

STRONGER TOGETHER

A photograph of two men standing together in a bright, modern indoor setting. The man on the left is younger, with dark hair and a mustache, wearing a dark jacket over a blue shirt. The man on the right is older, with white hair and glasses, wearing a red polo shirt. They are both smiling warmly at the camera. The background is softly blurred, showing large windows and a Christmas tree.

ANNUAL REPORT
2016-2017

ANGLICARES

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

CONTENTS

Report from the Board Chair	4
Report from the Chief Executive Officer	5
Board Members	6
Aged Care Services	8
Children and Families	14
Foster Care	18
Those Who Need Support	22
Housing Services	32
AnglicareSA Housing Service Ltd Financial Statements	35
Get Involved	38
Donate and Support	40
AnglicareSA Financial Statements	44
Staff and Volunteers	48



OUR VALUES

COMPASSION
INTEGRITY
STEWARDSHIP
EQUITY
SERVANT LEADERSHIP



REPORT FROM THE BOARD CHAIR

The past 12 months have seen huge changes in the delivery of social services funding and therefore in the way AnglicareSA delivers its services. Government funding models are now focused on having customers control expenditure and accessing only the services they choose. We have seen these changes implemented through the NDIS and in aged care. Our expectation is that similar funding and delivery changes will be made in other service areas. In response to this, the Board continues to ensure that the customer is at the centre of all that we do.

As part of our commitment to assisting those in our community who are most vulnerable, we have appointed customer advocates in both our aged care and disability service areas. Our advocates are a voice and guide for individuals and families as they navigate these complex and changing landscapes.

Our role as a strong voice in the community for those most at need has also been demonstrated in our commitment to end homelessness. Our CEO Peter Sandeman has been instrumental in bringing about a united recognition of the need for new and appropriate responses to homelessness. He has worked to bring together the community sector, business groups and all levels of Government to commit to end chronic street homelessness in Adelaide through the recently announced Zero Project.

The wellbeing of our dedicated AnglicareSA staff is fundamental to our ability to serve the community. We have chosen to lead by example and commit to addressing violence against women by applying to become a White Ribbon accredited organisation. As the 18-month accreditation process draws to a close I thank and congratulate our staff on this impressive commitment to supporting and helping victims of domestic violence.

At the last AGM, we previewed our draft Corporate Strategic Plan 2017-2020. I am pleased to report that after two years of careful review, assessment and planning, our new Corporate Strategic Plan came in to operation on 1 July 2017. A key outcome of the strategic planning process was that it allowed us to more specifically define our mission: "AnglicareSA provides care and support with a voice for disadvantaged and vulnerable people in our communities"

That mission is supported by five core values – Integrity, Compassion, Stewardship, Equity and Servant Leadership. These values are more than words. They inspire and guide us every day as we work together to make a difference to the lives of South Australians.

I am confident that with these values at front of mind and with God's grace and guidance, AnglicareSA will continue to go from strength to strength, bringing us ever closer to our vision of justice, respect and fullness of life for all.

There have been a few changes to the Board in the past year. We welcomed The Most Reverend Geoff Smith as president of the AnglicareSA Board in April 2017 when he became the Archbishop of Adelaide. His collaborative approach and his understanding of the sector and market in which we operate is inspiring and his leadership is already having a positive impact after a few short months. I look forward to continuing to work closely with the Archbishop.

In October 2016 we welcomed Archdeacon Lyn McRostie to the Board. Lyn's deep experience and insights into the challenges facing an increasing number of people in the northern suburbs of Adelaide are of great value to the Board.

We farewelled Mr Keith Stephens, a long-serving member of the Board, when he took up a position in Western Australia. I thank Keith for his expertise, guidance and faithful service to AnglicareSA over many years and wish him well in his new role.

During his time as Diocesan Administrator, the Right Reverend Tim Harris served on the Board of AnglicareSA. I am particularly grateful to Tim for his wise counsel and close involvement with the Board during the development of our Corporate Strategic Plan. This commitment meant that in a relatively short time, Tim made a significant and lasting contribution to AnglicareSA and we know his interest is both heartfelt and enduring.

Finally and most importantly, I wish to extend on your behalf, my deep gratitude to the more than 2,500 AnglicareSA staff and volunteers who continue to deliver upon our mission under the inspired leadership of Rev Peter Sandeman and his leadership team. They have always been and continue to be the quiet achievers, the unsung heroes, and the real strength of our organisation and we are truly blessed to have such a dedicated group of people serving our mission across South Australia.

MR BRUCE LINN AM
Chair



REPORT FROM THE CHIEF EXECUTIVE OFFICER

In this report, we have featured several examples of innovative approaches to care and support across all of our services.

AnglicareSA Brompton aged care facility music program participants

were supported to produce their own music CD. Staff at AnglicareSA Grange developed a new dining model for residents living with dementia – this has seen increased interest in meals, better eating, healthy weight gain and greater interaction at meal times. In October, the AnglicareSA Elizabeth East facility received an Australian Aged Care Quality Agency Better Practice Award for the Positive Interactive Engagement (PIE) program they developed to support 'sundowning' behaviours in residents with dementia.

AnglicareSA Housing (ASAH) received recognition from the Australasian Housing Institute for its Bowden Rent-to-Buy Scheme when it received the Leading Housing Development Award. ASAH was also Highly Commended in the Leading Innovation category for the Sustaining Complex Tenancies program. Our staff work hard to support people to maintain their tenancies, an important focus, particularly in light of the sobering statistics revealed in the Rental Affordability Snapshot released in April, which showed the massive challenge faced by many trying to access the private rental market. In response, we called for a national plan for social and affordable housing. Every person in our community has the right to live in a place that is suitable to their needs and they can call home. We need to make home ownership easier for people on lower incomes, as well as grow the supply of social housing.

Last year we conducted market research which revealed that while AnglicareSA had high brand awareness, we were not well known for aged care services. As a result, we changed the name of our Active Living portfolio to AnglicareSA Aged Care Services. And in April, we launched an exciting new Aged Care Services campaign to raise awareness of our aged care services. The Partners for Life campaign uses humour and family connection to highlight the role that AnglicareSA plays in the lives of older people. We had a great response to the campaign with increased traffic to our website and many requests for more information and services.

The portfolio name change also marked the start of a move across the organisation to reflect on the style of language used to describe what we do, and to move from an internal focus and 'government speak' to simpler and more logical terms that are readily recognised and understood.

Our Mental Health and Disability Services have continued to transition to the National Disability Insurance Scheme (NDIS) this year. Children's disability and autism services experienced significant growth in the NDIS, and we were well prepared to make a difference to people's lives as adults became eligible for the NDIS from 1 July 2017.

This year, we've enjoyed getting more involved with bringing the generations together and we're finding that everybody benefits. IT Connect worked across our programs to enable young people to teach seniors how to use information technology. And Sing & Grow brought toddlers and their families into the AnglicareSA Elizabeth East aged care facility where the residents and youngsters enjoyed group activities together.

In May, we opened the new Arches building and Bail Accommodation and Support Program (BASP) at Port Adelaide, which we established in partnership with the State Government and the Department for Correctional Services. BASP aims to prevent alleged offenders entering custody unnecessarily and supporting them to develop and maintain social, employment and training links.

Demand for our emergency assistance services has continued to increase, particularly in the northern metropolitan area, largely due to industry closures and challenging economic conditions. These economic challenges and their social consequence on families and children impact on all of us. We will be increasingly reliant on the generosity and support of South Australians to make sure no one is left behind.

In closing I want to thank all of those who support the work of AnglicareSA, 1800 dedicated staff and 730 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 provide much-needed funds every day of the year. We are deeply grateful to you all.

THE REVEREND PETER SANDEMAN
CEO

OUR BOARD 2016-2017



MR BRUCE M LINN AM
BSc FUnISA FAICD FACS

Bruce Linn currently heads a successful governance and strategic management consulting business in Australia and the USA and was formerly CEO of Finlaysons Lawyers, CE for EDS (now HP Enterprise) and CEO of Camtech, a leading internet technology innovator.

Bruce has more than 35 years' experience in business strategy, digital strategy, governance, leadership, business management and commercialisation of a broad range of technologies including IT, telecommunications, Internet and social media.

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



THE MOST REVEREND GEOFFREY SMITH

BA, Dip Teach., Th. Dip., M. Phil., M. Th., Grad Cert Min., Grad Cert Exec Lead., GAICD

Geoffrey Smith became the Archbishop of Adelaide and President of the Anglicare SA Board in April 2017 after four years as Assistant Bishop and General Manager/Registrar of the Anglican Diocese of Brisbane. He 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 till 2013.

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



MR PHILIP JOHN EVANS

BE, P.Eng

Philip Evans, a graduate of the University of Adelaide, is a retired Professional Engineer with skills in communications electronics, information technology, business planning, operational management, human relations and international consultancy.

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

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

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



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

Ann Bloor is an experienced senior manager with expertise in managing human services. A professional social worker and graduate of Flinders University, she has more than 37 years' experience in planning and administration in both residential and community services.

