



**Sharing the journey**  
2020-21 Annual Report

# At a glance

Local communities around Tasmania are rebuilding as we all work together to recover from the coronavirus pandemic. The Anglicare team put our values into action as we supported Tasmanians to live well.

## During 2020-21, Anglicare:

delivered close to \$80 million of services to Tasmanians, almost \$3 million more than in the previous year. We also made a significant contribution to the Tasmanian economy by way of wages and salaries (\$60.5 million, up from \$56.29 million in the previous year)

Pg 6

partnered with our Church and the Tasmanian Aboriginal community to achieve our mission

Pg 7

supported our people through the coronavirus pandemic

Pg 8

advocated for a fairer, more compassionate society

Pg 10

travelled the extra mile with the older Tasmanians who use our home care services

Pg 13

explored opportunities for growth in our disability services

Pg 15

connected with local communities and strove for better health, housing and education outcomes for people who use our housing and community services.

Pg 17

### Page 7

Parish partnerships in action: Kathy Mumford from the Makers Group (part of the All Saints Anglican Network) is pictured at right with Amy Huber of our Launceston Reception team with knitted gifts that were distributed to people in crisis.



### Page 9

Disability Services Support Coordinator Bade Baky-Belo features in a 'Meet our team' campaign designed to attract the right people with the right skills into our organisation.

### Page 12

Artwork from the Treasured Lives project depicts the fine line between collecting and hoarding.



### Cover:

We asked children living in the Tamar Valley to tell us about their lives. Turn to page 19 for more.

# Who are we?

Anglicare Tasmania is a not-for-profit organisation that has provided services to the Tasmanian community for more than 30 years.

We employ 955 staff and operate offices in Hobart, Glenorchy, Launceston, Sorell, Devonport, Burnie, Zeehan and St Helens. See back page for the locations map.

## Our mission

Anglicare, in response to the Christian faith, strives to achieve social justice and provide the opportunity for people in need to reach fullness of life.

## Our values



## Strategic objectives

Our strategic objectives are focused on building capabilities to support a client-centred organisation and sustainable, innovative, and evidence based approaches to service design and delivery.

 <b>Client centred</b>	 <b>Engaged employees</b>	 <b>Sustainable services</b>	 <b>A just Tasmania</b>
Partner with our clients to provide the best services possible and build positive relationships with them.	Build our workforce with the right skills and attributes to effectively support clients and have a workplace culture of learning and development.	Develop innovative, evidence based, approaches to design and deliver the best services to achieve outcomes for existing clients, and attract new clients to Anglicare.	Commit to resourcing initiatives that sustain Anglicare's social action objectives and its role as a part of the church.

## Quality frameworks

Anglicare Tasmania is committed to quality services. We achieved certification against the ISO 9001 Quality Management standards in July 1999, and since then we have maintained and actively sought additional standards that will assist us to provide client-focused services. During 2020-21 Anglicare achieved recertification against the following standards:

- International Standards Organisation (ISO) 9001:2015 (September 2020)
- Safeguarding Children Accreditation (December 2020)

We also achieved certification against the Christian Ministry Advancement Standards (CMASC), a standard that actively supports Anglicare’s mission.

In March 2021 Anglicare received certification as a registered NDIS provider through meeting the requirements of the NDIS Quality and Safeguarding Framework. Anglicare continues to maintain its registration as an Aged Care provider by complying with the Aged Care Standards.



## Our structure



## Anglicare Tasmania Board

Anglicare Tasmania Inc is an association incorporated under the Associations Incorporation Act. Its activities are governed by its Board.

Stephen Carnaby is joined on the Board by James McKee (Deputy Chair), Craig Barling (Treasurer), Ekaterina Skalidis (Secretary), Mike Blake, Bonnie Bonneville, Ruth Croser and Allan Dickins. You can find their profiles on the About Us page of Anglicare’s website.

## Our supporters

During the year Anglicare Tasmania received funding from the Alcohol, Tobacco and Other Drugs Council, Allport Bequest, Attorney-General’s Department, Brotherhood of St Laurence, Colin Bisdee Trust, Department of Communities Tasmania, Department of Health (Commonwealth), Department of Health (Tasmania), Department of Police, Fire and Emergency Management (Tasmania), Department of Social Services (Commonwealth), Department of State Growth (Tasmania), Department of Veterans Affairs, Financial Counselling Australia, Financial Counselling Foundation, Launch Housing, Mental Health Council of Tasmania, Motor Accidents Insurance Board, National Disability Insurance Agency, Primary Health Tasmania and the Tasmanian Council of Social Service.

