

Life
with hope

Valuing partnerships

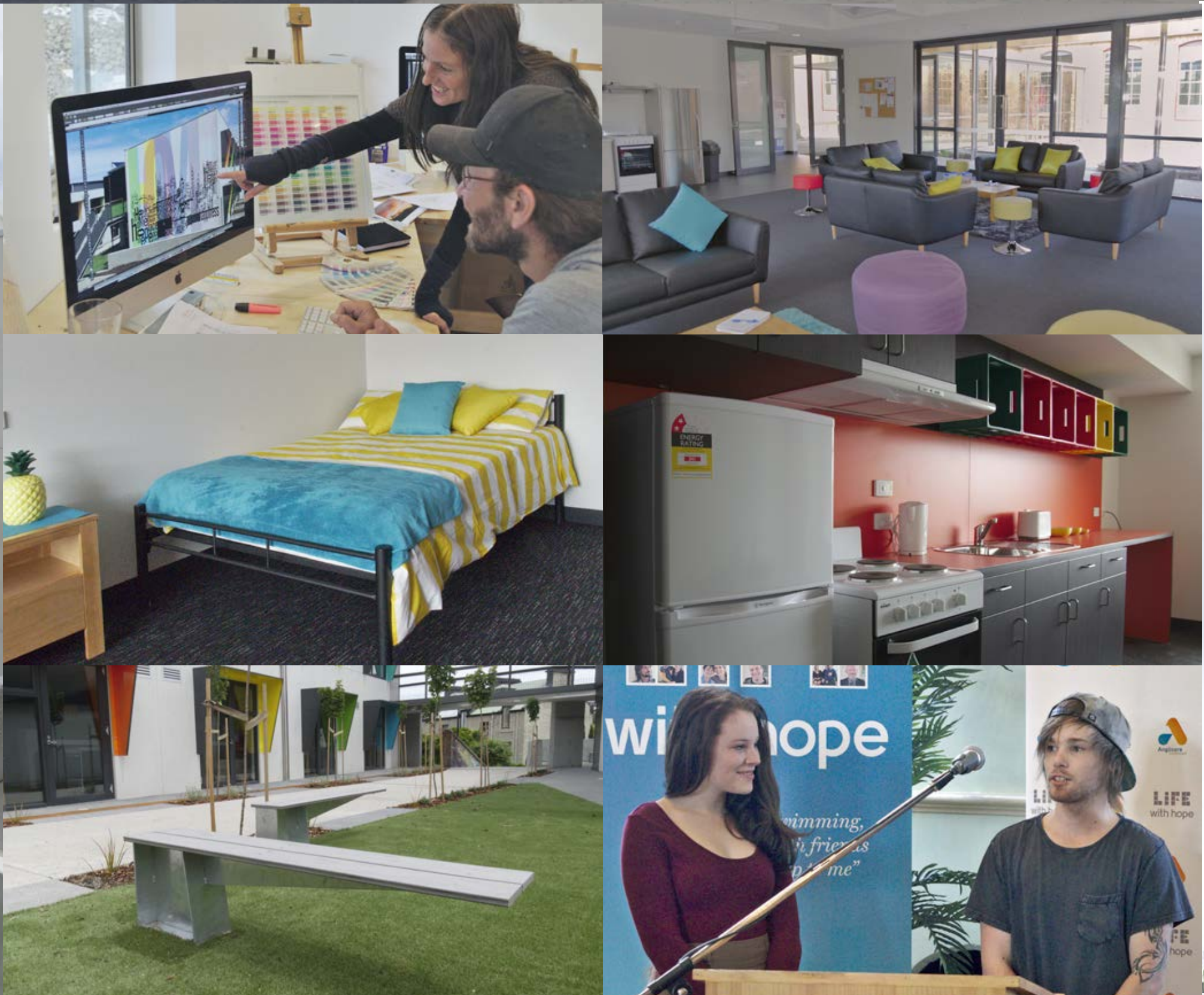
...broad partnerships are the key to solving broad challenges. When [we] work hand-in-hand, we can achieve great things.
Ban Ki-moon, Secretary-General United Nations



