

# Annual Report 2018 – 2019



**Anglicare**  
Southern Queensland  
Support for the life you want

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## Our Values



### Love

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



### Care

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



### Hope

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



### Humility

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

## Our Vision and Purpose

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

As part of the Anglican Church Southern Queensland, we walk alongside those in need offering compassionate care, support and counselling;

- Advocating for the most vulnerable
- Seeking to transform lives through loving service

# Our Community Impact



# Cultural Capability and Diversity Commitment



## Acknowledgement of First Nations People

Anglicare acknowledges Aboriginal and Torres Strait Islander peoples as the first Australians and recognises their culture, history, diversity and deep connection to the land. We acknowledge the Traditional Owners and Custodians of the land on which our service was founded and on which our sites operate today.

We pay respect to the Aboriginal and Torres Strait Islander elders both past and present, who have influenced and supported Anglicare on its journey. We extend that respect to our Aboriginal and Torres Strait Islander staff, clients and partners and we hope we can work together to build a service that values and respects our First Nations people.

We acknowledge the past and present injustices that First Nations people have endured and seek to understand and reconcile these histories as foundational to moving forward together in unity.

Anglicare is committed to being more culturally responsive and inclusive of Aboriginal and Torres Strait Islander people and we are committed to embedding cultural capabilities across all facets of our organisation.

## Our commitment to diversity and inclusion

In reflection of the community we serve, Anglicare is committed to fostering, cultivating and preserving a culture that values diversity and inclusiveness. We value the cultural backgrounds, race, ethnicity, different abilities, age, gender, identity and sexual orientation of everyone in our community. We welcome and recognise the unique skills, knowledge, ideas, perspectives and qualities they contribute to the organisation. Our aim is to enable a supportive environment and diverse workforce that has access to opportunities for leadership, career development, flexible work arrangements and equal distribution of resources.

# Archbishop's Message



I am constantly heartened, inspired and uplifted by the vitally important work that Anglicare does - 365 days of the year. Sadly, however, the need for Anglicare's services seems constantly to increase. Today's world continues to create burgeoning numbers of people in need of a helping hand and support in times of trouble, either short or long term.

Anglicare exists to respond to human need by loving service; to seek to transform unjust structures in society, to challenge violence of every kind and to pursue peace and reconciliation.

Without the committed and dedicated Anglicare staff and volunteers walking and standing alongside them, tens of thousands of Queenslanders would face additional hardship and adversity. The number of people whose lives are touched by Anglicare is quite extraordinary. In 2018-19, Anglicare staff and volunteers provided:

- 277,765 nights of residential aged care
- 1.25 million hours of community aged care
- 411,720 nights of support for children in out of home care
- 124,000 hours of disability support
- 6,985 hours of homelessness outreach

As I travel around the Diocese, I am privileged to visit many Anglicare services. In conversations with staff, and the people we serve I am always struck by the connection, respect and faithful devotion of those who do this ministry.

At the start of the year, I blessed and opened two Anglicare Southern Queensland aged care homes and a retirement village community centre at Taigum. They are wonderful examples

of how Anglicare fosters a sense of community, connection and belonging while providing high quality and specialist care and accommodation for the ageing.

Another significant event was a service held at the former St Mary's Home at Toowong – a home previously run by the Brisbane Anglican Diocese – in honour of those affected by forced adoption practices from the 1950s to the early 1980s. The event was emotional for 10 mothers and children who attended the special Blessing of the Remembrance Gardens – supported by several other dozen family, friends and supporters, along with Diocese and Anglicare workers.

The past year has provided plenty of challenges to our Anglicare team. Their dedication to service and mission meets vital community needs and inspires others to step up and enrich the lives of neighbours in the true tradition of the mission of Christ.

**The Most Reverend Dr Phillip Aspinall**  
Archbishop of Brisbane  
Anglican Church Southern Queensland



# From the Chair



This year I had the honour of being appointed Chair of the Community Services Commission of the Anglican Church Southern Queensland, which oversees the governance and strategy of Anglicare.

As a member of the Commission for the past five years, I've been privileged to work closely with our outgoing Chair, Cathy Grant.

I sincerely thank Cathy for her valued leadership and unwavering commitment to supporting Anglicare's vision to create a more loving, just and inclusive society.

2018-19 was a busy year for the organisation.

Aged care was a key focus, as we prepared for the implementation of new national quality standards, and the establishment of the new Aged Care Quality and Safety Commission.

