

ANNUAL REPORT 2017-2018

"SURFING WITH SHANE IS VERY GOOD. I OPEN MY EYES UNDER THE WATER"

-AARON
NDIS CLIENT

HOPE

Confidently reaching for fullness of life

COMPASSION

Showing empathy and care for those in need

RESPECT

Recognising the inherent value and dignity of every person

JUSTICE

Promoting the fair distribution of resources and opportunities

▲ Aaron Pitcher and Anglicare support worker Shane Rayner.

ANGLICARE IS AT WORK ACROSS OUR ISLAND STATE - SUPPORTING LOCAL COMMUNITIES IN TASMANIAN CITIES, RURAL AND REGIONAL TOWNS, AND WITH REGULAR VISITS TO THE BASS STRAIT ISLANDS.



10 year old Veronika Davie in a neurological splint (known as a second skin) that assists her posture, physical alignment and strength. It was purchased through the National Disability Insurance Scheme. Due to Veronika's complex combination of disabilities, a team from Anglicare supports Veronika as she stays active and engages with her community. Some of the activities Veronika most enjoyed this year were dancing, watching movies and accompanying her Mum on fun runs.



Anglicare's Thom Ryan with Mike Wakefield from the Parish of Break O'Day. This year our St Helens office celebrated 15 years in its location at Cecilia St. The building stands alongside the local Anglican Church - a valued partner in our work on the east coast. The parish operates a furniture collection point from a purpose-built shed behind the Anglicare office.



This year, Aboriginal elders took CEO Chris Jones and two Aboriginal staff to Flinders Island. Learning about Aboriginal culture is important to Anglicare which values a strong relationship with the community. Aboriginal Advisory Group yarnin up has provided advice to the organisation on a range of matters including cultural awareness training, protocols for Acknowledging Country and employing Aboriginal people. Pictured are: Delia Summers, Jenelle Jennings, Aunty Verna Nichols and Jodie Jenkins.



Life membership was awarded to volunteer Margaret Kelly in recognition of her long-standing commitment to the work of Anglicare. For more than a decade, Margaret has led a team of volunteers from the Anglican Parish of Howrah who bake biscuits, cakes and slices for the young men staying at Youthcare (a crisis accommodation facility in Moonah). At Easter and Christmas, the volunteers deliver gift boxes, each individually wrapped with a personal note.



During the past year, Anglicare and Aurora Energy, through the YES (Your Energy Support) program visited customers at home to help them find ways to reduce electricity usage and stay connected to this essential service. Pictured: Anglicare financial counsellor Bert Aperloo with Megan from Aurora Energy.



OUR CEO

Chris Jones,
Chief Executive Officer

Hope is more than wishing for a better future. At Anglicare, we see hope as a confident expectation of positive change. It's the reason we persevere; as an organisation we respond to complex situations and issues, and deliver support that makes a genuine difference.

Anglicare has been serving Tasmanians for 35 years. We're here for the long-haul, devoted to this place and the people who live here.

In the past year, our team has provided support to thousands of local people of all ages and postcodes, and worked for social justice in a range of areas including child welfare, poker machine reform and affordable housing.

"Love never gives up on people. It never stops trusting, never loses hope, and never quits".
(1 Corinthians 13:7)

"Anglicare does not shy away from challenges. This dedication is what I admire most about our team – the willingness to persevere, to find a way forward, and to never give up on people".

(Chris Jones, CEO)

OUR FINANCES

Anglicare delivered \$69.47 million of services to Tasmanians during the 2017-218 financial year.

The overall amount of funding received increased by \$6.4 million, reflecting growth in the number of people choosing Anglicare as their preferred provider for community aged care and services available under the National Disability Insurance Scheme.

Anglicare's total annual income was \$72.3 million. A 4% surplus in our income will be used to continue investing in facilities and infrastructure for client services.

We continue to hold a healthy financial position with net assets of \$23.78 million and no external debt.

Source of Funds



Stream Funding



Application of Funds



OUR BOARD

Rosemary Callingham,
Board Chair

Anglicare continues to respond to new challenges, persevering in its aim to provide the best services possible to Tasmanians.

Much of the success this year was due to the strength and quality of the staff, who continue to go above and beyond expectations to meet the needs of those they work with.

Alongside the practical services, Anglicare advocates for improvements in policy and legislation, providing quality, evidence-based recommendations.

The Board will continue to encourage Anglicare's ongoing pursuit of excellence.



Mike Frost (education consultant), Meg Webb (Anglicare), Dr Jennie Robinson (Royal Australian College of General Practitioners Tasmania), John Hooper (Neighbourhood Houses) calling for the removal of poker machines from hotels and clubs. Thousands of Tasmanians signed an open letter in support of this change.

SPEAKING UP FOR HEALTHIER COMMUNITIES

The lead-up to the 2018 Tasmanian election again highlighted widespread public concern about the prevalence of poker machines in local communities.

