

Anglicare

Southern Queensland

Annual Report
2019 - 2020



Our People

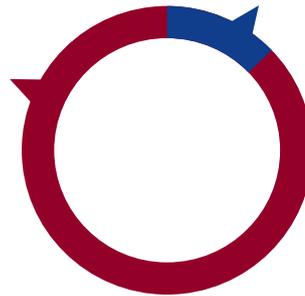
Anglicare Southern Queensland is committed to fostering a culture that values diversity and inclusiveness, and embraces the cultural backgrounds, race, ethnicity, abilities, age, gender identity and sexual orientation of everyone in our community. We employ 3,047 staff, supported by 605 volunteers, who reflect the diverse nature of the communities we serve, including 2.1 per cent of staff who are of Aboriginal and/or Torres Strait Islander heritage. Our workforce incorporates nursing and allied health professionals, personal and home care workers, social workers, child safety practitioners, youth workers, counsellors, hospitality staff, administration and corporate support staff, spiritual and pastoral care staff and volunteers.

3,047



staff

83%
female



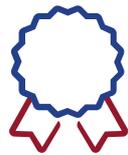
17%
male

605
volunteers



13,138

combined
years
experience

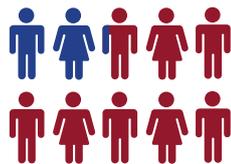


17
youngest staff
member



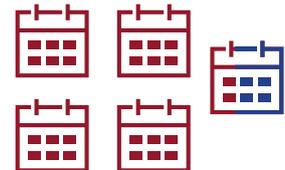
81
oldest staff
member

2.1%
identify as
First Nations



4.3

average
years
experience



Our Values

We work to **serve** and **lead** by



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.

Our Impact

Anglicare Southern Queensland is one of Queensland's most trusted not-for-profit organisations. Our services include mental health and family counselling, foster care, homelessness support, in-home and residential aged care, emergency accommodation for people

experiencing domestic violence, and counselling for survivors of sexual abuse. Our operating footprint stretches from the Gold Coast to Wide Bay and west to the Queensland border, with services in Townsville and Longreach.

51,657

Queenslanders supported

1,365,884

hours of community aged care & disability services

748,714

hours of residential aged care

224,166

bed nights in residential aged care

360,465

nights of out of home care for children

50,137

hours of mental health & counselling support

18,621

hours of support for women & young people at risk of homelessness

3,830

nights of accommodation for young people experiencing homelessness

Archbishop's Message

This year has been a memorable and historic year for Anglicare Southern Queensland as it prepared to celebrate its 150th anniversary in late 2020.

Anglicare's staff have extended care, compassion and hope to vulnerable and needy Queenslanders since 1870. Acknowledging and celebrating these contributions will be an important focus in the coming year.

As 2020 began, no-one anticipated the challenges Anglicare staff would face. The reality of caring for people in the midst of a pandemic made many days a life-and-death battle with an invisible yet potent enemy.

Anglicare has always embodied the best values of our Christian community – values of care, love, hope and humility. The 3,047 staff and 605 volunteers who kept people safe from COVID19, expressed those values in their work and everyday decisions in the face of enormous pressure and complexity.

The focus, dedication, adaptability and resilience our staff showed was admirable and exemplary.

In our aged care facilities, home care, youth and foster care centres and in other services Anglicare staff excelled. Their dedication is evidenced by the fact that at the time of writing there had been no cases of COVID-19 in our homes or services.

I suspect that very few of us have a genuine appreciation and understanding of what it took to protect vulnerable Queenslanders. Anglicare workers faced real health threats themselves in going about their work.

The 2020 pandemic shone a brighter light on the plight of disadvantaged and imperilled people and exposed how many such people live in our community.

Anglicare has been there every day assisting many of these people – the young, the old, the weak – who so often fall between into the gaps.

Anglicare will continue to be there for the whole of the community in humility offering care, love and hope in Christ's name.



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



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.