Currently a Member of the Parole Board of SA, her previous public sector roles include, in South Australia, Regional Manager Corrections, Coordinator Health and Welfare Services, Supervisor Programs and Assistant Manager Yatala Labour Prison and, in Victoria, Supervisor Substitute Care Services with the Victorian Department of Community Welfare.

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

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



MR GREG FRISBY

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

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

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

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

He has been a director of AnglicareSA more than three years, including current Chair of the Finance Committee, having served five years as a member of that committee.



MS EMMA RIGGS
LLB(Hons) B.Com

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

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

Emma is an executive member of the South Australian Council for Civil Liberties and the Refugee Advocacy Service of South Australia and 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 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 12 years, having served at the parishes of Glenelg and Lockleys.

He has been ordained for more than 15 years. Previously he worked as an Occupational Therapist and health service manager across a number of different 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 was Chief Executive Officer, Makris Group of Companies, from 2005 until 2016. He has extensive experience in development, property management, leasing, financing and administration.

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

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



THE REV'D CANON ALI WURM

BED, MDIV

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

the Diocese of Willochra's Eco-spirituality program for many years. Ali was ordained in 2000 in the Diocese of Adelaide where she served at St. Saviour's Glen Osmond, St. Peter's Cathedral, St. Paul's Port Adelaide and St. Bede's Semaphore.

Prior to ordained ministry, Ali worked as a Community Worker, Youth Worker, Welfare Worker and Chaplain.

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



THE REV'D DARREN RUSS

JP, BCOM, MDIV

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

He is an Independent Director of CMS Australia and Chair of the Audit and Risk Committee. Darren's previous governance roles include National Council member and Management Committee Chair of SparkLit (formerly SPCK Australia). Darren is a Justice of the Peace of South Australia and a Member of the Australian Institute of Company Directors.

Prior to full-time Gospel ministry, Darren worked in IT and Business Consulting for more than 25 years, including 15 years at Accenture.

Darren was a member of the Australian Country Council and of Accenture's Global Service Oriented Architecture Council. He also led the Microsoft Solutions practice for Asia Pacific and was a member of the Global Analytics Leadership Council.



MR GRANT CHAPMAN

BA(Hons)

Grant Chapman's distinguished business and parliamentary career includes experience as a marketing executive with Shell Co of Australia Limited and as an independent management consultant.

Grant served as the Federal Member for Kingston 1975-1983 and as a Federal 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 corporation law and financial service regulation.

Currently he is a business consultant, company director 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, Dip Th

Lyn McRostie joined the Board in October 2016 and is Priest-in-Charge of Holy Cross Elizabeth, Leader of Anglican Ministries in Playford and Archdeacon of 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.

Lyn returned to Adelaide in 2011 and has worked closely with Anglicare staff at the Elizabeth Mission which is co-located with Holy Cross.

*Commenced during 2016-17

The following members resigned from the AnglicareSA Board during 2016-17:

- THE MOST REV'D DR JEFFREY DRIVER
- MR KEITH STEPHENS
- THE RIGHT REV'D TIM HARRIS



STRONGER TOGETHER

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.

Aged Care Services

■ PARTNERS FOR LIFE

In April 2017, the lovable Len and his daughter brought love and laughter to aged care as the first stars of our awareness campaign. Our Partners for Life campaign uses humour to highlight the importance of connection to family and caring in the lives of our older loved ones. The campaign, created by Adelaide agency Showpony, was developed in response to significant change in the aged care industry including:

- Deregulation and the move to consumer directed care (CDC)
- A cluttered and confusing aged care marketplace with many providers and an increasingly commercial and competitive environment
- Higher expectations, with potential customers looking for quality, flexibility and value for money.

Market research conducted in 2016 revealed that while awareness of AnglicareSA was high, we were not well known for our aged care services. The Partners for Life campaign, which focused initially on Home Care and Allied Health Services, was the first stage of an initiative to raise awareness among aged care consumers and their influencers about AnglicareSA's aged care services.

The campaign included TV commercials, bus back advertising, press ads and digital and social media activity. Staff worked hard to create a campaign that was relatable and that stood out and got noticed. The response has been very positive and results have been impressive.

■ NEW NAME, BUSINESS AS USUAL

Market research conducted in 2016 revealed that while the AnglicareSA brand is well known and respected, there was very little awareness of our residential, in-home and other aged care services. Accordingly, we re-named our Residential Aged Care sites to more closely be associated with our brand and their location.

To enable a consistent, logical and uniform approach across sites and to improve the visibility of our brand and awareness of aged care facilities, each site will be renamed with the name AnglicareSA and a geographical descriptor, and site signage will be upgraded accordingly.

Former name	New RAC site name
All Hallows Court	AnglicareSA Westbourne Park
Canterbury Close	AnglicareSA Elizabeth East
Dutton Court	AnglicareSA Elizabeth Dutton Court
Grandview Court	AnglicareSA Trott Park
Ian George Court	AnglicareSA Brompton
St Laurence's Court	AnglicareSA Grange

■ CARE AND INNOVATION AWARD

People with dementia often display increased restlessness, agitation and confusion in the late afternoons – this is often referred to as ‘sundowning’. The AnglicareSA Elizabeth East team was keen to find ways to improve the daily lives of residents in the Memory Support Unit. Through extensive research and discussions with residents, families and staff they developed the PIE (Positive Interactive Engagement) program, a structured set of after-hours activities that provide connection, stimulation, routine and positive triggers for residents with dementia. The program is based on Alzheimer’s Association research and Montessori principles. Their aim was to be proactive rather than reactive to unsettled behaviours, with a strong focus on resident comfort and encouraging a calm, engaging and safe environment for all. The program is yielding positive results for both residents and staff.

In October 2016, this approach was nationally recognised with an Australian Aged Care Quality Agency Better Practice Award. The awards celebrate programs that act as best practice examples for other aged care service providers. Our congratulations to all of those involved in such an outstanding initiative.

■ CONNECTING GENERATIONS

Since its commencement in 2015, our ‘Intergenerational IT Connect’ (IT Connect) program has been bringing young and older people together across many AnglicareSA programs. Funded by SA’s Department of Social Services, IT Connect enables young people to teach seniors how to use information technology one-on-one in a group setting. The program has many benefits, including building respect and understanding across the generations, reducing social isolation and increasing the confidence of both younger and older participants.

The program has now developed successful partnerships with a number of schools and community hubs in Adelaide’s north and north-eastern suburbs. A recent visit by the Playford Council Mayor to IT Connect’s Craigmore High/Grenville Centre program was featured in The Playford Council’s news and The Northern Messenger newspaper.

We’re also developing several new IT Connect groups, such as one in which members of our Youth Service’s Newly Arrived Youth Services (NAYS) program are assisting residents in Estia Health’s Hope Valley Aged Care Facility. And another in which Wiltja Boarding School students are working with residents of Davoren Park’s Aboriginal Elder’s Village. Many of the participants are from The Anangu Pitjantjatjara Yankunytjatjara (APY) Lands and the students have assisted the elders to ‘visit’ their respective home communities through the use of Google maps and You Tube clips – a very powerful and moving experience for all involved.

■ UNLIKELY ARTISTS LAUNCH CD

AnglicareSA Brompton provides support for disadvantaged frail aged residents who were homeless or at risk of homelessness. Care and services are tailored to meet the needs of each individual resident.

September 2016 saw a very special CD launch by the facility’s inspiring new musical group, Gabi’s Angels and the Wise Men. The group’s participants have all struggled with homelessness, drug abuse and mental illness and had no previous musical training before they started in the therapeutic music program in September 2015. The program was developed in response to feedback from residents. It includes group and individual music sessions and residents are involved at the level that suits their needs. For example, program Coordinator Gabi Neary was able to include a palliative care resident by regularly taking her guitar to his room and singing his favourite 1950s swing tunes.

The outcomes of the music program have been amazing. Participants have experienced reduced levels of physiological and psychological symptoms and social distress and the music has brought a sense of life and love to the community.





■ 20 YEARS YOUNG

In March 2017 we celebrated the 20th anniversary of the AnglicareSA Elizabeth Dutton Court Residential Aged Care facility with a morning tea for residents, staff and special guests.

The facility was originally made possible through a generous bequest by the late Lesly Dutton and construction started on the former Playford High School site in April 1996. Lyn Duffy (now Site Manager at AnglicareSA Grange) was the first Site Manager when it officially opened on 9 March 1997.

The event also acknowledged our much valued volunteer, Janette Carroll, who was an original member of staff working first as a carer before moving into lifestyle, where she now works as a volunteer.

AnglicareSA Elizabeth Dutton Court Chaplain, Father Graham, officially opened the celebration and CEO Peter Sandeman opened the new memory support garden. He also launched a special time capsule which the residents helped to create to share some of their experiences with the future residents of 2037.

■ SINGING & GROWING TOGETHER

Every week for 10 weeks, Sing & Grow brought together young and older people, aged between one and 99, as part of a delightful intergenerational music therapy program. And everyone loved it! The Sing & Grow program for young children and their families was run at AnglicareSA Elizabeth East residential aged care facility. It was funded by, and run in collaboration, with Communities for Children Playford (Communities for Children is funded by the Australian Government Department of Social Services).

