | 2,642 |
| NO. OF HOUSEHOLDS NEW TO ANGLICARE SA | 453 |

TOTALS

| | |
|--|---------------|
| HOUSEHOLDS ASSISTED | 7,546 |
| NO. OF VISITS | 12,539 |
| NO. OF HOUSEHOLDS NEW TO ANGLICARE SA | 2,128 |

What is emergency assistance?

A rapid crisis response to individuals and families who are experiencing crisis. We assist them with information, referral and material aid. Material aid covers items such as food, prescription assistance, clothing, blankets, shoes, and personal care items.

Financial counselling

Many of AnglicareSA's community services support individuals and families who are experiencing some type of financial stress.

The flow-on effect of financial stress is significant in terms of housing instability, family relationships, mental health, and domestic and family violence services.

We collated data on 450 of the customers who recently used our financial counselling services to create a snapshot of financial security in South Australia. Here are seven fascinating findings from the research:

1. **Demand for financial counselling assistance is sky high** – requests for our services increased by 50% from the previous year
2. **36% of participants live in a private rental**
3. **Rising electricity costs is the most common presenting issue**
4. **90% of customers are experiencing two or more issues such as housing instability or harassment from creditors**
5. **The top five sources of income for our financial counselling recipients are government benefits**
6. **Women disproportionately suffer financial exclusion** – 62% were women
7. **Most people accessing financial counselling receive a Centrelink benefit** – 36% Newstart and 21% disability support pension



Financial Counselling

3,000

users

"Financial counselling is an essential anti-poverty strategy"

Copper Coast

People in financial hardship across the Copper Coast now have access to emergency assistance services through the AnglicareSA Wallaroo Emergency Assistance Centre, which opened in December 2017.

The Wallaroo Emergency Assistance Centre provides a friendly face for those experiencing financial difficulties. Our team assist and identify the best way to help, either by providing access to pantry items, supermarket vouchers or clothing assistance, or connecting with them with other services.

The collaboration between AnglicareSA, the Diocese of Willochra and the Parish of Copper Coast is a much-needed service.

The region has a higher than average proportion of the population living in financial hardship. The high cost of electricity and groceries, transport limitations, unemployment and health issues are all major contributors to people seeking emergency assistance in this area.

AnglicareSA has been delivering emergency relief across the Copper Coast since March 2015. In the financial year to June 2018, it assisted 182 households in the region.



Mental health & disability services

AnglicareSA and the NDIS

AnglicareSA supports customers in mental health & disability services across a range of programs.

AnglicareSA supports more than 400 NDIS (National Disability Insurance Scheme) customers, and over half of these access more than one AnglicareSA service. There were 109 customers who transitioned to NDIS funding during the 2017/18 financial year.

AnglicareSA's free NDIS Customer Advocate team supports more than 300 customers at any one time to understand, navigate and access the NDIS. AnglicareSA also supports existing customers to appeal an NDIS funding package if the package does not adequately meet their needs.

Case coordination

372
customers

Disability support & accommodation services

162
customers

Mental health services (including carer supports)