From the Chair

The Community Services Commission is incredibly proud to lead one of Queensland's most trusted community services organisations in Anglicare Southern Queensland.

This year presented us all with many challenges, including severe weather, bushfires and flooding, followed by the COVID-19 pandemic. We also faced difficult economic conditions, with Australia suffering its first recession in almost three decades.

Despite these challenges, I am pleased to report that Anglicare continued to experience growth, with revenue increasing by 6 per cent to \$250.7 million, resulting in a \$4.19 million operating surplus.



The ongoing health and economic challenges we face make the work of Anglicare even more important. The people we support need us now more than ever.

To ensure Anglicare continued delivering essential services, our Executive Leadership Team responded quickly to COVID-19. This included implementing strict health screening protocols; acquiring additional Personal Protective Equipment; and the provision of Pandemic Leave for staff.

It will be critical for our services to remain vigilant as the search for an effective vaccine continues, to keep our staff, clients, residents, children and families safe.

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

Dr Kim Forrester

Chair, Community Services Commission
Anglican Church Southern Queensland

Executive Director's Report

For 51,657 Queenslanders, Anglicare Southern Queensland is a trusted part of their lives, helping them stay healthy, safe and independent.

We are extremely thankful for the faith that vulnerable Queenslanders continue to place in us.

For the second consecutive year, Anglicare was voted the Most Trusted Brand in Aged Care and Retirement Villages in the annual Reader's Digest survey. This is a great accomplishment, and one that mirrors the trust Queenslanders have in all our service streams.

We are also working hard to improve our organisation and make Anglicare an even better place to work, acting on the results of the 2019 Culture Survey and four priority areas: Internal Communication; Client

Focus; Systems, Processes and Procedures; and Performance and Development Planning and Recognition.

This year we have also closely followed the Royal Commission into Aged Care Quality and Safety, and we keenly await its final report and recommendations in February 2021.

We believe it is a privilege to care for older Australians and that aged care providers have a responsibility to deliver high-quality, individualised and compassionate care for their residents.

Thank you to our staff and volunteers for your unwavering commitment, and to the generous financial donors who continue to support our mission.

Karen Crouch

Executive Director
Anglicare Southern Queensland



Financial Performance

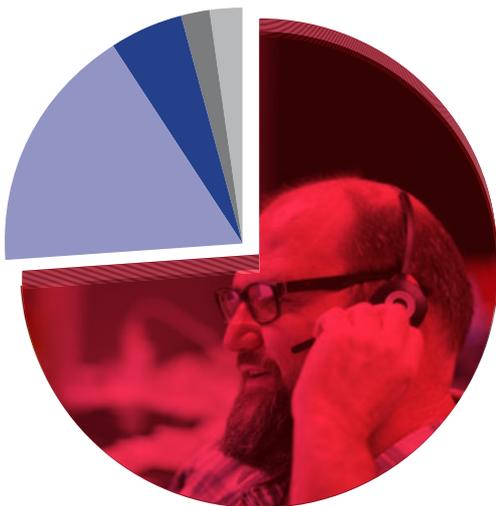
See Financial Statements Page 16

Total Revenue	\$250,761,000
Total Expenses	\$246,567,000
Surplus from continuing operations	\$4,194,000



2019 - 2020 Revenue

Government contracts	62%
Client contracts	29%
Investment properties, plant & equipment	4%
Other revenue	4%
Interest & trusts	1%



2019 - 2020 Expenses

Employee Expenses	-74%
Client services & consumables	-17%
Depreciation	-5%
Rates & service fees	-2%
Other expenses	-2%

Revenue Growth 2011 - 2020



Fundraising and Bequests

Donations play a crucial role in ensuring we can continue our mission of supporting vulnerable Queenslanders. This year we were grateful to receive \$1,839,259 through fundraising and bequests, despite the economic impact of catastrophic bushfires, floods and the COVID-19 pandemic.

