

ANGLICARESA

**ANNUAL REPORT
2014-2015**



CARE IN ACTION

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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ANGLICARESA
ALICE
Registered Nurse
Grandview Court

VALUES AND
BEHAVIOURS

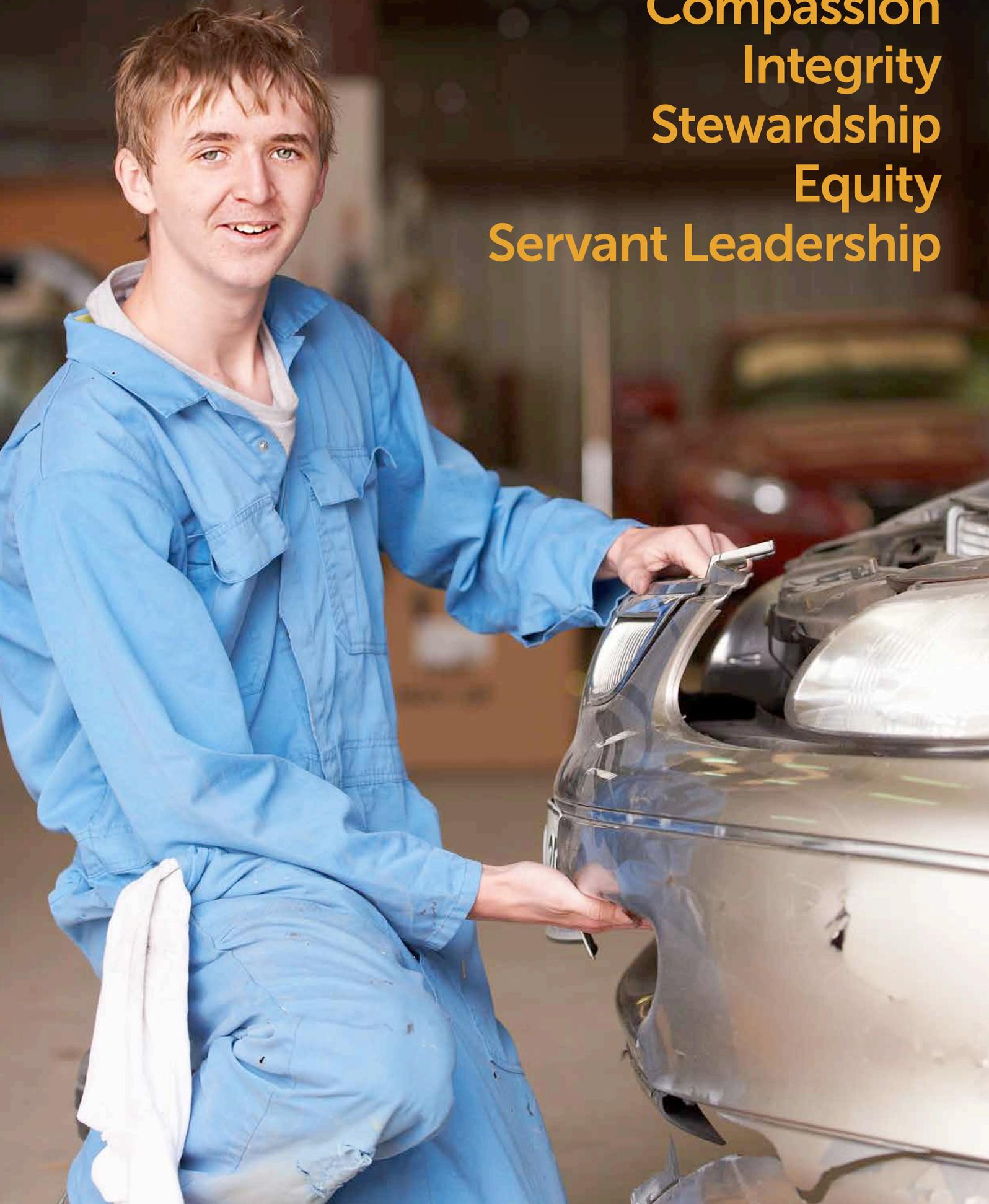
Compassion

Integrity

Stewardship

Equity

Servant Leadership



FOREWORD FROM THE PRESIDENT



ANGLICARESA HAS BEEN AN IMPORTANT PART OF THE EXPRESSION OF LOVE AND CARE BY THE ANGLICAN COMMUNITY IN ADELAIDE FOR MORE THAN 150 YEARS.

As the major service arm of the Adelaide Diocese of the Anglican Church, AnglicareSA makes a significant difference to the lives of individuals, families and communities across our state, each and every day.

In my role of President of AnglicareSA I am proud of the continued growth and evolution of the organisation that has become SA's largest non-government social services provider.

Our programs are a practical expression of Christ's love to more than 55,000 South Australians annually, assisting people throughout every stage of their lives, from before birth right through to senior years. We make a positive difference to quality of life, responding to needs and issues in ways which enhance and protect dignity and integrity and promoting social justice.

Together, this year, the Diocese and AnglicareSA celebrated a significant moment for the Church in South Australia. On April 11 Archbishops and Bishops from around Australia and overseas gathered at St Peter's Cathedral to recognise and celebrate the Episcopal Ordination of South Australia's first Aboriginal Bishop.

The consecration of The Rev'd Christopher McLeod to Assistant Bishop with special responsibility for ministry alongside Aboriginal people in South Australia, was a landmark appointment. AnglicareSA is supporting Bishop McLeod's appointment and we are pleased to be a partner through his Chaplaincy of AnglicareSA's Aboriginal staff and his ministry to the wider Aboriginal community.

I thank God for the volunteers, staff and board members who make such a valuable contribution to AnglicareSA and to the lives of so many South Australians.

A handwritten signature in black ink that reads "+ Jeffrey Adelaide". The signature is written in a cursive, flowing style.

THE MOST REVEREND
DR JEFFREY DRIVER,
Archbishop of Adelaide
and President of AnglicareSA

THE MOST REV'D DR JEFFREY DRIVER

ANGLICAN ARCHBISHOP OF ADELAIDE - METROPOLITAN OF SOUTH AUSTRALIA - PRESIDENT OF ANGLICARESA, ADELAIDE - CHAIR OF ST BARNABAS COLLEGE, ADELAIDE
ADJUNCT LECTURER IN ECCLESIOLOGY, CHARLES STURT UNIVERSITY, SCHOOL OF THEOLOGY.

Prior to taking up the position of Anglican Archbishop of Adelaide, Jeffrey Driver was the Bishop of Gippsland in Victoria. As Bishop of Gippsland he was a member of the Council of Anglicare Victoria and also the Council of Trinity College.

A parish priest for many years, he has also served as the Executive Director of St Mark's National Theological Centre in Canberra and was founding Head of Charles Sturt University's School of Theology. Currently he is an adjunct Lecturer within Charles Sturt University's School of Theology.

When appointed Archbishop of Adelaide, Jeffrey Driver was instrumental in the formulation of a response to victims of sexual abuse within institutions connected to the Diocese of Adelaide. Throughout his time as Archbishop he has been outspoken about the sexualisation of children in Australian society and a strong supporter of developed safer ministry processes. He has been a long-term advocate of the ordination of women.

Passionate about issues of global inequality, Archbishop Driver has been instrumental in developing links between the Diocese of Adelaide and the country of South Sudan. He leads a journey of young South Australians into a developing world experience overseas every two years.

Among the other social issues that the Archbishop often speaks publicly about are refugee and asylum seeker policy and online and poker machine gambling concerns. He has convened the Anglican Migrant and Refugee Network and was an ecumenical to the World Council of Churches Assembly in Busan, Korea 2013.

Over a number of years the Archbishop has been an advocate for a more comprehensive Australian response to climate change and environmental degradation, arguing that environmental questions were spiritual questions that the Church could not avoid.

Archbishop Jeffrey is married to Lindy and they have two adult children. Jeffrey's recreational interests include fly-fishing, music (jazz), gardening and reading.

REPORT FROM THE BOARD CHAIR

ANGLICARESA PROUDLY TRACES ITS HISTORY TO 1860 AND IS NOW THE LARGEST COMMUNITY BASED NON-GOVERNMENT SERVICE PROVIDER IN SOUTH AUSTRALIA. IN ITS VISION OF 'JUSTICE, RESPECT AND FULLNESS OF LIFE FOR ALL' ANGLICARESA SEEKS TO EXPRESS GOD'S LOVE THROUGH CARE, COMMUNITY AND JUSTICE AS AN EXPRESSION OF THE LIFE AND MISSION OF THE WIDER ANGLICAN CHURCH IN SOUTH AUSTRALIA.

This year, we've continued a theme of recent years - growth and consolidation. We've not been afraid to make some big decisions and head in new directions in response to changing needs and where we know these will be the best decisions for the continued growth and sustainability of the organisation and for those 55,000 South Australians in need of our help every year. Early in the 2014-15 year, the governance of Anglicare SA Inc. and Anglicare SA Housing Association Inc. changed from incorporated associations to companies limited by guarantee, registered under the Commonwealth Corporations Act 2001. These changes occurred following the very substantial growth of the associations over recent years requiring higher standards of governance practice, the changing attitudes to such business operating as associations and, in relation to Anglicare SA Housing Association, as a necessary change in order for that organisation to qualify to seek Tier 1 provider status under the recently introduced National Regulatory System for Community Housing.

