



Here for Tasmanians

Who are we?

Anglicare Tasmania is a not-for-profit organisation providing a range of services to support Tasmanians.

We have been operating for more than 30 years. With a workforce of 916, we are the largest service provider of our type in Tasmania. Our staff are located around the State and we have offices in Hobart, Glenorchy, Launceston, Sorell, Devonport, Burnie, Zeehan and St Helens.

Our mission

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

Our values



Strategic objectives

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

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

Our supporters

During the year Anglicare received funding from the Allport Bequest, Attorney-General's Department, Brotherhood of St Laurence, Calvary Community Council, City of Hobart, Clarendon Children's Home, Collin Bisdie Trust, Department of Communities Tasmania, Department of Health (Commonwealth), Department of Health (Tasmania), Department of Human Services (Commonwealth), Department of Police, Fire and Emergency Management, Department of Social Services, Department of State Growth, Department of Veterans' Affairs, Financial Counselling Foundation, Launch Housing, Legal Aid Commission of Tasmania, Mental Health Council of Tasmania, Motor Accidents Insurance Board, National Disability Insurance Agency, Primary Health Tasmania and Women's Legal Service Tasmania.

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

At a glance

For many Tasmanians, the coronavirus pandemic made life more difficult, lonely or uncertain. Anglicare continued to reach out and provide essential services, including to the community's most vulnerable.

PGs 8-9



Home care services were classified as 'essential' during the coronavirus pandemic.

PGs 10-11



Fresh air, exercise (and a good coffee) were must-haves during isolation. Daniel (left) and Aaron enjoyed some time-out at Cornelian Bay.

PGs 12-14



The HIPPY program is a shining example of support for families provided by the Housing and Community Services team.

During 2019-20, Anglicare:

delivered \$77.16 million of services to Tasmanians, \$1.46 million more than in the previous year. We also made a significant contribution to the Tasmanian economy by way of wages and salaries (\$56.29 million)

PG 5

celebrated staff who modelled our values

PG 6

initiated three major research projects and advocated on key social justice issues

PG 7

responded to a peak in demand for home care services to support older Tasmanians

PG 8

expanded clinical support services to clients living with disability

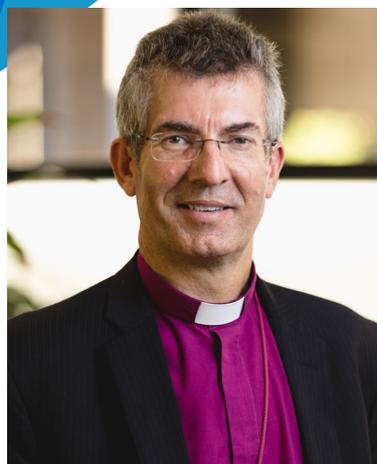
PG 11

celebrated 10 years of the Taz Kids program and expanded our 'education first' model in the youth accommodation facilities we manage

PG 12

maintained our close connection with Anglican parishes throughout Tasmania.

PG 15



Chair's review

An essential service

On behalf of the Board, I would like to thank CEO Dr Chris Jones and every member of the Anglicare team for the commitment and strength of purpose on display during these challenging times.

I am proud of Anglicare's response to the COVID-19 pandemic. The organisation has been agile and flexible and at the same time, steadfast to the values of compassion, respect, justice and hope. We are grateful for the guidance received from public health officials during the crisis.

At a time of considerable uncertainty for our sector and in our personal lives, Anglicare's focus on how to best support clients was uncompromising.

We have some exciting initiatives underway that will see us take this client focus to the next level in the new financial year.

COVID-19 de-railed our turn to host Anglicare Australia's national conference in 2020, but it's on the calendar for 2021. This conference will be an opportunity to join with network colleagues and shine a spotlight on the programs we deliver to Tasmanians.

David Peters - Chair

CEO's review

Putting people first

This has been a year our team worked harder than ever to provide choice, support and hope to Tasmanians.

The coronavirus pandemic brought major changes to all our lives. Throughout the public health emergency, our professional and caring Anglicare team members have continued to serve Tasmanians, always with a focus on safety.

Anglicare has kept delivering essential services and in some cases expanded them in response to local need.

Our clients are at the centre of everything we do.

That's why in this coming financial year Anglicare will move our Burnie office into the city centre and continue to upgrade our business systems.

It's why we will continue to advocate for investment in social housing and the release of more home care packages for older people.

It's the reason for our strong commitment to robust social research, providing up-to-date information to policy-makers.

