

**HOPE.
HEAL.
THRIVE.**

2023/24 Annual Report



ANGLICARE COLLEGE



EARLY LEARNING



OUT OF HOME CARE



RETIREMENT LIVING



GET INVOLVED



MISSION + COMMUNITY ENGAGEMENT



DISABILITY SERVICES



YOUTH + FAMILY



FINANCIAL SUPPORT



HOUSING + CRISIS SUPPORT

Anglicare is part of the Anglican Church, we acknowledge God, the Creator of heaven and earth, and Lord of all things.

THE ANGLICARE PRAYER

God grant us the compassion to care deeply for others; the wisdom to discern how best to help; the energy to transform emotion into action, and the joy of wholehearted, loving service. For Christ's sake, Amen.

ABOUT THIS REPORT

This report shows our activities and performance for the period 1 July 2023 to 30 June 2024. It has been prepared to comply with legal obligations and to support the Australian Charities and Not-For-Profit Commission (ACNC) objective to build greater accountability and trust in the Australian Not-For-Profit sector.

CHARITABLE STATUS

Anglicare NSW South, NSW West & ACT is a registered charity with the ACNC. It is a Public Benevolent Institution and endorsed as a Deductible Gift Recipient.

LEGAL NAME

Anglicare NSW South, NSW West & ACT
Street Address: 5/221 London Circuit,
Canberra ACT 2600
GPO Box 360, Canberra ACT 2601
ABN: 69 198 255 076

Cover Photo:
Child from Anglicare's Early Learning Centre in Franklin ACT - Ngunnawal/ Ngambri Country.

Community at the NAIDOC event at Ashmont, Wagga Wagga - Wiradjuri Country.



Yumalundi

We acknowledge the traditional custodians of the lands on which we meet throughout our journey together. We pay our respects to Elders past and present who have cared for the mountains, rivers, seas and skies and their continuing connection to Country. We value the wisdom and contributions of Aboriginal Elders and their people and thank them for sharing their rich cultural heritage. We celebrate First Nations people and acknowledge the unique perspectives they bring to our communities. We also acknowledge and extend our respect to non-Indigenous brothers, sisters and allies who live, play, and work alongside us. We stand together for a better future.



WIRADJURI, NGUNNAWAL, NGAMBRI, YUIN, GUNDUNGURRA, DHARUG, THARAWAL, NGARIGO, BIDWELL, WAVEROO, JAITMATANG.



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Names in some stories have been changed in the interest of protection and privacy.

Models appear in our photographs unless otherwise stated, to protect the identity of our clients. The photographs used within this report are a combination of purchased imagery and rightfully owned images of Anglicare NSW South NSW West & ACT.

Who We Are

Anglicare is a large agency of the Anglican Diocese of Canberra and Goulburn. The Mission of the Diocese is to 'Engage our World with the Love and Truth of Jesus'.

Anglicare is tasked by the Diocese to deliver community services and social justice through our Vision, Mission, Purpose and Christian Values.

OUR VISION

"Anglicare aspires to be the leading provider of community services in our regions and, through our advocacy and holistic care, transform the lives of those in need."

OUR MISSION

"In partnership with the Anglican Church, its parishes and agencies, Anglicare will provide advocacy, holistic care and support to people in need throughout our regions so they can fully participate in their communities."

OUR PURPOSE

"As part of the Anglican Church's broader Mission, we are called by Jesus' example to respond to human need by offering loving service and seeking to address injustices in our society."

OUR VALUES

- Compassion
- Dignity
- Inclusiveness
- Integrity

Together with the Diocese, we trace our origins back 96 years to when we commenced serving the vulnerable and marginalised. Our work continues to focus on helping children, youth, families and individuals in our community who are homeless or in crisis. We do this through the delivery of a broad range of community services across our geographic footprint.

Serving our rural and regional communities



Where We Work

CANBERRA / GOULBURN REGION

- Disaster Recovery
- Emergency Relief Hub
 - St John's Care
 - Arawang ER Hub
 - Goulburn
 - Anglicare Food Fair Queanbeyan
- Survive & Thrive Hub
 - Gordon Community Centre
- Goulburn & Yass Homelessness Support
- Anglicare Retail / Op Shop
 - Phil's Emporium Bungendore
 - Captain's Treasure Captains Flat
 - Anglicare Retail Erindale
 - Anglicare Retail Phillip
 - Anglicare Retail Queanbeyan
- No Interest Loans Scheme

- Calwell Early Childhood Centre
- Franklin Early Learning
- Southern Cross Early Childhood School
- Googong Early Learning Centre
- Orana Preschool
- Goulburn Early Childhood Centre
- Goulburn Family Day Care
- Marulan & District Preschool
- Parenting Under Pressure
- Triple P (Positive Parenting Program)
- Black Box Parenting Program
- CYCLOPS ACT
- The Junction Youth Health Service
- Interview Friends
- Intensive Therapeutic Care Queanbeyan
- Youth & Family Support Service

- Intensive Family Preservation
- Retirement Living
 - Brindabella Court, Downer ACT
 - St David's Close, Red Hill ACT
 - Wollondilly Gardens, Goulburn
- Disability Services
 - Holt
 - Goulburn
 - Crookwell
- Anglicare College RTO
- Workforce Development Unit
- Marketing & Communications
- Fundraising
- Business Intelligence
- Volunteers Management

RIVERINA REGION

- Bushfire Recovery Batlow
- Survive & Thrive Hub
 - Ashmont Community Resource Centre
- Anglicare Retail / Op Shop
 - New 2 U Op Shop Tumut
- Financial Counselling
 - Albury
 - Wagga
 - Batlow

- Thread Together Mobile Van
- Lifetime Learning
- HIPPY
- Supported Playgroup
- Joint Support Casework
- Permanency Support Program
 - Wagga
 - Albury
- Intensive Therapeutic Care

- Homeless Youth Assistance Program (HYAP)
- Starting Fresh
 - Batlow
- Emergency Relief
 - Gundagai

SOUTH COAST REGION

- Eurobodalla Homelessness Support
- Emergency Relief
 - Vulcan Street Community Hub Moruya
 - Eden
- Bushfire Recovery
 - Cobargo
 - Moruya

- No Interest Loans Scheme
- Anglicare Retail / Op Shop
 - Sapphire Surprises Eden
- Eden Canoes
- Permanency Support Program
 - Nowra
 - Moruya

- Bega
- Disability Services
 - Moruya
- Bega

WESTERN REGION

- Bathurst Community Development
- Survive & Thrive Hub
 - Orange
 - Bathurst
- Emergency Relief
 - Bathurst
 - Orange

- Forbes
- Dubbo
- Rylstone / Kandos
- Georgie's Pantry Parkes
- No Interest Loans Scheme
- Anglicare Retail / Op Shop
 - Georgie's Boutique Parkes

- The Op Centre Murrumburrah
- Permanency Support Program
 - Orange
- Disability Services
 - Orange (planned)

WESTERN SYDNEY

- Permanency Support Program

- Intensive Therapeutic Care

- Premier's Youth Initiative

COMPASSION – In the spirit of loving service we offer care and understanding to those in need.

(see Jesus' teaching in Luke 10:29-37)

INCLUSIVENESS – We serve all people with a spirit of openness because we share a common humanity.

(see Jesus' teaching Mark 2:15-17)

INTEGRITY – We are committed to personal and corporate honesty, fairness and transparency.

(see Jesus' teaching in Luke 16:10)

DIGNITY – We respect the intrinsic value of all people and acknowledge their capacity for self-determination.

(see Jesus' teaching in Mark 12:31)

About Us



Anglicare Staff celebrating International Women's Day - Ngunnawal/Ngambri Country.

Message from the Board

Mark Brandon-Baker OAM
Presiding Member



I am pleased to present the 2023-24 Annual Report for Anglicare NSW South, NSW West & ACT.

In many ways, it was a difficult year both for Anglicare itself but more importantly, for those that we serve. The impact of the cost-of-living pressures including rental affordability have been significant issues of concern in our regions. For instance, Anglicare provided emergency food relief to 21,000 individuals and families and assisted nearly 10,000 people with other vital support services.

This type of support offered to those in need would simply not be possible without our 625 staff and 650 volunteers. Since joining the Board in mid-2024, I have been struck by the dedication, by the pragmatism and professionalism and by the sheer compassion so evident among those working within Anglicare. To each of them, I extend my sincere thanks.

I also acknowledge the outstanding leadership of our Interim CEO, Trevor Ament and his Executive team in a year of real challenge. They have navigated a great deal of complexity and uncertainty while continuing to run a diverse operational business.

Financial review

For the 2023/2024 financial year,

we achieved a net operating surplus of \$443,725. However, this result includes a revaluation gain of \$1,993,474 on our Retirement Village properties and \$2,590,533 received in capital grants. These have both contributed positively to our financial performance.

While the Board notes it is always a good outcome to achieve a surplus result, the reliance on achieving this surplus from property revaluation gains and capital grants is not sustainable into the future.

Going forward, operations of Anglicare must either break even or achieve a surplus and achievement of that goal will be the unequivocal focus of the Board and Executive team. With financial security and longer-term planning can come the ability to upgrade infrastructure, expand services, improve opportunities for staff and offer even greater support to the community.

I wish to acknowledge the substantial amount of work undertaken by Trevor, our Finance team, and executives during our budget preparations for 2024/25. Significant progress has been made in improving the operating result for each of our client portfolios. The Board is closely monitoring the financial results and continued improvements in service and care standards.

Board Activity

It has been a steep learning curve for our new Board members as they navigate the complexities of Anglicare's various portfolios, including the Permanency Support Program, Early Childhood Learning Centres, Retirement Villages, Housing Programs, Disability Services, and Parish Partnerships.

A key priority and highlight has been information-gathering to develop a deeper understanding of Anglicare's operations. This has involved site visits, engaging conversations with staff, and attending Regional Anglicare Leadership Forums. It has been both a pleasure and a privilege to connect with team members and witness firsthand the vital work they undertake on a daily basis. And again, I offer my thanks for the candour and honesty shown during those engagements.

Over recent months, the Board has also focused on its own governance procedures including establishing internal Committees, including the Finance Committee and Risk and Clinical Governance Committee. Other committees may be established as specific needs are identified.

As we move ahead and seek to build Anglicare into the strong and sustainable organisation it can be, the Board will inevitably consider the 'Why' and 'What' we do. It will need to develop and consolidate a long-term vision and strategic plan and invariably some change will occur. What won't change however is the bedrock on which Anglicare is built – a determination to do good in this world and offer assistance, comfort and support to those in need.

In closing, it remains only for me to commend all those involved in Anglicare's important work. As someone recently joined, with 'fresh' eyes, I am in awe of the care and commitment of our people. It is a remarkable organisation, and one with a great future.

Mark Brandon-Baker OAM

Board Chair



Board Chair and Anglicare Senior Manager Kristy Daley at the NAIDOC event at Ashmont, Wagga Wagga - Wiradjuri Country.

Message from the CEO

Trevor Ament

Interim Chief Executive Officer



Serving as Interim CEO of Anglicare has been a true privilege. It is incredibly uplifting to work for an organisation that aligns so closely with my faith and values, and I am continually energised by the dedication of our staff and the meaningful difference we make in our communities. That difference is in the lives of those we serve and care for in providing hope, healing and safe environments to thrive into their future.

Reflecting on the first half of 2024, it has certainly been a period of extensive work with the Executive and staff, with an emphasis on listening and learning about the detail and complexity of Anglicare's services.

Much has been achieved in a short period of time and this work continues to be reflected in operational improvements, as we identify and seek to address the financial challenges we are facing within our portfolios, whilst also understanding our future opportunities for service improvement and growth.

Reflection on Anglicare's history

As we seek to walk alongside and support the most vulnerable members in our communities, I have seen the vital service our staff and volunteers have played

in delivering Anglicare's mission for decades. Indeed, it is essential that we reflect on the history of Anglicare as it provides a useful compass by which we can navigate into our future.

The Anglican Diocese and Anglicare have been providing community services and care to children, families, and local communities for over 95 years. Commencing with the opening of the St Saviour's Children's Home in Goulburn in 1929 and then continuing with the provision of out of home care, family support and early childhood education. We share a deep and rich history with our Diocesan partners, Canberra Girls' Grammar which was founded by Sister Hilda and Sister Phyllis in 1926 and Canberra Grammar School which began in a few buildings in the sheep paddocks of Canberra in 1929.

It is evident that we share a cherished history of supporting courageous and brave-hearted children through delivering our mission.

Executive Overview

I am pleased to share that we have a highly experienced Executive Team, comprising Dr Serena Mathews (Permanency Support Program), John Wills (Community Support Services), Sandra Michie (Support Operations and Communications), and Tracey Walsh (Governance, Quality, Continuous Improvement, and Child Safety).

Additionally, we have appointed Sue Robertson to the newly created position of Anglicare Chaplain. This important role will focus on providing social, emotional, and spiritual support to our staff, clients,

and volunteers, particularly within our retirement facilities and Early Years programs.

Financial Overview

As the Chair has outlined, we achieved a net operating surplus of \$443,725 for the 2023/2024 financial year. This was a positive result and we were greatly assisted with the revaluation gain of \$1,993,474 on our Retirement Village properties and \$2,590,533 received in capital grants.

Like many organisations, we have and are experiencing financial pressures within our operating portfolios. In the latter part of 2023, it became clear that Anglicare would not achieve its budget targets for the financial year. These challenges have required us to think carefully and strategically about the services we can realistically and sustainably provide. These decisions about the provision of our services are essential to ensure we are in a strong financial position to continue to fulfill Anglicare's mission.

