



Annual Report 2016 – 2017

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## Our Vision

To create a more loving, just and inclusive society, reflecting the life and teachings of Christ and the coming Kingdom of God.

## About us

For over 140 years our staff have connected with people on every step of their life path, responding with compassion, creativity, commitment and courage to the needs of the members of our community who require support. We are one of Queensland’s most experienced care providers.

We understand that throughout life we are all presented with challenges. These challenges can take many different forms and affect our mental and physical wellbeing, financial position, relationships and family life.

Our ‘all of life’ services are here to help support you, and those close to you, to live the life you want.

- Foster Care Services
- Youth Services
- Homelessness Services
- Mental Health and Wellbeing Services
- Family Wellbeing
- Disability Support
- Help at Home
- Retirement Communities
- Residential Aged Care
- Spiritual and Pastoral Care.

## From the *Chair*

On behalf of the Community Services Commission, I am pleased to present the Annual Report for Anglicare Southern Queensland, for the year ended 30 June 2017.

### Financial results

The 2016-17 financial year delivered total revenue of \$190.8 million – a 6.8 per cent increase on 2015-16, driven by increased revenue from clients as well as from government for the delivery of our essential community services. Our major areas of growth were in Children and Families, Mental Health and Wellbeing, and Aged Care.

### Non-financial metrics

In the 12 months to June 2017, Anglicare Southern Queensland provided:

- Support for 43,000 Queenslanders – an increase of almost 4,000 clients on the previous financial year;
- 1.3 million hours of community aged care support;
- 250,000 nights of Residential Aged Care;
- 317,000 nights of care for children and young people through foster, kinship and intensive care services;
- 101,000 hours of disability support, including supporting clients to reach their goals through the National Disability Insurance Scheme; and
- Support for 12,000 mental health and family wellbeing clients experiencing social, health and wellness challenges.

### Major projects

Anglicare Southern Queensland continued to address the chronic shortage of aged care beds throughout Queensland during 2016-17.

An \$11 million investment in our Kirami Residential Aged Care Home in Hervey Bay delivered a full refurbishment and 47 additional rooms, while a \$14.8 million investment in the E.M. Tooth Residential Aged Care home will increase its capacity by 41 beds.

Significant investments were also made in the Symes Grove Residential Aged Care Home rebuild at Taigum in Brisbane – which will deliver a 105-bed home; and The Village Taigum – which will provide 324 three-bedroom independent living retirement villas. The first 100 villas are close to completion and new residents are now enjoying the modern facilities and gardens.



### Going digital

The development of client-facing online tools has helped support people transitioning to new consumer-directed care models.

To help older Australians navigate My Aged Care and Home Care Packages, Anglicare built a digital, fully customisable, Help At Home Package Builder. The tool guides users through the process of building their own package to support the life they want.

Another exciting development was the NDIS Support Builder, which is the foundation piece of Anglicare's Disability Support Program. This first-of-its-kind calculator helps people plan and configure their personal NDIS plan and enables them to make informed decisions about how they best utilise their approved budget.

### Thanking our community

On behalf of my fellow Commissioners, I would like to extend a heartfelt thank you to our staff, our volunteers and the many generous donors that supported Anglicare Southern Queensland this financial year. The combined support of our donors totalled more than \$1.28 million and further enhanced our capability to support, assist and advocate on behalf of the most vulnerable members of our community. A special thanks also to retiring Commissioners Glynnis Hinton, Alan Dann and Rachel McFadyen whose faithful service contributed much to the work of the Commission.

### Cathy Grant

*Chair, Community Services Commission  
Anglican Diocese of Brisbane*

# From the *Executive Director*

## **Transforming clients' lives**

Anglicare's ongoing work across an extensive range of service areas makes a real difference to the lives of our clients. Our Mental Health and Wellbeing services provided counselling, support and intervention programs for more than 12,000 clients in 2016-17, including pregnant and parenting women who may have experienced problems relating to alcohol, drugs and mental health. We also provided essential accommodation and support to single women, women with children and young people who were homeless or at risk of homelessness.

## **Arts&Minds**

In 2017 we established the 'Arts&Minds' initiative, to increase the public conversation around mental health and wellbeing in our home and work lives. Six artists with lived experiences of mental health challenges each created an artwork, with their creative process streamed live across the goa digital billboard network in Brisbane. The public was then encouraged to bid for the artworks. I'm proud to say Arts&Minds was a great success in its inaugural year, attracting support from both the public and corporate sponsors, and we look forward to repeating the campaign in 2018.

## **Children and families**

Anglicare has a proud history of supporting children, young people and families during tough times. In 2016-17 our 686 foster and kinship carer households

provided safe haven for 967 children. Meanwhile, our Residential Care and Supported Independent Living Services supported 88 children and young people into appropriate accommodation.

Twenty-seven per cent of children in our Children and Families programs are Indigenous and we feel great responsibility to help connect them with kin and country. We work closely with Elders in Indigenous communities to establish authentic relationships and have developed a recruitment and employment pathway to continue increasing the number of Indigenous staff working with Anglicare. Currently 8 per cent of staff in this program area are Indigenous and we aim to increase this number.

## **Community care**

Anglicare continued to serve our seniors with love, care, hope and humility through our Help at Home and Residential Aged Care Services. Reforms to the Home Care Package program gave individuals more choice and we built strong relationships with My Aged Care to ensure a smooth transition for our clients.

We provided more than 101,000 hours of disability services during 2016-17. Anglicare also embraced the rollout of the National Disability Insurance Scheme (NDIS), providing new tools to help people living with disabilities develop their individual NDIS plans. We expect more than 150 clients to transition to the NDIS and access its life-changing benefits.

## **Valuing our volunteers**

I'd also like to take this opportunity to thank our more than 500 active volunteers for the vital contribution they make across a range of service areas. Together, these dedicated and generous people deliver the equivalent of more than \$1 million in unpaid support for Anglicare every year.

## **Thank you**

It is not possible to cover all of our 2016-17 initiatives in this foreword and I encourage you to read through this Annual Report to gain a deeper understanding of Anglicare's work. I thank our staff, volunteers and generous donors and partners for helping us to serve our communities as a mission of the Anglican Church in Southern Queensland.

**Karen Crouch**

*Executive Director  
Anglicare Southern Queensland*



# Who we *serve*



**43,028**  
clients

Our client base increased by almost 4,000 clients to 43,028.

We delivered services to communities, children and families, and Queenslanders aged over 65 from Townsville to Coolangatta and west to Roma and Longreach.



**317,938**  
nights of care  
for children

We found loving homes for children across Southern Queensland, and supported young people through Foster and Kinship care and Intensive care.



**101,952**  
hours of disability  
support

We continued to provide support to clients living with a disability, including supporting clients to reach their goals through the National Disability Insurance Scheme.



**12,284**  
**Mental Health** and  
**Family Wellbeing** clients

We provided hope to Queenslanders who were experiencing social, health and wellness challenges.



**73%**  
success rate for  
homeless women  
transitioning into  
longer-term housing

We also provided 8,723 nights of care to 149 homeless youth.