Having completed this structural governance change, the Board and Management have focused their attention on raising the bar on governance within the organisation. During the year we have undertaken reviews of our governance practices, policies and procedures, completed governance training for the Board and senior Management, and have commenced a strategic review of the organisation including a holistic assessment of our risk profile and appetite, which will culminate in a new 3 year Corporate Strategic Plan scheduled to be completed in mid-2016. This strategic planning process will include significant assessment of needs and broad consultation with our community including parishes and other diocesan stakeholders.

Another important milestone in the year was the establishment of a Covenant, a collaborative mission, between the Diocese of Willochra and AnglicareSA. The purpose of this covenant is to effectively engage with local communities in mission together to meet human need, build community and advocate for justice.

The Diocese of Willochra covers a large part of rural, regional and remote South Australia - an area of close to 1,000,000 square kilometres, with hope that this may eventually form part of a wider Covenant across the whole of the Anglican Province of South Australia.

The work of AnglicareSA could not be performed without the valuable contribution of its committed staff and many hundreds of volunteers who serve our community every day. I acknowledge and thank each of them for their work.

Amongst these volunteers we count the members of the Board, whose contributions enable strong and effective governance of what is now a large and complex organisation.

This year we bid farewell to two valued members of this Board - Mr Lange Powell and The Reverend Andrea McDougall. On behalf of my fellow Board Members and CEO Reverend Peter Sandeman I thank them for their long and valuable contribution to bettering the lives of South Australians.

We warmly welcome our new Board Members, The Reverend Ali Wurm, Appointee



from the Diocese of Willochra, Mr John Blunt CEO of the Makris Group of Companies and Ms Emma Riggs, Solicitor at Camatta Lempens Lawyers. I thank each of them for their contributions to date and look forward to working with them all.

It is a rare honour for my Board colleagues and me to serve the effective governance of South Australia's largest non-government provider of services to South Australian communities.

A handwritten signature in black ink that reads "Bruce Linn".

MR BRUCE LINN
Chair

REPORT FROM THE CHIEF EXECUTIVE OFFICER



WHEN I REFLECT ON THE YEAR THAT HAS PASSED, I AM PROUD AND INSPIRED BY THE STAFF AND VOLUNTEERS OF ANGLICARESA AND THE 55,000 SOUTH AUSTRALIANS WE'VE WALKED BESIDE. THEY'RE THE REASON WE DO WHAT WE DO.

We've made real strides in the housing sector; in working to address homelessness, commencing work on our homelessness strategy; in securing a contract to manage 479 houses in Elizabeth Grove and Elizabeth Vale as part of a three-year arrangement under the South Australian Government's Better Places Stronger Communities (BPSC) program and opening St Augustine's Court, a community housing facility constructed on a site that was previously home to St Augustine's church, that comprises 23 two bedroom single and two storey units for people aged 55 and over who are on low incomes.

We entered into partnership with Foodbank SA to expand our emergency food assistance at The Mission in Elizabeth and created the Northern Community Food Hub to provide emergency food assistance to families and individuals in the Elizabeth area. This exciting new partnership saw the expansion of our existing food store facility at The Elizabeth Mission so we can assist more people who are in need of emergency food and household items.

I was joined by South Australian of the Year Gill Hicks and 103 others in an Adelaide first event, as we abseiled down the 34 storeys, 132 metres that is Westpac House, raising funds for our Autism Specific Early Learning Care Centre at the Daphne St Child Care Centre.

Advocacy continued to be a key priority – we made submissions to the Royal Commission into Child Protection and the Select Committee of the Legislative Council on Statutory Child Protection and Care, and we've advocated on behalf of foster carers, often unsung heroes in our community for greater recognition and greater clarity on their responsibilities.

Within the aged care environment we completed the transition of 412 home care packages to the new consumer directed care approach. This means that consumers now have greater choice and control over the care and services they receive. We're pleased with this change and the way this empowers our customers.

We welcomed Ian Byrne, General Manager Marketing and Strategy to the AnglicareSA staff. His role will be critical as we continue to develop a greater focus on our customer service and enhancing our customer experience.

Customer experience was top of mind when we moved into our new home on Port Road at Hindmarsh. The benefits and efficiencies that have been gained from this move to the Western Hub cannot be understated, not the least creating better connections between the staff who are working together to provide comprehensive, wrap around services for those in need. We also opened our Inner Southern Hub, our first presence in the inner southern suburbs, to ensure our services are available where customers need them most.

In these locations, and our other sites, our workers and volunteers dedicate themselves to the South Australians who need them most. I thank them for their dedication and care.

PETER SANDEMAN,
Chief Executive Officer

AnglicareSA BOARD 2014-2015



MR BRUCE M LINN
BSc FAICD FACS

Bruce Linn is an experienced Company Director, Chairman and former CEO in

the professional services sector. Formerly CEO of Finlaysons Lawyers, his previous executive roles include Australian CE of EDS (now HP)'s Government business and CEO of Camtech, one of Australia's leading Internet and Electronic Payments technology innovators.

A Science graduate of The University of Adelaide, he has over 35 years experience in strategy, governance, leadership, business management and technology.

Immediate past President of the Australian Institute of Company Directors (SA/NT Division), his current Directorships include SABRENet Ltd, ITEK Ventures Pty Ltd and SA Heart Centres Pty Ltd. He is Chairman of Anglicare SA Ltd, Anglicare SA Housing Limited and eResearch SA Limited.

He has recently retired as Chairman of St. Peter's Girls' School and Council Member of the University of South Australia.

He is a fellow of the Australian Institute of Company Directors and the Australian Computer Society.



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

Ann Bloor is an experienced senior manager

with expertise in managing human services.

Currently a Member of the Parole Board of SA, previous roles include within the SA Public sector, Regional Manager Corrections, Coordinator Health and Welfare Services, Supervisor Programs, and Assistant Manager YLP, and in Victoria with the Department of Community Welfare, Supervisor Substitute Care Services. Ann was responsible for Safer Ministry Education for the Anglican Diocese of Adelaide while the area was under review and continues as a sessional educator.

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

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



MR PHILIP JOHN EVANS
BE, P.Eng

Philip Evans is a graduate of the University of Adelaide and is a retired Professional

Engineer with skills in communications electronics, information technology, business planning, operational management, human relations and international consultancy.

Phillip is experienced in implementing an organisational structure, required as a result of changed technology, within a major Australian Telecommunications Carrier, and has been active in consultancies to various similar overseas organisations.

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

A Pastoral Assistant with Liturgical Functions in the Anglican Diocese of the Murray, he is also a Life Member of SA Scout Association and has served as a Captain in the Country Fire Service.

His current interests include Family, Community Activities, Anglican Church, Music, Sailing, Technology and Travel.



MR KEITH STEPHENS
BA MMgt GAICD

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

Keith is a former Director of the Australian Government Innovation Fund with the Commonwealth Department of Education, Employment and Workplace Relations, with significant involvement at the policy and operational levels of Employment Services in Canberra. A graduate of The University of Adelaide and The Australian National University, Keith is also a Graduate of the Australian Institute of Company Directors. Keith is a member of a number of boards and committees of the Anglican Church, including Anglicare SA Ltd. Keith formerly served as a Board Director and Treasurer with Belconnen Community Service in Canberra, Board member and Chair of the Finance Committee for Pedare College and Chair of the St Peter's Cathedral Music Foundation.



MR JOHN BLUNT
As Chief Executive Officer, Makris Group of Companies since 2005, John Blunt

has extensive experience in development, property management, leasing, financing and administration of the Group. John also has a strong financial and accounting background having held senior roles with banks and accounting firms.

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



DR MICHELLE FERNANDO
PhD

As Senior Lecturer at the School of Law, University of South Australia, Michelle lectures

in Family Law, Contracts and Property and researches in family law and children's rights.

Michelle formerly practiced as a family lawyer at Dobson, Mitchell & Allport Lawyers in Hobart, Tasmania. Michelle is a graduate of the Australian Institute of Company Directors Course and was previously a Board Member of Anglicare Tasmania (2006-2010) and the Friends' School, Hobart (2008-2010). Michelle together with her husband Will and their young son Sidney, attend St Matthew's Church, Kensington.



THE VENERABLE PETER CHILVER

Peter is currently the Parish Priest at St Andrew's Walkerville and until recently, was Chaplain to the South

Australian Police Crime Gangs Task Force.

Previously Peter was ministering in the Diocese of Gippsland in four other Parishes along with Police and Prison Chaplaincy. Before this Peter was working for Anglicare Victoria Supervising the Family Support Program and Problem Gambling Counsellor. Peter's first work was as a Plumber and Gasfitter and has other employment experience working as a Hospital Theatre Technician and in Palliative Care.



THE REVEREND ANDREA MCDUGALL

BSc(Psych) Grad. Dip. Theol. Adv. Dip. Comm. Sec. Man

As an Anglican Priest in the Diocese of

Willochra, Andrea is responsible for Anglicare Willochra (covering 900,000 square kms of rural, regional and remote South Australia). Andrea is Willochra Diocese representative to the AnglicareSA board.