Over the coming months we will continue reviewing and assessing our strategic direction in the sectors we operate in. Anglicare carries the legacy of the past work of parishes and we cover a wide range of services across many locations. The nature of delivering Anglicare's mission carries with it a commitment to serving the most vulnerable in our communities and managing this higher level of risk.

Opportunities

A key opportunity in our review phase is enhancing the efficiency and integration of Anglicare's operations. We've identified the existence of parallel systems across different portfolios, so we

are taking a holistic approach, focusing on areas such as Workforce Development where we are assessing our workforce development strategy and HR processes and working diligently to eliminate duplication and improve efficiency.

We are also exploring strategic opportunities to expand our portfolios, particularly in areas like our Early Learning Centres, Community Housing, and Retirement Villages. For example, we are considering transforming our Early Childhood Education and Care (ECEC) centres into innovative community hubs in Goulburn, Queanbeyan, and other locations. These hubs could include various services and spaces, such as cafés, retail spaces, children's resource centres, community computer rooms, and allied health offices. This initiative would not only align our ECEC centres with our mission, but distinguish us from other providers.

Partnerships

In addition to updates about our various business portfolios, this annual report features stories that highlight our ongoing commitment to establishing and building partnership and collaboration. Leonie Hardwood, Principal of Burgmann Anglican School, has provided a wonderful overview on our joint commitment to caring for children and to further exploring opportunities for collaboration in the Partnerships section of this report.

Parishes

Our Parish partnerships are essential to fulfilling our mission. We have several MOUs in place, such as with Lanyon Valley Anglican

Church, which supports the Gordon Community Centre. This centre offers emergency relief, playgroups, community lunches, exercise classes, and more. Additionally, Little Luxton, an onsite social enterprise cafe, donates proceeds from every coffee sold to support the centre's programs.

We also collaborate with St John's Care and Arawang Anglican Church for emergency food relief, as well as Sapphire Surprises in Eden, where we operate an Op Shop and provide food assistance.

I am eager to engage with our partners to foster genuine collaboration, ensuring that Anglicare learns from the past while preparing for the future. We are incredibly grateful for all our formal and informal parish partnerships.

Education

Education plays a vital role in alleviating poverty, and our Diocese is blessed to have eight Anglican schools serving over 10,000 students and more than 1,200 staff across the South Coast, Googong, the ACT, and Wagga regions.

Our Anglican schools have consistently supported Anglicare in numerous ways. Each year, students collect food for our emergency relief pantries, host sleepouts to raise funds, organise clothing drives, and contribute to our Christmas appeals. The generosity of the schools, their students, families, and Principals has been truly remarkable, and we are immensely grateful.

This year, Anglicare was delighted to host presentations at our Regional Anglicare Leadership Forums (RALF) from the Principals of Burgmann Anglican School,

Canberra Grammar School, The Riverina Anglican College, and St Peter's Anglican College. These presentations highlighted our commitment to caring for children and the partnerships we currently have, as well as future opportunities.

Thanks

I would like to thank all the staff for their incredible work in serving our many vulnerable communities. Their tireless efforts are appreciated and are making a difference to those we serve.

I would also like to thank the Board and in particular the Chair, Mark Brandon-Baker, for their support and assistance over this time.

In closing, as we look to the future, I am filled with hope and anticipation for what lies ahead. We are reminded in Galatians 6:9, "Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up." Your continued support and partnership ensure that Anglicare remains a steadfast source of help, healing, and hope for those who need it most.

Together, we are making a difference that will be felt for generations to come.

Trevor Ament
Interim CEO

History of Anglicare

The origins of Anglicare can be traced back to the community care provided by the Anglican Church across rural NSW over 150 years ago.

But the true beginnings of Anglicare were founded upon the legacy of Mother Esther who established the Community of the Holy Name in Melbourne in 1888. For more than 50 years the Community operated soup kitchens, mother's groups, children's homes and hospitals in Victoria.

In 1929, a new residential home for girls was purchased by the Anglican Church of Goulburn and

run by two sisters from the Community of the Holy Name. This was the beginnings of Anglicare NSW South, NSW West and ACT.

By the 1950's, the sisters were running three neighbouring children's homes on Cowper Street in Goulburn – St Margaret's, St Saviour's and St Anne's. These three properties remain today as Anglicare's regional headquarters for much of our work across regional NSW.

1870 1880 1890 1900 1910 1920 1930 1940 1950 1960 1970 1980 1990 2000 2010 2020

1863

Goulburn Anglican Diocese (later Canberra & Goulburn Diocese) established

1888



Mother Esther, an Anglican religious Sister, formed the Community of the Holy Name to help people from Melbourne's slums

1929



St Saviour's Children's Home, Goulburn, opens

^ Origins of Anglicare

1965



Retirement Village, Merimbula, open

1965



The 1970s include family support, emergency housing and early childhood education and statutory care services

1970



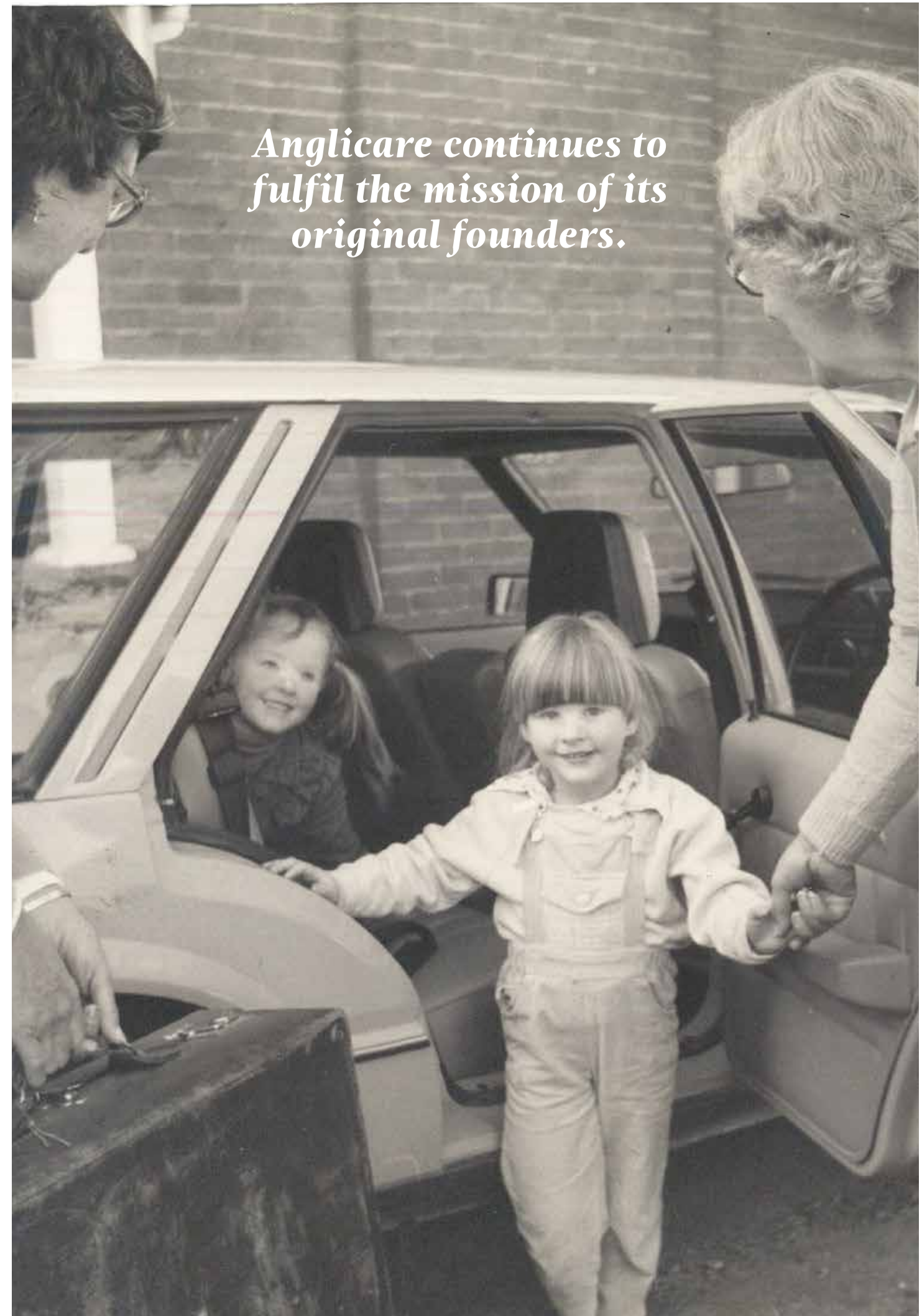
Marmont Hall, Goulburn, renovated to become a non-profit preschool long day care centre

1990s



Piloted services for children with special needs

Providing community services and care to children, families and local communities for over 95 years.



Anglicare continues to fulfil the mission of its original founders.

Our 23/24 Highlights

165 

clients supported by our disability teams.

879 

People assisted through our homelessness support teams.





54,000

Annual customer numbers for all retail stores.





5 years

The Junction Youth Health Service applied for and secured funding through ACT Health for an additional 5 years.



Anglicare worked with local flood-impacted communities, providing Community Recovery Grants to support their recovery efforts.



2,218


Appointments with the Junction Youth Workers with an average of 42 per week.

650

Volunteers throughout our regions at 22 locations to deliver Anglicare's mission.


NAIDOC

Celebrating our Elders - Anglicare helped plan and participate numerous NAIDOC celebrations across our regions.



801

children were enrolled at Anglicare's Early Learning Service.



Three-year-old preschool
an ACT Government program

Anglicare's ECEC services chosen as ACT Government Three-Year-Old Kindy provider.





New Board appointed with a new Board Chair.



Anglicare's ECEC services chosen as ACT Government Three-Year-Old Kindy provider.



Serving Our Communities

1. Permanency Support Program
2. Community Support Services
3. Child, Youth & Family Services



Bathurst Emergency Relief
volunteers - Wiradjuri Country.

Permanency Support Program

Supportive and safe environments for children.



Anglicare staff at the Wagga Out of Home Care Easter egg hunt, Wagga Wagga - Wiradjuri Country.

Permanency Support Program (PSP)

Our Permanency Support Program encompasses various care options for children and young people who cannot live with their birth families. While often referred to as foster care, PSP includes several types of care such as Foster Care, Respite Care, Kinship Care, Therapeutic Home Based Care and Intensive Therapeutic Care (ITC).

At the heart of our PSP approach is a philosophy of Hope, Heal, and Thrive, which reflects our commitment to:

- **Holding hope** for all children and young people, especially those who have experienced trauma, abuse, or neglect, no matter how complex their circumstances.
- **Supporting healing** from the impact of trauma, adversity, and abuse, and helping children and young people overcome their past experiences.
- **Creating safe and inclusive environments** where children and young people feel valued, their voices are heard, and their individual needs—whether cultural, personal, or circumstantial—are honoured. Our goal is to help them thrive and achieve a brighter future.

Foster Care and Kinship Care

Our team of 279 dedicated staff provide care for children and young people in the PSP. Many of these children and young people have faced traumatic experiences, and it requires specialised support to help them thrive in safe environments. The dedication and passion of our staff, foster carers, and kinship carers are key to this mission. Each child and young person has unique care needs, and our staff work tirelessly to nurture their strengths, ensuring they grow in a safe, stable, and supportive home environment.

Throughout the year, PSP has served 267 children and young people across NSW. We work with 211 dedicated Foster Carers and Kinship Carers who are critical community members offering safe, loving homes for the children and young people in our care. Together, we meet Child Safe Standards, fulfill Office of Children's Guardian (OCG) accreditation requirements, and adhere to the Department of Communities and Justice (DCJ) contractual obligations.

Program Review and Adjustments

This financial year, several external factors impacted the Foster Care sector, prompting our PSP teams to adapt. As a result, we undertook a comprehensive review of our processes, consolidated roles and facilities, and implemented cost-reduction strategies. Despite these challenges, our staff remained focused on delivering child-centred, trauma-informed care that ensures children and young people feel included, valued, and heard.

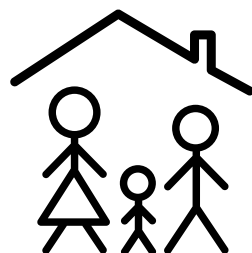
Following an organisational review, we initiated several consolidation actions across the PSP portfolio, including:

- Merging the Nowra and Bega offices
- Closing the Orange office
- Relocating Queanbeyan-based personnel to our existing Canberra facilities
- Reducing non-essential roles

Professional development remains a key priority. In addition to ongoing training in areas like ASIST (Applied Suicide Intervention), Therapeutic Crisis Intervention, Mental Health First Aid, and mandatory reporting, our staff also participated in Communities of Practice (CoP) workshops. These workshops foster collaboration, providing a space for practitioners to discuss complex issues and improve service delivery.

This year, we introduced a new approach to policy development, moving from monthly meetings to flexible, consultative 'working groups.' This shift has allowed us to consider multiple policies concurrently while ensuring that staff are not overwhelmed. Additionally, we successfully implemented a new client management system, Family Journey, which offers enhanced functionality and customisation. This system will help improve processes, generate insightful data, and ultimately enhance service outcomes.

Improving the lives and outcomes of children and families by creating a space for practitioners to come together and explore difficult practice issues within the PSP sector.



CASE STUDY:

YI Paige's Story

When Paige aged out of her group home in Blacktown on her 18th birthday and moved into Anglicare's Transition Accommodation, she was unemployed and struggling with loneliness and depression. With the assistance of Brad, an Anglicare Youth Initiative Mentor, Paige has taken great strides in her personal and professional development.

A key part of this transition was participating in the Two Good Co program, arranged by Brad, which involved receiving mentorship from executives at Channel 9. Over the past 6 months, Paige has built strong relationships with supportive, successful individuals and is now hoping to transition into full-time employment and to move out of her PYI property and into a private rental with a close friend.