Anglicare Tasmania has been instrumental to the successful delivery of the Trinity Hill project... and Anglicare's leadership with respect to working with the collaborative partners as the lead contractor to deliver Government's requirements, has been commendable.
Richard Gilmour, Director Portfolio & Supply, Department of Health and Human Services



"A place to call home"
"I get to be myself and know I'm safe"



Trinity
Supported housing
for young people

No matter what your situation, Anglicare provides
choice, support and hope for all Tasmanians

Working together

Our partnerships with government help us provide a number of essential programs in response to community needs.

We deliver Housing Connect with the Department of Health and Human Services and four other organisations.

Working with others we support children and families. Our Taz Kids program for students with families touched by mental ill-health, and our KIDS Parenting Support program for young disadvantaged families are both supported by the Department of Education.

We value our working relationship with all levels of government as we partner to deliver essential services and seek to contribute to policy development that is in the best interests of our community.

Caring for each other

"Do to others as you would have them do to you"
(Luke 6:31)

Recognising the valuable contribution of our staff is important. Our Employee Consultative Committees are a voice for the people who work with us, and they help us to shape an organisation in which our values are shared and inform all of our actions.

Our partnerships with clients are respectful and compassionate, no matter what their circumstances. The strength of these relationships is key to the support we offer. It enables us to work with people to enhance the capacity for each to overcome challenges.

When we show respect and compassion for each other and work well together we are able to achieve much more, resulting in better outcomes for our community.

Building a better future

We share what we know and work cooperatively in research partnerships with universities, to learn more about the needs of vulnerable people in our community.

We build on the capacity of our employees. For example, our aged care and disability services workers are encouraged to do accredited training including the Bachelor of Dementia Care through the Wicking Centre UTAS.

Love in action

We are part of the Anglican Church family and we share in its mission under God. Twenty-three parishes support us with prayer, office space, donations, volunteers or taking on small projects that complement Anglicare's mission.

Behind the scenes many people show compassion and generosity through volunteer partnerships.

With the Anglicare Australia network we have a stronger voice on the issues that matter nationally like rental affordability for people on low incomes.

Strength in numbers

We join with other community service organisations to provide assistance for thousands of Tasmanians every year.

Over 100 people live in supported accommodation made possible by our partnership with Community Housing Limited. With Mission Australia also on board, we have added 46 new supported accommodation places for young people at Trinity Hill in Hobart.

Business partnerships

We work with businesses that share our values. We are grateful for the support and opportunities these business partnerships offer.

An extended partnership with Aurora Energy gives people in financial hardship the chance to avoid electricity disconnection. The Motors Foundation funds the HOPE program that has helped six young families obtain permanent housing this year. Our longstanding relationship with MAIB provides essential attendant care services to Tasmanians injured in motor vehicle accidents.

WIN Television, Southern Cross Television and Tasmanian Digital Television screen a number of our Television commercials as Community Service Announcements on a non-fee basis.

Our community

We value our strong connections with the Tasmanian community and we're heartened by their continued support.

The community's voice matters to us and we're grateful to our Aboriginal advisory group yarnin' up who guide our understanding of the needs of the Aboriginal community, and to our Participants Advisory Council for their invaluable input. Speak Out Tasmania facilitates meetings in our residential facilities for people with disabilities, giving residents the chance to actively participate in decision-making about the support they receive.

We listen and learn from the Communities for Children initiative 'Every Child Succeeds' about what works best for children and families in their communities, and from the Speak Up Challenge that gives children a voice to talk about better communities.

Every day we at St Vincent de Paul see the devastating effects on families that poker machine gambling has in our community. We have joined with Anglicare and some 30 other service organisations to eradicate poker machines from pubs and clubs in our State.

Bernard Saunders, State Secretary
St Vincent de Paul Society

It is fantastic when great team work and true partnerships between services come together... when we achieve positive outcomes for children and families.