498
customers

Exceptional needs

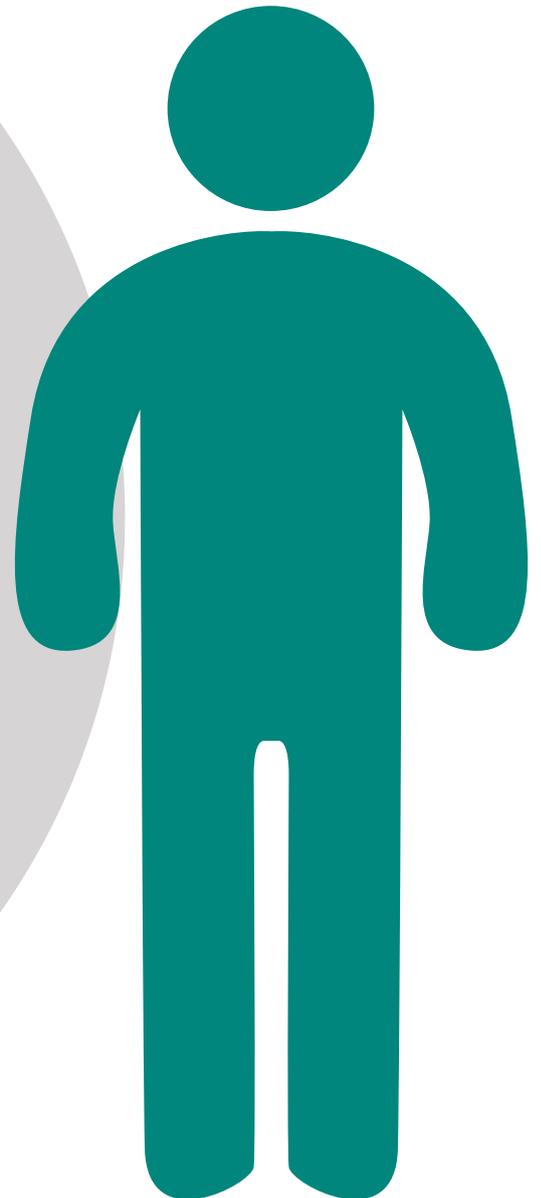
54
customers

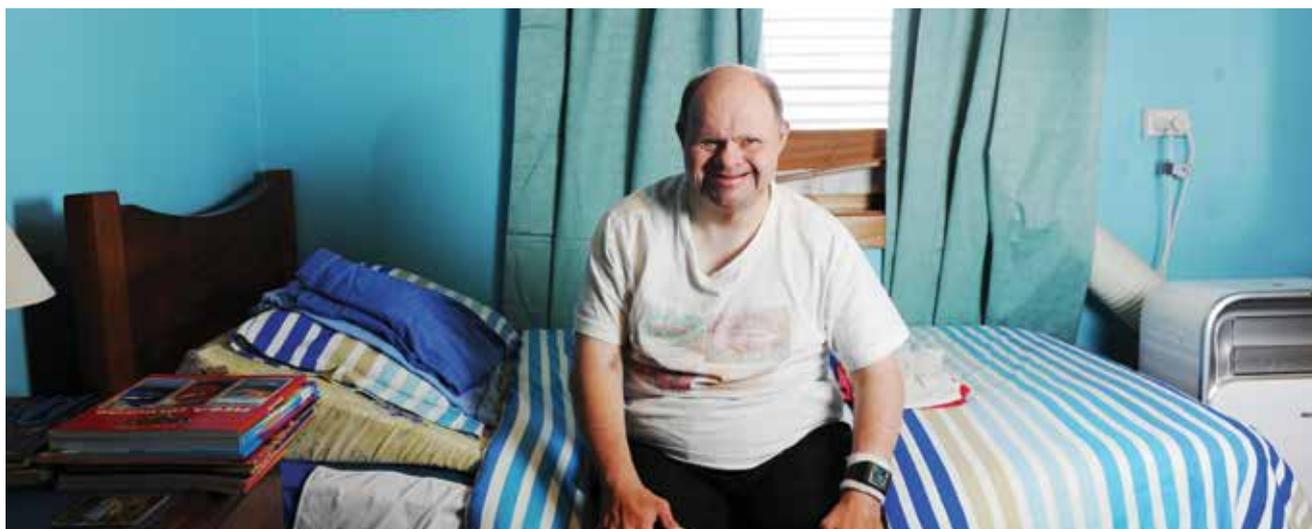
Children's disability services

125
customers

Autism services

190
customers





How do new NDIS customers hear about us?

| | |
|-------------------------------------|----|
| Website | 18 |
| Brochures | 19 |
| Other (includes internal referrals) | 37 |
| 1800 # | 45 |
| Other service referral | 48 |
| Expo | 6 |
| Word of mouth | 90 |

Case study - Justin*

One of AnglicareSA's long-term customers Justin received an NDIS funding package, known as an NDIS Plan in early 2018. Unfortunately, the package would mean a reduction in his support hours from 15 hours per week to 6.5 hours per week, which would not cover all his support needs.

The Exceptional Needs team worked diligently on the appeals process to advocate for sustaining his wellbeing. The first appeal resulted in a slightly improved NDIS Plan and the second appeal achieved the required level of support for Justin's personal wellbeing and increased community participation.

As a result of AnglicareSA's support for Justin, he is now working three days a week and is increasing his level of independence, including catching public transport and going to the movies. Justin is now working towards spending more time with family members, and managing his own medications. The Exceptional Needs team is excited about Justin's achievements, which are supported by his access to NDIS services.

*not his real name.



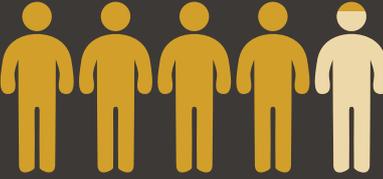
Housing & Homelessness Services

AnglicareSA Housing provides a range of housing options with a focus on those most vulnerable in our community. It's about more than just bricks and mortar – we work together with tenants to create a home, build community connections, and provide wrap-around supports and pathways to home ownership.

Properties managed

2,100 

Tenants provided
with housing

4,025 

Tenant satisfaction

94%

Satisfaction with
maintenance

91% 

New arrival tenants

716 

Increase in
properties in
2017/18

901 



Transfer in the west

Creating safe, vibrant and engaged communities was at the centre of a government housing transfer to AnglicareSA in Adelaide's west in September 2017.

The Housing SA parcel, which included 737 homes in the Woodville region, was awarded to AnglicareSA as a part of the Renewal SA ROSAS housing transfer.

The transfer provides the opportunity to connect communities and a holistic approach to social housing services.

Our services aren't simply about providing housing but working with tenants to build a vibrant, sustainable community. In addition to our tenancy service, we support connections to multiple services, including children's programs, financial counselling and home care services for our tenants.

We're proud to provide quality, affordable housing within vibrant communities to South Australians on lower incomes.



Community building

Two years of rejuvenating homes and building a stronger community for tenants in Elizabeth was marked with a community celebration in early December. More than 300 people joined the celebration at Burgate Reserve, enjoying food, entertainment and activities.

In 2015, AnglicareSA took on the management of almost 500 properties within Elizabeth Grove and Elizabeth Vale as part of the South Australian Government's Better Places, Stronger Communities program.

The program provides tenants with the opportunity to learn new skills, make friends and improve their homes, and connects them with local services such as financial counsellors and early literacy programs for children.

Community programs have involved everything from park clean up days through to cooking classes, gardening competitions, a women's wellbeing group, fitness groups and a tool library.

Elizabeth Grove and Elizabeth Vale are now thriving, vibrant examples of how we can contribute and participate in our communities.



Community leadership

A striking new community mural is a welcome addition at the Elizabeth Grove shops. The project was driven by the local Community Leadership Group (CLG) with a theme of 'community working together, from the youngest to the oldest'.

The mural (pictured) is of an elderly man and a young boy who are playing chess with city landmarks. In addition to beautifying the area, the purpose of the mural is to help decrease the amount of graffiti and increase community pride.

In other Better Places Stronger Communities news, a services expo was held in April with a focus on active, healthy and connected communities. The expo attracted nearly 1,000 local residents and provided the community with an opportunity to connect with services, and promoted inter-agency collaboration.

The expo concept was developed by the tenants' own CLG and brought together around 35 organisations, clubs and services from the local area.

ac.care connection

In November 2017 AnglicareSA Housing and ac.care merged their housing operations and housing staff.

This decision was in response to discussions with ac.care regarding the significant changes to the community housing sector. It ensures we can continue to provide high quality housing services to tenants in regional areas.

AnglicareSA and ac.care have a long history of shared foundations, values and working collaboratively together.

The transfer of the houses to AnglicareSA Housing aligns with the objectives of both organisations and AnglicareSA is committed to the development and continuation of providing community housing in rural communities.

ac.care continues to provide services to those in need in rural communities such as microfinance, homelessness services, foster care and family support.



Turning Point

AnglicareSA's Turning Point program was developed in response to the shortage of appropriate crisis housing for people experiencing homelessness in northern Adelaide.