**Thank you to the many individuals, businesses, schools, parish partners and other organisations who so generously donated their time, money, food or other gifts this year.**



## Recovery and renewal

Anglicare's mission is a high goal for all of us. As a committed Christian I believe that this work expresses a vital part of living out our faith by demonstrating love to others and being a blessing to the Tasmanian community. I am thankful to all of our staff members, volunteers and supporters who play their part in this mission.

The sad and sudden death of our former Chair David Peters last December was a huge loss to Anglicare and the wider Tasmanian community. The Board farewelled Helen Harris and Joan Harvey and I thank them for their important contributions to our work. We welcomed Mike Blake, Bonnie Bonneville and Ruth Croser during the year.

Anglicare's staff have been remarkably adaptable and resilient in the face of the coronavirus pandemic. It's essential that Anglicare is in a position to support the community in its recovery from the pandemic and its economic and social consequences. We've consolidated some service offerings and explored opportunities for growth, and we're excited about what lies ahead.

I look forward to continuing to work alongside Chris Jones and his team to deliver practical support to Tasmanians in need, in partnership with the Anglican Church and its parishes, schools and organisations. I have every confidence that together, we can take Anglicare's mission forward.

**Stephen Carnaby - CHAIR**



## Resilient communities

In the past year, Tasmanians have faced a range of pressures including a shortage of affordable housing and mental health supports. At the same time, our State continued to respond to the challenges created by the COVID-19 pandemic including uncertainty, financial difficulties and separation from loved ones.

Yet Tasmanians have also shown resilience and been proactive about seeking support for themselves and family members. The Anglicare team worked hard to respond to the needs of local people and will continue to be there as our State moves towards recovery. This year we kept up our advocacy for systemic improvements across a range of areas.

The health, safety and wellbeing of the people we support continues to be paramount. With vaccination rates increasing, it has been a joy to see older people once again moving more freely in the community.

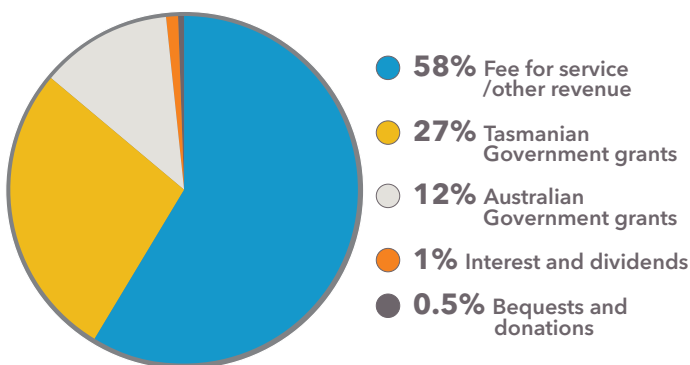
I offer my heartfelt thanks to the Anglicare team, our Board and the many partners who contribute to our mission of working for social justice and providing opportunities for people to experience fullness of life.

**Chris Jones - CEO**

# Financial performance

The Anglicare team worked more than 1.1 million hours to deliver close to \$80 million of services to Tasmanians during 2020-21, an increase of some \$3 million from the previous year.

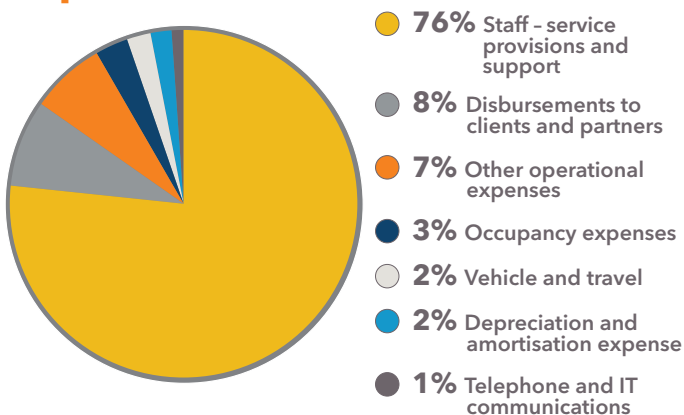
## Sources of revenue



Anglicare’s healthy financial position, built over many years under careful stewardship, is helping us move through a challenging period.

While we are feeling the effects of external factors such as the COVID-19 pandemic, low interest rates and changes to the funding of the National Disability Insurance Scheme, we have a solid foundation and reserves in place. We recorded a surplus of \$693,000, down from \$3 million in the previous year, largely due to changes in funding models across our service areas.

