



Anglicare Central Queensland
Annual Report 2015-2016

working with people to make the best of their lives

Bishop's foreword

Once again AnglicareCQ has had a busy and productive year. As you read these pages you will find stories about reorganisation and the challenge of change, plans for the future and the launch of the National Disability Insurance Scheme in 2018 and, above all, stories about people – almost 12,000 people that AnglicareCQ staff have worked with in the past year.

Stories of courage like those of Estelle and Mary; of care and acceptance for Sam and Casey; of better choices being made by Wade and Tyler, and of Anglicare's ability to provide help and assistance in times of crisis.

The care and love for others is, to my mind, summed up in the words of carers:

"She'll always be a part of our family, and she knows it" (Sandra)

"It's challenging, but if you can make difference that makes it all worthwhile" (Jim)

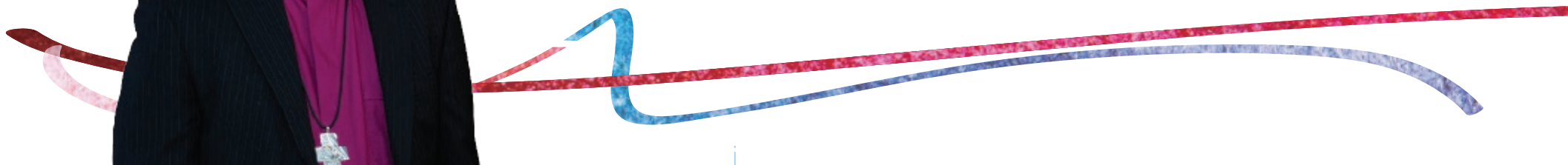
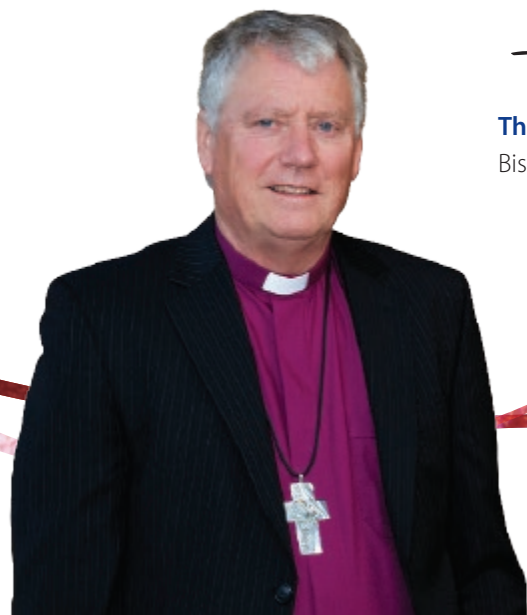
To all of those who make AnglicareCQ the organisation it is, for your faith, care and compassion, thank you.

I commend this 2016 Annual Report to you.



The Right Reverend David Robinson

Bishop of Rockhampton



Contents

Bishop's foreword	i
AnglicareCQ board report	2
New directions for AnglicareCQ	3
Disability support	4
Mental health	6
Counselling and family support	8
Youth	10
Homelessness support and emergency relief	12
Child protection	14
Housing	18
Donors, volunteers & fundraising	22
A new office to face the future	24
Financial report	25
Our board	29

The Mt Morgan group: a partnership between AnglicareCQ and Bidjerdii Community Health Service. ►



working with people to make the best of their lives

AnglicareCQ board report

This year the Board has been focused on strategic development with endorsement of the Strategic Plan for the next five years. The strong engagement of Board and staff leadership teams in its development will provide direction for the continuation and expansion of service delivery in the ever-changing landscape of social support services.

Recognising that a responsive integrated business solution is essential to support this development, the Board accepted the recommendations of a project commissioned to review business system models. It is expected that the staged implementation of the new system will commence in 2017. This will provide the mechanism for consistent outcome reporting across all areas of service delivery – Community Services, Child Protection, Housing and Corporate Support.

As the National Disability Insurance Scheme (NDIS) is to commence in 2018 in Queensland, a feasibility study was commissioned to assess the readiness and capacity of AnglicareCQ to participate. This resulted in the Board's decision to proceed as a service provider within the NDIS.

There is a quiet confidence that with the continued embedding of the new organisation structure, the implementation of the integrated business solution and greater participation by board members in the participant advisory groups, the organisation is well positioned to meet the strategic intents of the next 5 years.

This year AnglicareCQ was the recipient of a generous donation of money and land from the St Luke's Healing Foundation. This is greatly appreciated, as, in an environment of increasing demand for services, it will assist in the financial challenge of continuing to build resources independent of government programs.