The partnership between AnglicareSA's Northern Homelessness Service and its Housing division, Wyatt Benevolent Trust, private donors and new partners Beyond Bank, provides safe and stable accommodation for single parent families.

Since December 2016, AnglicareSA has sourced and furnished seven properties and supported 37 families (including 43 adults and 77 children). During that time, 84 per cent of Turning Point participants have gone on to access and sustain permanent housing.

Turning Point is the Housing First approach in action and it tailors support services to facilitate a clear path to independence. It reduces reliance on marginal housing and the risk of prolonged homelessness, increases the chances of securing permanent housing, and saves money for service providers.

Zero homelessness goal set

AnglicareSA is a proud partner of the Don Dunstan Foundation's Adelaide Zero Project, launched in August 2017.

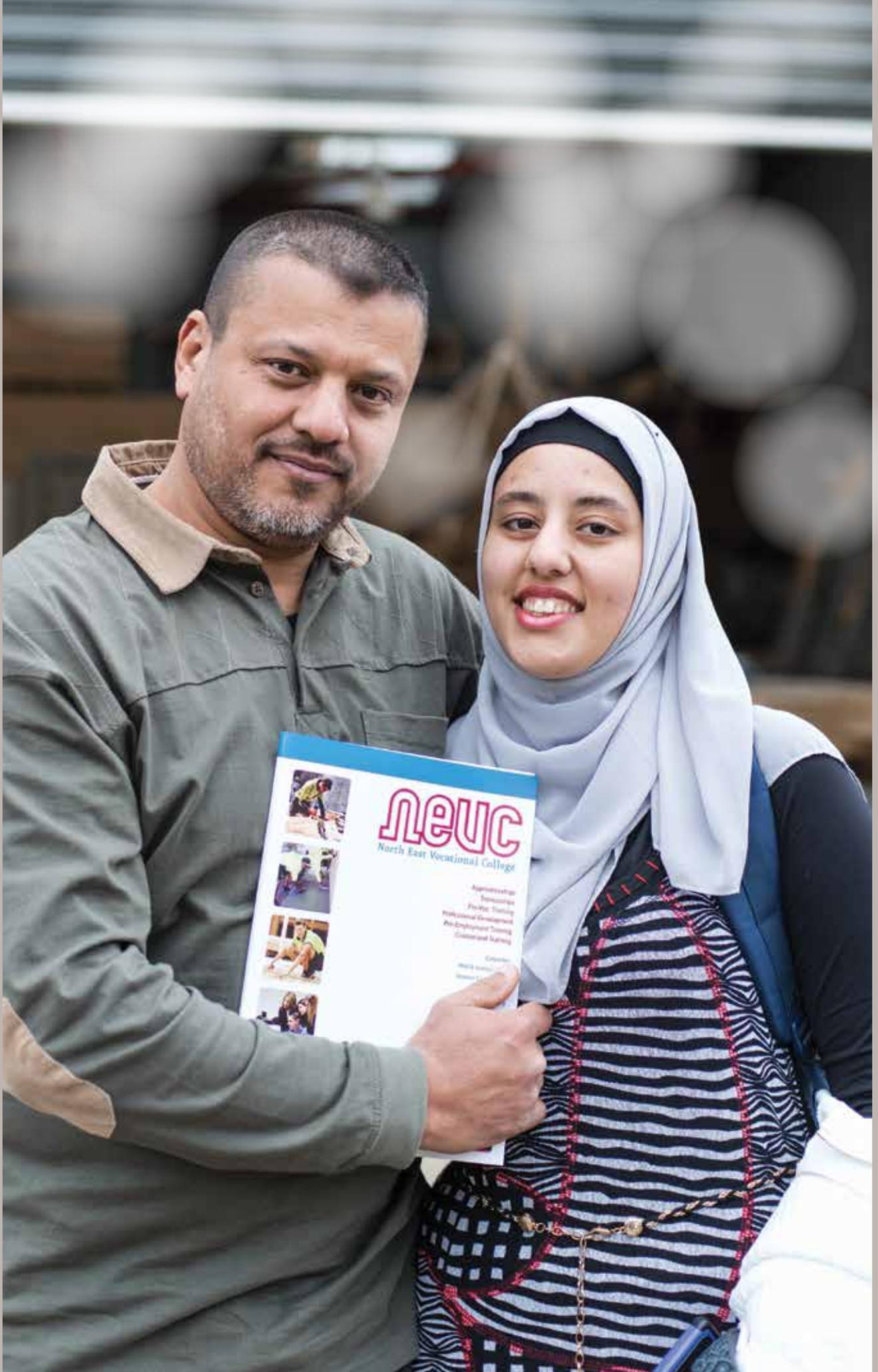
The Zero Project aims to bring together government and non-government agencies to end functional street homelessness by the end of 2020.

A Housing First approach prioritises placing those experiencing homelessness into secure housing with further supports, coupled with a focus on inclusivity and collective action.

The Project's No Wrong Door principle means that organisations will collaborate to provide support no matter at which agency a person may present.

Ending homelessness is not the responsibility of any single organisation or government body. Through working in partnership with other agencies and the broader community, we are able to identify those experiencing homelessness by name and understand the support they need.

The Zero Project has previously been trialled overseas and has proven to be an effective tool in ending functional street homelessness. We look forward to replicating those results in South Australia.





Get
involved

AnglicareSA's Mission and Community Engagement area gives expression to our identity and our commitment to the mission of the Anglican community. The aim of this area is to maintain a strong connection with the Anglican community for the benefit of the wider community we serve.



Anglican communities

AnglicareSA is part of the flourishing Anglican community, which supports our service in various ways as we work together for the well-being of the wider community of South Australia.

The Anglican community unites and connects the work of many organisations that focus on care, community and advocacy such as:

- Parishes
- Diocesan leadership structures
- Anglican schools
- Chaplaincies in institutions
- Local and national organisations such as the Mothers Union, the Bush Church Aid Society and others
- Overseas aid and development organisations.