**1.3** million  
hours  
of community  
aged care support

We continued to assist Queenslanders aged over 65 to remain at home with connections to their communities.



**250,500**  
nights of Residential  
Aged Care

We provided comfortable and secure homes for older Queenslanders with 24-hour nursing and care services.



**\$19.57**  
million  
investment in  
retirement living

We assisted Queenslanders aged over 65 with exciting living options for the next chapters in their lives.



**190,521**  
hours of service  
to people aged  
under 65

We supported people in need in the wider community to live the lives they want.

# Our *Services*



## Help at Home

At Anglicare, we believe there's no place like home. Our friendly and respectful staff are committed to empowering people to stay in their own homes and connected to their communities, as they get older.

To help Queenslanders maintain their independence with the confidence to continue to do the things they love, we provide a range of services such as:

- nursing and allied health, and better

- health with self-management
- shopping assistance, meal preparation, housework and cleaning
- friendly visits and companionship
- carer support
- home care packages
- home maintenance and modification
- transport and social activities
- spiritual and pastoral care.

## Disability Support

Anglicare is an approved National Disability Insurance Scheme (NDIS) provider which offers a diverse range of specialist disability support.

Listening is at the centre of everything we do and we partner with clients to work out what they want and how they can achieve their goals.

We offer support with:

- community connection and inclusion
- daily living skills
- personal care
- allied health and nursing services
- carer support and respite services
- housework and shopping
- home maintenance and modification.



## Youth Services

With the right support, young people can build resilience and thrive.

Whether it's family related or personal, an issue at school or work, Anglicare provides support to address the problem and reduce its impact on the lives of our clients.

We specialise in:

- family counselling and mediation
- accommodation support
- financial difficulties

- schooling/education options
- connections with employment and training opportunities
- legal issues
- parenting strategies
- stress and anxiety management
- mental health issues
- drug and/or alcohol issues.

## Children and Families

Anglicare is on hand to assist vulnerable children and young people when they need it most with out-of-home care. Our foster carers come from many backgrounds and walks of life and, most importantly, are genuinely willing and able to offer positive, safe and nurturing environments.

We recognise that vulnerable children and young people each have individual needs, and many have experienced fear and trauma. Our foster and kinship carers have a range of accommodation options, and provide respite and emergency short or long-term care for children. We also provide family support and residential services.





### Homelessness Services

Anglicare provides accommodation and support to single women, mothers caring for children and young people who are homeless or at risk of becoming homeless. Our focus is on early intervention strategies aimed at helping people maintain their existing residences through advocacy and education and developing the skills to assist their journeys through life.

Our homelessness services include:

- accommodation
- social inclusion
- outreach services
- health education
- advocacy and education programs.

### Retirement Communities

Anglicare has a number of vibrant retirement communities across Queensland that allow people to make the most of their independence in secure and supportive environments. Each community enables Queenslanders the freedom to enjoy their later years, make new friends, discover new interests and enjoy their surroundings. Everything is easy to access and they are surrounded by like-minded people.

Our residents can be as private or as outgoing as they choose.

Our retirement communities include:

- **Manly, Brisbane:** Lota Court
- **Bundaberg:** Meilene Court
- **Taigum, Brisbane:** The Village Taigum
- **Toowoomba:** The Glebe



### Residential Aged Care

When it comes time to transition into residential aged care, rest assured that Anglicare goes to great lengths to make clients feel at home and provide families with the peace of mind of knowing their loved ones are enjoying the best of care. Our residents know their life experiences are valued and respected. We do this by encouraging and enabling independence in all our residents while providing qualified and caring staff to deliver safe and professional support that fosters a loving community.

We focus on each individual's specific needs and offer:

- support for all care levels
- friendly and supportive environments
- respite care
- dedicated, caring and qualified staff
- dementia care
- spiritual and pastoral care
- palliative care.

### Mental Health and Wellbeing

Our Mental Health and Wellbeing services provide support to individuals and families in times of stress, conflict or difficulty.

We provide a safe place to explore and discuss options, and to develop strategies for healthier, happier and more resilient and harmonious relationships.

We can help with:

- individual counselling
- family separation and divorce
- living in blended families
- parenting support and playgroups
- children's behavioural issues
- financial assistance
- homelessness
- family issues and conflict
- grief and loss
- domestic and family violence prevention
- child protection issues
- mothers who use drugs and/or alcohol abuse
- anxiety, depression and emerging mental health concerns.





## Transforming the lives of our clients

There are times when our clients may struggle to overcome life's challenges. When life becomes a bit overwhelming, Anglicare can help with professional counselling, support and group programs designed to get people back to a happier place and time.

Anglicare provides support to Queenslanders through a range of mental health and wellbeing initiatives.

During 2016-17, we provided services to 12,284 Mental Health and Wellbeing clients. We continue to assist our clients with:

- marriage and relationships counselling and family wellbeing
- family mediation, emotional support and counselling
- parenting and post-separation issues
- parent and child relationship building

- recovery support
- referrals to domestic violence intervention programs
- development of social supports
- support for people leaving prison.

We provided one-on-one support for 130 pregnant and parenting women (aged 18-48) who may have experienced problems related to alcohol, drugs and mental health. Our Amend program provided confidential counselling in the home designed to prevent relapse.

Our Caring for Kids program provided one-on-one counselling and support for 20 children and young people (aged 0-18) affected by substance abuse by a parent or significant other.

We delivered individual and group-based harm minimisation education and information sessions



for 523 people. We also provided brief intervention therapy for pregnant women and women considering becoming pregnant, and women who are returning to the community following incarceration or need some information about substance use.

### Women and children in need

We provide accommodation and support to single women, women with children and young people who are homeless or at risk of becoming homeless.

Anglicare's homelessness services include nursing, physical health monitoring, health education and support. We offer assistance with both immediate needs and overcoming long-term challenges.

Our Women and Families Homelessness Services provides support for women experiencing homelessness. We provide holistic support via a range of services to support ongoing sustainable tenancies, positive parenting and developing skills for the future.

We offer residential programs at our home in Toowong and in community properties across the state. Throughout the year, we provided accommodation for 457 women and 112 children. We achieved a 73 per cent success rate in transitioning women from our accommodation into long-term housing.



### Healing through art

This year saw the launch of our annual Arts&Minds initiative. Six artists participated in an intense six-week art creation process that was filmed and the artworks generously donated with the goals of raising funds to help deliver our programs for those who need it most.

The main focus of Arts&Minds was to remove the stigma and open up conversation around mental health and wellbeing issues.

The artists also spoke candidly about the effect mental health issues have had on their loved ones, and themselves. One of the artists shares her story below.



## Making art make a difference

*Rochelle is a 30-year-old artist living in Logan who participated in Arts&Minds in 2017.*

Art is a really great way to spread a message. I struggle to put my thoughts and feelings into words, so creating art is really how I speak.

We all have ups and downs. For me, I witnessed a loved one battle severe mental illness. I knew the person they were before it all happened, so I knew that person was still in there, somewhere, fighting to get out.

What happens in the mind is so invisible to the eye. A lot of people think that mental health struggles don't exist because of that. So, that's really what has inspired me to start painting the series that I'm working on.

