

# Responding with compassion

Annual Report 2022–2023

**Anglicare**  
Southern Queensland







We acknowledge all First Peoples of the land on which we live, walk and work on. We honour them and their Ancestors for their survival, continued traditions, spiritual connection and caring of country, sky, water and sea. We pay respect to the Elders past and present and will continue to support their right for self-determination. We are committed to Reconciliation and respectfully recognise that sovereignty has never been ceded.

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Our long history of  
quality care is reflected  
through all that we do.

# Archbishop's Message

The Right Reverend Cameron Venables  
Bishop Administrator  
Anglican Church Southern Queensland



**Thank you to the entire community of Anglicare Southern Queensland, who helped to live our mission by walking alongside those in need; and serving more than 48,000 Queenslanders through our values of love, care, hope and humility.**

Whilst we are grateful to have come through the most significant periods of the global pandemic, unfortunately the needs of vulnerable people in our community continue to grow. Anglicare Southern Queensland continues to provide compassionate care and support to the aged, children, young people and families so that they may live their lives in fullness and hope.

Whether it is providing nursing care and domestic assistance in the home, accommodation for those at risk of homelessness, working with foster carers in the care of vulnerable children, a safe caring environment for the elderly, skills training for young unemployed people or parental education and counselling, our long history of quality care is reflected through all that we do. We continued to connect with people at every stage of their life journey, responding with compassion and humility, recognising the uniqueness of all individuals and advocating for the most vulnerable in our community.

I particularly give thanks and a warm welcome to Phyllis Marsh, Melanie Mayne-Wilson and Austin Whittaker who joined the Community Services Commission this year. Their experience and commitment to innovation will be of great value as we seek to successfully lead Anglicare through upcoming sector reforms and external pressures, including the housing and homelessness crisis.

As Bishop Administrator, I commend the work of Anglicare as outlined in this Annual Report (2022-23) and offer my thanks to all who have made such a positive difference in the lives of many: the Community Services Commission members, the leadership team, the skilled staff, the caring volunteers, and generous supporters.

In God's grace, as Anglicare continues its mission of responding to human need through loving service, may all clients and staff know God's blessing.

With gratitude, and much respect,

**The Right Reverend Cameron Venables**  
**Bishop Administrator**

## From the Chair

Gary Brady  
Chair  
Community Services Commission



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**I am pleased to present this 2022-23 Annual Report for Anglicare Southern Queensland. We continue to support the most vulnerable members of our Southern Queensland community and treat all people with dignity, respect and care.**

Anglicare Southern Queensland has again responded to need with a caring compassion and dedication to Anglican values while assisting more than 48,000 clients, residents, children, young people and families supported through our services. My thanks extend to our more than 3,000 staff who undertake their roles diligently and compassionately – we simply cannot fulfil our mission objectives without you.

Throughout the year, the call on our services has grown. From Brisbane and Southeast Queensland to the New South Wales border, north to Gympie and Townsville and west to Longreach, there will be Anglicare Southern Queensland staff providing assistance to those in need. During 2022-23, Anglicare provided 1.2 million hours of community aged care and disability support to over 31,000 clients; cared for 904 residents in eight residential aged care homes; provided 46,000 hours of support to women and young people experiencing homelessness; and provided new clothing to more than 8,476 people through our Thread Together partnership.

Our Children and Families team supported 1,695 foster and kinship carers to provide 383,863 nights of care for children and young people; we provided children, parenting and early intervention support and education to 3,256 parents and children; 8,331 family law, family, and relationship counselling sessions; and supported 787 adults and young people with alcohol and drug counselling treatment sessions.

It is pleasing to report a financial surplus this year. Anglicare Southern Queensland activities resulted in a surplus from continuing operations of \$2,253,000 for the year ended 30 June 2023. This compares to a loss from continuing operations in 2022 of \$1,790,000. Whilst environmental factors, a more onerous regulatory regime and competitive pressures continue to exert financial impact, Anglicare Southern Queensland has responded with productivity improvements via capital investment in technology and focused investments in retirement villages. The Chief Executive Officer and Executive Leadership Team, together with all staff, are to be congratulated for delivering such a result under difficult circumstances.

