

# Annual Report 2013



**ANGLICARE**  
SA

Jesus said:

I have come  
that they may  
have life and  
have it to the  
full

*(John 10:10)*

## AnglicareSA's Vision

Justice, respect and fullness of life for all

## Statement of Purpose

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

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

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# Annual Report

2013

# Foreword

by The Most Reverend Dr Jeffrey Driver, Archbishop of Adelaide and President of AnglicareSA

For more than 150 years the Anglican Church has been supporting the South Australian community through organisations that are now known as AnglicareSA. AnglicareSA is the major service arm of the Anglican Church, expressing God's love and making a significant difference to the lives of individuals, families and communities across the state.

The past twelve months have been an important phase in the growth of AnglicareSA. It has been a period of consolidating and clarifying the organisation's strategic direction and core business.

As South Australia's largest non-government social services provider, our programs provide hope to 40,000 South Australians annually. We assist people throughout every stage of their lives, from before birth right through to senior years. We support the homeless, vulnerable, and socially and financially disadvantaged. We provide people with the opportunity to reach their full potential by building on their existing strengths with skills, knowledge and confidence. We now have more than 1,500 employees and 900 registered volunteers dedicated to our mission.

The Annual General Meeting of AnglicareSA this year will be the last to be chaired by Mr Andrew Marshall, who is retiring after serving as a board member and chair since 2007. I take this opportunity to pay tribute to his energy, enthusiasm and commitment to the organisation. Andrew will continue his connection with AnglicareSA by chairing the Archbishop's Anglicare Appeal Committee.

As we look to the future of this ever-evolving organisation, I thank God for the volunteers, staff and board members that make AnglicareSA the exciting and dynamic organisation it is.

The Most Reverend  
Dr Jeffrey Driver



Mr Andrew Marshall,  
Chair



Mr Matthew Adcock\*



The Reverend  
Peter Chilver



Dr Timothy Cooper AM^



Mr Philip Evans



Dr Michelle Fernando#



Greg Frisby##



Ms Libby Hogarth+



The Reverend  
Andrea McDougall



Mr Lange Powell



Mr Keith Stephens



Mr Adrian Swale



Mr Bruce Trebilcock

\* Subsequently resigned from the Board January 2013

^ Subsequently resigned from the Board July 2012

# Appointed to the Board February 2013

## Appointed to the Board June 2013

+ Subsequently resigned from the Board May 2013



# The more it changes

Report from the Board by Chair, Mr Andrew Marshall

On a daily basis I find myself saying, "plus ça change, plus c'est la même chose". ("The more it changes, the more it's the same thing.")

Politicians who promise much come and go, my EzyReg car registration seems more complicated than ever and a new coach for my football team hasn't lit the world on fire. For many South Australians recent times have brought challenges, uncertainty and, in many cases, hardship. But really, hasn't this always been the case?

Fortunately Christian churches in our community, including the Anglican Diocese of Adelaide have served the spiritual and physical needs of South Australians since the early days of our state, and continue to support a huge quantity and cross-section of people - whoever they may be - without discrimination.

Over the past year, it has been an honour for my Board colleagues and I to play a part to the best of our abilities to ensure that AnglicareSA is best-equipped to express God's love and care for the needs of individuals, families and communities. A glance through this Annual Report will quickly show how much AnglicareSA "helps people everywhere" and continues to perform our Christian duties - for justice, respect and fullness of life for all.

Earlier in the year we welcomed The Reverend Peter Sandeman as our new Chief Executive Officer. Peter has quickly settled into this role and I wish to thank him for leading the organisation throughout the year. We are thrilled that Peter and Deb have returned to Adelaide from interstate to take up this position. Peter is known to many within our Diocese and throughout the Anglicare federation nationally, and has an excellent understanding of all the sectors in which AnglicareSA operates. Peter provides important Christian leadership to our staff, volunteers, and to the wider community.

Following a significant restructure in the past year, Peter's executive team has settled into an effective leadership unit. The Board would specifically like to thank David Hughes, Simon Matthews and colleagues in the finance team for their exemplary work during the past twelve months. It is the Board's view that AnglicareSA is well-managed and financially sound and represents the Anglican Diocese of Adelaide with distinction as it continues to serve our community. Equally important has been our strong focus this year on embedding our vision, our purpose and core values into the organisation.

It is critical that non-profit organisations like AnglicareSA maintain the confidence of our stakeholders. This year has seen the introduction of the Australian Charities and Not-for-Profits Commission to streamline charity regulation and promote public confidence in the sector by upholding high standards of integrity and transparency. Ultimately though, it is up to the agencies themselves to ensure that they always strive to meet such standards, observe proper stewardship of the resources entrusted to them, and seek continuous improvement and innovation in strategy to enhance the lives of those served.

“ Christian churches ... have served the spiritual and physical needs of South Australians since the early days of our state...”

On that note, AnglicareSA has over the past year identified its key strengths as an organisation and clarified strategic priorities. This will enable us to most effectively use our resources to ensure the organisation is sustainable and effective well into the future. We know that people choose AnglicareSA as their partner in service provision and believe our suite of services are of the highest quality and value for money. We know that AnglicareSA has earned great respect from the Aboriginal communities it serves and remains committed to building a better future for Australia's first people. We work with people from a diverse range of backgrounds and cultures, including refugees and migrants, and with youth, families and older people, whom we see thrive under our care. We provide housing and support for those who need a home, and we assist people that have exceptional needs with unique and innovative programs and facilities. AnglicareSA's range of targeted services are well-described in the ensuing pages of this report.

During the year we have farewelled a number of hardworking Board members including Adrian Swale, Matthew Adcock, Bruce Trebilcock and Libby Hogarth. I thank them for their assistance to the organisation. We have welcomed Michelle Fernando, Phillip Evans Greg Frisby and Nick Handley, who sits on the Finance Committee. I would also like to specially thank Lange Powell as Deputy Chair for his assistance to me, and staff members Andrea Sargent and Janette Pavlovich for their assistance to the Board. It has been a privilege for me to serve as Chair during the past year and I thank all of our donors, supporters, staff and volunteers for making this organisation great and able to assist South Australians wherever possible.

Fortunately there are some things that never change – AnglicareSA has served South Australians for more than 150 years and will continue to serve our community with distinction well into the future.



... our suite of services are of the highest quality and value for money.

# A relationship of trust

Report from the Chief Executive Officer,  
The Reverend Peter Sandeman

It has been a real pleasure to join AnglicareSA as Chief Executive. It has brought together my journeys of faith and profession and has, in retrospect, led me home.

AnglicareSA touches the lives of many South Australians, particularly when circumstances have rendered them vulnerable. It is at these times that people need skilled support and a relationship of trust to thrive, rather than merely survive.

With our parish and diocesan partners we share a particular responsibility to "meet human need by loving service" and "to seek to transform unjust structures of society, to challenge violence of every kind and to pursue peace and reconciliation".

In these tasks we are fortunate to have the assistance of 1,500 paid staff and 900 volunteers, and it is their skills and dedication to serve others well which enable loving service to meet needs, and help fulfil aspirations of individuals, families and communities. I wish to acknowledge and thank them all for their unsung and often difficult work.

We are also fortunate to have loyal and generous donors who partner and support AnglicareSA. Their continued support enables us to do cutting-edge work which is unfunded by either the South Australian Government or Australian Government. This work helps change lives.

There are turbulent times ahead for the community services sector as governments wrestle with challenging problems and seek new ways to combat enduring poverty and disadvantage. Modes of funding may change in the future, but our dedication to work alongside those most in need, speaking with and for them at their lowest moments, will always remain our mission.

“ This work  
helps change lives.