I do put a lot of myself into these stories as well. When I paint, I escape into this whole other world where I feel safe and I can just be as loud as I want.

My style would be contemporary and sometimes abstract, depending on what mood I'm in. I use oil paints, and I also love to play with lots of lights and shadows because I feel like these qualities make the piece really raw and honest.

This Arts&Minds initiative by Anglicare is just a brilliant way to get a serious topic out, but it's also done in a fun way so the whole community can get involved in it.

My close friend has seen the pieces that I have been producing and they're quite happy with them which is great to get their insight on it too. It's been a few years, so a long journey to recovery but they're taking it and that's the important thing.

# Nurturing children and families

Anglicare has a long and proud history of providing support services to children, young people and families, including family intervention and support programs, out-of-home care, counselling and relationship support.

We recognise that, from time-to-time, families may require assistance and support during tough times and we work with them to identify solutions while making use of individual strengths.

## Foster and Kinship Care

Anglicare has more than 25 years of experience in providing foster care programs. We support our foster and kinship carers to make sure they are equipped to provide safe, stable and loving homes to children and young people in need.

In 2016-17, our 686 foster and kinship carer households provided safe haven for 967 children.

## Residential Care and Supported Independent Living

During 2016-17, our Residential Care and Supported Independent Living Services placed 88 children and young people aged from 8-17 years in appropriate accommodation.

We continue to provide residential care and support to children and young people in a home setting as an alternative to foster and kinship care in nine locations across south east Queensland. Our Residential Care Workers provide high quality daily care and support to children.



## A busy man with a big heart

*Experienced foster carer, Alan, is a single dad with a teenage son of his own, as well as a full-time career.*

Alan covers the range of foster care options. He takes a mix of kids who need care – long-term, short-term, respite and emergency care. He currently has a teenage foster child who has been living with him on a long-term basis. He also has three young boys who come separately on alternate weekends, so Alan only has one weekend a month without a visit from a child needing respite care.

He's a very busy man with a big heart.

Alan says taking kids for respite care is particularly rewarding. "It's a chance to give other carers a break and the kids really seem to enjoy coming over for a weekend to stay with my son and I." Alan says that his son has more life experience and empathy because they provide a home for kids in need.

He feels supported by his Anglicare case worker and says nothing is ever too much trouble.

"They are really good and they also match the kids with my son really well," he says.

*\*Name has been changed to protect identities of carer and children in care.*

Through our Supported Independent Living services, people aged between 15-18 years who are living in out-of-home care receive assistance to develop the skills they require to live independently. They are assisted to set goals and make decisions about work and study, finances and relationships. In 2016-2017 young people supported by the program went on to gain drivers licences, enroll and commence university and find permanent paid employment.

### Family support and intervention

Our Family Support and Intervention programs provided over 15,000 hours of support to families in the community in 2016-2017.

Our dedicated team members provided practical support, mentoring and parenting advice, and encouraged families to set goals based on the safety and wellbeing of their children.

Our teams ran camps for dads and their children, parenting courses, family events and celebrations and groups for children who have experienced childhood trauma.

### Support for parents, children and young people

Our Children and Parenting services provided support to parents, children and young people across 33 service locations.

During 2016-17, we supported 1,163 parents, children and young people with a range of challenges including parenting; routines; discipline, family communication; school issues and bullying; behavioural issues; coping with family violence; emotional resilience and development; handling social issues; and anxiety, depression and emerging mental health concerns.

We offered a wide range of group programs to 1,881 parents and children, including playgroups, parenting groups and kids clubs; children's wellbeing groups; transition to prep programs; cooking classes; and family events such as BBQs, family fun days and school holiday programs.

We provided counselling and accommodation services in Beenleigh, Mount Gravatt and Cleveland to 238 young people aged 12-18 who were at risk of homelessness or who were homeless. Our crisis accommodation was fully staffed on a 24-hour basis.

We supported 280 young people aged 14-17 at risk of not completing Year 12 through the Youth Support Coordinator initiative, which promotes social inclusion and increased participation in education and training.



# Partnering with our seniors

## Aged care reforms

Early 2017 saw reforms to the Home Care Package program, with funding for a home care package now 'following' the individual rather than being directed to an organisation. Seniors are allocated home care packages, via the Government's My Aged Care, portal based on their individual needs and have more choice and control over which service provider they choose.

In preparation for the changes, Anglicare worked to build strong relationships with My Aged Care to ensure a smooth transition for our clients and we successfully met all legislative change requirements, including supporting clients as they exited our service.

Throughout the year we also continued with our commitment to system and information management enhancements to deliver a financial and care management system for residential aged care.



## Help at Home Package Builder

In June 2017, we launched the Help at Home Package Builder, an online tool that enables clients to design their own package of support services.

The tool provides clients with a clear and easy way to select and prioritise the services they receive and estimates how their Home Care Package budget could be used to support them to live independently in their own homes.

## Dedicated Concierge service

In 2016-17, we introduced a dedicated Concierge service, designed to support our clients through the process of applying for funding and organising care services. Our staff talk to clients about their priorities, preferences and needs in order to identify the best range of services to improve their lifestyles.

The Concierge role supports our clients by:

- listening to what is important to each and every client
- helping clients to navigate and understand funding systems
- matching clients' priorities and preferences to supports and services
- establishing an individual Service Agreement
- providing a clear handover to our service team.

## Finding the spark in life

*Mick is a Help at Home client receiving allied health support.*

He says, "The greatest benefit I get is the care and attention that Anglicare gives.

It was particularly good when I had my second heart attack because, if I can't move, I can't go around and visit people but Anglicare looked after the transport and they take you there and open the doors for you. It's like having a valet.

It's very pleasant to have somebody. People like me are a little bit isolated from the world. As a matter of fact, I don't think I want to get better, because I'll miss all this."





### On Broadway

The annual Anglicare Community Ball was held on the Gold Coast. With the theme 'On Broadway', the night provided an opportunity for clients and staff to celebrate and enjoy some of their favourite show tunes all performed by our staff.



## Keeping social

*Diane is a Help at Home client living on the Sunshine Coast.*

She enjoys the Help at Home social visits, "I get a bit annoyed with myself, with all these silly things I've got wrong with me. And then Annie will come and we'll start laughing and I just forget all about it. And we go off and have a coffee. And we talk about our grandchildren."

Diane says, "I really don't know what I'd do without Anglicare."

### Extended Dementia respite

In April 2017, we implemented extended hours of respite for those caring for someone living with Dementia. The new hours of support (6am-6pm) give carers an additional seven hours of support available each day on top of the normal hours of support (9.30am-2.30pm). This gives carers who are working, studying or volunteering the flexibility they need to live the lives they want and time to pursue their goals. The service is available for carers living in Toowoomba, Cleveland, Brisbane North, Roma, Bundaberg and Townsville, and was made possible with support from the Queensland State Government.



### 150 years young

Lota House in Manly celebrated its 150th birthday in January 2017. The heritage home became part of the Edwin Marsden Tooth Memorial Home for the Care of the Aged in 1961 and is currently home to 64 residents.