AnglicareSA Elizabeth East residents loved meeting the toddlers and their families and participating in group activities. Cyndi Hamdorf, Lifestyle Coordinator, said the residents were pleased to be part of the program and really enjoyed the singing and activities with the energetic little ones. A resident's daughter commented that her mother had 'really come out of her shell' as a result of the program.

Parents of the participating children were happy too. They loved to see the interaction between children and older people and found the residential care staff to be really welcoming and accommodating.

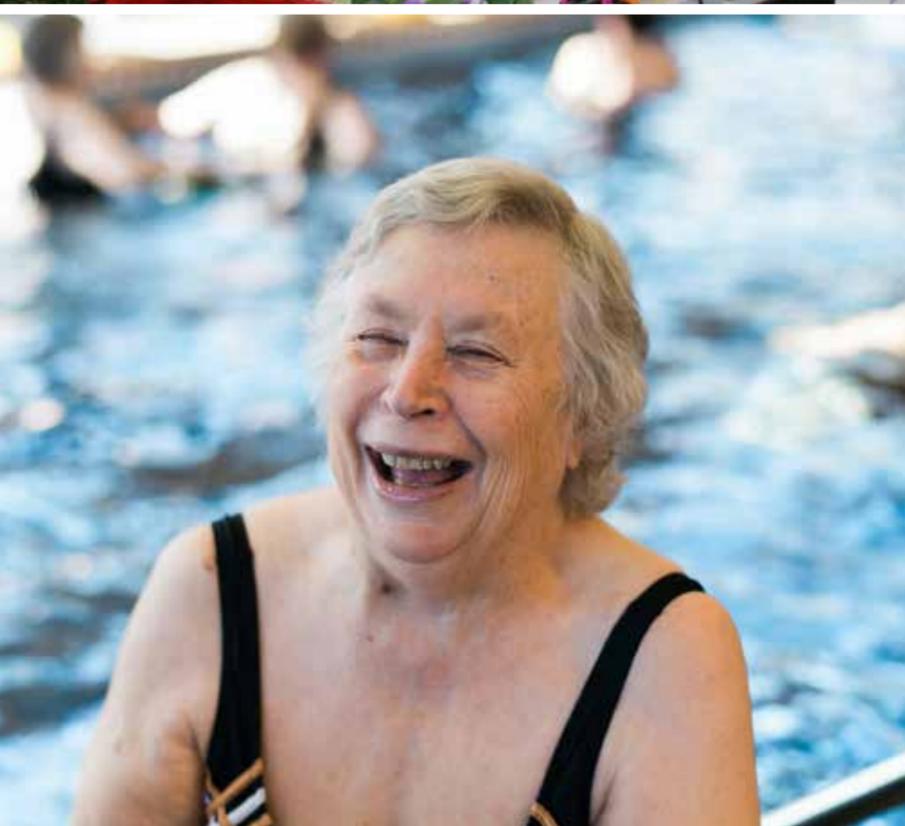
Cyndi said that the aged care residents and Sing & Grow families have formed strong bonds through the program. Staff were thrilled about the program's popularity and planning for the next one has commenced.

■ DINING WITH DEMENTIA

Staff at AnglicareSA Grange residential aged care facility know that a meal is not just about food. They've developed a new dining model for residents living with dementia which has seen increased interest in meals, better eating, healthy weight gain and greater interaction at meal times.

Research has shown that people with dementia experience weight loss and that eating difficulties and weight loss are common in residential care facilities. AnglicareSA Grange's dining model is centred on client choice and focuses on creating a positive social and eating environment. Residents are involved in their food choices and can take as long as they like to finish their meal.

The results of the new model speak for themselves. 70 percent of residents in one area have maintained or increased their weight. Residents who had previously struggled at meal times are now enthusiastic and happy in the dining room – some are even asking for seconds!





Children and Families

**STRONGER
TOGETHER**

AnglicareSA's Children and Families programs work with people through all life stages. 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.

■ COMMUNITY SPIRIT AT ELIZABETH GROVE

The Elizabeth Grove Community Leadership Group (CLG) shows what is achievable through place-making initiatives that are informed, supported, attended and wanted by community.

AnglicareSA's Community Development team worked with residents of the AnglicareSA Housing Better Places Stronger Communities (BPSC) properties, and the broader community to create the CLG. It is now a forum to ensure that resident voices are not only heard, but influence decision-making in their community. The CLG provides opportunities for participants to meet like-minded people, get involved in their community, discuss ideas, develop new skills, access supported professional and personal development, and develop a sense of ownership and responsibility for their local area.

The CLG is strengthening community volunteering and participation, including cooking groups, Christmas celebrations, supporting other tenants during clean up days, tool library days, Women's wellbeing days and events such as refugee week.

Community participation in activities continues to grow, with community members telling us how it is decreasing their social isolation and increasing community connectedness and wellbeing.

■ ACORN – SACRED LITTLE ONES

Sacred Little Ones (SLO) is a Parent-Infant Attachment group specifically designed for Aboriginal families. Based on the Acorn Model, SLO provides a safe, nurturing and culturally sensitive environment for Aboriginal parents and their infants to meet weekly with team workers who are trained and skilled in supporting families. The SLO program draws on cultural knowledge from different nations, offering opportunities to strengthen the sense of identity and belonging, and to build trust, a sense of connection and emotional resilience. SLO offers a 'Dance Play' component, where parents have the opportunity to use songs, dance and play as an embodied and experiential way to 'meet' their child and enhance attachment. A 'journaling and yarning' component enables parents to have some time for reflection.

Sacred Little Ones attended the Reconciliation in the West event and participated in two demonstration sessions. This was a great opportunity to promote the program and come together to celebrate in the community. The willingness to be involved and the support provided by participants to each other demonstrated the level of trust established within the program and the importance of participating in community events and activities.

We gratefully acknowledge the support of the Hopscotch Foundation which fully funds the ACORN program.

■ HEALTHY HEARTS AND HOMES

Healthy Hearts Healthy Homes is an informal, fun-filled workshop for people (couples and individuals) who want to improve their relationships. As part of our Family Relationship suite of services, it was developed to provide early intervention for vulnerable relationships and in response to the need recognised by AnglicareSA staff working directly with clients. Many clients experienced relationships which were damaged beyond repair and characterised by established patterns of communication and conflict that seemed to foster the breakdown of relationship, with support often being sought too late for repair.

Through providing *Healthy Hearts Healthy Homes*, an innovative short psycho-educational group program, participants have access to a more immediate service with minimum cost. Often, a short group experience for participants is not only more accessible and attractive than committing to a longer process, but a group program also provides a greater variety of resources and viewpoints. Participants value the perspective of others and the group interaction, and the facilitator can generate a variety of different ideas and responses while allowing participants to practice their skills and role play in a safe learning environment.

The key skills of healthy relationships are introduced in an informal and accessible way. Participants are given the opportunity to gain knowledge and skills about effective communication techniques, acknowledging that lack of communication skills is often seen as the primary cause of relationship breakdown. Other important attributes of a healthy relationship are introduced and discussed, such as managing reactions to other's behaviours, the importance of appreciation of others, keeping calm, and basic conflict management.

■ HEARING CHILDREN'S VOICES

Communities for Children (CfC) Playford has been working with local schools, including Munno Para Primary School, Elizabeth Grove Primary School and Angle Vale Primary School, to ensure that regional activities are meeting the needs of local children and their families.

With a focus on 'what children are looking for in school holidays', the team worked with the school counsellor, Aboriginal support officer or child wellbeing practitioner to gather children between the ages of 5 and 12 years. It was vital that this group of children was representative and that children who didn't often have an opportunity to participate, were included.

The children, using giant sticky notes, provided great information to the team. This included suggestions of arts, craft and drama activities that were then used to develop the school holiday program. Flyers and information on activities were sent back to the groups of children for feedback. As a result, the school holiday programs were booked out within three days and extra activities were scheduled in an attempt to accommodate the demand.

Many of the children and families were new to the activities and this enabled the CfC team to engage with and connect new families with other activities and services in the region.

The relationships with local schools continue to build and the CfC team are currently working with schools to enable children to attend regional network meetings – in a concerted effort to include children's voices in all that we do.

Communities for Children Playford works with children 0 – 12 years in the Playford region and is funded by the Australian Government's Department of Social Services.



STRONGER TOGETHER

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

■ CELEBRATING OUR FOSTER CARERS

The importance of family based care for children in South Australia's child protection system was reinforced this year with the release of the Nyland Royal Commission into South Australia's Child Protection system. This report highlighted South Australia's over-reliance on residential and commercial care placements, and the important role families play in supporting the development of attachment and wellbeing in children and young people.

As South Australia's largest foster care agency, AnglicareSA supports approximately 400 foster carers who care for nearly 500 children, and we see the incredible impact and contribution of foster carers every day. These unsung heroes are the very heart and soul of the child protection system.

AnglicareSA celebrated our foster care heroes at our Christmas parties which buzzed with excitement, particularly when Father Christmas arrived. We also held Twilight Picnics, which featured a guest appearance from Easter Bunny, and a much anticipated Easter egg hunt. Throughout the year, we also coordinated dinners, pamper days, movie nights and respite weekends to benefit our foster carers.