I would like to thank Commissioners of the Community Services Commission of the Anglican Diocese of Brisbane for their continued support, and diligence to the strong governance frameworks Anglicare Southern Queensland has in place. Similarly, our Chief Executive Officer, Sue Cooke, and the Executive Leadership Team, continue to lead the organisation with integrity and strategic clarity, and I thank them for their efforts and expertise.

We look forward to continued organisational excellence in 2024 and beyond.



# Forward

Sue Cooke  
Chief Executive Officer  
Anglicare Southern Queensland



**It was a pleasure to once again serve our staff and clients this year. As we transitioned through the pandemic and into recovery, it has been pleasing to see our operations resume to pre-COVID levels and, once again, see a growth in the number of people that we have served.**

We have made several key strategic changes to the way we operate, to respond to coming regulatory changes across the community and social services sectors. To strengthen our focus, we have re-organised our service delivery portfolio under the management and leadership of two Chief Operating Officer positions, with a focus on Aged and Community Services, and, Children, Youth and Families, respectively.

Nick Hansen moved to the position of Chief Operating Officer, Aged and Community Services and our Executive Team welcomed Jason Ware as Chief Operating Officer, Children, Youth and Families.

Throughout the year we have been actively engaged with a variety of First Nations and Diversity, Equity, Inclusion and Belonging (DEIB) activities. We launched our DEIB strategy, commenced our support for a First Nations Voice to Parliament, provided several cultural capability capacity building opportunities and participated in reconciliation activities and events. Whilst we continue to see a 3% representation of First Nations people as employees, we are committed to strengthening opportunities for First Nations employment, as per our Reconciliation Action Plan.

The Anglicare Australia Rental Affordability Snapshot was released in April highlighting affordability had crashed to record lows. Findings showed 0% of rentals were affordable for a person on Youth Allowance. To address this challenge, Anglicare has prioritised our financial and organisational efforts to respond to this crisis and has committed to building and operating a new multi-level youth homeless accommodation facility in Beenleigh, with a planned opening in 2025.

Our property strategy continued to deliver, with the opening of the \$19 million redevelopment of our Meilene residential aged care home in Bundaberg. The works

provided an additional 36 rooms including a 24-room Memory Support Unit, and significant refurbishment across the home. Thank you to our construction and building partners, as well as our dedicated workforce for realising this ambitious project.

Our Abri home on the Gold Coast was successful in obtaining \$5.5 million in Commonwealth funding over three years to develop and implement a Specialist Dementia Care Program. This funding will enable us to establish nine beds within a comprehensive, multidisciplinary care program, and is expected to commence operation in 2024. This follows the announcement of our St Martin's residential aged care home being recognised as highly commended in the Inside Ageing Future of Ageing Awards for our Specialist Dementia Care Program. These results are testament to our ongoing commitment to providing the highest level of care and resident outcomes.

This year we celebrated two years of our partnership with Thread Together. Through a mobile wardrobe and 'boutique' clothing hub, the service offers dignified access to brand new clothing, saved from landfill, to people who need it.

Finally, we commenced preparation, planning and implementation to combine multiple office locations across southeast Queensland. The move will see 296 people from three sites come together under one roof at a brand new, purpose-built building in Eight Mile Plains; and 231 people in our corporate services team relocate from Webber House to a new office in Fortitude Valley. The move is expected to be complete in September 2023 and will improve opportunities for collaboration, innovation, and creativity to help us better serve our clients now and in the future.

# Our Mission

**As part of the Anglican Church Southern Queensland we share the mission of the Church which is the mission of Christ to proclaim the good news of the Kingdom of God. Living out this mission we walk alongside those in need:**

- To serve with love and humility;
- To show compassion by offering care, support and counselling;
- To advocate for the most vulnerable and help them to live their lives in fullness and hope;
- To be passionate and determined in our commitment to achieve exceptional outcomes for clients, their families and the community; and
- To actively participate in and contribute to the whole-of-church mission.