The Royal Commission into Aged Care Quality and Safety began hearings across the country, uncovering instances of unacceptable care and shortcomings across the sector.



Anglicare strongly supports the work of the Royal Commission. We believe it is a privilege to look after the elderly and hope its future recommendations ensure all providers deliver positive outcomes for older Australians.

The Government also announced a Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. This provides a long-overdue opportunity to address the disadvantages people with a disability face in their lives, and we look forward to supporting the Commission's work.

We also saw the completion of two major development projects. The new \$24 million Symes Grove Residential Aged Care home at Taigum was completed, with 100 residents moving from the old Symes Grove to the new home in October 2018.

At Manly, the \$14.8 million extension and refurbishment of E.M. Tooth Residential Aged Care home was completed and officially opened in February 2019.

From a financial perspective, we continued to experience growth, with Total Revenue increasing by 10.6 percent to \$237.2 million, which once again delivered an operating surplus. Importantly, this allows Anglicare to reinvest in its service delivery capabilities, and continue to enhance its services to the community.

On behalf of the Community Services Commission, I thank Anglicare's staff, volunteers and financial donors for their ongoing support of Queenslanders in need.

## **Dr Kim Forrester**

Chair, Community Services Commission  
Anglican Church Southern Queensland

# Executive Director's Report



Delivering empathetic and compassionate care for the more than 40,000 residents, clients, children and families we support is at the heart of our purpose as an organisation.

We are driven by four values underpinning our service to the community - Love, Care, Hope and Humility.

These values guide us in our interactions with vulnerable people, in our decision-making, in our relationships, and in our approach to advocacy.

We are committed to doing everything we can to improve the quality of life for Queenslanders who are doing it tough.

Over the past year, we have worked hard to enhance our culture.

We conducted our all-staff 2019 Culture Survey in June, to help us understand how we might improve and make Anglicare Southern Queensland an even better place to work.

We also launched our Strategic Plan 2018-21, which sets out our strategic intent for the next three years, with three key areas of focus - Clients, Advocacy and Stewardship.

In practice, this means we will continue to become more client-focused and ensure we deliver positive outcomes for clients, families and communities.

As a member of the Anglicare Australia network, we will pursue social justice for vulnerable Queenslanders through ongoing advocacy campaigns.

And our responsible stewardship and management of assets and resources will ensure the sustainable advancement of our organisation, which celebrates its 150th anniversary in 2020.

On behalf of the Executive Leadership Team, I thank all of our staff and volunteers for their work and commitment to our mission. I'd also like to thank the very generous donors who supported our work during the year.

## **Karen Crouch**

Executive Director  
Anglicare Southern Queensland



# Residential Aged Care and Retirement Villages



▲ Sherri Wake is a Personal Care Worker at EM Tooth Residential Aged Care

## Embracing the Rhythm of Life

Our residential aged care philosophy is focused on recognising each person living in our care as an individual, with their own unique story and diverse needs.

This year marked the start of the rollout of our new care model – Rhythm of Life. The award-winning program was originally developed by Anglicare Sydney, and embraces the power of individualised care by genuinely incorporating people's interests and passions into their daily experiences.

Each of our homes has now launched Rhythm of Life and staff are enjoying the flexibility to adapt their care services to suit different people's preferences.

This includes extending our breakfast hours and providing more meal options, spending time with residents to learn their life stories, and completely revamping our activities schedules to better reflect the diverse interests of our more than 600 residents.

Sherri Wake, a Personal Care Worker at our EM Tooth Residential Aged Care home at

Manly, says Rhythm of Life is a common-sense way of caring for our elderly.

"I think it's allowed me more freedom in the way I work, and I don't feel that I need to be pushing people to be doing things that they don't feel up to doing in that moment," Sherri said.

"Everything is done in their time. If someone doesn't want to get out of bed until 11am, they don't have to get out of bed. We don't say 'breakfast is at this time'. Breakfast time is whenever they want to have breakfast.

"People are genuinely being listened to and their needs are being met. I just find it so much easier and people are less stressed. It's more natural than working to a set timetable."

Sherri has worked with Anglicare Southern Queensland for 18 years and has spent 15 of those at EM Tooth. She originally followed in the footsteps of her mum Stella – who previously worked for Anglicare and is now a nurse with Queensland Health.