## FAST FACTS

**40,000** Total number of clients assisted per annum

**130** Total number of programs and services provided throughout the Adelaide Metropolitan Area

**1,500** People employed   **900** Volunteers   **400** Foster carers





# Active Living

Report from the General Manager of Active Living, Ms Jackie Howard

## FAST FACTS

Over **1,725** Nutritional meals served every day

Over **750** Staff employed in residential aged care in the metropolitan area

**106,783** Hours of AnglicareSA Home Care service provided in 2012-2013

## ANGLICARESA HOME CARE

### Client Directed Care (CDC)

With the announcement of the Living Longer, Living Better reforms in April 2012, many people in the industry recognised that this was the most significant shift in the aged care sector since the changes implemented from the Aged Care Act in 1997. The focus of these reforms (which passed into law in July 2013) centred around a cultural shift to Client Directed Care (CDC). Although within AnglicareSA the emphasis on Aged Care Services has always been to provide person-centred services, one of the challenges for us was to accept and acknowledge that CDC transfers the core control of a consumer's package to the consumer themselves – so we are changing from having clients to being our consumer's client.

During 2012-2013, we completed our model development (both operationally and corporately) that resulted in a small prototype trial with some of our northern consumers, who kindly volunteered to be our guinea pigs and lend their voice to its development. The test of the success of our model came with the announcement of the Aged Care Approvals Round where AnglicareSA was awarded the second highest allocation of 75 CDC-specific home care packages over the north and south metropolitan regions. We are enthusiastic and excited about this very busy time ahead.

### Packaged Care

During the transition process for the Living Longer, Living Better reforms, AnglicareSA Home Care continues to deliver traditional packaged care to more than 300 clients in metropolitan Adelaide. We have a particular focus and funding requirement to offer packages to consumers who are homeless or at risk of homelessness, and to those who are financially disadvantaged. For many, the options available are very limited and services can be difficult to access.

### Home and Community Care (HACC)

This service continues to provide basic-level care services to more than 600 consumers across a variety of programs. It includes those in our Supported Residential Facility Program, the Keeping Connected Program, which aims to re-connect people who have become socially isolated, as well as people who need minimal assistance to remain independent within their home environment.

In collaboration with the City of Onkaparinga, we deliver the Housing Support for Older People Program that works one-on-one with customers at risk of losing their home through a change in circumstance, for example a marriage breakdown or financial stressors. Through our support and advocacy the customers remain safely housed.

### Transitional Care Packages (TCP)

AnglicareSA's Transitional Care Packages Program has provided restorative care to approximately 250 customers throughout this year. This care included case management, personal care and therapy services, along with social and emotional support. The packages are available for older people who have had an accident, injury or medical illness and require additional assistance to transition from hospital to home, for generally up to 12 weeks.

## Disability Support

Prior to the full implementation of the National Disability Insurance Scheme (NDIS), AnglicareSA Disability Programs have introduced a new model of support, Active Support. Active Support puts our customers at the centre of their care, enabling them to take as much control over their lives as possible.

This model is fundamental to delivery of Consumer Directed Care through individualised funding from Disability Care Australia and the South Australian Government. It ensures that customers living with disabilities, including psychiatric disability, are supported to manage their funding.

## Innovation – Links with Technology

AnglicareSA Home Services takes pride in the introduction of new customer experiences. During the year, some of our northern customers participated in a Home Shopping (over the internet) trial with us. The trial was enhanced by enormous enthusiasm and much laughter as we learnt together.

Don't Forget Your Tablet groups exist in the north and south of Adelaide with more than 40 participants each week exploring the wonders of the internet via computer tablets. The participants gained skills in Skype, email, photography and video technology with the added bonus of maintaining connections with friends and relatives locally and internationally. Tablets remain with participants throughout the program, to enable their learning experience to continue at home.

## Social Programs

Our Lifestyle Enhancer, Belinda Cummins, facilitates the AnglicareSA Home Care social programs to include an array of events across the metropolitan area. This is an absolute favourite with all of our customers and programs book out quickly. Programs include social excursions, art groups, social gatherings and cinema visits. These experiences have been life-changing for some people, with one person, previously quite house-bound, stating, "It has changed my life! I laugh so much now. I feel like a little school boy. I get so excited when I know that I am coming to a social activity. I would come just about every day if I had the choice".

## Healthy Connections

Our Allied Health Services have provided therapy to 1,715 community customers through our three Day Therapy Centres in Elizabeth, Grange and Westbourne Park, whilst also caring for approximately 1,500 AnglicareSA customers in our residential care services.

This year, we have increased our services and groups to include exercise groups with customers in the affordable housing Independent Living Units, information sessions with The Royal Society for the Blind, Clever Thinkers cognitive therapy group, and the very popular Parallel Pole Dancing group.

“ It has changed my life! I laugh so much now.

## RESIDENTIAL AGED CARE - SENIORS LIVING

St Laurence's Court at Grange is a 144-bed Aged Care Facility with nursing home and hostel accommodation.

### A good news story

Jan Williams, an Enrolled Nurse who cares for and supports customers at St Laurence's Court, has implemented a strategy, moving life-sized resin statues of native and farm animals around the home and its gardens.

Every Sunday evening in the shadow of twilight, a dedicated staff member spends time in their break moving the animals around the gardens. On Monday and over the ensuing week, residents, families, grandchildren and staff can enjoy looking for the sculptures with a "Where are they today?" and "Oh my goodness look what's here!" experience. These resin animals, which have now become a small menagerie, provide some light entertainment for our residents, providing wonderful sensory therapy for all.

To hear the early morning laughter when the sheep are looking through the windows or into the back door of a house is not only wonderful therapy for the residents, but also for the staff. It has increased conversation at the dining tables and during life's daily activities.

Through St Laurence's Court Animal Therapy Program there is a commitment to sensitively and thoughtfully creating a compassionate, caring and home-like environment for the residents, who have experienced many losses in their lives. Feedback from residents, families and staff highlight the laughter and happiness of visiting children, running around, finding our animals and loudly proclaiming, "Look! I found another one!"





Ian George Court, located at 2-10 First Street, Brompton is a pioneer in providing high quality services to 40 socially and financially disadvantaged special needs residents, who are homeless or at risk of becoming homeless.

## A good news story

Residents at Ian George Court have had the opportunity to try something new and make their dreams come true. Many of the residents come from a homeless background and have often experienced first-hand the unfair labeling and negativity that comes with homelessness.

Recently, ten residents had the opportunity to be taken around the local community and to the parklands in a horse-drawn carriage. It was an amazing experience to see two beautiful grey horses and their drivers, in all their finery, arrive at the front gates with carriage in tow. Residents had the chance to be introduced to the horses and spent time admiring and patting them before they were assisted into the carriage. Staff became overwhelmed with emotion as residents, rosy-cheeked and with huge smiles on their faces, started waving like royalty to all the passers-by. It left the residents with a lasting sense that they were being looked at in a positive way by those in the community, thus increasing their feelings of self-worth.

Feedback indicated that it was the delightful reversal of having people wave to them, rather than look down on them, with one resident commenting that "if I died tomorrow I would be the happiest person alive". For some, this was the first time they had participated in an activity for a couple of years, despite being offered engagement many times.

This outing reiterated the 'can do' approach from staff across all our Seniors Living residential sites. They always maintain a strong focus on making a positive difference to the quality of life of our residents, responding in ways which enhance dignity, respect and integrity.