Kai Kitchen, Manager Child Protection for Pathway Home,
Department of Health and Human Services

Taz Kids children engage better in classroom work and are generally more happy and positive around the school.

Toni Douglas, Principal of Spreyton Primary School

Housing Connect provides a far more responsive service to those seeking housing and support and we regularly receive contact from clients who have benefited from the services available. Together with Anglicare we are continually seeking to improve the network so more Tasmanians in need can be assisted.

Peter White, Chief Executive Housing and Disability Reform,
Department of Health and Human Services

Without Anglicare's involvement we feel sure our message of turning up to work in a mentally healthy state and without being under the influence of any substance would not have been possible.

Phillip Bourke, Safety Officer,
Devonport City Council

Together we have worked towards continually improving the care and support provided to those members of the Tasmanian community requiring assistance.

Paul Kingston, MAIB

We have enjoyed partnering with Anglicare Tasmania developing internal software and client management systems... We respect Anglicare's values as it seeks best practice and is mindful of the community it serves.

Robert Stoneman, Managing Director, 3 Tier Technology

It's great because we work hand in hand with Anglicare... together we go out and see where people are using the power and where they might be able to make savings.

Vicki Marriot, Aurora's YES Your Energy Support Program

If it makes my voice heard a little bit I don't mind participating.

Marcus Bown, Speak Out participant at an Anglicare Supported Accommodation facility

We are delighted to be involved with Partners in Recovery. The strength of the partnership is also in the inspiration we gain from working together. It is an exciting and successful venture to which we all bring different skills and capacity.

John Edwards, MI Fellowship

As soon as I hear a student has a Supported Youth Program worker I breathe a sigh of relief.

Rose Parker, Learning Services North, Department of Education

Thank you for the little book of prayers. It has given me a greater understanding of the breadth of Anglicare's activities and I have found it helpful in my daily prayer time.

Anglican Church parishioner

We really appreciate the partnership we have with Anglicare, especially the opportunities for social work student placements state-wide.

Ally Smith, Field Education State-wide Manager, School of Social Sciences, UTAS

Anglicare has been prepared to embrace a level of disruption, critical reflection and service re-imagination to ensure its services foster opportunities for people to ultimately lead and master their life beyond the impacts of adversity.

Helen Glover, Director enLightened Consultants

This is great! So glad to hear that 'Sam' is heading back to school; thanks so much for your work with this family.

Child Protection Worker about My Safe and Strong Family Program

I very much look forward to assisting you and the organisation where possible, including helping to inform/interpret/add to the evidence base in the health and education sector in my areas of expertise.

Andrew Hills, Professor of Sports and Exercise Science, UTAS

Anglicare Tasmania has made an important contribution to the shared knowledge and vision of the whole Anglicare family - in areas such as: community development; research; governance; and the evolution of our practice.

Kasy Chambers, Executive Director, Anglicare Australia

We are so grateful to have up to 40 engaged volunteers committed to the Taz Kids and KIDS programs we run. With their help the clients and families achieve so much more.

Paul Mallett, State Manager Community Engagement

The young men are often waiting for us when we deliver our biscuits and slices to Youthcare every Friday afternoon. They love the home baked cooking and it's our way of showing them that people DO care.

Margaret Kelly, St Thomas' Anglican Church Howrah

Anglicare's support workers helped me with tasks that I found hard or caused me pain and respected the things that I could do for myself.

Sally Hall, Commonwealth Home Support Program client

The partnership between Anglicare and the University of Tasmania has allowed me to gain experience in applying myself to a real world problem; and one where I can make a positive difference to people's lives by assisting Anglicare in their mission.

Harrison Lovell, UTAS intern

The best thing about PAC is that it provides a 360 degree perspective. It gives us a voice and an opportunity to be heard. It also allows us to hear directly from the CEO and the Chair of the Board.

Karen Edmunds, Chair of the Participants Advisory Council

The work of Anglicare contributes so much to the lives of people who are in need, and we are delighted to consider it part of the Anglican family. It is my privilege to support their work, and pray for it each day.