After many years of service, Scott McGregor retired from the Board. His selfless contribution will be greatly missed. The commitment of all Board members and the willingness to participate on the various sub committees is evident in the depth of expertise and wisdom brought to the strategic decision processes. As the Chair of the Board I am very appreciative.

Crucial to AnglicareCQ's ability to continue to serve the communities of Central Queensland is the support received from a dedicated group of volunteers, the Diocese and parishes within the Anglican Church of Central Queensland.

The Executive Team, leaders and staff members under CEO Suzie Christensen's leadership continue to respond positively to the direction set by the Board and I sincerely thank them for all their efforts.

Rhylla Webb
Chairman



New directions for AnglicareCQ

One thing that remains constant is change – and we are no different here at AnglicareCQ. We commenced the year under our new organisational structure, bringing together teams under functional portfolios across Child Protection, Housing, Community Services and Corporate Services. Our General Managers and staff built new teams and created new processes and systems while seamlessly delivering services.

The other constant is the quality of services that people can access at AnglicareCQ. We've worked with more than 11,800 people this year, from the 5,736 people who used our Healthy Minds mental health program to the 14 people involved in the Lifestyle Support Options drumming troupe. Each individual's care is tailored to meet their needs. Our work to engage people with the design of their service and care and how we provide it has been strengthened through the establishment of a tenant advisory group, and our Mental Health discovery day and reference group.

This year staff and participants from our disability services have been active in their local communities,

reinforcing our belief that people of all abilities are entitled to access and acceptance in the place they call home. We've worked with other agencies in the sector to strengthen our communities' responses to people with mental health needs. More than 500 children and young people in out of home care were provided a safe, stable, nurturing environment. We're committed to the highest level of service to the thousand-plus tenants who call AnglicareCQ-managed properties home. Young people from the Central Highlands achieved what some take for granted – L plates – along with some great educational outcomes. Behind the scenes service quality was paramount in our first compliance report to the National Regulatory System for Community Housing, and in preparation for our stage two Human Services Quality Framework assessment. Every step, every success and every participant is a part of our organisation's story.

We are preparing for further change under the National Disability Insurance Scheme, as many people who already use our disability and mental health services will be eligible for an NDIS package, along

with some tenants and young people in care. This will be a very busy time for participants preparing for their futures under the NDIS, and for our staff supporting participants, families and carers during the planning and transition process. We're also preparing our processes, systems and staff for working in a new world of care and choice. Our leaders have focussed on creating an empowered and engaged culture in support of the new strategic direction set by the Board: *working with people to make the best of their lives*. Increased participant engagement will ensure we walk beside those who choose our services- in whatever way they decide. It's an exciting time, and we're looking forward to taking the journey together.

Suzie Christensen

Chief Executive Officer



working with people to make the best of their lives

Disability support



This year our disability support team clocked up hundreds of kilometres, working one-on-one with participants in the Callide communities of Biloela, Thangool, Moura, Baralaba, Theodore, Cracow and Taroom. We were also hard at work in central western Queensland working with people with disability who are homeless or at risk of homelessness, to ensure everyone has a suitable place to call home and the support they need to maintain their tenancy.

Right across the region we're working with participants to reach their goals. These goals are as individual as the people themselves: 2015-16 saw us working together on social interaction and making friends, being an active part of the community, living independently, sport and recreation, preparing for employment or volunteer work and planning for the future.

A major factor in that future planning is the introduction of the National Disability Insurance Scheme, which rolls out across our area in January

2018. The NDIS will give people living with permanent and significant disability more control over the funding for their support, and more power to plan a life in line with their priorities, values and dreams.

AnglicareCQ will be an NDIS service provider, starting with offering services to people already involved in our existing programs with a view to expanding services across Central Queensland. We'll be supporting participants during the transition period, as well as finalising our own plans for the services we'll offer under the NDIS.

By the numbers

12,674

total hours
support given

48

people
received social
support and
personal care
in western
Queensland

31

people
involved
in Lifestyle
Support
Options in the
Banana region

17

people
provided with
domestic
assistance
to live
independently

14

people in
the Lifestyle
Support
Options African
drumming
troupe

8

people in the
Banana region
provided with
social support

3

people
provided with
personal care
to maintain
their quality
of life

132

people in
western
Queensland
provided with
client care co-
ordination

8

families
provided with
respite

Working with Estelle

Estelle has worked with AnglicareCQ's disability support team for more than 12 years. She lives with epilepsy, memory loss and vision impairment, which makes everyday activities challenging and confusing at times. We provide support for her to maintain her independence, given the many obstacles she works daily to overcome.