Blanket Adelaide with Love

On the morning of Saturday 2 June, St Bartholomew's Anglican Church Norwood became a hotspot for people with gifts of blankets and other winter warmers at the 'Blanket Adelaide with Love' appeal. Sponsored since 2016 by the Grace Anglican Network (churches in Norwood, Kensington and St Morris) and AnglicareSA – this year St Theodore's Toorak Gardens also joined in.

This year's response was three times larger than the year before. It was pleasing to see so many people from local churches and the wider community contribute donations – a significant amount being new items purchased especially for the appeal.

We are planning to repeat the 'Blanket Adelaide with Love' appeal again in 2019.

Connecting with homeless people

Guidelines have been developed for parishes connecting with homeless people in parish sites. Following a request from the Diocese of Adelaide, AnglicareSA worked in consultation with local clergy to develop the guidelines.

The purpose is to provide people in parishes with advice about safe and effective responses to the presence of homeless people on site. This is to enable the best possible response to the reality of homelessness when it reaches the door of the local church and where homeless people may sleep rough on church sites.

The guidelines include ideas and advice on how to offer immediate assistance to homeless people with a focus on support and referral to enable a transition to a home. The guidelines are for people in parishes who may have contact with homeless people including parish clergy, secretaries, workers and volunteers.



Cathedral display

The work of AnglicareSA was showcased with a poster display at St Peter's Cathedral during the 2018 Adelaide Fringe Festival.

Focusing on the diverse work of AnglicareSA, simple photographic images sought to portray AnglicareSA's vision, mission and values in 12 key service areas.

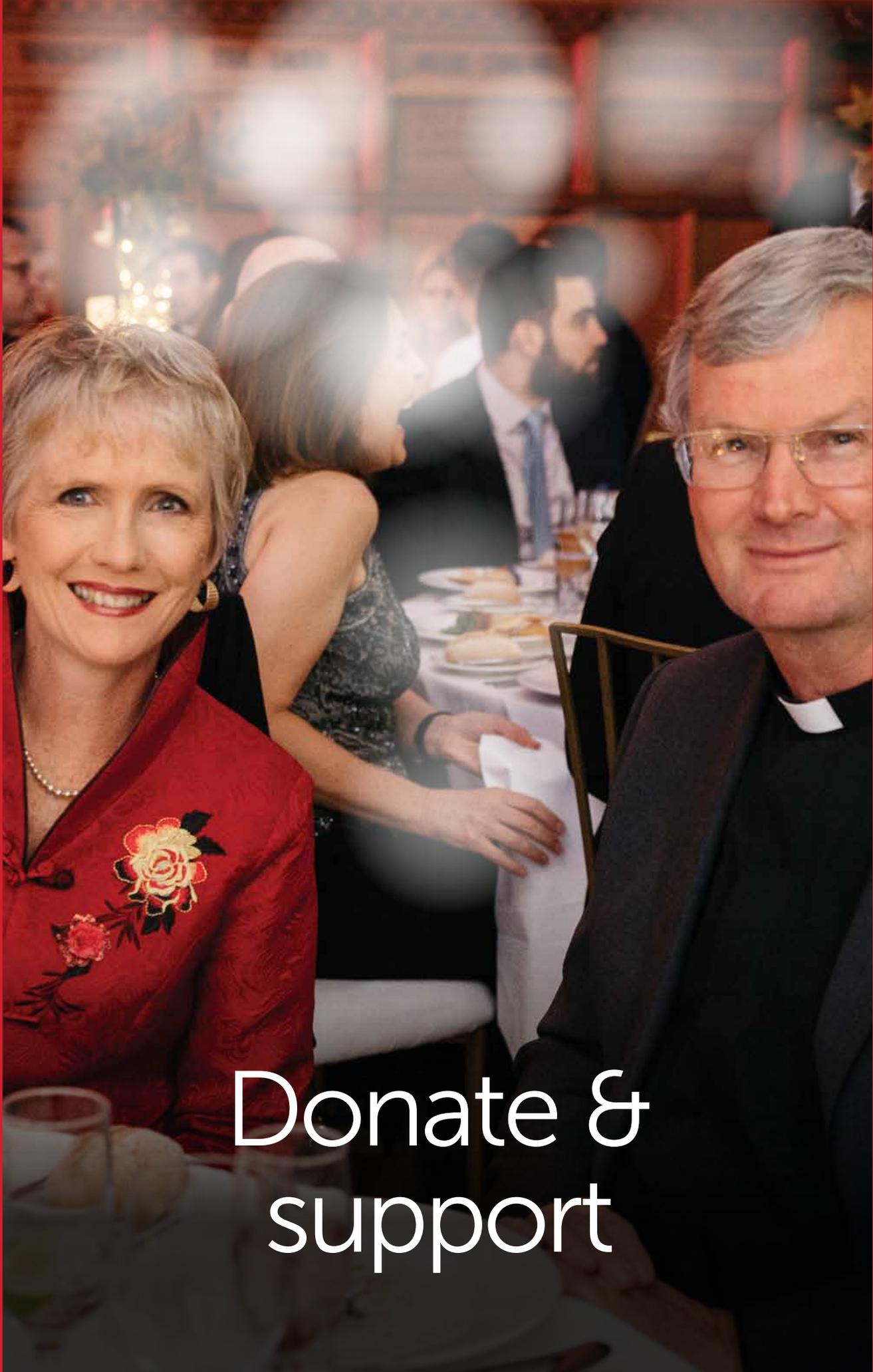
An increase in visitors to the Cathedral during festival time was a perfect opportunity to work in conjunction with our parish community to raise awareness of AnglicareSA's work and the challenges faced by communities we serve.

Celebration at the Bridge

Celebration at the Bridge is a purpose-designed Messy Church Eucharistic worship experience held monthly for special needs adult residents, including those in transition or respite, at the AnglicareSA Bridgeview facility in Elizabeth South.

The celebration includes a 20 to 30 minute hands-on activity relating to the theme of the day; a 30-minute Eucharistic service including lots of singing, a dramatised interactive Bible story, interactive prayers, Holy Communion and a blessing with Holy Water; followed by a party with savouries, sandwiches and cakes.