# Our Values



## 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 Vision

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



## At a Glance

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48,300

Clients, residents, children, young people,  
and families supported through our services



1,212,000

Number of hours of community aged care and  
disability support provided to 31,423 clients



233,728

Nights of residential aged care to 904 residents  
in 8 residential aged care homes



46,511

Hours of support for women and young people  
experiencing homelessness



1,695

Foster and kinship carers we have supported to provide  
383,863 nights of care for children and young people



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# 3,256

Number of parents and children provided with early intervention support and education



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# 8,331

Number of family law, family, and relationship counselling sessions provided



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# 787

Number of adults and young people supported with alcohol and drug counselling treatment sessions



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# 3,088

Employees across Southeast Queensland



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# 8,476

Number of people provided with new clothing through our Thread Together partnership







3%

Representation of  
First Nations people,  
as employees

44.8

Average age of  
staff in years

81%

Female employee  
representation



Screening of 'The Last Daughter'



Development of DEIB Strategy

# Diversity, Equity, Inclusion and Belonging

**Anglicare Southern Queensland is committed to a culture of learning, listening and doing. We continue to support and celebrate events important to the diverse life experiences that create our communities.**

## Cultural Capability

We commenced our support for a First Nations Voice to Parliament via internal communications and engagement. This included addressing 70 leaders from across the organisation at our cultural capability leadership forum, discussing the Voice to Parliament, our Reconciliation Action Plan and opportunities to strengthen cultural capability more broadly.

## Reconciliation

We are actively engaged with a variety of First Nations community related activities. Throughout Reconciliation Week (27 May – 3 June 2023), our teams participated in several educational, cultural and community activities, including:

- Cinema screening of 'The Last Daughter', a documentary feature film following First Nations woman Brenda Matthews' journey to uncover the truth about her past and reconcile the two sides of her family
- First Nations Panel Discussion with a diverse group of speakers who shared their personal experiences and the importance of reconciliation
- Celebratory morning tea at Webber House including Didgeridoo (Yirdaki) demonstration and discussion
- Sponsorship of the Frank Fisher Football Cup in Chinchilla.

## Development of DEIB Strategy

We were proud to launch our first Diversity, Equity, Inclusion and Belonging Strategy 2023-2025. The Strategy works alongside Anglicare's Reconciliation Action Plan, Strategic Plan, and Strategic Workforce Plan to allow Anglicare to achieve its mission and vision, by creating a more loving, just, and inclusive society. The Strategy focuses on leading by example; listening, reflecting, and responding to our people; and creating an open and transparent people-first culture.

## Multicultural Program

Anglicare has engaged with multicultural communities to deliver cultural competency training and valuable resources to both internal and external organisations – particularly those operating in the aged and community care sector. We aim to support providers to effectively communicate and work with aged care staff and consumers from Culturally and Linguistically Diverse (CALD) backgrounds.

2022-23 key activities included:

- Developed and delivered Inclusive Leadership training to seven CHSP providers across Brisbane and Toowoomba
- Developed and delivered Racism and Refusal of Care webinar to both internal and external participants
- Developed Inclusive Engagement Toolkit - a resource for CHSP and SSD providers that supports the inclusion and engagement of vulnerable or marginalised groups in our community.



## Our Impact



### Bob

Bob's wife Netty is a resident at Abri Residential Aged Care Home on the Gold Coast. Bob is full of praise for the wonderful care and support his wife receives.

"The staff have treated her like family. The support she has received has been fantastic."



### Neville

Neville and his partner have been foster carers with Anglicare for more than six years, and during that time have served approximately 20 children and their families and foster families as respite carers. They currently care for a family of four young people as long-term carers.

"Anglicare's foster care support teams have been brilliant in supporting us to provide care requirements for young people and helping us, as carers. We have work and business to manage, and without the support of Anglicare and training resources, we could not possibly take the step to provide service to the children and the community that is needed.

We are grateful for the staff who have been a part of our team who have all been compassionate, pro-active and caring towards our needs. We have an environment where the four children are thriving, and Anglicare has helped create that environment."



### Killara Respite Centre

Our Killara Day Respite Centre in Cleveland supports carers by offering short-term professional centre-based day care for the aged and people with a disability.

"The respite centre has been a life saver. Mum loves having fun there, and it gives me time back to achieve what I need to for myself while knowing she is in safe hands.

Mum is able to receive government funding, which helps ease the financial pressures a lot of carers would feel when it comes to seeking assistance."