◀ Residents and staff at our Symes Grove home at Taigum celebrated the move from the old Symes Grove to a modern, newly built version nearby. One hundred residents moved across to the new home in September and October 2018. Pictured are Diversional Therapist Janida Owen and resident Esme Wright.

## Highlights

In 2018 -19 we provided **277,765** nights of care, served **833,295** meals, did **197,850** kg of laundry and cleaned **237,250** bathrooms

### Residential Aged Care

We operate eight accredited Residential Aged Care homes, supporting people in Brisbane, the Gold Coast, Toowoomba, Hervey Bay and Bundaberg. We focus on enhancing wellbeing and independence and put our residents' needs and preferences at the centre of our care model. We offer:

- Support for all care levels
- Respite care
- Dementia care
- Palliative care
- Spiritual and pastoral care

### Retirement Communities

We support four vibrant retirement communities that enable Queenslanders the freedom to enjoy their golden years, make new friends, discover new interests and enjoy their surroundings. Our communities include:

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



▲ Irene Atkinson with students from Springfield Anglican College. The students are regular visitors to our EM Tooth Residential Aged Care home at Manly.

# Our Community Aged & Disability Services



## Innovative programs reducing social isolation

Social isolation is a serious issue facing many older Australians and is recognised as a leading cause of poor mental health.

This year we took a new approach to reducing loneliness and helping our aged care clients feel more connected to their communities, through two innovative programs.

Our Tech Savvy program helps clients on the Sunshine Coast harness the power of technology to stay connected to their family and friends.

Lifestyle and Wellbeing Team Leader, Leah Sullivan, said the program had made a significant impact.

“It’s keeping them connected and enabling our clients to keep up with the modern world,” Leah said.

“It’s simple things like texting their family and friends, taking a photo and texting it to their daughter, Skyping their grandkids that live away, or teaching them how to do internet shopping.

“It’s amazing to see how far the clients have come since we started this program. We’ve had clients that didn’t even know how to turn their iPad on and set up an email.

“As the modern world is moving more towards everything being done online, they’re getting left behind. So they’re feeling excluded even more than they were before.

“Having this technology program enables them to feel empowered, to keep up with the younger generation and close that gap.”

Our #OLDMATE Queensland initiative also made an impact by encouraging more young people to volunteer to spend time with older Queenslanders.

With research showing that people over 65 and those aged 18-35 regularly feel lonely, we sought to bring the two groups together.

#OLDMATE Queensland asked young people to take a pledge to spend an hour each month with an older person in their community. Several thousand people took the pledge, and Anglicare received hundreds of new volunteer applications.

We hope to continue the initiative next year to encourage more people to create meaningful connections with older people in their local communities.



▲ Anglicare client Nessie with #OLDMATE volunteer Yasmin.

## Community Aged & Disability

We support Queenslanders to maintain their wellbeing and independence by staying in their own homes and connected to their communities. Our services include:

- Nursing and allied health
- Shopping assistance, meal preparation and housework
- Friendly visits and companionship
- Home maintenance and modifications
- Transport and social activities
- Carer support
- Spiritual and pastoral care

We are also a registered National Disability Insurance Scheme (NDIS) provider offering a limited range of services, including:

- Support coordination
- Overnight Respite in Toowoomba
- Supported Independent Living in Toowoomba
- NDIS supports in Kilcoy, Roma and Cecil Plains



## Highlights

We provided **1.25 million** hours of community aged care and **124,000** hours of disability support in 2018-19

# Children and Families Services



▲ Karulbo yarning circle

## Connecting to culture

For young Aboriginal or Torres Strait Islander people without a stable home, living in care can often mean being disconnected from their family and culture.

It's an issue that can significantly impact a young person's wellbeing.

To provide a positive outlet for the young people in our care, many of whom are Indigenous, we tapped into the wisdom of local elders and our Cultural Support staff, to develop our first Yarning Circle in Logan City.

This was a partnership in the true sense of the word, with the Logan Elders, the Queensland Department of Youth Justice, artists Geebung Brothers and Bunnings all playing a part in making the Yarning Circle – named Karulbo in the Yugambeh language – a reality.

Karulbo means 'all together' – a fitting name for this special place, which allows young people, Elders and staff to sit and have a yarn and learn.

It's a space where everyone is equal. A place to speak freely and share what each person wants to share.

The adjacent residence and its rooms, which provide safe and stable accommodation for young people, were also given Yugambeh names. The house was named Bullang (Strong), while the rooms were named Wajin (platypus), Pingin (turtle), Geria (cockatoo) and Wagon (bush turkey).