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

AnglicareSA is always seeking more carers, and the ongoing recruitment and retention of quality foster carers will continue to be a significant activity for AnglicareSA going forward.

■ HOME STRETCH CAMPAIGN

An important aspect of AnglicareSA's role is to promote social justice and advocate for positive change in our society. Through our work with many different people and in many different areas of need, we are well placed to identify issues and speak out on behalf of those without a strong public voice.

The national Anglicare Home Stretch campaign, which we launched in South Australia in April 2017, speaks out to state governments for young people in the out-of-home care system. The key aim of this initiative is to provide the option for young people to have continued access to care support until the age of 21, instead of having to leave at 18.

Every young person in care should have the right to remain in care until the age of 21, and should then have access to quality post-care support and assistance to age 25. Many young Australians have access to supports such as housing, financial assistance, education, training and legal advice through their family and its networks. Young people leaving care do not have access to these same opportunities. And we know that approximately 63 percent of homeless young people have come from out-of-home care.

Extending access to post-care services until age 25 also benefits the wider community. Deloitte Access Economics' analysis shows a financial return to government of between \$1.40 and \$2.69 for every dollar spent in the continuation of care until age 21. A relatively small investment now will reduce significant social and economic costs in the future.

For more information, please go to www.thehomestretch.org.au

Foster Care Services

■ INSPIRING YOUNG PEOPLE

AnglicareSA's Youth180 service provides supported accommodation for young people in care aged 16-18, as they prepare to leave the care system and live independently.

AnglicareSA is constantly inspired by the young people it supports and their ability to draw on their unique experiences to inspire others. Mikayla Fordred, who first entered care at four years of age, and participated in AnglicareSA's Youth180 service, is one of these young people. Mikayla uses her passion for writing poetry to share her experiences, to give a voice to children and young people in care, and to create a shared understanding of the care experience based on mutual respect.

In Mikayla's words, from "Being a GOM Kid":

"I can remember every emotion I've had whilst being under the Guardianship of the Minister (GOM).

I remember times of fear and insecurities creeping through my head. I remember always having a box packed just in case I had to move houses again.

I remember some days I didn't want to show my face in public because I was scared that people would judge me being a GOM kid.

I remember being invisible to other people and that made me feel like I didn't have a voice to speak up with.

We are not bad people or bad kids. We may do some things that are wrong and illegal but that's our way of coping with the pain.

I am sure you all have your own ways of dealing with pain and hurt and we GOM kids do not judge you. So this from the Majority of GOM kids in South Australia, please do not judge us just because we do not have the same luxuries as you do, or because Government and the Guardian has given us a title.

We respect your decisions, so we ask you to put yourselves in our shoes for a day or two and respect our decisions. We make them for a reason, the same as you all would if you had to wade through set concrete just to get back to sand."

Mikayla is navigating her way "back to sand". In 2016, Mikayla was the first person in her family to finish high school, and she received a commendation for achieving the highest score in her school's Community Studies subject. Mikayla is enjoying her independence, looking forward to joining the workforce and possibly embarking on further study.

■ FAMILY PRESERVATION & REUNIFICATION

AnglicareSA believes children should be raised by their families whenever it is safe to do so, which is why Family Preservation and Reunification services are so important.

These services aim to create a safe and nurturing environment for the child and improved family functioning. The goal is to lower child protection risks to prevent a child being removed from the home, or, where a child has been removed, increase the probability of reunification with their biological family.

All parents care deeply for their children, and it is often a range of complexities, such as homelessness, domestic violence, poverty or addiction that intersect to create the conditions for statutory intervention and a child's removal.

By helping families address these issues, they are more 'able' to be reunited with family members, as illustrated by one of our customers who said: *"Housing was one of the big problems and my AnglicareSA worker helped me with my housing which meant I could keep trying to get my children back."*

As a society we often assume parenting is instinctive. This isn't the case for those who have grown up without role models. The value of learning parenting strategies was highlighted by another one of the families we worked with, who noted that: *"Learning strategies to assist being with the kids such as circle of security, really helped with my parenting."*

In 2016/17, AnglicareSA worked with 39 families and 83 children across these services. AnglicareSA advocates for greater investment in Early Intervention and Prevention services, to prevent children and families entering the statutory system, which results in children entering the Out of Home Care system. This will remain a priority going forward.



STRONGER TOGETHER

Those Who Need Support

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

■ MULTICULTURAL SERVICES

AnglicareSA Multicultural Services participated in the Flinders University 4th International Conference "Ageing in a Foreign land". Three AnglicareSA panellists from diverse cultural backgrounds examined three themes:

1. What it means to age in a different country/culture.
2. How service providers can model responses that support these needs.
3. The ageing process of Culturally and Linguistically Diverse (CALD) communities, including the impact of trauma on the ageing journey.

The panel also compared and contrasted the concept of "Ageing in place" within CALD community cultural practices, and the variances between more recent and established CALD communities.

They journeyed along the continuum of CALD Community Ageing in Australia: from the mid 1960s with the arrival of skilled migrants from India; through to the mid 1970s and early 80s with refugees from South East Asia and Vietnam in particular, and transitioning to the mid 1990s and beyond where similar issues are now being faced by refugees from Africa and the Middle East.

■ MONTROSE HOUSE

AnglicareSA's Montrose House has been operating in Netherby for more than 30 years, providing quality care and support for children and young people with disability aged 5 to 20 years old. On 25 March 2017, Montrose House relocated to a beautiful new purpose-built facility in Oaklands Park.

With the support of the Department for Communities and Social Inclusion and Renewal SA, the new building has been carefully designed for children and young people with disabilities. Facilities in the home include accessible bedroom and bathrooms, a brand new kitchen for meal preparation, wide hallways for wheelchair and stroller access, large play spaces, sensory room and a vegetable garden.

Montrose House gives families and carers respite and support, whilst assisting children and young people to develop life skills, make new friends and learn independent living. Montrose House offers a diverse range of community and centre-based skills development and social programs as well as overnight accommodation.

■ OPENING OF THE ARCHES

Our new Arches building and Bail Accommodation and Support Program (BASP) was formally opened on 15 May 2017. AnglicareSA is proud to be partnering with the State Government and the Department for Correctional Services (DCS) to provide The Arches and BASP, which has the ultimate aim of preventing alleged offenders entering custody unnecessarily and supporting them to develop and maintain social, employment and training links.

The new Arches facility replaces the former rundown and dilapidated Archway Centre which had provided support and rehabilitation services since the 1960s. It now provides short-term accommodation for alleged offenders who are suitable for bail but who, without an appropriate place to live, would have to be incarcerated.

Participants are accommodated in one of 30 self-contained accommodation units and have access to a range of support services, all of which are designed to help them get their lives back on track.

AnglicareSA staff work with Arches participants to develop a transition plan aimed at helping them to find suitable, long-term accommodation. We link them to services such as health care, Centrelink and counselling and remind them of their bail conditions and court dates.

The Arches is staffed 24/7 and there is close communication between AnglicareSA, DCS, SA Police and the Courts to ensure the appropriate management of participants.

■ NAVIGATING THE NDIS

AnglicareSA's Mental Health and Disability Services have continued to transition to the National Disability Insurance Scheme (NDIS) this year.

Our children's disability and autism services have experienced significant growth under the NDIS, from 96 customers in July 2016 to more than 300 customers. Our services include case coordination, allied health, respite and individual support for families across SA.

We are excited to continue to support customers and make a difference to people's lives as adults became eligible for the NDIS from 1 July 2017. We view the NDIS as a fantastic opportunity for people with a disability to experience greater control in their lives and inclusion in their communities.

AnglicareSA has invested in service improvement to ensure a high quality customer experience. These improvements include initiatives like our NDIS Customer Advocate team who support people to navigate the NDIS, and to make all of our documentation available in 'easy read' formats. Our NDIS Customer Service Team is ready to support people at every step of their NDIS journey, from initial enquiries, to understanding how to access, appeal, review and use their Plan.

AnglicareSA's NDIS Customer Service Team can be contacted on 1800 953 001.





■ A POWERFUL GENERATION

AnglicareSA's partnership initiative with the Port Adelaide Football Club, Power Generation, supported the transition of 90 young Aboriginal people from school to independence in 2016/17. Power Generation brings a strong network of support to the young person. By engaging a wide range of stakeholders across business, education and community, Power Generation offers a flexible range of options for the young person to use to address barriers to education or employment and make choices about their future.

Mentoring is a key component of Power Generation; we celebrate the successes and work through the challenges with every young person, so that each opportunity becomes a chance to strengthen resilience and support networks.

Through our strong local partnerships, approximately 60 young Aboriginal people secured work across a range of industries including retail, sporting, hospitality, school support and civil construction. A further 30 Power Generation participants entered traineeships or apprenticeships across business administration, disability, carpentry, horticulture, diesel mechanic and civil construction.