"Paige has shown unwavering resilience and determination since joining our program and her future now looks incredibly bright."

- Brad Hawkins, Personal Advisor & Mentor, Youth Initiative.



CASE STUDY:

PSP Mia's Story

When Mia's long-term carer was diagnosed with a serious medical condition her delicate concept of home was suddenly at risk. Requiring specialist trauma and NDIS services, children like Mia are often required to relocate to different towns and different schools when a care situation breaks down.

However, the Anglicare team demonstrated their commitment to Mia's continued care by advocating on her behalf and securing her a short-term home within the community where she'd formed vital relationships. The future plan for Mia is to return to her long-term carer when able, allowing her to further develop trusting, healthy connections.

"To me, there is no greater enrichment in life than knowing you have made a difference in a child's life."

- Anglicare Foster Carer.

Youth Initiative

Our Youth Initiative (YI) program supports young people leaving statutory out-of-home care (OOHC), who are identified as being vulnerable to or at risk of experiencing homelessness on exit from care. The program aims to build the long-term capacity and resilience of young people to permanently divert them from the homelessness service system.

Young people engage in the YI program on a voluntary basis and are assisted by the YI team to develop strong personal networks, build skills to navigate adult support

services and increase their capacity to manage crises and change as they transition to independence.

Internally the YI team focused this year on expanding their mentor training program, engaging in professional development opportunities, implementing a structured feedback program and analysing participant outcomes. These focus areas ensure staff utilise industry best-practices, operate in a way that remains relevant to participants needs and attain their ultimate goal of reducing youth homelessness.

Intensive Therapeutic Care

Intensive Therapeutic Care (ITC) provides a vital service for children and young people who have experienced the most severe forms of trauma, neglect, abuse, or adversity. ITC focuses on delivering safe, stable accommodation for young people, typically over 12 years old, with complex care needs. The goal is often to help these young people transition to a family environment, whether through foster care, kinship care, or reunification with their birth families. In some cases, young people aged 15 and older may choose to remain in an ITC home until they reach maturity.

Anglicare operates ITC homes in Sydney's West and Southwest, the Riverina regions, and Queanbeyan. Our homes provide full-time care, with each house accommodating up to four young people. Our dedicated team of Youth Workers ensures that each resident receives the support and care they need.

Anglicare's ITC program has made significant strides in reducing vacancy rates. Our target is to bring

vacancy rates down to 10 percent by 2027, and recent projections suggest we will achieve this goal ahead of schedule. As of June 2024, our ITC services are the highest-rated in NSW, with the lowest vacancy rates and the greatest occupancy numbers in the sector. Over the past year, vacancy rates dropped from 25-30 percent to 12 percent, allowing us to provide more individualised care and enhance the opportunities for young people to hope, heal, and thrive.

Looking ahead, despite the challenges faced this year, the commitment of our staff, carers, and the broader community has been unwavering. Together, we continue to create environments that foster healing, growth, and resilience for the children and young people we serve. Through ongoing improvements, innovative approaches, and a focus on staff development, we are ensuring that every child and young person in our care has the opportunity to reach their full potential.



267

children and young people supported across NSW.



47

young people currently supported in homes across NSW.



211

dedicated Foster Carers and Kinship Carers.



279

dedicated staff provide care for children and young people in the PSP.

Community Support Services

Community support services and engagement.



Canberra Grammar School students dropping off donations to St Johns - Ngunnawal/Ngambri Country.



801

children were enrolled at Anglicare's Early Learning Service.



152

staff working in Anglicare's early learning services



New program



Three-year-old preschool
an ACT Government program

Partnering with the ACT Government

All of our eligible Canberra-based Early Childhood Learning Centres (ECLCs) were selected to participate in the ACT Government's new Three-Year-Old Preschool program this year—allowing us to provide families in Canberra up to 300 hours of free Preschool per year.

In addition to meeting the Preschool program requirements, Anglicare's ECLC services provide long day care for children aged 6-weeks and up, meaning parents and carers can participate in the government funded program within a framework that suits working families with varied-aged children.

Nominations and awards in Family Day Care

This year the team at Goulburn Family Day Care were nominated for numerous 'Excellence in Family Day Care' awards by peak body Family Day Care Australia. The service was nominated as a team and all seven educators were also nominated individually.

We are immensely proud of Niki Albury, an Anglicare educator for 29 years, who won the Educator of the Year for Goulburn & Southern Tablelands for 2024.

Early Learning

Anglicare's pedagogical practices prioritise a comprehensive and child-centred approach to pedagogy in early childhood education. This approach underscores the fundamental importance of building and nurturing positive relationships, thoughtful curriculum decision-making, and effective teaching and learning strategies. Anglicare's pedagogical approaches, including play-based and inquiry/project-based learning, intentional teaching, and child-led methods, are all designed to foster active engagement and participation, ensuring that each child's unique needs and interests are at the forefront of their educational journey. By emphasising these key principles, Anglicare creates a rich and supportive learning environment that promotes children's holistic growth and development.

Beginning in 2025 we will be commencing our spiritual care program across our ECEC with the engagement of our chaplain.

Across our preschools, Early Childhood Centres (ECC) and Early Learning Centres (ELCs), this year has seen an overall increase in enrolments and staff retention, and significant recruitment and consolidation in leadership roles. It has also seen the initiation and further development of community engagement activities, the securing of numerous grants, and the consistent meeting or exceeding of industry standards.

Enrolments were elevated, with our Goulburn and Googong centres both operating at 100 percent capacity with active waiting lists. Our Franklin ELC and Anglicare at Southern Cross Early Childhood School both saw growth in their Out of School Hours program, while our Calwell ECC saw an increase in demand in their infant and toddler programs.

Ongoing investment in staff through skills recognition, industry training and a continued commitment to the Sanctuary model has encouraged staff retention and resulted in the provision of consistent, high-quality services. The majority of centres saw minimal staff turnover,

while Goulburn Family Day Care experienced 100 percent staff retention, plus the recruitment of two additional educators. Several members of the Goulburn ECC reached the impressive milestone of having worked with Anglicare for 10 years.

Across our centres, we continue to create opportunities for children to engage with the wider community in safe and meaningful ways.

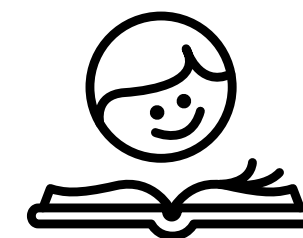
Calwell ECC maintains their visits to the local Warrigal Aged Care facility and are now furthering this relationship by hosting residents for regular morning teas. The Calwell centre also visits Tuggeranong Homestead monthly to participate in land care projects, while children from Franklin ELC make regular walking excursions to the local Woolworths, tram trips via the light rail and regular visits to Gubur Dhaura Heritage Park as part of connecting with Country. Meanwhile, Googong ELC participated in the Queanbeyan Reconciliation Walk and Goulburn based services attended the Goulburn Show and the Lilac City Festival, where children's entries won many ribbons and commendations.

Efforts to assist with school transition continue to grow. The Goulburn team instituted an initiative to connect with local primary schools in the area, while Googong ELC further developed

their existing relationship with The Anglican School at Googong and were invited to open the school's cross-country carnival. Franklin ELC, located at Franklin School, established a designated time slot for children to visit the school library to read and borrow books.

Other initiatives advancing our centres include ongoing Movement and Music classes which have added a performance component, implementation of a new music program facilitated by the Hume Conservatorium of Music, and a continuation of our Art in the Bush program. In addition, Googong ELC instituted Beginnings Developmental Checks and Dental Health checks, while Franklin ELC welcomed visits from a local dentist. Participation in the Aussie Backyard Bird count, Frog Watch program and Lids 4 Kids collection initiative also continued this year.

Staff actively sought and secured grant funding to benefit centre facilities and services. Our Goulburn Family Day Care, whose unique model of early childhood education features registered and qualified Educators facilitating programs from their own homes, secured \$8000 through the Goulburn Soldiers Club's ClubGRANTS scheme to operate a community playgroup at the local PCYC. Also through the ClubGRANTS scheme, the Marulen Preschool received \$4000 to purchase a new shade cover for their external playground, while Franklin and Goulburn ELCs secured grants from Woolworth's towards the development of centre gardens. Goulburn ELC also received grant funding from Landcare to further enhance their garden, and funding from the Veolia Trust for the purchase of safety equipment.



Retirement Living

There was an intentional focus on future planning and asset improvement this year, while prioritisation of resident wellbeing remained a significant driver.

A master planning process to identify opportunities for future growth across the three retirement villages is now underway, with an eye towards infrastructure development and land acquisition. Factors considered in this analysis include environmental impact, sustainability, and resident and community need.

As part of this process, land has been purchased adjacent to our current Wollondilly Gardens site in Goulburn for the purpose of expanding capacity, while preliminary steps have been taken towards acquiring land on the South Coast of NSW for the construction of a new retirement village.

The initial stages of a five-year-long, systematic, asset management plan also commenced this year, aimed at addressing building upgrades, major groundworks and additional facility construction. As a result, various advancement work has begun, including villa refurbishments, security enhancements, safety upgrades and grounds work. The plan incorporates a dedicated project management process to ensure improved timeliness, cost effectiveness and cash flow management for all required works—and guarantees that necessary increases to resident fees will be kept to a minimum.

All three retirement villages continue to operate at 100 percent occupancy with active waiting lists. This is due, in part, to our intentional focus on resident wellbeing and connection. Throughout the year, village staff provided residents with regular opportunities to engage with their internal and external communities in a variety of ways, including assisting with internet use, organising local and regional excursions, inviting guest speakers, and creating on-site community gardens. Our status as a Sanctuary certified organisation extends to our retirement villages, and we are committed to creating a physically and psychologically safe environment that is inclusive for all.



“St David’s Close is more than just a place to live; it’s a vibrant community where everyone looks out for each other. If anyone needs anything, there’s always someone ready to help. It’s a happy, supportive environment, which makes it a wonderful place to live, especially with my busy life.”

- Peter Evans, retired Brigadier and resident of St David’s Close Retirement Village since 2017



CASE STUDY:

Beautifying Brindabella Court

In September, Brindabella Court’s Community Garden Group kicked off the initial stages of their community garden with a village-wide celebration showcasing their newly built wooden garden beds and raised vegetable pods.

The event was a whole-community effort. Members of the Brindabella Singers lent their voices to a rendition of “Bringing in the Sheaves” while the Morning Tea Group prepared and presented an enticing variety of treats. Many generous residents donated prizes towards a raffle and all funds raised went towards the purchase of additional plants and equipment for the growing garden.

“The team has been working hard to put plants in and it is looking really beautiful. It was wonderful to see so many residents get involved!”

- Village Manager, Bernadette Mearns



Anglicare CEO with retired Brigadier, Peter Evans - Ngunnawal/Ngambri Country.



CASE STUDY:

Housing client

“If it wasn’t for Judie and my daughter, I might not be alive.”

For years, Sarah Jane experienced multiple types of abuse at the hands of her husband: strangulation, verbal and financial abuse and violent outbursts. “I was stranded. I had no petrol, no money, he wouldn’t even give me \$20 to go into town. He had complete control over the finances”, she said.

The Anglicare team was able to provide Sarah Jane and her daughter with food and other essentials and secure them a place in Anglicare’s crisis

accommodation. “The most important thing”, said Judie Steerman, Anglicare Case Worker, “was to support them to get out of that bad environment so they could start to spread their wings and grow.”

“Judie was just amazing” said Sarah Jane. “You need a home and security for your child, and I had no idea what to do and where to start. Judie gave me guidance, helped me with the heaps and heaps of paperwork needed for Housing NSW and Legal Aid, and referred us to a counselling service.”

While her journey is not over, Sarah Jane’s progress is impressive. Through hard work and persistence, she has found suitable work and secured a social housing property for her daughter and herself. “I find it hard, depending on the day, to see that light, but now I know it’s there”, she said.

Social & Affordable Housing and Domestic & Family Violence Support

The housing crisis continues to disproportionately impact families and individuals on low incomes and those relying on government supports. As such, demand for our housing and homelessness services again exceeded funding allocations this year, causing many of our programs to stretch resources and seek alternative solutions to maximise service delivery. Pensioners, Aboriginal and Torres Strait Islanders and individuals escaping Domestic and Family Violence (DFV) remain particularly vulnerable and overrepresented among those seeking our assistance.

Anglicare Australia’s Rental Affordability Snapshot, an annual benchmark for national and regional housing stress released in April, reinforced the elevated pressure being put on services. The report revealed a record low number of rental listings across the country, with zero percent of those listings considered affordable and appropriate for individuals relying on JobSeeker, the Disability Support Pension or for retirees on the Aged Pension.

In addition, this year’s Essential Worker Snapshot, also released by Anglicare Australia, showed that within our region, less than one percent of rentals were affordable and appropriate for essential workers such as nurses, aged care workers and early childhood educators. Despite these harsh realities, our teams continue to work diligently to assist families and individuals at risk of homelessness.

Anglicare’s Safe & Affordable Housing and Domestic & Family Violence (DFV) Support services consist of the following:

- Homelessness Support Services, in Goulburn, Yass and Moruya
- Safer Places programs, supporting those escaping DFV in Goulburn and Yass
- Community Housing & Community Housing Innovation Fund projects in Goulburn and Wagga Wagga
- Reconnecting Home—Homelessness Youth Assistance program in Wagga Wagga.

Our three specialist Homelessness Support Services assist individuals, couples and families who are homeless or at risk of homelessness through assertive outreach, rapid crisis response, case management, transitional accommodation when available, and DFV support. This year our homelessness support teams assisted 879 individuals, of which 21 percent identified as Aboriginal and Torres Strait Islander and nearly 30 percent were also impacted by DFV. This number represents more than double our funding allowances, which impacts our ability to provide individualised, holistic case management.