For the past two decades, Anglicare has been providing evidence-based research about this harmful product. We have presented our vision for vibrant, healthy pokies-free communities and recommended to decision-makers that the machines be restricted to casinos. Independent surveys have shown the majority of Tasmanians share our concerns about poker machines and want fewer of them in our State. Each year, local communities lose around \$110 million to the machines which are clustered in low socio-economic areas.

40% of the money taken by poker machines is from people with a gambling addiction. Anglicare, along with our colleagues in other community service organisations, assists many individuals and families whose lives have been hurt by poker machines. Poker machine harm includes family breakdown, financial hardship, crime, health problems, work issues and suicide.

We will continue to speak up for local people and communities in an effort to reduce the damage caused by poker machines in our State.



Community services worker Alisha Turner and SARC researcher Catherine Robinson with items for distribution to children experiencing homelessness. "They live in precarious situations," said Alisha. "We can help with basics like food, toiletries, bus tickets and school supplies, but what they really need is ongoing care".

ADVOCATING FOR CHILDREN

Confronting research released by Anglicare this year showed highly vulnerable Tasmanian children missing out on vital care.

"I spoke with children aged 10-17 who had experienced significant harm and adversity, often from early childhood," said Dr Catherine Robinson, a researcher in our Social Action and Research Centre. "These traumatised children need intensive, long-term, relationship-based care. Instead, they often struggle to access even basics like shelter, food and safety".

The research was presented to government and key agencies to encourage the development of a better coordinated and effective response to unaccompanied, homeless children.

"Fragments of care exist but we need to scale these up and urgently address the absence of specialist adolescent services," Catherine said. "We need to design and fund support services in a way that shows we refuse to label any young Tasmanian as 'too hard' and that we are committed to their well-being and futures".



SURROUNDED BY PEOPLE WHO CARE

In the past year, Anglicare has contributed to the development of a best practice model about end of life care for people with significant intellectual disabilities.

Across the State, Anglicare supports 36 people with intellectual disabilities living in 12 shared homes.

"It is important to have a clear practice framework in place," said Kathryn Ellston, Disability Services General Manager. "Surveys show that 70% of Australians would prefer to die at home (rather than in hospital) and we believe this option, wherever possible, should also be available to people with severe intellectual disabilities – some of whom have resided at a shared home for decades".

Anglicare can provide excellent end of life care through supervised medical support and monitoring, and working in close partnership with palliative care staff and family members.

Kathryn said end of life care was an extension of the personal care support provided to residents by Anglicare. "We can offer reassurance as someone experiences the changes that take place in those final days and hours," she said. "It is a privilege to be able to continue to care for a resident we know well as they reach the end of their natural life".



Financial counsellor Ross McKenzie

REACHING OUT TO PEOPLE IN PRISON

During this year, Anglicare supported 175 people in prison to get their finances in order.

Financial counsellor Ross Mackenzie visited Risdon Prison each week to help people with money matters. Tasmanians serving time often have debts which, if left unpaid, can grow to unmanageable levels due to interest, fees and fines. Some inmates had not filed a tax return for years and had lost track of superannuation. Ross said few had their financial paperwork with them in prison. "I'm often working with vague information and scant details," he said. "You have to be a bit of a detective".

Ross said it was important for people in prison to receive financial counselling.

"Inmates often tell me they feel they are being set up for failure, that there's nothing they can do to change things," he said. "This service is one small way of letting people know that there is support available to them. The assistance we give to inmates flows on to their families. And maybe most importantly, it lets people understand that when they've left the prison system, there will be help for them outside too. It might be the first time they've ever experienced that".

Almost 5000 people contacted Anglicare's Financial Counselling Service for support in the 2017-2018 financial year.

TAKING THE TIME TO UNDERSTAND

Some people with intellectual or cognitive disabilities have particular communication challenges.

During the year, Anglicare delivered training workshops for allied health professionals about behaviours of concern – which can occur when a person is unable to articulate their needs. Examples can include a person hurting themselves or others, breaking things, screaming or swearing, hiding, repetitive behaviour, or refusing to eat or do activities they used to enjoy.

"All behaviour is being used to express or communicate a need for something," said Anglicare psychologist Dr Kristen Foss. "Our goal is to find out what that person is trying to express".

Kristen said the starting point was to gather as much information as possible about the person. "We then consider

the actual behaviour of concern; define exactly what is taking place. We also look at what happens immediately before the behaviour, and what happens straight after the behaviour".

"Doing a really good assessment does take time, but once you've done it you really funnel down and things become obvious," she said. "From there, we come up with some proactive strategies. We start with simple environmental changes, and look at our own routines and ways of interacting with that person".

Kristen said the work was aimed at helping people with communication challenges to have a better quality of life and be able to express themselves more effectively.

SUPPORT THAT'S SAVING LIVES

In the past year, Anglicare provided specialised support to 96 Tasmanians who had attempted suicide.

The weeks immediately after a suicide attempt represent a critical time for high quality care.

"We listen to what led the person to such a crisis, then figure out what tailored supports can be brought to bear," said community services worker Neale Apps. "Whatever they need to make them feel they're not in this on their own".

