

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

“Anglicare has a mission. It’s about delivering on the things we need to make Tasmania better, to bring about fullness of life for all people.”

- CHRIS JONES



ANNUAL REPORT 2018 - 2019



OUR CEO

Chris Jones,
Chief Executive Officer

“There’s a stick-ability to Anglicare – a constancy, a consistency, that we will always be supporting Tasmanians and working for justice.”

Some of my favourite conversations are with Tasmanians whose lives have been improved by the work of Anglicare. This year I met young people thrilled to be the first tenants of Eveline House, a new youth facility in the North West providing affordable accommodation and support for education and training. Older Tasmanians told me how regular home visits from Anglicare were supporting their health and independence. And people said they felt hopeful about the future because Anglicare’s financial counsellors had helped them to manage their debt.

These are just some of the many human stories behind the figures contained in this Annual Report. At Anglicare, we are committed to using resources wisely and continuing to improve our services.

We are part of the Tasmanian community, with a dedicated team and offices state-wide – in Hobart, Glenorchy, Sorell, Launceston, Devonport, Burnie, St Helens and Zeehan – and workers out on the road delivering outreach and practical support.



OUR BOARD

Rosemary Callingham,
Board Chair

Anglicare works across the state to offer choice, support and hope to Tasmanians.

The Board is proud of the committed staff, many of whom have an exceptional depth of experience and knowledge.

This includes CEO Chris Jones who this financial year marked 20 years in the role. This level of experience has helped Anglicare respond effectively to major changes in the sector and remain focused on the provision of quality services.

Alongside the practical support it delivers, Anglicare makes a difference through evidence-based advocacy, presenting recommendations and clear information to decision-makers.

OUR SUPPORTERS

During the year Anglicare received funding from the Allport Bequest, Attorney General’s Department, Colin Bisdee Trust, Colony 47, Department of Communities Tasmania, Department of Health (Commonwealth), Department of Health (Tasmania), Department of Human Services, Department of Police,

Fire and Emergency Management, Department of Social Services, Department of State Growth, Department of Veteran’s Affairs, HIPPY Australia, Launch Housing, Mental Health Council of Tasmania, Motor Accident Insurance Board, National Disability Insurance Agency, and Primary Health Tasmania.

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





LOCATED AT 42 COLE STREET, ANGLICARE'S NEW OFFICE IN SORELL OFFERS A RANGE OF SERVICES.

NEW OFFICE AT SORELL

Anglicare officially opened a new office at Sorell this year – to serve one of the State's fastest growing municipalities.

"We have been working in this region for the past ten years and, with the purchase of this building, are putting down permanent roots," said Anglicare CEO Chris Jones. "We have a long-term commitment to this place and the people who live here".

The new office has allowed Anglicare to expand the range of services on offer. The local Anglicare team has a broad range of skills to support people through life challenges including financial, relationship, housing, and health matters.

Anglicare also delivers disability support and community aged care in the region. The new office means people can access tailored support in a comfortable and confidential environment.

"This region has a diverse population with people of all ages, life stages and economic statuses," said Anglicare coordinator, Gordon McDonald. "It's home to established suburbs, new housing developments, farming communities, and tourism-focused centres," he said.

WHITE RIBBON WORKPLACE ACCREDITATION



This year, Anglicare achieved White Ribbon Workplace Accreditation in recognition of our commitment to promoting the prevention of violence against women.

The accreditation was independently assessed by White Ribbon Australia which said Anglicare had demonstrated effective leadership, resource allocation, communication, HR policy development and training to create a safer and more respectful workplace.

OUR FINANCES

Anglicare delivered \$75.7 million of services to Tasmanians during the 2018-19 financial year, an increase of \$6.23 million.

The total income for this period rose by 8.8% on the previous year. This reflected growth in the number of people choosing Anglicare as their preferred provider for Aged Care Home Services and services available under the National Disability Insurance Scheme as it progressed to full roll-out.

The surplus was used to invest in our people and facilities, and infrastructure to meet the needs of our clients now and into the future.

Anglicare's focus on client outcomes is supported through sustainable investments on the back of our strong net asset position of \$27.04 million and no external debt.

Source of Funds

50.2%	Fee for Service / Other
28.5%	Tasmanian Government Grants
19.2%	Australian Government Grants
1.2%	Interest
0.9%	Bequests & Donations

Funding by Area

34.1%	Disability Services
11.0%	Community Aged Care
20.8%	Housing Support
2.6%	Support for Families
21.3%	Community Support Services
4.2%	Corporate Services
6.0%	Mental Health Support

Application of Funds

71.9%	Staff - Service Provision & Support
0.8%	Telephone & IT Communications
2.2%	Vehicle & Travel
3.8%	Occupancy Expenses
1.8%	Depreciation & Amortisation Expense
12.3%	Disbursements to Clients & Partners
7.2%	Other Operational



SOCIAL WORK STUDENT JACINTA MORGAN WAS AWARDED THE ANGLICARE SCHOLARSHIP.

DEVELOPING OUR TEAM

Anglicare is a recognised Employer of Choice for demonstrating contemporary workplace practices and outstanding support for staff.