The Right Reverend Dr Richard Condie, Bishop of Tasmania

We value this partnership with Anglicare as it is very important that we get to share our ideas from an Aboriginal perspective, and even more important is that Anglicare cares to ask for our opinion in the first place.

Aboriginal Elder Verna Nichols

Collaboration across government and non-government sectors is vital as it ensures families have seamless service provision. The KIDS program certainly seeks to work together with many agencies to ensure the best outcomes for their clients.

Jenny Mountney, East Devonport Child and Family Centre



CEO - Chris Jones

Anglicare often partners with others as we seek to fulfil our mission.

Our partnerships enrich our work and in turn, the lives of others. Every day we partner with people experiencing difficulty. Our staff and volunteers make a positive difference through this partnership.

In our communities we join with other organisations to support people by providing better access to services. We work with government and others to improve systems and remove barriers that limit choice.

This annual report helps illustrate the scope of our partnerships. We believe we can achieve much more when we work side by side with others.

"Two are better than one, because they have a good reward for their toil. For if they fall, one will lift up the other."

(Ecclesiastes 4:9-10)

Board Chair - Rosemary Callingham

Anglicare Tasmania has had another successful year. This is due in no small part to the productive partnerships that have been built within the organisation and with external partners in Tasmania and across the Anglicare network. Anglicare works with a variety of government entities and other community sector partners to alleviate poverty and give life with hope to the most vulnerable Tasmanians. Building strong networks often requires individuals to move outside their comfort zones. I thank all the staff of Anglicare for their support and willingness to adapt as we move into a new environment, requiring different arrangements. The Board will continue to work collaboratively to ensure that the goals of Anglicare are met.

Supporters

The generosity of our supporters has enabled us to care for others.

During the year, Anglicare received funding from Allport Bequest, the Attorney-General's Department, Brotherhood of St Laurence, Central Coast Council, Department of Health and Human Services, Department of Health, Department of Premier and Cabinet, Department of Veterans' Affairs, Department of Social Services, Motor Accident Insurance Board, Motors Foundation.

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

Finances

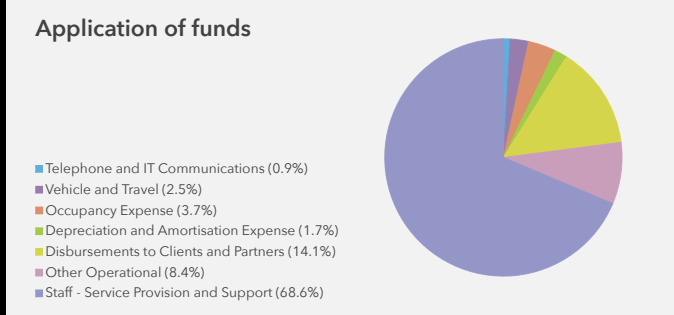
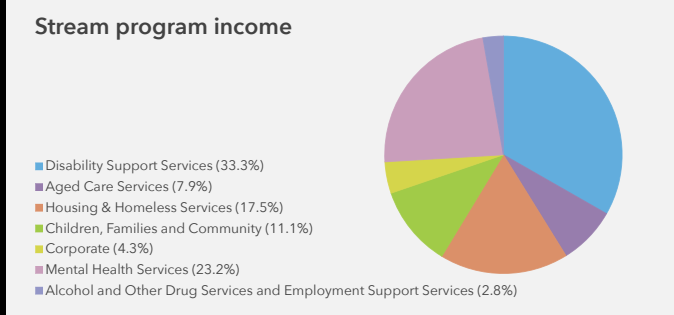
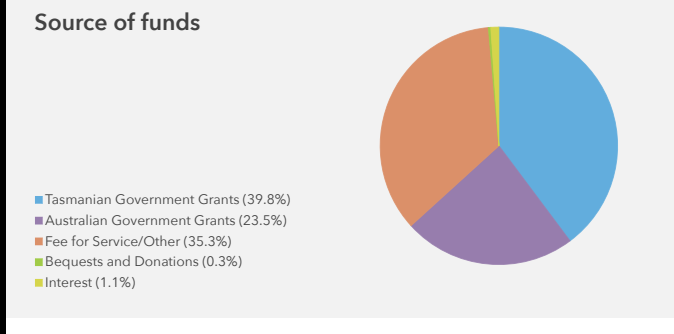
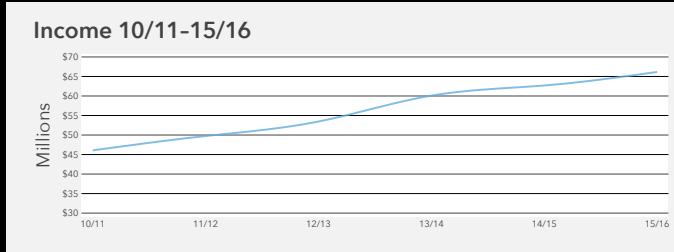
Anglicare spent more than \$64 million delivering services to Tasmanians during the 2015-2016 financial year.