## RESIDENTIAL AGED CARE - SENIORS LIVING

### Dutton Court Independent Living Units (ILUs) – Elizabeth East

- 40 units co-located with Residential Aged Care Facility
- Two-bedroom, open plan, lock up garage with direct access to house
- Access to meals, café, resident lifestyle activities, hairdresser and allied health services
- ILU residents' lounge on site
- Waiting list applies

### All Hallows Mews –Westbourne Park

- 19 ILUs currently under construction, co-located with All Hallows Residential Aged Care Facility
- Ten street frontage villas (Norseman Ave)
- Two-bedroom plus study, open plan living with private courtyard and garage access to house
- Three street frontage villas (Monmouth Rd) - available November-December 2013
- Six two-bedroom ILUs closer to Residential Aged Care Facility with internal road access – available approximately November-December 2013
- Separate residents' lounge
- Access to meals, café, resident lifestyle activities, hairdresser and allied health services
- ILU residents' lounge on site
- Waiting list applies

### Grandview Heights – Trott Park

- 24 units co-located with Residential Aged Care Facility
- Two-bedroom, open-plan living
- Access to meals, café, resident lifestyle activities, hairdresser and allied health services
- ILU residents' lounge In Residential Aged Care Facility



# Housing

Report from the General Manager of Housing, Mr Andrew Davis

## FAST FACTS

Over **3,000** Potentially homeless people housed per annum

Over **1,600** Newly-arrived refugees supported and housed (AnglicareSA a national leader)

Over **800** Homes provided across metropolitan Adelaide

## HOUSING SERVICES

AnglicareSA believes that access to secure, affordable and appropriate housing is a fundamental human right, yet many South Australians struggle to achieve this. Housing stress and homelessness have a devastating effect on the health and well-being of a significant number of adults, families, young people and children. Those living without access to safe, sustainable housing represent the most disadvantaged and marginalised people in our society, yet Anglicare Australia's annual Rental Affordability Snapshot, conducted in April, revealed that less than one per cent of rental properties available in Adelaide were both appropriate and affordable for people living on low incomes.

To relieve poverty and to provide care for individuals, families and communities who are financially, emotionally, or socially disadvantaged, AnglicareSA is a significant provider of secure and affordable housing and related support services. During the past year, the difficult economic conditions have caused a steady increase in the demand for our housing services.

AnglicareSA now manages more than 900 properties within our Housing Services portfolio, making AnglicareSA one of the largest and most diverse non-government social housing providers in South Australia. This has been achieved through our own housing portfolio across metropolitan Adelaide, as well as through partnerships with the AnglicareSA Housing Association, Laura & Alfred West Cottage Homes Inc, Housing SA, and through head-leasing arrangements with numerous private landlords.

In December we opened a new development of 20 affordable housing units at Canterbury Close in Elizabeth East. This was made possible by the generous support of the Community Partnerships and Growth Division of Housing SA, and the Commonwealth Government's National Rental Affordability Scheme.

These new properties provide safe and affordable homes for people aged 55 and older, who live on low incomes.

This year has again seen significant growth in the provision of housing to refugees and asylum seekers. Funded by the Department of Immigration and Citizenship, AnglicareSA successfully accommodated and supported more than 900 newly arrived refugees and more than 1,300 asylum seekers, mostly from Afghanistan, Bhutan and Myanmar (Burma). We provided these refugees and their families with appropriate housing, basic household goods and tenancy support to assist them to integrate successfully into the community and settle into their new home environment.

The Housing Services portfolio also provides a range of property-related services, including the provision of household goods, cleaning services, removals and recycling services. These serve to maintain our housing properties and support programs, but importantly also generate income for AnglicareSA and provide employment pathways and volunteering opportunities for people who are unemployed. In the past year, we have provided more than 1,000 household goods packages, made more than 900 deliveries, performed around 700 house cleans, and recycled large amounts of household material that would otherwise go to landfill.

AnglicareSA is now positioning its Housing Services for a future of growth and opportunity, and is focused on becoming a Tier 1 Provider under the new National Regulatory Scheme for Community Housing. A number of exciting development opportunities in the coming years will enable AnglicareSA to further increase the number of marginalised South Australians to whom we provide secure and affordable homes.

“ ... less than one per cent of rental properties available were affordable ... ”

# Community Programs

Report from the General Manager of Community Programs, Mr Albert Barelds



“ Sam arrives at the Centre bright and bubbly ... and continues to make gains.

## PEOPLE WITH HIGH AND COMPLEX NEEDS

Community Inclusion programs have continued to grow over the past twelve months, cementing AnglicareSA's reputation as a specialist provider of disability and mental health services to vulnerable community members with high and complex needs.

Community Inclusion employs more than 180 staff and we are proud to have 38 Aboriginal staff in support and leadership roles, in particular in the Exceptional Needs and Personal Helpers and Mentors (PHaMS) Programs.

Accommodation services in particular have grown considerably. We have taken up the challenge to assume responsibility for supported accommodation services for up to 15 men with complex mental health, disability and behavioural challenges. Believing in the capacity of everyone to improve their situation, this new service will afford a group who are often forgotten the opportunity to build life skills. It will also enable some to transition to sustainable independent living.

Our (PHaMS) Program in the Playford region is focused on the Aboriginal community. By learning more about the true needs of the Aboriginal community, we have implemented a significant program in partnership with Kurna Elder and counsellor Rosemary Wanganeen, to offer loss and grief workshops and counselling. This is a chance for participants to understand the cultural loss and grief that underpins many of the issues Aboriginal community members face day-to-day. From September 2013, AnglicareSA will be expanding the PHaMS Program to the Barossa and Gawler region from a new site in Gawler, providing a gateway to the Barossa for this and other programs.



### A good news story

An Aboriginal woman had been given a house from Housing SA through AnglicareSA's Homeless Program. The lady was going to lose her accommodation as a result of the constant extra tenants in the property and property damage. The Emergency Needs team liaised with Housing SA to give her another chance, also working with up to 14 others staying at the property, to remove them respectfully. As a result of AnglicareSA's involvement, the lady's health was stabilised in her own property before reconnecting with her family in the country. This lady has now moved back to the country to stay with family on a permanent basis and is doing very well. Prior to this, she was at high risk of dying in the parklands.

## The Autism Specific Early Learning and Care Centre (ASELCC)

The Autism Specific Early Learning and Care Centre (ASELCC) at the Daphne Street Child Care Centre is a specialist child care service for 20 children with Autism Spectrum Disorder (ASD) or ASD-like symptoms. A significant focus of this last year has been on the major refurbishment of the Centre, funded by the Australian Government. The project was strategically managed with a focus on respecting the needs of the children and families who attend the Centre. A substantial amount of time spent on communication, planning and consultation with families, staff and other stakeholders ensured that throughout the process everyone remained positive and supportive. At the time of the project there was a risk of families leaving the program. However, the enrolment numbers actually increased, a testament to the success of the process.

Over the year there have been two significant partnerships cemented with AnglicareSA through the ASELCC Program. One partnership is with the University of South Australia, who will support the ASELCC with research, and the second is with Centre Support. Centre Support provides professional training, support and information services to child care centres and professionals, and has up to 67,000 professional members across Australia. ASELCC provides consultative support to Centre Support to share with other child care centres across Australia in best practice approaches to supporting children with ASD and their families within mainstream child care services. ASELCC will be partnering with Centre Support to deliver training workshops. ASELCC also features in the nationally-distributed Centre Support newsletter.

### A good news story

In 2012, Families SA made contact with the centre in regards to 'Sam', a three-year-old child from a culturally and linguistically diverse background who had experienced high levels of trauma and been removed from his family.

Sam required a unique approach to his individualised program, both because of his trauma-related background and the need to work with social workers as his household, rather than family. Based on his strengths and interests, Sam's goals were focused on building positive relationships, developing a secure base with his key ASELCC primary carer, providing a safe environment and building trust.

Sam settled in more smoothly than anyone had anticipated as a result of the time taken to plan and consider his specific needs. It was initially decided to enrol Sam for two days, but within the first fortnight he was able to increase his booking to four days. Since starting in the program, positive feedback has been reported by Families SA and primary carers. Sam arrives at the centre bright and bubbly, begins to engage immediately with staff and other children, and continues to make gains.



Prior to this, she was at high risk of dying in the parklands.