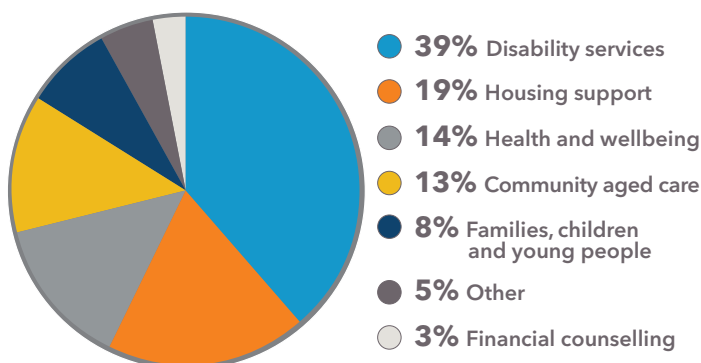
## Expenditure



Additional COVID-19 funding from government sources enabled us to provide our Home Care Services staff with one-off payments and also strengthen financial counselling, domestic violence and youth programs.

You can find Anglicare Tasmania’s full financial statements on the Australian Charities and Not-for-profits Commission website.

## Expenditure by area



## Looking ahead



To stay strong in the years ahead, we must ensure we run services in a sustainable way and that we are a provider of choice in competitive markets.

This means recruiting and training team members to support older Tasmanians and people with disability, rolling out new business systems to improve the customer experience, and purchasing new properties to add to our Supported Independent Living portfolio.

# Partnerships and connections

## Anglicare works with the Anglican Church, Tasmanian Aboriginal community and client and sector representatives to achieve its mission.

We continued to provide our parish partners with grants so that they could assist people in their local communities recover from COVID-19. We were very grateful for their continued support of our 2020 Christmas Appeal and the 2021 Winter Appeal. It enabled us to provide Christmas gifts, back to school supplies, emergency housing assistance and winter warmth to people in need.

Parish groups and local churches have developed close relationships with the people who live in our supported housing facilities, running classes and hosting events where everyone can come together.

We have an action plan for working with the Tasmanian Aboriginal community that sets out clear objectives and actions for Anglicare. The plan was developed in consultation with our Aboriginal advisory group *yarnin' up*.

We celebrated NAIDOC Week in November 2020 by sharing information about the significance of land hand-backs to the Tasmanian Aboriginal community. Anglicare is on a shared journey with the community to stand against discrimination and injustice.

Our Participants Advisory Council meets regularly with our CEO. Members bring their lived experience to the table, as current and former clients, family members of clients or their carers. This helps shape the way we conduct our business and respond to community issues.

We value the relationships we have with Anglicare Australia and organisations that work in the community services sector in Tasmania. We often collaborate on advocacy campaigns, share content and support each other to reach our goals.

*CEO Chris Jones (centre) and Anglicare Housing Connect worker Gannon Maluga (at back) were honoured with a tour of truwana/Cape Barren Island by yarnin' up members Delia Summers (left) and Aunty Nola Hooper.*



# Our people

## Anglicare team members are committed to the safe delivery of essential services to Tasmanians.

This year we clarified people's roles and performance expectations so that everyone understands their responsibilities to our clients, funders and supporters.

The Safeguarding Children Framework and Practices Audit that was conducted in late 2020 by the Australian Childhood Foundation found that an "explicit and strong commitment ... is very clear across all levels of personnel."

A series of staff wellbeing surveys demonstrated a high level of personal resilience. Employees were able to access our Employee Assistance Program, while the chaplaincy support that was introduced at the height of the COVID-19 situation continued.

We provided clear and strong messaging around public health advice and the importance of self-care, reflection and looking out for each other. Anglicare encouraged all staff and particularly

support workers in Disability Services and Home Care Services to be vaccinated against COVID-19.

Team members' entitlements to parental leave were increased from six to 12 weeks and family violence leave from seven days to 20 days during the year.

Training and professional development was a major focus this year across all service areas. Around 70 team members attended a Leadership Day that was moved online. The 2021 Jerrim scholarship was channelled towards several internal projects that will boost our team's skills.

*Rachael Duncan of Anglicare's Service Centre team.*

*Photo: Alastair Bett*







**Values in Action award winner Denise Bott (left) with colleague and nominator, Rebecca Stuttard. Denise and Rebecca work at Indigo Lodge in Launceston.**

## Values in action

Each year our staff are invited to nominate a colleague who has made an exceptional effort to demonstrate the Anglicare values. Congratulations to the winners for 2021:

- **Hope:** Peter Keenan, Support Worker and Elizabeth Summers, Support Worker (Disability Services)
- **Compassion:** Denise Bott, Support Worker – Supported Accommodation (Housing & Community Services)
- **Justice:** Ross Mackenzie, Practitioner – Financial Resilience and Wellbeing (Housing & Community Services)
- **Respect:** Bronwyn Menzies, Registered Nurse (Home Care Services)
- **Team spirit:** Scheduling Teams – Disability Services

*“The people I look after have a range of backgrounds and life experiences. I go home some days amazed at the things I have learnt.”*

Russell Day, Home Care Worker.