Professional development is a priority, with regular training opportunities, our Values in Action staff awards, and the annual Jerrim Fellowship – a major scholarship that can be used to travel overseas to visit projects or services, attend a conference, do an internship or complete a training course.

This year, Anglicare also developed a formal industry partnership with the University of Tasmania.

The partnership enables Anglicare staff to access significant fee reductions for UTAS units and courses, including relevant undergraduate, postgraduate and short professional development courses.

"To serve the Tasmanian community to the best of our abilities, it's vital we look after the wellbeing of our team," said CEO Chris Jones. "This includes providing people with opportunities to keep learning and developing their skills and talents".

Each year, Anglicare hosts work placements for university students and provides a scholarship for a UTAS student studying social work. The 2019 scholarship recipient was Jacinta Morgan from Launceston.



THIS YEAR'S JERRIM FELLOWSHIP WAS AWARDED TO JEMMA GARDAM WHO WORKS IN HOUSING CONNECT IN THE NORTH. SHE TRAVELLED TO THE UK TO ATTEND A MAJOR CONFERENCE AND VISIT A NUMBER OF HOMELESSNESS SERVICES IN ENGLAND AND SCOTLAND.



WENDY QUINN FROM UTAS SAID THE PARTNERSHIP WOULD ENABLE EMPLOYEES TO GAIN QUALIFICATIONS AND FOR ANGLICARE TO ENSURE A STIMULATED WORKFORCE OPEN TO NEW IDEAS.



TERESA HINTON AND LINDSEY FIDLER WITH NEW RESEARCH ABOUT CHILDREN AND FAMILIES.

INFLUENCING FOR POSITIVE CHANGE

Anglicare works for a just Tasmania and has a committed Social Action and Research Centre (SARC) to lead this agenda.

In the past year, SARC undertook key research and was involved in influencing public awareness and government policy on a range of issues. These included the needs of vulnerable children, young people and families, affordable housing solutions, the removal of poker machines from pubs and clubs, and addressing cost of living challenges.

"We want to grow people's understanding about what causes some Tasmanians to experience disadvantage, poverty or poor outcomes and why this matters," said Lindsey Fidler, Acting Manager of SARC. "We provide information to help governments to design informed public policy and make

decisions about investing in programs and services that make positive change for vulnerable Tasmanians".

This year, the SARC research report *Breaking the Cycle* examined the experiences of parents who have had children repeatedly removed by Child Safety Services (CSS).

A second report, *In Limbo* looked at the income and housing challenges faced by families when a child is removed. SARC also researched the barriers to school access and participation for young people disengaged from education.

LIVING LIFE THEIR WAY

In the past year, our Disability Services assisted 566 people across approximately 118,750 shifts statewide. Anglicare provides practical support for people with disability to live life the way they choose.

This includes support with daily living and personal care, social and community participation, and achieving goals for health and wellbeing.

Young adults eager to experience independence added to their skills during short term stays arranged by Anglicare. "Many National Disability Insurance Scheme participants have goals about eventually moving out or at least having regular breaks from living full-time with their parents," said Tegan Edwards, Anglicare's NDIS Flexible Respite Manager.

"A short stay is a chance to grow their capacity and get a feel for what it would be like to live independently. These young people are doing things like making their own bed, going grocery shopping, helping to prepare meals, stacking the dishwasher, vacuuming – all with an Anglicare support worker alongside as needed".

Participants enjoyed activities such as bike-riding, craft, or just having a quiet space to relax. It also provided short breaks for families, enabling them to recharge and continue in their caring roles.



ANGLICARE'S MARGIE LAW AND SUE LEITCH (COTA TASMANIA) SPEAK TO MEDIA AT THE LAUNCH OF THE RENTAL AFFORDABILITY SNAPSHOT.

RENTAL AFFORDABILITY SNAPSHOT

We again took part in a national advocacy campaign by the Anglicare Australia network to raise awareness of the shortage of affordable housing.

The 2019 Rental Affordability Snapshot showed an all-time low in the number of affordable private rentals recorded. Of the 1050 properties listed for rent on the Snapshot weekend, only 22% were affordable and appropriate for households that relied on income support payments.

Anglicare called on Federal and State Governments to make major investments in affordable housing – to ensure everyone has a place to call home.

GAMBLERS HELP

Around 500 people affected by problem gambling were supported by our Gamblers Help service last financial year.

Gamblers Help offers specialised counselling for individuals, family members, as well as group-based support and community education about the impacts of gambling.

There's a public perception that gambling is the responsibility of individuals," said Anglicare's Jonathan Turk. "But it's a lot more complex than this. As with other addictions, problem gambling is often symptomatic of other issues in a person's life."

Anglicare's counsellors are trained to help people identify and address the reasons behind their gambling.

There is no judgment and the focus is on building relationships of trust. There is no limit to the number of times a person can make use of services – from one session to ongoing support over many years.

In the past year, Anglicare also continued its push to have poker machines removed from pubs and clubs in local communities and confined to casinos. Poker machines take \$175 million from Tasmanians annually. At least 40% of this money is from people with a gambling addiction.