She has work experience in Local and State Government and NGO and has worked in the community sector for over 10 years.

Andrea's Qualifications are Bachelor of Science (Psychology), Grad Dip Theology, (currently working on Bachelor Theology), Adv. Diploma of Community Sector Management.



MS EMMA RIGGS

LLB(Hons) B.Com

Emma is a solicitor at Camatta Lempens Lawyers and a graduate of

the University of Adelaide and the Australian National University (ANU) College of Law.

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

She is a current Director of the Anglican Board of Mission, teaches and mentors in the Master of Legal Practice (MLP) program at ANU, is the South Australian representative on the Anglican Church's Legal Committee and involved with the Diocese of Adelaide legal committee. Emma is an executive member of the South Australian Council for Civil Liberties, the Refugee Advocacy Service of South Australia and is passionate about the Archbishop's work in Africa, particularly the Bor medical clinic in South Sudan.



MR LANGE POWELL

Lange Powell's career has been in a range of human services. Now retired, his experience has been both in

non-government organisations and in the public sector. His executive appointments included Commissioner for the Ageing (an advisor to the SA Government on issues affecting older people); and in child and family welfare, public housing, Disability Services, adult Correctional Services and prisons. He has been a community member of the SA Guardianship Board.

He has extensive experience in working with Aboriginal communities in traditional, regional and urban settings.

Lange's community interests have previously included the Australian Press Council (Vice Chairman), the Palliative Care Council of SA (Chair), and as a Warden of St Jude's Anglican Church in Brighton. He is an Honorary Life Member of the SA Council of Social Service. He currently contributes to the UniSA School of Management's Executive Partners graduate mentoring program.



MR ALASTAIR LEA

B Ec

Alastair Lea is an experienced Company Director and former CEO.

Formerly

General Manager of Human Resources Southcorp Wines, his previous roles include CEO Workcover Corporation SA; Human Resources Director Beecham products (Australia & NZ) Pty Ltd; Human Resources Manager Santos Ltd; Human Resources Manager General Motors Holden Elizabeth Plant and Alastair Lea Management Consulting.

An Economics Graduate (major in Finance and Accounting) he has over 40 years experience in leadership, strategy, governance, business and human resource management; organisation development and management consulting.

A Foundation Member of the Governor's Leadership Foundation and a former member of the Duke of Edinburgh State Award Committee, he is actively involved in the Anglican Diocese of Adelaide and is a member of Synod; Diocesan Council and the Diocesan Administration and Resources Executive. He is also an Officer of the Military and Hospitaller Order of St Lazarus of Jerusalem.



MR GREG FRISBY

Greg Frisby is an experienced company director and corporate consultant with extensive

experience across several industry segments including the financial services sector.

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

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

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

He has been a director of AnglicareSA for over two years including current Chair of the Finance Committee having served 4 years as a member of the Finance Committee. He was previously a board member at St John's Grammar School where he chaired the Executive Committee and also served as a board member at Pedare Christian School which included the role of Chair of the Finance Committee.



THE REVEREND 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 ten years prior to which he was Parish Priest for Broken Hill (Diocese of Riverina).

He has been ordained for over 13 years, prior to this he worked as an Occupational Therapist and health service manager across a number of different institutions.

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



CARE IN ACTION FOR OLDER PEOPLE

Living life the way you want to – that’s our aim for all older South Australians and their families. Whether it’s in their own home, an independent living unit or a residential facility, we support older people, and those who support them, to live a full and rewarding life. Guided by our AnglicareSA values, we ensure that our services are of high quality and available to all, regardless of means.

RESIDENTIAL AGED CARE

QUICK FACTS

- 700 staff working across 6 locations
- 24-hour care and services to 590 residents
- 100% Aged Care Quality accreditation compliance across all our homes
- 90 residents in AnglicareSA Independent Living Units
- 650,000+ nutritious meals served

Our goals are derived from our passion about resident care; we believe each person should have the highest standards of care and services available. ‘This year our ongoing commitment has been to make our homes better places to live, work and visit. Our continuous improvement approach engages our staff, residents, families and carers in person-centred care planning, decision making and service provision. Through it we have introduced some really innovative, creative and dynamic approaches to care.’ Lesley Jeffers, Senior Manager Residential Aged Care.

Residential Aged Care celebrated two major projects this year: the completion of the beautiful new All Hallows facility at Westbourne Park and the second stage of refurbishment of our Canterbury Close facility at Elizabeth East. The new additions to All Hallows include a spacious lounge area for the independent living units and a state-of-the-art memory support unit, providing specialised accommodation and care for people living with dementia. Another exciting addition is a brand new building for our Allied Health South team who are now able to offer easy access to a wider range of physical, mental and social wellbeing services for All Hallows residents and local older community members.

Canterbury Close has welcomed a new weatherproof covered walkway and a sensory garden for the memory support unit as well as many improvements to outdoor areas such as paving, landscaping, water features and a sheltered BBQ area.

REX AND REUBINA’S GRAND LIFE ADVENTURE

We are privileged to share in the lives and stories of all of those for whom we provide care. All Hallows resident Rex Towie’s story is one of daring, adventure and hard work. And most of all it’s about family and enduring love.

Born in Perth, Western Australia, Rex was 19 when he enlisted in the RAAF in April 1942. It wasn’t until he’d completed pilot training that his chief flying instructor discovered that Rex was too short to be a pilot – he’d been perching on a stack of cushions to reach the controls! So Rex was politely invited to retrain as a wireless operator. As a member of the RAF’s 49 Squadron, he was part of a Lancaster

Bomber flight crew in several operational missions over Germany.

In June 1945, after a two month whirlwind romance, Rex and 20-year-old Scottish beauty Reubina eloped to Edinburgh. As the couple were exchanging vows, Reubina’s parents were speeding down on a train from their farm in Wick, far north Scotland. They were unsure about this young Australian and his intentions and were hoping to be in time to stop the wedding. But they were too late! Fortunately, the marriage turned out to be a long and happy one, ‘a match made in heaven’, and Reubina’s family eventually came around to the idea.

Rex and Reubina both had



long and rewarding careers back in Australia: Rex at the Long Range Weapons Establishment (LRWE, now the Defence Science and Technology Organisation) and Reubina as a teacher with the Education Department. They were immensely proud of their three children. One son, Alan, followed in his father’s footsteps and joined the air force – he now lives in Adelaide with his own family. And daughter Margo makes her home in Bangkok,

Thailand with her husband and daughter. The whole family was deeply saddened when son and brother Michael, a country police officer, passed away in 2010. Rex and Reubina’s story commenced a new chapter when they moved into All Hallows Court. They lived happily together there until Reubina passed away in 2012 and Rex continues to be a much loved and respected member of the All Hallows community.



IN HOME CARE, WE START WITH 'YES' AND WORK BACK. FOR OUR CONSUMERS WE SAY, 'NOTHING ABOUT THEM, WITHOUT THEM.'

HOME CARE

QUICK FACTS

- 1,114 Commonwealth Home Support program consumers
- 412 Home Care packages
- 165 employees supporting 1526 consumers across all programs
- 100% compliance against the Home Care Standards across all our program sites

Home Care has been transformed over the last three years with the federal government's introduction of Consumer Directed Care (CDC) in relation to home care packages commencing 1 July 2015.

The successful transition of 412 consumer packages to Consumer Directed Care was a major undertaking and our Home Care team are proud to have completed the transition to CDC three months ahead of the government's schedule. AnglicareSA has welcomed and embraced the concept that the best people to make decisions about care needs and goals are our consumers themselves.

Another significant change within Home Care in 2015 was the introduction of the Commonwealth Home Support Program (CHSP) which effectively combined a number of previous Home Care fund programs to create a single streamlined low level service and single entry point for consumers. One major change is the establishment of the My Aged Care (MAC) website and contact centre as the information and service portal. It means that new clients, or those whose needs have changed, will now need to go through the MAC portal for assessment and referral.

For the Home Care team, the changes have involved significant staff training, the development of MAC service sites and new internal processes, as well as an intense ongoing consumer education program. This year Home Care also undertook a Quality Accreditation through the Aged Care Quality Agency and achieved full compliance with the Community Care Common Standards. The assessors' feedback was very positive – they reported that our Home Care clients called our staff 'the Anglicare Angels' who provided 'wonderful' services and care.

THE GUESTHOUSE: A PLACE TO REMEMBER

The Guesthouse Daytime Respite Centre is a great example of AnglicareSA values in action. It's all about supporting both carers and those they care for to have the best possible quality of life. The Guesthouse provides daytime respite for up to 16 guests aged over 65 each day, with a focus on enhancing wellbeing and social independence. It is a place of respect, relaxation, laughter, comfort and friendships. It's also a place of lively parties, dancing and entertainment.

The Guesthouse team describe it as 'a place to remember'.

Experienced and caring staff work together with guests and their carers to develop a program of activities that is tailored to individual health needs, social interests and personal preferences. These can include massage, hairdressing, exercise, daily living skills, art and craft, technology programs, indoor cinema, gardening, community excursions or the men's shed (which is particularly popular).

This year, The Guesthouse turned one and the team celebrated with a giant party. There was loads of food, music, craft activities and a magician to entertain more than 60 partygoers including guests, their children, grandchildren and even great grandchildren.

