

recovery
renewal
growth

'Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me.'

(Matthew 25:40)



Bishop's Foreword

Let me begin by acknowledging the wonderful work carried out by Anglicare staff throughout the past year. The selfless dedication of the people who make up AnglicareCQ was nowhere more evident than in the aftermath of Cyclone Marcia. Many had suffered damage to their own properties, their usual offices had been destroyed, yet within hours they were on the job seeking to alleviate the suffering of others. It was a mammoth task, placing a significant strain on our people, undertaken with grace and good humour. Well done everyone!

This resourcefulness and the willingness to adapt to challenges epitomises the character of the women and men who make up AnglicareCQ. Seeking to adapt to the ever changing needs of the society, in which we live, they remain open to learning new ways of providing for others. Recent restructuring, with improvements to governance and accountability standards, will ensure they remain at the forefront in the provision of excellent care to all who are in need.

I ask you to continue to pray for the AnglicareCQ board and staff, to give thanks to God for the ministries in which they are involved and to ask that Jesus would be seen in and through the people who make up AnglicareCQ.

I commend this 2015 Annual Report to you.

+David

Bishop of Rockhampton

Photo: The Right Reverend David Robinson, Anglican Bishop of Rockhampton

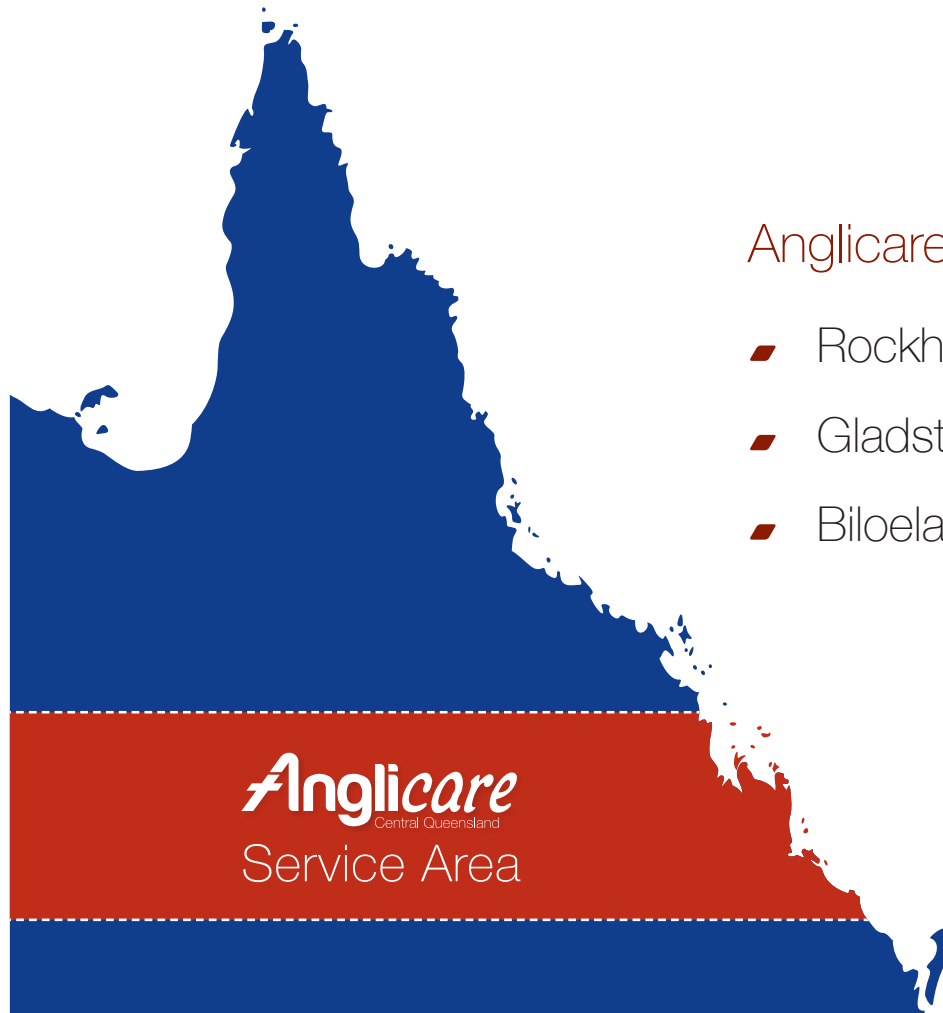
Contents

Service across Central Queensland	4
Our Values	5
Chair Report	6
CEO Report	7
Cyclone Marcia: recovering from the big blow	8
AnglicareCQ's response to Callide Valley flooding	10
Chipping in for community recovery	11
Child Protection	12
Sparking a future in foster care	13
A solid Foundation for residential care	14
My Hero: a child's story	15
Housing	16
At Home with Doug and Wendy	17
Building the future of our housing portfolio	20
At Home with Lynne and Hugh	21
Community Services	22
Boys' Night spreads domestic violence message	23
Finding beauty inside and out	24
Water camp makes a splash	24
LSO hits the track	25
Sharing skills and passion	25
Friendship and fun in Biloela	26

Cooking up Healthy Minds	26
A social circle for the outback	27
Students join AnglicareCQ team	27
A new structure to face the future	28
Our new organisational structure	29
Financial Report	30
A final act of generosity	34
Thank you to our fundraisers and donors	34



Service across Central Queensland



AnglicareCQ has offices in

- Rockhampton
- Gladstone
- Biloela
- Moura
- Blackwater
- Emerald
- Longreach
- Barcaldine
- Winton



Our Values

These are the values that underpin our work at Anglicare Central Queensland.

Compassion

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

Hope

We work to kindle a spark of hope in all the people touched by our work. We strive to plant seeds of confidence, and to encourage good and meaningful choices that improve the individual's independence and freedom.

Social Justice

We advocate on behalf of the poor, vulnerable and 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.

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.

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

Our primary role is to respond to the needs of the vulnerable and disadvantaged in our communities. We work with people of all ages and from all backgrounds, including children and young people, people with disability and mental illness, and people facing housing or financial pressure. Our services range from emergency relief for people facing an immediate crisis, to long term housing options and ongoing support for children, youth and adults with complex needs. We encourage strong, healthy community connections.



Chair Report

No one could under estimate the difficulties involved in providing support to populations scattered across the vast western regions of Central Queensland, who are experiencing both crippling drought and a downturn in the mining industry. Add the devastation of a severe cyclone and extensive flooding to coastal and near coastal regions and a picture emerges of the need for welfare organisations to be flexible and innovative in the responding to this exceptional set of circumstances.

The staff and volunteers of Anglicare Central Queensland demonstrated these attributes with a commitment beyond the normal perimeters of their roles, despite the need to move into temporary accommodation during the cyclone due to damage of some AnglicareCQ offices.

The Board and indeed the communities of Central Queensland are grateful for the effort of all staff members over this time as they conveyed the message of “Anglicare, always there”.

Anglicare Central Queensland is aware of the need to be proactive in the changing environment of social welfare provision as the demand for services and competition for funding increases. The requirement to find other ways of financing services into the future is evident, and alternate financing strategies are under review.

Being mindful of the need to provide consistent services with the emphasis on outcomes, the Board provided strategic endorsement to both an organisational restructure based on functional streams & the IT Infrastructure plan. These initiatives will provide the service platform to respond to the future demands of the National Disability Insurance Scheme (NDIS) and Consumer Directed Care.