Bridgeview residents look forward with great excitement to the celebration. News of it has spread and many people from across the community, not just those associated with the Bridgeview facility, are keen to participate.



Donate &
support

AnglicareSA's work is supported by generous individuals and organisations who donate their time, talent, effort and dollars. Thank you to each and every one of AnglicareSA's supporters for the ongoing commitment to helping South Australians change their lives for the better.



Corporate support

AnglicareSA benefitted from partnerships with various organisations throughout 2017/18. We would like to thank every organisation that has supported our work over the past 12 months. AnglicareSA connects with many corporates through teambuilding activities, fundraising initiatives and volunteering opportunities.

Beyond Bank has become a new corporate supporter in the last year through their generous support of the Turning Point program. Beyond Bank's support includes a commitment of \$75,000 over three years, staff volunteering opportunities, and encouraging customers to support through their Community Reward Accounts.

Christmas Appeal 2017

AnglicareSA was overwhelmed by the support shown for its 2017 Christmas Appeal. We raised more than \$175,000 for AnglicareSA's Emergency Assistance services.

In addition, we were inundated with donations of goods valued at \$100,000. We were able to collect and deliver 96 van-loads of food and gifts in our Hope Mobile, generously loaned to us by CMI Toyota. The donated goods resulted in 1,268 Christmas hampers for families in need - a 25 per cent increase on the number of hampers we distributed last year.

Thank you to everyone who assisted including Telstra, Access Pay, Woolworths Springbank Plaza and the SA Mental Health Commission.



Cathedral Banquet 2017

AnglicareSA's 2017 Cathedral Banquet, held in November at St Peter's Cathedral, was our biggest and most successful to date, thanks to the generosity of our guests, sponsors, staff and volunteers.

More than \$180,000 was raised for our Emergency Assistance programs through ticket sales, live and silent auctions, a sparkling wine wall and raffle.

The Cathedral provided a stunning setting for the event's nearly 300 guests.

We are excited about the upcoming sold-out Bonython Banquet fundraiser in November.

Generous givers

AnglicareSA Hope Partners are a unique group of donors who choose to support AnglicareSA each month with a regular monetary gift. This group of donors are very valuable to us because regular giving provides us with financial stability for our programs and allows planned growth in areas that need it most.

Hope Partner funds are directed to emergency assistance; youth training and development; homelessness services including Turning Point; and Star Bear camps. In 2017/18, Hope Partners donated more than \$100,000, which had a positive and direct impact on the lives of many.

All of our donors and Hope Partners are vital to the work AnglicareSA does in our community and we thank them for their ongoing support.

ACORN

We gratefully acknowledge the support of the Hopscotch Foundation which fully funds the ACORN program. This impactful program supports mothers - experiencing mental health challenges such as postnatal depression or anxiety, trauma and personality disorders - who may struggle to connect with their baby or toddler.

St Peter's College Mission Guild

AnglicareSA is very fortunate to have the foundational support of our Anglican community including parishes and Anglican schools. Throughout the year the Anglican community has rallied together to provide food, blankets, shelter and financial support to those in need. We specifically acknowledge the generous and ongoing financial support of St Peter's College, through their Mission Guild.



Valuable partnerships

Parish and school partnerships are a vital support to AnglicareSA programs. Many of these partnerships have grown and strengthened throughout 2017/18 with the support of Director of Mission and Anglican Community Engagement, Peter Burke and his team.

Pedare College and Pulteney Grammar were our Angel Day schools over the past 12 months, with Pedare handing over the reins in November 2017.

Both Angel Day schools have proved to be wonderful supporters and ambassadors for AnglicareSA.

Pedare held several events including: a 'Sceania Day' fundraiser collecting beanies and scarves for winter; Build a Bike staff development day, where bikes were built and then donated to programs for children from culturally and linguistically diverse backgrounds; and the City to Bay, where students participated to raise funds for AnglicareSA programs. These are just a few of the wonderful initiatives Pedare College and its students came up with to show their support.

Pulteney Grammar has already made a wonderful start to their commitment as our Angel Day School. Their first initiative was a nature market where the students used skills learned in class to create stalls to sell sustainable goods sourced from their environment. Pulteney Grammar also conducted a winter collection to support our Winter Appeal and we look forward to continuing to work with Pulteney.

We appreciate the ongoing support we receive from all Anglican schools in South Australia.

Andrew Marshall AM

AnglicareSA was delighted to see Andrew Marshall recognised in the Queen's Birthday Honours this year. Andrew is a Member of the Order of Australia for his significant service to the building and construction industry through professional organisations, to academia, and to the Anglican Church of Australia.

Andrew is the current Chair of the AnglicareSA Fundraising Committee and a past Chair of the AnglicareSA Board.

Congratulations Andrew, and thank you for your valued service.

Anglicare SA Ltd

ABN 69 187 578 153

ACN 169 715 762

Consolidated Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2018

| | Consolidated | |
|---|----------------|----------------|
| | 2018 \$'000 | 2017 \$'000 |
| REVENUE | | |
| Revenue | 152,567 | 139,607 |
| Other income | 2,759 | 2,168 |
| TOTAL REVENUE | 155,326 | 141,775 |
| EXPENSES | | |
| Employee benefits expense | 98,905 | 93,474 |
| Depreciation and amortisation expense | 7,717 | 4,855 |
| Property costs | 10,490 | 8,961 |
| Travel and motor vehicle costs | 2,973 | 3,287 |
| Repairs and maintenance | 6,601 | 5,285 |
| Materials | 3,835 | 3,288 |
| Inventories | 987 | 1,433 |
| Food supplies | 3,233 | 3,033 |
| Subcontract payments | 8,074 | 7,595 |
| Finance costs | 240 | 273 |
| Other expenses | 4,913 | 3,822 |
| TOTAL EXPENSES | 147,968 | 135,306 |
| Operating Surplus | 7,358 | 6,469 |
| Non-operating revenue | 37,075 | 40,027 |
| Non-operating expense | (604) | - |
| SURPLUS FOR YEAR | 43,829 | 46,496 |
| OTHER COMPREHENSIVE INCOME | | |
| <i>Items that will not be reclassified subsequently to surplus or deficit</i> | | |
| Revaluation changes for property, plant and equipment | 5,219 | (4,874) |
| Impairment loss on a revalued asset | (498) | |
| <i>Items that will be reclassified subsequently to surplus or deficit</i> | | |
| Net fair value movements for available-for-sale financial assets | 358 | 663 |
| TOTAL OTHER COMPREHENSIVE INCOME | 5,079 | (4,211) |
| TOTAL COMPREHENSIVE INCOME FOR THE YEAR | 48,908 | 42,285 |