### Healing through birds

Anglicare's staff are always looking for innovative ways to stimulate and care for our clients. The hundred-plus residents at St Martin's Residential Aged Care home in Taigum recently welcomed a feathered friend, BeBe, who has proven to be incredibly popular. Staff at the home learned of the therapeutic benefits of birds for people suffering from depression and anxiety and fundraised to purchase BeBe, an Alexandrian Parrot, from someone who could no longer keep her.

BeBe has provided many laughs and lots of entertainment, much to the delight of the residents, visitors and staff alike.



# Enabling people living with disabilities

## National Disability Insurance Scheme (NDIS)

This year saw the commencement of the NDIS, the biggest reform in Australia since Medicare.

For Anglicare, the rollout of the NDIS commenced in Townsville for people under 18 years of age.

Once NDIS became available to all eligible participants in October 2016, staff assisted people living with disabilities to access a range of package options to enable them to live independently. Our clients were especially pleased to see a focus on building capacity for social inclusion and community access, which enabled many to explore interests that have lain dormant, sometimes for many years.

By the end of the first year, the Townsville branch provided services to over 40 NDIS clients.

The NDIS rollout continued with Roma and Toowoomba in January 2017.

Anglicare is expecting more than 150 clients to transition to the NDIS and access its life-changing benefits.

## Planning and guiding

In 2017, Anglicare implemented a dedicated Concierge service to assist clients to develop their individual NDIS plans. Staff carefully and attentively listen to clients' priorities, preferences and needs so that they understand what they want and needs and can identify the support required to help clients reach their goals.

Concierges are equipped with the knowledge and expertise to easily show clients what NDIS plans may look like with Anglicare. For those who don't yet have an NDIS plan, pre-planning information and guidance is available to enable them to go confidently into planning conversations with a clear understanding of what the NDIS is and how it works.

## Clients embracing NDIS

A seven-year-old Townsville boy is learning and expanding his speech, writing, recognition, motor skills and behavioural intervention strategies thanks to the NDIS focus on early intervention. His grateful parents said the NDIS was a bit 'mind-boggling' at first and they were unsure of what to do.

"Even though our son was receiving early intervention supports through the old system, contacts were limited and it was hard, but being a part of the NDIS, we actually got access to a lot of services, and we got to choose the ones we wanted," his father said.

"We're actually really thankful for the support we've been able to receive (from Anglicare) and now our son is more accepting and receptive to services he receives."

"It is an absolutely incredible result for our son and for us as a family. With the funding provided to us from the NDIS our son is having new experiences and learning new skills outside of formal settings that would not have been possible."





## Endless possibilities

*Brooke works alongside people with a disability and their loved ones to coordinate their care.*

Brooke is excited about the NDIS because of its potential to make a huge difference to people's lives in enabling people to do things that they could only previously have imagined.

Brooke believes Anglicare and the NDIS enables people with disabilities to be recognised for their contribution and be treated as equals.

She hopes society is naturally more inclusive without having to think about it; that venues are accessible for all; people have access to the support they need to do the things they want to do; and we celebrate people for their abilities and what they achieve in overcoming disability.



### NDIS Support Builder

To enable swift and easy understanding of the NDIS, Anglicare developed the NDIS Support Builder, an online tool that helps people navigate pathways and optimise plans while offering more choice of options in the pursuit of personal goals.

The NDIS Support Builder allows people to explore their options, make an informed decision on what services are most valuable to them and decide how they allocate their NDIS budget.

### Supporting our clients

This financial year we provided 101,952 hours of disability services to 1,316 clients, including:

- therapeutic support
- nursing and allied health supports
- community participation and inclusion
- skill development and maximising capability
- respite
- counselling
- behaviour support
- personal care
- home modifications
- coordination of supports
- accommodation and tenancy assistance.

# In our clients' *words*



The staff here are wonderful. They treat me like I am a surrogate grandmother. They are so happy and helpful. They make me comfortable and happy. I put on 5kg in the first few months because the food is so good.

**Margaret Garvey**  
Symes Grove resident

Anglicare in Southport have been my lifesaver so many times. Thanks to all the girls and volunteers.

**Doreen Rodgers**  
via Facebook



I just can't say enough about the staff here. The staff are fantastic.

**John Turner**  
Symes Grove resident

Anglicare helped me get a job through the NDIS.

**Luke**  
Disability Support client



We cannot believe the difference, Mum is so much happier, it is like a home away from home with all the comforts.

**Andrea**  
The Chitakis Family





I believe the more you put into life, the more you get out. I couldn't imagine my life without the friendships I've formed whilst volunteering at Anglicare.

**John Bellert**  
Volunteer

They are the best cannot thank them enough.

**Graeme Nasmith**  
via Facebook



Our Case Worker Bev, comes every month. I always make sure the house is clean for her, but she tells me 'Don't worry about that Edwina, you have six kids after all!'. When Bev visits, we sit and have a cuppa and she just talks to me about what I need. She's there to support me and anything I need.

**Edwina**  
Foster and Kinship Carer

I am indebted to Anglicare for the help/care they gave my husband. And me.

**Dot Hanley**  
via Facebook

The staff here are very good and very helpful. The other day I was feeling a bit off balance and a nurse was there in no time to check me out. I feel safe and secure here.



**Jean Graham**  
Symes Grove resident

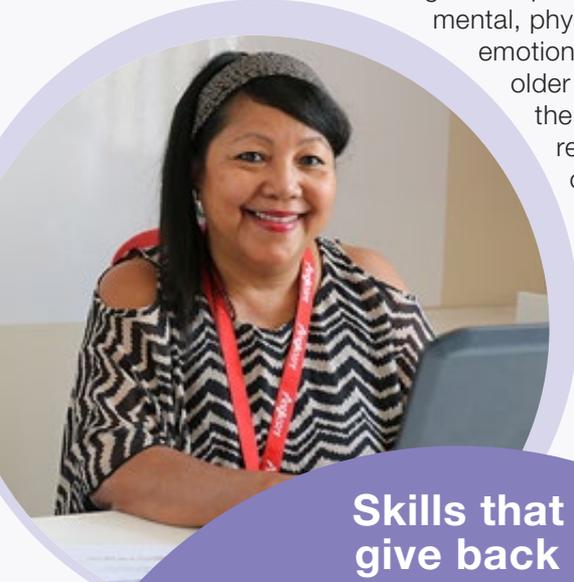
# Valuing our *volunteers*

Our community services are supported by over 500 active volunteers. Their valuable contribution provides over \$1 million in unpaid support to Anglicare every year.

## Community Visitors Scheme

In 2016-17, we continued to work with the Australian Government to promote the Community Visitors Scheme (CVS). The initiative assists elderly people in the community from feeling isolated and supports them to reconnect with their community through the support of volunteers.

CVS volunteers dedicate at least one hour per fortnight to improving the mental, physical and emotional wellbeing of older Australians in the community or residential aged care homes through the sharing of stories and interests.



## Skills that give back

*Fiona volunteers in our Volunteer Program Management team as a Program Assistant.*

“The flexibility that comes with volunteering suits my lifestyle, and knowing that I’m making a big difference in another person’s life is important to me.”