With the resignation of Board Members Bronwyn Fredericks, Janet Quaife-Ryan and Ross Shepherd, an audit of the Board skills was undertaken and new Board Members were appointed. Welcomed to the Board were Philip Moulds, Alison Moss and Angela Watson. The Board is well skilled to meet the challenges ahead.

It has been a pleasure to chair a committed and energetic Board and I thank them for their contribution to the work of Anglicare Central Queensland.

The senior management team and staff members led inspiringly by CEO Suzie Christensen have responded positively to the direction set by the Board, and I sincerely thank them for all their efforts.

Parish partnerships in the form of prayer and practical support through the efforts of tireless volunteers have assisted in the work of Anglicare Central Queensland. All in the Anglicare Central Queensland family appreciate and are encouraged by the support received.

Rhylla Webb
Chair of the Board
Anglicare Central Queensland

“...a picture emerges of the need for welfare organisations to be flexible and innovative”



CEO Report

2014-15 has been a year of renewal, rebuilding and change for Anglicare Central Queensland. We have supported our communities across the 570,000 square kilometres of the Anglican Diocese of Rockhampton through cyclone, drought, flooding, and economic uncertainty.

For many central Queenslanders, a vivid memory from this year will be severe tropical cyclone Marcia, which crossed the coast as a category five storm near Shoalwater Bay on February 20, destroying homes, farms and businesses and leaving more than \$750 million worth of damage in its wake. Our staff were in action as soon as the danger passed, checking in on tenants, foster carers and service participants and offering support and practical assistance wherever needed, as well as securing our own damaged offices and starting the clean up process.

Our mental health and youth services teams are working to support people in drought affected communities and those suffering the consequences of the downturn in the mining sector, while our emergency financial assistance and homelessness support services work with our communities' most vulnerable families to ensure everyone has a safe place to call home, the necessities of life, and the dignity all people deserve.

Staff are supporting families and children experiencing personal hardship, domestic violence and family breakdown.

We were excited to take delivery of three residential facilities made possible through a generous grant from the Gladstone Foundation, providing beautiful homes for some of the young people in our care. Our foster and kinship care program extended its reach to Emerald and the western communities beyond.

Participants and staff in our disability support program Lifestyle Support Options received the Chairpersons' Award for their African drumming troupe successes in 2014.

Internally, we reviewed our housing portfolio across the 600-plus properties we manage, and implemented efficient organisation-wide procedures to streamline our operations into the future. Our practice framework, which will provide a frame of reference to guide staff in their interactions with people who come to us for services, information and support has been finalised. We conducted a realignment of our human resources, adopting a functional management structure that reflects the services we deliver: housing, child protection, and community services. These initiatives have laid the foundations for future growth and enhanced service delivery.

AnglicareCQ's family has weathered significant change over the previous twelve months and I extend my thanks to the wonderful team of people: staff, Board and volunteers that have embraced that change in order continue to serve our community.

Suzie Christensen
Chief Executive Officer
Anglicare Central Queensland

“2014-15
has been a
year of renewal,
rebuilding and
change”



Cyclone Marcia: recovering from the big blow

Severe tropical cyclone Marcia crossed the coast near Shoalwater Bay as a category five storm on February 20, 2015. It tracked through coastal communities tearing apart homes, farms and businesses, before wreaking damage across Rockhampton and surrounding rural towns and triggering devastating flooding in the Callide Region. When the cyclone passed, it left more than \$750 million worth of damage in its wake.

AnglicareCQ is now meeting the community's changing needs as the recovery continues. While the immediate crisis has passed, the months following a disaster of this magnitude bring a different kind of hardship to those rebuilding homes, businesses and lives. There are people in our communities who need support to deal with ongoing stress, emerging mental health issues and financial distress on their path to recovery.

Our work since the cyclone

Since cyclone Marcia crossed the coast, Anglicare Central Queensland has:

- Distributed \$50,000 in cyclone emergency relief to 487 families and individuals across Rockhampton, Yeppoon and Byfield, in partnership with the Department of Communities, Child Safety and Disability Services.
- Provided counselling, emotional support and practical help for people affected by cyclone and flooding
- Visited all the properties we manage in the Rockhampton region to check in with tenants and assess damage. Our rental property portfolio sustained more than \$50,000 worth of damage and repairs to some properties are ongoing
- Checked in with all our foster and kinship carers in the Rockhampton region and provided extra support where necessary
- Provided extra support to participants in our counselling and mental health programs
- Supported families who lost homes, possessions, farms and businesses in the Callide flooding

Our own cyclone recovery

In the first half of 2015 AnglicareCQ also worked through our own cyclone recovery, with two of our three Rockhampton offices damaged in the storm.

At the AnglicareCQ Wellbeing Centre in Fitzroy St the ground floor windows were blown out at the front and side of the building, and the ground floor offices were badly affected by water. The roof of the office in Musgrave St was damaged, which led to widespread water incursion inside the building. In total, our Rockhampton offices sustained over \$300,000 worth of damage.

We were back at work straight after the cyclone, with temporary office space secured in Quay St. Our staff went above and beyond after the storm, with normal services up and running within days, extra support for participants, and services to help with emergency assistance and disaster recovery.

Staff based in the Wellbeing Centre returned to their usual workplace over the next eight weeks, and the Musgrave St office reopened in late June 2015.



Tabitha's story

Tabitha* is one of AnglicareCQ's foster carers. When tropical cyclone Marcia roared through in February she'd been with us for about eighteen months, and had three children in her care aged nine years, three years, and six months.

In the build up to the cyclone and during the storm itself Tabitha kept the children calm and talked them through what was happening, acknowledging it was scary but reassuring them everything would be OK.

But downstairs, trouble was brewing. Nearly a metre of water surged through the ground floor of the house, damaging the carpet, fittings and furniture, as were the children's pram and car seats and freezers full of carefully prepared dinners.

AnglicareCQ's foster care team stepped in to help as soon as the storm had passed, providing practical support like food hampers and grocery cards to replace the food lost in the freezers.

Our placement support workers were also there for emotional support, providing debriefing for Tabitha and the children and staying in touch by phone and in person to make sure everyone in the household was coping in the aftermath of the disaster.

In collaboration with the Department of Communities, Child Safety and Disability Services, we organised a hire car so Tabitha and the children had a way to get around while her car insurance was processed.

Repairs to the house are now nearly finished, and life's getting back to normal. Tabitha's household is busy with work, school, play, and the important work of building a brighter future for some of our community's most vulnerable children.

**Name changed to protect privacy*



Linda's story

Linda found herself homeless after cyclone Marcia tore through Yeppoon. In the unbearably hot, still days following the cyclone Linda was living in a tent with no shade, with only her little dog Trevor for company and support.

While in the tent, she was flooded several times when it rained. Her pillow and blanket got wet, and she had to wash and dry them without access to a washing machine, dryer or even a fan. Her tent was in the sun all day, so she and Trevor would 'tree hop' from patch of shade to patch of shade to keep cool.

"Living in a tent makes you realise what are needs and what are wants," Linda says. "It teaches you what's important. It's a good life lesson."

"I want a TV, but I need a washing machine. I'd like a matching dinner set, but I've got a plate and three coffee mugs."