"The worst thing is that I don't get a warning before a seizure," says Estelle, now 55.

"This stuffs up my life sometimes, mainly because it stops me remembering things. Also I feel like a truck has hit me after a seizure."

"I really need Anglicare to help me get to the places I need to visit. I miss not having a car or licence."

"I would be really stuck when I needed to travel any long distance – I wouldn't know where I was supposed to be, or often even what I was doing there."

It was a celebration for everyone when Estelle achieved what seemed to her a very distant goal of being able to travel independently interstate, to visit her brother in Tasmania. Excitement mounted for Estelle as she bought winter woollies for her trip to the cooler climate, and the countdown was on.

Disappointment struck when Estelle had a seizure that resulted in an extended hospital stay. She gave up on her hopes of her trip away, believing that she couldn't possibly do it on her own for fears she would experience another big seizure while travelling.

With encouragement and support from staff and with a little time, Estelle was able to once again catch the vision and remake her plans to visit her brother. We worked with Estelle to put things in place for her travel arrangements to ensure she felt safe and confident to handle it alone. It was a proud moment for us all as she departed on her flight and again when she safely made it home, with her feeling a new sense of pride in her achievement of successfully handling air travel alone.

Estelle's memory doesn't recall the details of her holiday, but there are plenty of reminders of her bravery and the great time she had.

"I don't really know what we did. I know I went down because my brother reminds me about some things, but then I forget again. I know the people at the airline were really good and looked after me."

Photos of her holiday have ensured Estelle will see the evidence of a wonderful experience. It was a privilege to work with her to make it happen.

Estelle exploring in Tasmania. ►



working with people to make the best of their lives

Mental health



In 2015-16 our Stomp on Stigma initiative continued to spread awareness of the stigma facing people with mental health issues. The project grew from our participants' experiences, and aims to actively challenge, change and promote the way mental health is viewed, portrayed and experienced. Events held in 2015-16 included workshops facilitated by community inclusion advocate Neil Barringham, documentary screenings and discussions with all the various agencies involved in responding to the needs people with mental illness.

This year we introduced Dialectical Behavioural Therapy to the tools we use when working with our mental health service participants. DBT combines elements of cognitive behavioural therapy such as identifying maladaptive thoughts with principles of mindfulness, acceptance and interdependence of the mind and body. DBT marries well with the strengths-based framework as it provides a platform for skill enhancement, reflective learning and on-the-spot experimentation. The mental health team envisions AnglicareCQ being the go-to provider for DBT services in central and central western Queensland.

In 2015 we created the Central Highlands Strategic Plan for Mental Health, to encourage individual empowerment, choice and equity of access for people living with mental health challenges. The plan focuses on improving mental health awareness, prevention and early intervention, providing better mental health services, fostering engagement, collaboration, transparency and accountability between agencies responding to the needs of people with mental illness.

By the numbers

4303 people involved in our mental health services, including...

3642
people involved in Healthy Minds group and individual support

627
people used Partners in Recovery's services for people with complex needs

34
people used the Personalised Support Service for social and community housing tenants with mental health support needs

Stomp on Stigma initiative

64
community representatives took part in the Whole of Sector day

234
people attended Neil Barringham's workshops in Biloela and Emerald

329
people attended documentary launches and screenings

Working with Sam

Although I have had Dissociative Identity Disorder all my life, the condition was not apparent until triggered by an event later in my life. Soon after the trigger, it began to affect my life daily in a negative way, and I was eventually diagnosed with DIDS about 16 years ago.

Over the past 18 months I have been putting in place professionals I feel will be right for the care I require for this condition locally, to keep me moving forward in my recovery. But I still found there was a void, for lack of a better word, so I found myself searching further. I was looking for professionals who would work with other professionals in my team, from my GP to my specialist in Brisbane, complimenting my already-placed local private professionals. I also realised that I needed to find the much-needed support required without adding to my financial burdens. My search found me approaching AnglicareCQ, a non-profit organisation.

Since starting to work with the AnglicareCQ support workers I am confident at this point I have made the right decision to add them to my professional health team. I have found that the support workers are on board to work with the health professionals I already have in place, and are already adding structure, routine and continuity on a weekly basis for me. This is building my self-confidence and my sense of belonging. I am also utilizing the groups they are running to help me revisit and gather coping strategies and life skills to enable me to manage and adjust to my new surroundings and environmental changes, and to learn to live on my own and be as independent as possible.