These funds directly support our services, and this year helped us complete and open the Amanda Flynn Play and Grow Centre at our Young Women and Children Supported Accommodation Program in Brisbane. The centre provides a safe and nurturing environment for young mothers to participate in life-skills workshops, including building resilience, problem-solving skills and self-care, while at the same time providing a safe environment for their children to play.

The Centre is named in memory of Amanda Flynn, who died at the tender age of 26. Her family helped fund its development to commemorate her passion for early childhood development and provide an opportunity for all children who may pass through our service to Play and Grow.

Partners in the project included Paladin Projects, Second Chance Programme Fund Raising Group, Cox Architects Property Industry Foundation and the Anglican Mother's Union.

We also conducted special fundraising events to support our work, including the annual Night in the Cathedral and a Learning Day at EM Tooth Aged Care, which involved Springfield Anglican College students (pictured below right).

\$1,839,259
total donations & bequests 

#helpie \$255,960
Helpie Community

\$1,213,913
bequests 

\$625,313
fundraising 

1,809
total donors 

12 years
youngest donor



100 years
oldest donor

\$2
smallest donation 

\$100,00
largest donation

\$1,016
average donation 



Responding to the COVID-19 challenge

The outbreak of COVID-19 in Australia in early 2020 meant community services and aged care providers needed to respond quickly to keep their staff, and the people they support, safe.

Anglicare Southern Queensland's Executive Leadership Team, with more than 90 combined years of experience in nursing and public health management, led our comprehensive response.

We established a dedicated Pandemic Planning Team to coordinate preparations, including:

- Purchasing an adequate supply of Personal Protective Equipment, including masks, gloves, gowns and face shields, for all front-line services
- Ensuring frontline staff were trained in correctly fitting and disposing of PPE
- Visitor screening at our Residential Aged Care homes, including temperature checks

- Risk assessments and health screening for our community clients
- Enhanced cleaning and hygiene protocols of our homes, respite centres, offices and vehicles
- Providing affected staff with 10 days of Pandemic Leave.

We also established two dedicated teams to ensure we could respond rapidly and effectively should an outbreak occur in one of our services:

- Our Outbreak Management Team comprises key staff from across our clinical, governance, administration and communications functions, and is ready to activate our response to a COVID-19 outbreak within 30 minutes
- Our Rapid Response Team provides a surge workforce capacity that can be deployed immediately to the site of any outbreak.



Client Voices

We believe understanding the experiences of our clients can help us continually improve our services and their quality of life.

The Client Voices Program is a regular suite of surveys that aim to understand clients' perceptions of the quality of the support they receive and identify opportunities to enhance the quality and efficacy of our services.

This year we surveyed 3,501 clients who were receiving services through a Home Care Package (HCP) or the Commonwealth Home Support Programme (CHSP).

The results were overwhelmingly positive, with 93 per cent of clients reporting that Anglicare staff were respectful, kind, competent and helped them feel more informed about decisions regarding their care.

We also identified opportunities to improve, including the scheduling of our visits and providing more support to help clients socialise and connect with their community.

Quotes from respondents

The service keeps me at home.
Couldn't do without them.

- Woolloongabba client

You know you are receiving
expert help.

- Nambour client

I like it because it keeps me
independent and gives me tailor
made service.

- Logan client

Very thorough and very caring
and a joy to have in my home.

- Townsville client

Caring, helpful and friendly. They treat me with respect.
They are genuinely nice people.

- Robina client



1,355
surveys returned



64.2
Net Promoter Score



97%
said services kept
them independent



93%
had positive
perceptions of staff



93%
said services
enhanced their
wellbeing



92%
said services met
their needs &
expectations



91%
said services
are high quality

Residential Aged Care & Retirement Villages

We operate eight accredited Residential Aged Care homes, providing individualised care, social activities and memory support for older Queenslanders in Brisbane, the Gold Coast, Toowoomba, Hervey Bay and Bundaberg. We also operate four vibrant Retirement Villages in Brisbane, Bundaberg and Toowoomba.

Our care philosophy focuses on recognising each person as an individual, with their own unique story and diverse needs.