“My mentor includes me in all aspects of the job, which I am enjoying immensely, and always makes me feel that I’m part of the team. As a result of my mentor’s invaluable coaching, I have been able to determine my career path, update my resume, and develop my interviewing skills.”

“It’s hard to explain how you feel as a volunteer, unless you are a volunteer, as it comes from within. From the heart.”

“I go home feeling a renewed sense of hope on life, which comes from Anglicare for their compassion and efforts towards their fellow human beings.”



## Bringing generations together

*Sam runs art classes at Anglicare’s Nalingu Respite Centre for our Dementia day respite clients.*

“The ladies at Nalingu are full of life experiences and are so caring and happy. I love how they share the same love of painting that I do, and I’m so glad I can run the art classes for them,” Sam says.

Sam’s seen as a granddaughter by many of the clients who have come to rely on her patience, kindness and enthusiasm.

“It’s like having 12 grandmothers – who wouldn’t like that?”

## Australia Day Honours

For the past eight years, Ben and Violet Martinez have dedicated countless hours to residents of St Martin’s Residential Aged Care home in Taigum, providing valuable friendship. They also open up their home and beautiful garden to our residents for day trips, where residents can enjoy the landscape and share a homemade morning tea.

In January 2017 they were honoured at the Annual Lilley Australia Day Awards for their dedication, kindness and compassion.



# Major projects throughout the year

## Investing in our seniors

This financial year, Anglicare continued to support older Queenslanders and address the chronic shortage of residential aged care beds in the State. Our Kirami Residential Aged Care home at Point Vernon in Hervey Bay benefitted from an \$11 million investment to enable a full refurbishment and the addition of 47 rooms. At the official opening by The Most Reverend Dr Phillip Aspinall, Anglican Archbishop of Brisbane, residents, families and staff reported they were very satisfied and happy in their new living environment.

A budget of \$24 million was allocated for expansion works at our Symes Grove Residential Aged Care home at Taigum in north Brisbane. When completed in 2018, this new 105 bed home will help to meet the growing demand for aged care services with purpose-built, state-of-the-art accommodation.

Construction also commenced on The Village Taigum, the first single-level retirement village to be built on Brisbane's northside in 20 years. When completed, this home will provide 324 three-bedroom modern independent living villas that are wheelchair accessible. There will be a bowls green and billiards room, community centre and library, and an undercover heated swimming pool for residents and their families to enjoy.

Anglicare is also investing in aged care on Brisbane's bayside, with \$14.8 million for our E.M. Tooth Residential Aged Care home in Manly to increase its accommodation capacity by 41 beds from 64 beds to 105 beds.

## Building parish connections

We introduced a Parish Ambassador program to create pathways for parishes to work with us to support those most in need in the community. We welcomed 10 new parishioners to the program, who were individually commissioned at a Sunday service in their parish and presented with an Ambassador's badge.

Our Spiritual and Pastoral Care Manager, The Reverend Ray Clifton said the role of a parish ambassador, while voluntary, is rewarding.

"It allows for networking opportunities while developing new skills, gaining valuable experience, fostering new relationships and contributing positively to the community," he said.

All parish ambassadors are provided with training and opportunities to network including an introduction to Anglicare services facilitated by staff, ongoing support and encouragement as well as the opportunity to attend two networking days each year to meet other parish ambassadors.





### Support for the life you want

In October 2016, Anglicare launched a new tagline, 'Support for the life you want', which is our proud brand promise to our clients

With the move of aged care and disability services towards consumer-directed models of care with increased market competition, we took advantage of the opportunity to put our clients at the centre of our brand with a fresh message.

Customer research revealed that the care industry's traditional focus on customer 'needs' often came at the expense of what they 'want' out of life. This insight gave Anglicare the opportunity to stand out in the market and genuinely connect with our promise to provide clients with the support they need to live the life they want.

The brand refresh also allowed Anglicare to address a general consensus in the wider community that we only provide aged care services, and helped us reach new audiences with our 'all of life' service offerings.

To complement our new message, the imagery and copy we use to promote and describe our services were updated to show the Anglicare team supporting our clients to achieve their goals.

The brand launch was supported by a major broadcast and online advertising campaign.

### Arts&Minds

In December 2016 Anglicare was one of four from 150 submissions, to win a share of over \$1 million in media space offered by outdoor advertising provider, goa, as part of its community program. Our submission was successful as it allowed goa to demonstrate the capabilities of its digital billboard network in an innovative and beautifully creative way that invited a new, younger audience to engage in a conversation about mental health.

Anglicare's Arts&Minds invited six emerging artists, each facing mental health challenges, to create a work of art in just eight hours. Broadcast live, each piece was auctioned to bidders, raising vital funds and awareness for Anglicare's services every week for six weeks. The campaign ran from early May 2017 and culminated in a gala event on 28 June 2017.

At campaign's end, VIPs joined the artists at the Anglicare's Arts&Minds Gala. The event was hosted at the Bromley Room in the West Village, Brisbane's most creative event space. Founders David and Yuge Bromley furthered their support by donating one of David's iconic paintings for auction. The event also attracted celebrated art dealer Philip Bacon as well as Brisbane's Red Hill and Red Sea art galleries.

Arts&Minds raised the profile of Anglicare with a younger engaged audience and built on our customer promise of 'support for the life you want'.

The campaign captured the attention of various media outlets and received four prestigious industry awards for creativity in the digital space.



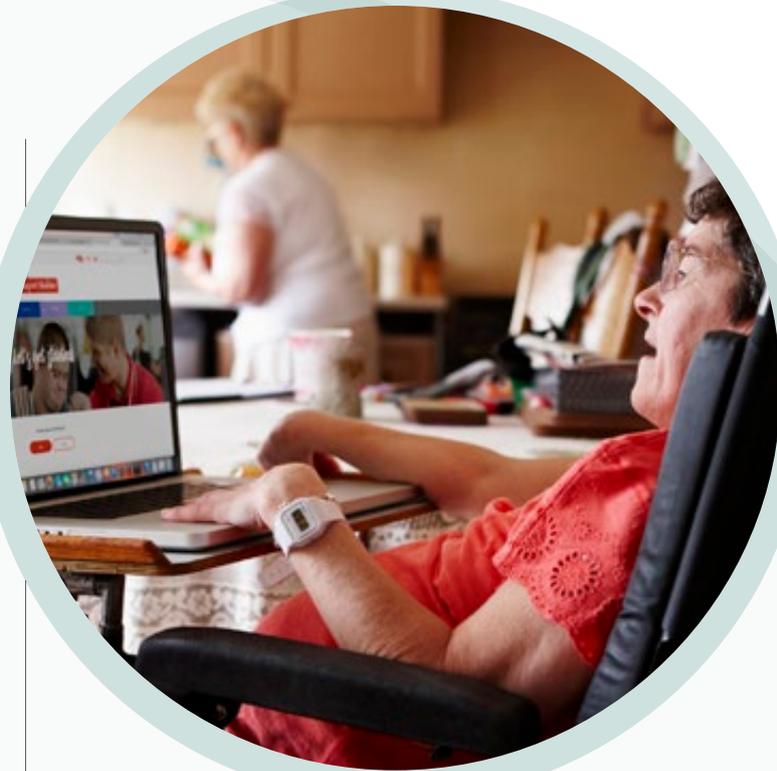
## Going digital

Early 2017 saw the development of client-facing online tools to support those transitioning to new consumer directed care models via My Aged Care and the NDIS.