Linda lived in the tent for three weeks before approaching AnglicareCQ for help. Within a few days, housing officer Shannon had found Linda a place under AnglicareCQ's Community Rent Scheme program.

Linda's tenancy with AnglicareCQ continues, and we'll be supporting her every step of the way as she builds a stable, secure life – for herself and Trevor.

"My little dog's been with me through everything, for the last four and a half years. I've lost so much, I'm not losing Trevor too. Being able to bring Trevor with me here means the world to me."

The mat in the photo below is the size of the tent Linda lived in for three weeks.



AnglicareCQ's response to Callide Valley flooding

In the aftermath of tropical cyclone Marcia, floods swept through the Callide Valley on the evening of February 20, 2015. Homes, farms and livelihoods were destroyed, businesses suffered massive losses, livestock perished and crops and fences were washed away. Many families had to leave their homes in the middle of the night with little warning as the floodwaters rushed in.

The floods damaged more than 200 homes, as well as businesses and public facilities like schools. 13 homes were destroyed, and 65% of the Valley's agricultural production lost in an evening.

AnglicareCQ's Biloela team stepped up to support those who lost homes and businesses and aid the community's recovery. In the days following the flooding we prepared food for local families whose homes were destroyed or badly damaged, as part of a community effort organised by Paul Loane Solicitors. Participants and support workers from our disability support program also prepared morning teas for SES crews at work in the region.



Chipping in for community recovery

Bishop of Rockhampton David Robinson and Anglicare Central Queensland launched the Anglican Bishop's Cyclone Marcia Appeal to raise funds to support our ongoing work supporting people affected by the disasters which struck our communities.

In total the appeal raised \$26,312.25, including a generous donation of \$10,000 from the Diocese of Sydney within days of the event.

In 2015 our annual Easter Cent Sale raised \$9,448.45 thanks to strong support from local businesses and the Rockhampton community.

In the Callide region, \$7,735 was donated by Gladstone and Banana Shire community members, service clubs and local businesses.

With the immediate crisis over and the need for emergency assistance and financial relief met, the remaining funds will be used strategically to fill gaps in the region's longer-term disaster recovery. Funds have been used to help people who had property damaged or destroyed by cyclone and flooding who have been unable to access insurance or cover their excess. Funds have also been allocated towards recovery services such as counselling.

AnglicareCQ is working with other local agencies to meet recovery needs in the communities we serve, and is an active part of the Human Social Recovery Groups in Rockhampton and Banana.

Betty's story

On the evening of February 20, Betty* and her husband Colin* settled their three energetic boys down to sleep. Around midnight they turned in themselves, after making plans for tomorrow's work on their property in the Banana Shire.

In the small hours of the morning, a wall of floodwater rushed through their home. By the time the family woke and realised what was happening, it was too late to react.

The water claimed everything they owned. Furniture, white goods, clothes, school supplies, toys, schoolbooks and precious family keepsakes all disappeared under a greedy brown tide.

Local agencies stepped in to provide Betty and her family with a place to stay, clothes, food and basic furniture. With funds donated by the local community, AnglicareCQ provided a washing machine for the family to help them rebuild and get some normalcy back into their disrupted lives. We also provided donated Betta Electrical vouchers so they could buy small appliances like a toaster and kettle.

We also contacted BlazeAid on the family's behalf, and their volunteers helped with repairing fencing and other flood recovery tasks around the property.

**Names changed to protect privacy*



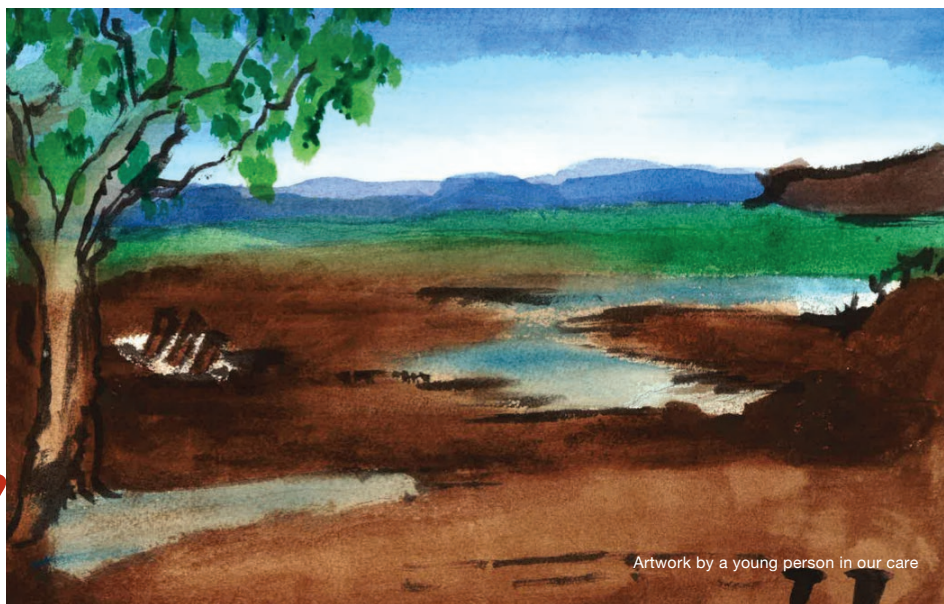
Child Protection

Every child deserves a safe environment where they can grow and thrive. For some children, that means placement in foster or kinship care. We always need more people to become foster carers, and to help build a bright, healthy future for some of our community's most vulnerable children.

Foster carers provide temporary homes for children and young people who are subject to Child Protection Orders. The children range from newborns to teenagers, and may stay for a night, a few weeks, or for years.

Foster carers are people of all ages, cultural backgrounds and walks of life, who are able to provide a secure, nurturing environment and take on a challenging yet immensely rewarding role. Our carers reflect the diversity of the communities we serve, and we welcome carers from Indigenous and culturally and linguistically diverse backgrounds, from our large regional centres to the smallest country towns.

We provide residential care for children and young people who are subject to Child Protection Orders and have complex care needs. We have five houses; two in Rockhampton and three new purpose-built properties in Gladstone built with funding from the Gladstone Foundation (see story page 12). These houses provide a safe, supportive environment to live, heal and grow, with round the clock support from AnglicareCQ's dedicated team of residential support workers.



Artwork by a young person in our care

AnglicareCQ

Foster care
by the numbers

198
Foster and
kinship carers
and our
support team

Providing
homes for
452
children and
young people



“the electrician was a foster carer with seven children...”

Sparking a future in foster care

Many things inspire people to become foster carers, but Louise may be the first person to take the plunge thanks to a kitchen appliance.

As a teacher, Louise often makes conversation by asking people about their children. When she had her dishwasher installed, her small talk opener revealed the electrician was a foster carer with seven children.

“It planted a seed that grew,” Louise says. “I hadn’t known anyone who was a foster carer before.”

Louise has now been a carer with AnglicareCQ for about two and a half years. She started as a respite carer, before becoming a full time foster carer 16 months ago. We’re with her every step of the way, providing training, resources, advice and ongoing support to empower Louise with knowledge and skills to build a bright, healthy future for the children in her care.

“It is the most life enriching, challenging and humbling experience that I have ever undertaken,” Louise says. “It confronts me every day, but also holds the delights that caring for all children encompasses.”