During COVID-19 lockdowns, our staff worked hard to keep our residents connected with family and friends, arranging regular video and phone calls, as well as organising more activities and one-on-one social support for residents. We even livestreamed a concert from St Martin's Aged Care in Brisbane, featuring 71-year-old resident John Pascoe (pictured) doing a medley of Elvis and Roy Orbison tunes. John's show made international news and was viewed more than 150,000 times.



816

staff

5.5

average years of
staff service

4,504

combined years of
staff service

612

residents

44,833

hours of
social activities

224,166

bed nights

748,714

hours of care

Community Aged & Disability services

Our in-home care services support older Queenslanders to maintain their wellbeing and independence and stay connected to their local communities. Our services include nursing and allied health; shopping assistance, meal preparation and housework; companionship; home maintenance and modifications; transport and social outings; respite care and pastoral care. We are also a registered NDIS provider offering support coordination; overnight respite and supported independent living in Toowoomba; and NDIS supports in Kilcoy, Roma and Cecil Plains.

To ensure our services could continue safely during the COVID-19 pandemic, we implemented measures including health screenings for staff and clients, strict hygiene protocols; and use of Personal Protective Equipment. Following the advice of Queensland's Chief Health Officer, we made the difficult decision to temporarily halt group activities and respite centres in late March 2020, moving instead to one-on-one social support. Following the development of our COVID-safe plans and the easing of restrictions, we were thrilled to re-open our centres and re-start group outings for clients in June.