After many years of experience working with health professionals I find continuity, consistency, tolerance, patience, respect, gentle guidance and understanding are important qualities. At this point I feel that the AnglicareCQ support workers are filling that really

important checklist that I have in place to keep myself from being re-traumatized, and to keep that feeling of safety that is very important for me to be able to trust and work with them.

I am feeling confident and hopeful that they will be able to meet my needs and that I too, can give them insight and better understanding of this condition while working with them.

Sam (name changed to protect privacy) is a participant in AnglicareCQ's Healthy Minds mental health service in Rockhampton

This is an extract from her story in her own words.



working with people to make the best of their lives

Counselling and family support



This year our counselling and family support service has worked with adults, children and families to strengthen relationships, face challenges, make plans and build strong, healthy futures.

We've been out and about in the community, taking messages about child protection and healthy families to events like Romp in the Park. Part of our local Under Eights Week celebrations, Romp in the Park brought hundreds of families with small children to

Rockhampton's beautiful Botanic Gardens for a day of fun and learning. We were on hand with games and activities to help children identify safe people in their life – people they could tell if they felt sad, scared or unsafe. Making these plans in a fun, safe environment gives children extra resources to call on if they need them.

As well as working with individuals and families, we've been advocating to create change on a community

level. We were part of local Domestic and Family Violence Prevention Week action again this year, with staff, supporters and church representatives taking part in marches and events in communities around Central Queensland. We were also part of the Anglican Church's actions for 16 Days of Activism Against Gender Violence, taking part in a domestic violence vigil at St Paul's Cathedral.

By the numbers

158

people in Rockhampton, Biloela and Moura used the Adult Counselling Service

77

family members in Rockhampton and Barcaldine supported through the Family Support

79

women in Rockhampton used the Domestic and Family Violence Service

92

people involved in the Child Protection Counselling and Intervention service in Rockhampton and Gladstone – including children in care, foster and kinship carers, and families of origin



Michelle and Jo with safety activities for children at Romp in the Park. ▶

Working with Mary

For much of her life Mary has fought depression, but she has refused to let it take her as its victim. While Mary had developed strategies and tools to help on her journey, she recently found herself slipping back.

Mary's strength and determination drove her to once again seek out support to maintain her wellbeing, and she recently started working with our Counselling & Family Support team.

Mary has used poetry, stories and music to creatively express her experiences and feelings. We're working with Mary's insight and creativity to explore her existing strengths and develop new skills and knowledge to guide her on her journey through life.

This is a song Mary wrote while struggling with depression and feeling like a victim. She says this is her battle song.

**Take the worst of me
And you will see
The best come back to life.
Watch and you will see
I will heal the scars.
I was under the ground,
I was out of control
I needed a saviour
and that saviour was me.**

**I am a survivor
I am braver
I am a warrior**



working with people to make the best of their lives

Youth



The teenage years are a time of many milestones, and in 2015-16 we saw young people involved in our youth service get their learner driver licences, reach their educational goals, plan for careers and re-build family relationships.

We've supported young people's education through both mainstream and specialised pathways, with many positive outcomes this year. One participant has re-engaged with mainstream distance education and finished year 10, and two students plan to return to mainstream school in 2017. One participant is now in full time work, while others work hard to complete

the foundations of their education. Participants have gained life skills, created new positive peer relationships and built positive connections within the community.

In December 2015 seven young people from our Parent and Community Engagement program, which supported Indigenous youth and families, spent a week at the Emerald Agricultural College doing a short course in working with horses. Some participants who don't connect with the traditional classroom environment have an instant rapport with horses, and this training gave them an

opportunity to explore that and see what it's like to work with horses in a practical way. They finished the course with certification that can lead to further study in the primary industries sector, paving the way for future work in agriculture, conservation or land management.

Our youth service works with young people from 12 to 18 years. We provide early intervention for young people at risk to prevent harm, homelessness and negative health outcomes, and to ensure our young people are engaged and actively contributing members of their community.

By the numbers

381

**young people
involved in youth
services**

5471

**hours of support
provided**

8

**young people
gained their learner
driver licences**

7

**young Indigenous
people took part in a
horse handling course**

Central Highlands youth participants'
Christmas party at the Emerald pool. ►



Working with Tyler and Wade

Sport's not only great for our physical fitness, but our social and mental health as well. Exercise can help manage stress and boost mood and cognition, while sport also teaches us teamwork, co-operation and learning to deal with setbacks and disappointment.