# Strengthening Families and Communities

Report from the General Manager of Community Programs, Mr Albert Barelds and the General Manager of Active Living, Ms Jackie Howard



## FAST FACTS

**20,000** Households assisted with food, clothing and utilities

**5,000** People supported with financial literacy and counselling

**600** Adelaide children cared for every night through foster care and children's services

## Emergency Assistance

AnglicareSA provided Emergency Assistance to nearly 8,000 households in the Adelaide metropolitan area in the 2012-2013 financial year. Emergency Assistance is available to individuals and families in crisis and may include food assistance, help with clothing, and financial assistance with utility bills and medication. Whilst AnglicareSA receives Australian Government funding for Emergency Assistance, we rely heavily on partnerships with parishes to provide donations of food and clothing as well as donations from the general public.

	Number of Households Assisted	Total Number of Visits	Total Value of Assistance Given to Households
Magdalene Centre, Adelaide	3,112	5,335	\$380,452.79
Elizabeth Mission, Elizabeth	2,081	3,445	\$147,572.55
Old Rectory, Salisbury	1,173	1,929	\$83,281.16
Picket Fence, St Marys	250	363	\$16,337.72
St Hilary's Morphett Vale	1,379	2,485	\$144,068.34

## Financial Literacy and Financial Counselling

The Financial Literacy and Financial Counselling teams continue to build strong relationships with the community, providing financial counselling, budgeting assistance and financial literacy workshops that empower people to take control of their financial independence and work towards a sustainable future.

### A good news story

Bill and Monica came to see a budget counsellor from the Place Based Financial Management Program. Bill had been unable to continue working due to unexpected illness and the bills were mounting up rapidly.

The budget counsellor identified that the couple were not receiving all the Centrelink benefits they were entitled to and assisted them with applying. The budget counsellor also completed a budget to reflect all income and expenses, and was able to call creditors to offer a realistic payment arrangement which everyone was happy with.

Bill and Monica continued to access the support of the service and are now able to start saving small amounts to put towards Christmas presents for their grandchildren.

## Homelessness Services

Homelessness services are delivered by AnglicareSA's Housing Inclusion Program (HIP) in the inner north and outer north. In early 2013, all elements of the service were bought together under one portfolio providing opportunities for clients to access the service that was most appropriate to their needs and in the areas where they had established personal networks. The incorporation of children's workers and boarding house workers has since fostered the growth and development of an extensive multi-disciplinary team.

In the delivery of services across the Playford, Tea Tree Gully, Port Adelaide Enfield, Salisbury and Gawler/Barossa/Light/Mallala regions, the team has been able to support people to retain accommodation or secure accommodation. The service delivery model provides case management that empowers clients to have long-term stability in their housing choices. This is undertaken with the assistance of strong community relationships and in partnership with stakeholders from a raft of government and non-government service providers.

In the 2012-2013 financial year, HIP delivered services to in excess of 3,000 clients, with the average length of intervention being approximately nine months. One third of those accessing this service were accompanying children.

The Tenants Information and Advocacy Service assisted more than 3,500 clients in the 2012-2013 financial year and appeared on behalf of more than 150 clients at the Residential Tenancies Tribunal and the Housing Appeals Panel.

## Communities For Children

Communities for Children, Playford and Onkaparinga, collectively delivered in excess of 50 programs in the north and south of Adelaide. The programs were offered in partnership with a range of organisations and community groups. Funding provided varied from \$5,000 to \$245,000 per annum and varied in focus, including but not limited to: parenting groups and support, child development, child-friendly initiatives, community development activities, 'Dads and their Children', peer mentoring for families, life skills for girls and boys at risk, bullying prevention and art and recreation engagement activities.

This 'whole of community' approach continues to strengthen communities and develop environments that enable children aged from birth to twelve years old, and their families to feel empowered, to engage, solve problems and create a community that is inclusive and supportive of all children and families. The activities build on the strengths of the community and the existing infrastructure of organisations, networks and resources.

“ ... it has increased my confidence in asking for and accepting assistance.

## A good news story

I can remember feeling anxious when I got my letter to attend a Centrelink workshop - people I didn't know, and what if there was a lot of stuff to fill in or read or do? I knew that if I didn't go I could lose my money. To help me get through it I took my 4 year old. I was really surprised when I got there everyone was friendly and they didn't even mind I had taken my son in fact they liked it. I never knew there were so many services and so much assistance for me and my son in the area. The good thing was hardly any paperwork to fill out. I was invited to Anglicare's "On the way" Café for a FREE coffee and decided to go with another girl from the workshop. I have been attending every Monday since and have found that it has increased my confidence in asking for and accepting assistance. My son even overcame his fear of water when he attended the free Big Splash at Elizabeth Aquadome. While I was at this event I was talking to a single dad with his daughter. "we said wouldn't it be great if there was a group "MUMS with Boys and DADS with Girls " - even better if there was fitness involved as gym membership is too expensive. From a Happy Young Parent - Communities for Children, Playford

## A good news story

A mother and her two children had left a domestically abusive and violent relationship. The mother was unemployed, socially isolated, without a driver's licence and she had health issues such as anxiety and alcohol abuse. Due to the trauma she experienced and ensuing mental health issues, there was a reluctance to engage with people and services, although she was keen for her children to have friends and positive experiences.

Over three months, the staff of Communities for Children, Onkaparinga, connected and built a positive and trusting relationship with the family. Through this relationship, the family agreed to attend a family camp at which the mother interacted well with the workers and the other families, despite her expectation to the contrary. During the scrapbooking sessions, she revealed that the camp had been the first ever family holiday and the photos used for scrapbooking were the first photos she had of her family. The mother and workers shared ideas about parenting, family functioning, maintaining and improving family relationships using mindfulness and reflective family time techniques and they also looked at how her own early childhood influenced the family. Other issues around child safety, child development through nutritional eating, sleeping techniques and managing children's emotions were all addressed using mentoring to suit the parent. The family was supported to attend other activities at local community centres, and the mother was able to set some small goals, such as obtaining her learner's permit and connecting with the local Aboriginal and Torres Strait Islander Health Services.

At the celebration dinner, the mother spoke about how the program had changed her. She was stronger, inspired to be more active in her local community and to obtain a driver's licence, have family fun, and she spoke of her improved parenting skills, knowledge and ability to be less reactive with the children.



## Connecting Children and Young People: Creating Opportunities

AnglicareSA's focus for 2013 has been on the provision of service delivery that "empowers children and young people to overcome past traumas and provide them with the skills, knowledge, confidence and self-belief to succeed, flourish and achieve their life goals".

### The Foster Care Program

The Foster Care Program has been working on service development and the implementation of a new model of practice, the Collaborative Parenting Framework. This ensures all foster carers have learning and development opportunities and support that is tailored to their family's needs. This new model identifies the foster care family's strengths and empowers the family in the provision of care of the state's most vulnerable children and young people.

Through the launch of the 2012 Foster Care – Join My Family recruitment campaign, AnglicareSA has assisted in creating awareness in the community about the needs for foster care, and has seen an increase in foster care enquiries and offers for support. The Foster Care Program recommended 44 new foster care families for approval in 2012-2013.

AnglicareSA's continuous improvement process has ensured a focus on the change in care needs for children and young people. The high and complex needs of children in care have increased significantly, requiring foster care families to be highly skilled and committed to providing therapeutic care environments. AnglicareSA's Fresh Start: Therapeutic Care Program has provided care for up to 23 long-term placements, working in partnership with the Australian Childhood Foundation and Families SA.

## Reunification Program

AnglicareSA's Reunification Program supports the connection and reunification of children and young people in care with their birth families and kin. A focus on the birth family's skills and strengths has enabled the family to feel empowered and become an agent of change, creating new opportunities, developing new skills and enabling a safe and caring environment to which their children can return. The Reunification Program has supported up to 54 children and their birth families, achieving an 88 percent reunification rate, to create safe, caring and nurturing home environments for children and their families.

