

A close-up photograph of a bright green caterpillar with a thin black line running down its back, clinging to a large, light green leaf. The background is a soft-focus green, suggesting a natural, outdoor setting. The overall image conveys a sense of growth and transformation.

Transforming Lives

Anglicare Central Queensland Annual Report 2011/2012

We exist to assist individuals,
families and communities to live
life to their fullest potential.



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Bishop's Foreword



The Anglican Bishop of
Rockhampton



The Right Reverend GC Fryar
Bishop of Rockhampton

One of the great characters in the New Testament, soon after the time of Jesus, was Barnabas.

He was known as a good man, full of the Holy Spirit and faith. He was also generous.

When some money was needed to assist the work of the apostles and the early Christian community, Barnabas sold a field that he owned and gave away the proceeds to help further the work of the Kingdom of God.

He knew that it was more blessed to give than to receive.

He was also known for the generosity of his judgments about other people. He once decided to keep on someone who St Paul felt should no longer take a leading role in their work because of an incident when that person had failed.

Barnabas was proved right and the man concerned rose up to do great things after all...no wonder he is still known as 'the son of encouragement!'

Anglicare Central Queensland, as proclaimed in its purpose statement, exists "to assist individuals and communities to live life to their fullest potential." Like Barnabas, Anglicare strives to see what people could become rather than just how they are when things are tough, and like him it seeks to help them transform their lives.

I am always grateful for the work of the CEO, the staff and volunteers of Anglicare CQ as together with the Diocese of Rockhampton we seek to encourage and enrich people's lives.

+ *GC Fryar*
Bishop of Rockhampton



Chair Report

The 2011-12 year was one of some change at Anglicare Central Queensland. I resumed as chair in February and extend my sincere thanks to Scott McGregor for his 12 months at the helm and to all Board directors for their contribution and support throughout the year.

Further change was experienced when our CEO of three years, Dr Philip Shade made a decision to move back to Western Australia. Philip made a great contribution in his time here, and our best wishes are extended to him and Kathy for the future. I thank Lance Laphorn for acting as CEO while we recruited, and am pleased to welcome Suzie Christensen to the role commencing in the 2012-2013 year.

This year the Board focussed its governance role on both strategic planning and risk management. The board is actively assessing its future role in social housing with growth expected in the sector from both government and private initiatives. The Board is keen to increase untied revenue available to the organisation to compliment our funded services, through both fundraising and partnerships. We look forward to growing our services to truly make a difference in the lives of others.

Year at a glance

We continued to pursue our four primary program areas: Providing a Home, Supporting Young People, Strengthening Communities and Parish Partnerships. Across the region our dedicated staff have supported 11,643 individuals, children, youth and families in some way.

1142 people were assisted to secure accommodation – from those in immediate crisis, those in transition to medium or longer-term solutions and others whose income simply cannot support the increasing rents of the private market. Where there is need, clients are supported with a range of wrap-around services such as budgeting advice, counselling and family support, and referral to other service providers.

We also continue to assist 491 children and young who cannot live with their parents find homes with foster or kinship carers, or in intensive cases in

residential care. We appreciate the contribution that these volunteers and support workers are making to society and the lives of the children they care for.

Our communities' portfolio encompasses a diverse range of services including; childcare, indigenous support, youth work, offender re-integration, domestic violence, mental health and disability support.

Through parish partnerships Anglicare CQ supported our tireless volunteers through the Easter Cent sale, Christmas wrapping and hamper distribution, emergency food provisions and access to clothing and other items through the Bargain store and our regional offices. Our warm thanks is extended to the volunteers again for their efforts.



Tom Ferris
Chair of the Board, Anglicare Central Queensland



Service

Our primary focus is on service to the community and each other. We believe serving is an attitude, a desire to assist others, which underpins all our relationships.

Hope

We work with people to shine a light of future possibilities in their life. We plant seeds of confidence and nurture them to encourage good and meaningful choices. This generates a sense of independence and freedom. We believe hope related to DOING nurtures hope related to BEING.