It's just one of a range of Anglicare initiatives helping young people find connection and meaning in their lives.

Noel Doyle, an Anglicare Cultural Support Worker in Logan, says empowering young people with knowledge of their culture is a very rewarding experience.

"My focus is on all young people in care who are disconnected from their family and culture," Noel said.

"Having a sound understanding of our local



▲ Cultural Capability Worker Noel Doyle

Aboriginal community, the wider Aboriginal connections and the interstate Aboriginal connections allows me to explore all opportunities to connect each young person to country, culture and other families.

“Being able to identify and connect young people to country is the most rewarding experience a person can have and your outcomes are connection, country, apical ancestor, cultural map, mother’s language, cultural information, family, clan and personal totems, with the final step of linking young people into our community.

“It’s about reclaiming cultural knowledge - culture survives at all costs.”

### Children and Families services

We support vulnerable children and young people when they need it most through out-of-home care. Our services include:

- Recruiting and supporting foster and kinship carers
- Residential Care and Supported Independent Living for at-risk youth
- Supported Community Accommodation Services
- Cultural support

## Highlights

In 2018-19, we provided **411,720** nights of support for children in out of home care. On any given night, Anglicare-supported foster and kinship carers provide a home for **1,000** young Queenslanders.

# Mental Health and Wellbeing Services



## The food van with a twist

For a young person experiencing homelessness, regular nutritious meals and stable employment can seem like a very distant dream.

“When just finding a meal occupies most of your day, nutrition and the quality of food is the last thing on your mind,” says Manager of Anglicare’s Insync Youth Services, Rees Maddren.

“If you are able to afford food, it’s often food loaded with fat, salt and sugar, as some of the cheapest food available is also some of the unhealthiest.”

However, an innovative new project, made possible through the support of the Queensland Government’s Dignity First Fund, is giving at-risk young people more than just a healthy meal.

The ‘Good Grub Club’ is a mobile food kitchen used to teach young people who are at-risk of, or experiencing, homelessness how to cook nutritious meals. It visits shelters and community centres across Brisbane, Logan and the Redlands.

The young people who attend the cooking classes are also offered a chance to work in the van preparing and selling food at community events.

“We teach them how to cook nutritional food and how to budget, as it’s very difficult to get by on Newstart,” Rees said.

“And we provide training, employment and work experience so that at the end of their time with us they can find a job.

“We’re also trying to lessen our impact on the planet. All of our packaging is recyclable or biodegradable, and we’re teaching young people about that aspect as well.”

Our Insync Youth Homelessness Services provides one of the few crisis accommodation options for under 18s across Brisbane’s southern suburbs, Logan and Redlands.

Rees says the demand for help is growing but a critical lack of crisis accommodation is forcing young people onto the streets or friend’s couches.

“We currently have crisis and transitional accommodation at Mount Gravatt,



Greenslopes, Beenleigh and Cleveland and on any given night could have 24 young people living with us,” he said.

“But we know there are many more young people out there that urgently need support.

“Private rentals are clearly unaffordable for someone on Newstart allowance, so what’s left is couch surfing, short-term crisis accommodation or unregistered rooming houses in the suburbs where rooms are let individually at exploitative rents.

“Many of them end up sleeping rough or crashing on people’s couches, which is just unsustainable and sometimes not safe.”

## Highlights

We provided **6,985** hours of homelessness outreach in 2018-19

## Mental Health and Wellbeing services

We support individuals and families in times of stress, conflict or difficulty, providing safe places 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 support and outreach
- 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



Our Mission department plays an important role in helping Anglicare to achieve its vision of creating a loving, just and inclusive society. Our values – Love, Care, Hope and Humility – provide the foundation for our work in the community.

The department seeks to strengthen relationships across the diocese and advocates for its mission by modelling servant leadership, loving compassion and radical openness. We celebrate diversity, promote inclusiveness and seek to build communities of resilience, hope and justice.

We held a number of special events this year, including National Volunteer Week and National Mental Health Week services at St John's Cathedral in Brisbane, as well as Services of Remembrance across our residential and community aged care services to provide staff, residents, clients and their family members an opportunity to give thanks for the lives of their loved ones.

## Parish Ambassadors

Our Parish Ambassador program fosters stronger links between Anglicare and Church communities, connecting people with our aged care services through a program of information sessions.