Louise says she’s gone through a lot of personal growth since becoming a foster carer.

“You can’t be naive, or take anything for granted. Managing my own feelings about the children, where they have come from, their experiences, which are often outside my own experiences, makes me examine elements of myself I would not normally consider.”

Louise says anyone thinking of becoming a foster carer should be prepared to invest time and energy into the job.

“You absolutely need to be patient, be prepared to look at your own limitations and have a sense of humour!”

“It is the most life enriching, challenging and humbling experience”



A solid Foundation for residential care

In February 2015 a new era in our residential care provision began with the opening of Foundation House, the first of three homes in Gladstone designed specifically for residential care.

Foundation House has now been joined by Harbour House and Curtis House, providing homes for young people generally between 12 and 17 who have complex care needs. These houses were commissioned by AnglicareCQ with funding from the Gladstone Foundation.

This is a significant milestone in our ongoing work to build a brighter future for some of the region's most vulnerable young people.

These houses provide young people with a safe, supportive place to live in their own community, with round the clock support from AnglicareCQ's dedicated team of residential support workers.

The Gladstone Foundation manages contributions from companies, primarily in the LNG sector, to fund social infrastructure in the region. It aims to support projects which contribute to the relief of poverty, sickness and distress, caring for children and the elderly, the advancement of religion and education, and other causes that directly benefit the communities of the Gladstone region.

AnglicareCQ was awarded a \$2.4 million grant from the first round of Gladstone Foundation funding in 2013 to build our three new houses. During the design and construction we worked with local suppliers, builders and tradespeople, keeping the funds in the Gladstone region.



My Hero: a child's story

Jonah* is a nine year old child in foster care. His teacher asked the class to write about their heroes – so Jonah wrote about his AnglicareCQ foster carers:

**Name changed to protect privacy*

“ My Hero

My carers are my hero because they opened up their hearts and home for kids like me. They have always supported me for any events I participate in. My carers take good care of me, and I am grateful that I have carers that love me for who I am.

My hero deserves a Hero Award because they make a difference for those who are in care. I am glad I have a roof over my head, food on the table and a bed to sleep in. I am lucky to have a family.

They have always been there when I am sad or worried about something, and they have always been with me 100%. My carers have always made time for me even though they are busy. They must get the Hero Award for being a helpful, loving and caring family. I have an excellent family.”

My Hero

My carers are my hero because they opened up their hearts and home for kids like me. They have always supported me for any events I participate in. My carers take good care of me, and I am grateful that I have carers that love me for who I am.

My hero deserves a Hero Award because they make a difference for those who are in care. I am glad I have a roof over my head, food on the table and a bed to sleep in. I am lucky to have a

Housing

Everyone deserves a place to call home. AnglicareCQ provides a range of housing options to help everyone in our community have a safe, secure roof over their head.

Our housing options range from houses to studio apartments, in communities across Central Queensland. We provide short-term supported accommodation to help people through periods of crisis, affordable long term homes, and options for people on low incomes, who are homeless or at risk of homelessness, and whose needs aren't met in the mainstream rental market.

A recent survey of our tenants found that 96% are happy or very happy with AnglicareCQ as a community housing provider, and 93% would recommend our housing services to others.

AnglicareCQ achieved registration as a Tier Two provider under the National Regulatory System for Community Housing in July 2014. NRSCH provides a national system for ensuring the quality and sustainability of services provided by community housing providers like AnglicareCQ. Registration involves a rigorous assessment process undertaken by the state's Registrar followed by ongoing compliance review. Our registration is a testament to the dedication and innovation of our housing team.

AnglicareCQ Housing by the numbers

Total
properties
managed

605

Community
Housing

377

National
Rental
Affordability
Scheme

199

Crisis
Accommodation

29



At Home with Doug and Wendy

A house is more than just a roof over your head: it's a home, a haven where you can make the space your own.

Doug and Wendy moved into one of our disability-accessible properties in late 2011. Since then they've filled their home with hope, love, and an impressive display of porcelain ornaments.

They're always ready with a cuppa when AnglicareCQ staff come around to check in.

"If we need maintenance done around the house, or we need any information, Anglicare's always ready to help," Doug says.

AnglicareCQ's 600-plus property portfolio is providing houses and units for families across CQ, but for every single family in every single house it's the little things – the ornaments, the cuppas, the love and the hope – that really make a house a home.







Building the future of our housing portfolio

For AnglicareCQ, housing is not just about providing four walls but a home together with the provision of wrap around supports for people. It's about a foundation from which all else hinges. This year AnglicareCQ took stock in a different way within our housing program – we took a long hard look at where we had been and where we wanted to be in the long term.

A dedicated housing project team was formed and became the driver behind a comprehensive review. The brief was clear - 'Transform Housing' so that refinements to our work led towards happier tenants, engaged staff, improved compliance, viability and efficiency.

The project involved: the mapping of all processes across the portfolio, staff consultation around newly designed processes, a specialised configuration of our human resourcing, consistent systems use and training.

The new approach to housing commenced on July 1st 2015. The next 12 months will be a period of embedding practices, ongoing review and continuous improvement by a committed housing team.





At Home with Lynne and Hugh

Lynne and Hugh are planning to build a herb garden, but they're also putting down roots of their own in their new community in the Gladstone region.

In June the couple moved from Brisbane to Gladstone to be near family, but a pleasant bonus was a big step up the housing ladder as well: from a little one-bedroom unit, they now have a spacious home to themselves. This is one of the properties AnglicareCQ manages through the National Rental Affordability Scheme, which helps families living on low to moderate incomes find an affordable place to call home by making new properties available for less than the usual market rate.

The property is a big step up from their old home in Brisbane, and Lynne says she never imagined in her wildest dreams she would live in a place as nice as their new home. Lynne and Hugh say their new place is "absolutely brilliant", a roomy open-plan home in a warm, welcoming community.

Their neighbourhood in Oasis Estate is very friendly, and Lynne and Hugh are keen to be a part of their new community. At the end of the year they'll be organising a Christmas Street party, with help from a new friend up the road and involvement from the whole estate.

As well as building community connections Lynne and Hugh are also building their own little piece of paradise in their garden. They've already made beautiful progress planting hanging baskets and pots, and the next project on the drawing board is to build and plant that herb garden.

AnglicareCQ and the National Rental Affordability Scheme haven't just provided a roof over their head for Lynne and Hugh, but a place they can really call home.

Community Services

AnglicareCQ's Community Services portfolio covers a diverse range of services to support the needs of the communities in which we work.