Our Safer Places programs provide subsidised, affordable and safe transitional accommodation for women escaping DFV, with or without children. In Goulburn this consists of six, three-bedroom properties. Participants choose from a 3-12 month lease, which allows them to establish a personal rental history and increases their prospects when seeking

future private rental opportunities. In Yass, construction continued this year on six individual units which will function similarly to the Goulburn program. Despite building delays beyond our control, the units are on track to be operational as of October 2024.

Our Community Housing and Community Housing Innovation Fund projects in Goulburn and Wagga Wagga also provide safe, transitional housing for women leaving DFV, with or without children. Leases on these properties are available for up to 5 years, and participants are drawn from the NSW Housing priority list.

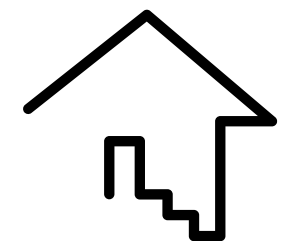
Reconnecting Home program (formerly Homeless Youth Assistance) offers early intervention support and financial relief to young people aged between 12 and 15 within the Murrumbidgee region who find themselves homeless, or at risk of becoming homeless. Whenever safe, the program assists in the process of reconciling young people with their families. This financial year, the Reconnecting Home team supported 62 young people, of whom 21 identify as Aboriginal.

Our Safe & Affordable Housing and Domestic & Family Violence Support services underwent Australian Services Excellence Standards (ASES) accreditation this year, achieving 100 percent success across our programs. Achieving this milestone signifies that, despite ongoing elevated demand, our teams continue to exceed community service standards, operating in a way that increases our access to funding opportunities and empowers both staff and those we serve.

No Interest Loans (NILS)

Demand for No Interest Loans (NILS) remained elevated again this year, with a noticeable increase in families seeking assistance for the first time. The NILS team, located in Dubbo, attained 250 approved loans for families and individuals located across our region, with the majority assisting those based in Western NSW or the South Coast.

There was a noted increase in loans sought for rental bonds and car registrations or repairs. During the current cost of living crisis, many families and individuals on low incomes are struggling to make ends meet and are often unable to afford additional or unexpected expenses. Our NILS program helps prevent a cycle of increasing debt by providing a pathway for managing one-off expenditures.



Disability Services

The Disability Services team began the financial year with a positive assessment by the NDIS National Quality and Safeguard Commission, meeting all applicable NDIS Practice Standards and Quality Indicators and achieving approved-provider status for a further 3 years.

In addition, our disability service in Holt was selected as a care coordination provider for ACT Health's Community Assistance and Temporary Supports (CATS) program, which initiated operation in October, providing temporary services for people in the ACT to discharge safely from hospital or remain in their homes while they recover from an illness, injury or other health issue.

Our commitment to providing a skilled and consistent workforce, capable of meeting the individual support needs of participants, continued this year and efforts were made to ensure staff remain informed of current practice standards, role requirements and industry knowledge. Required induction and refresher courses were completed by all relevant employees, as well as First Aid, Manual Handling and Person-Centred Supports trainings. Additionally, staff benefited from various online courses developed by etrainu under the guidance of the NDS, and those facilitated by Anglicare's Workforce Development team.

Across the three Disability Day Centre's in Crookwell, Goulburn and Holt, focus remains on providing person-centred supports to individuals, while also

engaging in regular Group Based Support activities. Such group programs benefit both staff and participants by allowing opportunities to engage with peers, access the wider community and a chance to contribute to local events.

Participants at our Cookwell centre have begun assisting with the local Meals on Wheels program, helping volunteers monthly to bring meals to residents in the Crookwell Shire. While in Goulburn participants were supported to enter the Goulburn Inclusion Forum's Goulburn's Got Talent showcase. Engaging in external, community events and activities allows disability participants to develop life skills, social skills and foster their role as valued members of the community.

The Disability Services team continues to collaborate with the Permanency Support Program (PSP) in improving service delivery for young people living with a disability who are in care. The Disability Support Coordinator role works closely with PSP Case Managers to address specific disability requirements and increase NDIS Plan access, often advocating for participant's rights especially regarding increasing or changing needs as participants age. An essential aspect of this role is negotiating with the NDIA to ensuring that individuals leaving care and transitioning into independent living have plans which address their specific evolving needs.

Volunteers

Our team of more than 650 volunteers were, once again, essential to services across the organisation this year. Their impact was especially significant within our disaster recovery services, retail stores and emergency relief teams—none of which could operate without volunteer support.

In November, we welcomed a new Volunteer Manager, Laura Dawson, who transitioned to the role following 4 years as Manager of Anglicare Retail. Laura brings considerable knowledge and understanding of our volunteer base—which includes a substantial portion of long-term volunteers committed to driving Anglicare's mission.

Through the year, significant focus was placed on ensuring volunteer compliance with Anglicare policies, a process aided by the development of a volunteer

induction program and the implementation of a new, more dynamic volunteer database. Volunteers were also offered various training opportunities, including First Aid, Disaster Recovery Training, Accidental Counsellor Training and Dealing with People in Difficult Situations.

We were pleased to thank our volunteers on multiple occasions this year. In addition to our annual National Volunteer Week event held in Canberra, we expanded celebrations to other regional centres, hosting morning teas in Eden, Bathurst and Parkes. Volunteers reaching service milestones were also invited to our Regional Anglicare Leadership Forum events in Canberra, Moruya and Wagga Wagga, where they were presented with anniversary awards honouring their considerable contribution to the Anglicare team.



CASE STUDY:

Disability Drumming and Sign Language

Through singing, sign language and drumming along to traditional Christmas carols, participants from our Disability Day Centre in Holt entertained staff, volunteers and donors at Anglicare's annual Christmas service in December. The performance was a culmination of six focused drumming and signing sessions, facilitated by Rev Andrea De Vaal Horciu, which were planned to enhance engagement, increase fine and gross motor skills, and help grow confidence and connection among participants.

"It was exciting to see the development through the sessions", said Disability Coordinator, Margaret Hennessey. "Each participant's skills blossomed and grew, along with their confidence and enjoyment of the program. By the end, most of our participants

could drum and sing along to the Christmas songs, and they learned to play some personal favourites too".

One participant in particular, Zoe, really flourished through the experience and was able to sing her favourite song, Silent Night, solo during the church service. "It was truly touching to watch", said Margaret, "many attendees complimented Zoe, which was greatly appreciated and went far in building her confidence.

Along with skills and increased self-esteem, the sessions gave participants the important experience of collaborating in a group setting and were often seen cheering each on throughout the process.



650

Volunteers across all of our sites and regions as of the 30th June.



22

locations where volunteers work to deliver Anglicare's mission

Retail & Op Shops

Customer numbers continued to rise through the year at all three Anglicare Retail shops, in Erindale, Phillip and Queanbeyan. This increase has been driven both by a general need to reduce spending amidst the cost-of-living crisis and by a cultural shift away from fast fashion, towards recycled and upcycled clothing options.

The retail team continues to build strong community partnerships. In June an existing, annual Pantry Appeal collaboration with Burgmann Anglican School was extended to feature an Anglicare clothing drive—resulting in a considerable volume of quality donations. In addition, our long-established relationship with high-end consignment retailer Material Pleasures developed further, with the team now collecting donations on a weekly basis. In April, a cold-weather clothing drive campaign was organised, featuring radio and social media advertising, which effectively increased stocks of jackets, jumpers and other cold-weather goods in preparation for winter.

Volunteer numbers grew across the three retail locations this year. As always, we are incredibly thankful to these dedicated and generous individuals, who keep our retail stores running.



54,000

Annual customer numbers for all retail stores.



72

Volunteers through all retail stores.



231

People received food and clothing emergency relief through our Queanbeyan store this year.

Emergency Relief

Demand remained elevated this financial year across our Emergency Relief (ER) services, driven by ongoing high food, energy and housing costs. Our dedicated ER teams, who respond daily to those experiencing crisis and extended financial strain, consist mainly of volunteers while funding for our ER services comes primarily from donor gifts. Despite these limitations, our ER teams kept pace with the extensive community need through relationship-building, government support, and the financial and spiritual generosity of individuals.

Beyond the transactional provision of food and other essentials, our ER services actively offer connection, understanding and appropriate referrals to those seeking support—many of whom present with complex issues including physical and mental health concerns, rental stress or homelessness, disability and/or a culturally or linguistically diverse background. In doing so, they act as agents of change in the community, seeking to address underlying causes and limit the cycle of intergenerational poverty.

In addition to donations received from supporters, our ER teams rely on funding from the Department of Social Services, partnerships with local parishes and collaborations with food suppliers such as Oz Harvest, FoodBank and SecondBite.

In the ACT region alone, our ER teams responded over 7400 times to families and individuals facing food insecurity or other financial need, representing an 18 percent increase over last year's previous record high. The assistance provided was predominantly fresh and non-perishable food and toiletries, averaging \$150 per client visit (ranging from approximately \$50 for a single person to \$250 for a large family).

In the Eurobodalla area, where housing instability has reached crisis levels, our dedicated ER team provides starter packs to those relocating to new properties and tents and sleeping bags to those without housing—as well as the standard non-perishable food hampers and personal hygiene packs for families and singles.

Our two community hubs, Gordon Community Centre and Ashmont Community Resource Centre, have integrated themselves into the local community. By collaborating with Anglican parishes and other local services, these hubs offer extensive opportunities for social connection through community lunches, playgroup sessions, exercise, cooking and craft activities, onsite access to Centrelink representatives and referrals to financial counselling. This wrap-around approach to service delivery improves access and outcomes for all participants and helps reduce stigma for those seeking emergency food relief.

The full impact our ER services extends past the supply of essential items, and can be difficult to fully quantify. By approaching those that seek support in a trauma-informed and non-judgemental manner and purposely seeking to connect through conversation and genuine concern, our ER teams create positive change for both individuals and the greater community in ways that are often untraceable but are utterly essential.



7,400

Times our ER teams responded to families and individuals facing food insecurity or other financial need in the ACT alone.



CASE STUDY:

Decades of Dedication at Queanbeyan Retail

Lorraine Donney and Chris Cartwright are part of a dedicated group of volunteers from the Queanbeyan retail shop. Between the two of them, they have been volunteering with Anglicare for more than 30 years.

For Lorraine, who has been part of the team for more than 10 years, what started as an opportunity to be with friends, developed into a sense of purpose and a greater connection to community: "I was at a bit of a loss after a divorce," she said. "I didn't know where I was going. My friends were here and they helped me out and said come on down".

For Chris, who has been volunteering at the shop for a whopping 20 years (and counting), the role provides a spiritual as well as social purpose. "I am a Christian and I had been helping doing ministry overseas", she

said. "I felt terrible when I had to stop. So this is my tithing in my time. The people are lovely. I love being here, working with others who are very caring. Also, the customers that come in, it is lovely being able to spend time with them."

The shop at Queanbeyan differs from other retail shops as it also houses Food Fair, Anglicare's initiative to provide heavily discounted groceries to low income families and individuals, and to offer emergency food relief to those experiencing crisis. The proximity of Food Fair to the retail shop means that volunteers can provide immediate referrals to customers that are struggling. It also means that casual customers can see first-hand the type of services that their purchases help support.



CASE STUDY:

**Arawang
Emergency Relief**

Based at Arawang Anglican Church in the ACT, the Arawang Emergency Relief Hub is an entirely volunteer-run food pantry on the front line of the cost-of-living crisis. The team of volunteers, most of whom are members of the Arawang Anglican parish, generously give of their time and energy to support a growing number of vulnerable families and individuals.

“It is about more than just food,” said Anglicare’s Emergency Relief Coordinator for the ACT, Rachael Tscharke. “Though the food is absolutely essential. For some of our clients, the fresh produce they receive here will be the most nutritious food they have all month. But, we are also here for connection. We aim to sit down with clients and have a cup of tea and a biscuit. By having conversations we can discover other ways to help.”

“As a Christian, being involved with the food pantry has deepened my connection to that community.”

- Lynne, long-time Arawang Food Pantry volunteer

Bushfire Recovery

After four and a half years of providing relief and supporting recovery for individuals and communities impacted by the 2020 Black Summer Bushfires, our Bushfire Recovery team began wrapping up their operations at the end of this financial year.

We are proud to have been one of the first not-for-profit organisations to be involved in the bushfire response, and of our immediate and intentional recruiting of local Bushfire Coordinators with local knowledge in Moruya, Cobargo, Bega, Eden and Batlow. During the initial crisis, more than 60 Anglicare Disaster Recovery volunteers were deployed, contributing over 4500 volunteer hours across 15 evacuation centres. Our ability to respond with such speed was largely due to the generosity of our donors, who gave over \$220,700 to our bushfire relief appeal—are allowing us to immediately distribute food, clothing, mattresses, generators, fuel vouchers, and more to those who lost their homes.

As relief turned to recovery, the trust established through our effective early response led to the receipt of funding grants from both the NSW and Commonwealth governments. During 2020, more than 700 households were provided with financial assistance via internal fundraising efforts and funds received from DSS. In 2021, a grant from the Bushfire Local Economic Recovery Fund (BLERF), allowed us to grow our team and deliver on-the-ground coordination of supports, service pathways and trauma-informed case management. Since 2022 Anglicare’s Rebuilding Advisory service, unique in Australia has provided expert construction and home building advice to vulnerable families navigating the ongoing complexities of re-building following natural disaster.