Tamar Campbell of Ulverstone was named the recipient of the University of Tasmania’s Anglicare Scholarship for Social Work. The \$5,000 scholarship will enable Tamar to study full-time and balance her family commitments.

## Because i care

Demand for support workers in the aged care and disability sectors is at an all-time high and we continue to focus on attracting people with the right skills and values. This year we launched a television advertising and online campaign, *because i care*. Later in the year we published interviews with our staff talking about why they joined Anglicare and how their roles delivered job satisfaction.

## The Anglicare welcome

During the year Anglicare’s 23-member Service Centre team answered 93,700 calls, which equates to an average call volume of 374 calls per day. Staff at our reception centres provided a warm welcome and safe space for the 34,561 visitors who came in during the year. Most enquiries related to the Housing Connect service.



## Looking ahead

Anglicare will continue to support its workforce through the pandemic and as we enter ‘COVID-normal.’

Our aim is to develop a culture of learning and development so that we can attract and retain the best people.

# Research and advocacy

## The work of Anglicare's Social Action and Research Centre (SARC) advocates for fairer, more compassionate communities, where no one is left behind.

Our vision is to build a society that provides stable, appropriate and affordable housing for anyone that needs it and where every child has someone in their lives that cares for them. We want people to be able to stay safely in their own homes as they age, and to see people who rely on government payments able to live with dignity.

### Children at the centre

Dr Catherine Robinson's final report *#StayHome? The impact of COVID-19 on unaccompanied homeless children in Tasmania* was released in December 2020. It called for urgent measures to protect this highly mobile and particularly vulnerable group in the event of another COVID-19 outbreak.

Based on interviews with Tasmanian front-line workers, the report highlighted gaps in the

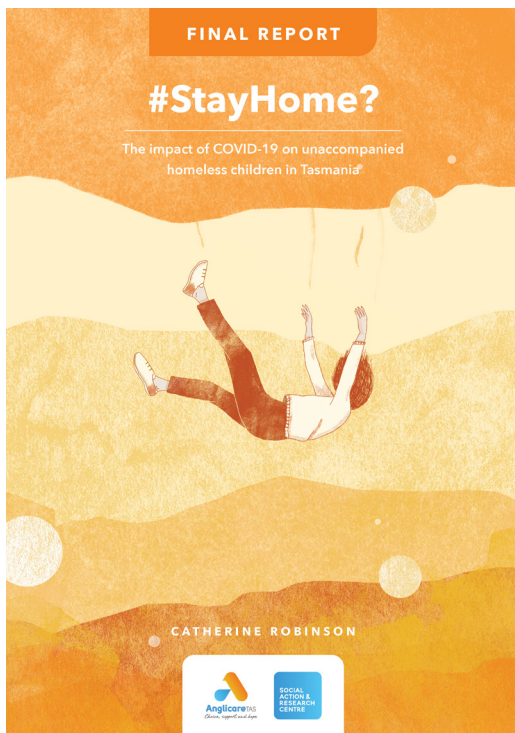
state's ability to respond to the special needs of children under 16 who did not have a stable place to stay and were not accompanied by a parent or guardian. It detailed the challenges they faced in complying with public health directives like mandatory stay-at-home, social distancing, hygiene, testing and self-isolation measures.

"Workers said children felt abandoned during the emergency period. They described what these children need: love, care, safety ... to feel like they actually have people in their corner," said Dr Robinson.

The key recommendations called for a coordinated response and a public health approach from the Departments of Health, Education and Communities.

Anglicare's SARC team members (from left) Lindsey Fidler, Dr Carmel Hobbs, Dr Catherine Robinson, Dr Lisa Stafford and Ellen Nicholson.





*Dr Catherine Robinson and Chris Jones launch the final report of the #StayHome? project in December 2020.*

## Urgent action needed on housing

The annual Anglicare Australia network snapshot on rental affordability released in April 2021 painted a grim picture for Tasmanians.

With data from Homelessness Australia suggesting that Tasmania needs an estimated 11,400 new social housing properties, we called on government to develop a comprehensive housing strategy and for 10 per cent of all new builds to be affordable social housing.

## A clear call on gambling

Anglicare's submission to the 5th Social and Economic Impact Study of Tasmania in October 2020 promoted a public health approach to gambling. We proposed a number of measures to prevent and reduce harm. These included \$1 bet limits, slower spin speeds, smaller jackpots and higher return to players, reduced opening hours for gambling venues and mandatory staff intervention when they see harm is occurring.