'You guys rock, thank you for making a difference in our lives.' Family member of a Guesthouse guest.

The Guesthouse has proven that respite can be more than

a much needed break for carers. Jo Hackett, Manager Home Care North says, 'We focus on what our guests can do, rather than what they cannot. This strength-based approach means there are no barriers to achieving what people might have thought impossible – nothing is out of reach for guests who want to try something new. The Guesthouse is a safe place for guests to explore and be themselves.'



MEETING OLDER PEOPLE'S NEEDS AND ASPIRATIONS

ALLIED HEALTH

QUICK FACTS

- 3 locations
- 1695 Commonwealth Home Support Program clients
- 182 Transition Care Package clients
- 571 group class participants

A FLEXIBLE FUTURE

The future's looking bright for our Allied Health South team who moved into a brand new clinic at AnglicareSA's All Hallows site in early 2015. The staff had lots of involvement in the project design and, with their minds very much on the future, were keen to ensure the new building met current needs and allowed for potential expansion. Now, with their programs and services no longer limited by the small space previously available, they are able to offer easy access to a wider range of physical, mental and social wellbeing services for All Hallows residents and local community members.

And this is just the beginning. The team plans to broaden their offering to include people who are not eligible for government subsidised services, those over 50 years old, clients' families and AnglicareSA staff. This business development initiative will be of advantage to both new and existing clients because it will allow the clinic to offer a wider range of therapies and more flexible opening hours.

PARALLEL POLE DANCING



AnglicareSA has a strong focus on Positive Ageing – one of our strategic goals is 'Meeting older people's needs and aspirations'. Focussing on a person's aspirations as well as their needs means that we talk with our clients about what they would like to do.

One off-the-wall idea coming out of this approach is our Parallel Pole Dancing program. It was sparked by a need for services aimed at the baby boomer clientele who are active members of the community and looking for something different from standard exercise groups. And it seems that parallel pole dancing is just the thing for fitness, flexibility and fun for our 'young-oldies'!

CLEVER THINKERS

Can you answer these questions?

- What is the main ingredient of glass?
- How many legs does a butterfly have?
- Can you think of an Adelaide suburb starting with Q?

Our Clever Thinkers regularly tackle questions like these in an innovative program run through our Allied Health Services. The Clever Thinkers program is designed to provide cognitive stimulation for clients who identify with memory issues or who wish to maintain good brain health. At their weekly gatherings, group members complete a diverse range of mentally stimulating puzzles, quizzes and interactive sessions designed to exercise and challenge the brain.

The program includes cognitive and mental fitness exercises, education related to memory and brain function and opportunities to learn memory enhancement techniques and strategies in a social and supportive environment. After challenging their brains, group members have an opportunity to discuss their stories and experiences over a shared morning tea. In this way, Clever Thinkers has become a great social avenue as well as providing beneficial brain training for members.



CARE IN ACTION FOR CHILDREN & FAMILIES

We want all children to have the opportunity to be happy, to be safe and to achieve their individual potential. Whether it's working with children, young people, families or communities, for us it's all about creating nurturing and supportive environments for our youngest citizens.

KIDSAREFIRST

KidsAreFirst is a post-separation support program for parents and children, particularly when there is ongoing conflict between the parents. Services include group work for parents and caregivers, mediation, conflict coaching, counselling and ongoing support.

Our KidsAreFirst team was looking to reach out to those who could not access their face-to-face programs – people living in rural or remote areas or without access to transport. Their clever solution was to create KidsAreFirst Online, an interactive web-based course which was launched in 2014. The course helps parents to understand how children are impacted by separation, divorce and parental conflict and how to manage these in a more positive way.

It is currently the only online course for separated parents in Australia and has already become an important resource for other service agencies, the Family Court, family lawyers and agencies such as Centacare and Relationships Australia. KidsAreFirst Online is making a significant contribution to improving outcomes for children of separated parents.

DAPHNE STREET CHILD CARE CENTRE

Daphne Street Child Care is a long day care service which caters for up to 70 children every day. 2014–15 was Daphne Street's green year, with a strong emphasis on exploring and caring for the natural world. The grounds received many wonderful new additions: fruit trees, garden beds, water tanks, composting and worm farm receptacles. And all year, the children enjoyed learning about their environment, bringing foods from the garden to the plate, recycling, playing outdoors and getting in touch with nature. These important themes of environmental sustainability and connection with nature will continue to feature strongly in the Daphne Street learning programs.

AUTISM RESEARCH

AnglicareSA's Autism Specific Early Learning and Care Centre (ASELCC) is a federally funded program providing specialist early intervention services for children with Autism Spectrum Disorder (ASD) in a long day care setting.

An integral component of this national initiative is the Child and Family Outcomes

WANSLEA CHILD CARE CENTRE

The Wanslea Child Care Centre caters for up to 90 children a day with long day care and a pre-school program. Like Daphne Street, the whole centre has a focus on sustainability and nature play. The staff worked together with Mitcham Council on sustainable living strategies and education approaches.

Also like Daphne Street, Wanslea has had an exciting makeover – the whole centre is newly painted and there is new flooring in some areas. The excitement hasn't stopped there because the team has been exploring new ideas right across the centre.

For example, throughout the centre the focus has been on providing opportunities for the children to direct their own day. In the Under 2s Chicos and Bambini Rooms, the children can decide on things such as the colour of their bib, timing of nappy changes and whether they want to be inside or outside. The 2–4 year-olds Watotos room went 'clockless' and totally function around the children's interests and needs. For example, some children are hungry for morning tea at 8am and others not till 10. While the Komodo room moved all their tables and chairs outside so the children have the opportunity of inside or outside play. It means the staff are very often to be found on the floor with the children!

The Kinder room was involved in a 12-month inquiry project with the Gowrie Training Centre and the University of Adelaide. The project, 'Utilising children's voices to encourage parent participation', has had positive results with evidence of a significant improvement in parent participation.

Strategy (C-FOS) and this year the ASELCC has strongly focused on writing research papers using data collected as part of the C-FOS. In partnership with Flinders University, the centre has submitted two papers for publication – an individual paper investigating the program's effectiveness and a collaborative paper,

with the Tasmanian ASELCC and University of Tasmania, investigating the impact of the program on parental quality of life and community engagement.

A CHILD'S MOST POWERFUL LEARNING COMES FROM THEIR FAMILY

KIDS CLUB'S JUNIOR MASTERCHEFS

Kids Club is a free program for children and their families in the Davoren Park community. It includes a breakfast club, a walking school bus and an afternoon Kids Club that runs through the school term and in the holidays.

The school holiday program is always lively and interactive. One of the big hits this year was a Junior MasterChef Mystery Box Challenge. Staff set up three tables, each with a mystery box containing the ingredients for an appetiser, a main meal and a desert. The children's eyes lit up when they saw the boxes adorned with their specially designed MasterChef Mystery Box labels.

After the children were put in three groups and chose their mystery table, they excitedly opened the boxes and tackled their cooking challenge with confidence and enthusiasm. They needed to produce a cottage pie, cheese-chive muffins and an apple slice and parents were more than happy to help with chopping and mixing. **Then they all got to sit down together and eat the delicious dishes they had prepared — the apple slice was voted dish of the day.**

It was a fun morning enjoyed by both children and parents with great teamwork and lots of laughter. All the children loved being little MasterChefs, even happily washing up all the dishes afterwards!



SUPPORTING A STRONG START

Research shows that a child's most powerful learning comes from their family and that a strong start at school sets up a child for life. The Home Interaction Program for Parents and Youngsters (HIPYPY) is all about supporting families to give their children the best start possible. It's a free home-based early learning and parenting program that begins for

children around four years old and continues through their first year of school.

Each HIPYPY program is staffed by a tertiary qualified or experienced coordinator and a team of home tutors who are often previous or current HIPYPY parents. Here is a nice story from one of our HIPYPY coordinators.

SAXON AND THE BEANSTALK

Yellow book 2 gave us a great discovery activity of planting a bean seed and watching it grow. This was a great opportunity for children to develop their observational skills necessary for science exploration.

Saxon and his mum Tamika were sending me photo updates of how their bean

seed was growing. Saxon was doing a great job watering it and watching its progress every day.

Tamika told me that she and Saxon were planning to plant it in the garden but that she was a little concerned that, with the rapid rate that it was growing, it could lead to the giants in the sky.





CROSSFIT

NORTHERN ADELAIDE

EST. 2011

CROSSFIT

NORTHERN ADELAIDE

EST. 2011

'MAN NEVER MADE ANY MATERIAL AS RESILIENT AS THE HUMAN SPIRIT.'

BERNARD WILLIAMS

FAMILIES IN FOCUS

QUICK FACTS

- Families in Focus supported 1284 individuals with 2600 attendances
- Around 42% of women experience family violence, 20% during pregnancy

AnglicareSA's Families in Focus team provides a range of services for couples, families and individuals with the aim of strengthening families and ensuring the wellbeing of children. The team has some of the very best counsellors working with families experiencing family violence. While the program is available to all, staff are often required to support women and children caught up in this distressing situation. Families in Focus counsellors and educators work to help parents understand that family violence is a parenting choice and that how one parent treats another has a significant impact on their children.