And it underpins our commitment to continually improve the quality of our services.

We remain conscious of the need to support our team's health and wellbeing in response to the COVID-19 situation. Thank you for your ongoing support of Anglicare's work, helping us to be here for all Tasmanians.

Dr Chris Jones - CEO

Anglicare Tasmania Board

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

David Peters is joined on the Anglicare Board by **Stephen Carnaby** (Deputy Chair), **Ekaterina Skalidis** (Secretary), **Craig Barling** (Treasurer), **Allan Dickins**, **Helen Harris**, **Joan Harvey** and **James McKee**.

You can find their profiles and details of Anglicare's corporate governance structure on our website.

Financial performance

Anglicare delivered \$77.16 million of services to Tasmanians during 2019-20, an increase of \$1.46 million from the previous year.

A portfolio of sustainable investments and a strong net asset position of \$32.29 million supports our strong focus on client outcomes.

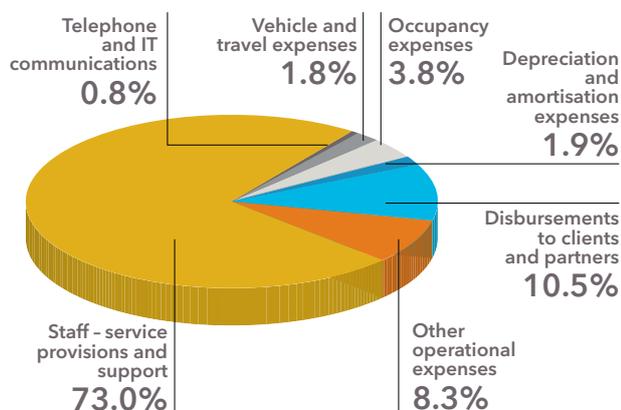
Anglicare's total income increased by 1.7 per cent, largely driven by client demand in our Home Care and Disability Support services.

A \$3.02 million surplus enabled us to make the necessary investments in people, technology and infrastructure that underpin high quality customer service.

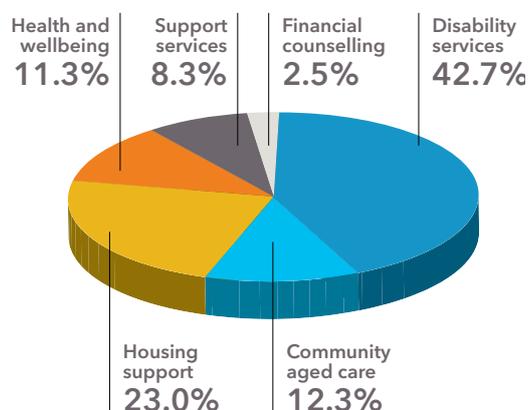
A healthy financial position, combined with close working relationships with our key stakeholders and funding providers, saw us continue operating sustainably throughout the second half of the year, when COVID-19 presented enormous challenges to our sector.



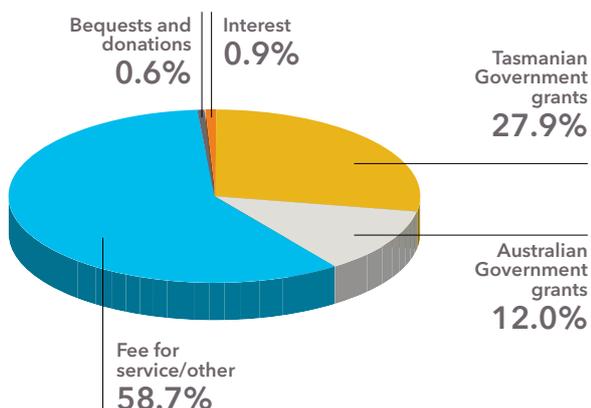
Application of funds



Funding by area



Source of funds



Looking ahead

Anglicare Tasmania is well-placed to continue the delivery of affordable, high quality, client-focused services to all Tasmanians, including those in need.

We anticipate a growing demand for our services as our State moves into recession, and we are prepared for another testing year ahead.



Our people

Diverse cultural backgrounds and life experiences enrich Anglicare’s workforce. Our team is guided by the Anglicare values and best-practice standards.

Anglicare’s values were more important than ever in guiding us throughout the coronavirus pandemic. Our Values in Action awards represent the highest accolades for Anglicare team members.