An important element of the support is safety planning to reduce the risk of re-attempt. "It's about proactively putting a range of safety measures in place," said Neale.

"People identify activities they will use to calm themselves, friends and family they can reach out to, and crisis lines they can call".

Tasmania has the second highest suicide rate of any State or territory. "Suicide prevention work is vital and so is excellent aftercare following a suicide attempt," said Neale. "This kind of wrap-around support is effective in saving people's lives".

CARING FOR CARERS

Anglicare takes seriously the wellbeing of family carers – supporting them to take regular breaks and look after their health.

The vital importance of the State's 84,000 unpaid carers was highlighted at training sessions for Anglicare support workers this year. Many Tasmanians are involved in caring for a family member or friend who lives with a disability, mental illness, chronic condition or terminal illness, or who are frail aged.

Anglicare support workers regularly visit people's homes to assist with personal care and household tasks. These visits are an opportunity to 'check in' with carers, who often face significant physical and emotional demands.

Carer Jane Gray, who spoke at a training session, said regular breaks were essential. "When I have respite I can do something for me – have a swim, do aqua aerobics, visit an op shop," she said. "It gives me a chance to recharge the batteries. I am a better carer for my Mum for being out of the house for those hours".

Anglicare has a range of supports available for carers including respite, pastoral care and counselling.

PROVIDING MORE THAN A ROOF

Tasmanians have told us how their lives changed for the better since moving into one of Anglicare's residential housing facilities.

During this year, tenants were interviewed about their experience of living at either a youth facility, a supported facility (with meals and other services provided), or in self-contained accommodation managed by Anglicare.

They reported significant improvements in their health and well-being, relationships with others, and their own confidence and decision-making.

Tenants said their physical fitness had increased and gave a range of reasons including the support they received to manage a medical condition, access to gym equipment, and being drug and alcohol free. Many said they had a healthier diet, increased access to nutritional produce and had learned about food preparation and meal planning.

87.5% of tenants had experienced improvements in their mental health. Some described reconnecting with family and feeling emotionally stronger. Tenants said they valued the sense of community, had made new friends and improved their social skills and sense of trust.

Many people who took part in the interviews said they had been supported to establish structures and routines. They said they were better at managing money, making decisions and solving problems. "My attitude towards myself has changed," one person said. "Before it was so overwhelming. I couldn't see past the next day and now I can plan into the future. This place has given me a chance to regain my life back".

"I've definitely changed and I now know what I want and I know I'm going to achieve it," said another tenant. "I used to have no hope, but I have some now".



Aaron Pitcher and Anglicare support worker Shane Rayner.

TOTAL FREEDOM

People supported under the National Disability Insurance Scheme are matched with Anglicare workers they relate to and who have the skills to support even the most complex needs.

One NDIS client is Aaron Pitcher, a budding surfer who this year enjoyed regular visits to the beach. He was supported by Anglicare worker Shane Rayner who has life-saving experience and a 40 year passion for surfing.

27 year old Aaron said that on surf days, he got up early and checked the weather radar and surf report on his ipad. "When the summer hits the water is warm," he said. "I have a wetsuit for when it's cold".

"Surfing with Shane is very good," said Aaron. "I open my eyes under the water".

Aaron described the delights of Tasmania's coastal scenery. "I like the cliffs, the sand-dunes. Once I saw dolphins," he said.

"We are a good team," said Shane. "Surfing is great exercise for Aaron because he's using all his muscles and there's a real sense of freedom with it too".

As well as surfing, Aaron is also a keen soccer player, basketball and a skilled member of the Special Olympics bowling team.

OUR SERVICES

This financial year, 1899 people received community support from Anglicare's Home Care Services. We provided a range of services including personal care, domestic assistance, meal preparation, nursing services, transport, community access and pastoral care.

As at 30 June 2018, 448 people were receiving support from Anglicare's Disability Services. Support was delivered in shared accommodation settings, private homes, and out in the community. We supported people with their daily living tasks and to participate in work and social activities. During the year, the majority of residents of the Shared Homes Program transitioned to the National Disability Insurance Scheme.

This gave greater choice and control to many people who now receive funding support to participate in community activities, travel and pursue personal interests.

This financial year, 14,808 people received support from Anglicare's Community Services in areas such as finances, housing, relationships, mental health, and alcohol and other drugs. We also worked with local communities to improve the lives of children.

OUR SUPPORTERS

During the year Anglicare received funding from the Allport Bequest, Attorney-General's Department, Colin Bisdee Trust, Colony 47 Inc, CommBank Foundation, Department of Health, Department of Health and Human Services, Department of Human Services, Department of Police and Emergency Management, Department of Premier and Cabinet, Department of Social Services, Department of Veterans' Affairs,

Foundation for Rural & Regional Renewal, HIPPY Australia, Launch Housing, Motor Accident Insurance Board, Motors Foundation, National Disability Services, Primary Health Tasmania, The Salvation Army (Tasmania) Property Trust.

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