- **Disability:** We work with people with disability from birth to 65 years of age, as well as supporting families and carers, raising awareness of disability-related issues and building a more inclusive community. Our focus is on building and maintaining our participants' independence and place as an active, engaged and included part of our local community.
- **Homelessness:** We work with people who are homeless or at risk of homelessness, need support to transition to independent living, and others who are without a safe, suitable place to call home. We provide supported short-term housing in various communities across Central Queensland for families in urgent need of a place to stay, as well practical and emotional support, life skills, and specialist help to address the issues making it difficult for the people we work with to find a suitable long-term home.
- **Mental Health:** We provide individual support and group programs in communities across the region. Our services are tailored to the individual, based on the participant's goals, values and plans for the future, and can include day-to-day living and self-care skills, developing skills to deal with life's challenges, managing physical and mental health, maintaining and building relationships, and community inclusion.
- **Domestic violence:** Central Queensland's rates of domestic and family violence are high and continuing to rise: the number of domestic violence order breaches in the Capricornia region rose from 877 in 2010-11 to 1367 in 2014-15¹. We work with people who have experienced violence, and children who have witnessed violence in the home.
- **Youth:** We work with young people around Central Queensland to help them grow into the strong, confident citizens of tomorrow. Our youth services focus on supporting young people at risk to identify their goals and make plans to bring them to life, developing life skills and coping strategies, and accessing information and services to help with their specific circumstances.
- **Emergency financial relief:** Financial strife can affect even the best prepared household, but we're here to help. By providing financial assistance and referral services, we aim to help our community's most vulnerable citizens live with dignity. Emergency relief can provide assistance to cover the basics of life such as groceries and utilities bills, as well as support and skills to get through the period of crisis and rebuild a stable financial foundation.

1: <http://www.themorningbulletin.com.au/news/will-the-100m-govt-package-help-rocky-tackle-its-d/2789876/>

AnglicareCQ

Community
Services by
the numbers

Participants involved in...

Youth
services

420

Mental
health
services

468

Homelessness
outreach
services

338

Indigenous
family
support
services

230

Disability
services

42

- **Counselling:** We provide general counselling as well as specialist services for families, children and young people, including children in care.
- **Indigenous families:** Parental and Community Engagement works with Indigenous children and young people, parents and community. Our aim is to keep Indigenous kids engaged with school, and improve the educational outcomes for Aboriginal and Torres Strait Islander youth.
- **Centrelink:** Our Blackwater office hosts a Department of Human Services agency which provides a range of government services including Centrelink, Medicare and Child Support. We have staff on hand to help with filling out forms and navigating government systems, as well as computers, telephones and fax services to help service users get their claim processed quickly and efficiently, seek work and apply for jobs.

People housed
in crisis
accommodation
345

People
provided with
emergency
financial relief
1755

Boys' Night spreads domestic violence message

While people of all genders and backgrounds can be victims and perpetrators of domestic violence, the vast majority of the cases seen by our Family Adolescent and Community Intervention Team are incidents of male on female violence.

To address this, during Domestic Violence Prevention Month in May 2015 we held an event specifically for Rockhampton's men.

Boys Night was an evening of live music and entertainment, guest speakers, games, and activities which illustrated the different kinds of domestic violence and the local support services available.

Between 50 and 60 people attended the event, including many younger men who wouldn't usually attend a domestic violence awareness event. With live music rocking the cafe, they were happy to stick around for the guest speakers and even took some pamphlets to read later.

The event wasn't about pointing the finger or blaming all men for the actions of a few; rather it was designed to spread information about the many different forms domestic violence can take, and the support that is available both for victims and for perpetrators who are aware their behaviour is a problem and want to change their ways.

The event was made possible by support from Eldino's Cafe, speakers from the Queensland Police Service and the Queensland Indigenous Family Violence Legal Service, and local performers Bordaline, Fadegrey and The Rocky Comedy Cartel who all gave their time freely for the evening.



Photos courtesy Wicked Tales Photography, facebook.com/wickedtales

Finding beauty inside and out

Our Emerald youth service is helping local girls recognise their beauty, inside and out.

Beauty Inside and Out was a six-week program working with girls aged 12 to 18, to build self esteem and confidence, develop self care skills and foster a sense of belonging. Emerald beautician Sarah gave her time to work with AnglicareCQ to develop and deliver the program.

14 year old Tahnee* came into Beauty Inside and Out with very low self esteem, which manifested itself in her appearance.

Through the program Tahnee's learned some inexpensive 'beauty hacks', like facial cleaners and body scrubs she can make at home with ingredients that only cost a dollar or two. More importantly, she's learned about her own intrinsic value, and gained more confidence.

Beauty Inside and Out also busted myths about beauty, and the unrealistic ideals seen in the media.

The program is designed to send the message that all our participants are already beautiful, unique and wonderfully designed, and can do anything they put their minds to.

**Name changed to protect privacy*



Water camp makes a splash

Our Youth Momentum crew made a splash during National Youth Week in April, with a series of water sports camps at Fairbairn Dam near Emerald.

Young people from the Central Highlands hit the water to learn about stepping outside their comfort zones, setting goals, forging new relationships and building self esteem and confidence.

One of the young people to take part was Troy*, a fifteen year old recently referred to our youth services program.

Troy originally didn't want to come on the camp due to his social anxiety, so our Youth Team Leader Hayley made him the organisers' offside. This gave him a way to be involved in the camp without having to interact more than he felt comfortable doing.

By the end of the camp, Troy had opened up and started participating in the activities. He's even made several new friends, and is now looking forward to the next camp where he can hang out with his mates.

Since the camp Troy has stayed a part of our youth services, is engaged with his education, and is more socially active thanks to the friends he made at Fairbairn Dam.

**Name changed to protect privacy*



LSO hits the track

In May our Lifestyle Support Options disability support program put the rubber to the road, with a special Blokes' Day Out at Kenrose Park go karting track in Rockhampton.

Our gents had exclusive use of the track for two hours of karting action. Kenrose Park took great care of our men: we were personally fitted with hair nets and safety gear, then given a safety induction and driving lessons for a few blokes who had never been behind the wheel in their lives. As an extra safety precaution, the speed of each car could be monitored and remotely adjusted by the pit crew.

Everybody got in on the action, participants and support workers alike, and as the day progressed the competition heated up and the lap times tumbled. The event really got our lads' motors running, and they're still talking about what a great day it was.

As an extra source of pride, our participants earned the money to pay for the day themselves: the day was funded with proceeds from the LSO African Drumming Troupe's performances and prize winnings. The troupe is made up of participants and support workers from our disability support program, and have had a string of successes including first place at the Biloela Eisteddfod and a performance at the 2014 Banana Shire Industry Summit.



Sharing skills and passion

Combining your work with your interests is a great way to bring purpose to your day. That's what Jodi from Biloela is doing: she's a keen craft enthusiast, and now she's volunteering to sort her local op shop's craft supplies.

Jodi is a participant in our Lifestyle Support Options disability support program based in Biloela. Every Thursday you'll find her out the back at Vinnies untangling donated wool and ribbons, sorting coat hangers, and bringing order to chaos of assorted crafty goodies as she gets them ready for sale.

Everybody wins: Jodi has a productive outlet for her skills and interests and the self esteem boost that comes from a job well done, Vinnies has a skilled and passionate pair of hands working in their shop, and the whole community benefits from Jodi's contribution, enthusiasm and presence.

It's an opportunity for Jodi to feel valued in her community, and equal to her peers as she works alongside the shop's other volunteers.

We're working to create a more inclusive community, and to celebrate the achievements, abilities and contributions of people with disability.



Friendship and fun in Biloela

A group of friends, a place to socialise, and the joy of spending time with others: it's a simple pleasure, but one that can be hard to find if you're living with mental illness. SANE Australia research⁽¹⁾ found that almost half of the Australians with mental health concerns had no close friends or significant relationships.

For five years, Biloela Rainbow Connections has been providing a social outlet for adults with mental illness in the Callide region, through regular activities and get-togethers.

Noel, Spero and Manuel are three Rainbow Connections regulars. They all agree their social skills have improved since they've been part of the group, and they're feeling more comfortable in social settings.