Education and employment is only one aspect of this program. In addition to helping the young person identify their talents and interests, facilitating work experience placements, resumé and interview preparation, assistance with job applications, and transport and post-placement support, we also work with the young person across all their life domains to ensure safe and stable housing and conditions that are conducive to finding, keeping and enjoying work. For so many young people, work becomes their extended community, and a point of connection that boosts their self esteem and confidence to live independently, and work towards their own goals and aspirations as they become a powerful generation.

■ NATIONAL RECONCILIATION WEEK

From 27 May to 3 June 2017 we recognised National Reconciliation Week. This year's theme was 'Let's Take the Next Steps', reflecting two significant milestones in Australia's reconciliation journey: The 50th anniversary of the 1967 referendum and the 25th anniversary of the historic Mabo decision.

AnglicareSA marked National Reconciliation Week again this year with the annual Reconciliation in the West event at Tauondi College. It was a great celebration of Aboriginal culture and identity, with live performances such as Yellaka dance group, other entertainment, stalls and interactive activities.

Reconciliation in the West is a partnership between AnglicareSA, Life Without Barriers, UnitingCare Wesley Port Adelaide, Tauondi College and Reconciliation South Australia.

■ RECONCILIATION ACTION PLAN (RAP)

A significant amount of consultation was undertaken over the past year as part of our Strategic Review across the organisation.

Importantly the consultation to develop a new RAP helped to inform the new AnglicareSA Strategic Plan. We are currently awaiting the formal endorsement of the RAP by Reconciliation Australia as we continue our shared journey of walking together in harmony with Australia's First People.



■ FINANCIAL INCLUSION TRAILBLAZERS

AnglicareSA is one of 12 Financial Inclusion Action Plan (FIAP) trailblazers nationally. These are organisations committed to improving financial inclusion. Led by Good Shepherd Microfinance in partnership with the Centre for Social Impact and Ernst and Young, FIAP is a social justice initiative which aims to realise greater equality, inclusion and resilient communities by encouraging government, corporate and not-for-profit stakeholders to 'take action' and champion for better financial inclusion.

AnglicareSA's Community Financial Services team supports approximately 3,500 families annually. We believe 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 and promote financial inclusion for all. In doing so, we create agency in individuals, stronger families and more resilient communities.

For many of our customers, financial inclusion and resilience represents more than 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.

By collaborating with other like-minded organisations through the Financial Inclusion Action Plan, AnglicareSA hopes 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.

■ TURNING POINT

Every year, more than 2,500 families seek support from AnglicareSA's homelessness services and many are experiencing domestic and family violence. South Australia's severe property shortage means homeless families are often housed in hotels, creating dislocation from schools, support networks and communities.

In December 2016, AnglicareSA introduced a new initiative aimed at providing safety, dignity and stability for single parent families experiencing homelessness in Northern Adelaide. Called Turning Point, the program provides short-term accommodation for single parent homeless families for up to three months. In this time, we support the families to address the issues that led to their homelessness, help the children address trauma and stay engaged in school and plan for them to transition into permanent housing.

Turning Point provides an opportunity for families to stabilise, rebuild their networks and access supports to help get their lives back on track and make informed decisions about the next steps in their journey back to independence.

Since commencement, AnglicareSA Turning Point has sourced and furnished five properties and supported 10 families (including 11 adults and 20 children). 75 percent of Turning Point participants have gone on to access permanent housing. Turning Point demonstrates that safe and stable housing during times of crisis mitigates the risk of prolonged homelessness, and increases the chance of securing permanent housing.





■ EMERGENCY ASSISTANCE

AnglicareSA sees first-hand the impact of financial stress on people's wellbeing. Families are needing to make choices: do they pay the electricity bill, or register the car, or buy shoes for the children, or keep food in the fridge/cupboard? During the previous 12 months, AnglicareSA's Emergency Assistance program assisted more than 8,000 households on 13,000 occasions. In addition to accessing basic household goods, Emergency Assistance staff also work with families and individuals with day-to-day challenges. The service is well established across metropolitan Adelaide and in Whyalla. A new service has been opened in Wallaroo, in collaboration with the Diocese of Willochra and the Parish of Maitland. This new service will take some time to become established and we look forward to building on existing local partnerships.

EMERGENCY ASSISTANCE SERVICES 2016/17					
Site	Households assisted	Households new to AnglicareSA	Total number of visits	Households with children	No. of shoe/clothing vouchers provided
Elizabeth	2,134	611	3,369	1,026	908
Magdalene Centre	2,512	766	4,260	675	1,822
Salisbury	1,117	363	1,667	476	1,248
St Mary's with AnglicareSA	163	49	215	43	52
Outer Southern Hub	1,534	425	2,761	738	249
Maitland / Port Pearce	80	35	133	20	14
Whyalla	460	168	916	180	6
Wallaroo	122	99	124	105	120
Totals	8,122	2,516	13,445	3,763	4,419

■ TOGETHER WE ACHIEVE MORE

John, an Aboriginal man in his late fifties, arrived at Elizabeth Mission seeking help with clothing, as his only set of clothing had been damaged in an assault on him the previous night. The AnglicareSA volunteer assisted John with clothing and invited him to have a warm meal at the Food Barn. The volunteer recognised that John had other needs and introduced him to a financial capability worker and a client engagement worker from the homelessness team. As a result, John has been housed in a property he can afford and which is suited to his health needs. John also received an ACAT assessment and is eligible for a home care support package which AnglicareSA's Aged Care Services are providing. By volunteers and staff working together, drawing on all of our expertise, John's life has been turned around. John's health needs will now be met as his Motor Neurone Disease has been recognised and appropriate supports put in place to reduce the number of falls, address the lack of nutrition in his diet, and to provide appropriate medications and ongoing care and support.

■ THE POWER OF PARTNERSHIPS

AnglicareSA's Elizabeth Mission is a place of connection and belonging for thousands of people in the Playford community. The Food Barn's incredible volunteers prepared approximately 24,000 hot meals, and more than 2,000 people accessed 11,650 kilograms of fruit and vegetables and 37,000 kilograms of general groceries through the Northern Community Food Hub. This is only possible because of the time, resources and goodwill of so many of our partners and volunteers. Thank you Foodbank, Second Bite, OzHarvest, St Peters Guild, Trinity College and St Columba College. Thank you also to the many every day community members who volunteer their time and contribute cash donations, clothing, produce and goodwill.

STRONGER TOGETHER

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

■ AFFORDABLE HOUSING IN THE WEST

AnglicareSA Housing responded to a State Government tender request in 2016 and was successful in winning its first preference, a housing transfer parcel of 737 homes within the Woodville region. The transfer includes the property and tenancy management of homes across two council areas, Port Adelaide Enfield and Charles Sturt, and suburbs including Athol Park, Cheltenham, Mansfield Park, Pennington, Woodville, Woodville Gardens, Woodville North and Woodville Park.

The Housing Management Transfer Deed was signed in May 2017 and the Implementation Period continued to the end of September 2017, when we began full property and tenancy management.

The current focus is to personally meet and assist all tenants with any required paperwork and provide information on AnglicareSA's range of services. We've also held tenant registration days at central locations within the region to provide other opportunities to meet our staff. We have already reached more than 70 tenants at these events.

Feedback to our team has been very positive. We look forward to building long-term relationships with our new tenants and delivering a service that exceeds their expectations.

■ INTENSE TENANCY SUPPORT

AnglicareSA Housing now has a full-time Intensive Tenancy Support (ITS) Officer based at the Elizabeth Grove housing office. The Officer provides case management support to individuals and families with multiple and complex needs to help them maintain their tenancy and improve their lives. Assistance includes early intervention, crisis and post-crisis support, advocacy and links into support services and activities.

Many of these clients have previously held tenancies that were at risk due to high scale squalor and hoarding. The ITS Officer works closely with the tenant to develop and implement a case plan to address these issues. Strategies might include weekly home visits to intensively support them to address a serious level of poor property condition or providing links to grief and loss support and free counselling sessions. They may also engage the tenant in internal community-based programs such as Men's Shed, Women's Wellbeing programs and cooking classes. The ITS Officer encourages and models behaviour in relation to general chores and household management, which contribute significantly to sustaining a long term tenancy.

The ITS program is already achieving positive results with tenants developing a sense of house pride and feeling that they are finally regaining control of their lives.

**Housing
Services**

■ BIG AUTUMN CLEAN UP

The AnglicareSA Better Places Stronger Communities (BPSC) team works closely with tenants to build a sense of community pride and belonging. In March they organised a clean-up day for Haslam Estate in Elizabeth Vale and the tenants embraced the idea with enthusiasm.

Westworks staff provided skips and extra hands and the tenants pitched in to help each other clean up their properties. By the end of the day, they'd collected an amazing 36 cubic metres of rubbish. The 10 filled skips included defunct washing machines, mattresses, lounges, fridges and tyres. It was a fantastic team effort and the community barbecue to celebrate a hard day's work was well deserved.

The clean up day was a great way to improve the living conditions for tenants and marked the start of more positive social interaction within the community. Tenants who had not previously participated in other activities felt more confident about interacting with neighbours.