## Grace

Grace is a past client of the Toowong Women's Homeless Service.

"Homelessness can happen to anyone. It was beyond my wildest dreams that I was one night away from sleeping on the streets. Thanks to Anglicare, I was spared the experience.

Sometimes life isn't always fair, and you can go through some rough times. There is no shame in asking for help. The work that Anglicare does is very important.

I am now writing a book to encourage others to never give up."



## Mark and Jenny

Mark and Jenny have been foster carers for 42 years, including the last 10 years with Anglicare.

"Since moving to Anglicare, we've received so much more support. They were always there to listen, and I haven't had a moment where I haven't been able to get a hold of them. It means a lot."



## Jennifer

Jennifer's late husband received palliative care support through Anglicare Southern Queensland.

"Anglicare were wonderful. They facilitated visits from interstate by his grandson and brother during a COVID-19 peak period.

It was very holistic. It wasn't just a focus on Pete, it was all of us. They were there with us, hand in hand. It's the most caring experience, that I've experienced, personally, from a supportive agency. Palliative care nurses are angels."

## Our Volunteers



### Sylvia (June) Murphy

#### **Volunteer, Administration Assistant, Home and Community**

June assisted with the Carnival of Flowers celebration by raising funds from the gardens. Across the 10-day period, June ensured there were always volunteers to help at the gardens. The owners of the gardens were delighted with the help from Anglicare volunteers. As a result, over \$12,000 was donated to Anglicare.



### Annette McArthur

#### **Volunteer – Homelessness Services, Youth Services (InSync) Children, Youth and Families**

Annette is an enthusiastic volunteer who leverages her extensive network across the Redlands region to procure donations for the betterment of the community. She diligently sorts and prepares the donations, crafts care packages, and provides invaluable assistance with gift wrapping during the holiday season. As a result of her hard work, Annette has been instrumental in fostering meaningful relationships with members of the community.



### Joanne Johnston

#### **Volunteer, Lifestyle Team Member, E.M. Tooth Residential Aged Care**

Joanne supports the Lifestyle team and has been a valuable team member since she commenced in 2017. She helps with the resident events and enjoys driving the bus so the residents can visit the local neighbourhood where many of them used to live, go to school and even camp as children. Her warm smile and kind words mean so much to the residents and staff that interact with her.







# Our People

**We know that people are our most important resource. We remain dedicated to creating a work environment that prioritises the wellbeing of our employees and fosters a culture of safety and excellence.**

## Employee and Volunteer Voices

We commenced our support for a First Nations Voice to Parliament via internal communications and engagement. This included addressing 70 leaders from across the organisation at our cultural capability leadership forum, discussing the Voice to Parliament, our Reconciliation Action Plan and opportunities to strengthen cultural capability more broadly.

## Excellence Awards

The organisation received close to 170 nominations for the second annual Excellence Awards – a testament to the hard work invested in delivering exceptional services, daily. By recognising each other's contributions, we foster a culture of appreciation that echoes the dedication, skills and commitment demonstrated by our staff members, volunteers, and community partners.

## Workplace Health and Safety

A number of outcomes were achieved this year, including:

- Redevelopment of the Health and Safety Management System (HSMS), including the creation of more than 38 new procedures, guidelines, and tools
- Introduced a revamped WHS Connect page, closely aligned with the HSMS. This enhanced platform now offers improved wellbeing resources and easy access to crucial WHS information
- Supported the 'Injury Hotline,' to minimise the impact of workplace injuries
- Responded to the introduction of the 'Managing the risk of psychosocial hazards at work Code of Practice 2022' (The Code). Including a comprehensive compliance audit and the initiation of work to address minor gaps within our HSMS
- Conducting an additional bariatric manual handling workshop, ensuring we remain adaptable and responsive to the risks identified in our services.

1,428

Home and Community employees

810

Residential Aged Care employees

414

Out of Home Care employees

279

Corporate employees

157

Social and Community Services employees







# Our Services



Meilene official opening



St John's 90th Birthday Celebration



## Residential Aged Care and Retirement Living

**We remain dedicated to delivering an exceptional standard of service to senior members of our community and their families.**

We were pleased to complete the \$19 million redevelopment of our Meilene residential aged care home in Bundaberg. The works included an additional 36 rooms including a 24-room Memory Support Unit, and significant refurbishment across the home.