"Meeting new people, and having a chat, that's the best part of it for me," says Noel.

"I feel better being with other people," Spero says. "It's good to work together."

"You can only benefit from it," Manuel agrees. "It's given me a more positive outlook on life."

1: https://www.sane.org/images/stories/information/research/0302_info_rb8.pdf

Cooking up Healthy Minds

Six participants from our Healthy Minds mental health program cooked up a storm in June. They took part in cooking classes developed by Jamie Oliver and delivered by one of his Ministry of Food trucks in Gladstone.

Over five weeks, the class tasted, touched, smelled and inspected a range of tasty fresh ingredients and took part in lessons as they roasted chickens, whipped up salads and fahitas, made meatballs, and dished up an amazing steak with mushroom sauce.

The Ministry of Food trucks tour the country delivering hands-on lessons and giving people tools and information to make better food choices.

Participation in the cooking course gave our Healthy Minds participants better understanding of the benefits of healthy eating, and the confidence to branch out and try new, healthier food choices to improve their overall health and wellbeing.



Noel, Spero and Manuel on a Biloela Rainbow Connections day trip to the Rockhampton Show.



A social circle for the outback

Outback Circle is a new group for women in Longreach which AnglicareCQ started in June 2015. The ladies meet fortnightly for morning tea and a range of activities developed around building self esteem and exploring identity. The small, welcoming group is a valuable means of social contact for people who may be feeling isolated in their community.

Kristy has been a part of the group since the beginning. She says she's never been the sort of person to join groups, but being involved in Outback Circle has changed her outlook and how she feels about herself.

"It's helped me a lot," Kristy says. "Learning how to do things, getting to know the ladies, talking to people, doing things I've never done before."

To break the ice and give participants new skills and experiences, the group's co-ordinator Grace organises an ever-changing roster of activities and projects. The picture below shows some of the Outback Circle's handiwork. These sand vials were put together by the group's members at a recent meeting.



Students join AnglicareCQ team

AnglicareCQ's Longreach and Emerald offices hosted several students undertaking placements in their respective disciplines this year.

Grace completed her final social work placement in Longreach contributing to the Healthy Minds program, working with people from 18 to 64 with severe and persistent mental illness. Grace has now taken on the full time position of Wellbeing Facilitator in the Longreach Healthy Minds Program, sharing her skills in the Longreach and surrounding communities.

In the Emerald Office Brad is in the final stages of his Master of Social Work Placement through Flinders University, while Nikki has also been working with us as she completes her qualifications with the Australian Institute of Family Counselling, and is now volunteering with Healthy Minds.



A new structure to face the future

On July 1 2015 AnglicareCQ implemented some changes to the management structure of our organisation.

We've adopted a functional management structure that reflects the services we deliver.

In the past our operations have been split into three regions; Capricorn, Southern and Western. From 1 July 2015 our management will be structured around our service delivery and organisational goals, and will reflect the main areas in which we work: Housing, Child Protection and Community Services.

This structure will give us a strong, specialised and functional management as our organisation grows and our work evolves to meet the changing needs of the communities we serve.

The restructure will enable us to:

- Build specialist teams dedicated to best practice in our key areas of service, and build on our internal knowledge sharing, learning, and leadership in practice development
- Standardise our procedures across the organisation
- Explore new opportunities for benchmarking and research
- Expand the professional opportunities and career paths available to our staff
- Foster greater collaboration between our frontline service delivery staff and support staff in other areas of the operation
- Demonstrate clear accountability and reporting lines, and streamline our processes so we can devote more effort and resources to service delivery

AnglicareCQ's employees are our greatest asset. As a service delivery organisation we depend on the quality of our workforce; their practice, skills, knowledge and attitudes. Key staff have been retained across the organisation.

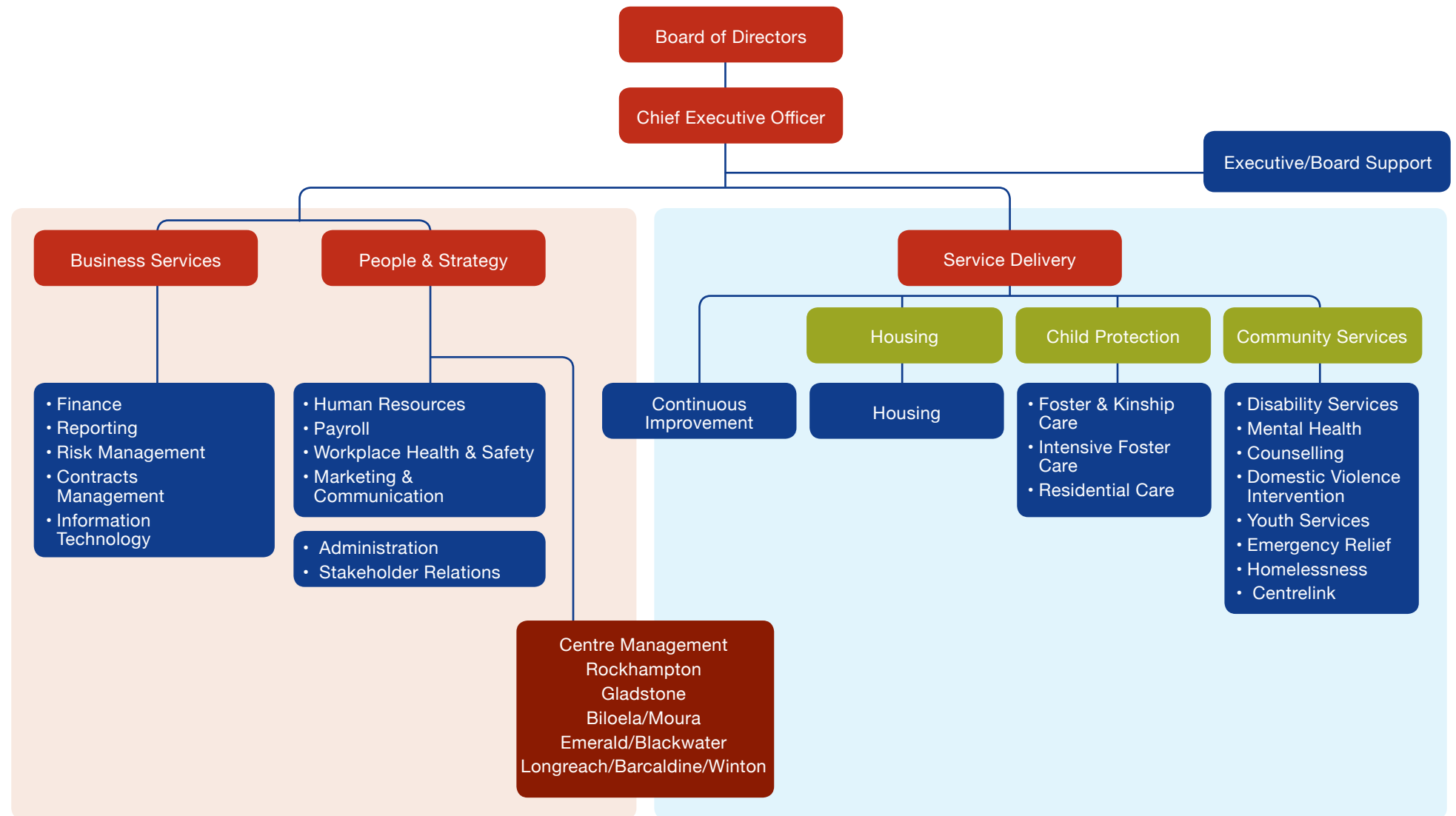
We're committed to a strong local presence in the communities we serve. Through these changes, we're reinforcing our functional management and our capacity to deliver local services.