■ SUPPORTING OUR COMMUNITIES

The 2017 Australasian Housing Institute's Professional Excellence in Housing Awards were announced in May and our staff were thrilled that AnglicareSA Housing (ASAH) was recognised twice. ASAH received the Leading Housing Development Award for our Bowden Rent-to-Buy Scheme and were Highly Commended in the Leading Innovation category for our Sustaining Complex Tenancies program.

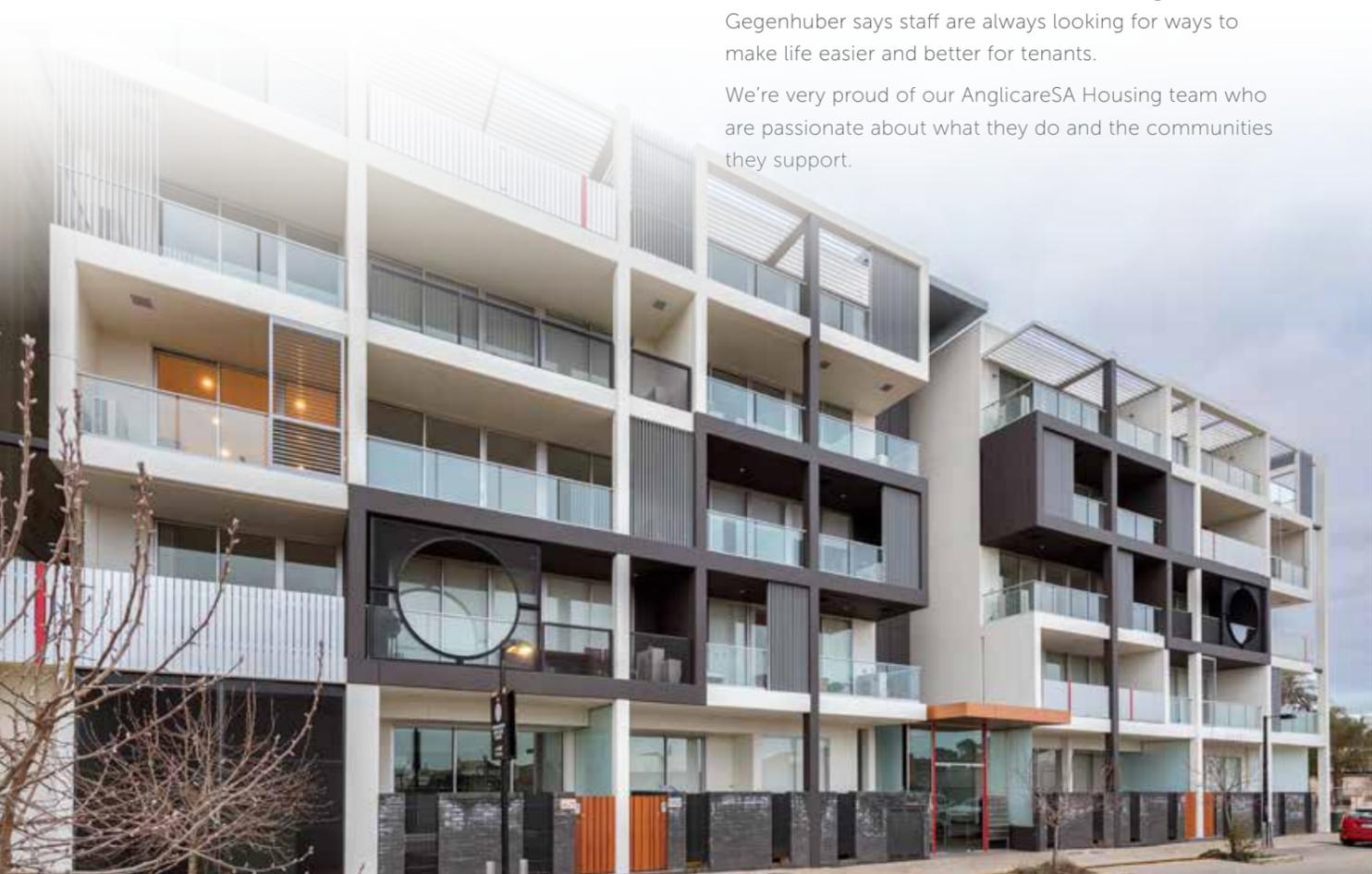
The Bowden Rent-to-Buy scheme provided a secure and supported pathway to home ownership for people on low incomes. In partnership with Oryx Property, the innovative model provided 10 low-income tenants with the option to purchase a high quality, two-bedroom apartment by 2021 at 2014 prices. During the first five years of occupancy, the tenants pay a reduced rent to assist in saving a deposit to purchase the property. ASAH also pays all the outgoing costs such as council and water rates and supports them with 24/7 tenancy management services and access to the comprehensive range of AnglicareSA services. There was an overwhelming level of interest from hopeful applicants and the 10 successful new residents moved into their new apartments in mid-2016.

Our Sustaining Complex Tenancies program focuses on supporting people to maintain their tenancy. With access to other AnglicareSA services, tenancy officers are able to take a holistic approach and assist with difficulties that tenants encounter. ASAH General Manager Michelle Gegenhuber says staff are always looking for ways to make life easier and better for tenants.

We're very proud of our AnglicareSA Housing team who are passionate about what they do and the communities they support.

ANGLICARE SA HOUSING LTD CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2017

	Consolidated	
	2017 \$'000	2016 \$'000
REVENUE		
Revenue	7,797	6,072
Other income	317	251
TOTAL REVENUE	8,114	6,323
EXPENSES		
Administrative expenses	373	97
Depreciation	-	11
Capital contributions - Housing SA	362	386
Insurance	52	28
Management fees	2,203	1,710
Property costs	1,242	1,120
Repairs and maintenance	2,707	1,239
Borrowing costs	214	144
TOTAL EXPENSES	7,153	4,735
Operating Surplus	961	1,589
Non-operating income	60,135	33,412
Non-operating expense	-	3,550
SURPLUS FOR YEAR	61,096	31,451
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	61,096	31,451



ANGLICARE SA HOUSING LTD CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	Consolidated	
	2017 \$'000	2016 \$'000
ASSETS		
Current Assets		
Cash and cash equivalents	3,474	974
Trade and other receivables	1,027	1,046
Other assets	86	24
Total Current Assets	4,587	2,043
Non-Current Assets		
Property Plant and Equipment	-	201
Investment Property	127,432	69,632
Total Non-Current Assets	127,432	69,833
TOTAL ASSETS	132,019	71,876
LIABILITIES		
Current Liabilities		
Trade and other payables	756	639
Borrowings	3,597	5,327
Other financial liabilities	100	149
Total Current Liabilities	4,453	6,115
Non-Current Liabilities		
Borrowings	709	-
Total Non-Current Liabilities	709	-
TOTAL LIABILITIES	5,162	6,115
NET ASSETS	126,857	65,761
EQUITY		
Reserves	110,111	54,341
Accumulated surplus	16,746	11,420
TOTAL EQUITY	126,857	65,761

ANGLICARE SA HOUSING LTD CONSOLIDATED STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2017

	Consolidated	
	2017 \$'000	2016 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	8,588	5,860
Payments to suppliers	(6,338)	(4,580)
Interest received	11	30
Net cash provided by operating activities	2,261	1,310
CASH FLOWS FROM INVESTING ACTIVITIES		
Cash acquired through gaining control of trusts	2,023	-
Payment for property, plant and equipment	-	(212)
Net cash provided/(used in) by investing activities	2,023	(212)
CASH FLOWS FROM FINANCING ACTIVITIES		
Finance costs	(214)	(144)
Payment of borrowings	(1,570)	(2,040)
Net cash used by financing activities	(1,784)	(2,184)
Net increase (decrease) in cash and cash equivalents held	2,500	(1,086)
Cash and cash equivalents at beginning of year	974	2,060
Cash and cash equivalents at end of financial year	3,474	974

STRONGER TOGETHER

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

■ WORKING TOGETHER

During the year we confirmed our purpose through a business planning exercise, identifying our three main focus areas:

1. To build relationships
2. Work collaboratively
3. Participate in shared mission

We work to achieve this purpose through a wide range of activities. We currently have 10 Anglican Clergy providing chaplaincy services to residents in our six aged care facilities as well as to AnglicareSA staff.

We look for opportunities to work with parishes. For example, we are collaborating with the recently formed Anglican Spiritual Care Network to provide pastoral care learning opportunities to people in parishes. We have provided Parish Community Engagement Grants to St Paul's Port Adelaide for an access ramp and to St Bede's Semaphore for the purchase of new fridges and freezers for the Drop in Centre.

Community Friendship Groups provide a social outlet to our Home Care clients at St Aidan's Payneham, St Catherine's Elizabeth Downs and St Francis of Assisi Clarence Gardens.

We are also developing a new network model of parish community engagement to create opportunities to act together in shared mission. For example, the Inner South Anglican Community Network brings together three parishes (Hawthorn, Fullarton and Mitcham) with three AnglicareSA programs (Wanslea Child Care, AnglicareSA Westbourne Park aged care facility and Angas Road Housing) and an Anglican School (Walford).