## Gaps in mental health support

Concerns about gaps in support for people with psychosocial disability were highlighted in an information paper released by SARC researcher Dr Lisa Stafford. Psychosocial disability is used to describe disabilities that arise from mental health issues, and Tasmania has the highest rate of all Australian states and territories.

Some State-funded mental health support programs are currently scheduled to end in the 2021 calendar year, as part of Tasmania's arrangements to implement the National Disability Insurance Scheme (NDIS).

Around 89 per cent of Tasmanians living with disability will not qualify for NDIS funding support under the current eligibility criteria. It's therefore vital that wraparound services continue to remain funded and supported through the Tasmanian Department of Health.



## Understanding treasured lives

New research highlighted the importance of support for people who care for older Tasmanians living with challenges related to hoarding and/or maintaining a healthy home.

The interim *Treasured Lives* report, released in April 2021, included interviews with 25 people across the State in this situation. Lead researcher Lindsey Fidler said: "Families I heard from overwhelmingly wanted their loved one to be able to remain living at home as they age, but worry about their social isolation, physical safety and ability of services to access their home to provide support."

This research recommended a state-wide community education campaign to improve awareness and promote understanding.

It also called for the establishment of regional taskforces and specialist counselling for family members and carers.

*"We are really good at shining a light on social justice issues through our advocacy and recommendations. Our challenge is to reach the next level where we work in partnership to design creative solutions and help ensure they are implemented."*

Ellen Nicholson, Manager Social Action and Research Centre.



## Looking ahead

A second research report in the *Treasured Lives* series will be completed in the new financial year, focusing on older people and the services that support them. Recommendations from both reports will be shared with government.

New projects will investigate the impacts of being on an extended waiting list for public housing and the need to improve public transport networks in Tasmania, particularly for young job-seekers and people with disability.

You can keep up-to-date with SARC projects and publications at [Anglicare-tas.org.au/sarc/areasoffocus](https://www.anglicare-tas.org.au/sarc/areasoffocus)

*Artist Siobhan Marriott was filmed for the launch of the Treasured Lives project. A research study participant, she uses her art practice as personal therapy and to support others with family members affected by hoarding.*



## Home care services

### The older Tasmanians we support were strong and patient as they waited for the coronavirus restrictions to lift.

This year we provided 1,915 people with a service in their own homes, down slightly from 2,100 in the previous year. This included 509 new clients, 125 of whom had home care packages. A feature of our service offering is our statewide clinical team of registered nurses. Using home visits and tele-health sessions, the team provides care management and nursing support and liaises with a range of professional practitioners on their clients' behalf.

In August 2020, we received approval to resume taking Home Care clients on shopping trips under strict safety protocols that we continue to adhere to today.

Client Leon reported after his first outing: "When you get to my age getting out is good. Very odd times, feeling very restricted - I even missed celebrations for my 92nd birthday.

But my word were the girls at the shop happy to see me."

We held social gatherings around the State in June 2021, sharing lunch, lively conversation and ideas about how we can improve our services.

We welcomed the Government's commitment to roll out an additional 80,000 home care packages over the next two years. At the same time, we spoke out about the unmet needs of many people who required funding for 'entry level' Commonwealth Home Support.

Anglicare Tasmania is a member of the Australian Aged Care Collaboration, which is advocating for a better aged care system.

*Nancy Gibson enjoys her first outing in months with Home Care Services Worker Nerissa Mitchell.*





*"There's a chance I may not be sitting here today, it it wasn't for Anglicare," says Kerrie, pictured here with little Scooter.*

## The extra mile

A mandatory home safety check is held before a client can start receiving a new service. This includes the requirement for a working smoke alarm.

Client Kerrie credits this important prompt with saving her life. Just one month after she had a new alarm installed (and was enjoying her weekly cleaning service) the chimney of her wood-heater became blocked and she woke to a screaming alarm and a house filled with dense smoke. Thankfully, she was able to use her walker to crawl to safety.

During the year, staff participated in 'Home Fire Risks in the Community' training sessions with the Tasmania Fire Service. We developed an information campaign for our clients on the dangers associated with the use of heated wheat packs. We also supported clients living in bushfire-prone areas to plan for an emergency.

*"May your team of kind and caring supporters look forward to a more restful time and begin soon to look forward in faith, hope and trust."*

A written note from an Anglicare Home Care Services client.



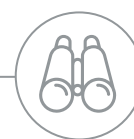
*Anglicare Home Care cleaner Wendy Rattray and David Harvey OAM enjoy their time together.*

## Peace of mind

This year we stepped in to help when coronavirus restrictions made it hard for family members to physically visit their loved ones.

Jenny Kimber lives in rural New South Wales. She visits her father, David Harvey OAM, as often as she can at his home in Launceston. Jenny was particularly impressed by the meticulous cleaning and initiative shown by her father's regular Anglicare cleaner, Wendy.