Our St Martin's residential aged care home was recognised as highly commended in the Inside Ageing Future of Ageing Awards for our Specialist Dementia Care Program. This is testament to our ongoing commitment to providing the highest level of care and resident outcomes.

We look forward to extending the Specialist Dementia Care Program at our Abri home, following the successful application of \$5.5 million in Commonwealth funding over three years. This funding will enable us to

establish nine beds within a comprehensive, multidisciplinary care program, and is expected to commence operation in 2024.

This year, we also celebrated significant milestones of our aged care homes with St John's Home for Men in Toowong marking their 90th birthday, and our Abri home on the Gold Coast celebrating 40 years of operation.

Importantly, we started to implement new initiatives ahead of the upcoming national Aged Care Reform. This included the implementation of a Consumer Advisory Body and the Quality Care Advisory Body. These initiatives enable us to seek and understand the voice of the client to ensure our services continue to appropriately meet the needs of our valued residents.



Abri 40th Birthday Celebration

## Home and Community

**We remain a significant provider of home and community services, providing a diverse range of personalised care and support to over 31,400 Queenslanders.**

This year, we implemented several initiatives to continue to deliver our innovative and best-practice care services.

Including:

- Commenced pilot of a multi-channel communication platform, Hayylo, across our Brisbane South region to improve communication with clients and their representatives
- Implemented new recruitment strategies to increase frontline staffing workforce and enable us to support more people to live independently at home
- Implementation of a Consumer Advisory Body and Quality Care Advisory Body, enabling us to seek and understand the voice of the client to ensure our services continue to appropriately meet the needs of our valued clients.

We were thrilled to be recognised as a leading service provider and were, once again, awarded as one of Australia's most trusted brands in the Readers Digest Trusted Brands as well as ASCA Provider of the Year (Queensland). Additionally, the MPIP Team in Townsville was humbled to receive a nomination for the NAIDOC Award Nomination Community Service Award.

These awards are a testimony to our team's commitment to quality care and the wellbeing of our care clients.











Wear it Purple Day



Foster and Kinship Carers Week



## Out of Home Care

**Anglicare is committed to providing a safe and happy environment for children in need. We seek to provide nurturing environments where they can grow and flourish.**

We were pleased to be successful in obtaining \$495,000 over three years, to deliver the Next Steps Plus and Extended Post Care Support program in Gympie. Through this funding, we will support up to 65 young people who are leaving or have left care, to receive individualised support to secure housing, education, and employment.

We added our voice as a signatory to the PeakCare campaign calling on Government to get #SmarterNotTougher on youth crime laws. We remain firmly committed to working with the sector and members of the Queensland Parliament on strategies to reduce youth crime.

We continued to work with Community Controlled Organisations, to transition non-Indigenous carers, caring for Indigenous children, to ensure they are better placed to help connect them to culture and community. Our team also supported a Logan ACCO to prepare for and attain the first stage of HSQF certification as part of our commitment to journeying alongside First Nations communities and their self-determination.

Additionally, we established a Cultural Practice Lead position for our leadership team. This role was designed to bring an intentional, authentic voice to all leadership discussions and decisions, and support our vision to create the conditions for cultural excellence in our service delivery. The Cultural Practice Lead works with First Nations staff to review our identified position descriptions and establish a Community of Practice for First Nations allies.

Throughout the year we joined together to mark a number of community events, including:

### **Wear it Purple Day August 2022**

Our teams celebrated Wear it Purple Day by engaging in discussion and personal story telling to raise awareness of the issues faced by LGBTIQ+ young people and their community. The team created a mosaic art piece of the 'New Progress Pride Flag', as the colours represented our clients and ourselves as a team of diverse, individuals.

### **Foster and Kinship Carers Week May 2023**

Our Gympie team held two events including the annual Carer Celebration Event where we celebrated the achievements and dedication of our wonderful Foster Carers. We also held a Carer Recruitment breakfast in collaboration with Gympie Rotary Club to bring together local leaders and discuss the need for more carers to support local children.