Operational expenditure was \$64.37 million compared with \$60.81 million last year. This increase was due to the provision of additional services, as well as wage costs mostly associated with the Fair Work Australia Equal Remuneration Order and wages indexation.

Anglicare's total annual income was \$66.13 million (\$62.69 million 2014/15). This rise was mainly due to increases in operational grants and growth throughout our fee-for-service areas of support. This enabled more client support across the organisation's Disability Support, Aged Care, Housing and Homeless, Mental Health, Children, Families and Community, Alcohol and Other Drug and Employment services.

Anglicare continued to operate with a healthy financial position demonstrating its financial sustainability and capacity to deliver services into the future. This was highlighted by our net asset position of \$16.67 million and no external debt.

Around 3% of total annual income is being invested into facilities and infrastructure to improve how Anglicare caters for those who use our services.



Services

- Anglicare Lifestyle Disability Services
 - Daily living
 - Relationships
 - At work
 - Coordination of supports
 - Health and wellbeing
 - Lifelong learning
 - Social and community life
 - Your recovery after an accident (MAIB)
- Anglicare Lifestyle Senior Services
 - Personal care
 - Home maintenance
 - Domestic help
 - Meal preparation
 - Transport
 - Nursing
 - Respite

- Home modifications
- Equipment
- Ipad training and provision
- Pastoral care
- Social and community life
 - Bayview Lodge
 - Bilton Lodge
 - Break O'Day Alcohol and Other Drugs Service
 - Burnie Lodge
 - Care Coordination Service - Alcohol and Other Drugs
 - Club Haven
 - Communities for Children
 - Curraghmore Residential and Recovery Support Service
 - East Coast Counselling and Family Support Service

- Employment Service
- Family Relationship Counselling
- Family Support
- Service North-Northwest
- Financial Counselling Service
- Gamblers Help
- Glenorchy Illicit Drug Service
- Grove House
- Hepatitis Prevention Program
- Home Interaction Program for Parents and Youngsters
- HOPE Young Parents Support
- Housing Connect
- Indigo Lodge
- Kids In Focus
- KIDS Parenting Support
- Mental Health First Aid and Youth Mental Health First Aid

- Mental Wellbeing NDIS Services
- My Safe and Strong Family
- Needle and Syringe Program
- NESTS Early Start Support
- Options - Parent Adolescent Mediation and Counselling
- Parenting Courses
- Partners in Recovery
- Pathway Home
- Pathways
- Personal Helpers and Mentors Service
- Reclaim Your Life
- Reconnect
- Recovery Program
- Relationship Abuse of an Intimate Nature
- Relationship Education

- Rocherlea Rehabilitation and Recovery Service
- Service Integration Program
- Social Action and Research Centre
- Supported Youth Program
- Taz Kids and Champs Camps
- Thistle Street
- Thyne House
- Tools for Men
- Towards a Model of Supported Community Housing
- Trinity Hill
- West Coast Support Service
- Youthcare