"I visited Dad for three weeks over Christmas and the house was such a pleasant surprise," she said. "It's so comforting to see this care and foresight. It gives me peace of mind knowing that with this standard of care, Dad can stay safely at home."



## Looking ahead

Anglicare will continue to advocate for funding so that timely care can be provided to older Tasmanians who wish to remain in their own homes. We will have capacity in the coming year to provide care to people who have home care package funding.

We will also continue to promote career opportunities in our organisation so that we can meet additional demand.

We look forward to the final report of the *Treasured Lives* project and will roll out training in how to support clients who have challenges with hoarding and/or maintaining a healthy home.

# Disability services

This year our focus has been on ensuring the services we deliver to people with disability are high quality, sustainable and client-centred, in line with the NDIS Practice Standards and Code of Conduct. An expansion of our supported independent living offerings is also on the horizon.

We supported 467 clients this year, down from 517 in 2019-20, largely due to the consolidation of some of our services.

We are committed to ensuring participants meet their goals and aspirations, and have access to the right supports, services and care.

We invested heavily in educating our team about safeguarding standards as part of providing high quality supports and safe environments for all NDIS participants.

## A new direction

Disability Support Worker Ankush Watts works in supported accommodation for people with a disability in Glenorchy. It's a far cry from his original career choice - he qualified as a pharmacist in India before coming to Australia in 2014 - but he sees a happy, long term future in it.

"My personal values and my cultural background fit well with Anglicare's values," he says. "I love the fast pace and the fun-loving culture we've developed here. The residents have welcomed me into their home and that is very rewarding. I would recommend Anglicare and support work more generally to anyone with a compassionate nature and a flair for problem-solving."

*Disability Support Worker Ankush Watts supports Paula on an outing to a local café.*

*Photo: Alastair Bett*





The Hastings family visits Stanley.

## Family ties

Seventeen-year-old Joel Hastings was driving to a surf carnival in North West Tasmania in 2003 when his car collided with a log truck. His brain was injured by a lack of oxygen and it quickly became clear that it would be a very long road to recovery.

Joel's mother Trudy Hastings advocated tirelessly for the Motor Accidents Insurance Board to build a new accommodation facility on the North West Coast. The result is that Anglicare-managed 'Lomandra' at Ulverstone is now home to Joel and three other people living with complex care needs.

"We have so many things to be thankful for," says Trudy. "Joel's carers are the best. The only way that he can communicate is to turn his eyes, [yet] they know him so well. Having Joel close by at Lomandra is just as good as having him at home."

*"While everybody's situation is unique, the common thread is the importance we place on maintaining connections with family, friends and community."*

Anglicare's Statewide Manager for MAIB and Support Coordination Services, Liz Leslie.



Damien (right) enjoys a hit of totem tennis with his Anglicare support worker, Sanchit Sabharwal.

## Getting on with life

Supported independent living with Anglicare sees Tasmanians with a disability getting on with the things they like to do.

"I enjoy long walks and visiting the beach, my new totem tennis, kicking the football in the park and other ball games," says Damien, who has lived with Anglicare since July 2020.

New residents are chosen carefully so that they are compatible with their housemates. They are then matched with staff who can support them to enjoy their hobbies and reach their goals.



## Looking ahead

Anglicare continues to support the work of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

We plan to invest in additional housing properties that will offer accommodation and support for people to live independently.



# Housing and community services

## The Housing and Community Services team responded to need with persistence and creativity this year.

Anglicare manages a large portfolio of programs on behalf of government that covers addictions, mental health, counselling for people affected by gambling and other financial difficulties, children, young people and families. We supported close to 6,000 families and individuals to access Housing Connect services this year. We also housed 267 adults in long term residential facilities and 45 young people in crisis accommodation.

### Supporting innovation

Anglicare's southern Needle and Syringe Program (NSP) facilities participated in a trial to distribute free kits of naloxone, a medication that reverses the effects of opioid overdose. For many years we have advocated for naloxone to be freely available from NSPs. The trial put hundreds of kits into the hands of people at risk of overdose, as well as their friends and family members and the NSPs have had reports of it being used successfully.

Naloxone is now permanently available for free at any of Anglicare's NSPs.

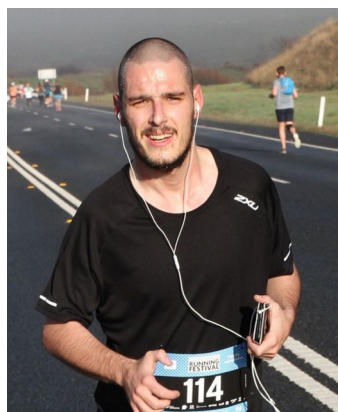
Team members who work in our Alcohol and Other Drug programs reported their clients had experienced increased social isolation and anxiety, and changes to their use of drugs, including alcohol as a result of the pandemic.