Congratulations to the winners for 2020:

- **Compassion:** Hollie Ward and Michelle Redman (joint winners). Hollie is a Residential Support Services Manager with Disability Services (North) and Michelle is a Home Care Worker based in the North West
- **Respect:** Elizabeth Annetts, Disability Services Support Worker with Housing and Community Services (South)
- **Justice:** Courtney Adams, Community Services Worker with Housing and Community Services (North)
- **Hope:** Jason Lomax, manager of the Burnie Lodge, Housing and Community Services (North West)
- **Team spirit:** the team at Neena, MAIB-supported accommodation in Launceston for people living with disability.



Courtney Adams (left) and Hollie Ward modelled the Anglicare values.



Jerrim Fellowship winner, Sharon Scarlett.



Jessanna Gent, winner of the Anglicare study scholarship.

Celebrating talent

The \$20,000 Jerrim Fellowship gives one outstanding employee the opportunity to travel internationally for professional development. This year’s winner, State Manager of Home Care Services Sharon Scarlett, is planning to travel to England once travel restrictions are lifted to investigate best-practice support for people affected by hoarding behaviours.

Each year Anglicare provides a scholarship to a social work student in their final year at the University of Tasmania. Congratulations to the 2020 winner, Jessanna Gent.

We also provided a work placement to a young person with a refugee background as part of the Pathways Opportunities Project run by Students Against Racism, A Fairer World and TasTafe.

A new way of working

Anglicare’s long tradition of flexible work stood us in good stead during the initial phase of the coronavirus emergency. Some employees moved to home-based work from March 2020, using videoconferencing platforms to keep in touch with clients and each other. People responded to this new environment in different ways and were provided with a range of supports.

A phased-in return to the workplace began in June under strict health and safety conditions. Again, wellbeing support was provided and a staff survey pointed to a high level of resilience amongst team members.

Looking ahead

In this coming year we will focus on making our workplace culture more customer-centric, improving health and safety governance, and continuing to attract and retain the best people.

Research and advocacy

Anglicare is committed to social justice for all Tasmanians. The work of our Social Action Research Centre (SARC) raises public awareness and informs public policy.

The coronavirus pandemic delayed research work this year. However, significant effort was directed into research that documented the experiences of:

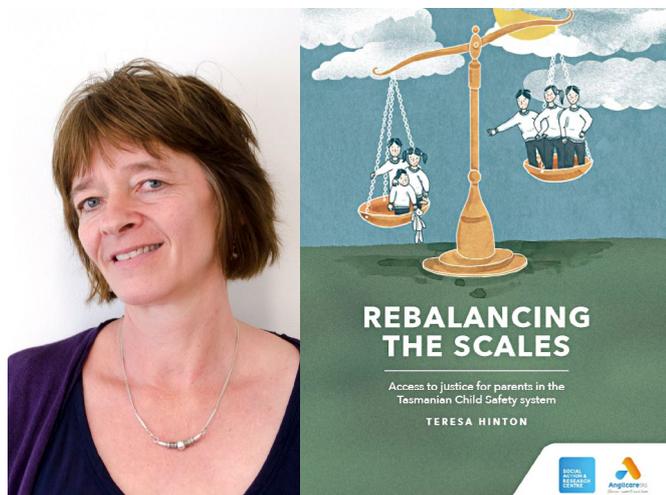
- parents navigating the complexities and adversarial nature of Tasmania's child safety system and Magistrates Court
- unaccompanied homeless children
- people on low incomes seeking a private rental property in Tasmania.

Teresa Hinton's report, *Rebalancing the Scales - access to justice for parents in the Tasmanian child safety system* includes the voices of parents and lawyers working in the field. It was released in July 2020 and welcomed by the Tasmanian Government and judiciary.

Coronavirus brought the experiences of children experiencing homelessness without the care of a parent or guardian into sharp relief. Catherine Robinson's interim *#StayHome? The impact of COVID-19 on unaccompanied homeless children in Tasmania* report was released and a final report with recommendations will be launched later in 2020.

Research for Anglicare Australia's annual Rental Affordability Snapshot highlighted a chronic shortage of private rental properties in Tasmania that were within the reach of low income households or people with disabilities.

Research into hoarding behaviours, *Treasured Lives*, is underway.



Teresa Hinton, author of the *Rebalancing the Scales* report.

Living with dignity

This year Anglicare urged decision-makers to take action to ensure all Tasmanians have an income that allows them to live with dignity. We welcomed the Sylvan report's recommendation for increased funding to enable an additional 200,000 people a year to access financial counselling across Australia. Our financial counsellors reported that even with excellent budgeting skills, many younger Tasmanians can't meet the cost of essentials like rent, power and groceries.