1,467

staff

4.14

average years of staff service

6,084

combined years of staff service

33,066

clients

1,365,884

total hours of service

487,623

hours of domestic services

225,004

hours of social support

231,004

hours of respite care

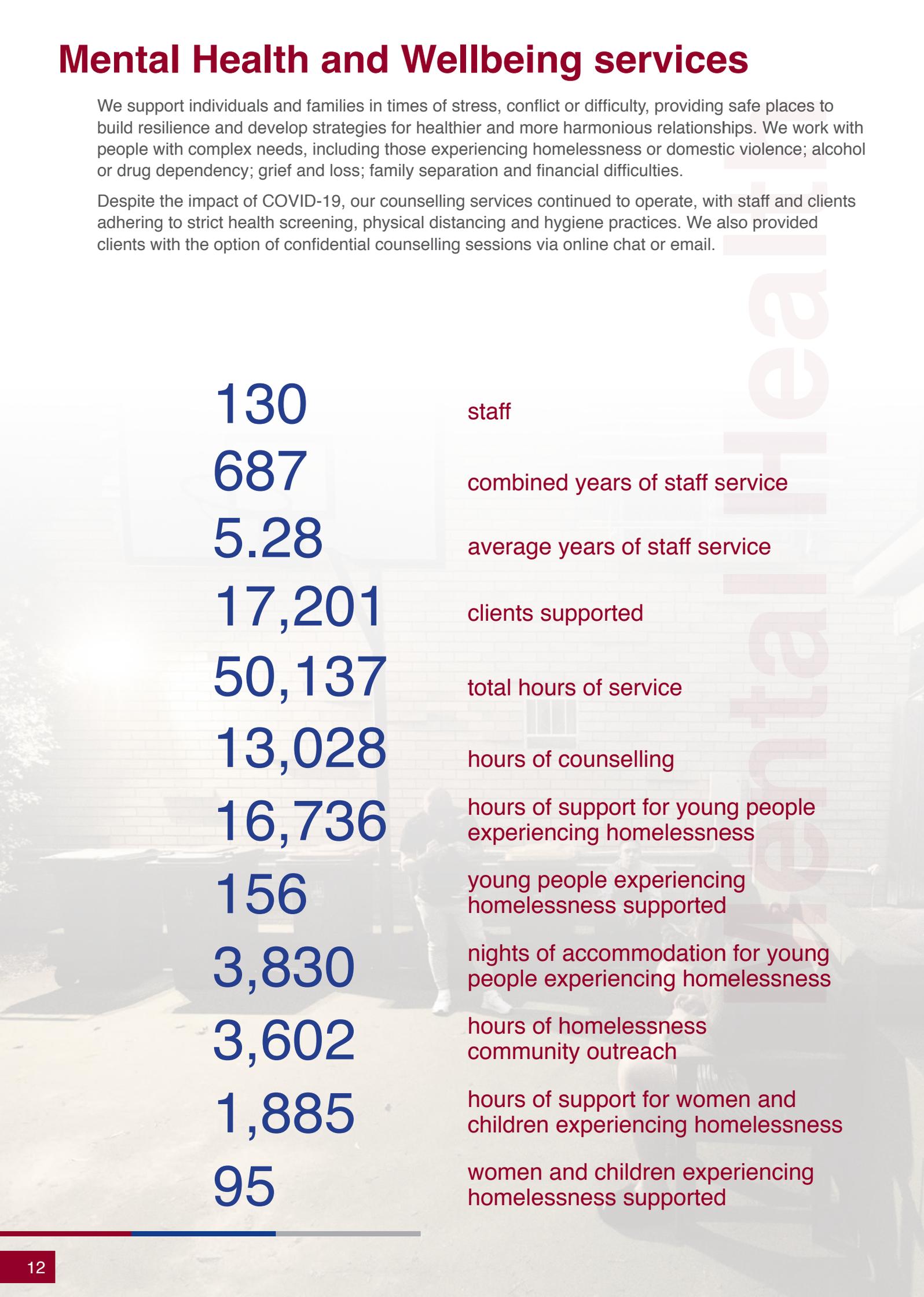
62,376

hours of nursing care

Mental Health and Wellbeing services

We support individuals and families in times of stress, conflict or difficulty, providing safe places to build resilience and develop strategies for healthier and more harmonious relationships. We work with people with complex needs, including those experiencing homelessness or domestic violence; alcohol or drug dependency; grief and loss; family separation and financial difficulties.

Despite the impact of COVID-19, our counselling services continued to operate, with staff and clients adhering to strict health screening, physical distancing and hygiene practices. We also provided clients with the option of confidential counselling sessions via online chat or email.



130	staff
687	combined years of staff service
5.28	average years of staff service
17,201	clients supported
50,137	total hours of service
13,028	hours of counselling
16,736	hours of support for young people experiencing homelessness
156	young people experiencing homelessness supported
3,830	nights of accommodation for young people experiencing homelessness
3,602	hours of homelessness community outreach
1,885	hours of support for women and children experiencing homelessness
95	women and children experiencing homelessness supported

Children and Families services

We are committed to promoting the safety and wellbeing of all children and to providing culturally appropriate support for vulnerable children and young people through out-of-home care. This includes recruiting and supporting foster and kinship carers; providing residential care and supported independent living for at-risk youth; and delivering Supported Community Accommodation services for young males and females experiencing the justice system.

This year we launched our new foster carer recruitment brand You Be You, which is dedicated to celebrating the diversity of carers and the important role they play in keeping kids in care safe. We recruited 154 new foster and kinship carers, bringing the total number of carers supported by Anglicare to 826. On any given night our carers can provide safe, stable and caring homes for an estimated 1,000 children and young people.

378

staff

928

combined years of staff service

2.45

average years of staff service

826

foster and kinship carers supported

154

new foster carers recruited

96,353

hours of support for vulnerable children and young people

360,465

nights of accommodation for children in out-of-home care

Mission

Our Our Mission department plays an important role in helping Anglicare achieve its vision of creating a more loving, just and inclusive society, reflecting the life and teachings of Christ and the coming Kingdom of God.

Special events were held throughout the year to celebrate Harmony Day and National Mental Health Week, as well as services of Remembrance for our community and residential aged care.

The Anglicare Parish Ambassador Program helps to strengthen relationships across the diocese by fostering stronger links between Anglicare and Church communities, as well as connecting people with our aged care services through a series of information sessions.

This year we conducted 14 information sessions across the diocese.