In response, we sought funding for a statewide, phone-based helpline. We received State Government support to operate a helpline 24 hours a day, seven days a week over the Christmas and New Year period. Funding through the Alcohol, Tobacco and Other Drugs Council saw us continue operating the service during office hours on weekdays from March through to June 2021. There were 141 calls made to the helpline in the year under review.

Anglicare partnered with the Tasmanian Department of Health to offer free and confidential Hepatitis C testing at NSPs in the south and Burnie this year. More than 100 people were tested and given treatment options.

*Trinity Hill student Ollie started a gardening business during the height of COVID-19 and it's going from strength to strength.*





Ruby (Eveline House) and Eben (Thyne House) are two young Tasmanians enjoying stable accommodation and other supports through Anglicare.

### Living and learning

We believe in the transformative power of education. This year we supported 140 young people in accommodation at Burnie, Devonport and Launceston to develop the skills they need to reach their full potential.

Twenty-two year old Eben is on a promising path following his move to Launceston’s Thyne House in late 2020. He took up soccer and cooking and then began running, which culminated in him completing a half-marathon in June 2021.

Twenty-year-old Ruby moved into Eveline House in Devonport after struggling to find affordable accommodation. Eveline suits her active lifestyle and it’s convenient to her part-time job in customer service. She said: “The staff have gone

out of their way to find me a tutor so I can brush up on Maths and English and sit an aptitude test for entry into the Defence Force.”

Trinity Hill in Hobart is the perfect base for 21-year old entrepreneur Ollie to develop his skills and save for his future. He balances his burgeoning gardening business with roof labouring work: his goal is to secure a roof plumbing apprenticeship and own his own home. Ollie was Trinity’s first graduate in the Certificate 1 in Developing Independence course that is the cornerstone of the contract between the student and Anglicare. It is delivered in partnership with Tas TAFE.

### Money matters

Five financial counselling interns joined our team this year, in preparation for an anticipated rise in demand for this service as government COVID-19 supports came to an end. However, the number of people accessing financial counselling did not increase as was expected. This was in line with national trends. While the number of people accessing the service remained stable, financial counsellors reported that debt levels were higher and more complex than in previous years.

In November 2020 we joined a coalition of 125 charities to lobby the Federal Government against winding back the ‘safe lending’ laws that were introduced after the Banking Royal Commission. The bill to introduce the changes was withdrawn.

The West and North West teams were responsible for a highly successful art exhibition held in Strahan to mark International Women’s Day on 8 March 2021. “The real treasure is in community connection,” said one visitor.





## Children in the spotlight

We hosted a series of workshops for children, parents and carers in the Tamar Valley region in the lead-up to the sixth Communities for Children conference that was held online in March 2021. Participants worked with a local artist to create a bonfire sculpture and the children were interviewed and filmed to create the Children's Voice video that was played during the conference. This is what they said:

*" I feel brave when I do something by myself for the first time."*

*" I'm excited about being a leader at school."*

*" In Beaconsfield everyone knows everyone and it's a nice community."*

*" The most important people to me are my family."*

*" My super power would be to see the future."*

*" What makes me smile? Dinosaurs!"*

## Positive messages

Anglicare's Gamblers Help service operates in the North West and South. It encourages people to take control of their gambling habits and connects individuals and their support networks with other services they may need.

We delivered training to 90 casino staff on how to recognise the signs of problem gambling and make an intervention if needed. Although the majority of people experiencing harm from gambling use poker machines, sports betting is an emerging issue. We joined with Relationships Australia to present Gamble Aware Week in September 2020.

We partnered with the Mental Health Council of Tasmania to present an online expo for Mental Health Week in early October 2020. Our practitioners shared their experiences of working with children and young people and the overriding message was a positive one: that support is at hand and early intervention is key.