Anglicare SA Ltd

ABN 69 187 578 153

ACN 169 715 762

Consolidated Statement of Financial Position As At 30 June 2018

| | Consolidated | |
|--------------------------------------|----------------|----------------|
| | 2018 | 2017 |
| | \$'000 | \$'000 |
| ASSETS | | |
| Current Assets | | |
| Cash and cash equivalents | 49,002 | 35,340 |
| Trade and other receivables | 4,040 | 2,442 |
| Inventories | 523 | 170 |
| Other assets | 4,508 | 4,320 |
| Total Current Assets | 58,073 | 42,272 |
| Non-Current Assets | | |
| Trade and other receivables | 1,371 | 1,626 |
| Financial assets | 18,964 | 17,289 |
| Property, plant and equipment | 139,494 | 134,120 |
| Investment property | 162,081 | 127,432 |
| Total Non-Current Assets | 321,910 | 280,467 |
| TOTAL ASSETS | 379,983 | 322,739 |
| LIABILITIES | | |
| Current Liabilities | | |
| Trade and other payables | 9,393 | 7,924 |
| Borrowings | 67,171 | 66,669 |
| Provisions | 1,317 | 6 |
| Employee benefits | 10,365 | 6,920 |
| Other financial liabilities | 6,560 | 7,018 |
| Total Current Liabilities | 94,806 | 88,537 |
| Non-Current Liabilities | | |
| Borrowings | 549 | 549 |
| Provisions | 4,470 | - |
| Employee benefits | 1,222 | 3,625 |
| Total Non-Current Liabilities | 6,241 | 4,174 |
| TOTAL LIABILITIES | 101,047 | 92,711 |
| NET ASSETS | 278,936 | 230,028 |
| EQUITY | | |
| Reserves | 145,287 | 105,086 |
| Accumulated surplus | 133,649 | 124,942 |
| TOTAL EQUITY | 278,936 | 230,028 |

Anglicare SA Ltd

ABN 69 187 578 153

ACN 169 715 762

Consolidated Statement of Cash Flows

For the Year Ended 30 June 2018

| | Consolidated | |
|--|----------------|-----------------|
| | 2018 | 2017 |
| | \$'000 | \$'000 |
| CASH FLOWS FROM OPERATING ACTIVITIES | | |
| Receipts from residents and other users (including government funding) | 156,551 | 140,766 |
| Payments to suppliers and employees | (138,945) | (127,691) |
| Receipts from donations and fundraising | 2,827 | 2,305 |
| Net cash provided by operating activities | 20,433 | 15,380 |
| CASH FLOWS FROM INVESTING ACTIVITIES | | |
| Proceeds from sale of investments | 359 | 840 |
| Purchase of property, plant and equipment | (8,816) | (13,474) |
| Proceeds from sale of property, plant and equipment | 29 | - |
| Purchase of financial assets | (1,128) | (1,427) |
| Cash acquired through gaining control of assets | 1,724 | 2,069 |
| Receipts from investment interest and other distributions | 1,657 | 1,319 |
| Net cash used by investing activities | (6,175) | (10,673) |
| CASH FLOWS FROM FINANCING ACTIVITIES | | |
| Receipts from resident loans | 18,319 | 18,760 |
| Repayment of resident funding loans | (14,675) | (13,109) |
| Finance costs | (240) | (241) |
| Proceeds from borrowings | - | 8,549 |
| Payment of borrowings | (4,000) | (10,300) |
| Net cash provided by financing activities | (596) | 3,659 |
| Net increase in cash and cash equivalents held | 13,662 | 8,366 |
| Cash and cash equivalents at beginning of year | 35,340 | 26,974 |
| Cash and cash equivalents at end of year | 49,002 | 35,340 |

*The full AnglicareSA Consolidated Financial Statements for the year ended 30 June 2018 can be viewed online at anglicaresa.com.au

Anglicare SA Housing Ltd

ABN 95 321 672 835

ACN 600 073 809

Consolidated Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2018

| | Consolidated | |
|--|----------------|----------------|
| | 2018 \$'000 | 2017 \$'000 |
| REVENUE | | |
| Revenue | 16,253 | 7,797 |
| Other income | 349 | 317 |
| TOTAL REVENUE | 16,602 | 8,114 |
| EXPENSES | | |
| Administrative expenses | 828 | 373 |
| Capital contributions - Housing SA | 631 | 362 |
| Insurance | 229 | 52 |
| Management fees | 4,151 | 2,203 |
| Property costs | 2,294 | 1,242 |
| Repairs and maintenance | 3,497 | 2,707 |
| Borrowing costs | 111 | 214 |
| TOTAL EXPENSES | 11,741 | 7,153 |
| Operating Surplus | 4,861 | 961 |
| Non-operating revenue | 36,957 | 60,135 |
| Non-operating expense | (604) | - |
| SURPLUS FOR YEAR | 41,214 | 61,096 |
| TOTAL COMPREHENSIVE INCOME FOR THE YEAR | 41,214 | 61,096 |