Director of Mission, The Reverend Canon Linda McWilliam, said the program provides greater exposure and understanding of Anglicare services.

"Many parishes are seeking practical ways to engage with their parishioners and local

communities. We identified there is a great need in the community for information around aged care services and how to access them," Reverend Linda said.

"The sessions cover topics including 'Understanding aged care and your choices'; 'Transitioning to aged care homes'; and 'Everything you need to know about enduring power of attorney, wills and advanced health directives'."

## Spiritual and Pastoral care

Mission also supports staff and residents with Spiritual and Pastoral Care, including a 24-hour pastoral care service for staff.

Our Spiritual and Pastoral Care Manager also works with Pastoral Care Volunteers, residential Chaplains and community Chaplains to support staff and our aged care residents and clients.

Supervision, support and professional development has been provided for our chaplaincy network through the generosity of the Mothers Union's 2017 retiring collection. Mothers Union also donated substantial quantities of hand-knitted blankets, baby clothes and teddy bears for use in Anglicare's work with vulnerable people.

The department also hosts regular morning teas to promote fellowship and build connections among staff as well as Spirituality Retreats facilitated by the Director of Mission. The retreats provided an opportunity for staff to take time out, reflect on their personal journey and renew their focus.

# Research, Social Policy and Advocacy



Anglicare has significantly broadened the scope of its advocacy activities over the past year, working in collaboration with change makers, partners and allies in the community sector, and with the community.

Government submissions, events and publications, informed and shaped by the voices of the people with whom we work, have addressed issues as diverse as mental health, child protection, disability, youth justice, spiritual and pastoral care in aged care, and homelessness.

Within Anglicare, the Reconciling Histories project, led by Cultural Capability Advisor Olivene Yasso, has been gathering stories of our reconciliation journey. Through contributions from clients, partners and staff — particularly our First Nations staff — this ongoing project aims to create a shared history and new Anglicare stories of reconciliation and unity.

Our partnerships have also enabled us to expand our reach and impact this year. Anglicare has been working closely over the past year with other community organisations and peak bodies to lay the foundations for the Queensland Home Stretch campaign, ready for roll out across the state in 2018–2019. Home Stretch is a national campaign for state care to be made available for all young people in out-of-home care until at least the age of 21, providing these young people with the same right to a home that most people now offer their own children well into their 20s.

For the 10th year, we also partnered with Anglicare Australia for the annual Rental Affordability Snapshot, to spotlight the ongoing challenges faced by people on low incomes when searching for a home they can afford to rent through the private market.



Through these activities and others, our advocacy aims to support our resolve to **seek social justice for vulnerable people through advocacy and social policy change.**



## The Most Reverend Dr Phillip Aspinall Archbishop of Brisbane

Dr Aspinall's qualifications include 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.



## Dr Kim Forrester Chair

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 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 Karen Crouch Executive Director

Karen 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. Karen has a Master of Nursing – NP.



## Mr Gary Brady

Gary Brady holds a Master of Business from the University of Technology 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. Gary has extensive experience in business management, fundraising, research funding, contract development and contract law.

# Our Board



## Mr Ken Thomson

Ken Thomson holds a Master of Arts and a Masters of Engineering both from Cambridge University, England. He is also an associate member of the Chartered Institute of Management Accountants and Chartered Global Management Accountants. Since 2015, Ken has been the General Manager of Finance Business Partnering for a Brisbane-based national insurance company. Previously, he held leadership roles in two international publicly listed companies, one in the pharmaceutical industry and one in financial services. In addition he sat as a board and sub-committee chair of a large pension scheme for eight years. Ken joined the Community Services Commission in October 2017.



## The Right Reverend Bishop Cameron Venables

Cam Venables is a regional bishop in the Anglican Church of Southern Queensland based in Toowoomba. He has pastoral oversight and leadership responsibility for communities between Ipswich and Birdsville. He has tertiary qualifications in Arts and Theology, together with experience in community development, health education, school and university chaplaincy, and parish ministry. Passionate about effective refugee and migrant settlement, he chairs the Toowoomba Interfaith Working Group which works to develop programs and partnerships which develop harmony, understanding, and social cohesion. A current research focus for Cam is the use of digital technology in faith education and community building.