COMMUNITIES FOR CHILDREN

Communities for Children (CfC) supports people and businesses in communities to work together in creating supportive environments for children.

For CfC, it's all about building relationships, partnering and working alongside others who work with families and children. So community engagement is an essential part of everyday practice for the CfC Onkaparinga and Playford teams. To be successful, their work requires a multi-pronged engagement strategy which includes a quarterly newsletter, community events, activities and ongoing consultation. It is the key component of all of their meetings with children, community partners, community members, committees, agencies and organisations.

FITNESS FOR THE FORCES

Fitness for the forces is a program aimed at young people who have disengaged from education but are interested in a career with the Australian Defence Force or the fitness industry. The participants have overcome significant barriers to be part of the program and are working hard to improve their health and fitness and increase their literacy and numeracy skills. The program is very fortunate to have the support of AnglicareSA's joint patron, Rear Admiral the Honourable Kevin Scarce AC CSC RAN (Rtd). With over 30 years of experience in the Australian Navy, the former Elizabeth High School student and South Australian Governor inspires and mentors our young participants.

HOMEMAKERS – SPRING

This year, our Family Support team celebrated 40 years of home visiting to provide support for families. Back in May 1975, the program started as the Homemaker Service of South Australia, employing six women part time to provide 'support and companionship to mothers caring for difficult and demanding children'. The scheme grew from eight to 28 homemakers by 1986 and the name later changed to the Family Support Program. In 2015, the team was supporting over 400 families a year through home visits.

'IT IS ONE OF THE MOST REWARDING ASPECTS OF OUR WORK WHEN A PARENT CHOOSES TO CHANGE THEIR BEHAVIOUR. SOMETIMES THESE BREAKTHROUGHS TAKE A WHILE TO HAPPEN BUT OUR COUNSELLORS DO NOT GIVE UP. ANGLICARESA IS HERE TO ASSIST PARENTS AND FAMILIES NAVIGATE THROUGH THESE MOST HARROWING OF CIRCUMSTANCES.'

MICHAEL HAWKE, MANAGER FAMILY RELATIONSHIPS



CARE IN ACTION FOR FOSTER CARE

There are times when some children and young people are unable to live with their birth families – sometimes that is just for a short period of time, sometimes it is permanent. We recognise that children and young people thrive when they live in a stable and caring home which our foster carers and staff provide, supporting children as they grow into teenagers and young adults.

QUICK FACTS

- AnglicareSA supports approximately 400 registered foster care families
- 60 respite and 20 Fresh Start (specialist) carer families who care for approximately 500 children under the Guardianship of the Minister
- We provide a 24/7 support service to our foster carers

FAMILY PRESERVATION AND REUNIFICATION SERVICE

In partnership with Families SA, we provide intensive therapeutic and practical support that assists birth families in creating a safe and nurturing home environment for their children. This year our Family Preservation and Reunification Service provided support to 30 families and 60 children across metropolitan Adelaide.

BREAKAWAY

BreakAway is a licensed residential facility in the Southern suburbs. It gives young people 8–13 years old and under Guardianship of the Minister an opportunity to:

- widen their peer network
- experience positive role models
- develop social, emotional and life skills
- have new positive experiences

BreakAway offers activity days and sleepovers where up to six young people are cared for by youth workers and AnglicareSA foster carers. It's a unique program that contributes to the longevity of foster care placements and supports the young people to build positive meaningful relationships.

YOUTH 180

Youth 180 supports young people aged 16-18 years under the Guardianship of the Minister to develop the independent living skills they need to successfully transition from care. The voluntary program provides individualised placement accommodation and cares for up to nine young people. Care options are safe, sensitive and nurturing and are delivered with flexibility using a therapeutic and strengths-based approach. Youth 180 is focussed on maintaining a cohesive, informed and knowledgeable care team and a supportive environment. This approach is achieving positive outcomes as evidenced through the commitment and stability of the young people who have participated in the program.

'ALL FAMILIES
NEED HELP FROM
TIME TO TIME. AS
A FOSTER CHILD,
ADOPTEE, KINSHIP
CARER, PARENT
AND NEWLY MINTED
GRANDPARENT,
I'VE CERTAINLY
APPRECIATED GREAT
SUPPORT ALONG
THE WAY.'

CEO PETER SANDEMAN



CARE IN ACTION

PROVIDING SUPPORT

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

DISABILITY AND EXCEPTIONAL NEEDS

QUICK FACTS

Community Inclusion provided:

- 833 individuals and/or their carers with specialised support in their homes or within the community
- Long or short term housing for individuals across disability support and exceptional needs services

Our Community Inclusion services work with individuals and families living with mental illness or disability. The service's focus is on working together: actively involving our clients in identifying the support they need and their personal goals. Clients help shape the services they are looking for to improve their knowledge, skills and lifestyle.

We provide purpose-designed housing, tailored individualised support and services designed to assist people across all areas of their life. Sometimes support can be about instilling hope and building ambitions for the future.

EXCEPTIONAL NEEDS - OLDFIELD HOUSES

With AnglicareSA's new Oldfield properties, our Exceptional Needs services have introduced an exciting new initiative to support residents to increase their independent living skills. The unique aspect of an Oldfield house is that clients sign an individual residential lease agreement with the housing agency. It's a big step which fosters a sense of independence and ownership and helps residents develop a successful tenancy history to take with them into the future.

THE JOURNEY TO INDEPENDENT LIVING IS NOT ALWAYS EASY

Staff work intensively with residents, providing guidance and support in activities such as cooking, budgeting and property maintenance. There's also a focus on building skills in compromise, cooperation and community living as well as supporting people to take responsibility for their personal health, make positive lifestyle choices and establish connections with community and meaningful activities.

CHARLIE AND RICKI: CARE FOR A CARER

Charlie is a fulltime carer for his 43 year old daughter Ricki, who is living with schizophrenia. Charlie and Ricki have lived together for over 12 years, having lost contact with family and friends after Ricki received her mental health diagnosis. In 2013, Charlie found out he had a terminal illness. Worried about his daughter's future and her ability to live independently, Charlie contacted the Mental Health Respite (MHR) program. It was the first time he had ever sought assistance with his caring role. The MHR team was able to provide practical assistance that has made a big difference to the quality of life for both Charlie and Ricki.

As Ricki had limited social opportunities, MHR arranged a support worker to visit her once a week at home where they spent time building her confidence and trust. After the first month, Ricki felt comfortable enough to leave the home without Charlie for the first time in many years.

Intensive and tailored support enabled Ricki to challenge her fears and she began attending the MHR community engagement group each week. The group provides an avenue for Ricki to make and grow friendships and she has joined with others on a three day camp, swimming classes and a day trip. Ricki continues to be an active member of the group which is also giving her the skills and confidence to develop her own connections to local services and activities.

For Charlie, MHR was able to organise three hours of domestic assistance per week for support with cleaning, meal preparation and gardening. Ricki's group activities also provide the precious gift of time for Charlie to attend medical appointments, relax or pursue his own interests. He regularly attends MHR carer events and has enjoyed activities including a Murray River cruise, a carer wellness course and an MHR Inspirational evening. Charlie has made new friends through the carer events —they now catch up for coffee once a month and support Charlie with his own health needs.

'A JOURNEY OF A THOUSAND MILES BEGINS WITH A SINGLE STEP.'

LAO TZU

PERSONAL HELPERS AND MENTORS SERVICE (PHAMS)

QUICK FACTS

- 120 PHaMS participants
- Two programs based in Gawler and Playford and an outreach office at Two Wells

The Personal Helpers and Mentors Service (PHaMS) is for people living with a severe mental illness that hinders them from functioning day to day. A formal diagnosis is not necessary and people can self-refer to the program. PHaMS staff work individually with participants to focus on their strengths in identifying new opportunities, setting goals and accessing appropriate services and programs.

This year, PHaMS supported participants in many

aspects of their lives such as participating in social activities and community groups or accessing community services like housing and family support as well as clinical services and counselling. They also supported individuals in coping with everyday tasks like budgeting, accessing public transport and achieving personal goals to improve their lives.

The team has been working closely with the Aboriginal communities and services in the Playford and Gawler regions. PHaMS also works collaboratively with other AnglicareSA services in an integrated approach to supporting participants on their recovery journey.

BLAKE'S JOURNEY

Blake joined the AnglicareSA Supported Residential Facilities (SRF) program in 2004 after living in supported accommodation for over four years. He lives with high and complex mental health issues and is often challenged by anxiety and paranoia in social situations. He had lost contact with family and friends and initially found it difficult to engage in the extra support he needed to develop his independent living skills. But the SRF support workers are both patient and persistent. Slowly and surely, they assisted Blake to develop his confidence and self-worth through consistency, reassurance and carefully introducing him to new environments and community activities.

Blake recalled his past love of the arts and, after a short introduction, he quickly became an active member of the Art and Gardening group. He soon took on a mentoring role for new participants, helping them in and out of the van, preparing lunch and suggesting new ideas for the program.

Over time, Blake was able to identify other interests he had enjoyed when he felt well, including working with computers. The SRF team introduced Blake to his local council's computing group, which he now attends regularly and thoroughly enjoys. He is preparing a resume so he can start looking for casual employment.