To support older Australians navigating My Aged Care and Home Care Packages, Anglicare built the Help at Home Package Builder.

The customisable Package Builder allows users to choose from Anglicare’s range of pre-created support packages, featuring a range of key services, or customise the level of support they receive in the areas of Health, Home, Community and Wellbeing.

The tool allows those in the ‘sandwich’ generation (aged 40 - 64 years) to begin conversations about in-home support with family members and gives older Queenslanders an indication of how they can allocate their Home Care Package to help support the life they want.



The tool was accompanied by a walkthrough animation to help guide users through the process of building their package and our Concierge team was also available to support clients through the process.

The centre-piece of Anglicare’s Disability Support program was the NDIS Support Builder and the accompanying walkthrough animation to help guide users through the process.

This first-of-kind NDIS Calculator helps users to plan, explore and configure their NDIS support, allowing any variable offered under the NDIS scheme to be added and rolled into a personalised plan.

The tool turns a spreadsheet that contains 200+ individual items with unique modifiers and frequencies into a logical, easy, free-flowing budget builder.

People with an NDIS plan can use the tool, in the comfort of their home or supported by our Concierge, to model and make decisions about how they can best utilise their approved budget.

Both online tools were built in co-design with clients.



# Advocating Mission and Social Justice



## Spiritual and Pastoral Care

As a Christian organisation we understand people's spiritual, physical, emotional and social needs. Our Chaplains are provided with regular training to develop their skills in pastoral care thanks to the generous annual donation by Mothers' Union. Chaplains offer messages of the hope, peace and forgiveness found in Jesus Christ and seek to show the love of Christ through our reach into the community.

We regularly welcome residents and their families to church services in our Residential Aged Care homes. A number of services of Remembrance were held throughout the year in both our residential and community services.

We also work closely within the community alongside local Anglican parishes and Christian groups. With the launch of the Anglicare Parish Ambassador Program 10 lay people were commissioned and presented with an Ambassador's badge. The purpose of this program is to create a pathway for parishes



## Mission and Social Justice in action

The Department of Mission and Social Justice strives to be a powerful advocate of the mission of the wider Church by modeling servant leadership, loving compassion and radical openness expressed in the life and ministry of Jesus.

We celebrate diversity, build inclusiveness and seek to assist the wider Church to build communities of resilience, hope and justice through the services Anglicare provides.

We continually nurture and develop important relationships and partnerships across the Diocese and actively participate in and contribute to the whole-of-Church mission to proclaim the good news of the Kingdom of God.



and Anglicare to work together as part of our common mission to support those most in need in the community.

This year there were a number of events in St John's Cathedral, including a National Volunteer Week service and a National Mental Health Week service.



### Working for greater change

The Social Justice team continues to support the Church's Social Responsibilities Committee to engage with government and the community on social justice issues. This year we advocated on issues such as youth justice, climate change and problem gambling.

We've endeavoured to use more proactive and engaging channels, such as the Youth Voices project. This project, designed with young people, provides a way for young people to influence youth policy, program development and service delivery in government, schools and community organisations.

Partnerships with local advocacy networks such as the Brisbane Refugee and Asylum Seeker Support (BRASS) and Balanced Justice have been key in helping to expand the reach of the Church's voice on social justice issues. We also partner with organisations on specific campaigns and initiatives, such as working with Stop the Traffik on human slavery.

Throughout the year, we've particularly focused on ways to empower others to respond to social justice issues. We've hosted workshops, wine-and-cheese evenings and developed the Doing Justice website and Facebook page. The social media platforms foster the sharing of stories, information and practical resources and enable Anglicans to become more collaborative and active on a range of justice issues.

We've also increased our engagement with schools by giving talks and hosting discussions and continue to have an active partnership with the Church's environmental group, Angligrreen.



### Staff professional development

New staff are provided with an orientation to the precinct, which assists with their understanding of the structure and intricacies of The Anglican Church. The staff orientation includes an historical tour of the Cathedral. Regular morning teas for staff provide the opportunity for staff to come together to share food, fun and fellowship and intentionally build culture.

Staff are offered interactive information sessions on 'What it means to be Anglican' and also have the opportunity to attend a Spirituality Retreat to explore their own spirituality and develop a deeper understanding of faith, the world and the part they play in it.



## From the *Archbishop*

Anglicare is a vital part of the mission of the church. The good news of the Gospel is lived out, as well as spoken, by serving all with love, humility and compassion.

In the 2016-17 financial year Anglicare continued its longstanding commitment to care for society's most vulnerable. The people Anglicare serves often face complex and difficult circumstances. Through Anglicare's support and advocacy people attain their personal goals and live their lives to the fullest.

Anglicare's network of Residential Aged Care homes continued to be in high demand, with expansions of homes and upgrades underway in several locations, responding to Southern Queensland's ageing population. Much has been done to assist older people to remain in their homes and their communities, rather than transfer into care.

Anglicare's determination to assist women and children who experience homelessness, two of society's most vulnerable groups, is unwavering. Recently Anglicare identified mature women with adult children no longer at home, and fleeing domestic violence, as a new group in desperate need of assistance.

Anglicare offers counselling services to individuals and families across the diocese in relation to family and children relations, domestic violence and drug and alcohol addictions. With so many needs to address, and the demand for Anglicare's assistance increasing, this important work would not be possible without the dedicated support of donors, fundraisers and volunteers working alongside Anglicare's staff.

I thank all who give of their time, skills and other means to further the Church's mission for those in need. This work is at the heart of the Gospel.

As followers of Christ our commitment to assist society's most vulnerable is our faith in action. We proclaim Christ's love assisting all, regardless of religious belief or creed.



*Phillip*

**The Most Reverend Dr Phillip Aspinall  
Archbishop of Brisbane**

## Our Commissioners



**Back row, left to right:** Mr Gary Brady, Mrs Karen Crouch, Ms Catherine Grant, Dr Rachel McFadyen.

**Front row, left to right:** Mr Rob Freeman, Dr Kim Forrester, Bishop Cameron Venables, Mr Alan Dann. **Absent:** Mrs Glennis Hinton.

# Our Commissioners

## The Most Reverend Dr Phillip Aspinall Archbishop of Brisbane



Dr Aspinall has numerous qualifications including Doctor of Philosophy (Monash University); Master of Business Administration (Deakin University); Graduate Diploma in Religious Education (Brisbane College of Advanced Education) and a Bachelor of Divinity with Honours (Melbourne College of Divinity). He was Assistant Bishop of the Diocese of Adelaide from 1998 to 2002 and has been Archbishop of Brisbane since 2002. Dr Aspinall served as Primate of the Anglican Church of Australia from 2005 to 2014.