A severe shortage of affordable, appropriate housing is causing great hardship to people across a range of circumstances and increasing the risk of homelessness. In August 2019 we made urgent recommendations to a parliamentary Select Committee investigating housing affordability. We also called on the Tasmanian Government to increase the number of social housing dwellings as part of the Rental Affordability Snapshot released in April 2020.

In October 2019 we called for the establishment of an independent Social Security Commission with the power to set income support payments, and an increase to the Newstart and Youth Allowance. Since then, we have asked for the new Jobseeker rate to be made permanent.

For well over a decade Anglicare has been calling on successive governments for regulatory reforms of payday loans. In February 2020 we made a submission to a Federal parliamentary inquiry calling for tighter regulation of the sector and penalties for breaches.

We also highlighted the lengthy wait times for older people needing home care. In Tasmania many older people have been assessed as requiring care—including people in their nineties—but face a wait of up to 18 months. Some are moving into residential aged care instead.

"I am working with a client on Newstart who has no debts, just weekly expenses. After preparing a budget of all fortnightly expenses, this person has \$85 a fortnight left over for food. He is eating crackers for meals and still struggling to make ends meet."

Anglicare financial counsellor

Looking ahead

As Tasmania moves into recession as a result of the coronavirus emergency, Anglicare will continue to tell the stories of marginalised Tasmanians and advocate for structural changes and additional protections.



Home care services

Anglicare provided more than 2,100 older Tasmanians with care in their homes this year. Of these, almost 700 were new clients. We quickly adapted our service model during the state of emergency, staying connected in new ways and putting safety first.

In March 2020 we rolled out training and personal protective equipment to staff. Educating our clients and the delivery of essential food and medications was the next priority. We provided each client with a COVID-19 care pack, to support them safely in their homes during self-isolation. The packs included supplies for a home-based hand sanitising station and instructions on how to follow infection control procedures. Our domestic care team reinforced these safety messages during the home visits that continued under the 'essential service' provisions.

Tele-health sessions were introduced to monitor clients' physical and mental health, particularly when they didn't have family members at hand. We supported them to continue eating well and keep regular medical appointments.



Patricia Yeo was delighted to be presented with a hamper after attending a lunch 'n' learn session in Burnie.

Listening to clients' voices

We take the approach that every client interaction is an opportunity to seek feedback and actively listen and learn. This year we invited clients to serve on recruitment interview panels, join us for information sessions over lunch, and review publications. We also encouraged them to submit their personal stories to the Connect magazine.

Overwhelmingly, people expressed a high degree of satisfaction with the quality of our services:

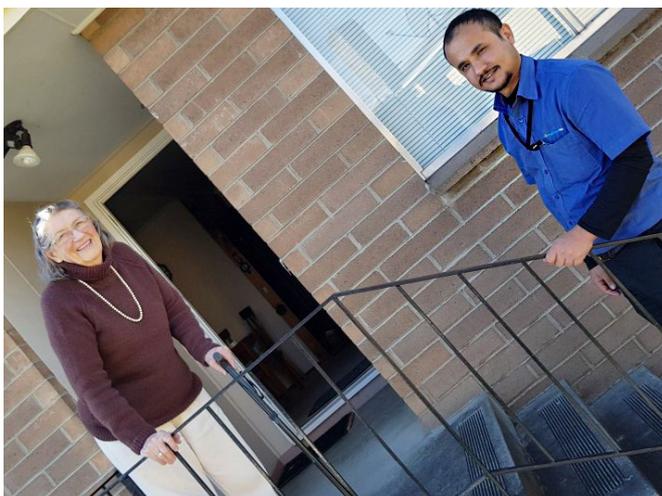
"Absolutely professional, caring and dedicated employees who have gone above and beyond to help my parents and myself in difficult and urgent situations."

"I didn't realise how good it would be to have the service but I'm glad I have it now."

"Always punctual and do a terrific job."

"Our staff had partners who had lost their jobs. They were worried about their elderly parents. They had children suddenly home from school. Yet, day in and day out, they came to work and cared for our clients. They were magnificent."

Connie Bruckard
General Manager Home Care Services



Veronica Roberts and Gobinda Poudel find common ground.



Irene and Reg Kanofski benefited from respite services provided by Anglicare.

