

Anglicare Central Queensland exists to  
assist individuals, families and communities  
to live life to their fullest potential.

## Annual Report 2012/2013



# Bishop's Foreword



The Anglican Bishop  
of Rockhampton



Every now and then someone in the world catches the imagination of millions and millions of people, and somehow through their integrity and the generosity of their judgments and actions, the lives of ordinary people are touched and enriched.

One of the great figures of our time is undoubtedly Nelson Mandela, now a very frail old man who was once the President of South Africa, and who in spite of imprisonment and ill treatment for many years, chose the pathway of reconciliation with those who had been his enemies in the struggle against apartheid.

Most people can't influence the world on that scale, but each of us can touch the lives of some people if we are prepared to put aside our own self-interest and choose the Christ-like way of humble generosity.

In many ways Anglicare Central Queensland through its dedicated management, staff and volunteers seeks to do this, quietly making a difference and touching people's lives for good.

+ *GC Fryar*

The Right Reverend GC Fryar  
Bishop of Rockhampton

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# Chair Report



The Board of Anglicare Central Queensland continued in its role of providing strategic oversight, monitoring and risk management this year. Our annual workshop was held at Rosslyn Bay, providing an opportunity for directors to dedicate a weekend to strategic matters. The strategic plan was reviewed and amended, including key performance indicators, with a reaffirmation of the importance of increasing the profile of the organisation and developing untied funds to ensure financial sustainability. Changing governments and new directions in housing and consumer directed care will provide challenges and opportunities for Anglicare CQ into the future. An evaluation of Board performance was also considered with key areas for improvement identified.

This year we said goodbye to Fr Cameron Venables, and thanked him for his dedication to Anglicare over the years. Bronwyn Fredericks and Fr Mike Donaldson joined the Board. Attendance at Board meetings has been solid, with our regular meetings occurring monthly. The Finance and Audit committee comprising Scott McGregor (Chair), Sue Lancaster and myself also met monthly, and have overseen an improvement in housing debtors this year. I would like to extend my personal thanks to all Board Directors for their time and commitment to the organisation, volunteered so willingly.

This financial year we also farewelled Dr Philip Shade, our CEO of three years, and welcomed Suzie Christensen to the role.

This will be my final report as Chair of Anglicare Central Queensland. I have enjoyed almost ten years on the Board, and five as chair, and believe that the service we provide to some of the most disadvantaged children and families in the region is truly worthwhile. I wish the organisation every success for the future.

Tom Ferris  
Chair of the Board, Anglicare Central Queensland





# CEO Report

I am pleased to provide this my first report as CEO of Anglicare Central Queensland. It has been wonderful to join a team of such talented and dedicated people. Some of the highlights of the year are presented throughout this report – the stories of how we've touched the lives of individuals in some way, representing the ethos of Anglicare Central Queensland.

We continued to provide homes for families and individuals through programs in partnership with the state government, from crisis accommodation to medium and longer term support. An increasing number of affordable housing properties have come on line through the National Rental Affordability Scheme (NRAS), filling a real community need. The Queensland government has signalled intent to transfer up to 90% of its social housing portfolio to community organisations, thus housing will continue to be an important priority and potential growth area for our services.

Our youth support coordinator (YSC) service and youth development officers (YDO) in the Western and Southern region have continued to contribute to the lives of youth at risk through group work and one-on-one support. Several camps were held under the Momentum Youth camp banner, a project proudly supported by Rio Tinto through the Kestrel Mine Community Development fund.

Our community recovery funded mental health programs drew to a close at the end of the financial year. Hundreds of hours of support was provided to communities and individuals affected by the floods. Despite the funded term drawing to a close, strong need still exists in our rural and regional towns for this service due to the impacts of repeated natural disasters along with the downturn in the mining industry. The Healthy Minds program continues to meet some of this need, but more resources are required.

Both of these our long term programs are the subject of recommissioning by the Queensland government. Work has commenced to reposition our youth and mental health services to meet government priorities and continue to support central Queensland communities into the future.

In Rockhampton, the family intervention team continues to offer counselling and group programs such as parenting classes, and completed a pilot program for domestic violence support this year.

Our Lifestyle Support Options program continues to assist the lives of people with disabilities in the Biloela region. The team is considering initiatives required to change our focus to more consumer directed care, and to become a provider of such under the future NDIS.

Anglicare Central Queensland's out of home care programs recruited, trained and provided continued assistance to the wonderful carers giving young people in need a home. Our residential services in Gladstone and Rockhampton delivered specialist care to young people with higher needs.