### **National Sorry Day May 2023**

Our services teams took time to stop and reflect on the importance of National Sorry Day and our role in supporting children to connect with culture.





## Social and Community Services

**We are dedicated to improving the lives of individuals, families and children, with a focus on prevention and early intervention strategies to help people live their best lives.**

This year, we were pleased to commence our intergenerational playgroup in Hervey Bay in collaboration with our Kirami residential aged care home. Research shows that bringing people of different ages together in an intergenerational program can provide benefits for all involved. The program provides opportunities for children to learn from and connect with an older generation and it gives older people a sense of purpose and improved social outcomes.

Our Living Without Violence Team was directly approached by the Department of Justice and Attorney-General to submit a proposal to provide intensive court support for the new specialist Domestic and Family Violence Court. Our proposal was successful, and Anglicare will commence offering support when the Court opens in July 2023.

Our team designed and implemented the 'Kids Count' program, a specialist group for children who

have experienced domestic and family violence. The program brings together children to talk about domestic violence that they have experienced within their homes, as a way of healing and is currently being trialled in Inala and Strathpine.

We commenced planning and modelling for the practice framework and associated services for Anglicare's specialist Youth Homeless Accommodation Project to be built in Beenleigh. The project is currently seeking board approval and is expected to be delivered in late 2025.

In partnership with Social Care Solutions and close consultation with our frontline practitioners, we developed a bespoke training package around Diversity, Equity, Inclusion and Belonging specific to our practice in supporting vulnerable children, youth, families, and communities to reach their full potential.



## Mission, Research and Advocacy

**Anglicare Southern Queensland remains steadfast in its commitment to upholding our mission and values in seeking to create a more loving, just and inclusive society reflecting the life and teachings of Jesus.**

A new team was formed at the commencement of 2023, bringing together spiritual and pastoral care with research and advocacy to form Mission, Research and Advocacy. The team were pleased to welcome and integrate hospital and prison chaplains into the work of Anglicare at this time.

### Spiritual and Pastoral Care

Our chaplains, supported by committed volunteers, provide opportunities for reflection and inspiration, enabling individuals to welcome a life imbued with hope, purpose, and a sense of belonging as they move forward.

In addition to our existing chaplaincy work in aged care we commenced work to deliver proactive assistance to our colleagues in the Children, Youth, and Families team, along with their clients in foster and kinship care. Witnessing the positive impact of our specialised emotional support on staff and clients facing challenging circumstances was gratifying, and we remain committed to providing this invaluable service.

We continued in delivering annual remembrance services, the biography program, employee hotline support, and retreats for staff and pastoral carers throughout the year.

### Collaboration with Parishes and Schools

As part of the Anglican Church Southern Queensland a key focus of our work is growing relationships with parishes, schools, groups such as Mother's Union and GFS and

other faith communities. We do this by presenting the work of Anglicare at parish and school services and events. We continue to foster grass roots relationships between our services and the wider Anglican Church.

We value our relationship with Mother's Union and GFS both who make significant financial contributions to Anglicare. It is genuinely heartening to have such committed partners in our shared cause.

Our partnership with Thread Together and St Andrew's Anglican Parish at Indooroopilly, also continues to go from strength to strength. Through a mobile wardrobe and 'boutique' clothing hub, the service offers dignified access to brand new clothing, saved from landfill, to people who need it. This year the service expanded to over 50 Anglicare and other service providers and has directly assisted more than 8,476 people.

### Research and Advocacy

The newly integrated areas of research and advocacy generate and facilitate rigorous research and evaluation, for knowledge and for good, that contributes to our understanding of how we support individuals and communities to flourish.

We work in active partnership with others to hear and elevate voices of lived experience, and to advocate for and with others for a more just society.

Our projects, this year, have continued to reflect this approach. In a collaboration with the Life Course Centre at the University of Queensland, we have been working with young people in our InSync Youth Services to explore their experiences of home and homelessness through photography. The project will culminate in a launch and exhibition of the young people's artwork.

The Young Women's Voices project with QUT, Flinders University and four other Anglicare's similarly privileges the stories and experiences of young women themselves, to explore how youth justice and human services could be improved to generate better outcomes for young women.