Recognising the challenges of rebuilding in the aftermath of a disaster, our recovery programs were designed to address the complex interplay of trauma, emphasising the need for comprehensive technical and social support. We intentionally framed our response to be caring, trauma-informed and empowering; facilitating owner builder groups through informative “Deconstructing Construction” events that encouraged individuals to take charge of their rebuilding journey.

Additional initiatives supported by the Bushfire Recovery team include Starting FRESH in Batlow, focused financial counselling, post-disaster therapeutic services in pre-schools, and two Bushfire Recovery Hubs in Batlow and Cobargo—which function as safe and welcoming locations for locals to meet, share, organise and support each other through their recovery journeys. Both hubs will continue operation until December 2024.

While all program funding was due to expire at the end of the 2022/2023 financial year, Anglicare staff, through their deep understanding of the enduring impact to local families, made a convincing argument for extension, allowing us to provide support for an additional year. Our Rebuilding Coordinators and Recovery Coordinators continued their important work, organising client brokerage towards re-building expenses totaling \$115,000 and collaborating with Minderoo Foundation & Reconstruction Authority NSW to assist 31 Minderoo Pod recipients to rebuild.

From the very beginning, the face, heart and soul of the Anglicare Bushfire team has been Bushfire Manager Joanne (Jo) Murrell, who, along with her team, provided consistent, trauma-informed consultation and advocacy on behalf of vulnerable communities and individuals—never forgetting that recovery is often long and rarely linear.

We are deeply thankful to Jo and her team and to all the volunteers, donors, and grant providers who allowed us to make a positive difference to those impacted by such a life-changing disaster.

“The Healing Journey is different for everyone... while time is a great healer, people need to heal at their own pace. Some people who experienced the Black Summer Fires have made peace with this experience and ready to move forward. But for others, the fear of those days is still ever present, and they continue to need our support and understanding, particularly those who went into that summer already vulnerable.”

“Everyone was impacted differently. We need to continue to be patient and kind, and not judge the pace at which people heal, nor the place that they arrive at when they do....”

- Joanne Murrell, Manager Bushfire Recovery, Disaster Relief & Recovery, Emergency Relief & NILS



\$115,000

in client brokerage distributed for rebuilding purposes in 2023/2.



31

families assisted to rebuild disaster-resistant homes



Pantry Appeal volunteers at Curtain shops collecting donations - Ngunnawal/ Ngambri Country.

Disaster Recovery

This year, our Disaster Recovery (DR) team embraced new leadership, adopted technological advancements, and benefited from a return to in-person training.

The DR team welcomed two new team members, including Joanne Murrell, Anglicare's new Manager Bushfire Recovery, Disaster Relief & Recovery, and Emergency Relief. Joanne, who is based in Batlow, spent the past four and a half years managing Anglicare's Bushfire Recovery team. She brings with her extensive personal and professional experience and is passionate about helping communities to be better prepared for disaster. Also new to the DR team, Tshering Dema joined as an Administrative Officer. With an MBA from the Hague University of Applied Sciences, Tshering brings more than a decade of administrative experience to the role.

The DR team's volunteer app "VAPP" was finalised this year and is now available to download for free at the Google Play Store or Apple App Store for all registered volunteers working across NSW and the ACT. The app is designed to communicate quickly and provide real-time information about disaster events.

In June, DR volunteers from western NSW met for their first face-to-face training session for several years and welcomed presentations from long-time volunteer Anna Conyers, Bushfire Manager Joanne Murrell and Anglicare Sydney DR Manager Magnus Linder.

DR volunteers located near the south coast participated in a number of partner-organised exercises and workshops including an emergency simulation at Moruya airport, a DCJ Multi-Agency Evacuation Centre exercise, and Vulnerable Communities Emergency Preparedness workshops. Meanwhile, team leaders from Wagga Wagga participated in the Commonwealth Government sponsored Gender & Disaster: Australia's Lessons in Disaster Training course.

Through the year, DR volunteers participated in Accidental Counsellor trainings and Caring after a Disaster Community Supporter Wellbeing workshops.

Interactive, online workshops continue to run each month for those considering becoming a DR volunteer. To complement these live sessions, online training modules are available and accessible to anyone interested in learning more about joining the DR team.

We were pleased to celebrate members of our DR team at a number of events this year. In May, DR volunteers, alongside other Anglicare volunteers, were thanked for their dedication and impact during National Volunteers Week morning teas in Canberra, Eden, Bathurst and Parkes. Then, in June, several DR volunteers were recognised for their incredible longevity as volunteers. Anna Conyers and Leonie White were recognised in Wagga Wagga, Gail Commens was celebrated in Junee, and Graham and Shirley Piper from the Moruya team were honoured for their amazing 20 years of service.



121

Disaster Recovery Volunteers.

Child, Youth & Family Services

Youth & Family support services.



Anglicare youth services celebrating the renewed funding for their programs - Ngunnawal/Ngambri Country.

The Junction

For 26 years the Junction Youth Health Service has offered primary health care, mental health support, sexual health services, youth advocacy and social support to young people aged 12-25 in the Canberra region. The multi-disciplinary team includes GPs, nurses, youth workers, and receptionists which together provide vulnerable young people with a holistic approach to care.

This year The Junction successfully achieved reaccreditation from Australian General Practice Accreditation Limited, proving their consistent commitment to high-quality care and ongoing adherence to national standards. In addition, in June, the Junction secured funding from ACT Health to continue service provision for the next five years, with the potential for a two-year extension.

The team conducts a six-monthly survey to collect client feedback and service data, helping to optimise programs and meet client needs effectively. This has resulted in improvements such as a collaboration with the Child Adolescent Mental Health Service (CAMHS) to provide participants with access to a Psychiatrist Registrar, and the development of a pathway for participants to access a vaping cessation program through ACT Health.

With an overall goal of social prescription, The Junction offers ongoing activities to increase accessibility and cohort engagement including in-school education sessions, bi-weekly outreach to the city's north and south, social groups, book club, clothing swap events, nutrition programs facilitated by OzHarvest and drop-in sessions where participants can utilise the onsite skate park, basketball court, commercial kitchen, pool table, and TV and video game facilities.

Demand for emergency relief, including food, clothing, and bedding, has remained elevated, and to further support young people in need, Junction team members access donation services such as GIVIT and Roundabout. The Junction's Youth Health Van, an outreach version of the service, continued to develop its impact this year, reaching a record 27 young people in May alone.



1,105

Young people engaged in outreach through the Junction in 2023/24.



3,491

GP appointments with an average of 67 appointments per week (plus walk-ins!)

CYCLOPS

Our CYCLOPS (Connecting Young Carers to Life Opportunities and Personalised Support) program supports young people, up to 25 years old, who care for a family member experiencing a physical or intellectual disability, mental health issues, alcohol and other drug related issues and/or chronic illness.

The CYCLOPS team assist young carers with family case management, personal and educational support, advocacy, social connection, and skills development.

A highlight this year, was the resurgence of the Making Education Work (MEW) program, which was re-vamped in mid 2023. The initiative supports the creation of young carer groups within schools and features CYCLOPS team members facilitating 5 small-group sessions alongside a school staff member. The team delivered the MEW program at 10 schools this year and MEW resources were distributed to all secondary schools in the ACT upon request of the ACT Department of Education.

The main priority for the CYCLOPS team this year was increasing referral numbers, and thanks in part to the outreach involved in establishing the MEW program, has seen a significant rise in referral rates since March of 2024.

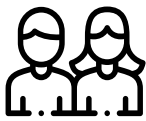
In addition to the monthly social group activities such as cooking, art and crafts, Lego and gaming the CYCLOPS team organise free excursions during every school holiday break. Highlights of this year's school holiday outings include visits to Jamberoo, Questacon, Tidbinbilla, BlocHous, Corin Forest and a trip to the south coast.

The CYCLOPS team continues to play a leadership role within their area of the ACT Community Services Directorate, attending leadership meetings, trainings and participating in workforce development decisions and continues to meet all reporting requirements.



66

Siblings, parents, and family members were supported over the financial year.



157

Young carers were supported over the financial year.



2,218

Appointments with Junction Youth Workers with an average of 42 per week.



CASE STUDY:

Nerida's Story

When Nerida first came to The Junction, she was fragile and pessimistic about engaging with support, and doubtful it would improve her situation. Her prior experience with doctors left her feeling intimidated and insecure.

"I was extremely lost when I first came here", Nerida reflected. "I did not finish my education. I had a lot of mental health and physical health issues and I was basically stuck at home. But the case managers here, they help with connecting you to other services that are difficult to get on to independently. It's a very judgement-free space where you can just sort of chill and try and get the things you might need help with, in order."

Nerida's Case Manager, Taylor is impressed with the changes she's seen in Nerida. "Her confidence has skyrocketed. She consistently attends art group sessions and youth reference group and she engages well with other young people. She is now highly motivated to be the change in her own life, demonstrating a proactive approach and always working towards her goals", said Taylor.

"It was always my dream to study at university one day", said Nerida. "Eventually I would like to get employment but it is difficult without qualifications. We've been working on trying to get me into CIT so I can finish my education. Which I probably wouldn't have been able to do without the help from here."



CASE STUDY:

CYCLOPS Photo Access course

In September, CYCLOPS participants completed an 8-week course in black and white darkroom photography at Photo Access in Canberra. The six young participants were provided with 35mm cameras, plenty of film and encouraged to take photos in their free time. They then met once a week for two-hour sessions to learn to process and develop traditional film photographs.

CYCLOPS Case Manager, Laarni Tingson, explained the value of the activity, saying: "For young people, and young carers especially who are often more isolated than their peers, having positive ways to express themselves and process their experiences is essential. Combining that opportunity with the development of new skills helps to empower young people and build their self-efficacy".

To celebrate the culmination of the young carer's learning, CYCLOPS hosted an exhibition of their work featuring a framed selection of the photographs they'd taken and developed themselves on display for family and friends to enjoy. The young carers involved kept the 35mm cameras and have been provided a year-long membership to Photo Access so they can utilise the darkroom and continue to develop their skills and confidence.

Joint Support Program

Working in collaboration with Youth Justice NSW, Anglicare's Joint Support Program (JSP) in Wagga Wagga delivers a multi-pronged approach that encompasses prevention, intervention, and re-engagement activities. JSP caseworkers nurture, support, and empower young people to realise their potential. By acknowledging challenges and applying a trauma-informed, non-judgemental approach, the team encourage young people to develop alternative strategies for dealing with future obstacles and triggers.

Youth Reference Group

Our Youth Reference Group (YRG) is comprised of young people aged 12-25 who access our services, and acts as a forum for participants to share their opinion on our services and the value and accessibility of our activities.

A number of initiatives have resulted from consultation with the YRG, including a market day, First Aid training, PhotoAccess photography course and an LGBTIQ+ Clothing Swap. In December of 2023 the group won a Youth Coalition of the ACT 'YOGIE' award for 'Excellence in implementation of evidence informed practice'.

We are incredibly thankful to the young participants of the YRG who volunteer their time and courageously share their experiences and perspectives to help improve our services for the benefit of others.

HIPPY

Our Home Interaction Program for Parents and Youngsters (HIPPY) program, run from the Ashmont Community Resource Centre, supports parents to engage with their young children, promote an early love of learning and increase school-readiness. This is achieved through home visits, parenting skills development, tutor-led role play, and supported playgroup sessions.

The program reached 48 families this year, of which 17 identify as Aboriginal or Torres Strait Islander, 18 come from Culturally and Linguistically diverse backgrounds, and 16 include a parent or child living with a disability.

Financial Counselling

The Financial Counselling team grew this year and now consists of four accredited counsellors including a specialist in Counselling for Problem Gambling and two Financial Capability workers.

Ongoing cost-of-living pressures led to heightened demand for financial assistance this year and our Financial Counsellors worked diligently to support impacted families and individuals in the Murray, Riverina and Goulburn regions. Integrated alongside our other wellbeing programs, the team provides free, face-to-face and confidential financial counselling, casework services, budgeting support and consumer education.

Lifetime Learning

Designed to connect with and empower local First Nations families in the Riverina region, our Lifetime Learning program supports parent engagement and attachment and presents healthy parenting practices in a culturally safe way that promotes cultural inclusion and community connection.

The program supports families with children 0-5, providing early education opportunities that promote school readiness, as well as access to developmental screenings to ensure children receive referrals for early health interventions as needed.

Thread Together

We continued our partnership with clothing recycler Thread Together this year. Preventing clothing from being sent to landfill, Thread Together collects end-of-line, new, clothing stock from fashion retailers around the country and partners with organisations such as Anglicare to distribute it to those experiencing disadvantage. As part of our ongoing collaboration, and supported by a team of local volunteers, we operate a small retail shop in Wagga Wagga and a Mobile Wardrobe which extends our reach to surrounding towns.

Survive and Thrive

Our Survive and Thrive program supports families with children aged 0-12 and aims to strengthen and maintain family relationships and improve child wellbeing through a holistic approach that combines case management with supported playgroups. The program utilises a child-centred approach, targeting parent education, skills building and early intervention.

In addition to supported playgroups, which focus on parent attachment through play-based activities, early education and school readiness, the program provides fortnightly home visits and access to developmental screenings. This year, the 12 families supported through the program achieved impressive outcomes, progressing their parenting capacity and addressing intergenerational learned behaviours.

"I've found it fulfilling and really hopeful to see that this organisation wants to hear our input and wants to improve their services based on the needs of young people"

- Mav, Youth Reference Group participant

Partnerships

Integrated parish and community partnerships.



Renee Dixon, Director Partnerships and Fundraising speaking at Burgmann school - Ngunnawal/Ngambri Country.



Thanking Our Partners

Our relationships with local churches, communities, businesses, schools and individuals help us to build trust and develop shared understanding in the communities we serve, increasing our ability to engage with those experiencing hardship. Thank you to all those who partnered with us this year and joined us in our mission to alleviate poverty and reduce disadvantage.