Our presence in communities across Central Queensland hasn't changed: we still have offices in nine locations across CQ, as well as outreach services.

Our locations are managed through five AnglicareCQ Centres:

- **Rockhampton**
- **Gladstone**
- **Emerald** and Blackwater
- **Biloela** and Moura
- **Longreach**, Barcaldine and Winton

Our new organisational structure



Financial Report

Anglicare Central Queensland (AnglicareCQ) has recorded a surplus of \$1,552,849 for the 2014/2015 financial year, remaining in a sound financial position with net assets of \$4.7 million in comparison to \$3.5 million in the 2014/2015 financial year. The cash on hand is \$4.7 million in comparison to \$4.4 million in the 2014/2015 financial year.

The surplus is mainly a result of the portion of the capital grant of \$1,155,084 received from the Gladstone Foundation to construct three residential properties in Gladstone for the Child Safety Residential programs. This has also resulted in our fixed assets increasing from \$3.5 million dollars in the 2013/2014 financial to \$4.7 million dollars in the 2014/2015 financial year, as the construction costs of the three residential properties has been capitalised.

The 2014/2015 financial year has been an eventful year for AnglicareCQ with a number of events having impact on the financials and business operations of ACQ. These events include:

1. Securing additional funding for the year totalling \$852,920 from the Department of Communities, Child Safety and Disability Services for our Residential Child Protection program, Rockhampton and Emerald Foster and Kinship Care programs, and Barcaldine Family Support Services.
2. The housing portfolio managed by AnglicareCQ has grown by 64 properties or 11.8% in the 2014/2015 financial year. The total number of properties at the end on June 2015 being managed by ACQ is 605. The growth of properties has occurred within the NRAS portfolio.

3. Completion of the three purpose built residential care facilities from the capital funding received from the Gladstone Foundation. These new facilities mean that ACQ is no longer subject to the variations of the Gladstone rental market.
4. Tropical Cyclone Marcia made landfall in Rockhampton on the 20 February 2015 causing significant damage to a number of AnglicareCQ offices and housing properties. AnglicareCQ immediately sourced temporary office accommodation and continued providing services to our participants with minimal interruption. Estimated total costs, including repairs and temporary accommodation are \$360,000. Insurance will cover all losses exceeding the \$5,000 excess.
5. A review of our Housing operations was undertaken with a number of key recommendations being implemented for improved performance. (See page 20.)
6. The vacancy rates in mining towns west of Rockhampton have had a financial impact on the capacity to generate revenue, as the slowing down of the mines has seen the rental market decline with supply significantly out weighing the demand. This resulted in the handing back of Same House Different Landlord properties in both Blackwater and Rockhampton.

The overall financial position of ACQ remains sound.

Lance Laphorn
General Manager Business Services
Anglicare Central Queensland

The overall financial position of ACQ remains sound.

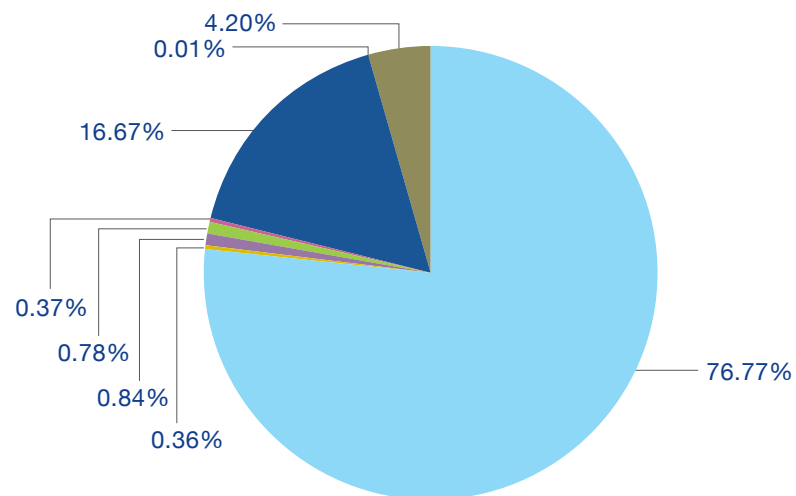
[Audited Financial Statement available on request.]

Financial Report (continued)

Revenue	2013/2014	2014/2015
Grant Revenue	\$11,473,295.00	\$14,188,862
Fundraising/Donations	\$38,788.00	\$67,365
Fee for Service	\$6,657.00	\$154,955
Interest	\$122,934.00	\$144,497
Bargain Centre Sales	\$60,734.00	\$67,975
Rental Property Income	\$3,288,581.00	\$3,081,848
Child Care Fees Child Care Benefits	\$114,858.00	\$1,364
Other	\$307,298.00	\$776,449
TOTAL	\$15,413,145.00	\$18,483,315.00
Expenditure	2013/2014	2014/2015
Employee Benefits	\$8,240,204.00	\$10,000,437
Motor Vehicle	\$455,589.00	\$506,503
Emergency Relief	\$190,635.00	\$278,715
Rental Property Expenditure	\$3,284,082.00	\$2,639,787
Carer Payments	\$94,413.00	\$-
Other Operating	\$2,537,883.00	\$3,505,023
TOTAL	\$14,802,806.00	\$16,930,465
Funding Partners	2013/2014	2014/2015
Department of Communities, Child Safety, Disability Services (Communities)	\$2,809,883.00	\$2,187,359.00
Department of Communities, Child Safety and Disability Services (Child Safety Programs)	\$4,294,073.00	\$5,707,517.00
Department of Communities, Child Safety, Disability Services (Disability Programs)	\$594,046.00	\$547,957.03
Department of Housing and Public Works (Housing)	\$1,099,461.00	\$2,515,155.00
Queensland Health	\$896,880.00	\$1,479,255.00
Department of Social Services	\$140,232.00	\$287,752.00
Centrelink	\$47,850.00	\$49,049.64
Gladstone Foundation	\$929,720.00	\$1,076,530.00
Other Grants	\$661,150.00	\$338,287.33
TOTAL	\$11,473,295.00	\$14,188,862.00

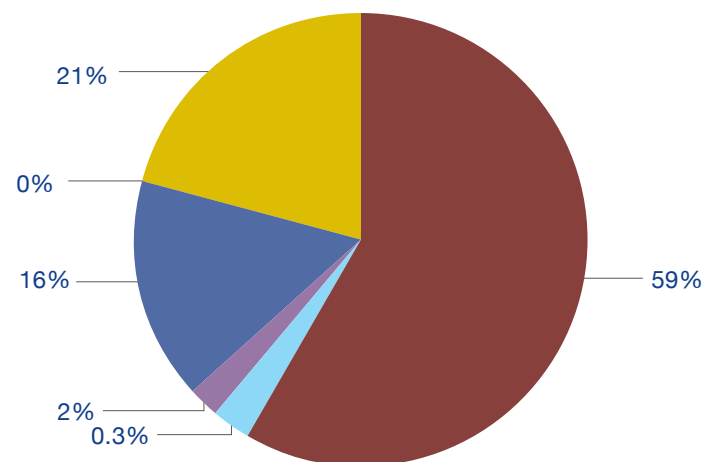
Financial Report (continued)