Among other collaborative projects, we're also aiming to improve the care and lives of younger children in care (Enhancing Children's Journey through Out of Home Care, led by the University of Queensland); and our aged care residents (the national End of Life Directions for Aged Care, or ELDAC project, led locally by QUT; and the EMBRACE project, led by Monash University, which is exploring ways to ensure appropriate use of psychotropic medicines in residential aged care.









\$435,000

Total raised

970

Donations



# Government and Philanthropic Contributions

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## Tenders and Grants

Ongoing Government funding represents 63.1% of our total income.

We acknowledge our ongoing partnerships with state, federal and local levels of Government that enable us to serve our clients and communities, including:

- Department of Health
- Department of Social Services
- Department of Children, Youth and Multicultural Affairs
- Department of Education
- Department of Communities, Housing and Digital Economy
- Department of Justice and Attorney General.

## Fundraising

In 2022–23, we again delivered grassroots and community initiatives which lead to positive engagement with our donors across the board. We increased our focus on developing strategic programs and refreshing our team to ensure we lay the foundations for best practice fundraising in the future.

## Appeals

Our Christmas, Tax, and Easter Appeals raised \$128,000 to support safe accommodation for children in foster care, specialised accommodation for women and children experiencing homelessness, our homelessness services, accommodation for young people, and mental health and counselling support for survivors of abuse.

## Grassroots Community Fundraising

Our community fundraising activity involved direct engagement with services, Anglican Parishes, charity events, plus general donations, and raised \$175,000.

## Philanthropic Funds

We were successful in attracting philanthropic income from Trusts and Foundations including Australian Philanthropic Services (\$100,000), and The Walter and Eliza Hall Foundation Charitable Trust (\$23,000).

We also gratefully received program funding from the Second Chance Program Fundraising Group (\$36,000), The Toowoomba Chronical (\$10,200) and The Anglican Mother's Union of Australia (\$17,250).

## Regular Giving

Regular Giving includes monthly donation plans, including Anglicare Workplace Givers, and raised a total of \$41,000.

We would like to thank all our generous donors for choosing to support Anglicare Southern Queensland throughout the year. All donations, whether large or small, made an impact and helped us to support thousands of Queenslanders in need.

# Our Commission

The Commission provides governance and holds the responsibility for the successful operations of our organisation. The Commission is responsible for, and has the authority to determine, all matters relating to the policies, practices, administration and operations of Anglicare.



**The Most Reverend  
Dr Phillip Aspinall**  
Archbishop of Brisbane  
BSc; Grad Dip RE; BD (Hons);  
PhD; MBA



**Right Reverend  
Cameron Venables**  
Archbishop's Commissary  
Anglican Church Southern  
Queensland  
BA; BTheology



**Gary Brady**  
Chair  
BEcon; MBus (Mktg); GAICD



**Sue Cooke**  
Chief Executive Officer  
RN; MBA; MEd; Grad Dip.  
Cont. Ed.; GAICD



**Nicole Bunning**  
MBA; Grad Dip Psych; BBehSc;  
GAICD



**Professor Karen Healy**  
B Social Work; PhD; Grad  
Cert Applied Statistics; GAID;  
Member of Order of Australia



**Phyllis Marsh**  
GradCertIED, DipLM, DipPM



**Melanie Mayne-Wilson**  
GAICD, FGIA, MFIA, BCom



**Kim Rayner**  
RN; GAICD; MSc; MNg (NPrac);  
Grad Dip.Ng (Community); Grad  
Cert Ed & Training (Tertiary);  
Cert Ng (Sexual & Reproductive  
Health N.P); Dip. Social Science  
(D.D)



**Ken Thomson**  
MA; MEng; ACMA; CGMA



**Duncan Unwin**  
M. Information Systems; CiBCM  
(IFS); MAICD



**Austin Whittaker**  
LLMEntGov, LLMIntLaw,  
MDispResIn, GradDipSL, BA,  
DipPM, DipSRM, DipBus,  
DipPS, DipFC, DipGovtSec,  
DipGovtInv





We continue to support the most vulnerable members of our Southern Queensland community and treat all people with dignity, respect and care.