Supporters and Donors

By providing material, financial, and prayerful support throughout the year, our supporters and donors enhance the effectiveness and reach of our services. We are extremely thankful for the considerable generosity that allows us to continue developing services that meet the complex and evolving demands of the community.

Volunteers

Across the organisation, volunteers elevate and extend our operations, generously giving their time, talents, and heart to help others. Volunteer efforts remain essential to our disaster recovery and emergency relief services and to the daily operation of our retail stores. We thank each of our incredible volunteers for their role in increasing our impact and embodying our purpose.

Community Partners

Navigating the service landscape in regional and rural areas requires understanding of local preferences and past experiences. We are grateful to the community partners who provide us with advice and knowledge about the areas where we operate. These essential relationships ensure we provide relevant and appropriate services that engage with local families and individuals in a genuine and transformative way.

Parish Partners

Across the regions where we operate, local parish partners assist our mission by providing prayers, volunteers, and donations; and by collaborating in the operation of parish-based op shops and community hubs. These productive partnerships reflect our shared values and demonstrate our enduring connection to the Anglican Church.

We are especially thankful for our ongoing relationship with St John's Anglican Church in Canberra, with whom we partner in providing emergency relief, and for our relationships with Lanyon Valley Anglican Church in Gordon, ACT and Anglican Community of the Redeemer in Ashmont, NSW who both partnered with us again this year in running community hubs that provide emergency relief, community support, playgroups and activities in their local areas.

This year's Anglicare Sunday was again a success, thanks to parish participation. Run annually in October, this event seeks to acknowledge the ongoing support parishes provide, celebrate our shared accomplishments, and create new opportunities for collaboration. The Anglicare staff who spoke on the day were welcomed into congregations with warmth and kindness and we look forward to continuing this tradition.

Government

We appreciate the ongoing support of Commonwealth, NSW and ACT governments in identifying Anglicare as an efficient and effective service provider and for the ongoing funding provided to specific Anglicare services and initiatives.

This valuable support allows us to make a significant difference in the lives of a greater number of families and individuals across our geographical footprint.

Thank You



CASE STUDY:

Good Sheperd Pantry Appeal

Twice a year the congregation at Good Shepherd Anglican Church in Curtin organise Anglicare Pantry Appeals to collect food, essentials and monetary donations. Spanning two days each and organised entirely by church volunteers, their generous efforts

this year resulted in two of our most successful church-led appeals.

Robyn, who has volunteered at ten Anglicare Pantry Appeal events with Good Shepherd explained her ongoing involvement saying:

"It's not a hard thing to do. When you see how generous people are and how good it is to help people then it's really easy to be part of something like this."

- Robyn, 10 time Anglicare Pantry Appeal volunteer with Good Shepherd



CASE STUDY:

Burgmann Partnership

At Burgmann Anglican School, students are offered a holistic educational experience that extends far beyond academic excellence. Rooted in the core pillars of Anglican education, the school fosters not only intellectual growth but also the development of character, faith, and service.

A key aspect of this is the emphasis on service as a vehicle for building character. Anglican education encourages students to transition from an egocentric mindset to an outward-focused one, promoting empathy and selflessness. This shift is nurtured through hands-on service opportunities, which are central to the school's mission.

One of the most impactful partnerships is with Anglicare, where students actively engage in fundraising and service projects. Each year, the school supports the Anglicare Pantry Appeal, with students bringing donations of food and hygiene products to help those in need. This initiative is personalised across year levels to ensure age-appropriate engagement: younger students are motivated by the spirit of Christmas giving, while older students focus

on the more practical needs, such as hygiene products for those experiencing homelessness.

A standout event is the Winter Sleepout for Anglicare, where senior students spend the night outside to simulate the harsh realities faced by those without shelter. The experience is designed to foster empathy, as students forego comfort for one night to gain a deeper understanding of the struggles of homelessness. Guest speakers from Anglicare share real stories that help students connect with the cause and reflect on their role in creating change.

Burgmann Anglican School's commitment to action-based service programs ensures that students not only learn the value of giving but also experience the transformative power of service. Through these initiatives, students grow in faith, character, and a genuine sense of responsibility, equipped to make a meaningful difference in the world.

Leonie Harwood
Principal, Burgmann Anglican School

COMMUNITY PARTNERS

- 1WayFM
- AMH Auto Group Moruya
- Armstrong Op Shop
- Batemans Bay Lions Club
- Bench Marque Solutions Pty Ltd
- Benevity
- Carers NSW Australia
- Cobargo Hotel
- Coles Curtin
- Community Impact Foundation
- Complete Lock and Security Service
- Country Women's Association - Moruya
- Country Women's Association Bathurst Evening Branch
- Domino's Pizza Conder
- Dunedoo AWA
- Eden Canoes
- Givit
- Good to Give
- Hands Across Canberra
- Isabella Gardens Retirement Village - Craft Group
- Lake Tuggeranong Lions Club
- Lanyon Pharmacy
- Little Luxton
- MTP Services Pty Ltd
- New 2 U
- OzHarvest
- Perpetual Foundation Philanthropic Services
- Presentation Sisters
- Rotary Club of Queanbeyan
- Rotary Club of Wollundry
- Rotary Club of Yass
- Second Life Market
- Soroptimist International of Goulburn
- Southern Highlands Food
- The Tradies, Dickson
- Three Mills Bakery
- Victoria Shakespeare Trust

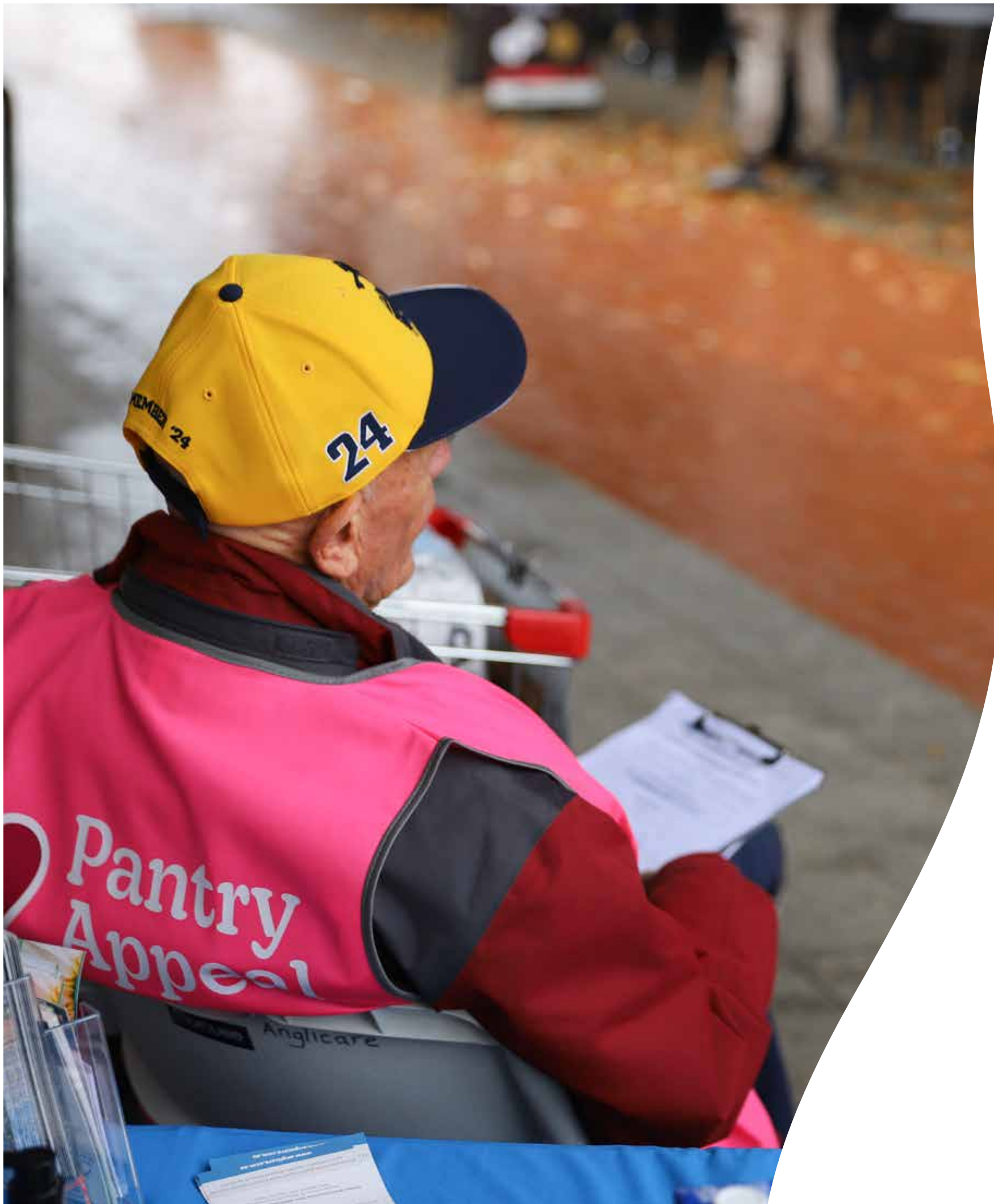
CHURCH PARTNERS

- All Saints Anglican Women - Berridale
- All Saints Anglican Church Tumit
- Anglican Mothers Union Australia (Canberra & Goulburn)
- Anglican Mothers Union Australia (Canberra & Goulburn)
- Anglican Parish of Berridale and Snowy Mountains
- Anglican Parish of the Southern Monaro
- Anglican Parish of Wagga Wagga
- Bolong Anglican Church Womens Union
- Christ Church, Hawker
- Christ Church, West Goulburn
- Good Shepherd Anglican Church Curtin
- Lanyon Valley Anglican Church
- St Andrew's Cathedral School
- St David's Anglican Church, Red Hill
- St Mary in the Valley, Tuggeranong
- St Paul's Anglican Church, Adelong
- St Paul's Anglican Church, Cooma
- St Paul's Anglican Church, Manuka
- St Paul's Anglican Church, Temora

SCHOOL PARTNERS

- Batlow Technology High School
- Burgmann Anglican School
- Canberra Grammar School
- Charnwood-Dunlop School
- Gordon Primary School
- Goulburn High School
- St Peters Anglican School Broulee
- Telopea Park School
- The Riverina Anglican School
- Trinity Christian School, Wanniasa

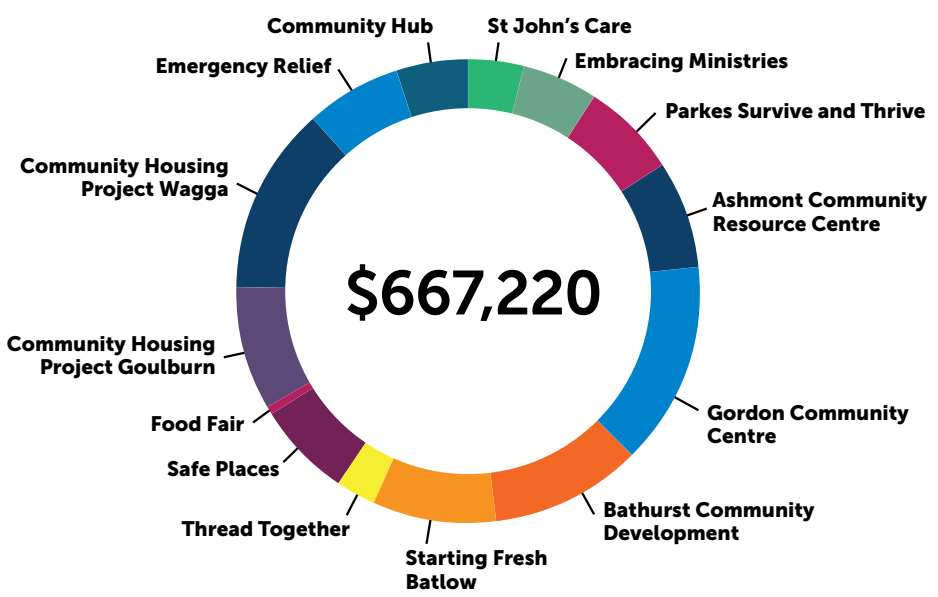




Your Giving 23/24

The support Anglicare receives from our generous donors helps us fund our programs which receive little or no government funding. These services meet critical needs in vulnerable communities, and we are extremely grateful for the continued support of our donors.

While Anglicare is able to disburse some funds, such as crisis funding or program-specific funding in the same year in which they are received, often funds are disbursed in the following financial year.



● St John's Care Case management support	\$27,500
● Embracing Ministries Children with disabilities + their families	\$36,189
● Parkes Survive and Thrive Emergency relief + community programs	\$47,539
● Ashmont Community Resource Centre Emergency relief & programs	\$52,136
● Gordon Community Centre Emergency relief + community programs	\$98,874
● Bathurst Community Development Emergency relief + programs	\$71,844
● Starting Fresh Batlow Assisting young people in Batlow	\$59,837
● Thread Together Assisting young people in the Riverina	\$20,417
● Safe Places Goulburn Emergency Housing	\$45,926
● Food Fair Emergency food relief to the Queanbeyan community	\$3,235
● Community Housing Project Goulburn	\$60,368
● Community Housing Project Wagga	\$90,251
● Emergency Relief supporting regional people in need	\$46,469
● Community Hub new projects	\$34,135
TOTAL	\$667,220

*Services with fundraising under \$1000 are not included in the graph.

Our People

Positive growth and change for everyone in our Anglicare community.

Team Award



Team

Our vision is to transform the lives of those in need through our advocacy and holistic care. Fundamental to this vision, is ensuring that we are helping to improve the lives of vulnerable people by delivering the highest quality service. To achieve this, Anglicare promotes a democratic culture of open communication and consideration of all individuals' backgrounds and perspectives. Our commitment to the Sanctuary model allows us to achieve positive growth and change for everyone in our Anglicare community.