Blake now takes pride in his appearance, communicates well and attends SRF group meetings every week. With his new found confidence, he is exploring other recreational opportunities and is working towards living independently with minimal support.

DISABILITY SUPPORT SERVICES

In January 2015, Disability Support Services introduced a new housing and support service with four newly built houses at Christies Downs for people with an intellectual disability. For every one of the eight new residents, it marks an exciting step in their lives. For some, it is their first real home away from their family. For others, it is a move away from long term respite and a place they can finally call home.

The new residents celebrated by inviting their family and friends to a friendly housewarming BBQ lunch. They took great pleasure in showing off their new homes and the families were able to get to know each other. One mother could not hide her delight in her son and his new home. She spoke of his increased confidence, improved speech and the new friends he has made. 'It has really brought about amazing changes and we are so grateful to AnglicareSA for making this possible.'





'SAFEGUARDING THE RIGHTS OF OTHERS IS THE MOST NOBLE AND BEAUTIFUL END OF A HUMAN BEING.'

KHALIL GIBRAN

LOSS AND GRIEF

QUICK FACTS

- 222 new referrals and 601 appointments for loss and grief counselling
- 59 children and young people attended Star Bear and Star Bound camps
- Living Beyond Suicide supported 157 people

CRY FOR HELP

AnglicareSA and Flinders Medical Centre worked together to develop and promote A Cry For Help, an initiative to support people and their families who have been touched by a recent suicide attempt. Evidence shows clearly that a previous attempt is one of the highest risk factors for progressing to a future suicide.

A Cry For Help provides three months of intensive support for individuals and families, helping to build resilience with the ultimate aim of preventing future suicide attempts.

A STORY FROM THE MAGDALENE CENTRE

The Magdalene Centre offers a range of anti-poverty services with the aim of supporting people as they regain control of their lives. The centre provides assistance with housing advice, legal issues, financial counselling and emergency relief.

Mrs S came into the Magdalene Centre seeking assistance with food and nappies for herself and her three preschool children. She said that she felt embarrassed and ashamed at needing assistance but felt she had no other choice.

Mrs S explained that she had received her Parenting Payment the day before but that night her estranged husband had entered the family home and taken all her money. She showed the interviewer the bruises on her arm and said he had regularly beaten her if she failed to give him money. Her family knew of the situation but did not feel able to help.

The Magdalene Centre was able to provide support in a number of ways. The centre worker assisted Mrs S to set up automatic payments for her rent, electricity, gas and telephone so her husband could not access her money before the bills were paid. She was referred to Domestic Violence Outreach for ongoing support and to the centre's Pro Bono Legal Clinic to organise a Restraining Order. The centre also arranged for a locksmith to change the locks on the family home and she was given enough food and nappies to last till her next payment.

Mrs S greatly appreciated all of the assistance she had received. She felt confident that these arrangements would be enough to deter her ex-husband from any more harassment.

LOSS AND GRIEF COUNSELLING

AnglicareSA's specialist loss and grief counselling service is for people of all ages who are bereaved or experiencing other types of loss. It operates from Salisbury and Marion as well as from the service's new purpose built counselling facilities at the Western Hub in Hindmarsh. The three locations and carefully structured fees aim to ensure that everyone in the community has access to grief counselling. Our team includes a specialist children's counsellor who runs a special six week support group for children who have attended Star Bear camps. Star Bear and Star Bound are free weekend camps for children and young people who have lost a parent, carer or sibling.

LIVING BEYOND SUICIDE

Living Beyond Suicide (LBS) provides practical and emotional support to individuals and families who have lost someone to suicide. The program aims to reduce the stigma associated with suicide through education and community events.

This year, the LBS team introduced a very successful new training program for Police Cadets to increase their understanding of suicide and its devastating impacts. During the year they provided this training for over 700 SAPOL officers.

A very special event was the annual Walk through the Darkness to remember those lives lost to suicide. Around 200 people attended this powerful and moving event which included an Aboriginal smoking ceremony and people sharing their personal stories of suicide and loss.



'WE'RE ALL GIFTED WITH THE OPPORTUNITY TO SUCCEED. BUT YOU GET FURTHER IF YOU EXTEND THE HAND OF FRIENDSHIP.' JIMMY LITTLE

COMMUNITY FINANCIAL SERVICES

QUICK FACTS

- 3100 Financial Counselling enquiries
- 149 Saver Plus participants who completed the program and attended 4 financial literacy sessions
- 58 approved No Interest Loan Scheme loans for household items such as washing machines, refrigerators and air conditioners
- 428 Money Minded/ Business enquiries

This year, AnglicareSA consolidated 14 services across six sites to create Community Financial Services. It now provides a seamless approach to a comprehensive range of programs including financial counselling, no interest loans, matched savings, Cambodian gambling support and financial literacy. We have also introduced a free 1800 phone number so that clients can quickly and easily access the service they need.

ABORIGINAL SERVICES

There have been many great people and initiatives to celebrate this year as well as some serious issues that affected Aboriginal people and communities in South Australia which required strong public advocacy.

Through Aboriginal Services, we have celebrated the first four graduates of our inaugural AnglicareSA Aboriginal Aged Care Traineeship Program. One of these Trainees, Joyleen Rigney, received both the Trainee Award and the Individual Award in the Aged and Community Services Awards.

We consulted widely to draft our first Aboriginal Workforce Participation Plan, identifying strategies and actions to increase the participation of Aboriginal peoples in our workforce. It will be launched in late 2015. We also continued progress on our first Reconciliation Action Plan (RAP) and are on track to achieving our committed 27 actions by 2016. Over the coming year, we will embed these into core business and commence drafting our next RAP.

A new initiative, Power Generation, was launched – this will support young Aboriginal participants of the SA Aboriginal Sports Training Academy and the Aboriginal Power Cup (around 400 per year). This program is a partnership between AnglicareSA and Power Community Ltd and has also received funding from the Department of State Development. Power Generation will work with the students, their families and communities to address the factors that impact a young person's capacity to stay connected to education, and to transition into further education, vocational training and employment.

In another exciting initiative, AnglicareSA partnered with Malpa Young Doctors Program known as Wakwakko Doctors (a local Kaurua language word meaning young people) in the rollout of an important primary health care initiative in South Australia, commencing at Aldinga Primary School. Wakwakko Doctors is a health leadership program that trains young Aboriginal people aged 7–10 years to be Health Ambassadors in their communities. The program teaches leadership, hygiene, health literacy, nutrition and

environmental health. It is designed and run by local Elders, respected community members and supported by health workers in each location.

As part of the Young Australian Cultural and Community Ambassadors (YACCA), we supported young Aboriginal people to take part in a six week international volunteering program with the Vanuatu Ministry of Youth and Sport in Luganville, Vanuatu. This initiative was developed in partnership with Scope Global through the Australian Government's Australian Volunteers for International Development program. Participants were seven young Aboriginal people and two young people engaged in AnglicareSA's Elizabeth based programs. They were accompanied by Aboriginal Cultural Team Leader Karl Telfer and Amy Gascoigne from AnglicareSA. YACCA spent five weeks on the island of Santo working with the Vanuatu Ministry of Youth and Sports and supported local communities by sharing their skills in sports, education, health and nutrition. It was an amazing opportunity for all involved.



CARE IN ACTION FOR HOUSING

Anglicare SA Housing Limited is committed to providing affordable housing solutions for a wide range of people who are on low incomes or who may be at risk of homelessness. Throughout our portfolio of over 680 properties stretching from Kapunda to Aldinga, our focus is on providing security in tenancy and creating communities where individuals are valued and support each other.

QUICK FACTS

- 765 tenants housed in Settlement Services for refugees
- Through our Northern Homelessness Service, we supported 2240 individuals and families who have complex housing needs.
- This year, we saw a significant decrease in rental affordability and an increase in clients dealing with very complex challenges such as mental health or multiple health issues, family break-ups and domestic violence

COMMUNITY HOUSING IN ELIZABETH GROVE

This year, AnglicareSA Housing successfully tendered for the management of 479 public housing properties in the Elizabeth Grove and Elizabeth Vale area. The contract will commence in late 2015 for an initial three years, with the potential to extend for an additional 20 years. Taking on such a large number of properties in a relatively confined area has enabled our planning for their management to integrate many of the principles and innovative approaches we have been developing through our housing portfolio in recent years.

The community housing project represents an integrated approach to housing and tenancy management and is based on the principles of property, people and place. It places our tenants at the centre of our planning. We aim for them to be informed, involved and empowered to successfully live independently and fully participate in their community. Our tenants will know that their property will be well managed and that we will support them in their tenancy. They also know that we will look further than providing accommodation, acting as a conduit into services and opportunities provided through AnglicareSA and other providers.

SOCIAL AND AFFORDABLE HOUSING

Over 200 AnglicareSA Housing properties provide secure affordable accommodation to people at risk of homelessness. But it's not just about providing housing. Many of these tenants have struggled with alcohol and drug addictions and, through our Social and Affordable Housing team, we support them to retain their tenancy. We focus on helping them feel part of a community and building skills and knowledge to increase their chance of sustaining long-term tenancies.

The team runs events throughout the year such as shared morning teas and corporate working bees. They also encourage tenants to attend integrated support hubs where they can get information and support with household management matters such as budgeting, reducing energy consumption and home security.