## Mrs Karen Crouch Executive Director



Mrs Crouch has over 20 years of experience in policy, planning, education and health service management. She has worked in advanced clinical roles in both public and private health care and the higher education sector.

Karen's specialities include acute care, rehabilitation, aged care and community care. Prior to her role with Anglicare, she held nursing directorship positions in hospitals and residential aged care homes. She was also a nurse practitioner, policy and planning officer, hospital redevelopment manager and nurse unit manager – emergency. Mrs Crouch has a Master of Nursing – NP.

## Ms Catherine Grant Chair

Ms Grant holds a Master of Business Administration (Executive), a Bachelor of Economics, and a Bachelor of Arts in Journalism and Japanese from the University of Queensland. She was awarded the Company Directors Course Diploma by the Australian Institute of Company Directors. Since 1991, Ms Grant has been the Executive Director of a national consultancy which



provides leadership programs and strategic facilitation to clients in the corporate, health, government and tertiary education sectors. Previously, she held leadership roles in two publicly-listed companies, including one in health care. Between 2004 and December 2014, Ms Grant was a Member of the Community Services Commission, returning as Chair in January 2016.

## The Right Reverend Bishop Cameron Venables



The Right Reverend Cameron Venables has a Bachelor of Arts with honours from Wolverhampton Polytechnic (UK), and a Bachelor of Theology from the Brisbane College of Theology. He was made a Deacon in 1993, Ordained Priest in 1995, and Consecrated Bishop in 2014. Over nine years in Papua New Guinea Cameron worked as a teacher, youth worker, and priest, and has a continuing passion for Christian education and community development. For seven years in Rockhampton Cameron worked with others to sponsor and settle people who came to Australia as refugees and asylum seekers, and is currently chair of the Toowoomba Interfaith Working Group. While in Rockhampton Cameron was also a Board member of Anglicare Central Queensland. Now based in Toowoomba, as Bishop of the Western Region, Cameron is a keen member of the Community Services Commission.

## Mr Rob Freeman

Mr Freeman holds a Bachelor of Business in Public Administration from the Queensland University of Technology and a Diploma of Animal Husbandry from the University of Queensland. His long career in Human Resources included the Queensland Department of Housing and the Department of Communities. He was a Regional HR Manager for Telstra, a Senior HR Consultant at Ernst & Young and a former board member of the Anglican Care of the Aged Committee.





**Dr Rachel McFadyen**

Dr McFadyen has a Science degree from Cambridge, a PhD in Agriculture from the University of the West Indies, and a Master of Public Administration from the University of Queensland. She was a scientist with the Queensland Government and, from 2003 to 2008, was Director (CEO) of the Cooperative Research Centre for Australian Weed Management. Dr McFadyen has served the Anglican Diocese of Brisbane as a lay preacher and liturgical assistant, parish warden, Synod representative, member of the Diocesan Council, and a member of the General Synod.

**Mr Gary Brady**

Mr Brady holds a Master of Business from the University of Technology in Sydney, a Bachelor of Economics from the University of Queensland and is a graduate of the Company Directors Course from the Australian Institute of Company Directors. He has held executive positions in ASX 50 organisations and the tertiary sector and has senior executive expertise in financial governance, risk assessment and mitigation, strategy development and commercial implementation. Mr Brady has extensive experience in business management, fundraising, research funding, contract development and contract law.



**Mr James White**

Mr White has a Master of Laws from the University of Queensland and was admitted as a Solicitor in 1981. He is currently the Principal of a Brisbane legal practice which specialises in family law, criminal law, civil litigation and estate administration and has a special interest in mediation. He was appointed a Member of the Queensland Civil and Administrative Tribunal in 2011.

*Mr White retired from the Commission in 2016.*



**Dr Kim Forrester**

Dr Forrester has a Bachelor of Arts and a Bachelor of Laws from the University of New South Wales, a Master of Laws (Advanced) from the University of Queensland and a PhD from Griffith University. Before commencing her studies in law and admission as a Barrister-at-Law in the NSW Supreme Court, Dr Forrester was a Registered Nurse. She holds a General Nursing Training Certificate from the Royal Brisbane Hospital and a Post Basic Certificate Intensive Therapy Nursing Certificate from the NSW Department of Health.



**Mrs Glennis Hinton**

Mrs Hinton has a Diploma in Nursing Education and began her health care career as a registered nurse. Later, as a nurse educator, Mrs Hinton was responsible for the development and delivery of educational programs for registered nurses in specialist fields: community home care, child health, Aboriginal health, mental health, aged care, palliative care and women's health. Since 1978 she has served on a number of committees including the Anglican Social Welfare Committee, St Luke's Nursing Service (1978-1993) and the Anglican Care of the Aged (1980-2005). Mrs Hinton has been a member of the Community Services Commission since 2005.



**Mr Alan Dann**



Mr Dann is a Fellow of Chartered Accountants Australia and New Zealand. He is a retired Partner and Director of Bentleys Chartered Accountants and served as Treasurer of the Corporation of the Synod of the Diocese of Brisbane from 1995 to 2008.

Mr Dann currently runs a consultancy which provides audit, quality assurance and business advisory services.



## Thanking our *Donors*

Thank you 1,282,489 times over. That is the dollar amount that about 1,000 generous donors gave to Anglicare this financial year to help with our Mission to serve with love, humility and compassion, offer support, and assist and advocate on behalf of the vulnerable members of our community.

Our donors come from all walks of life: business leaders, community groups, schools, parishes, sporting clubs, families and individuals.

### **Play and Grow**

Our Play and Grow project will assist our Women's Homelessness Service in Toowong, by building a safe and secure children's playgroup and training space where mothers can supervise children while attending educational programs.

Anglicare joined forces with the Property Industry Foundation (PIF) to host a Charity Football Luncheon at the Brisbane Sofitel which raised vital funds for

In 2016/17 we raised over \$1.2 million to support our community services.

the project. The PIF donated \$60,000 and COX Architecture and Paladin Projects are providing invaluable pro-bono support.

About \$170,000 was raised for the Play and Grow project. Special thanks goes to an anonymous donor who donated \$100,000.

### Community fundraising

Anglicare thanks the dedicated and passionate people who raised funds in creative and fun ways through our Helpie Community Fundraising. This program provides support to raise funds by hosting an event of your choice and donating the proceeds to the service area in Anglicare that you are most passionate about. We found plenty of people in the community who wanted to help by hosting free-dress days, sausage sizzles, bake sales, Heart Teas, just to name a few. We thank you all for your incredible assistance.

### A Night in the Cathedral

St John's Cathedral continues to open its doors to the students of Anglican schools for our signature 'A Night in the Cathedral' event.

This event provides much-needed funds to help people who experience homelessness and disadvantage. We accommodated about 80 students and provided insights into what it would be like to spend a night on the streets. The students exhibited a great deal of compassion for people who experience homelessness.

Students made their own shelters with limited supplies, and were provided with a piece of cardboard to use as a mattress on the concrete floor of the Cathedral.

The event raised \$23,808 for Anglicare's Homelessness services.