From 'hello' to 'Namaste'

Home Care Worker Gobinda Poudel joined us in February 2020 after moving to Australia from Nepal four years ago, and quickly became a valuable team member.

Several clients have contacted Anglicare to compliment Gobinda on his friendliness, happy disposition and high level of initiative, but his biggest fan is Mrs Veronica Roberts, of Clarendon Vale.

"Gobinda is a lovely, happy young man and nothing is ever too much trouble," she says. "He cares for and respects older people. I really hope that I can have him all the time!

"I don't say to Gobinda 'Hello' any more. I say, after putting my hands together and bending forward, 'Namaste'."

And in a twist that shows just how small our world is, the pair discovered over a cup of tea that Veronica's son lives quite close to Gobinda's mother in Nepal. He plans to meet her in person as soon as he can.

Gobinda says: "Thank you to Anglicare for making me part of this amazing team and giving me an opportunity to meet with a beautiful soul like Veronica."

A welcome break

Before the pandemic interrupted our lives, Anglicare provided welcome respite to carers like Irene Kanofski from Wynyard.

Irene has been her husband Reg's full time carer for the past 14 years: "She deserves a medal," says Reg. As part of his aged care package, Reg gets nine hours of respite each week, meaning that Irene could enjoy playing lawn bowls and gardening again.

Looking ahead

COVID-19 has reinforced the importance of safely supporting older people in their homes. It's also demonstrated the benefits of tele-health and online services, social programs and family connections. Planning is underway to expand initiatives in these areas and trials will be held in the new year. The professional development of our staff is another focus.

We look forward to full restoration of services as soon as public health advice allows. Our home care service is currently running at full capacity. Anglicare will continue to advocate for additional funding so that more Tasmanians can age well at home.



Disability support services

COVID-19 presented challenges to our disability services, but continuity of support was our top priority.

This year we supported 517 people with a disability around the State, either in their own homes or in the accommodation facilities that we manage.

Assisting the people we support to maintain their routines and stay physically and mentally well was the key.

At Apollo Road in Hobart, Support Worker David Ball designed some home-based work-outs and also assisted people to join an online exercise class.

One resident, Aaron, rides his bike at a high level and during isolation completed a 21-kilometre ride as well as some long walks in the foothills of kunanyi/Mount Wellington.

Shared goals

The NDIS Quality and Safeguards Commission has been established as an independent agency charged with improving the quality and safety of supports and services delivered under the National Disability Insurance Scheme.

Anglicare has created a new role that will work closely with the Commission to achieve our shared goals of choice, control and dignity for people living with disability.

Anglicare also continues to support the objectives of the Disability Royal Commission that is underway.



Garry, with apples picked from the garden at Caylea.



Aaron rode 21 kilometres from home along the bike track to the Cenotaph at Hobart.



Debbie and Support Worker Kingsley Obanor fire up the BBQ at Grace Court.



Support Worker Georgie Booker, with Neena resident, Dale.



Anglicare's Clinical Support Team (from left) Sophie Lawless, Zoe Claudio, Jess Malone, Kristen Foss and Rachel Barac. Alex Hunn was absent.

Neena team models values

Neena is an MAIB-supported accommodation facility in Launceston where staff provide around-the-clock care to residents with complex needs arising from acquired brain and/or spinal injury.

The team received this year's teamwork Values in Action award in recognition of the way members worked together to plan and manage occasional overnight support for a community client with very complex needs.

Their priority was to make the client feel safe and welcome and to make the experience positive for permanent residents, too.

"The Anglicare team is proud to be working at the leading edge in this exciting field. Our work is all about supporting people to communicate and participate."

Dr Kristen Foss
State Manager,
Disability Clinical Team

Clinical services set us apart

Anglicare has a large team of experienced and qualified practitioners who provide positive behaviour support and psychological services for people with disability, their family members and other networks.

"Our work is all about supporting people to communicate and participate," says team leader Dr Kristen Foss.

"Sometimes a person with disability tells us they want more choice or more independence, or to learn new tasks.

"Once we fully understand their unique needs we can set them on the road to improving their personal relationships and participating in and truly enjoying life."

Anglicare expanded its clinical services to the North and North West during the year.

Looking ahead

Disability Services will introduce a new client management system in the new financial year. This will benefit scheduling staff and support workers and give clients greater everyday control of their service.



Housing and community services

The coronavirus pandemic highlighted that job and housing insecurity, stress and anxiety have the potential to affect people from all walks of life.