## Youth 180: Independent Living Program

AnglicareSA support up to nine young people in the Youth 180: Independent Living Program by providing care tailored to build safe and secure relationships, teach life skills, mentor through education and vocational opportunities, and establish networks and community to support the young person as part of their transition to independent living.

The Youth 180 Program took part in CREATE's annual Great Race in the city, which helps young people under guardianship find services and agencies that may help them once they leave care. The Youth 180 team were able to introduce and share information about the Youth 180 Program, as well as a number of other AnglicareSA programs available to young people as they move toward independence.

The young people who took part were offered the St Luke's Symbols Card to prompt their hopes for what the Great Race would provide for them. They told us they were looking forward to "having fun, some good spirit, good weather and to gain directions to a better life".

## Evolution Program

Evolution is an informal educational space for young people who have been suspended or excluded from school.

### A good news story

'Joyce' was referred to the Evolution Program in 2011 due to regular exclusion and refusal to participate in mainstream schooling at Woodville High. She is a resident at a Families SA Community Residential Facility and under the Guardianship of the Minister.

The Families SA Social Worker requested individual support with literacy, numeracy and social skills, hoping that Joyce would be able to overcome her issue with authority figures, learn to communicate effectively with adults and her peers, and be able to reintegrate back into mainstream school.

Joyce was enrolled to attend the Evolution Program for four days per week, and engaged in one-to-one literacy and numeracy support with access to the Introduction to Vocational Education Certificate (IVEC) 1. She was also eager to participate in other activities, ranging from sports, arts and crafts, group work and internally-run programs such as art therapy, off-site excursions and cooking.



Joyce formed a fantastic rapport with all staff and was re-enrolled in the Evolution Program in 2012. She has been allocated an Evolution case worker to help support her with education outcomes and social and emotional needs. Joyce has now completed 16 modules towards her IVEC 1 and a Certificate in Retail Skills. She was involved in the Create Foundation Program, accessed from the Evolution Program, working towards a Bronze in The Duke of Edinburgh's Award, had attended two camps and received her First Aid Certification. Joyce is currently completing the new Certificate in Education and Skills Development 1.

Joyce continues to maintain her rapport with staff at the Evolution Program, has good attendance, and continues to have support through therapeutic and trauma-sensitive practices to help with her social and emotional needs.

Her long-term goals are to reintegrate into alternative education, such as TAFE, and to gain certification in hair and beauty, or in a retail trade.

## Y-connect

Y-connect provides a flexible learning environment for students at risk of disengaging from school from years six to twelve, and provides assistance with literacy, numeracy and life skills.

## A good news story

In 2009, John was referred to the Innovative Community Action Networks - Flexible Learning Options (ICAN-FLO) Program by his high school due to a high level of truancy and behavioural issues. The ICAN-FLO Program assists young people to re-engage successfully in learning and with learning pathways.

John was considered to be one of the students who did not believe in education and training, or employment. John believed he was 'hopeless' as a result of his family background and the stereotyped negative image of the suburb of Elizabeth. He had a father in jail, a mother with a history of substance abuse and the family was dependent on Centrelink income. This was the life he once thought he deserved. In fact, during one case meeting John responded that he wanted to do nothing with his life and had resolved to accept Centrelink payments for the rest of his life.

John knew he wanted to have a 'good future' but was frustrated by a belief that it was almost impossible to achieve. However, he took the opportunity provided by the school in the FLO program. He attended his case meetings regularly

and started to vocalise his multiple barriers, identify his strengths and weakness, and develop strategies to achieve a 'good future'. He began to improve his literacy and numeracy skills through RISE (Mission Australia) through regular attendance at classes, his first step to positive change. As a result, he became more confident and began to discover career interests in the construction industry. John's commitment to achieving his certificates was admirable.

In 2011, John's first step to achieving his career goal came through completing Certificate 1 in Engineering, and CI in Construction. He went on to achieve his Certificate 2 in Engineering in 2012 at Para Worklinks. It was there that John's confidence became evident. He continued to work towards his career goal by using support from the FLO program, and also enhanced his employability skills by completing short courses such as Working Safely at Heights, Apply First Aid, Forklift Licence, White Card Course, along with gaining his learner's permit.

Despite his unfortunate circumstances of growing up with a history of violence, substance abuse and homelessness, John decided to challenge himself to build a better future. John's achievement is both admirable and inspirational. John continues to attend his FLO case meetings, is engaged in AnglicareSA's Generate program, is working towards gaining his provisional driver's license, and on the way to completing CII in Furniture Making. He is determined to achieve his future goal, an ambition a long way from what he once thought was possible.



## Star Bear and Star Bound Camps

Three camps have run this financial year with approximately 75 children and teenagers in attendance. The camps are run with the support of donations and small grants to assist children that have suffered the loss of a close family member. The camps give time and space to grieve and remember their loved ones in a supportive environment.

## Living Beyond Suicide (LBS)

LBS is a suicide postvention program supporting all areas of the local community affected by suicide. LBS staff and volunteers have assisted 35 families, 51 individuals and many local communities this year. The program has the invaluable support of 22 volunteers with nine new volunteers recruited.

## Loss and Grief (Incorporating Star Burst)

The Loss and Grief Centre is a unique service in Adelaide offering counselling to adults, children and families that have suffered some loss in their lives. This year the centre has received 120 new referrals, and the inclusion of a Star Burst counsellor specifically for children has allowed a greater reach into the community.

### A good news story

A client attended the Loss and Grief Centre two years ago following the death of her child. The ensuing months found her occupying a dark mental place as she struggled to cope with a world that had suddenly and callously robbed her of everything that was dear to her. I had not seen the client for several months when I recently received an email from her. She wanted to thank me for the "support, patience and kindness" she received, which gave her "perspective" and "a light" when all seemed so dark. Her current situation is vastly different to where she was two years ago. She is finding joy once again in her life, new relationships have developed and she has directed her energy into a cause for children, in memory of her son. The client conveyed that without our help, she would not be where she is today.

### A good news story

Being elderly and caring for an elderly family member can take a sizable toll on the carer. This was the discovery of one woman when she landed, mentally exhausted, in hospital. On returning home she accepted a Community Aged Care Package but tried hard to discourage the carers from attending, determined to manage on her own. "But she just kept coming", she reports of her care worker. The care worker persistently fronted as scheduled, bringing ideas and choices of things to do. Today our elderly client warmly reports a good relationship with her carer and being engaged in gardening, painting, social outings and going back to church.

### A good news story

Financial difficulties had led a woman in her mid-70s to residing with her family. For a number of years she shared a bedroom with a family teenager, had no space to call her own, and felt homeless. At the time of coming to Housing Support for Older People she reported having lost her sense of self and being very unhappy. Taking the woman's wishes and needs into account, Housing Support for Older People supported her in locating and securing an Independent Living Unit in close proximity to her family. She now reports feeling back to her old-self, happy in making plans for the future and enjoying her family again.

# Sustainable AnglicareSA



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...our people have the skills and abilities to provide the highest level of service and care.

## PEOPLE AND CULTURE PORTFOLIO

Report from the General Manager of the  
People and Culture Portfolio, Ms Sharyn Osborn

People and Culture provides AnglicareSA leaders with quality expertise in people strategies, systems and processes, to ensure employee well-being in a safe and positive workplace. People and Culture provides the framework for AnglicareSA leaders to enable the growth and productivity of their people in order to achieve the organisation's goals. With more than 1,500 staff and 900 volunteers, our organisation recognises the importance of ensuring that our people have the skills and abilities to provide the highest level of service and care for our residents and clients. More than 205 individual training development programs were run throughout the year and 120 people obtained an accredited vocational qualification.