Anglicare SA Housing Ltd

ABN 95 321 672 835

ACN 600 073 809

Consolidated Statement of Financial Position For the Year Ended 30 June 2018

| | Consolidated | |
|--------------------------------------|----------------|----------------|
| | 2018 | 2017 |
| | \$'000 | \$'000 |
| ASSETS | | |
| Current Assets | | |
| Cash and cash equivalents | 9,211 | 3,474 |
| Trade and other receivables | 430 | 1,027 |
| Other assets | 251 | 86 |
| Total Current Assets | 9,892 | 4,587 |
| Non-Current Assets | | |
| Investment Property | 162,081 | 127,432 |
| Assets under Construction | 27 | - |
| Total Non-Current Assets | 162,108 | 127,432 |
| TOTAL ASSETS | 172,000 | 132,019 |
| LIABILITIES | | |
| Current Liabilities | | |
| Trade and other payables | 1,056 | 756 |
| Borrowings | 2,074 | 3,597 |
| Other financial liabilities | 90 | 100 |
| Total Current Liabilities | 3,220 | 4,453 |
| Non-Current Liabilities | | |
| Borrowings | 709 | 709 |
| Total Non-Current Liabilities | 709 | 709 |
| TOTAL LIABILITIES | 3,929 | 5,162 |
| NET ASSETS | 168,071 | 126,857 |
| EQUITY | | |
| Reserves | 145,149 | 110,111 |
| Accumulated surplus | 22,922 | 16,746 |
| TOTAL EQUITY | 168,071 | 126,857 |

Anglicare SA Housing Ltd

ABN 95 321 672 835

ACN 600 073 809

Consolidated Statement of Cash Flows For the Year Ended 30 June 2018

| | Consolidated | |
|--|----------------|----------------|
| | 2018 | 2017 |
| | \$'000 | \$'000 |
| CASH FLOWS FROM OPERATING ACTIVITIES | | |
| Receipts from customers | 16,471 | 8,588 |
| Payments to suppliers | (10,835) | (6,338) |
| Interest received | 67 | 11 |
| Net cash provided by operating activities | 5,703 | 2,261 |
| CASH FLOWS FROM INVESTING ACTIVITIES | | |
| Cash acquired through gaining control of assets | 1,724 | 2,023 |
| Payment for property, plant and equipment | (25) | - |
| Net cash provided by investing activities | 1,699 | 2,023 |
| CASH FLOWS FROM FINANCING ACTIVITIES | | |
| Finance costs | (111) | (214) |
| Proceeds from Borrowing | 100 | - |
| Payment of borrowings | (1,655) | (1,570) |
| Net cash used in financing activities | (1,666) | (1,784) |
| Net increase in cash and cash equivalents held | 5,737 | 2,500 |
| Cash and cash equivalents at beginning of year | 3,474 | 974 |
| Cash and cash equivalents at end of year | 9,211 | 3,474 |



Our people

AnglicareSA has more than 1,800 dedicated employees and 700 generous volunteers who are committed to achieving the best possible outcomes for the people they serve. While our employees and volunteers have a diverse range of skills and work in many different settings, we all work towards our shared vision of 'justice, respect and fullness of life for all'.



White Ribbon accredited

In March, AnglicareSA was awarded a White Ribbon Workplace accreditation. The Workplace Accreditation Program recognises workplaces that are taking active steps to prevent and respond to violence against women.

White Ribbon is the world's largest movement working to end men's violence against women and girls, promote gender equality, healthy relationships and a new vision of masculinity. The campaign works through primary prevention initiatives involving awareness raising and education, and programs with youth, schools, workplaces and the broader community.

As a White Ribbon Workplace, we have a range of support mechanisms in place for our employees who are experiencing domestic and family violence, including access to specialised support services, special leave, and a network of safe family support officers.

Our White Ribbon Steering Committee continues to work on a range of initiatives and events to raise awareness across the organisation, and sustain a culture where victims of domestic violence feel they can speak up and be supported.



Journey to self insurance

On 1 March 2018, AnglicareSA officially became a self insured employer. This comes with significant responsibility is only granted where an organisation is able to demonstrate that it has:

- A significant level of employment
- An ability to meet liabilities relating to workers compensation claims
- Established and implemented appropriate work health, safety and injury management systems
- A good record in relation to serious injuries and interaction with SafeWork SA
- Appropriate financial, human and physical resources for the administration of its claims and rehabilitation activities
- A history of appropriate rehabilitation outcomes and provision of suitable employment
- A better than industry group record over recent years in the incidence and severity of claims incurred
- Consultation with appropriate industrial association.

After a comprehensive evaluation of AnglicareSA's work health, safety and injury management system, the ReturnToWorkSA Board granted AnglicareSA a three-year licence.

AnglicareSA is committed to the health and safety of its staff and continues to implement innovative programs to support staff. We have recently implemented an early injury intervention program designed to support our staff to achieve the best recovery following a work-related injury or illness, and facilitate return to work as soon as safely possible. The benefits of the program include, but are not limited:

- Providing a productive and supportive workplace
- Demonstrating our commitment to workers
- Preventing long term absence from the workplace
- Quick and timely access to treatment for workers
- Improving worker confidence, morale and wellbeing
- Increasing management involvement in the injury management process
- Reducing the indirect costs to the organisation, such as lost productivity and recruitment and training for replacement staff.



Employee Foundation

Our Employee Foundation continued to go from strength to strength in 2017-18.

The purpose of the Employee Foundation is to connect all employees to the values and vision of our organisation, by enabling employees and their families and friends, to make a difference to the lives of people in the communities we serve.

The Foundation's Workplace Giving program encourages employees to make a regular pre-tax deduction from their wage. The money raised goes towards supporting a range of our unfunded services with employees getting a say in how the funds are spent. During the last financial year, employees contributed a total of almost \$8,800, an increase of 10 per cent from the previous year.

During the 2017 Christmas Hamper appeal, the Employee Foundation collected more than 3,000 donated food and gift items. These went towards the provision of Christmas hampers for families in need. The Employee Foundation has committed to continued support of AnglicareSA's annual Christmas Appeal.

Executive management group



PETER SANDEMAN
CHIEF EXECUTIVE OFFICER

Before taking up his role as CEO of AnglicareSA in November 2012, The Rev'd Peter Sandeman was Chief Executive of Anglicare NSW South, NSW West and ACT

after serving as General Manager (Community Services) of Mission Australia.

Peter has a long history working for social and economic development in South Australia including as the Director of Disability Services, Director of Primary Health in the Health Commission, Director of the Office of the North and Director of Case Management in the Department of Trade and Economic Development.

Peter is a member of the Australian Institute of Company Directors (AICD) and is a Deacon of the Anglican Dioceses of Adelaide, Willochra and The Murray.