## Our Executive Leadership Team



**Sue Cooke**  
Chief Executive Officer



**Sandra Long**  
Chief Financial Officer



**Nick Hansen**  
Chief Operating Officer,  
Aged and Community  
Services



**Jason Ware**  
Chief Operating Officer,  
Children, Youth and  
Families



**Anna Zilli**  
Chief People Officer



**Barry Mather**  
Chief Digital Officer



**Chloe Henry**  
Chief Client Officer



**Stephen Harrison**  
Director of Mission,  
Research and Advocacy





# Financial Report

## Anglicare Southern Queensland Consolidated Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2023

	2023 \$'000	2022 \$'000
<b>Revenue from continuing operations</b>		
Revenue from contracts with government	181,940	166,077
Revenue from contracts with clients	94,199	86,511
Interest revenue	3,000	412
Revenue from trust funds	338	153
Realised investment properties gain	1,160	-
Change in value of investments	-	(74)
Other revenue	11,887	12,550
<b>Total revenue</b>	<b>292,524</b>	<b>265,629</b>
<b>Expenses from continuing operations</b>		
Employee expenses	(207,842)	(197,537)
Client services expenses and consumables	(59,951)	(52,547)
Depreciation expense - non Right of Use assets	(6,502)	(6,185)
Depreciation expense – Right of Use assets	(5,895)	(5,952)
Rates and service fees	(3,584)	(3,363)
Other expenses	(5,196)	(2,008)
Net loss on disposal of property, plant and equipment	(105)	(99)
Change in fair value of investment properties – increment/(decrement)	(1,196)	272
<b>Total expenses</b>	<b>(290,271)</b>	<b>(267,419)</b>
<b>Profit/(Loss) for the year from continuing operations</b>	<b>2,253</b>	<b>(1,790)</b>
<i>Items that will not be reclassified to profit and loss</i>		
Revaluation of property, plant and equipment	-	10,666
<b>Total Comprehensive Income/(Loss) for the year</b>	<b>2,253</b>	<b>8,876</b>



# Anglicare Southern Queensland

## Consolidated Statement of Financial Position

As at 30 June 2023

	2023 \$'000	2022 \$'000
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents (unrestricted)	45,000	41,751
Cash and cash equivalents (restricted)	71,042	84,233
Trade and other receivables	19,857	11,100
Other assets	2,051	1,965
<b>Total current assets</b>	<b>137,950</b>	<b>139,049</b>
<b>Non-current assets</b>		
Other receivables (unrestricted)	24,156	24,386
Other receivables (restricted)	4,041	4,227
Investment properties	150,260	149,959
Property, plant and equipment (restricted)	141,921	133,082
Property, plant and equipment (unrestricted)	43,061	47,430
Right of Use Property, plant and equipment	10,027	7,925
Financial assets at FV OCI (restricted)	478	443
Other assets	99	39
<b>Total non-current assets</b>	<b>374,043</b>	<b>367,491</b>
<b>TOTAL ASSETS</b>	<b>511,993</b>	<b>506,540</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	34,468	39,405
Employee entitlements	21,803	23,866
Other financial liabilities	205,195	203,648
Right of Use liabilities	3,756	4,547
Provisions	15,386	10,694
<b>Total current liabilities</b>	<b>280,608</b>	<b>282,160</b>
<b>Non-current liabilities</b>		
Employee entitlements	3,414	2,486
Right of Use liabilities	6,360	2,605
Provisions	666	736
<b>Total non-current liabilities</b>	<b>10,440</b>	<b>5,827</b>
<b>TOTAL LIABILITIES</b>	<b>291,048</b>	<b>287,987</b>
<b>NET ASSETS</b>	<b>220,945</b>	<b>218,553</b>
<b>FUNDS</b>		
Retained earnings	169,426	167,511
General reserve	2,727	2,588
Trust reserve	15,339	15,001
Asset revaluation reserve	33,453	33,453
<b>TOTAL ACCUMULATED FUNDS AND RESERVES</b>	<b>220,945</b>	<b>218,553</b>







We are proud to have been recognised in the Reader's Digest Most Trusted Brands survey in the categories of Aged Care and Retirement Villages, and Home Care – Queensland.

We are humbled that our staff have been recognised for their dedication and would like to thank all our clients for trusting us to be your care provider.



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