A review of the induction process resulted in the redesign of the corporate orientation program. Participants have strongly indicated that the program has significantly increased their awareness of the organisation and has assisted them to settle into their new role. Additional work has commenced to review the organisation's training and development programs to ensure ongoing improvement and quality outcomes for our people.

We place a high emphasis on recruiting quality candidates who will espouse our values, and have the skills we need to deliver effective services to the community. We have advertised more than 200 vacancies in the past year, creating opportunities for both internal and external candidates in our sector. Employee turnover has improved since last year, and is down from 16 per cent to 13 per cent.

The introduction of the new Work Health and Safety legislation has meant a review of our policies and procedures. Our Lost Time Injury Frequency Rate is 6.9 lost time injuries per million hours worked, which is significantly less than the average industry Lost Time Injury Rate of 11.2. We have introduced a comprehensive range of staff health and well-being initiatives, including flu injections, gym membership discounts, awareness programs for breast cancer, diabetes and mental health, private health discounts and journey insurance.

## QUALITY AND PRACTICE DEVELOPMENT PORTFOLIO

Report from the General Manager of the Quality and  
Practice Development Portfolio, Ms Anne Maddock

The Quality and Practice Development Portfolio was recently formed to combine new and existing support service areas. The team, together with internal and external stakeholders, has contributed to significant achievements in the following areas:

### 1 Quality, Safety and Risk

AnglicareSA achieved Quality Improvement Council Accreditation for three years. Success in this area is partly attributed to progressive implementation of the Quality and Clinical and Social Care Governance frameworks leading to:

- Review of the Committee structure to integrate quality and safety governance
- Continued implementation of a comprehensive Internal Quality Audit Program linked to continuous improvement
- Implementation of an internal Root Cause Analysis procedure which proactively reviews actual and potential critical incidents for continuous improvement
- Development and implementation of an Infection Control Strategy Plan
- Incident and Critical Incident Reporting training for managers.

The systems and processes of the Clinical and Practice Governance Framework continue to be implemented through the investment of a new role in the Practice Development Manager who has progressed the:

- Review and redevelopment of the Better Practice Committee
- Development and implementation of a practice review approach
- Review of key customer focus policies, plans and strategies.

The Risk Management maturity of the organisation has reached the next level, with the ongoing overseeing of the Organisational Risk Profile and significant reduction in risk achieved. Additional Sub-Risk Profiles are overseen in the area of quality and safety for our staff, clients and residents. There has also been progressive rollout of Risk Management at the operational level and the development of a sound process for Business Continuity, to ensure no or limited disruption to our core business functions.

## 2 Information and Knowledge Management

An information and knowledge strategic framework was developed that sets out a path for improving AnglicareSA's processes and practices across the organisation. This will ensure that we will have more informed decision-making and provide greater customer service.

The following key achievements progressed from the action plan include:

- Redevelopment of the organisational intranet to provide an innovative and easy to use mechanism for disseminating information across the organisation
- Implementation of a records management program including a review of sentencing time-frames and the removal of more than 6,000 boxes of hard copy archives to a centralised storage facility.

## 3 Research

AnglicareSA has invested in the design of a new research agenda and associated business model to carry research through its next three-year cycle. The successful Research to Practice seminars have demonstrated the strength of our partnership with Flinders University, with a record 245 people in attendance at one seminar and 330 overall.

Other achievements include:

- The approval of nine external ethics applications
- The generation of numerous internally-driven projects, with 25 projects active at all times
- The securing of two Australian Research Council (ARC) Linkage grants, valued at \$438,952
- A grant from the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) of \$21,725
- Income for research consultation of \$10,200
- The finalising of eight reports and papers, including one peer-reviewed and one under peer-review.

## ABORIGINAL SERVICES

Report from the Director of Aboriginal Services, Ms Sonia Waters

In September 2012, AnglicareSA developed its first Reconciliation Action Plan (RAP). In doing so, we joined the national movement to publicly acknowledge and formalise our organisation's commitment and contribution to reconciliation in Australia. Our RAP affirms commitment to practical and symbolic actions that will contribute to our shared vision for a reconciled Australia. We are well on our way to achieving the 27 strategies within our RAP.

Over the past twelve months we have paid particular attention to strengthening existing relationships and building new partnerships with Aboriginal people, communities and service providers. We have also looked within our own organisation, supporting and encouraging staff and volunteers to be culturally respectful, inclusive and competent in the delivery of our services to Aboriginal people and communities.



### We have:

- Led the South Australian Recognise Campaign under the national Recognise movement to demonstrate our support for recognition of Aboriginal and Torres Strait Islander peoples in Australia's Constitution
- Actively participated in the Journey to Recognition walk from Melbourne to Adelaide
- Renewed relationships with the Point Pearce Aboriginal community and we continue to actively support the Diocese of Willochra to foster this relationship
- Supported and co-funded the St Francis Boys' Home Reunion
- Co-hosted a National Reconciliation Week event in partnership with Tauondi College and Life Without Barriers, entitled Reconciliation in the West. In excess of 600 Aboriginal children, young people, families and elders attended this event.
- Actively participated in significant Aboriginal cultural events, such as the anniversary of the National Apology to the Stolen Generations, Sorry Day, National Reconciliation Week, War Memorial Service commemorating Aboriginal and Torres Strait Islander People's participation in the Defence Forces, NAIDOC Week and the 40th Anniversary of Tauondi College
- Financially contributed to the establishment of an Aboriginal and Torres Strait Islander War Memorial to be erected at the Torrens Parade Ground, Adelaide
- Facilitated formal in-house training for 291 staff and volunteers to develop respectful service responses in working with Aboriginal people and communities

- Sponsored two Aboriginal young people to participate in Youth Parliament
- Sponsored one Aboriginal student to participate in the UN Youth Conference held in Adelaide
- Expanded our supplier diversity to ensure Aboriginal businesses are on our preferred-provider list
- Appointed Aboriginal staff and engaged an Aboriginal consultant to review our case planning and case management practices across Out-of-Home Care, Family Reunification and Aboriginal Mental Health
- Ensured that we nominated Aboriginal people, communities and services for recognition awards. As an example, AnglicareSA nominated Ms Amy Levai, South Australia's first Aboriginal teacher for recognition of her lifelong commitment to teaching in South Australia. The Department of Education and Child Development recognized Ms Levai through the introduction of ten Scholarships in her honor, for Aboriginal students to undertake their teaching qualifications. Sonia Waters was nominated by AnglicareSA for the Premier's NAIDOC Award and was one of three finalists. Mado Nimanis received national recognition for her outstanding contribution to Money Business.
- Ensured that AnglicareSA's Charter of Rights includes the cultural rights of Aboriginal people who use our services
- Established a subcommittee to the Board, Reconciliation and Cultural Respect Subcommittee, to oversee the implementation of the RAP and to guide the continued maturity of our organization in working with Aboriginal people, families and communities.

The urgency to improve life outcomes and increase the life expectancy of Aboriginal people in South Australia is the responsibility of us all. We have improved the way in which we engage, and listen and respond with Aboriginal people and, along with our service provision, we have increased access and expansion of programs and services to better meet the needs and aspirations of Aboriginal people. However, we recognise and acknowledge that we still have a long way to go.

## A CULTURALLY DIVERSE ANGLICARESA

The Australian community is uniquely diverse, and since the Second World War more than seven million migrants have settled here. AnglicareSA believes in the strength and value of a multicultural community and that we benefit from and should support multiculturalism among our staff, volunteers, clients and residents. There is no 'one size fits all' model and we therefore strive to achieve a diverse and inclusive organisation through our commitment to a multicultural workforce, and our focus on delivering culturally appropriate and accessible services to Culturally and Linguistically Diverse (CALD) communities.