In partnership with the Emerald PCYC and Disability Services our youth services team trialled a 12 week program providing social, mental and physical health outcomes for some young people in the Central Highlands.

The program included supervised time in the PCYC gym, and private sessions with an aim of getting the young people involved in the local group and building positive peer relationships.

It provided a space to build on their health, social network, communication with others and forge a positive profile in their community.

17 year old Tyler* has started to build a social network of friends he's made through his new involvement in sport.

14 year old Wade* has become more comfortable talking to others and more able to express his feelings since starting the program. He's been involved in the justice system in the past, and since the program his self-regulation has improved and he hasn't re-offended. Both boys have improved self-esteem.

Both boys are heavily engaged in AnglicareCQ's youth service, working with us four days a week. Thanks to consistent support, Tyler now has his learners licence and will graduate from high school this year.

A big thank you to the Emerald PCYC and Disability Services for being a proactive partner on this project.

**Details changed to protect privacy*



working with people to make the best of their lives

Homelessness support and emergency relief



We provide supported accommodation for people in urgent need of a safe place to stay, and practical support like budgeting and life skills to help people maintain their tenancies and stay in the homes they have.

We also provide mobile support to people who aren't in AnglicareCQ housing, taking life skills development, planning and budgeting assistance and practical and emotional support to people who need it, wherever they are.

This year our homelessness support team has been active at community events including Homeless Connect, which puts people who are homeless or at risk in touch with the local agencies that can help with their specific circumstances. It's also an opportunity for people to access things many of us take for granted: a warm meal, toiletries and hygiene supplies, clean clothes, and medical attention.

In Winton, we've been in the kitchen this year helping people learn menu planning and cooking skills to create tasty, nutritious meals from scratch, using only affordable basic ingredients.



▲ Jo, Mae, Catherine and Sam with some of the goods donated through New Idea and Anglicare Australia's We Care campaign, providing everyday essentials to people leaving domestic violence.

By the numbers

397

individuals and families provided with mobile support

4712.50

hours of mobile support provided

3060

people housed in crisis accommodation

34

properties dedicated to crisis accommodation

1430

hours spent helping people access the Centrelink system

Working with Leilani and Vernon

In September 2015, fire tore through Leilani and Vernon's Rockhampton home. The blaze gutted the house, and the family of seven lost everything.

Leilani and the family's youngest child were home together when the fire broke out. Their little boy suffered minor burns and was taken to hospital, and released later that day. In the aftermath of the fire, the badly shaken mother's main concern was for her children.

We reached out to the family, to offer a temporary home and support as they rebuilt their lives from the ashes.

When a family suffers a loss of this magnitude, word quickly spreads through the community and locals rally to help.

Not-for-profit group Care and Share Rockhampton organised collection of furniture and homewares donated by the community and storage for the goods until the family was ready to move into a new permanent home.

Thanks to generous support from the Rockhampton Masonic and Citizens Club and Webbers Retravisoin they also received a new fridge and washing machine to help their household get back to normal.

After a month in AnglicareCQ crisis accommodation the family moved back into the private rental market. They're settled in a new home, the children are doing well at school, and they're moving forward with their lives.

Leilani and Vernon take delivery of their new whitegoods from Chris Tollner from the Rockhampton Masonic and Citizens Club, Doug Webber of Webber's Retravisoin and Sam Sanderson from our homelessness and emergency relief team. ►



Photo by Allan Reinikka,
courtesy The Morning Bulletin.

working with people to make the best of their lives

Child protection



We've adopted the Strengthening Families Framework for Practice across our foster care portfolios. This framework is a key milestone in Queensland's child and family support system, and it includes an approach that works with every child and family's strengths with an increased focus on supportive language.

We're focussing on maintaining family and community connections for children and young people in care, which has seen an increase in the number of kinship care placements.

We have five teams dedicated to providing residential care for young people with complex support needs: two in Rockhampton and three Gladstone based in purpose-built properties in which opened this year.

Preparations are occurring to move to a therapeutic approach to residential care, based on the Child Safety Hope and Healing Framework. We've established standardised rostering in our residential properties, based on the concepts of continuity of care through safety, nurturance, development and healing.



▲ The Gladstone child protection team celebrates Foster and Kinship Carer Week.

By the numbers

192

approved carers

132

carer assessments completed

500+

children and young people supported

Bed nights* provided

78,040

Foster Care placement nights
(74,894 in 2014-15)

33,955

Kinship Care placement nights
(22,031 in 2014-15)

4,380

Residential Care placement nights
(4,215 in 2014/2015)

3,215

Intensive Foster Care placements

*What is a 'bed night'? Each bed night represents one child spending one night in care. If there were 100 children in care on a given night, that would equal 100 bed nights.