Our tenants are encouraged to explore the option of buying their own home through home ownership programs and several have gone on to fulfil their dream of becoming homeowners.

ST AUGUSTINE'S COURT

In May 2015, we had the pleasure of opening the latest addition to AnglicareSA's portfolio of social housing for vulnerable older people on low incomes. The beautiful new St Augustine's Court at Woodville Gardens includes 23 two bedroom units, two of which are specially adapted for people with a disability. It also features a community centre and a rooftop garden with barbecue facilities where residents can socialise in a relaxed environment.

THE \$5.2M FACILITY HAS BEEN CAREFULLY DESIGNED TO INCLUDE INVITING OPEN SPACES THAT ENCOURAGE FRIENDSHIP, MUTUAL SUPPORT AND THE BEST OF COMMUNITY LIVING.

'DECENT HOUSING IS NOT JUST A WISH, IT IS A HUMAN RIGHT.' JIMMY CARTER

HOUSING SERVICES

QUICK FACTS

- 420 Reuse and Recycle donations sorted and packaged for resale or to assist our clients
- 460 household packages delivered to our refugee and other programs
- \$83,822 worth of second hand furniture collected for resale or to assist our clients
- \$16,781 earned from collecting and selling goods including ferrous metals and clothing

The newly formed Housing Maintenance team provides an integrated approach to maintenance of AnglicareSA housing and other programs. Every month, the team receives around 270 maintenance requests and generates 320 work orders from those requests. The introduction of Kypera, a new tenancy asset management system, has enabled more effective management of both planned and responsive property maintenance.



ANGLICARESA'S FIRST RENT TO BUY SCHEME

This year AnglicareSA has partnered with Oryx Affordable Innovation to release an exciting affordable opportunity within the new inner urban Bowden development. The Bowden project will be completed in April 2016 and will provide housing that is both high quality and affordable.

The Bowden Rent to Buy scheme offers a limited release of ten two-bedroom apartments for purchase off the plan. Successful applicants will be able to:

- secure an apartment at 2014 prices with the option to purchase in five years
- lease the apartment for the five-year period at less than 75% of the current market rent

This innovative pilot project is part of AnglicareSA's strategic direction to diversify the social and affordable housing options that we provide.

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2015

	2015	2014
	\$	\$
REVENUE		
Revenue	2,840,157	1,605,545
Other income	72,892	72,314
TOTAL REVENUE	2,913,049	1,677,858
EXPENSES		
Administrative expenses	58,702	39,780
Capital contributions - Housing SA	340,839	299,050
Insurance	34,574	31,984
Management fees	807,545	453,648
Property costs	906,475	273,695
Repairs and maintenance	552,659	221,552
Borrowing costs	80,216	-
TOTAL EXPENSES	2,781,010	1,321,591
Operating Surplus / (Deficit)	132,039	356,267
Non-operating income	4,818,423	2,592,193
Non-operating expense	311,467	-
SURPLUS FOR YEAR	4,638,995	2,948,460
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	4,638,995	2,948,460

Statement of Financial Position For the Year Ended 30 June 2015

	2015	2014
	\$	\$
ASSETS		
Current Assets		
Cash and cash equivalents	2,059,995	1,914,933
Trade and other receivables	131,107	709,244
Other assets	19,002	18,370
Total Current Assets	2,210,104	2,642,547
Non-Current Assets		
Investment Property	36,499,079	28,637,193
Total Non-Current Assets	36,499,079	28,637,193
TOTAL ASSETS	38,709,183	31,279,740
LIABILITIES		
Current Liabilities		
Trade and other payables	389,988	247,440
Loans	3,226,178	–
Other financial liabilities	120,589	626,300
Total Current Liabilities	3,736,755	873,739
Non-Current Liabilities		
Long-term provisions	662,882	735,449
Total Non-Current Liabilities	662,882	735,449
TOTAL LIABILITIES	4,399,637	1,609,188
NET ASSETS	34,309,546	29,670,551
EQUITY		
Reserves	20,928,300	20,928,300
Accumulated surplus	13,381,246	8,742,251
TOTAL EQUITY	34,309,546	29,670,551

Statement of Cash Flows
For the Year Ended 30 June 2015

	2015	2014
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	2,865,235	1,656,270
Payments to suppliers	(2,677,919)	(1,274,493)
Interest received	37,962	21,261
Net cash provided by (used in) operating activities	225,278	403,038
CASH FLOWS FROM FINANCING ACTIVITIES		
Finance costs	(80,216)	–
Net cash used by financing activities	(80,216)	–
Net increase (decrease) in cash and cash equivalents held	145,062	403,038
Cash and cash equivalents at beginning of year	1,914,933	1,511,895
Cash and cash equivalents at end of financial year	2,059,995	1,914,933



CARE IN ACTION FOR ALL OF US

We believe the work we do is important and we couldn't do any of it without the support of our generous donors. We are grateful for the many people and organisations who give their hearts and their hands, their time and their money to support South Australians in need.

MISSION AND ANGLICAN COMMUNITY ENGAGEMENT

AnglicareSA's connections as part of the wider Anglican Community in South Australia are many and varied. AnglicareSA offers support and encouragement to parishes as they look to engage in the caring aspects of their local mission. We partner with parishes to provide much needed services in various locations across metropolitan Adelaide. AnglicareSA speakers visit parishes and schools to share the story of their work. In response, parishes and schools are generous with donations, particularly in support of our emergency assistance programs and special appeals. AnglicareSA participates in a range of Anglican Church networks both locally and nationally through Anglicare Australia.

PASTORAL AND SPIRITUAL CARE

People across AnglicareSA share a holistic approach to care based on our five values of integrity, compassion, stewardship, equity and servant leadership. This is supported through the role of specialist Chaplains in both residential aged care and staff support, as a living reminder of the significance of pastoral and spiritual care across the organisation. Residential Aged Care Chaplains focus on the wellbeing of residents as part of Lifestyle teams. Staff Support Chaplains visit sites and provide both individual and team support, especially during difficult times.

In May 2015, we welcomed twenty delegates from across Australia and two from New Zealand to a gathering of the Anglicare Australia Chaplaincy and Parish Community Work Network. Key themes were pastoral care, values in practice, parish community engagement and Share the Benefit Bible Studies, a program on a Christian response to poverty which has been operating in New South Wales and Victoria.

VOLUNTEERING

AnglicareSA remains deeply appreciative for all the great work that our volunteers undertake. Volunteer numbers have increased, with over 685 current registered volunteers regularly contributing across a diversity of programs and services within AnglicareSA.

PARISH COMMUNITY ENGAGEMENT AND PARISH PARTNERSHIPS

The emphasis on developing Covenants with our parish partners has continued. AnglicareSA has added a further Covenant to our existing one with St Mary's. This Covenant relates to the Magdalene Centre partnership and involves the three Parish partners – St Mary Magdalene's Moore Street, St John's Halifax Street, St Peter's Cathedral – and AnglicareSA. We have also signed a Covenant with the Diocese of Willochra to enable local service initiatives across the Diocese, with AnglicareSA bearing operational responsibility in collaboration with local Anglican faith communities. And we have almost completed a Covenant process with Holy Cross Parish Elizabeth based around connections with AnglicareSA services as part of Anglican Ministries in Playford, especially the Elizabeth Mission which has been in operation since 1959.

AnglicareSA works with parishes to develop local community projects and this year, the Parish Community Engagement Fund provided three grants. These were for the Youth Backpack Project at St Martin's Campbelltown, the Korean English Communication Project at

the Parish of Kidman Park and Mile End and the Welcome Centre for Refugees at St John's Salisbury.

AnglicareSA is actively involved in the Church in Society Ministry Unit of the Diocese of Adelaide through its regular meetings and networks including the Anglican Refugee Network, Anglican Opportunity Shop Network, Anglican Emergency Assistance Network and the Anglican Ecumenical Network. The Anglican Refugee Network has been particularly active during the year as AnglicareSA staff and parishioners have worked together to provide direct assistance to refugees.

THEOLOGY AND SPIRITUALITY

The AnglicareSA Annual Service at St Peter's Cathedral on Sunday 5 July 2015 celebrated 155 years of AnglicareSA in the South Australian community. Bishop John Stead, Bishop of Willochra preached on the theme of Compassion, one of our five values, and AnglicareSA staff shared stories of their work.



CARE IN ACTION

RECEIVING YOUR SUPPORT TO GIVE SUPPORT

Each year AnglicareSA's 1700 employees in over 150 programs assist more than 55,000 South Australians in need. This would not be possible without the invaluable support of individuals and organisations who donate their time, talent and dollars in order for us to continue this very important work.

AnglicareSA would like to thank each and every supporter for their ongoing commitment to helping South Australians change their lives for the better.

GOING ABOVE AND BEYOND – ABSEIL FOR ANGLICARESA

The inaugural Abseil for AnglicareSA fundraising event was a dizzying success! More than 130 brave participants, including London bombing survivor and double amputee Dr Gill Hicks, MBE, FRSA, joined CEO Peter Sandeman as they faced their fears to abseil from Adelaide's tallest building – leaping, bouncing or creeping down 132 metres in support of children with autism.