The staff and volunteers of Anglicare Central Queensland are a dedicated, highly professional and compassionate group of people. I thank them for their commitment to the vulnerable lives we support.

On a final note, I would like to thank Tom and the Board for their support during my first year at the helm. I wish Tom all the best for the future, he has left a strong legacy and the foundations for ongoing success.

Suzie Christensen  
Chief Executive Officer

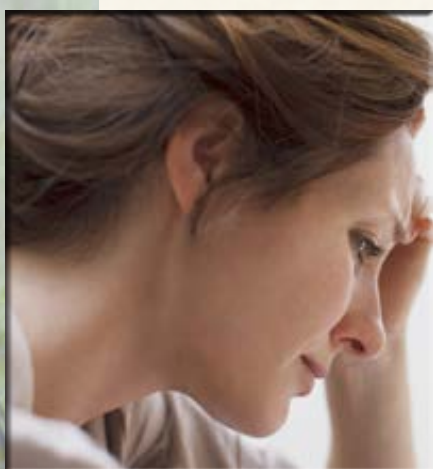
2689 members of the community assisted through Emergency Relief Programs



# Life's light helps Family unite

Five years ago, Jenny's life was at an all-time low.

Her marriage over, the stress took its toll on her mentally and physically and Julie's three children were removed from her care.



"I loved my kids but I just couldn't function, I couldn't feel. It was a dark scary place to be."

A referral from the Department of Child Safety linked Jenny into Anglicare Central Queensland's Healthy Minds Program, an initiative that not only provides counselling but teaches participants coping strategies and offers support as they learn to deal with life's curve balls.

"From that very first session, I felt different," says Jenny, 31.

"The counsellor let me cry it all out. There was no judgment. The biggest learning was that my circumstances weren't all of my making: it wasn't my fault that I was sick and needed help."

Limited supervised access to her children made Jenny all the more determined to better manage life's stressors. She learnt relaxation techniques and undertook a range of psychological therapies to deal with her depression, anxiety, post-traumatic stresses and obsessive compulsive tendencies.

As Jenny became stronger and better able to manage her emotional issues, she was reunited with her two older children.

"Sometimes I'd stumble sideways but Anglicare was always there to get me back on track. It's not just that the staff are there in a physical sense, they are really with you, there to help – and still there if I need reassurance."

In mid-2013, Jenny won back the custody of her youngest child. She's a very happy young woman with her eyes set on the future, raising her family and completing the bridging studies for university entrance in 2014.

"From a dark scary place, I've emerged and see that what lies ahead promises a full life, and that's thanks to Anglicare and the Healthy Minds Program."



# A place to really call 'home'

Anglicare Central Queensland research shows rents in some parts of the region are substantially higher than in Brisbane—and well beyond the capacity of singles on Newstart, Austudy or Youth Allowance.

That trend has seen increasing numbers of low income households turn to Anglicare for help to get a roof over their heads.

But one family assisted in 2013 emphatically believes in earth-bound angels following Anglicare Central Queensland's intervention and support.

Chrissie, recently separated and with three young children, was in hospital in Brisbane recovering from surgery when flood waters hit parts of central Queensland in early 2013. Her few belongings were lost.

Discharged from Brisbane but needing regular medical follow-ups in Rockhampton meant she couldn't return to her neighbourhood, half an hour away.

"The day I walked into Anglicare I was feeling so low, all the more because I was having to ask for help and didn't know what to do, other than knowing I needed to keep my family together and housed," says Chrissie.

Crisis housing was quickly sourced for Chrissie and her youngsters, close to the hospital and to a bus stop on the route to her old neighbourhood.

"I was determined that the kids had been through enough with me being so very sick. I didn't want any more disruptions for them. I wanted them to be able to go to the same school, have the same friends, know the teachers."

It meant early starts and some long walks for Chrissie, who doesn't drive, but she was adamant that a stable safe environment for her children came first.

Meanwhile Anglicare helped Chrissie put together her case for assistance under the federal National Rental Affordability Scheme which subsidises privately-owned rental housing.

Chrissie is now back in her neighbourhood, living in a new four-bedroom house within easy walking of the children's school and their friends.

"I don't think I'll ever be able to thank Anglicare enough for the support given, for respecting my wishes for the children – and for helping me start afresh.

"We really do have a place we call 'home' now."



953 people were provided homes



# The power of positive channelling



The early teen years are a torrid time as hormones run amok and peer approval is all-important.