## Financial report

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### Summary Financial Report for the Year Ended 30 June 2017

The Summary Financial Report does not, and cannot be expected to, provide as full an understanding of the financial performance and financial position of Anglicare Southern Queensland as the complete Annual Financial Report.

The attached summary financial statements are an extract of, and have been derived from, the complete Annual Financial Report for Anglicare Southern Queensland, for the year ended 30 June 2017.

### Consolidated Statement of Changes in Accumulated Funds for the Year Ended 30 June 2017

	Retained Earnings	General Reserve	Trust Reserve	Revaluation Reserve	TOTAL
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Balance at 30 June 2015</b>	<b>114,610</b>	<b>2,114</b>	<b>20,792</b>	<b>41,899</b>	<b>179,415</b>
Net surplus/(deficit) for the year	1,002	–	788	–	1,790
Other comprehensive (expense)/income for the year	–	–	–	–	–
Transferred to/(from) retained earnings	–	–	–	–	–
Movement in reserves	(1,622)	380	1,622	(100)	280
<b>Balance at 30 June 2016</b>	<b>113,990</b>	<b>2,494</b>	<b>23,202</b>	<b>41,799</b>	<b>181,485</b>
Net surplus/(deficit) for the year	(1,272)	–	1,115	–	(157)
Other comprehensive (expense)/income for the year	538	–	–	–	538
Transferred to/(from) retained earnings	4,229	–	(4,229)	–	–
Movement in reserves	–	128	–	–	128
<b>Balance at 30 June 2017</b>	<b>117,485</b>	<b>2,622</b>	<b>20,088</b>	<b>41,799</b>	<b>181,994</b>

### Consolidated Statement of Profit or Loss and Other Comprehensive Income for the Year Ended 30 June 2017

	2017	2016
	\$'000	\$'000
<b>Revenue from continuing operations</b>		
Revenue from governments for rendering of services	146,053	135,221
Revenue from clients for rendering of services	36,571	34,132
Interest revenue	2,841	2,915
Revenue from Trust Funds	474	521
Net gain/(loss) on disposal of property, plant and equipment	116	(96)
Realised investment properties gain/(loss)	504	–
Other revenue	4,319	6,045
<b>Total Revenue</b>	<b>190,878</b>	<b>178,738</b>
<b>Expenses from continuing operations</b>		
Employee expenses	(135,742)	(128,056)
Client services expenses and consumables	(31,265)	(30,130)
Depreciation expense	(4,386)	(4,840)
Rates and service fees	(11,649)	(11,464)
Operating lease costs	(1,846)	(1,819)
Change in fair value of investment properties	(5,720)	–
Other expenses	(427)	(639)
<b>Total Expenses</b>	<b>(191,035)</b>	<b>(176,948)</b>
<b>Surplus/(Deficit) for the year from continuing operations</b>	<b>(157)</b>	<b>1,790</b>
Items that will not be reclassified to profit and loss	538	–
Transfer net assets of common controlled entity	–	–
<b>Total Comprehensive Income for the year</b>	<b>381</b>	<b>1,790</b>

## Consolidated Statement of Cash Flows for the Year Ended 30 June 2017

	2017	2016
	\$'000	\$'000
<b>Cash flows from operating activities</b>		
Receipts from governments and clients	196,154	190,458
Payments to suppliers and employees	(189,563)	(189,903)
Interest received	2,841	2,915
Interest received – Trust Funds	-	521
Finance costs	(9)	(8)
<b>Net cash flows from/(used in) operating activities</b>	<b>9,423</b>	<b>3,983</b>
<b>Cash flows from investing activities</b>		
Proceeds from sale of property, plant & equipment	2,968	3,276
Payments for property, plant and equipment	(7,416)	(8,323)
Payments for investment properties	(12,470)	(1,304)
(Payments to)/receipts from related parties	-	89
<b>Net cash used in investing activities</b>	<b>(16,918)</b>	<b>(6,262)</b>
<b>Cash flows from financing activities</b>		
Net proceeds from refundable accommodation deposits/accommodation bonds and ILU entry contributions	10,442	8,050
Loans from Department of Social Services & Other	3,883	5,522
<b>Net cash flows from/(used in) financing activities</b>	<b>14,325</b>	<b>13,572</b>
Net increase/(decrease) in cash held	6,830	11,293
Cash at the beginning of the financial year	115,772	104,479
<b>Cash at the end of the financial year</b>	<b>122,602</b>	<b>115,772</b>

## Consolidated Statement of Financial Position as at 30 June 2017

	2017 \$'000	2016 \$'000
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and cash equivalents (unrestricted)	29,217	26,368
Cash and cash equivalents (restricted)	93,385	89,404
Trade and other receivables	6,381	5,479
Other assets	1,068	1,099
Non-current assets held for sale	500	500
<b>Total Current Assets</b>	<b>130,551</b>	<b>122,850</b>
<b>Non-Current Assets</b>		
Available-for-sale financial investments (restricted)	501	455
Other receivables (unrestricted)	17,020	17,020
Other receivables (restricted)	12,955	12,702
Investment properties	58,162	47,591
Property, plant and equipment (restricted)	56,303	57,310
Property, plant and equipment (unrestricted)	30,156	28,373
Other assets	2,400	2,865
<b>Total Non-Current Assets</b>	<b>177,497</b>	<b>166,316</b>
<b>TOTAL ASSETS</b>	<b>308,048</b>	<b>289,166</b>
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Trade and other payables	25,097	22,213
Employee entitlements	14,724	13,013
Borrowings and other liabilities	73,616	60,907
Provisions	2,710	2,814
<b>Total Current Liabilities</b>	<b>116,147</b>	<b>98,947</b>
<b>Non-Current Liabilities</b>		
Employee entitlements	2,249	2,864
Borrowings and other liabilities	7,149	5,522
Provisions	509	348
<b>Total Non-Current Liabilities</b>	<b>9,907</b>	<b>8,734</b>
<b>TOTAL LIABILITIES</b>	<b>126,054</b>	<b>107,681</b>
<b>NET ASSETS</b>	<b>181,994</b>	<b>181,485</b>
<b>FUNDS</b>		
Retained earnings	117,485	113,990
General reserve	2,622	2,494
Trust reserve	20,088	23,202
Asset revaluation reserve	41,799	41,799
<b>TOTAL ACCUMULATED FUNDS &amp; RESERVES</b>	<b>181,994</b>	<b>181,485</b>

# Our *Values*

Love, Care, Hope and Humility shine through our work of caring, empowering, supporting and advocating for older people, younger people, vulnerable people and people who need a hand. It is what unifies us and is the cornerstone of who we are and what we stand for as we share the mission of the Church.

**Love** – We demonstrate a purposeful commitment to treating all of humanity with compassion and kindness.

**Care** – We exhibit generosity and helpfulness especially toward the most vulnerable in our society and take personal responsibility in our work.

**Hope** – We have enduring faith in the ability of all people to achieve a life of fulfilment and happiness.

**Humility** – We work with humility and show gratitude for the privilege of being able to provide joyful service to our community.

## Love





Care

Hope



Humility





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