Working with Casey

Growing up and moving out of home is a major milestone for anyone, and it's no different for young people in out of home care.

Casey* came into foster care when she was a baby, and has spent the last 16 years with Rockhampton carers Sandra* and Peter*.

Now she's 18, Casey has moved out of her carers' home into a place she shares with her sister, and is working and studying with a long-term plan to combine her interests in animals and technology into a career.

Sandra and Peter have been foster carers for about 20 years. Sandra says in that time they've shared their home with hundreds of children and young people.

"From the minute they arrive, as soon as they get their foot in the door, they are our family," Sandra says.

"I've had children stay for maybe 10 years, but Casey is the first child I've seen through to 18."

"She has completely embraced her new life. Some children find it hard to let go of what's happened in the past, but Casey's been able to completely embrace a new life and the opportunities that have been offered to her."

Casey has intellectual disability, and her new place is supported housing with 24 hour care.

Casey is studying media and technology, and also working for a local mobile dog washing and grooming service.

"It's really good," Casey says. "When I first started my confidence was quite low, but since I've been working it's gone up.

"I feel comfortable talking to the customers, talking to the dogs, playing with the dogs and knowing everything I have to do."

Long term, Casey plans to take up animal photography to bring together her skills with animals and interest in media and technology.

Sandra says she and Casey are still very close, and there are plenty of visits, phone calls and catch ups.

"She'll always be a part of our family, and she knows that."

**All names changed to protect privacy*



working with people to make the best of their lives

Working with Jim

Jim's* workmate looked at him sideways. They'd met at the supermarket, and the boy in his early teens shopping with Jim was a different child than he'd had the week before.

"Just how many kids do you have, mate?"

Jim just smiled.

For the last 11 years Jim's been a foster carer.

While carers like Sandra and Peter (see page 15) may care for a child or young person for months or years, Jim and his family specialise in short-term respite care.

"I wouldn't do it if I didn't love it," Jim says.

"It's challenging, but if you can make a difference that makes it all worthwhile.

"Kids need love, we all need love. If someone doesn't stand up for these kids, they'll go through life thinking no-one cares."

Foster carers come from all walks of life, and can be single people, couples or families with their own children.

It's a big job and a vitally important one, providing a safe, nurturing environment where children in out of home care can grow and thrive.

Jim is one of about 200 carers supported by our Child Protection Team. We provide round the clock support every step of the way, working with foster and kinship carers giving every young person a chance to overcome adversity and build a brighter future.

**All names changed to protect privacy*



Working with Max and Brayden

Fifteen year old Max* and 13 year old Brayden* are two young people who are part of our residential care program, which provides a stable, nurturing environment for young people in out of home care who have complex support needs.

Max has grown as a person since coming to stay with us, exploring new experiences and what life has to offer. He's working on his social skills in all kinds of scenarios and social situations, including team sports and cadets. He's taking a keen interest in food, cooking inventive new recipes with his carers and trying out new foods and flavours.

Max has had some challenges around his education in the past, which have been eased through a personalised distance education program. His reactive anger issues have reduced significantly as he learns self-regulation techniques and builds his emotional intelligence.

Brayden's reconnecting with his family, with support from carers and housemates to work through past issues and look to the future. While he's been staying with us, we've supported Brayden to maintain connections to his family and participate in family activities.

Brayden is doing very well in his education, getting A's in some his recent assessments. He's working through his social issues, and he's an excellent young athlete.

Brayden's increasing ability to self-regulate means he's now able to take some space when he needs it, which is helping him get on better with his housemates and creating more harmonious house dynamics.

**All names changed to protect privacy*



working with people to make the best of their lives

Housing



We provide housing options in communities across Central Queensland, from four-bedroom houses to studio apartments, with new properties being added to our portfolio all the time. Our services include short-term supported accommodation to help individuals and families through a period of crisis, and affordable long-term homes for people on low to moderate incomes and people whose needs aren't met in the mainstream rental market.

This year we established a Tenant Advisory Group as an extra avenue for tenants to provide feedback and ideas. The group meets regularly to exchange ideas and share information and concerns between AnglicareCQ and our tenants. TAG members raise concerns brought to them by other tenants, and advocate as a collective to introduce new ideas and improve our services. This team of volunteers come from different walks of life, live in different kinds of housing, and all bring their own experiences, opinions, skills and values to the group.