## Professor Karen Healy

Karen Healy is a Professor of Social Work with 30 years of experience. In 2016 she was appointed as a Member of Order of Australia (AM) for her contribution to social work in the fields of child protection, higher education and research. Karen is the National President of the Australian Association of Social Workers and a member of the Asia-Pacific Executive of the International Federation of Social Workers. Her research focuses on promoting a healthy start to life for vulnerable children, young people and families and includes work on clinical practice, social policy, organisational design and systems change.



## Ms Kim Rayner

Kim Rayner is a senior healthcare manager and clinical leader with over 25 years' experience in the community and not-for-profit sectors within Victoria and Queensland. Kim is a graduate of the Australian Institute of Company Directors and holds a Masters of Science (Primary Healthcare), Masters of Nurse Practitioner, along with additional qualifications and education in project management, strategy and leadership, health economics, evaluation and research, community nursing, youth work, AOD, community development and tertiary education. Kim is committed to the delivery of evidence-based, person-centred healthcare and social support programs that are responsive to needs and focussed on addressing inequality.

## Thank you to our retiring Commissioners

Ms Catherine Grant (Chair)

Ms Kate Hillman

Mr Rob Freeman

Mr Alexander McNab



Maintaining and increasing our critical work in the community requires loving care, service, and of course sufficient funds to ensure a healthier and happier life for the people Anglicare supports.

With more than 54,000 charities operating in Australia, we know there are many worthy causes available to support.

We would like to thank 2,200 generous donors who gave \$1,550,419 to Anglicare this financial year. All donations, whether large or small, made a difference and helped us to support others with love, hope and humility.

Thank you to every individual, family, school, parish, community group or business for your donations. We couldn't do it without you.

## Play and Grow

Work on the Amanda Flynn Play and Grow Centre at Toowong is progressing well, with the centre expected to open in late 2019.

It will provide our Women's Homelessness Service with a safe and secure children's playgroup and training space, where mothers can supervise children while attending educational programs. The project incorporates the full refurbishment of all accommodation, delivering a beautiful private space for women to interact with their family.

We would like to thank the individuals and businesses who have donated to the project

and acknowledge our corporate partners – the Property Industry Foundation, COX Architecture and Paladin Projects – for their ongoing contribution.

With approximately 4,000 women homeless on any given night in Brisbane, this project shows our commitment to supporting women and children in crisis and helps us to provide them with better support.

## Community Outreach

Fundraising events provide an important opportunity for the community to come together, build partnerships and raise funds in creative ways.

During the 2018-19 financial year, we connected with many people in the community who wanted to host an event for Anglicare. During the year more than 100 community events were held, raising \$248,000.

We thank everyone involved in Anglicare's Community Fundraising program, including those who ran marathons, attended discos or hosted a High Tea.

Our donors and supporters are a highly valued part of the Anglicare community and play an important role in helping us continue delivering our services to those in need. Thank you for your support this year.

# Funding Agencies

Our work delivering programs for the communities of Southern Queensland during 2018 -19 was made possible through funding from these agencies.

<b>Grant funder</b>	<b>Program</b>
<b>Commonwealth Government</b>	
Department of Health	Commonwealth Home Support Program (for over 65s) Community Visitors Scheme Continuity of Support
Department of Social Services	Mental Health and Wellbeing Programs
Brisbane South Primary Health Network	Assisting Mothers End the Need for Drugs
<b>Queensland Government</b>	
Department of Communities, Disability Services and Seniors	Queensland Community Care (for under 65s) Social Inclusion Programs Disability Services Managing of Public Intoxication Program
Department of Child Safety, Youth and Women	Child Safety, Foster Care Services and Residential Homes Supported Community Accommodation Services
Department of Education, Training and Employment	Cooloola Child And Family Support Hub
Department of Housing and Public Works	Homelessness Services Dignity First Fund Crisis Accommodation Program
Department of Justice and Attorney General	Victim Services Funding Program
Queensland Health	Dementia Respite Alcohol and Other Drugs Services Housing And Support Program
<b>Fee for Service funder</b>	
<b>Commonwealth Government</b>	
Darling Downs West Moreton Primary Health Networks	Centre Based Relapse Prevention
<b>Queensland Government</b>	
Queensland Corrective Services	Standing Offer Arrangement for Alcohol and Other Drug Expansion
Gold Coast Hospital and Health Service	Transition Care, Hospital in the Home and Palliative Care Services
Metro South Hospital and Health Service	Palliative Care, Transition Care and Other Services
Darling Downs Hospital and Health Service	Transition Care and Other Services
Sunshine Coast Hospital and Health Service	Transition Care and Other Services
West Moreton Hospital and Health Service	Transition Care and Other Services
Wide Bay Hospital and Health Service	Transition Care and Other Services
Townsville Hospital and Health Service	Palliative Care Services