Our commitment to a multicultural AnglicareSA is underpinned by AnglicareSA's vision of "justice, respect and fullness of life for all". Indeed, one of our core values is "equality – we treat people with respect and ensure that there is equal access to our services". The theme of diversity and multiculturalism at AnglicareSA is also woven through a number of key organisational policies, including those for Diversity and Inclusion, Service Provision, and Engaging with People, Families and Communities.

Going forward, AnglicareSA is in the process of developing a new strategic plan which will feature a specific strategic priority area and measurable key performance indicators around "diverse and multicultural clients and workforce". This will ensure that we will continue to improve the cultural sensitivity in working with our clients, as well as with our staff to develop appropriate cultural competencies.

Currently, AnglicareSA delivers a range of specialist services for CALD clients. These include housing and support services for refugees and asylum seekers, Newly-Arrived Youth Service (NAYS) for refugee youth, and the Gambling Counselling Service for the Cambodian community. We deliver these specialist services supported by working partnerships with multicultural organisations such as Multicultural SA, Migrant Resource Centre of SA and the Australian Refugee Association.

AnglicareSA also strives to ensure that our broad range of services is accessible and culturally appropriate for CALD clients. We employ a range of practices to ensure that our services are multicultural, including:

- Recruitment and retention of staff and volunteers from a wide range of cultural backgrounds
- Provision of training in cultural awareness, sensitivity and competence to staff and volunteers
- Developing strong links with and promoting AnglicareSA's services to various CALD community groups
- Using trained interpreters to provide important information in the client's preferred language
- Where possible, providing printed documents translated into the client's preferred language
- Careful matching where possible of volunteers and clients from the same cultural background
- Displays of culturally-diverse artwork and cultural symbols in AnglicareSA premises as well as including photographs of diverse cultural groups in our publications
- The provision of culturally-appropriate food to refugee and asylum seeker clients that are supported within the accommodation programs.

Another less-formal way that AnglicareSA and staff celebrate multiculturalism is through participation in multicultural activities and events. During key times such as Refugee Week and Harmony Day, staff, volunteers and clients are involved in multicultural morning teas, cultural performances, a cultural artwork display and even a photo exhibition in the Cathedral.

AnglicareSA is proudly multicultural.

## A good news story

NAYS works with CALD young people aged 12 to 21 who are homeless or at risk of homelessness.

In 2013, Families SA contacted NAYS in regard to Marc, thirteen, who had left home after an incident two weeks earlier. Marc had found living with his father and step-family intolerable and decided that he would rather live on the streets than go home. Marc spent some nights sleeping in a park.

Using strategies around cultural sensitivity and the service of interpreters, the NAYS worker mediated between Marc and his father to find a suitable solution. It became quickly apparent that Marc could not return to live with his father and with the support of NAYS, Marc has found a stable living environment with extended family. He now lives with his uncle, which Marc's father is very pleased about as his son is still closely connected to the family. Marc has changed school and feels he now has control over his home life and is much more settled. Marc continues to have NAYS support.

## PASTORAL CARE AND PARISH DEVELOPMENT

Report from the Manager of Pastoral Care and  
Parish Development, Mr Peter Burke

### Pastoral Care

AnglicareSA recognises the importance of pastoral care for its staff, volunteers and for households providing foster care. Chaplaincy support is available for personal or work-related reasons.

Sometimes there is a need to debrief or have an informal conversation with someone who is just prepared to listen. For others, there is a need to journey with people to make sense of a difficulty or make an important decision.

### Spirituality at Work

AnglicareSA continues to provide opportunities for staff and volunteers to connect their belief and values with their daily work. This has included the Annual Service and Reflection, Lent Studies, team building sessions for staff, regular prayer times in the chapel of St Barnabas, the AnglicareSA Singers and The Gathering. The Gathering is held bi-monthly at different sites and Anglican parishes as an opportunity for AnglicareSA paid staff, volunteers and interested parties to explore the connection between work and faith in a friendly, inclusive and open environment. This encourages the expression of spirituality at work as something which enhances the life of AnglicareSA.

Faith communities continue to meet for worship and reflection through our six residential aged care sites. This important spiritual anchor is facilitated through the ministry of our site chaplains together with pastoral associates from local parishes.



## Parish Community Engagement

AnglicareSA currently connects with the local mission of 34 parishes in the Diocese of Adelaide and with two parishes in each of the Dioceses of The Murray and Willochra. This includes part-time staff support for the Anglicare Whyalla Outreach Centre, which continues to strengthen and deepen.

St Mary's, with AnglicareSA, continues to enhance the work of The Picket Fence, Project Centre and Community Garden. This year The Picket Fence celebrated 20 years of active service in their local community with the support of AnglicareSA and influential leaders within the local councils.

St Bede's with AnglicareSA focuses on the work of the St Bede's Drop-in Centre and the monthly Semaphore Community Market.

The Refugee Homemaker Kit project provides items to turn a house into a home for on-arrival refugees. Its re-launch, supported through the AnglicareSA Refugee Housing Program, coincided with AnglicareSA taking on a Government tender to house 3,000 new arrivals to Adelaide over the next six months. More than 150 kits have been provided by parishes and schools across the Adelaide Diocese and beyond.

The AnglicareSA Parish Community Engagement Fund provided resources for new initiatives during the year, including:

- Little Chad's outreach at St Chad's, Fullarton
- Community Drop-in "Open House" at St Francis of Assisi, Christies Beach
- St Hilary's Men's Shed at St Hilary's, Morphett Vale
- Feed the Hungry at Holy Cross, Elizabeth
- Op Shop community development project at The Church of the Resurrection, Kidman Park.

The fund is administered through the work of the Joint Anglicare-Diocese of Adelaide Parish Partnerships Committee (JADAPP) who also support the parish community engagement aspects of AnglicareSA's work more generally.

## MEDIA AND COMMUNICATIONS

Report from the General Manager, Ms Julianne Siggins

AnglicareSA's media and communications team has had a successful year with widespread media coverage across major metropolitan, regional and suburban outlets for AnglicareSA's programs and campaigns.

Highlights included a media announcement driven by the media and communications team that AnglicareSA would switch our fleet of motor vehicles to the Elizabeth-built Holden Cruze, to support local jobs and manufacturing.

Collaborating with the Premier of South Australia, who supported AnglicareSA's initiative, the announcement achieved news media coverage across major outlets including Channel 7, Channel 9, Channel 10, ABC TV, ABC 891 Adelaide, FIVEaa, Mix FM, Cruise, The Advertiser and Radio Adelaide with a PR reach of 1.5 million\*.

The media and communications team supported AnglicareSA's marketing-driven initiative for the Winter Appeal, with Triple M radio announcers sleeping out in the South Parklands for a night to draw attention to the plight of people experiencing homelessness. The coverage extended to Triple M's breakfast program being broadcast from the Parklands with interviews of AnglicareSA staff and clients, and presenter Ali Clarke dedicating her three-quarter page column in The Advertiser to her experience. The media and communications team also secured Senator Nick Xenophon, reality TV stars Amity Dry and Phil Rankine, and The Advertiser's Petra Starke as debaters for AnglicareSA's annual Great Debate, which launched the Winter Appeal.

Nationally, Anglicare Australia coordinated the Rental Affordability Study and AnglicareSA achieved ongoing media coverage, including the interview of a client who was previously homeless but is now in stable accommodation and in employment because of support from AnglicareSA.

In the week leading up to Mother's Day, an AnglicareSA foster parent featured in The Advertiser and on 5AA.

AnglicareSA is a strong voice in the community on topics such as homelessness, increasing costs of living, housing affordability, emergency assistance, financial literacy, foster care, indigenous issues and youth programs. The media and communications team promotes the role of key AnglicareSA staff as spokespeople across these areas.