AnglicareCQ was registered under the National Regulatory System for Community Housing (NRSCH) in July 2014. NRSCH aims to ensure a well governed, well managed and viable national community housing sector that meets the housing needs of tenants and provides assurance for government and investors. This year, we passed our first annual compliance check which is an ongoing part of the registration process - a clear indication of our efforts to not only deliver community housing services, but deliver these services well.

By the numbers

1092

tenants across all
housing services

588 total properties managed including...

200

National Rental Affordability
Scheme properties

236

Community Housing
properties

Property management
co-ordinator Leigh. ▶



Working with Keith

Keith's 77 years have taken him from Cape York to Coonabarabran, working in jobs from stationhand to carpenter to salesman. He's also served his community through natural disasters and severe traffic crashes as an SES volunteer.

Now he's retired, and living in a unit in Rockhampton managed by AnglicareCQ.

Before coming to Rockhampton, Keith was living in a rural community in Central Queensland with his partner Dorothy. Dorothy was dealing with poor health and disability, and three years ago the doctor recommended it was time to move to town.

The couple applied for housing in Rockhampton through the Department of Housing and Public Works.

By then Dorothy needed a home with wheelchair access, as well as being affordable on the Age Pension. They were referred to AnglicareCQ, and one of our disability-accessible units fit the bill perfectly.

"As soon as we walked in, we knew this was it," Keith remembers.

"Dot would say 'I'm so glad we got this unit' nearly every day."

A pet-friendly home was also important to the couple, so their four-legged family member could move with them.

"The cat's a part of our family," Keith says. "No cat, no us."

Sadly, Dorothy recently passed away.

Keith's keeping busy looking after his beautiful garden bursting with potted flowers, fruit trees, bromeliads and visiting with his extended family.

Keith is also the Chair of our Tenant Advisory Group, liaising between tenants and AnglicareCQ to drive innovation, continuously improve our service delivery, resolve issues and build new partnerships.

Keith checking the fruit trees in his garden. ►



working with people to make the best of their lives

Working with Dan

When we met Dan*, a young Indigenous man with intellectual disability, he was living in a tent in the backyard at his mother's place.

Dan's mother had a hoarding issue, which had reached the point there was no longer room for Dan in the family home. He'd bought himself a cheap four-person tent, pitched in the backyard, and moved into his own living space with all his clothes and possessions.

On our first visit it was pouring rain in the middle of summer. All Dan's clothes were wet, and his mattress soaked. To cope with the heat in the tent, Dan had rigged up a fan powered by an extension cord from the house – the cord running through the rain and puddles in the backyard.

We found a suitable long term unit for Dan, and also put him in touch with our homelessness support service's mobile support to help him settle in and get used to looking after his own place.

Dan has since transferred to another long term unit, and has been a tenant with AnglicareCQ for nearly five years. He always has a smile on his face and a friendly 'g'day' for our housing team.

Dan takes great pride in his home, and his unit is always immaculate.

**Name changed to protect privacy*



Working with Colleen

Colleen* was just 16 when her family dynamics meant she had to leave home. She was starting her last year at high school when we supported her to settle into a Community Rent Scheme property and live independently.

Colleen kept her home clean and tidy, and cared for the property with minimal assistance. The yard was well maintained, and the rent paid on time. Colleen worked casual jobs, obtained her drivers licence, purchased a small car and grew in independence and confidence.

With support from AnglicareCQ and the Department of Housing and Public Works, Colleen was able to maintain a stable home life despite and successfully complete year 12.

After high school Colleen immediately enrolled in TAFE, studying aged care. She's now studying nursing through CQUniversity.

Colleen has now transitioned out of community housing and has a stable home in private rental market. With AnglicareCQ's support she's overcome her early challenges and created a hopeful new future, truly making the best of her life.

**Name changed to protect privacy*



working with people to make the best of their lives

Donors, volunteers & fundraising

AnglicareCQ is funded through a variety of sources including State and Federal Government programs, one-off grants, and donations. Fundraising is an important part of our work, because this money enables us to respond to developing needs in our communities, from natural disasters families going through extraordinary hardship like the loss of a home. We thank everyone who's been involved in our fundraising efforts this year: everyone who's donated money or goods, organisations and businesses who have donated or supported our appeals, and our invaluable team of volunteers. Every donation and every action makes a difference to another's life.

Best feet forward for kids in care

In late May 2016 more than 100 runners put their best foot forward to raise funds for AnglicareCQ's child protection programs.

The Angels for Anglicare Fun Run was conceived and organised by a team of CQUniversity students, who volunteered their time and skills as part of their studies.