That's why Anglicare has Youth Support Coordinators in six Central Highlands' schools, helping prevent youth from finding themselves on the wrong track.

One of those schools is Capella State High, situated 50 kilometres from Emerald with a student population of just 140 students; many from surrounding rural properties.

About 25 teens, mostly in Years 8 to 10 and considered 'at risk' of disengaging from school, regularly take part in Anglicare's Youth Support Coordinator service which visits the campus twice weekly.

Principal Ray Clarke says the program's difference can't be measured simply by school attendance and student attitude (although both appear to have improved).

"The real outcomes are likely to be seen in years ahead because the students, in their small groups, are learning skills that will be with them for a lifetime. They gain the capacity to stand up for themselves and communicate effectively, to accept constructive criticism and responsibility, and not to let minor things turn into catastrophes. In a word, they gain resilience," Mr Clarke says.

Hayley Gardner, one of the region's two Anglicare youth support coordinators, says emphasising the positives every individual has within them is a key to success.

"We look to harness abilities, tap into their interests, take them away from the worries they have — or get them into perspective — all the while channelling energies away from negative influences like truancy or vandalism," she says.

Aerosol painting workshops, for example, have proven a real winner.

"Art therapy is known to work. We use it in a form that suits adolescents, but instead of thinking to tag walls, our kids learn how to create art that will be noticed and appreciated — whether it's on skateboard or a canvas!"

At the end of the day, Anglicare's Youth Support Coordinators hope their involvement in the education system, working in remote areas with scarce youth services, will help shape future leaders capable of making positive choices, displaying healthy behaviours and enjoying strong family and community relationships.



# Tackling a weighty life issue

Australians are obsessed with food as evidenced by the ratings of TV programs, sales of cookbooks... and the population's expanding girth.

Australian Institute of Health and Welfare statistics confirm three out of five adults — and one in four children — are overweight or obese.

Obesity is alarmingly over-represented among Australians living in outer regional and remote areas and is now the third biggest contributor to poor health, after smoking and high blood pressure.

Anglicare Central Queensland has blended the popularity of the food culture with vital life skills to create popular after-school and holiday activities for youngsters including Kidz Kitchenz Rulz.

"The kids have so much fun they don't realise that they're 'learning' important lessons for life like hygiene or good food choices," says Barcaldine youth-at-risk worker Jade Fickling.

Participant PJ, 10, who is a dab hand at making pita-based pizzas and hamburgers packed with salad for his family, maintains he has learnt — but his answer may surprise...

"The special ingredient for cooking is effort — and it's worth it!"



# Grass seeds independence



It's not every day that you meet a woman who's radiant about the fact that she mows her own lawn: for most, it's another chore!

But for Jodi, 34, that task brings with it a great sense of achievement.

Jodi has spina bifida: she was born with a damaged spinal cord affecting her mobility.

That's what makes mowing the lawn or shopping herself truly awe-inspiring.

"Anglicare Central Queensland's lifestyle support options help me get the most out of my life," says Jodi, who lives independently in her own home.



Lifestyle support options focus on providing clients with life skills training, encouraging community participation, supporting clients' individual needs and empowering their decision-making.

"I have carer support come in and help me with things I can't do, but there are more and more things that I can do," says Jodi.

"Whether it's showering, or being responsible for my medications, baking or paying the bills – these are all things I now can do because Anglicare has encouraged me to try to do things myself and that's given me so much courage and confidence."

Next on Jodi's list? Finding volunteer work fulfilling administrative duties.

"I'm not as self-conscious now and I know that in doing office work, I won't be just satisfying a need to be busy but a real desire to meet and work with other people."

Good luck Jodi!



# Building trust through the power of animal therapy



International research repeatedly shows the therapeutic benefits that domestic pets —dogs, cats, guinea pigs, even gold fish—provide: they ease loneliness, reduce stress, encourage playfulness, offer unconditional love and never, ever, interrupt a conversation.

But residential care settings don't allow for pets and therein lay a real problem for Anglicare staff working with teenager, Tayla\*.

Tayla had grown up with a menagerie of animals. She trusted them more than she trusted people. After all, her furry friends had never bullied her.

Placed in residential care under a child protection order, Tayla was lost without her animals and became increasingly withdrawn.

It was time for some creative thinking. Anglicare staff asked around the pet stores and animal refuges on the Capricorn Coast to see if there were any volunteer opportunities.