# Financial Summary

## Anglicare Southern Queensland Consolidated Summary of Profit or Loss and Other Comprehensive Income for the Year Ended 30 June 2019

	<b>2019</b>	<b>2018</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Revenue from continuing operations</b>		
Revenue from contracts with government	152,011	148,111
Revenue from contracts with clients	63,361	48,679
Interest revenue	2,062	2,309
Revenue from trust funds	1,338	765
Net gain/(loss) on disposal of property, plant and equipment	7,732	721
Realised investment properties gain/(loss)	1,827	2,043
Change in fair value of investment properties	-	5,943
Other revenue	8,910	5,887
<b>Total Revenue</b>	<b>237,241</b>	<b>214,458</b>
<b>Expenses from continuing operations</b>		
Employee expenses	(169,546)	(150,662)
Client services expenses and consumables	(43,063)	(35,847)
Depreciation expense	(5,510)	(4,323)
Rates and service fees	(3,727)	(7,650)
Operating lease costs	(2,227)	(2,029)
Other expenses	(7,786)	(8,803)
Change in fair value of investment properties	(4,242)	-
Impairment of property, plant and equipment	(122)	(1,117)
<b>Total Expenses</b>	<b>(236,223)</b>	<b>(210,431)</b>
<b>Surplus/(Deficit) for the year from continuing operations</b>	<b>1,018</b>	<b>4,027</b>
<i>Items that will not be reclassified to profit and loss</i>		
Transfer net assets of common controlled entity	-	-
Revaluation of property, plant and equipment	-	12,758
<b>Total Comprehensive Income for the year</b>	<b>1,018</b>	<b>16,785</b>

# Financial Summary

## Anglicare Southern Queensland Consolidated Summary of Financial Position as at 30 June 2019

	2019 \$'000	2018 \$'000
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and cash equivalents (unrestricted)	61,133	59,979
Cash and cash equivalents (restricted)	58,027	52,076
Trade and other receivables	14,356	6,396
Other assets	1,590	1,571
Non-current assets held for sale	-	-
<b>Total Current Assets</b>	<b>135,106</b>	<b>120,022</b>
<b>Non-Current Assets</b>		
Other receivables (unrestricted)	17,020	17,020
Other receivables (restricted)	12,951	13,227
Investment properties	107,078	86,838
Property, plant and equipment (restricted)	105,804	81,010
Property, plant and equipment (unrestricted)	32,217	50,906
Available-for-sale financial investments (restricted)	483	464
Other assets	1,523	1,935
<b>Total Non-Current Assets</b>	<b>277,076</b>	<b>251,400</b>
<b>TOTAL ASSETS</b>	<b>412,182</b>	<b>371,422</b>
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Trade and other payables	36,658	35,842
Employee entitlements	17,202	16,132
Interest bearing loans and borrowings	366	366
Other financial liabilities	137,081	102,748
Provisions	11,374	7,868
<b>Total Current Liabilities</b>	<b>202,681</b>	<b>162,956</b>
<b>Non-Current Liabilities</b>		
Employee entitlements	2,655	2,295
Interest bearing loans and borrowings	6,412	6,779
Provisions	614	553
<b>Total Non-Current Liabilities</b>	<b>9,681</b>	<b>9,627</b>
<b>TOTAL LIABILITIES</b>	<b>212,362</b>	<b>172,583</b>
<b>NET ASSETS</b>	<b>199,820</b>	<b>198,839</b>
<b>FUNDS</b>		
Retained earnings	162,921	163,113
General reserve	2,645	2,682
Trust reserve	21,735	20,525
Asset revaluation reserve	12,519	12,519
<b>TOTAL ACCUMULATED FUNDS &amp; RESERVES</b>	<b>199,820</b>	<b>198,839</b>

## Corporate Office

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Twitter	<a href="#">/AnglicareSQ</a>



Anglicare Southern Queensland acknowledges the Traditional Owners of the lands on which our services now stand. We pay our respect to Elders – past, present and emerging – and acknowledge the important role of Aboriginal and Torres Strait Islander people in caring for their own communities.



**Anglicare**  
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