Compassion

We have genuine concern for the hurt and suffering of people in our communities. In working with individuals we act wisely to bring relief to their circumstances in whatever way we can.

Social Justice

We advocate on behalf of the poor, vulnerable and/or disadvantaged in our communities. In doing so we seek to achieve equity, fairness and recognition of the worth and dignity of people, free from discrimination.

Healing

We assist people on their journey of healing. In doing so we provide unconditional, positive support to foster release of hurt, forgiveness and strengthening of the whole person.

Our Values



Banana Shire's Big Arvo Out



It was billed as a Big Arvo Out, and Banana Shire youth did not disappoint as 400 young people descended on Biloela for the National Youth Week event on April 20.

To an observer, these kids were doing what teens do: dancing and moving to the groove of musicians including Brisbane's Vibe Tribe; putting their skateboard and BMX skills; playing laser skirmish and footy; having a ball.

But while it looked and felt like 'fun', there was an underlying serious side, said Anglicare Youth Coordinator Terrica Strudwick whose role is funded under Queensland's Department of Communities, Youth at Risk Initiative (YARI).

"Our program offers opportunities to socialise, participate in activities they wouldn't normally access, learn practical life skills and create a supportive network, all of which help build confidence and self-belief," Terrica said.

"Beyond the entertainment, we were spreading positive mental health messages.

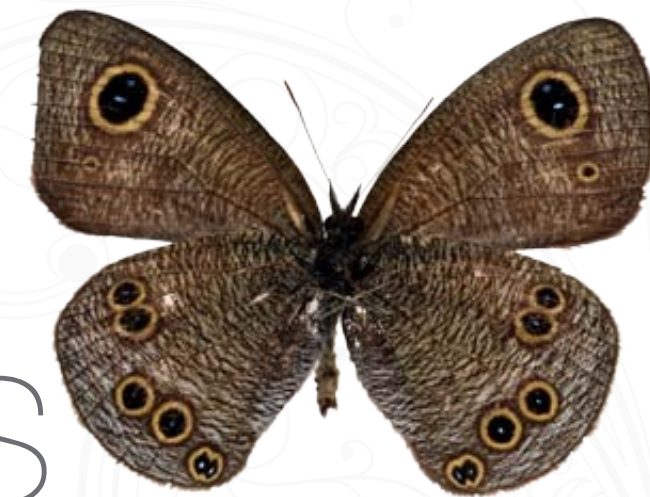
"Many of these young people face quite serious bullying via social media which undermines any sense of self-worth. Then there's the issue of employability: there may be a mining boom happening, but if you're unskilled, you haven't much chance of a look-in for a job. The mining boom is also creating a squeeze on rental affordability. Combined that's a lot of pressure on young people.

Anglicare Central Queensland organised the Big Arvo Out in partnership with Banana Shire Council with funding assistance from Youth Beyond Blue and Queensland's Department of Communities.





Jim* thanks his lucky stars



Released from jail after four years, he was without family and in a town unknown to him.

It was confronting.

“A lot of things had changed in that time; I’d become a bit institutionalised; and I really needed to get back on my feet.

“But I was on Anglicare’s radar about 12 months before my time was up, as part of its offender re-integration program.

“That meant when I was released, I had somewhere to sleep other than a park bench. I had a roof over my head, I had people who believed in my ability to re-integrate, who could help me get back into day-to-day activities like shopping and link me with other community supports”.

Jim lived in one of Anglicare’s community managed studio units for four years before moving into his own private rental.

And he found employment within a fortnight of his prison release.

Jim’s still singing the praises: “I have nothing but admiration for the people who supported me, who were only a phone call away when I most needed help.”



*Names have been substituted for privacy



Supporting families



When Neil*, Kathy and their four sons turned up at Anglicare Central Queensland’s Family Support Services office in Rockhampton, both husband and wife thought it was the end of the world.