In June 2015 Peter was appointed a Professorial Fellow in the Faculty of Social and Behavioural Sciences of the Flinders University of South Australia.

Peter is an Ambassador for the Governor's Aboriginal Employment initiative and chairs the Community Services Aboriginal Employment Industry Cluster.



DANIEL AITCHISON
GENERAL MANAGER,
AGED CARE SERVICES

Daniel leads AnglicareSA's division for residential aged care, community services, retirement living and allied health

services. Before joining AnglicareSA Daniel had a long history working in aged care and health services across Australia, serving in managerial roles for Anglicare, Primary Health Care Queensland, and TriCare.

Daniel is a member of the AICD and an Associate Fellow at the Australasian College of Health Service Management in addition to holding a Masters of Health Management and a Bachelor of Nursing.



MICHELLE GEGENHUBER
GENERAL MANAGER, HOUSING
AND HOMELESSNESS SERVICES

Michelle leads AnglicareSA's Housing and Homelessness Services division. She has grown the housing division to more than

double the size within two years. A strong focus on clear business strategy, strong culture and tailored systems has enabled such substantial growth.

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

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



NANCY PENNA
GENERAL MANAGER,
COMMUNITY SERVICES

Nancy has strategic and operational oversight of AnglicareSA's Community Services portfolio, which includes

more than 950 staff and 100 programs and services across out-of-home care, disability and mental health, community development and emergency relief.

With more than 30 years of experience in South Australian community services, Nancy has a unique understanding of the political and social landscape, and the particular issues and opportunities facing South Australia. She has held executive roles in government within child protection and disability. Nancy's executive experience is 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 the Board of Child and Family Focus South Australia (CAFFSA).



SHARYN OSBORN
GENERAL MANAGER,
PEOPLE AND CULTURE

Sharyn manages AnglicareSA's human resources, recruitment, remuneration and payroll, legal services, safety quality and risk, volunteers, and learning and organisational development.

She has demonstrated global experience in the delivery of human resource strategic and operational solutions. Sharyn is also skilled in business improvement analysis and organisational development strategy.

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 different countries. Sharyn has an MBA from the University of South Australia.



IAN BYRNE
GENERAL MANAGER,
CUSTOMER INNOVATION
& BRAND

Ian has over 30 years of experience in senior and executive management roles in diverse sectors such as aged care, financial services and health care. His main area of professional focus has been in the discipline of marketing although he has also held executive responsibilities across a wide range of operational functions throughout his career.

He is a graduate of Deakin University, the University of South Australia, Saïd Business School at Oxford University and is recognised as a certified practicing marketer and Fellow of the Australian Marketing Institute.



GRANT REUBENICHT
GENERAL MANAGER,
CORPORATE SERVICES
CHIEF FINANCIAL OFFICER
COMPANY SECRETARY

Grant's years of experience in finance and funds management and banking have led him to manage the finance of a number of not-for-profit organisations of various sizes and the implementation and restructure of a number of investment funds and treasury operations.

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 General Manager, Corporate Services and Chief Financial Officer in July 2013 after almost six years as Manager of Anglican National Funds Management Program and 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 a graduate member of the AICD.



Our volunteers

AnglicareSA's dedicated volunteers work throughout the organisation across many of our programs. We are fortunate enough to have 700 volunteers supporting more than 35 programs and services. We have developed a volunteer strategy which will further engage and grow our volunteer pool across key strategic areas: leadership & support; volunteer recruitment; development & retention; volunteer management; growth, and networking.

Included in the strategy is a plan to identify and implement new volunteering opportunities across new areas of the business, and those areas with low utilisation. We will also ensure we recruit effectively, provide development opportunities to those seeking future employment, and recognise the work that volunteers do and the contribution they make.

Margaret Sweeney

Margaret has been volunteering for AnglicareSA's Outer Southern Hub at Christies Beach in the frontline of our emergency assistance services for around 18 years. Following retirement, she saw an ad in the paper for AnglicareSA and saw it as an opportunity to give back to her local community.

Margaret truly believes she gets as much out of her role as she puts in. During her 18 years with AnglicareSA, Margaret has experienced dark times of her own, including losing her son, and AnglicareSA and its community has been there to provide important support.

Margaret loves volunteering because it keeps her mind and body active, and allows her to continuously learn. Describing volunteering as a rewarding experience, Margaret encourages those considering volunteering to "just do it" because it "makes life more worthwhile".

Margaret said: "I love the interaction with the people – it puts things into perspective and has made me more appreciative of my own life. There's always somebody a lot worse off than you."



Jenny Allen

Since March 2017, Jenny has been volunteering as a musical therapist for AnglicareSA at our Grange residential aged care site. A musician and member of ukulele duo, the Ukelalas, she plays and sings around various homes.

Jenny loves her role at AnglicareSA. She views volunteering as an opportunity to give back to the community while pursuing her passion for music.

Jenny plays old classics for residents, who will often sing along and get up and dance. Clients living with dementia relate and engage with the music, which Jenny describes as “empowering”.

There is extensive literature around the benefit of music therapy and as we learn more about our brains, the practice will continue to actively support people to improve their health and wellbeing.

Jenny said there are so many different opportunities available for those who want to volunteer and that some residents simply want someone to talk to.

Jenny said: “It’s such a simple thing for me to do but providing entertainment and enjoyment can have a very profound effect on people. If more people could do that, it would be a better world.”

AnglicareSA makes a positive difference to the lives of more than 62,500 people each year.

Through 1,800 staff and 700 volunteers delivering more than 100 programs, AnglicareSA supports individuals, families and communities to improve their lives, responding to immediate need and building capacity to restore and maintain dignity and control.

Our diverse services include:

- Out-of-home care for children and young people including foster care services
- Mental health accommodation and outreach
- Disability support services
- Community and affordable housing, and tenancy support
- Residential, community and home based aged care services
- Emergency assistance and financial counselling
- Support for children and families
- Aboriginal services
- Child care
- Refugee and migrant settlement and support
- Community capacity building and low income support programs.

ANGLICARESA

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