Mission provides pastoral support for staff including a 24-hour pastoral care service. All clients, residents and volunteers can access Spiritual and Pastoral Care by referral through our services.

Twenty-one participants attended Spiritual Care in Aged Care Volunteer Training – a program of eight sessions held over four weeks. Feedback from participants included: 'The series provides a sound foundation of knowledge for providing spiritual and emotional care to the elderly and those experiencing end of life issues'.



Advocacy

As a member of the Anglicare Australia Network, we pursue social justice for vulnerable Queenslanders, particularly through advocacy campaigns and collaboration with change makers, partners and allies in the community sector. Our participation in the annual Rental Affordability Snapshot for example shines a spotlight on the challenges faced by people on low incomes finding an affordable, appropriate place to live.

This year we also launched the Home Stretch Queensland campaign, part of a

national movement comprising more than 180 organisations and 10,000 individuals. Home Stretch asks the Queensland Government to provide the option of extended care and support until the age of 21 years for young people transitioning to adulthood from the care system.

Our launch at Griffith University, South Bank, in November 2019 drew 100 local supporters from the community sector and academia, as well as concerned young people, adults and the media. Simultaneous regional launches took place in Cairns, Mount Isa and Rockhampton.



Financial Statements

Anglicare Southern Queensland Consolidated Summary of Profit or Loss and Other Comprehensive Income for the Year Ended 30 June 2020

	2020 \$'000	2019 \$'000
Revenue from continuing operations		
Revenue from contracts with government	155,263	152,011
Revenue from contracts with clients	71,663	63,361
Interest revenue	1,331	2,062
Revenue from trust funds	1,731	1,338
Net gain/(loss) on disposal of property, plant and equipment	3,274	7,732
Realised investment properties gain/(loss)	1,803	1,827
Change in fair value of investment properties	5,380	-
Other revenue	10,316	8,910
Total Revenue	250,761	237,241
Expenses from continuing operations		
Employee expenses	(183,062)	(169,546)
Client services expenses and consumables	(42,360)	(43,063)
Depreciation expense - non Right of Use assets	(6,263)	(5,510)
Depreciation expense - Right of Use assets	(5,552)	-
Rates and service fees	(3,730)	(3,727)
Operating lease costs	(143)	(2,227)
Other expenses	(5,457)	(7,786)
Change in fair value of investment properties	-	(4,242)
Impairment of property, plant and equipment	-	(122)
Total Expenses	(246,567)	(236,223)
Surplus/(Deficit) for the year from continuing operations	4,194	1,018
Items that will not be reclassified to profit and loss		
Transfer net assets of common controlled entity	-	-
Revaluation of property, plant and equipment	-	-
Total Comprehensive Income for the year	4,194	1,018

Financial Statements

Anglicare Southern Queensland Consolidated Summary of Financial Position as at 30 June 2020

	2020 \$'000	2019 \$'000
ASSETS		
Current Assets		
Cash and cash equivalents (unrestricted)	62,956	61,133
Cash and cash equivalents (restricted)	74,719	58,027
Trade and other receivables	21,618	14,356
Other assets	1,519	1,590
Total Current Assets	160,812	135,106
Non-Current Assets		
Other receivables (unrestricted)	17,020	17,020
Other receivables (restricted)	13,102	12,951
Investment properties	136,505	107,078
Property, plant and equipment (restricted)	104,399	105,804
Property, plant and equipment (unrestricted)	36,299	32,217
Right of Use Property, plant and equipment	10,609	-
Financial assets at FV OCI (restricted)	1,016	483
Other assets	196	1,523
Total Non-Current Assets	319,146	277,076
TOTAL ASSETS	479,958	412,182
LIABILITIES		
Current Liabilities		
Trade and other payables	45,441	36,658
Employee entitlements	19,073	17,202
Interest bearing loans and borrowings	366	366
Other financial liabilities	179,242	137,081
Right of Use liabilities	3,880	-
Provisions	13,392	11,374
Total Current Liabilities	261,394	202,681
Non-Current Liabilities		
Employee entitlements	3,290	2,655
Interest bearing loans and borrowings	6,046	6,412
Right of Use liabilities	4,702	-
Provisions	453	614
Total Non-Current Liabilities	14,491	9,681
TOTAL LIABILITIES	275,885	212,362
NET ASSETS	204,073	199,820
FUNDS		
Retained earnings	165,643	162,921
General reserve	2,704	2,645
Trust reserve	23,207	21,735
Asset revaluation reserve	12,519	12,519
TOTAL ACCUMULATED FUNDS & RESERVES	204,073	199,820