The pandemic had a significant impact on the delivery of services across the portfolio. Over the April - July 2020 period, 1,274 client interactions listed COVID-19 as the root cause of their need.

In line with national trends, referrals to financial counselling declined due to the increased level of government support, while referrals to our mental health, alcohol and drug, attempted suicide aftercare and family violence programs sadly increased. We worked hard to continue providing full face-to-face support for our clients wherever possible.

Anglicare supported 268 adults in state government-owned residential facilities this year. Social distancing regulations made life more challenging and had flow-on effects to mental health. We also assisted close to 2,000 people to access other government housing via the Housing Connect service.



Taz Kids volunteer Matthew Cleaver (left) with Taz Kids coordinator Glenn O'Neill.

Happy birthday, Taz Kids

This year marked the tenth anniversary of Anglicare's Taz Kids program. Funded through the Tasmanian Government's Strong Families Safe Kids program, Taz Kids has supported more than 400 families with a parent or guardian impacted by mental health issues.

Taz Kids educates children and young people about mental health and aims to build their resilience through holiday camps, school-based clubs and family days.

"The real strength of the program is that it creates peer groups for children who may have otherwise felt alone," says Glenn O'Neill, Taz Kids statewide coordinator.

A former participant, Matthew Cleaver, is now himself an adult volunteer camp leader. "Matthew is naturally quiet but has a great sense of humour. He has a lot to offer," said Glenn.

The camps were put on hold during coronavirus, but program leaders kept in touch with families and distributed activity packs to their homes.

"When I arrived at Eveline House I realised that I'd been given a chance to achieve my dream. I can study to find a better job and have the time to work hard to save for a house deposit."

Sophie Martin (19)

Regional reach

Anglicare provides mental health and family support services to regional communities.

Community Services Worker Jade Rhodes regularly flew from Burnie to King Island, where she grew up. Jade worked in partnership with the King Island District School supporting young people to deal with bullying, anxiety and self-esteem issues.



Jade Rhodes supports young people on King Island.

“One of the best things about the community is everyone rallies around each other to support families experiencing a crisis,” said Jade.

Townships on the remote West Coast benefited from an expanded service offering that includes parenting and family violence support and emergency relief.

Anglicare also delivered the world-renowned ‘Cool Kids’ program to children in the Derwent Valley who were experiencing anxiety.

Family violence support

For some families, home was a dangerous place to be during COVID-19. Anglicare’s RAIN service (Relationship abuse of an intimate nature) provides free advocacy, support and counselling to people living in the North West, far North West and West Coast regions who are affected by family violence. Its role is to help people navigate the complex web of available services and to arrange the practical support they need.

Our clients told us this service made a real difference to their situation:

“Your help was crucial, thank you so much for everything you have done for me and the children.”

“I am too scared to think of where I might have been if I had not walked through the doors of Anglicare and met you.”

HIPPY moves with the times

Anglicare’s Home Interaction Program for Parents and Youngsters, or HIPPY, brought support and smiles to 64 families in the Launceston area this year.

Our tutors worked hard to minimise interruptions to the home-based early learning program when the pandemic hit, delivering resources and craft supplies to homes and checking in regularly with parents.



HIPPY home tutor Janice Thiele received a warm welcome when she dropped resources off to a family's home.

Coordinator Aparna Banerjee said: “HIPPY improves the children’s confidence and gets them ready for school and it was so important we didn’t lose momentum. Parents and guardians make a scrapbook that charts their child’s journey and it is a proud moment for families when their child graduates.”

Taking back control

This year Anglicare’s team of trained financial counsellors supported 2,849 clients via the National Debt Helpline.

Anglicare collaborated with the Women’s Legal Service Tasmania to place financial counsellors at their offices in Launceston and Burnie, to support women to work towards a more secure future.

“Some women may have never managed their own finances,” said Sandra Neil, a financial counsellor with Anglicare. “When they leave an abusive relationship, they often find themselves in debt because bills have been put in their name. Some women may also have been out of the workforce for many years, making it difficult for them to find a job or borrow money.”

Community information sessions on financial abuse were held in regional communities including Deloraine, St Helens, Campbell Town and Exeter.

Education priority #1

Education is a priority at our supported youth accommodation facilities for young people aged 16 - 24. For many of the 145 students it is their first secure home.

At Hobart's Trinity Hill students have opportunities to attend practical short courses as the first step to re-engage with their education, which this year included the 'Espresso Essentials' course offered in collaboration with Drysdale -TasTAFE.