Sanctuary

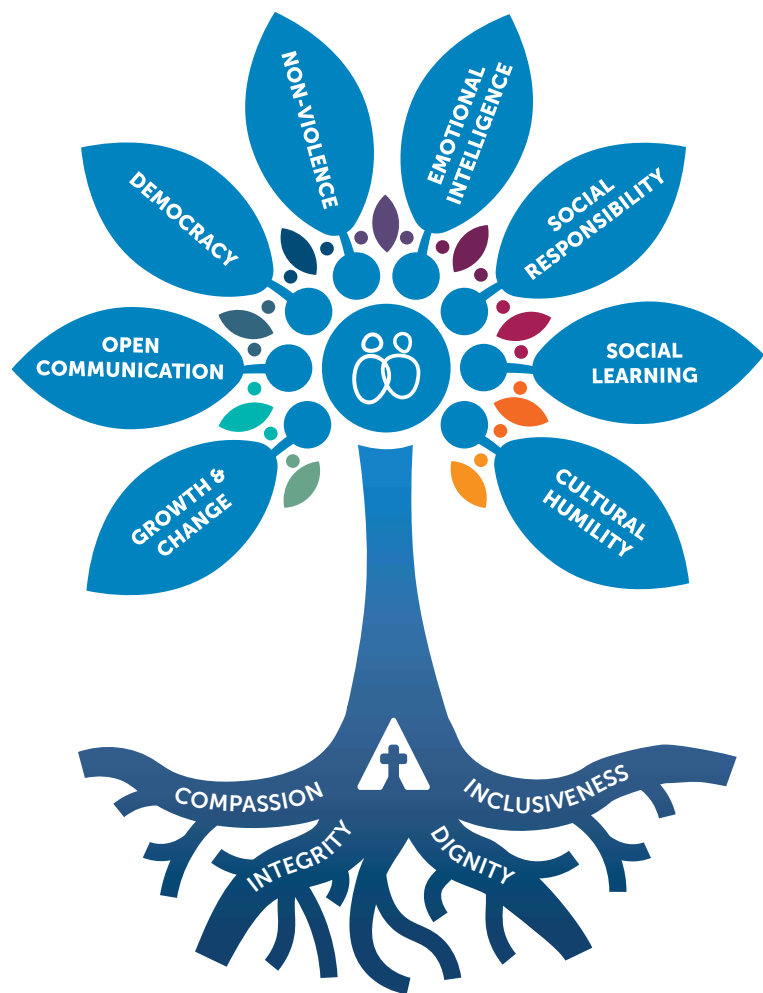
As a Sanctuary-certified organisation, we've embedded the Sanctuary methodology across our various portfolios, including our Out of Home Care, Early Learning, RTO and community and corporate services. Utilising the daily practice and common language of this evidence-based model has helped build a safe and supportive workplace culture for staff that is trauma-informed and culturally sensitive for workers and participants.

New Sanctuary Commitment - Cultural Humility

Recognising that historical and cultural trauma is passed between generations and may continue to impact the wellbeing and identity of staff and participants, the Sanctuary Core team introduced Cultural Humility as an additional Sanctuary commitment, alongside Growth & Change, Open Communication, Democracy, Non-Violence, Emotional Intelligence, Social Responsibility and Social Learning. In practice, Cultural Humility means being aware of and sensitive to the historic legacies of violence and oppression against certain groups of people, learning

about other cultures, and exploring how one's own beliefs and cultural identities impact our thoughts and behaviours.

The new commitment was officially launched in May to coordinate with National Reconciliation Week. As an organisation we acknowledge that we have a role to play in building relationships and communities that value Aboriginal and Torres Strait Islander peoples, histories, cultures, and futures. We hope that by encouraging the practice of Cultural Humility we will further those aims.



"For me, Sanctuary has been a very positive aspect of working at Anglicare. It encourages us to act in a trauma-informed way at an organisational level, as well as when interacting with the young people in our care."

- Rosie, Case Manager.



CASE STUDY:

Rozana Camal

"Sanctuary community meetings are embedded in our daily practice for staff and children. These check-ins have made a huge difference in team collaboration, setting the vibe at the beginning of the day, and ending each day with a reflection of the beautiful highlights that took place—and offering a gentle reminder for self-care.

The children are really developing how to express their feelings, displaying respect for other's feelings with empathy and emotional intelligence. The staff and children all have safety plans.

Through Sanctuary, I see and understand behaviours as a means of communication and can support the needs of children and families with a more trauma informed approach. Before Sanctuary I sometimes found myself stuck for strategies to help support children. The staff are also more open to make every effort in accepting and including children with a diverse range of support needs, and we have achieved great outcomes regarding development and wellbeing. The feedback we've received from families and children is that they feel supported and partnered with."

"I am so grateful for Sanctuary. It has helped me in the work I do every day professionally and in my personal life too."

- Rozana Camal, Assistant Director, Franklin Early Learning Centre

Indigenous artist performing at Ashmonts NAIDOC celebration - Ngunnawal/Ngambri Country.



Reconciliation and our Commitment to Cultural Safety

As our shared journey towards reconciliation continues, we remain committed to honouring and celebrating the cultures of Aboriginal and Torres Strait Islander peoples. We strive to advocate for their wellbeing and support their aspirations, while embedding culturally safe practices across our organisation that shape our workplace culture, policies, and values.

We recognise the emotional and cultural impact of the Voice referendum, especially on First Nations communities, and are dedicated to working collaboratively, and taking meaningful action. Our approach has centred on listening, learning, and empowering Aboriginal and Torres Strait Islander peoples through measures such as amplifying Indigenous voices, engaging in truth-telling, investing in cultural competency, advocating for equity and justice, supporting community and fostering collaboration.

Our workforce of approximately 626 staff members includes 26 individuals who identify as Aboriginal or Torres Strait Islander, equating to four percent of total staff. In the Riverina the percentage is higher, with one-third of our staff identifying as Aboriginal and Torres Strait Islander.

Cultural competence is embedded in all Anglicare policies, procedures, and services provided to children, young people, and families. We firmly believe that culture is not an 'add-on,' but lies at the heart of healing, particularly for children who have experienced trauma—whether through intergenerational trauma, forced removals, cultural displacement, or the refugee experience.

NAIDOC celebrations

We were privileged to plan and participate in a number of NAIDOC Week events this year centred on the theme of 'For Our Elders'. It was a meaningful opportunity to honour the vital role elders play in the community as custodians of cultural knowledge,

leaders, educators, nurturers, advocates and much more.

The highlight of our NAIDOC Week celebrations was the annual event at the Ashmont Community Resource Centre, where nearly 300 people gathered to enjoy a vibrant program of traditional dancing, cultural activities, and performances. A standout moment was the Thread Together fashion parade, which featured local elders as models, showcasing their strength, wisdom, and enduring presence in the community.

Cultural Support Plan

Anglicare team members collaborated on the creation of a new Cultural Support Plan template aimed at helping Aboriginal and Torres Strait Islander children in care maintain their connection to family, community, and cultural supports. Integrated into each child's case plan, the Cultural Support Plan is customised to each individual and plays a crucial role in delivering culturally responsive and appropriate services.

We would like to express our gratitude to our Cultural Support and Engagement Practitioners Bree Chambers and Casey Walker who led this important project. Their work incorporated valuable insights and feedback from other Anglicare's PSP staff and cultural experts, including Anglicare's former adviser of Cultural Safety, Brian Devries. Additionally, we appreciated the contributions from a range of partners, including the Office of the Children's Guardian, Curijo, Secretariat of National Aboriginal and Islander Child Care (SNAICC), Aboriginal Child, Family and Community Care State Secretariat (AbSec), New South Wales Government Department of Communities and Justice, and Queensland Department of Child Safety, Seniors and Disability Services.

This collaborative effort ensures that the Cultural Support Plan is not only effective but also aligned with best practices in cultural safety and the holistic needs of Aboriginal and Torres Strait Islander children in care.

Where We work - Traditional Names Map



Staff Training

Over the past year, Anglicare's Workforce Development (WFD) team has made substantial progress in advancing trauma-informed practices, with a strong focus on child and youth care. Through 3,869 training completions, we have reinforced our commitment to providing high-quality care and building operational resilience.

Key Training and Development Achievements

Trauma-Informed Training:

- Sanctuary Training: 153 staff completed full training, with an additional 149 completing refresher courses.
- Cultural Safety Training: 82 staff members participated to enhance cultural competence.
- Specialised Courses: Courses like the Graduate Certificate in Developmental Trauma and Therapeutic Crisis Intervention further strengthened our trauma-informed approach.

Child Safety and Reflective Practice:

- National Principles for Child Safe Organisations: 108 staff completed this critical training.
- Incident Reporting and Reflective Practice: 248 participants were engaged in these essential training modules.

Core Skill Development:

- Mandatory Training: Courses in Medication Management, Manual Handling, and Basic First Aid ensured our workforce has the essential skills required for high-quality service delivery.

Business Acumen and Leadership Development:

- Budget Workshops: 54 participants gained valuable insights into financial management.
- Variance Reporting: 62 participants strengthened their business skills.

- Leadership Development: 75 staff attended the Regional Anglicare Leadership Forum (RALF), and 119 leaders participated in the Anglicare Leadership Forum to further enhance leadership capacity.

Supporting Formal Qualifications and Professional Growth

In addition to training, Anglicare proudly supported 18 staff members in achieving formal qualifications. Through our partnership with Anglicare College and the Australian Childhood Foundation's Centre for Excellence, we offered partial and full funding for their courses, ensuring professional growth and enhanced service delivery. Notable achievements include:

- One staff member completing the Certificate III in Early Childhood Education and Care.
- Three staff members earning the Diploma of Community Services.
- Fourteen staff members achieving the Graduate Certificate in Developmental Trauma.

Celebrating Staff Dedication and Impact

These training and qualification achievements underscore Anglicare's ongoing commitment to providing exceptional care, fostering leadership, and ensuring long-term sustainability. We celebrate the dedication and hard work of our staff, whose enhanced skills are instrumental in transforming the lives of vulnerable individuals and families in our communities.

Through these efforts, we continue to build a workforce that is not only skilled in trauma-informed care but also equipped with the leadership and operational capabilities necessary to meet the evolving needs of those we serve.

Anglicare College

Anglicare College, Anglicare's Registered Training Organisation (RTO), offers four main qualifications: Diploma of Community Service, Diploma of Early Childhood Education and Care, Certificate III in Early Childhood Education and Care, and Certificate III in Individual Support Ageing. Over the last financial year, the RTO supported 26 students across these qualifications.

Through ongoing partnerships with Anglicare Early Learning Centres, Anglicare Sydney, and Ternary, the RTO continues to support trainees undertaking the Early Learning qualifications and Certificate III in Individual Support in both Calvary Community Care in Canberra and Anglicare Sydney Residential Care.

As a small RTO, Anglicare College remains focused on excellence in training delivery and providing

individualised support tailored to each learner's needs. Traineeships are designed to incorporate on-the-job training, further enhancing the practical experience and skills development essential for students' future careers. Key achievements this year include elevated student completion rates and positive feedback from employers regarding the preparedness of our graduates.

Testimonial:

"I have found my trainer incredibly supportive, always willing to adapt and offer support in different formats, such as being available for calls and offering to provide support that best suits me. And [she] lets me know through feedback and conversations if I am on the right track and what she thinks of what I'm doing so far, which has boosted my confidence."



CASE STUDY:

Our People

"I love working for an organisation that remains dedicated to the advocacy and support of those in our regional communities during their most vulnerable times."

- Kaitlynd Gosling, Coordinator Eurobodalla Homelessness Support Service

"It is rare and really rewarding reflecting on the remarkable, resilient staff that rally to revitalise others. Really reassuring."

- Luke Reynolds, Anglicare corporate services.

Governance

Strategic leadership and direction to the organisation.

Anglicare staff at the new Yass housing site - Ngunnawal/ Ngambri Country.



Executive Team

The Anglicare Board provides strategic leadership and direction to the organisation, and includes voluntary members who meet six times per year. Members are

encouraged to be involved in other Anglicare activities throughout the year, and are accountable to the Bishop of Canberra and Goulburn for the performance of Anglicare.



