

The freedom to choose

May your choices reflect your hopes, not your fears.

Nelson Mandela

Our values

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



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.



The freedom to choose

At Anglicare, choice is important to us. We want everyone to discover what "fullness of life" really means. We believe that the freedom to make decisions about your own life is an important element of that journey.

Anglicare offers information and fresh ideas to Tasmanians struggling with financial hardship.

We encourage people to see their strengths in the midst of difficult situations.

We deliver tailored support chosen by older Tasmanians and people with disability.

We help to build healthier, safer communities for children to grow up in.

We support people to minimise the harm caused by the use of alcohol and other drugs.

We work to improve people's access to education and employment opportunities, essential services, technology, transport and affordable housing.



Connie Bruckard (centre) at an aged care services information session at Claremont. Above right: Anglicare Home Care Services provide support with daily tasks.

Increased choice for home care support

Aged care reforms have provided older Tasmanians with increased choice about their home care support.

People assessed and allocated funding for a home care package can now choose which provider will deliver those services.

Legislative changes made this year also gave greater control to people already receiving a home care funding package. Portability, which came into effect on February 27, means people can choose to change service providers at any time.

During this year, Anglicare went on the road to share information about these changes and answer people's questions.

Connie Bruckard, General Manager of Home Care Services, said each home care package was tailored to a person's needs.

"If being social and meeting with friends or going to church is important, you can spend your package money on taxi vouchers to get you there," said Connie.

"If having a massage is important because it relieves your painful back and helps you to live your life better, you can use your package to pay for that. We have bought walking shoes for

clients, sporting memberships to allow use of a pool for hydrotherapy or exercise classes, and iPads so people can stay connected with family".

Connie said people chose Anglicare because the organisation is a trusted, local not-for-profit aged care provider with solid industry experience. Anglicare also has efficient practices which result in lower package costs.

"Anglicare's aged care services was an early adopter and champion of consumer-directed care, believing that you have the right to make decisions about your own life," said Connie. "Anglicare is leading the way in community aged care".

People who attended the information sessions said they had found them interesting and informative. "I learnt a lot," said Pam Cooper, who took part in a session at Claremont. "After hearing Connie speak I realised that I was actually eligible for care for myself, not just for my husband. I was straight onto the My Aged Care number and someone is coming out to talk to me.

"I think we were all surprised by what services and how much assistance was available," said Pam. "I was amazed to hear that Anglicare has qualified and trained staff as well as nurses who can provide nursing services in the comfort of your own home, and end-of-life care if needed".



Few choices in private rental market

A serious shortage of affordable and appropriate rental properties in Tasmania meant limited options for people on low incomes this year.

Our Rental Affordability Snapshot found the total number of advertised private rental properties in the state continued to decline. This meant strong competition for the shrinking pool of rental houses, flats and rooms in share houses.

The Snapshot found that of the 1363 properties advertised in the state on the weekend of April 1-2 2017, most were unaffordable for people on low incomes.

For example, none of the advertised properties were affordable for a single young person on Youth Allowance. Only six were affordable for a single person on Newstart Allowance, 29 were affordable for a single parent with one child on Newstart Allowance, and 64 were affordable for a single person on a Disability Support Pension.

The Snapshot also showed that, this year, families who earned the minimum wage would find it more challenging to afford a suitable property.

"For many households on low incomes, even going into rental stress and paying up to half of their income on rent would give them few options in this market," said Meg Webb from our Social Action and Research Centre. "When you're in rental stress, something's got to give. Far too many Tasmanians have to choose what they will go without in order to pay rent. It might be heating, food, medical care, transport, clothing or children's activities."

Anglicare encouraged governments to stimulate the development of more affordable housing for rent and purchase, and to review government income support payments so they keep up with the costs of living.

"Ensuring access to an affordable home is the single most effective path to better outcomes in health, education, employment, and early childhood development," said Ms Webb.



Scheme roll-out continues

The National Disability Insurance Scheme (NDIS) is the new way of providing support for Australians with a permanent and significant disability, their families and carers. The NDIS is being progressively rolled out across Tasmania, with more than 10,600 participants expected by 2019.

During the past financial year, two more groups of participants became eligible for the NDIS in our state. These were children aged 12-14 years, and adults aged 25-28.

"Under the former arrangements, people had to accept a vacancy in an existing service and fit in," said Kathryn Ellston, General Manager of Disability Services.

However, the NDIS is individually funded and enables people to access the supports they need and achieve their goals. "The NDIS is much broader - people can choose the supports that are right for them," she said. "Another big difference is that they can decide who is in the team employed to support them".