Trinity Hill students participated in the 'Espresso Essentials' course.

Trinity Hill won the 'excellence in social housing' category at the 2019 Australian Housing Industry (Tasmania) awards, while Eveline House at Devonport was highly commended. Trinity Hill Team member Rebekka Gale received the 'inspirational team member' award.

Eveline House is right next door to the TasTAFE campus, making it easy for students to attend. "Moving into Eveline House meant that I could get a Certificate III in Aged Care, and now I have a job in a residential aged care facility," said one student.

At Thyne House in Launceston, students co-designed a health and wellbeing program with a focus on independent living skills.

Harry's story

Harry* is a middle-aged Aboriginal and Torres Strait Islander man who was isolated from his family and community elders as a result of his long history of drug use and mental health issues. When he came to Anglicare, his goal was to get his health back on track and tell his story.

Working with a practitioner in our Drug and Alcohol Treatment Service (ADATS+) and his GP, Harry has turned his life around and no longer uses drugs. We assisted him to find stable accommodation through

Housing Connect and arranged for him to present at a conference on addictions. His message on the importance of a holistic approach to health and wellbeing was very well received.

Harry has now reconnected with his daughter and is writing his story so that he can support others in his community who have experienced trauma.

**Name changed to protect privacy.*



Amie is a much-loved new team member at Rocherlea.

A helping paw

Therapy dog Amie joined the Anglicare team in November 2019. Based at our mental health facility in Rocherlea near Launceston, Amie was purchased from K9 Support in Victoria with funds raised through Anglicare's Winter Appeal.

Amie has an innate ability to know if someone needs a helping paw and will actively seek out someone who is feeling stressed.

Simone Wells, Rocherlea Coordinator and now Amie's primary handler, explains the two-year-old black Labrador has been bred for the job.

"As he meets people you can see a change in their manner: they come out of their shells and relax," she said.

Looking ahead

This year we introduced changes to boost accountability, transparency and performance across our housing and community programs, and to strengthen the links between the two. This focus is delivering tangible benefits to our clients and will continue. At the time of writing, Anglicare was preparing for increased demand across the portfolio.

Partnerships

Partnerships with the Anglican Church and advisory groups from the Tasmanian Aboriginal and client communities enable us to reach more Tasmanians and in meaningful ways.



The biscuit ladies from the Howrah Anglican Parish celebrated 1000 Fridays of baking treats for Anglicare's youth crisis accommodation in Hobart. That's 20 years!

In the first half of the year, grants from Anglicare helped establish a mobile food van service in Ulverstone and enabled Anglicare's Angus Ling to run youth group sessions in the Parish of Sorell, Richmond and Tasman.

Parish Community Development Worker Margaret Savage also visited Anglican Schools in Launceston and Hobart to explain poverty and encourage the power of giving. "I enjoy thinking up ways to make young people think," said Margaret. "Like setting a challenge to eat a can of cold baked beans—without a can opener or spoon!"

Small quick-response grants from Anglicare helped parishes take their ministry to the next level, especially once the coronavirus started impacting people's lives. The grants were used to put together hampers and parcels and also assisted international students in Hobart and a breakfast program at Kingston.

"Our church volunteers quickly adapted their programs to the demands of the new safety protocols," said Margaret. "Many are in the 70+ age bracket and had to put volunteering on hold to protect their own health, but it was inspiring to see younger people jump in and take their place: this bodes really well for the future."

Parish volunteers also spent time with residents at Anglicare's supported accommodation facilities, such as Bilton Lodge at Claremont. When the monthly craft class run by a group from the neighbouring Edge Anglican Church had to be cancelled in April, it was disappointing for everyone. But the ladies



Blue Culture, by Sharnie Everett, is one of the Aboriginal artworks that feature in Anglicare buildings.

were determined to keep the Easter spirit alive, and made gifts of craft items and bonus blankets for the residents instead.

Anglicare's **Aboriginal Advisory Group, yarnin up**, ensures our organisation hears the voices of Tasmania's Aboriginal community.