The Anglicare Singers have continued to 'Sing Anglicare' for our programs and Sunday parish engagements, especially in the lead up to Christmas. Among this year's highlights was a gig at the City of Mitcham Multicultural Fair.

We send a Monthly Update on our services and events to members of Synod of the Diocese of Adelaide who are also the members of AnglicareSA Ltd.

We wish to convey our heartfelt thanks to all Anglican Parishes and Schools for their wonderful support through volunteering, and in kind and monetary donations, and for spreading the word about the work of AnglicareSA.

AnglicareSA connects with Parishes through valuable Parish Partnerships such as:

- The Magdalene Centre working alongside the city Parishes of St Mary Magdalene's, St John's and St Peter's Cathedral
- St Mary's with AnglicareSA (Picket Fence and Project Centre) South Road
- St Bede's with AnglicareSA (St Bede's Drop in Centre)
- Holy Cross with AnglicareSA
- St John's Salisbury
- Diocese of Willochra (emergency assistance at Point Pearce & Whyalla)
- St Columba College with the Adelaide Diocese (supporting Sudanese engagement project)

Get involved





Donate and Support

**STRONGER
TOGETHER**

Each year AnglicareSA's 1800 employees and 700 volunteers assist more than 58,000 South Australians in need. This would not be possible without the invaluable support of individuals and organisations who donate their time, talent, effort and dollars. Thank you to each and every one of AnglicareSA's supporters for their ongoing commitment to helping South Australians change their lives for the better.

■ PARISH SUPPORT

Anglican Parishes provide important support to AnglicareSA programs, especially Emergency Assistance services across metropolitan Adelaide. Many Parishes donate housing or food items for those in need. Parishioners are invaluable to our fundraising campaigns and events, as volunteers, guests and donors, through their contribution of much needed funds and energy to carry out the work of AnglicareSA in the community. The Parishes also provide essential support as companions to those in need through community centres like St Mary's and St Bede's.

■ SCHOOL PARTNERSHIPS

AnglicareSA actively engages with Anglican Schools for mutual benefit. One primary school each year is selected to be an ambassador for AnglicareSA services via our 'Angel Day' program. In November 2016 the AnglicareSA Angel baton was passed on from St Peter's College to Pedare Christian College.

Linking directly to the curriculum, AnglicareSA is a relevant part of the Schools' learning objectives in social justice and community care. We assist Schools to connect the importance of fundraising initiatives with age-appropriate reminders of who we are supporting. We engage with Schools in various ways including provision of guest speakers, volunteering opportunities, merchandise fundraising, and a visit by Star Bear (our Loss and Grief mascot).

■ BUSINESS SUPPORT

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

Through our Corporate Partnerships program, AnglicareSA engages with those who wish to walk with us to help South Australians in need. We build strong, long term relationships with our partners for mutual benefit and, most importantly, to enable us to continue to deliver our vital programs and services.

We would like to particularly thank the following major contributors:

- Access Pay
- ANZ
- APN Outdoor
- Beyond Bank Australia
- CMI Toyota
- Comunet
- Coopers Brewery
- Hesta
- Hodgson Print
- Holco Meats
- Hopscotch Foundation
- Insight
- InterContinental Adelaide
- John Lewis Food Service
- Kyttons Bakery
- Lexus of Adelaide
- Marshall & Brougham
- MinterEllison
- OTR
- Obvious Choice
- Port Adelaide Football Club
- Positive Rehab
- Pro Paint 'n Panel
- Qattro
- Rymill House Foundation
- Sarah Group
- Statewide Super
- St Peter's Cathedral
- Telstra
- The Lion Hotel
- Your Nursing Agency

■ CATHEDRAL BANQUET

More than 300 guests filled the glorious St Peter's Cathedral on October 7 for the third annual AnglicareSA Cathedral Banquet.

In the lead-up to the evening, more than 50 pews were removed to transform the Cathedral into a majestic black tie gala venue with guests being treated to the very best of South Australian food and wine.

Entertainment and activities on the night included performances by comic sopranos DivaLicious, a silent auction of more than 50 items donated by generous sponsors, live auctions and a raffle.

The highlight of the live auction was the purchase of eight packages to furnish eight houses for high risk single parent homeless families as part of AnglicareSA's Turning Point program.

Thanks to the tremendous generosity of guests, the evening was extremely successful, raising more than \$147,000.

This money went towards supporting AnglicareSA's Emergency Assistance services, which include emergency food relief, financial assistance and counselling, housing advice, homelessness support, mental health services, and children and youth services.

■ GENEROUS GIVERS

We are fortunate to receive the financial support of more than 1,500 active donors and 150 regular givers known as our Hope Partners.

Hope Partners are very valuable to us. This ongoing and regular generosity gives financial stability to our programs and allows planned growth in the areas it is needed most.

As a Hope Partner, you can choose which of four key areas you would like your pledge directed to:

- *Emergency Assistance Services:* Crisis support including food, clothing, financial assistance, counselling, medication and homelessness support with the aim of helping people regain their independence
- *Youth Training and Development:* Mentorship, driving lessons, job preparation and financial support to young people in Out of Home Care, those affected by domestic and family violence, new arrivals from Culturally and Linguistically Diverse (CALD) communities, and Power Generation Participants
- *Turning Point:* Customised support and short-term accommodation for parents, mostly women, affected by domestic and family violence, including counselling, mentoring, financial education, budgeting and access to training and parenting development services
- *Loss and Grief Support:* Free Star Bear camps for 5-17 year olds who have lost a parent, sibling or significant person to help them learn to cope with their loss, manage their grief and move forward with life.

Donors and Hope Partners are vital to the work AnglicareSA does in the community and we thank them for their ongoing support and generosity.

■ ABSEIL FOR ANGLICARE SA

March 2017 was alive with the familiar buzz brought about by the Fringe and various other events around Adelaide. None more exciting than our third annual Abseil for AnglicareSA event, held over two days on March 17 and 18.

This year more than 135 participants faced their fears and scaled 70 metres down the side of the InterContinental Adelaide in support of AnglicareSA. A number of our Corporate Partners took the plunge, with teams from St John's Grammar School, Statewide Super, Marshall & Brougham, Viridian, SA Museum, OTR and many more.

As well as the abseilers, 66 volunteers were involved in the event along with many sponsors and partners who donated prizes, gift vouchers and merchandise. We attribute the event's success to all of these people, who together raised more than \$107,000 for AnglicareSA Homelessness and Power Generation programs.



ANGLICARE SA CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2017

	Consolidated	
	2017 \$ '000	2016 \$ '000
REVENUE		
Revenue	139,607	130,122
Other income	2,168	2,227
TOTAL REVENUE	141,775	132,349
EXPENSES		
Employee benefits expense	93,474	85,763
Depreciation and amortisation expense	4,855	4,887
Property costs	8,961	9,166
Travel and motor vehicle costs	3,287	3,261
Repairs and maintenance	5,285	3,688
Materials	3,288	2,997
Inventories	1,433	1,095
Food supplies	3,033	2,934
Subcontract payments	7,595	8 030
Finance costs	273	145
Other expenses	3,822	3,775
TOTAL EXPENSES	135,306	125,740
Operating Surplus	6,469	6,609
Capital Income	40,027	29,115
SURPLUS FOR YEAR	46,496	35,723
OTHER COMPREHENSIVE INCOME		
Items that will not be reclassified subsequently to surplus or deficit		
Revaluation changes for property, plant and equipment	(4,874)	(15,940)
Items that will be reclassified subsequently to surplus or deficit		
Net fair value movements for available-for-sale financial assets	663	(1,306)
TOTAL OTHER COMPREHENSIVE INCOME	(4,211)	(17,246)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	42,285	18,477