Revenue



- Grant Revenue
- Fundraising/Donations
- Fee for Service
- Interest
- Bargain Centre Sales
- Rental Property Income
- Child Care Fees Child Care Benefits
- Other

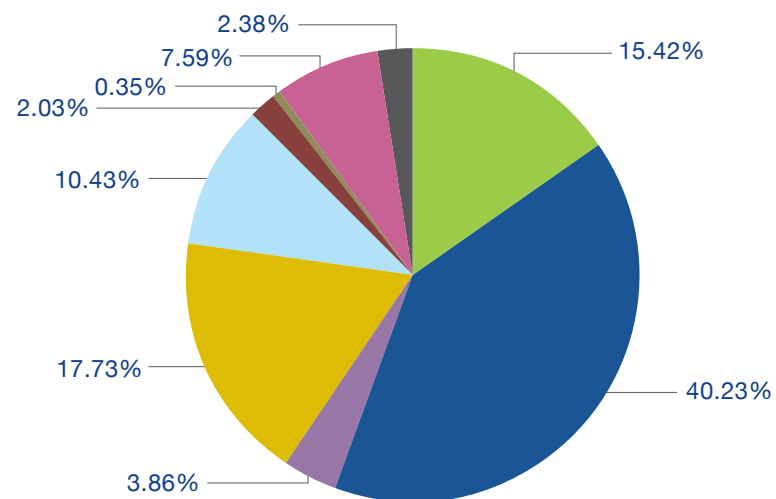
Expenditure



- Employee Benefits
- Motor Vehicle
- Emergency Relief
- Rental Property Expenditure
- Carer Payments
- Other Operating

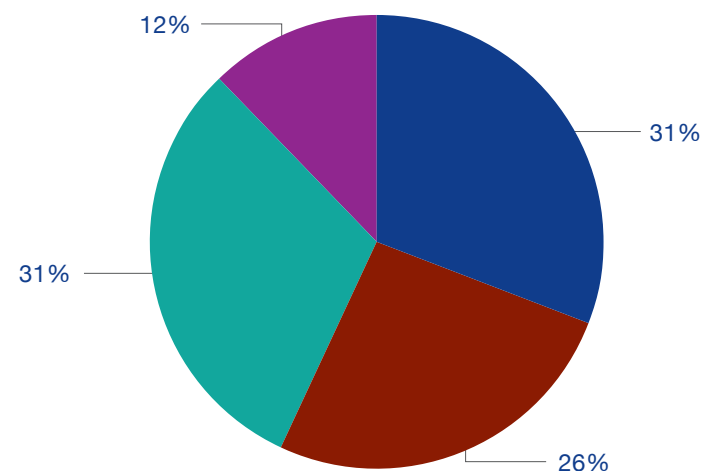
Financial Report (continued)

Funding Partners



- Department of Communities, Child Safety, Disability Services (Communities)
- Department of Communities, Child Safety and Disability Services (Child Safety Programs)
- Department of Communities, Child Safety, Disability Services (Disability Programs)
- Department of Housing and Public Works (Housing)
- Queensland Health
- Department of Social Services
- Centrelink
- Gladstone Foundation
- Other Grants

Expenditure by Function



- Child Protection
- Housing
- Community Services
- Corporate

A final act of generosity

A final act of generosity by a small business is making a house feel like a home for vulnerable families in the Rockhampton region.

Eldino's Cafe closed in May 2015, and when the doors shut on the funky East St eatery for the last time the owner kindly donated their excess goods to AnglicareCQ: crockery and cutlery, kitchen goods, and even several pieces of furniture. The donation included a bed, couch and two armchairs, six bar stools, a table, and homewares from dinner sets to saucepans.

Some of the goods were distributed to local families in need, while the rest are now in use in our eight crisis and transitional housing properties across Rockhampton. Because families may move into our short-term accommodation with no possessions of their own, these houses are kitted out with all the necessities of life, from furniture to teaspoons. This donation has provided some of our community's most disadvantaged families with practical support, and helped us upgrade the goods in our houses.

The Rockhampton Men's Shed also stepped in to help out. Men's Shed members gave their time and skill to paint and reupholster two of the bar stools, and to sand back and re-varnish the table. Their hard work means these goods went to their new homes in sparkling as-new condition, and with personal touches to remind the people who use them that they're part of a community that cares.



The donated table and bar stools after the Men's Shed had worked their magic

Thank you to our fundraisers and donors

AnglicareCQ's work is made possible by funding from the State and Federal Government, volunteer fundraising efforts, grants and donations.

In 2014-15 our Bargain Store in Rockhampton raised \$67,974.95 through sales of donated goods. This is a significant increase from last year, and a testament to the hard work and dedication of store's volunteer team.

In 2015 our annual Easter Cent Sale raised \$448.45 to support people affected by cyclone Marcia, and other vulnerable families at risk in our community. This result was made possible by the generous prizes and vouchers provided by Rockhampton's business community, our volunteer organisers, and everyone who supported the event.

Over the 2014 Christmas season, our Rockhampton volunteers' gift wrapping efforts in City Centre Plaza raised \$6,304.70, which contributed towards hundreds of Christmas hampers distributed to families and individuals across central Queensland.

We also thank many generous businesses, service groups and individuals for donations this year, as well as the Gladstone Foundation for a significant grant towards building a stronger future for some of our region's most vulnerable children.





Office contacts

Barcaldine:

82 Ash Street, (07) 4651 2161

Biloela:

79 Kariboe Street, (07) 4992 2421

Blackwater:

Community Centre, 14 Wey Street,
(07) 4982 6535

Emerald:

44 School Lane, (07) 4982 4062

Gladstone:

50 Young Street, (07) 4972 8220

Longreach:

15 Pelican Street, (07) 4658 0431

Moura:

Pharmacy Building, Marshall Street,
(07) 4997 3473

Rockhampton:

Housing and Child Protection:

164 Musgrave St, (07) 4927 8200

Community Services:

AnglicareCQ Wellbeing Centre,

14 Fitzroy Street, (07) 4930 1500

Bargain Store:

193 Denison Street, (07) 4927 5269

Corporate Services:

Level 2, 212 Quay Street, (07) 4999 2500

Winton:

Community Centre, 75 Elderslie Street,
(07) 4657 1734

www.anglicarecq.org.au



[Facebook.com/AnglicareCQ](https://www.facebook.com/AnglicareCQ)



[Twitter.com/AnglicareCQ](https://twitter.com/AnglicareCQ)

My Hero

My carers are my hero because they opened up their hearts and home for kids like me. They have always supported me for any events I participate in. My carers take good care of me, and I am grateful that I have carers that love me for who I am.

My hero deserves a Hero Award because they make a difference for those who are in care. I am glad I have a roof over my head, food on the table and a bed to sleep in. I am lucky to have a family.

They have always been there when I am sad or worried about something, and they have always been with me 100%. We have a structure family rule. My carers have always made time for me even though they are busy. They must get the Hero Award for being a helpful, loving and caring family. I have an excellent family.