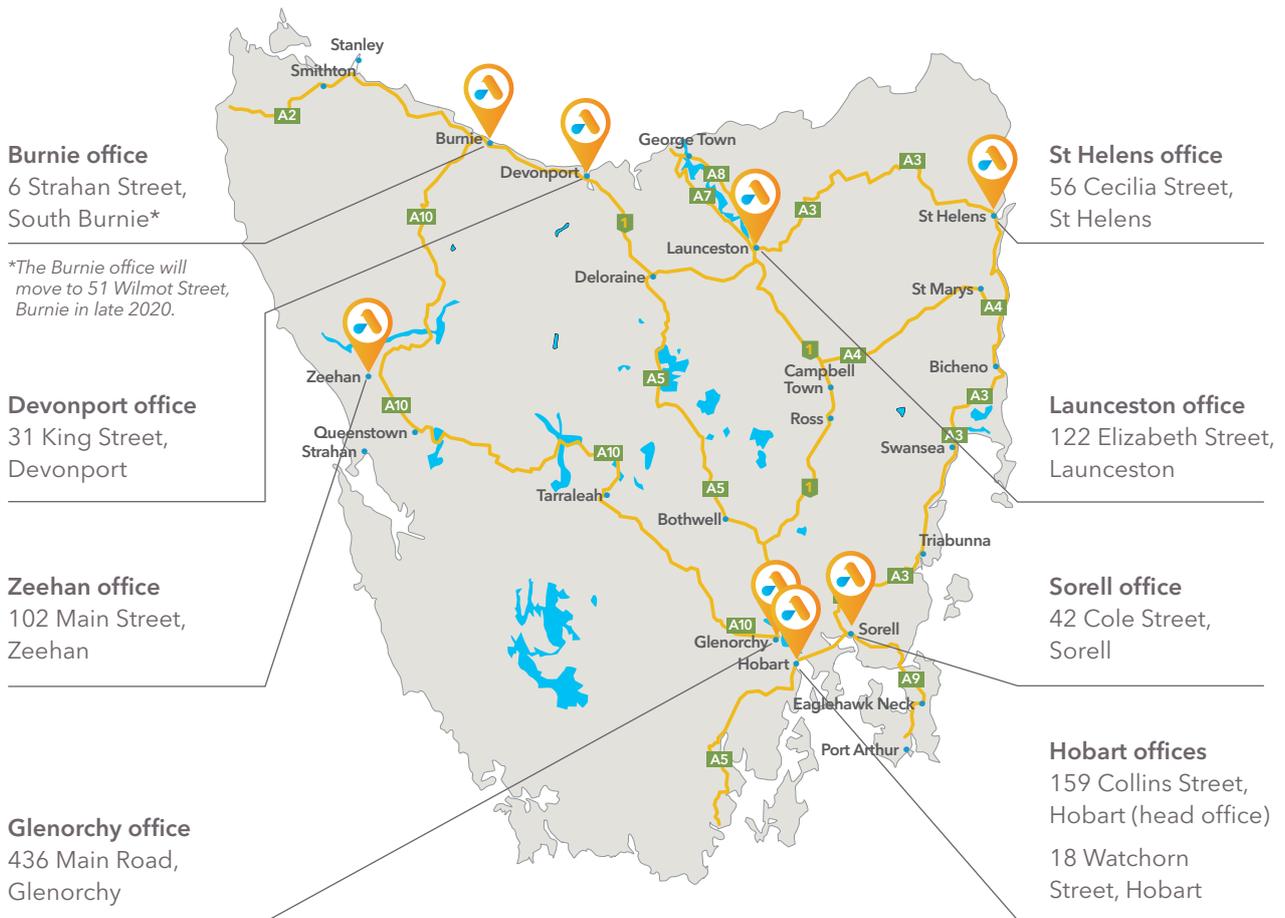
This year it met twice instead of three times, due to COVID-19 restrictions.

The group helped Anglicare understand issues associated with the over-representation of Aboriginal children in out-of-home care. As a result Anglicare signed up to Family Matters, the national campaign for Aboriginal and Torres Strait Island children and young people to be cared for in family, community and culture. We continue to seek guidance from this advisory group.

yarnin up also provided advice about appropriate cultural training for Anglicare staff and the position descriptions for our Aboriginal-designated positions. The group shares information on courses run by the University of Tasmania's Riawunna Centre and was helping with arrangements for the national Anglicare conference, before this event was postponed.

The **Participants Advisory Council (PAC)** meets regularly with our CEO. Members' lived experiences as clients, former clients, family members of clients or their carers, inform the way we do business at Anglicare and our response to community issues.

Here for all Tasmanians



This report was proudly designed and printed in Tasmania.
The pdf version is on our website. It represents a new format
for us and we welcome your feedback.

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

Anglicare's Snapshot Newsletter

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

Register at anglicare-tas.org.au/snapshot-newsletter



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