Members of the Community Voice on Pokies Reform coalition.

Designed for addiction

The design and widespread availability of poker machines is harming Tasmanians - and this year, Anglicare continued to campaign to reduce the damage.

Anglicare was part of the Community Voice on Pokies Reform coalition which grew to 45 organisations and presented a clear, united voice on the issue. In an open letter to the Premier Will Hodgman, the coalition called for poker machines to be removed from hotels and clubs by 2023. This letter attracted more than 4000 signatures by the end of June.

During this year, a Joint Select Committee on the Future of Gaming Markets was formed. The coalition successfully advocated to have community views specifically included in the Committee's terms of reference. Anglicare presented submissions to the Committee and appeared at hearings. In February, former Victorian MP Carolyn Hirsh joined Anglicare at a hearing, where she shared her own personal story of gambling addiction. "It was like I was hypnotised," she said. "I sat there, watching

the reels spin, and just felt calm". Over almost a decade, Ms Hirsh lost her assets and savings to the machines. "I have nothing to leave my children. It all went." Ms Hirsh called on the Tasmanian Government to prioritise the well-being of people and communities by reducing their exposure to a dangerous product.

Tim Costello, representing the national Alliance for Gambling Reform, also visited Tasmania during the year to meet with state parliamentarians and the local coalition. "Tasmania is in an excellent position to lead the nation," he said. "A handful of businesses make extreme profits while lives are destroyed by these harmful machines. The evidence is overwhelming when it comes to the human cost." He said this included family breakdown, depression, financial hardship, health problems, legal matters, work issues and suicide. "By removing poker machines from community venues, this Government can increase the health and wellbeing of Tasmanians, contribute to more thriving communities and boost the state's economy," said Rev'd Costello.

Making it easier

We've made some significant changes behind the scenes - all aimed at making it easier for Tasmanians to access the right support for them.

People told us that even when they required support for a number of different life issues, they did not want to repeat their story to multiple workers across a variety of program areas.

The support integration model established by Anglicare's Community Services streamlined the customer experience this year.

"If someone approaches Anglicare we want them to know straight away that they've come to the right place and that it will be a healthy, positive experience for them," said Michael

Voumard, State Manager of Support Services.

"We want to offer each person an individually tailored response to their situation".

Anglicare established multi-disciplinary teams with a mixture of professional skills and experience. This made it possible for a customer to interact with one key worker who manages their support across a range of areas, including mental health, housing and family relationships.

"We've moved away from a fragmented approach," said Michael. "We wanted to roll up our sleeves and do what's needed to make sure every person experiences Anglicare services as a seamless whole".



Blankets donated to Anglicare by the ABC Giving Tree knitters.

Christmas donations.

The Anglicare Board and management took part in a planning workshop.

Hobart Cathedral staff received a parish grant from Anglicare to reach out to refugee and migrant families.

Grade 8 students from St Michael's Collegiate gave donations to Anglicare's Margaret Savage.

Parish volunteers from Howrah received a national award for their commitment to Youthcare (crisis accommodation).

CEO Chris Jones with Tim Costello from the Alliance for Gambling Reform.

Aboriginal advisory group yarnin up met with us about a range of issues including cultural training and employment.



CEO - Chris Jones

Life constantly calls upon us to make choices. Sometimes big, sometimes small, decisions are something we encounter every day. It's part of being human.

So as an organisation that values people, Anglicare is committed to delivering excellent services to Tasmanians in ways that respect their freedom to choose.

We have welcomed national reforms designed to give people increased choice about the aged care and disability support services that best suit them. This year Anglicare also re-shaped our community services, adjusting our internal systems to make things work more seamlessly for customers.

Anglicare continued to play an active role in research and advocacy. Poverty and disadvantage can limit people's choices - and we want to see an end to those barriers. We want all Tasmanians to have access to essentials like affordable housing and healthy food, and to have opportunities to participate in employment and education.

Board Chair - Rosemary Callingham

Anglicare, along with the rest of the community sector, is operating in changing and challenging times but continues to provide high quality services to Tasmanians. The organisation has worked hard to make real choices available to all of our consumers.

Many Tasmanians find themselves in situations where they may see their choices as limited. Anglicare works to support vulnerable people to be able to take control of their lives, which involves being able to make life choices. I have met many staff members this year and have been inspired by their quality and dedication, as well as their innovative approaches to meeting the needs of the people they are supporting.

The Board appreciates the efforts of the management and staff in continuing to provide excellence in community sector services, and will work to ensure that Anglicare meets its aims of providing choices for Tasmanians.