A series of events had swept away life as they knew it. Neil had lost his job; he’d also been diagnosed with a psychiatric illness. Kathy had become his full-time carer. They’d run out of savings, which led to them being behind with rent—and soon after, evicted from the house the boys had called ‘home’ for years. In a moment of utter frustration, Neil had lashed out at one of the kids, breaking the child’s arm. Child Safety was now watching them. Kathy and the boys were staying with friends: Neil was on his own.

Stepping through Anglicare’s Family Support Services’ door was the first step towards reuniting a fractured family.

“Once it was assessed that Neil had no history of violence, it was important to bring the family together under one roof, for everyone’s sake,” caseworker Sam said.

“Anglicare was able to do that. Weekly visits further support the family and we’ve linked them into other agencies that can help with relationship counselling and mental wellness. Gradually they are standing on their own feet, and as they become stronger as a unit, we’ll be able to help them seek alternative accommodation and gradually let them get on with their lives.”

Cost of living demands alone are driving more and more families out of rental properties, onto the streets and seeking emergency accommodation assistance—but Anglicare Central Queensland can only do so much with eight emergency accommodation properties in Rockhampton.



*Names have been substituted for privacy



School's IN



Phone calls from school principals are not unknown to Gladstone's Mellissa Holzheimer.

It often means one of Anglicare's residential care program charges is in trouble: her team look after up to six 12 to 18 year olds who are under child protection orders and have complex behaviours.

So imagine how Mellissa beamed when she heard instead: "Jaydn* deserves an A for effort and behaviour; he's really working well. I thought you should know he's receiving a 'Most Improved Student' award".

"Routine, boundaries, stability: that's what's making the difference for Jaydn and kids like him," says Mellissa.

"When he came to us two years ago, Jaydn was malnourished, sleep-deprived from night after night of listening to parents argue and he'd missed so much school that, at 11, he could barely read."

"Most young people who come to live with us are often just trying to make it through the day. School is not a priority. They can't see how their future can change—but we believe it can, if they put their minds to it."

"Little steps at a time are the secret to success. For the first time, every single one of our kids is going to school: not one is excluded, on suspension or skipping school."

"That's a monumental shift because what they're doing is making something better of their future: learning; so that when they finish school, they can get jobs, they can earn a regular income and they can break a cycle of welfare support and they can believe in themselves."



*Names have been substituted for privacy



A place to call home



From the outside, Kyrie Eleison House looks like any other high-set Rockhampton house but what goes on inside is creating everyday miracles.

Kyrie Eleison House is home to four teenagers who, thanks to the care and support of Anglicare Central Queensland’s residential program, have a roof over their heads and are learning important lessons in life like trust, respect and faith in themselves and in others.

These are kids who have experienced trauma beyond their years, who don’t have a place to call home and can’t be placed in traditional foster family settings.

Kids like Sally, 14, who never knew the warm glow of praise and grew up thinking she was ‘bad’ and ‘at fault’ for everything. Judicious praise for good behaviour and learning that everyone makes mistakes—and that it’s through mistakes that one truly learns—have seen Sally mature into a model student, passionate about science and sport.

At Kyrie Eleison, staff become the trusted ‘aunties’ and ‘uncles’ who guide their charges through the turbulent teens, addressing behavioural issues, teaching them living skills and responsibility in a safe environment they can call ‘home’.



*Names have been substituted for privacy



Many hands...

Improving education is a ‘must’ if the gap between indigenous and non-indigenous Australians is to be truly closed.

In Biloela, Lisa Wiliams works with Gangulu Elders, the traditional owners of the land, indigenous families and both the primary and high schools to create a positive learning environment.

But the Parental and Community Engagement Program (PaCE) is so much more than monitoring student attendance and academic achievement.

It also builds bridges of cultural understanding.

One recent community activity literally had a hands-on impact, as Gangulu artist James Waterton encouraged participants—Indigenous and non-Indigenous—to place their handprints on a mural, in a show of unity.