"Volunteering is a good character building experience and Tayla, like lots of kids in care, found it difficult to communicate with those around her because of the protective barriers she'd put up around her," says case worker Shaun.

"Her weekly stint at the shop helped break down those barriers, open up and become more communicative about how she was feeling.

"Doing chores like cleaning animal cages and restocking shelves is offset by being able to stroke, hug and play with animals to her heart's desire and what we've seen emerge is a much more content and happy youngster."



4570 contacts made with clients to provide disability support



# 'Man cave' principle supports male carers



Typically, the word 'carer' conjures up an image of a woman. That's a societal stereotype. But it's far from reality as foster carers particularly know.

Anglicare Central Queensland this year took that oversight and 'man-scaped' it, running its first Therapeutic Crisis Intervention (TCI) men's group for five male foster carers.

Trainer Bruce Manly said TCI training helped foster carers better understand and deal with the emotional needs and behaviours of kids in care suffering from complex trauma.

"Male carers typically are holding a job – just like dads do. Many do shift work. They come home and are thrown into a caring role – only for some of these children, the behavioural issues are more intense because of their life experiences," said Bruce.

"They need to know how to defuse situations – and their own responses—and we felt men were missing out because they didn't have the time and found it difficult to open up in larger groups of both male and female carers."

Foster carer Jim\* said he valued the men's group concept mostly for its focus.

"With a few kids in my care at home, taking 'me' time is not something that's easily achieved, yet we're told how important it is to do. The half-day approach was a good investment in time for me," Jim said.

"There was also a sense of mateship, being in a small group of fellas.

"Fostering isn't easy but it's my decision and my life. I enjoy a challenge and seeing the benefits that emerge. Courses like TCI men's group give us the back-up we need in a caring role that's always changing."





Anglicare Central Queensland  
PO Box1394  
ROCKHAMPTON 4700  
KATIE JONES

TO WHOM IT MAY CONCERN

28 August 2013

I have been giving consideration to this letter for quite some time; actually this letter is long overdue.

In December of 2012 I experienced, what I would consider to be a 'life changing experience'. My association with Anglicare began in January 2013 when I started up a conversation with Jodi Gordon at the Rockhampton Magistrates Court. I was applying for a Protection Order and Jodi was in attendance as Court Support for a client. That moment in time; that chance meeting has truly been one of my life's blessings.

Jodi and Anglicare Rockhampton have been tireless in their efforts to support and assist me. There are no hidden agenda's; no expectations; no judgements; no prejudices ... pure and simple; the people with whom I have interacted at Anglicare Rockhampton actually 'care'. Their empathy and understanding knows no boundaries and their willingness to support and help has been truly amazing.

I give thanks and praise to Anglicare Rockhampton for allowing Jodi to be my Court Support; without fail she was there, by my side; each and every time I appeared in the Rockhampton Magistrates Court. The processes of the Courts were totally alien to me and having that 'someone' there to support me gave me the strength to face the unknown.

The 'life changing experience' to which I refer also came with a safety risk to myself and whilst my home was fitted with an alarm system; there were issues with the security screen doors not locking; there were windows without security screens and there was a desperate need for the locks to be changed on all doors.

I receive a Disability Pension and the funds to upgrade my home's security simply weren't available to me. Bless you Anglicare; my personal safety was paramount to you! Without hesitation, Anglicare organised for the replacement of all external door locks; the installation of security screens on two windows, the repair of a security door; the replacement of another with all locks being single keyed .

I have never encountered an organisation with such a willingness to help those of us who are experiencing some of life's turmoils.

The events in December 2012 saw my home cleared of all furniture and white goods and through the goodness of family I was able to borrow the necessary items required for day to day existence. In June/ July I made mention to Jodi that I had approached Webbers Retravision for a quote with the intention of laybying myself a fridge and washing machine. It was a couple of days later that I received a phone call from Jodi with the news that Anglicare would purchase a fridge and washing machine for me. I was speechless; the generosity; the support; the assistance as once again Anglicare was there for me.

AMAZING!!!

'But wait, there 's more', as they say on the DEMTEL ads!!! Through Anglicare I have received emotional counselling and the opportunity to attend and complete an in-house parenting course; both opportunities have stood me in good stead for my experiences since December 2012.

I know that there are expectations; however I am indebted to Anglicare Rockhampton.

This wonderful organisation has enriched my life in so many ways and I openly sing their praises to anybody and everyone who will lend me their ear.

Peace and blessings,

*Katie Jones*

Katie Jones.