Supporters

During the year Anglicare received funding from: Allport Bequest, Attorney-General's Department, Central Coast Council, Bisdee Trust, Department of Health and Human Services, Department of Health, Department of Police and Emergency Management, Department of Premier and Cabinet, Department of Veterans' Affairs, Department of Social Services, HIPPY Australia - (Brotherhood of St Laurence), Hobart City Council, Motor Accident Insurance Board, Motors Foundation, National Disability Insurance Agency, Primary Health Tasmania, Simmons Trust.

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

Services

This financial year, 17,500 people received support from Anglicare's Community Services in the areas of family relationships, finances, housing, mental health, and alcohol and other drugs. We also worked with local communities to improve the lives of children.

As at 30 June 2017, 340 customers 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. We also provided support for carers of people living with a disability.

This financial year, 1878 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.

Finances

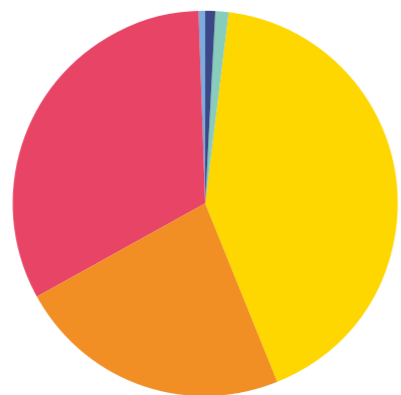
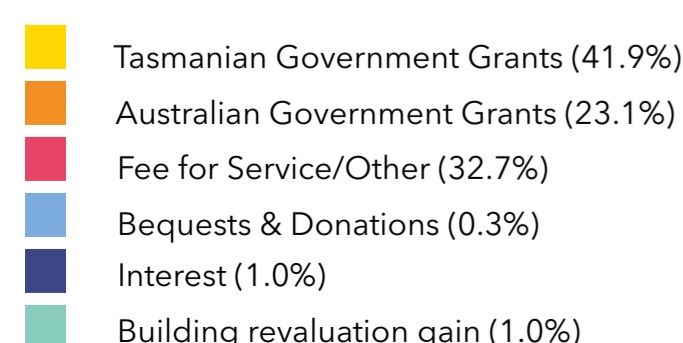
Anglicare delivered more than \$64 million of services to Tasmanians during the 2016-2017 financial year and had an operational profit of \$1.55 million.

There was a slight reduction in the total amount of grant funding Anglicare received this year as some programs transitioned into the National Disability Insurance Scheme (NDIS). The NDIS enables people to buy services using individualised funding. Our operational expenditure was \$64.26 million, down \$340,000 on the previous year.

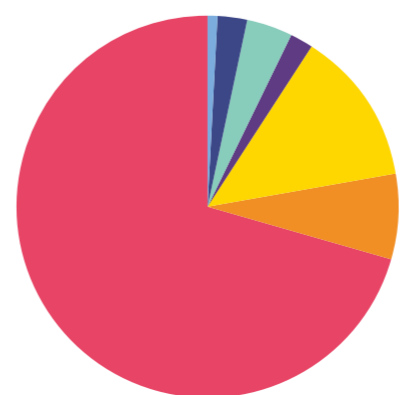
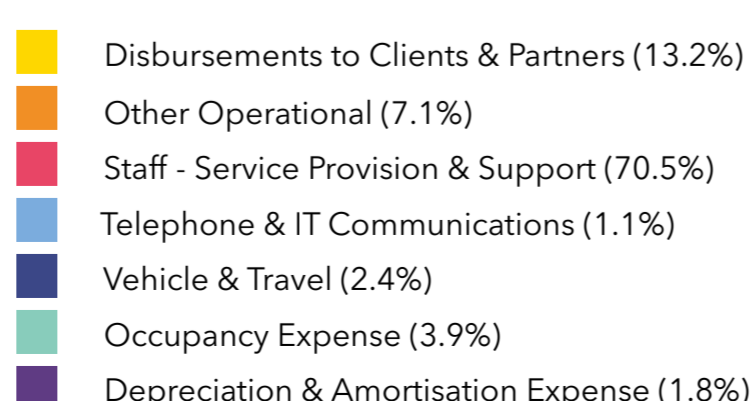
Anglicare's total annual income was \$66.49 million.

Anglicare has a strong net asset position of \$20.73 million and no external debt. We are responsible financial managers committed to providing quality services to Tasmanians into the future. Anglicare is also well-placed for ongoing participation in the competitive markets created by government reforms of the disability and aged care sectors.

Source of Funds



Application of Funds



Funding by service type