The two-day cultural workshop involving 30 Indigenous families, six Elders, principals, staff and students from the town’s primary and high schools, and other community members, also included traditional games, boomerang throwing, didgeridoo making and painting, and traditional dance.

As parent Jessie James says: “Lisa helps the students get back a connection with the land, hearing Dreamtime stories from the Elders, getting involved in Indigenous activities more than in the past and strengthening parents in our community.”



That’s an observation educators are recognising as well, as Barbara Harch, Biloela State Primary School’s deputy principal, notes: “Since this program has begun, Indigenous parents are more likely to be part of the school system and are beginning to form more positive partnerships with the teachers.”

Anglicare’s PaCE program is funded by the federal Department of Education, Employment and Workplace Relations (DEEWR).



Every family



While business analysts laud central Queensland's mining boom, Anglicare sees a different side: the struggle of low to middle income families to keep a rental property.

2010 Queensland Father of the Year Nathan Woods and his wife Janine are among them.

Nathan and Janine have three young children of their own and foster another three. Nathan works 30 hours a week.

Providing a secure and safe environment in which children can grow-up confident is a core value.

But in late 2011, Nathan had to admit they could no longer afford to rent in the private market where a four-bedroom house cost at least \$500 a week thanks to the mining boom.

They turned to Anglicare Central Queensland for help to find affordable accommodation. It took some months—rental agents and investors prefer the new workers with their high incomes—but in February 2012, Anglicare secured such a four-bedroom house for the Woods family.

The Woods will hopefully be selected as long-term tenants in a property made available by the National Rental Affordability Scheme.

Meantime, Anglicare Central Queensland will be there, supporting the Woods' foster care and housing needs.



Financial Report

The 2011/2012 financial year has been positive for Anglicare Central Queensland (ACQ), even though the operating result was a deficit of \$115,066, as prior year surpluses were expended on various programs such as disaster recovery. The expenditure as planned in the 2012 financial year has increased by \$283,082 in comparison to the 2011 financial year.

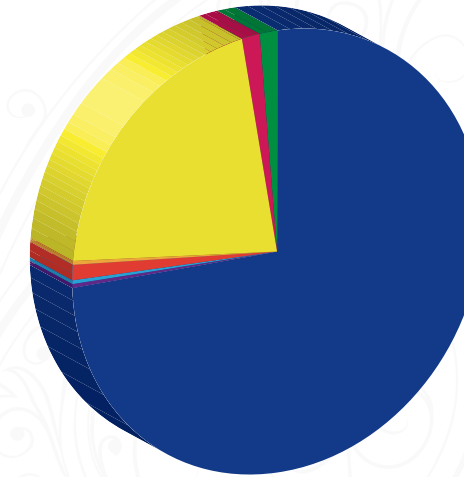
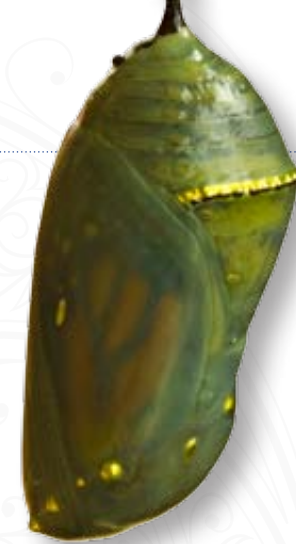
The good news stories within the annual report provide a wonderful snapshot and demonstrate the positive financial year for ACQ, as we create social value within the Central Queensland community with the expenditure of \$13.8 million.

The year ahead is positive but shows some uncertainty as competition continues to increase for scarce government funding. The change in the Queensland Government also creates uncertainty, as major financial reform is being undertaken. The reforms with the Not For Profit Sector will more than likely bring about some changes to Anglicare Central Queensland in regards to financial reporting, in the notion of a charity is defined and items such as tax exemption status are discussed. Some uncertainty also still exists around the introduction of the Modern Awards and what this means for the sector.