**TREVOR
AMENT**

Interim Chief Executive Officer



**SUSAN
ROBERTSON**

Anglicare Chaplain



**JOHN
WILLS**

Director of Community Support Services



**SANDRA
MICHIE**

Director of Support Operations and Communications



**DR SERENA
MATHEWS**

Director Permanency Support Program (PSP)



**PAUL
BRAND**

Chief Finance Officer



**ROHAN
SMITH**

Chief Information Officer



**TRACEY
WALSH**

Director of Governance, Compliance, Continuous Improvement and Child Safety



**MICHAEL
SIMON**

Director of Human Resources



**CHRISSY
WATSON**

Director of Risk and Compliance

PREVIOUS EXECUTIVES OF 2023/24

Brandon Howard - Chief Executive Officer
Tracey Hall - Executive Manager, Children & Families
Amy Lanham - Executive Manager, Community Engagement
Emily Purvis - Executive Governance Officer
Rev'd Sarah Plummer - Executive Manager, Mission & Culture
Tenille Abell - Executive Manager Innovation & Therapeutic Practice Development

Anglicare Board



**MARK
BRANDON-
BAKER OAM**

Presiding Member



**JANE
BACOT-
KILPATRICK**

Director since March 2024



**ARCHDEACON
DR GRANT
BELL**

Director since March 2024



**HON RICHARD
REFSHAUG SC**

Director since March 2024



**JUSTIN
GARRICK**

Director since August 2024

PREVIOUS BOARD OF 2023/24

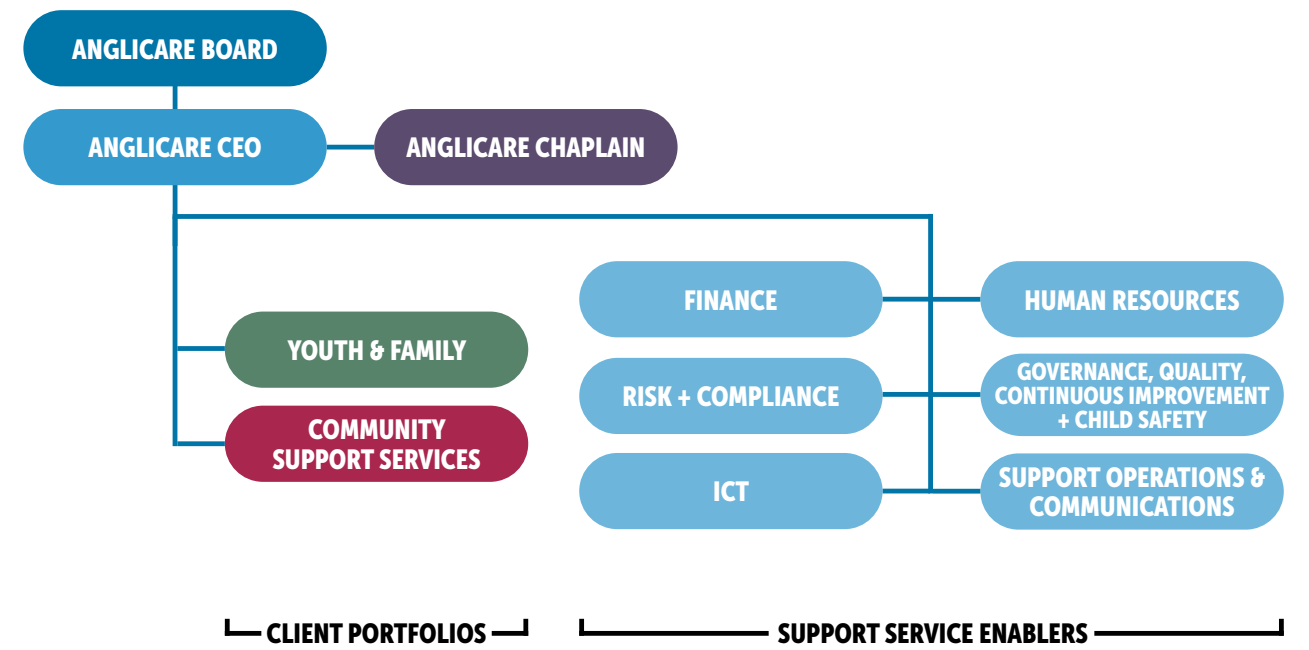
Lynette Glendinning - Presiding Member
Greg Mills - Deputy Presiding Member
Alexandra (Sandy) Spark - Director
Dr David Wallace - Director
The Ven Tom Henderson-Brooks - Director
Jo Schumann - Director
Jocelyn Martin - Director
John Wills - Director

Committee Meetings 2023/24

BOARD MEETINGS ATTENDANCE

	Resignation	Appointment	7/12/23	30/1	27/2	27/3	23/4	13/5	24/5
Jocelyn Martin	8/8/23		~	~	~	~	~	~	~
Lynette Glendinning	11/12/23		•	~	~	~	~	~	~
Greg Mills	11/12/23		•	~	~	~	~	~	~
Alexandra Spark	20/12/23		•	~	~	~	~	~	~
Josephine Schumann	16/2/24		•	•	~	~	~	~	~
David Wallace	16/2/24		•	•	•	~	~	~	~
Tom Henderson-Brooks	08/3/24		•	•	•	~	~	~	~
John Willis	08/3/24		•	•	•	~	~	~	~
Mark Short			~	~	ob	int	int	int	int
Jane Bacot-Kilpatrick		08/3/24	~	~	~	•	•	•	•
Richard Refshauge		08/3/24	~	~	~	ob	o	•	•
Grant Bell		08/3/24	~	~	~	•	•	•	•
Moazam Shah		12/4/24	~	~	~	~	~	•	•
Mark Brandon-Baker		01/6/24	~	~	~	~	~	~	~
Justin Garrick		14/6/24	~	~	~	~	~	~	~

Organisational Structure



GOVERNANCE AND REMUNERATION COMMITTEE

	6/10/23	25/10/23	14/11/23
Lynette Glendinning	•	•	•
Greg Mills	o	•	•
Alexandra Spark	•	•	•
Tom Henderson-Brooks	•	•	•

CARE AND CLINICAL GOVERNANCE COMMITTEE

	11/8/23
Lynette Glendinning	•
Josephine Schumann	•
David Wallace	•

FINANCE AND RISK COMMITTEE

	22/8/23	17/10/23	21/11/23
Lynette Glendinning	•	•	o
Greg Mills	•	•	•
Josephine Schumann	•	•	•
Alexandra Spark	•	•	•
David Wallace	o	o	•
Tom Henderson-Brooks	~	ob	ob
John Willis	•	•	•

KEY	
Attended	•
Apology	o
N/A	~
Observer	ob
Interim	int



Financial Statements

The financial statements represent the individual entity of Anglicare NSW South, NSW West & ACT (Anglicare) for the financial

year 1 July 2022 to 30 June 2023. The address of its registered office is Level 5, 221 London Circuit, Canberra, ACT.

Income & Expenditure Statement

for the Year Ended 30 June 2024

	2024	2023
	\$	\$
Revenue from contracts with customers	80,607,120	78,509,562
Gain on revaluation of investment property	6,732,794	2,259,456
Other income	3,370,921	3,454,751
Safe Places capital grant	2,652,096	4,486,000
Total income	93,362,931	88,709,769
Operating expenses	(33,345,639)	(31,900,506)
Loss on remeasurement of licences to occupy	(4,739,320)	(1,643,606)
Employee expenses	(55,046,766)	(50,374,277)
Finance income	379,545	353,029
Finance costs	(167,024)	(86,876)
Total expenditure	(93,678,294)	(84,358,294)
Surplus for the year	443,727	5,057,533
Other comprehensive income for the year	-	-
Total comprehensive income for the year	443,727	5,057,533

Balance Sheet

for the Year Ended 30 June 2023

	2024	2023
	\$	\$
Current Assets		
Cash and cash equivalents	1,713,548	1,193,206
Trade and other receivables	2,169,613	2,600,280
Financial instruments at fair-value	4,173,980	4,797,040
Term deposits	4,213,228	6,200,642
Prepayments	797,500	319,436
Total Current Assets	13,067,869	15,110,604
Non-Current Assets		
Property, plant and equipment	12,554,063	5,147,929
Right of use asset	646,588	754,139
Financial instruments at fair-value	130,104	109,483
Investment property	91,825,000	84,330,000
Total Non Current Assets	105,155,755	90,341,551
Total Assets	118,223,624	105,452,155
Current Liabilities		
Trade and other payables	4,482,681	3,870,550
Interest-bearing liability	6,030,416	-
Grants income in advance	280,704	748,248
Liability to grant provider	927,631	1,051,952
Licences to occupy	60,321,155	55,891,876
Lease liabilities	429,086	535,850
Provisions	3,786,791	3,410,764
Total Current Liabilities	76,258,464	65,509,240
Non-Current Liabilities		
Trade and other payables	392,298	383,959
Interest bearing liabilities	2,008,540	476,784
Lease liabilities	260,929	335,197
Provisions	820,985	708,294
Total Non-Current Liabilities	3,482,752	1,904,234
Total Liabilities	79,741,216	67,413,474
Net Assets	38,482,408	38,038,681
Equity		
Reserves	1,236,020	1,211,657
Accumulated funds	37,246,388	36,827,024
Total Equity	38,482,408	38,038,681

To obtain a full copy of the financial statements visit: www.anglicare.com.au/annualreport

Independent Auditor's Report

Independent Auditor's Report to the members of Anglicare NSW South, NSW West and ACT

Report on the Financial Report

Opinion

We have audited the financial report of Anglicare NSW South, NSW West and ACT (the Entity), which comprises the statement of financial position as at 30 June 2024, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements, including a summary of material accounting policy information, and the statement by members of the Board.

In our opinion, the accompanying financial report of the Entity is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including

- a. Giving a true and fair view of the Entity's financial position as at 30 June 2024 and of its financial performance for the year ended on that date; and
- b. Complying with Australian Accounting Standards – Simplified Disclosures and the Australian Charities and Not-for-profits Commission Regulations 2022.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial report section of our report. We are independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards) (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the Australian Charities and Not-for-profits Commission Act 2012, which has been given to the directors of Anglicare NSW South, NSW West and ACT, would be in the same terms if given to the directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Information other than the financial report and auditor's report thereon

The members of the Board are responsible for the other information. The other information is the Report by Members of the Board accompanying the financial report.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the directors for the financial report

The members of the Board of the Entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Simplified Disclosures and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Entity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

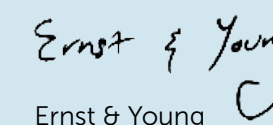
As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

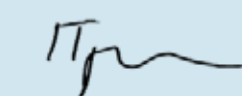
- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit

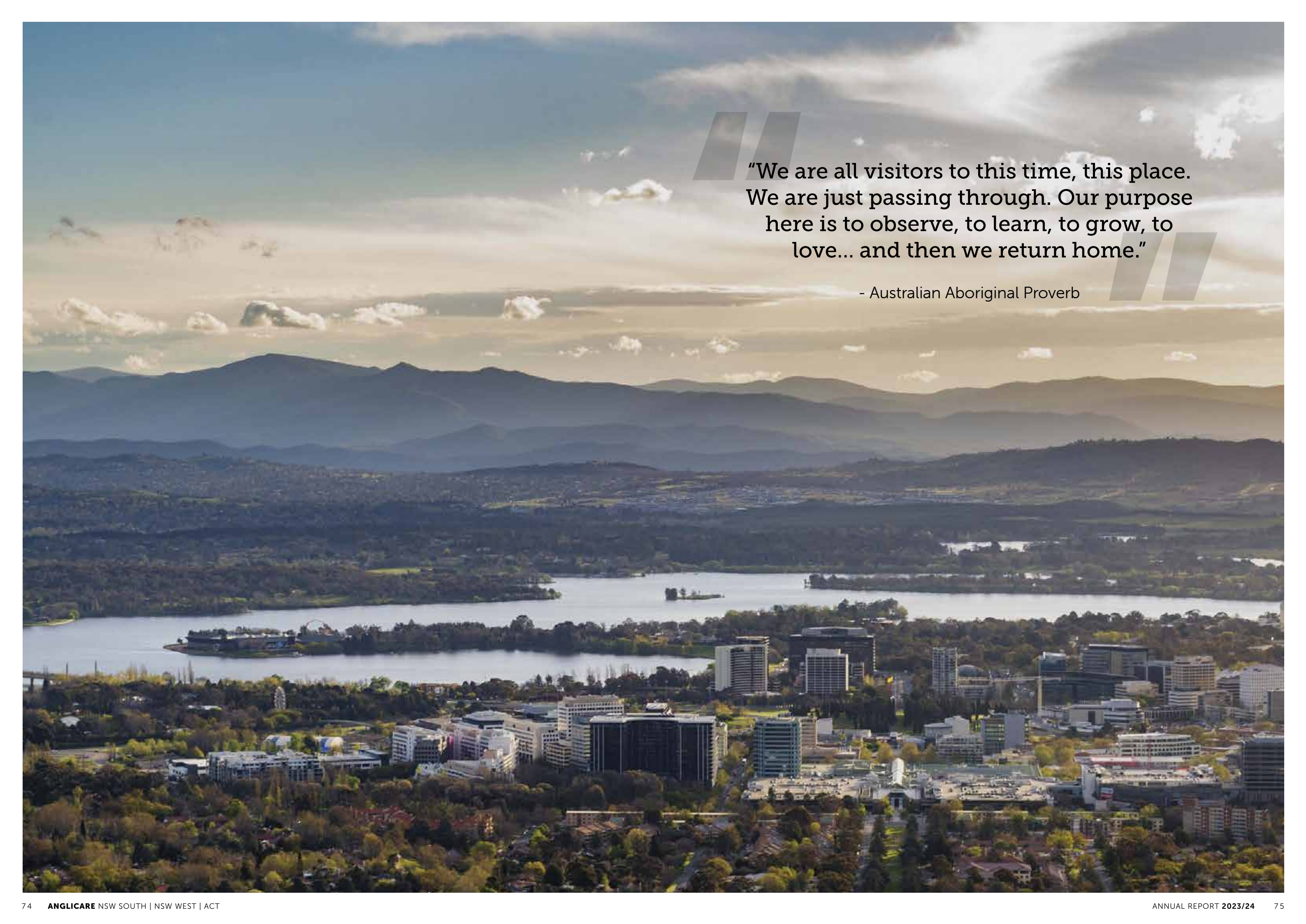
evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the members of the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.


Ernst & Young


Irene Tzavaras
Partner
Canberra
14 November 2024

An aerial photograph of a city, likely Canberra, Australia, featuring a large lake (Lake Burley Griffin) in the middle ground, surrounded by greenery and modern buildings. In the background, there are rolling hills and mountains under a sky with scattered clouds. The lighting suggests late afternoon or early morning.

“We are all visitors to this time, this place.
We are just passing through. Our purpose
here is to observe, to learn, to grow, to
love... and then we return home.”

- Australian Aboriginal Proverb



ANNUAL REPORT 2023/24

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