Funding Agencies

Our work delivering programs for the communities of Southern Queensland during 2019-20 was made possible through funding from these agencies.

Grant funder	Program
Commonwealth Government	
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
National Disability Insurance Agency	Inclusive Employment Program
Queensland Government	
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 Bail Accommodation Service
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 Cooloola Child and Family Support Hub
Department of Justice and Attorney General	Victim Services Funding Program
Department of Local Government Racing and Multicultural Affairs	CAMS
Queensland Health	Dementia Respite Alcohol and Other Drugs Services Housing and Support Program
Fee for Service funder	Program
Gold Coast Hospital 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

Our Board



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

Doctor of Philosophy (Monash University); Master of Business Administration (Deakin University); Graduate Diploma in Religious Education (Brisbane College of Advanced Education); Bachelor of Divinity with Honours (Melbourne College of Divinity). Dr Aspinall was Primate of Anglican Church of Australia from 2005 to 2014.



Dr Kim Forrester
Chair

Bachelor of Arts and Bachelor of Laws from University of New South Wales; Master of Laws (Advanced) from University of Queensland; PhD from Griffith University. Before admission as Barrister-at-Law in NSW Supreme Court, Dr Forrester was a Registered Nurse.



Mrs Karen Crouch
Executive Director

Master of Nursing – Nurse Practitioner and over 20 years of experience in policy, planning, education and health service management. Karen has worked in advanced clinical roles in both public and private health care and the higher education sector.



Mr Gary Brady

Master of Business from University of Technology Sydney; Bachelor of Economics from University of Queensland and graduate of the Australian Institute of Company Directors Company Directors Course. Senior executive expertise in financial governance, risk assessment and mitigation, strategy development and commercial implementation.



Mr Ken Thomson

Master of Arts and Masters of Engineering from Cambridge University. Associate member of the Chartered Institute of Management Accountants and Chartered Global Management Accountants. General Manager of Finance Business Partnering for national insurance company. Previous leadership roles in two international publicly listed companies and as Board Chair of pension scheme.



**The Right Reverend Bishop
Cameron Venables**

Regional bishop in the Anglican Church of Southern Queensland based in Toowoomba. Tertiary qualifications in Arts and Theology; experience in community development, health education, school and university chaplaincy, and parish ministry. Chairs the Toowoomba Interfaith Working Group which works to develop programs and partnerships which develop harmony, understanding, and social cohesion.



Professor Karen Healy

Professor of Social Work with 30 years of experience. Member of Order of Australia (AM) for her contribution to social work in the fields of child protection, higher education and research. National President of the Australian Association of Social Workers and a member of the Asia-Pacific Executive of the International Federation of Social Workers.



Ms Kim Rayner

Senior healthcare manager and clinical leader with over 25 years' experience in the community and not-for-profit sectors. Graduate of the Australian Institute of Company Directors; Masters of Science (Primary Healthcare); Masters of Nurse Practitioner; 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.



Ms Nicole Bunning

Master of Business Administration from QUT; Graduate Diploma of Psychology from Griffith University; Bachelor of Behavioural Science from Griffith University; Graduate of the Australian Institute of Company Directors. Executive leader of people and culture and organisational development with over 20 years' experience spanning the public, private and community sectors.

Corporate Office

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Web	anglicaresq.org.au
Facebook	/AnglicareSouthernQueensland
Twitter	/AnglicareSQ



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
Southern Queensland

150
YEARS