At the end of the 2012 financial year ACQ is financially sound and is in a position to step up to meet those challenges to ensure the people we assist in our community will continue to be supported through uncertain times.

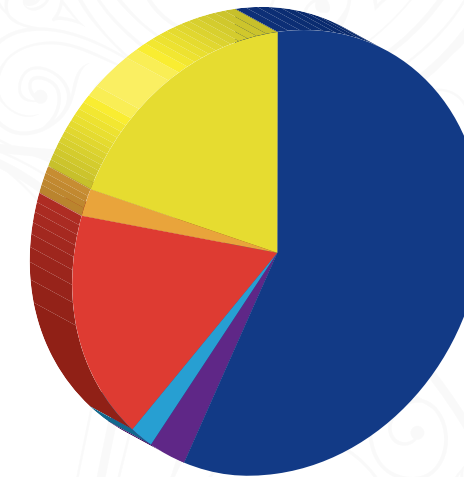
Lance Laphorn CPA

Finance Manager



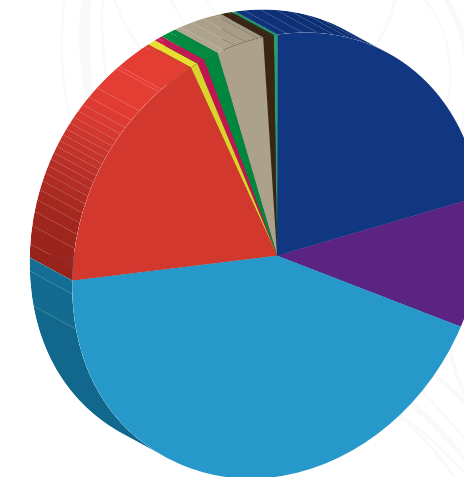
Revenue

74.58%	Grant Revenue	20.78%	Rental Property Income
	\$10,348,500.00		\$2,883,729.00
0.37%	Fundraising/Donations	1.35%	Child Care Fees
	\$50,801.00		Child Care Benefits
0.27%	Fee for Service		\$186,786.00
	\$37,967.00	1.24%	Other
1.12%	Interest		\$172,673.00
	\$155,552.00		
0.28%	Bargain Centre Sales		
	\$39,289.00		
		Total	\$13,875,297.00



Expenditure

57%	Employee Expenses	2%	Carer Payments
	\$8,040,177.00		\$320,892.00
3%	Motor Vehicle	18%	Other Operating
	\$459,448.00		\$2,497,340.00
2%	Emergency Relief		
	\$288,580.00	Total	\$13,990,363.00
17%	Rental Property Expenditure		
	\$2,383,926.00		



Government Funding Partners

22.96%	Department of Communities	0.60%	DEEWR
	\$2,375,722.00		\$62,252.00
9.23%	Department of Communities - Housing	1.09%	Department of Community Safety
	\$955,661.00		\$113,173.00
43.19%	Department of Communities - Child Safety	3.56%	Department of Families, Housing, Community Services & Indigenous Affairs
	\$4,469,566.00		\$368,725.00
17.71%	Department of Communities - Disability Services	0.89%	Kestrel Mine
	\$1,833,093.00		\$91,818.00
0.13%	Banana Shire Council	0.19%	Other Grants
	\$13,105.00		\$19,851.00
0.44%	Centrelink		
	\$45,534.00	Total	\$10,348,500.00

Anglicare Central Queensland

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Western Region

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Emerald Office

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Blackwater Office

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Blackwater Qld 4717
Phone: (07) 4982 6535

Winton Office

57 Elderslie Street
Winton Qld 4735
Phone: (07) 4657 1734

Barcaldine Office

82 Ash Street
Barcaldine Qld 4725
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Southern Region

Gladstone Office

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Biloela Office

79 Kariboe Street
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Moura Office

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Support Services

Rockhampton Office

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