# Finance Report



Anglicare Central Queensland (ACQ) has recorded an operating deficit of \$734,095 for the 2012/2013 financial year; however remains financially sound with net assets being in excess of \$2.8 million and cash on hand in excess of \$3.4 million.

The operating deficit is a result of the expenditure of prior year surplus funds for mental health disaster recovery, and an increase in our housing planned maintenance provision account to fund both planned and preventative maintenance as required by the state government.

In 2012, ACQ implemented an asset maintenance system called SPM Assets to assist in managing the housing portfolio. We also commenced scoping of an upgrade to our IT infrastructure to be hosted in the cloud. The project is being managed by Consulting One and is planned to be completed by December 2013.

The 2013/2014 financial year will see changes to funding as the Queensland government is recommissioning mental health and youth programs that will involve ACQ tendering for current funding. This may lead to either a loss or increase in funding due to decrease or increase in market share.

The 2012/2013 year has seen growth in our National Rent Affordability Scheme (NRAS) housing portfolio by 25 properties. At the end of June 2013 ACQ was managing 37 NRAS properties. This growth is expected to continue in the 2013/2014 financial year with increases in the number of properties in the Gladstone and Central Highlands Region, contributing to discretionary funds.

The financial position of ACQ is expected to remain sound throughout the 2013/2014 financial year even with some uncertainty around funding.

Lance Laphorn CPA  
Finance Manager







# Financial Information

Revenue	2012/2013	2011/2012
■ Grant Revenue .....	\$10,302,052.00	\$10,348,500.00
■ Fundraising/Donations .....	\$76,269.00	\$50,801.00
■ Fee for Service .....	\$27,546.00	\$37,967.00
■ Interest.....	\$114,294.00	\$155,552.00
■ Bargain Centre Sales.....	\$53,054.00	\$39,289.00
■ Rental Property Income.....	\$3,090,463.00	\$2,883,729.00
■ Child Care Fees Child Care Benefits.....	\$160,542.00	\$186,786.00
■ Other .....	\$227,820.00	\$172,673.00

Expenditure	2012/2013	2011/2012
■ Employee Benefits.....	\$8,146,322.00	\$8,040,177.00
■ Motor Vehicle .....	\$484,985.00	\$459,448.00
■ Emergency Relief.....	\$242,143.00	\$288,580.00
■ Rental Property Expenditure .....	\$3,050,494.00	\$2,424,392.00
■ Carer Payments.....	\$142,074.00	\$320,892.00
■ Other Operating .....	\$2,720,116.00	\$2,502,583.00

Government Funding Partners	2012/2013	2011/2012
■ Department of Communities .....	\$2,458,175.00	\$2,375,722.00
■ Department of Communities - Housing.....	\$1,072,576.19	\$955,661.00
■ Department of Communities - Child Safety .....	\$4,542,598.00	\$4,469,566.00
■ Department of Communities - Disability Services .....	\$1,619,240.06	\$1,833,093.00
■ Banana Shire Council .....	\$7,487.90	\$13,105.00
■ Centrelink.....	\$46,678.44	\$45,534.00
■ DEEWR.....	\$52,898.41	\$62,252.00
■ Department of Community Safety.....	\$115,001.73	\$113,173.00
■ Department of Families, Housing, Community Services & Indigenous Affairs .....	\$266,711.00	\$368,725.00
■ Kestrel Mine .....	\$27,272.73	\$91,818.00
■ Other Grants .....	\$93,412.54	\$19,851.00
	<b>\$10,302,052.00</b>	<b>\$10,348,500.00</b>

# Anglicare Central Queensland

## Capricorn Region

### **Rockhampton Office**

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## Western Region

### **Longreach Office**

15 Pelican Street  
Longreach Qld 4730  
Phone: (07) 4658 0431

### **Emerald Office**

44 School Lane  
Emerald Qld 4720  
Phone: (07) 4982 4062

### **Blackwater Office**

14 Wey Street  
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  
Phone: (07) 4651 2161

## Southern Region

### **Gladstone Office**

50 Young Street  
Gladstone Qld 4680  
Phone: (07) 4972 8220

### **Biloela Office**

79 Kariboe Street  
Biloela Qld 4715  
Phone: (07) 4992 2421

### **Moura Office**

Shop 3, Lot 2 Marshall Street  
Moura Qld 4718  
Phone: (07) 4997 3473

## Support Services

### **Rockhampton Office**

Level 2, 212 Quay Street  
Rockhampton Qld 4700  
Phone: (07) 4999 2500