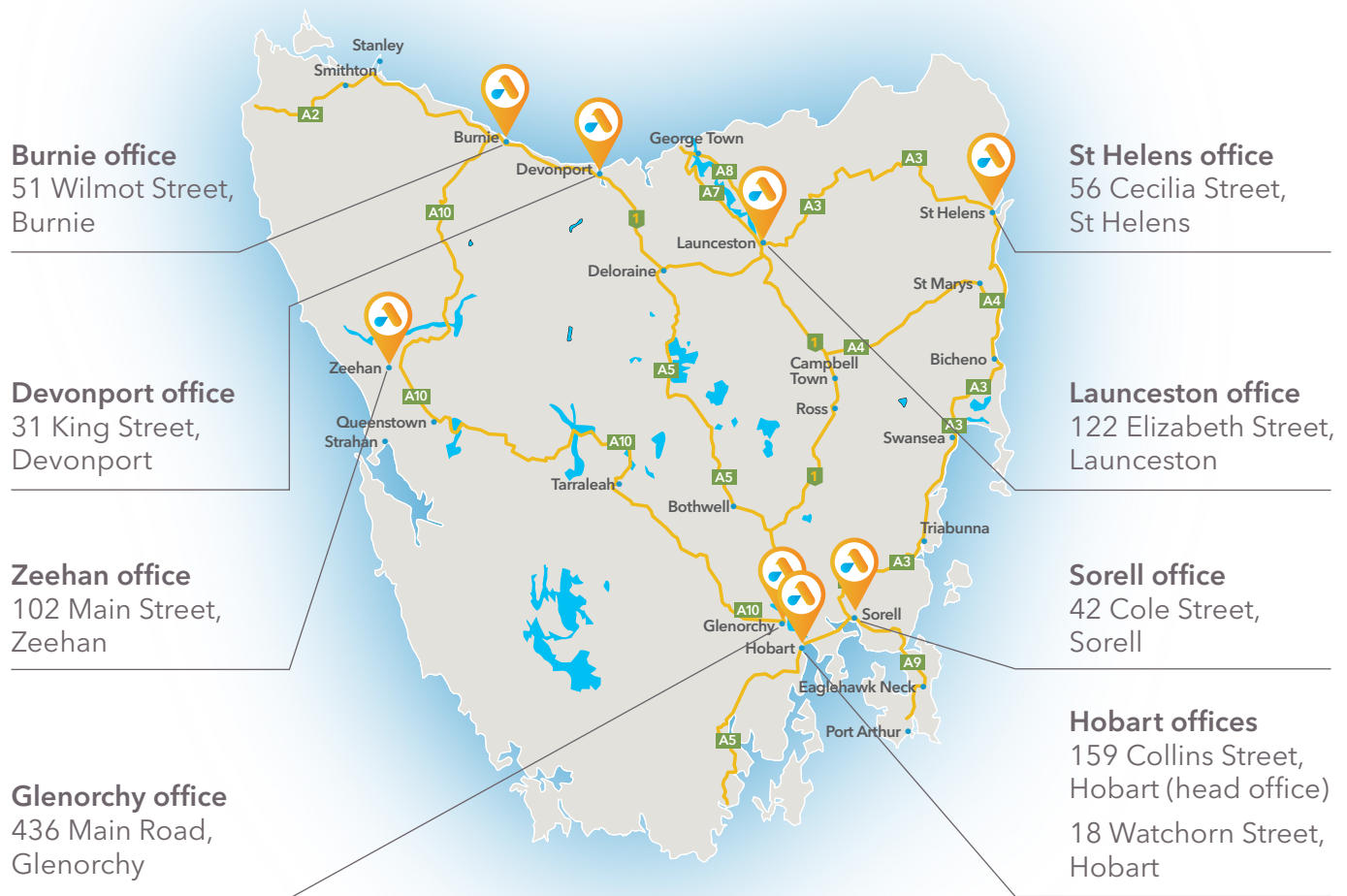
*"The young fellow at the front desk looked at me with a big grin and asked "What can I do for you, mate?" And then I met a young lady and I thought how can she possibly know about my situation? Well, she was wonderful and sat me down in her office for a good hour and a half. And then I worked with Jon - now there's a terrific bloke!"*

Housing Connect client Bob King, 79 of Burnie, reflecting on his journey to finding a new home.



## Looking ahead

Education will be a major focus in the new financial year, as we roll out the Certificate 1 in Developing Independence to all students. We look forward to the expansion of Thyne House in the coming year and new facilities opening in Burnie and Hobart after that.



*Anglicare Tasmania acknowledges and pays respect to the Tasmanian Aboriginal community as the traditional and original owners and continuing custodians of the land on which we operate, and acknowledges Elders past and present.*

This report was proudly designed and printed in Tasmania.  
The pdf version is on our website and we welcome your feedback.

You can telephone us on **1800 243 232**, email us at [info@anglicare-tas.org.au](mailto:info@anglicare-tas.org.au)  
or write to us at Anglicare Tasmania, GPO Box 1620, Hobart, Tasmania 7001.

### Anglicare's Snapshot Newsletter

If you would like to read more about how Anglicare is working to make a positive difference for Tasmanians, you can subscribe to Snapshot, our monthly newsletter which arrives by email.

Register at [anglicare-tas.org.au/snapshot-newsletter](http://anglicare-tas.org.au/snapshot-newsletter)



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