SUBBIES FOOD MINISTRY REACHING OUT TO INTERNATIONAL STUDENTS.

ALIGNED IN MISSION

We partner with Anglican parishes across Tasmania to show God's love to local communities.

In St Helens this year we collaborated with the Break O'Day Parish to provide a crisis accommodation facility. As part of their studies, students from TasTAFE significantly modified a shipping container to create the tiny house which was purchased and placed near St Paul's church.

Anglicare has a parish grant program to enable local responses to need. The North Midlands Parish packed and distributed Christmas hampers to families experiencing disadvantage. Wellspring Anglican Church in Hobart ran the Subbies Food Ministry, catering for over 200 university students from India, Nepal, Sri Lanka, Pakistan and Bangladesh.



TINY HOUSE IN ST HELENS PROVIDING CRISIS ACCOMMODATION.



BISHOP RICHARD CONDIE PRESENTS LIFE MEMBERSHIP TO MARGARET CRISP, CAMPBELLTOWN, ON BEHALF OF ANGLICARE.



LORRINDA MURRAY, AUNTY VERA NICHOLLS, STEPHANIE DONOVAN, MARGIE LAW, CHRIS JONES, JODIE JENKINS, JENELLE JENNINGS, DELIA SUMMERS, AUNTY NOLA HOOPER.

YARNIN UP

yarnin up is Anglicare's Aboriginal advisory group. It meets three times a year, usually at the Aboriginal Elders Council in Launceston.

This year Anglicare has continued to encourage staff to undertake cultural training and participate in community events during NAIDOC Week. We have also put Aboriginal and Torres Strait Islander table-top flags in many of our public areas and discussed work issues specific to Aboriginal-designated staff. This is an important path Anglicare wants to walk with Tasmania's Aboriginal people.



CEO CHRIS JONES, KYLE RANDALL REYNDERS (TENANT), ROWENA CURTIS (TENANT) & MINISTER FOR HOUSING ROGER JAEWSCH AT THE OPENING OF EVELINE HOUSE.

EDUCATION FIRST

This year saw the official opening of Eveline House – a purpose built youth accommodation facility in Devonport and managed by Anglicare.

Eveline House features 25 self-contained units, five of them designed for people with disability. As well as providing affordable housing, tenants participate in education and training.

Kyle Randall Reynders, 19, a student at The Don College, became a tenant after struggling to find suitable accommodation when share-house arrangements fell through. "When I came to Eveline House I was awe-struck," he said. "This place is in a league of its own. Not only the accommodation but the support around it, is just amazing."

He said the tenants at Eveline House were assisted with budgeting, transport, study, food preparation, and job applications.

"This place feels like a launch pad to greater things."

-KYLE

Anglicare is moving to make education the key focus of all youth accommodation facilities managed statewide. We are working with the Tasmanian Government and the Brotherhood of St Laurence to implement the Education First Youth Foyer Model which aims to support young people's transition to independent living.

As well as Eveline House, Anglicare manages youth accommodation facilities in Hobart (Trinity Hill) and Launceston (Thyne House).



HOME CARE PROVIDES PRACTICAL AND CLINICAL SUPPORT FOR PEOPLE TO EAT WELL, KEEP MOVING AND REMAIN LIVING INDEPENDENTLY AT HOME.

SUPPORTING HEALTH AND WELLBEING

In the past year Anglicare experienced a 35% increase in the number of Tasmanians using our Home Care Services.

One of them was Sandra Petersen from Launceston who said the support from Anglicare's Home Care Services had transformed her life. When she first contacted Anglicare, Sandra was recovering from major surgery and experiencing difficulty getting around.

"I wasn't coping and thought I'd have to go into care," she said. "I was getting further and further behind with the housework and gardening and I was lonely because I was too embarrassed to invite friends to my home".

"Life is opening up for me instead of closing in."

-SANDRA

Sandra said the experienced and courteous team had supported her health and wellbeing, and encouraged her independence. "Anglicare has given me freedom," she said.

"In the past, by the time I did housework I was too tired and in too much pain to invite anyone over. Now I have a table set up ready for visitors".

LISTENING AND LEARNING

Anglicare listens closely to ideas, information and suggestions provided by clients.

One of the ways we do this is through the Participants' Advisory Council which meets regularly with our CEO. Members of PAC have lived experience of Anglicare services. They are clients, former clients (within the last two years), family members, or carers. This year PAC discussed a range of issues such as Anglicare's governance framework, fundraising, and electricity costs.



PAC MEMBER KAREN EDMUNDS (LEFT) WITH ANGLICARE'S PARISH DEVELOPMENT WORKER MARGARET SAVAGE, RECENTLY RETIRED AFTER A LONG PERIOD OF SERVICE. HER CONTRIBUTIONS WERE APPRECIATED BY PAC AND ANGLICARE.

2019 TASMANIAN VOLUNTEERING AWARDS

Anglicare sponsored the Community Care and Health Award at this year's Tasmanian Volunteering Awards.

The award was won by Tania Watson from Share the Dignity, which collects and distributes personal hygiene items for women. The award was presented by Tasmanian Governor Kate Warner.