\*Formula to calculate this figure of people reached by the announcement is television and radio audiences + print circulation \* 2.5

## STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
Revenue	103,872,791	99,417,502
Other income	1,464,386	2,867,967
Employee benefits expense	(76,470,821)	(70,459,629)
Depreciation and amortisation expense	(5,024,200)	(3,999,439)
Property costs	(9,826,713)	(9,468,930)
Travel and motor vehicle costs	(3,249,229)	(3,478,639)
Repairs and maintenance	(2,930,585)	(2,298,923)
Materials	(921,076)	(1,005,729)
Inventories	(1,624,128)	(1,940,366)
Food Supplies	(2,700,540)	(2,585,283)
Subcontract payments	(1,705,129)	(1,885,668)
Finance costs	(1,103,149)	(946,645)
Other expenses	(2,549,025)	(4,653,840)
Operating surplus/(deficit)	(2,767,418)	(437,622)
Capital grant	1,300,000	-
Surplus for the year	(1,467,418)	(437,622)
Other comprehensive income		
Items that will not be reclassified subsequently to profit or loss		
Revaluation changes for property, plant and equipment	4,141,120	9,806,904
Items that will be reclassified to profit or loss when specific conditions are met		
Net fair value movements for available-for-sale financial assets	1,230,058	(447,971)
Net gain/(loss) on revaluation on equity mortgage	-	76,440
Other comprehensive income for the year	5,371,178	9,435,373
Total comprehensive income for the year	3,903,760	8,997,751

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2013

	2013 \$	2012 \$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	17,820,748	11,505,856
Trade and other receivables	5,316,372	5,728,362
Inventories	220,849	447,746
Other financial assets	6,951,885	6,205,813
Current tax receivable	439,509	-
Other assets	1,744,767	879,440
<b>TOTAL CURRENT ASSETS</b>	<b>32,494,130</b>	<b>24,767,217</b>
<b>NON-CURRENT ASSETS</b>		
Trade and other receivables	160,440	160,440
Property, plant and equipment	153,128,544	153,744,816
<b>TOTAL NON-CURRENT ASSETS</b>	<b>153,288,984</b>	<b>153,905,256</b>
<b>TOTAL ASSETS</b>	<b>185,783,114</b>	<b>178,672,473</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	6,334,146	6,252,934
Borrowings	30,483,077	29,141,042
Current tax liabilities	-	1,951
Short-term provisions	35,000	930,000
Employee benefits	5,265,672	5,756,994
Other financial liabilities	8,405,704	7,857,984
<b>TOTAL CURRENT LIABILITIES</b>	<b>50,523,599</b>	<b>49,940,905</b>
<b>NON-CURRENT LIABILITIES</b>		
Borrowings	20,000,000	18,332,346
Employee benefits	1,363,535	407,002
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>21,363,535</b>	<b>18,739,348</b>
<b>TOTAL LIABILITIES</b>	<b>71,887,134</b>	<b>68,680,253</b>
<b>NET ASSETS</b>	<b>113,895,980</b>	<b>109,992,220</b>
<b>EQUITY</b>		
Reserves	36,424,666	29,997,278
Accumulated surplus	77,471,314	79,994,942
<b>TOTAL EQUITY</b>	<b>113,895,980</b>	<b>109,992,220</b>

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from residents and other users (including government funding)	101,359,968	99,761,105
Payments to suppliers and employees	(103,758,139)	(98,768,572)
Receipts from donations and fundraising	1,596,130	1,738,498
Net cash provided by (used in) operating activities	(802,041)	2,731,031
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of plant and equipment	8,392,243	763,500
Proceeds from sale of investments	477,151	3,276,975
Purchase of property, plant and equipment	(8,466,843)	(24,660,600)
Purchase of financial assets	-	(3,302,000)
Receipts from rent, investment interest and other distributions	3,111,669	4,769,814
Net cash used by investing activities	3,514,220	(19,152,311)
CASH FLOWS FROM FINANCING ACTIVITIES:		
Receipts from resident loans	8,328,339	8,281,164
Repayment of resident funding loans	(4,697,793)	(5,528,366)
Finance costs	(1,103,149)	(1,148,758)
Proceeds from borrowings	20,496,203	19,420,887
Payment of borrowings	(19,420,887)	(9,000,000)
Net cash used by financing activities	3,602,713	12,024,927
Net increase (decrease) in cash and cash equivalents held	6,314,892	(4,396,353)
Cash and cash equivalents at beginning of year	11,505,856	15,902,209
Cash and cash equivalents at end of financial year	17,820,748	11,505,856

## INDIVIDUAL DONORS

The generosity of our individual donors over the past year has enabled us to provide camps for grieving children, to ensure families around Adelaide have food and gifts at Christmas, and to provide swags and financial counselling for people sleeping rough in winter.

### ● Highlight

Our Winter Appeal was centred around the need for compact swags for people sleeping rough. One extremely generous donor came in and donated enough money to cover the costs for ten swags – an admirable example of local people helping local people.

## HOPE PARTNERS REGULAR GIVING

Our Hope Partners, through their monthly pledges, provide essential and reliable funds which allow us to continue to run our programs which rely solely on donations. These programs include emergency assistance, loss and grief services, and many more.

## TRUSTS AND FOUNDATIONS

Donations from philanthropic trusts and grants allow us to go above and beyond in the work that we do in the community.

### ● Highlight

We were extremely fortunate to be presented with the proceeds from the Coopers Foundation's annual Golf Day – this donation of over \$80,000 went to our Generate Program, working with young people in Adelaide's northern suburbs to combat intergenerational unemployment and build strong and resilient futures.

## BUSINESSES

We are fortunate to have been supported over the past year by a number of South Australian businesses via financial donations, corporate volunteering, sponsorship, event participation, workplace giving, donation of goods and more.

## FUNDRAISING EVENTS

Our two major annual fundraising events, The Great Chefs of Adelaide Lunch and The Great Debate Breakfast, generated important funds for the Generate Program, and our Winter Appeal. This would not be possible without the support of all involved, including the sponsors, the produce and wine donors, the auction donors, the International College of Hotel Management, the speakers, the chefs, the volunteers and of course all who attended and supported these fantastic events.

## SCHOOLS AND PARISHES

We are constantly overwhelmed by the support of schools and parishes around Adelaide, and the past year was no exception. Christmas in particular saw a large number of schools and parishes arranging collections of food and gifts which were then distributed through our emergency assistance centres to vulnerable people in our community.

## BEQUESTORS

We greatly appreciate the generosity of all supporters who have considered AnglicareSA in their Will, and we sincerely thank their families for their support. Bequests are extremely valued, and enable the organisation to invest and plan for the future.

# Donor Acknowledgements

## ACKNOWLEDGEMENTS

The board, management and staff of AnglicareSA would like to sincerely thank every person and organisation who has supported our work during the past year – we couldn't do it without you.

We would in particular like to acknowledge the following major contributors.

## BUSINESSES

Adelaide Arcade  
Adelaide Summer Orchestra  
Advanced Australian Packaging  
Air Apartments  
Amadie Investments  
Argo Investments Ltd  
Aussie  
Australian Migration Options Pty Ltd  
Bank SA  
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Playford Libraries



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## TRUSTS AND FOUNDATIONS

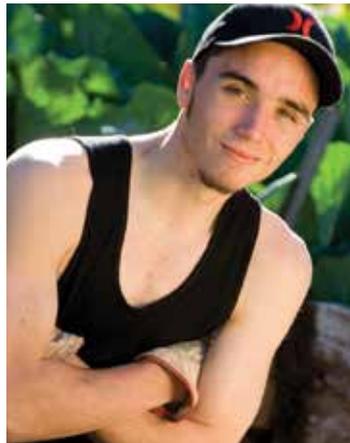
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B Mullins  
G Rychter  
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I Skujins



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



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