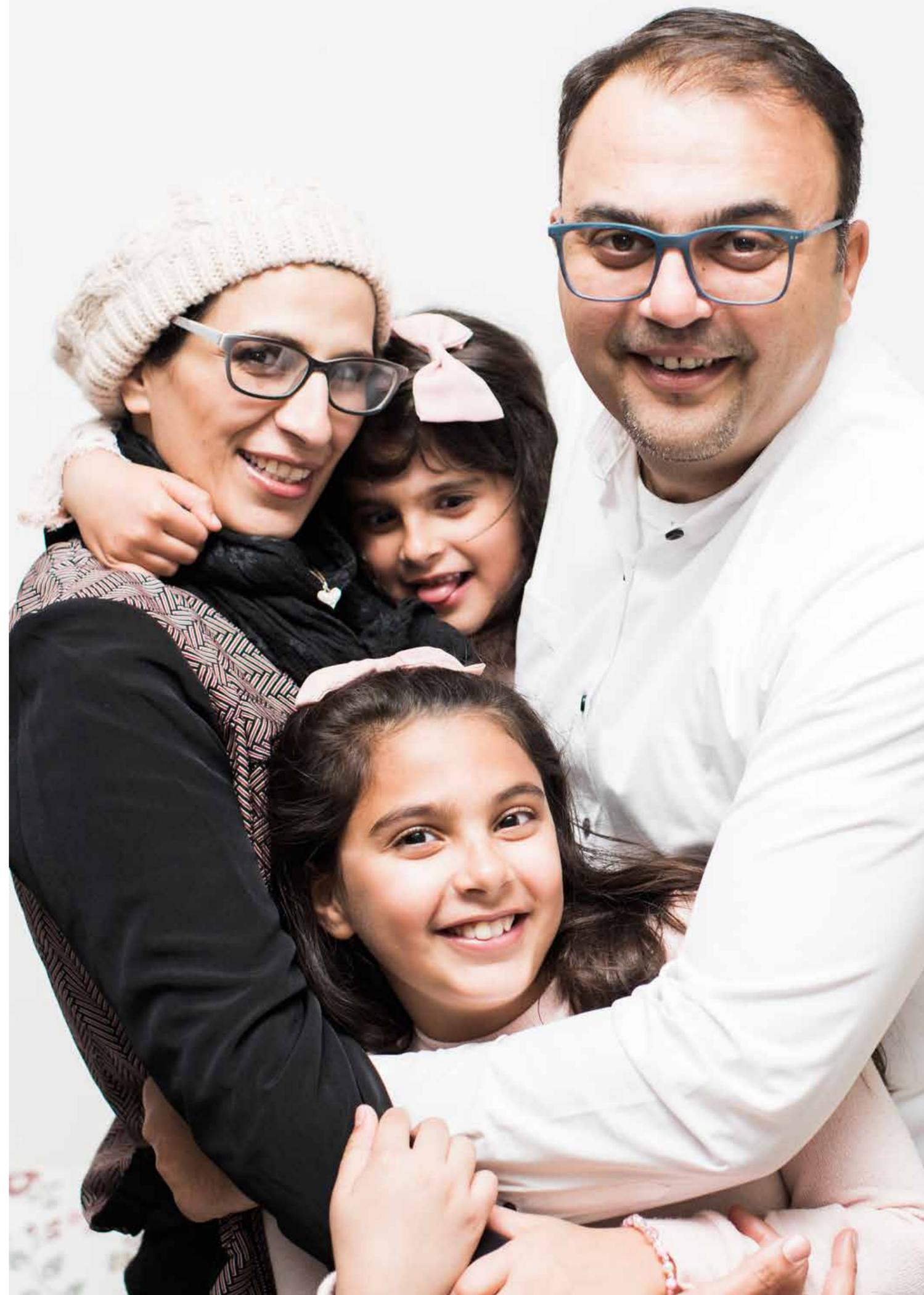
ANGLICARE SA CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	Consolidated	
	2017 \$ '000	2016 \$ '000
ASSETS		
Current Assets		
Cash and cash equivalents	35,340	26,974
Trade and other receivables	2,442	7,883
Inventories	170	250
Other assets	4,320	3,670
Total Current Assets	42,272	38,777
Non-Current Assets		
Trade and other receivables	1,626	1,521
Financial assets	17,289	15,693
Property, plant and equipment	134,120	130,673
Investment property	127,432	89,822
Total Non-Current Assets	280,467	237,710
TOTAL ASSETS	322,739	276,487
LIABILITIES		
Current Liabilities		
Trade and other payables	7,924	6,696
Borrowings	66,669	60,968
Short-term provisions	6	15
Employee benefits	6,920	5,958
Other financial liabilities	7,018	5,520
Total Current Liabilities	88,537	79,158
Non-Current Liabilities		
Borrowings	549	6,400
Employee benefits	3,625	3,186
Total Non-Current Liabilities	4,174	9,586
TOTAL LIABILITIES	92,711	88,744
NET ASSETS	230,028	187,743
EQUITY		
Reserves	105,086	73,636
Accumulated surplus	124,942	114,107
TOTAL EQUITY	230,028	187,743

**ANGLICARE SA CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2017**

	Consolidated	
	2017 \$ '000	2016 \$ '000
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from residents and other users (including government funding)	140,766	127,612
Payments to suppliers and employees	(127,691)	(125,513)
Receipts from donations and fundraising	2,305	2,080
Net cash provided by operating activities	15,380	4,179
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from sale of investments	840	2,815
Purchase of property, plant and equipment	(13,474)	(5,777)
Purchase of investment properties	-	(3,318)
Purchase of financial assets	(1,427)	(3,000)
Cash acquired through gaining control of trusts	2,069	-
Receipts from investment interest and other distributions	1,319	1,393
Net cash used by investing activities	(10,673)	(7,888)
CASH FLOWS FROM FINANCING ACTIVITIES		
Receipts from resident loans	18,760	19,886
Repayment of resident funding loans	(13,109)	(6,257)
Finance costs	(241)	(145)
Proceeds from borrowings	8,549	9,800
Payment of borrowings	(10,300)	(8,500)
Net cash provided by financing activities	3,659	14,783
Net increase in cash and cash equivalents held	8,366	11,075
Cash and cash equivalents at beginning of year	26,974	15,900
Cash and cash equivalents at end of financial year	35,340	26,974

* The full AnglicareSA Consolidated Financial Statements and notes for the year ended 30 June 2017 can be viewed online at www.anglicaresa.com.au



STRONGER TOGETHER



Staff and Volunteers

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

■ WELL DESERVED RECOGNITION

In August, we hosted our fourth annual AnglicareSA Awards at the Adelaide Entertainment Centre. The awards recognised outstanding staff, volunteers, services, foster carers, projects and programs for their contribution to our communities and for living our values. The awards provided an opportunity to acknowledge and showcase the significant and widespread contribution that Anglicarers make to the health and wellbeing of the South Australian community.

The awards recognised outstanding service across six categories:

- Achievement
- Corporate
- Foster Carer
- Innovation
- Partnership
- Building a better future with Australia's first people through reconciliation.

In total, 27 awards were presented to outstanding Anglicarers for their dedicated service.

■ EMPLOYEE FOUNDATION

In October we launched the AnglicareSA Employee Foundation to enable employees and their families and friends to make a positive difference to the lives of people in the communities we serve. The Foundation provides an opportunity to live AnglicareSA's values in a different way from our everyday experience.

It brings together our ideas and energy to make a positive contribution to the collective impact of AnglicareSA in the community. It also enables us to share our personal skills and resources and to be involved in, and learn about, other programs across the organisation.

We achieve this in three ways:

1. Workplace Giving – employees can make a regular pre-tax deduction from their wage. The money goes towards supporting our services and employees can decide where the money is spent.
2. Volunteering – the Foundation provides enriching opportunities for employees to volunteer with other teams and events throughout the year.
3. 2016 Christmas Hamper appeal – the Employee Foundation collected over 2000 donated items of food and gifts towards Christmas hampers for over 1000 families in need.

■ WHITE RIBBON ACCREDITATION

AnglicareSA is currently seeking White Ribbon accreditation. The Workplace Accreditation Program recognises workplaces that are taking active steps to prevent and respond to violence against women, accrediting them as a White Ribbon Workplace.

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

AnglicareSA's White Ribbon Accreditation Committee is working on a range of initiatives to support staff affected by domestic and family violence. These include access to specialised domestic violence support services, domestic violence awareness training for managers and staff, and special leave for those affected by domestic violence.

■ SELF INSURANCE

AnglicareSA is currently seeking self-insured employer status. A self-insured employer is an organisation that has been approved by ReturntoWorkSA (RTWSA) to take on the responsibility and management of all work injury claims in their workplace, including the responsibility for meeting its claims liabilities. To become a self-insured employer, AnglicareSA is required to demonstrate conformance to the requirements of registration as a self-insured employer. This involves a six-week audit process that is undertaken independently by RTWSA, auditing against the standards.

Our goal in becoming self-insured is simple. We aim to safeguard all workers to *Think Safe, Work Safe, Be Safe* to ensure that no-one goes home injured.

■ OUR VOLUNTEERS

AnglicareSA's volunteers contribute their time and energy throughout the organisation and across many of our programs. We are extraordinarily fortunate to have more than 730 loyal volunteers supporting more than 35 programs and services. In May, AnglicareSA once again celebrated our dedicated volunteers during Volunteer Week. Four individuals and three teams received the 'Premier's Certificate of Recognition for Outstanding Volunteer Service'. These are the special people and teams who have gone above and beyond for AnglicareSA this year:

- Glenys Brook
- Maria Douventzdis
- Fiona Partington
- Paul Scrimgeour
- Emergency Assistance team
- Peppertree Fashions team
- Community Garden - Home Care North team.

A big thank you to all of our volunteers who make the work of AnglicareSA possible.



AnglicareSA has been providing support to South Australia's most vulnerable since 1860. It makes a positive difference to the lives of more than 58,000 elderly, homeless, unemployed and financially disadvantaged people each year.

Through 1,800 staff and 750 volunteers delivering 130 programs in 34 locations, AnglicareSA supports individuals, families and communities to improve their lives, responding to immediate need and building capacity to maintain and restore dignity and control.

Our diverse services include refugee and migrant settlement, tenancy services, out-of-home care, disability support services, youth work, foster care, mental health accommodation and outreach, counselling services, community and affordable housing, child care, community capacity building and low income support programs, and residential, community and home based aged care services.

ANGLICARESA

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