The event was the first of its kind in South Australia and coincided with International Autism month. As well as raising awareness of Autism Spectrum Disorder (ASD) in the community, it raised over \$138,000 to support the great work of the team at our Autism Specific Early Learning and Care Centre.

ANGLICAN COMMUNITY

AnglicareSA is blessed with the foundational support of our Anglican community including Parishes and Anglican schools. Throughout the year the Anglican community has rallied together to provide food, blankets, shelter and financial support to those South Australians who are most in need. This support is at its most frantic at Christmas time when thousands of support hampers and packages are supplied across South Australia.

INDIVIDUAL GIVING AND HOPE PARTNERS

With over 1500 active donors, including 210 regular givers (Hope Partners), individual giving is the backbone of financial support within AnglicareSA. This ongoing and regular support gives financial stability to our programs and allows planned growth in the areas it is needed most.

CORPORATE PARTNERS/TRUSTS AND FOUNDATIONS

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

We would like to particularly thank the following major contributors:



Consolidated Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2015

	CONSOLIDATED	
	2015	2014
	\$	\$
REVENUE		
Revenue	118,076,754	117,263,337
Other income	1,988,601	2,130,237
TOTAL REVENUE	120,065,355	119,393,574
EXPENSES		
Employee benefits expense	82,701,321	77,912,095
Depreciation and amortisation expense	5,014,075	5,513,711
Property costs	6,932,911	8,449,581
Travel and motor vehicle costs	3,205,844	3,809,538
Repairs and maintenance	3,295,157	2,384,302
Materials	3,135,372	2,693,688
Inventories	914,373	1,268,612
Food supplies	2,850,878	2,533,997
Subcontract payments	6,818,877	6,614,888
Finance costs	167,409	610,961
Other expenses	2,932,803	2,732,890
TOTAL EXPENSES	117,969,020	114,524,263
Operating Surplus / (Deficit)	2,096,335	4,869,311
Capital Income	5,610,739	16,133,119
SURPLUS FOR YEAR	7,707,074	21,002,430
OTHER COMPREHENSIVE INCOME		
<i>Items that will not be reclassified subsequently to profit or loss</i>		
Revaluation changes for property, plant and equipment	-	(1,036,458)
<i>Items that will be reclassified to profit or loss when specific conditions are met</i>		
Net fair value movements for available-for-sale financial assets	281,025	695,771
TOTAL OTHER COMPREHENSIVE INCOME	281,025	(340,687)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	7,988,099	20,661,743

Consolidated Statement of Financial Position For the Year Ended 30 June 2015

	CONSOLIDATED	
	2015	2014
	\$	\$
ASSETS		
Current Assets		
Cash and cash equivalents	15,899,834	15,581,285
Trade and other receivables	6,515,356	3,425,407
Inventories	190,513	214,536
Other assets	3,223,896	2,436,294
Total Current Assets	25,829,599	21,657,522
Non-Current Assets		
Trade and other receivables	1,675,814	1,185,547
Financial assets	16,437,141	8,572,593
Property, plant and equipment	145,722,086	141,944,870
Investment property	57,848,692	49,960,887
Total Non-Current Assets	221,683,733	201,663,897
TOTAL ASSETS	247,513,332	223,321,419
LIABILITIES		
Current Liabilities		
Trade and other payables	10,423,267	7,602,850
Borrowings	53,274,029	37,431,366
Short-term provisions	120,560	209,691
Employee benefits	5,573,155	4,885,496
Other financial liabilities	5,370,519	7,614,255
Total Current Liabilities	74,761,530	57,743,658
Non-Current Liabilities		
Borrowings	44,662	1,021,021
Long-term provisions	662,882	735,449
Employee benefits	2,778,228	2,543,360
Total Non-Current Liabilities	3,485,772	4,299,830
TOTAL LIABILITIES	78,247,302	62,043,488
NET ASSETS	169,266,030	161,277,931
EQUITY		
Reserves	57,455,014	57,088,259
Accumulated surplus	111,811,016	104,189,673
TOTAL EQUITY	169,266,030	161,277,931

Consolidated Statement of Cash Flows For the Year Ended 30 June 2015

	CONSOLIDATED	
	2015	2014
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from residents and other users (including government funding)	115,389,243	114,125,024
Payments to supplies and employees	(116,903,117)	(108,564,943)
Receipts from donations and fundraising	1,760,009	2,362,921
Net cash provided by (used in) operating activities	246,135	7,923,002
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from sale of property, plant and equipment	500,000	-
Proceeds from sale of investments	434,656	778,890
Purchase of property, plant and equipment	(9,271,205)	(5,206,221)
Purchase of investment properties	(4,862,796)	-
Purchase of financial assets	(6,518,179)	(1,703,827)
Receipts from rent, investment interest and other distributions	4,884,107	5,314,624
Net cash used by investing activities	(14,833,417)	(816,534)
CASH FLOWS FROM FINANCING ACTIVITIES		
Receipts from resident loans	16,602,569	15,613,685
Repayment of resident funding loans	(5,629,329)	(6,544,980)
Finance costs	(167,409)	(610,961)
Proceeds from borrowings	5,000,000	-
Payment of borrowings	(900,000)	(19,315,571)
Net cash used by financing activities	14,905,831	(10,857,827)
Net increase (decrease) in cash and cash equivalents held	318,549	(3,751,359)
Cash and cash equivalents at beginning of year	15,581,285	19,332,643
Cash and cash equivalents at end of financial year	15,899,834	15,581,285



ANGLICARES

ANGLICARE

DAORUANG

Parish Care

ANGLICARES

ROMAN

Parish Care

CARE IN ACTION FOR ALL OF US

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

OUR ORGANISATION

QUICK FACTS

- 1700 employees who live our values every day through their work
- 685 highly valued volunteers who support programs across all of our services and locations
- 70% positive response rate to our employee wellbeing survey
- 28 social work and 28 nursing student placements (in partnership with Flinders University)
- 50% reduction in lost time injuries (from 19 to 9.4)
- Successful negotiation of a new Nursing Employees' enterprise agreement

This year we focussed strongly on embedding our values and behaviours across the organisation. We had a great response from teams to the information and activities we provided to help them identify how the values apply in their own work. These included videos, cards and values bingo!

Learning and development was also a key theme. We launched E3, our new online learning platform and 900 of our employees received training through the online Aged Care Channel. We developed a new performance development process and conducted a comprehensive leadership program, iLead which was received well by executive, senior and middle leaders. And we held regular

leaders' forums to promote networking, communication and leadership development.

718 of our employees had flu shots, 20 participated in the City to Bay fun run and more than 200 competed enthusiastically in our pedometer challenge. We were also pleased to be able to add additional providers to our employee benefits program including new partnerships with fitness, pharmacy, insurance and banking providers.

We commenced scoping and identifying a suitable human resources information system for the organisation, a major project which includes process mapping, developing a request for proposal and assessing a suitable solution.

RESEARCH PARTNERSHIP

Through our partnership with Flinders University and the Australian Centre for Community Services Research (ACCSR), AnglicareSA continues to position itself at the forefront of community service research. ACCSR and AnglicareSA have continued the successful Research to Practice seminar series, covering topics including domestic violence and the new National Disability Insurance Scheme. ACCSR and AnglicareSA have partnered on a number of research and service evaluation projects.

The centre also worked with the national Anglicare network on the 'Being a/part' project which surveyed young people accessing AnglicareSA services about how social support, belonging and connection help them transition into early adulthood and independence. We know it is very important for young people to feel like they belong but the sense of belonging can depend on attitudes and responses of others. The survey found that acceptance and support provided by social service workers can be the circuit breaker for young people who have grown up in adversity.

'OUR FUTURE
GENERATIONS WILL
MEASURE OUR
SOCIETY ON THE
SOCIAL FOOTPRINT
THEY INHERIT.'

SONIA WATERS

'WITH WILL ONE CAN DO ANYTHING.'

SAMUEL SMILES

CORPORATE SUPPORT SERVICES

From the 1st August 2014 Anglicare SA Inc. and Anglicare SA Housing Inc. officially changed (had gazetted) legal status from companies registered and incorporated under SA State Government based legislation to companies registered and incorporated under Federal legislation and limited by guarantee. This change also made Anglicare SA Housing Limited a subsidiary of Anglicare SA Ltd and as such is required to be consolidated when reporting under Australian Accounting Standards.

The organisation has also been managing the implementation of the major financial changes arising from Living Longer Living Better and the Consumer Directed Care legislative reforms over the last 12 months.

There has also been significant investment in new technology systems related to tenancy and housing and payroll and human resources. Previous investment in the finance technology systems continues to show benefits almost two years since implementation with timely and accurate reporting being available to senior managers almost 4 weeks earlier than occurred when using the previous system.

GOVERNANCE

Anglicare SA Ltd and Anglicare SA Housing Limited are governed by boards which meet at least six (6) times each financial year. The Directors are appointed in the following ways – by the Archbishop, by the Synod and Diocesan Council of the Diocese of Adelaide, by the AnglicareSA Board, and by the Dioceses of Willochra and The Murray respectively. We thank the Directors for volunteering their time and expertise.

The Archbishop of Adelaide, the Most Reverend Dr Jeffrey Driver is President of Anglicare SA Ltd.



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

ANGLICARESA

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