The event raised \$676 to support local children in out of home care through runners' registrations and donations.

Cents add up at annual fundraising event

Every year our volunteer-run cent sale is the highlight of our fundraising calendar.

This year's event raised \$7,398 to fund our services across Central Queensland.

More than 300 people filled Rockhampton's Bauhinia House for a chance to take home hundreds of prizes donated by local businesses and hand made by volunteers, and snack on a delicious afternoon tea.

Thank you to all our donors and supporters, including

- > Anglican Church Central Queensland, and churches and parishes across Central Queensland
- > \$25 Style Cuts
- > ABC Capricornia
- > ABC Western Queensland
- > AccessPay
- > Adopt a Grandparent Gladstone
- > AFS Pharmacies
- > All Hours Glass
- > Allenstown Hotel
- > Allenstown Square Meats
- > Allied Parts
- > Amalgamated Pest Control
- > Antonia Xpress
- > ANZ Bank
- > Aussie Gold
- > Australia Zoo
- > Australian Country Living
- > Baby Locker
- > Balance Podiatry
- > Banana Shire Council
- > Battery World
- > Beacon Lighting
- > Beccahan Computers
- > Betta Blinds
- > Bidgerdii Community Health Service
- > Bidvest Food Services
- > Big G
- > Blackwater PCYC
- > Blackwater State High School
- > Bluefin Sports
- > Boyne-Tannum Scouts
- > Bradnam's Windows and Doors
- > Brides in Style
- > Bridge Street Tyre & Mechanical
- > Brunswick Hotel
- > Bunnings
- > Campbells Cash and Carry
- > The Capricornian
- > Capricorn Caves
- > The Central Telegraph
- > Centre De Danse Boutique
- > Centrepont Motor Inn
- > Chemist Warehouse
- > Christine's Beauty & Laser Clinic
- > City Centre Cycles
- > City Centre Plaza
- > Clark Rubber
- > Clinton State School
- > Community Development Office, Middlemount
- > Country Lane Studio
- > CQID
- > CQUniversity
- > Cranston's Pies
- > CS Energy
- > Curves
- > Dan Murphys Allenstown
- > Dawson Road Butchery
- > Denison Boutique Hotel
- > Department of Transport and Main Roads
- > Different Cycles
- > Dreamtime Cultural Centre
- > Echidna Embroidery
- > Emerald Agricultural College
- > Emerald Neighbourhood Centre
- > Emerald PCYC
- > Evans Edwards and Associates
- > Far Pavillions
- > Farm & Garden
- > Flawless Beauty
- > Flower Box Tropical
- > Giddy Goat
- > Gladstone Observer
- > Glenmore Tavern
- > Graincorp
- > Green Brothers
- > Hair De Lites
- > Headstart
- > Heights College
- > Helping From Heaven
- > High Street Vet Surgery
- > Hiller & Associate Catering
- > House of Frames

Donors, volunteers & fundraising (continued)

Bargain store

The AnglicareCQ Bargain Store in Denison Street, Rockhampton, sells clothing and homewares at affordable prices so everybody can get a bargain. Along the way we're raising funds to support our services - \$73,413 in the 2015-16 financial year. The Bargain Store relies on a team of a dozen dedicated volunteers under the guidance of co-ordinator Leila Featherstone. The volunteers look after every aspect of the shop's operations, from collecting and sorting donations to customer service, stock management and presentation. But it's not all hard work – there's always time for a chat and morning tea.

Spreading the true meaning of Christmas across CQ

Christmas should be a time of joy and celebration, with presents under the tree and dinner on the table for family and friends. But for people dealing with financial hardship, disability, illness or the aftermath of natural disasters, Christmas can be a stressful and lonely time.

Thanks to your help, in 2015 we were able to share the true spirit of Christmas with families right across Central Queensland. We delivered hampers and hope to households that would otherwise have gone without, and made sure children and young people spending

this Christmas in foster, kinship or residential care had presents under the tree just like every other kid.

This wouldn't be possible without your help. From our smallest country towns to our major population centres families, community groups, businesses and schools rallied to support our Christmas appeals and donate money, food and gifts to support locals in need.

Also over the Christmas season our Rockhampton volunteers were hard at work at our Christmas wrapping stall in City Centre Plaza. They worked right through until the evening of Christmas Eve, and raised \$6,428.85 to support our services across CQ.

- > Ideal Dry Cleaners
- > Jet Dry Cleaners
- > Kens Plumbing Plus
- > Kerr Solutions
- > Kerry's Barber Shop
- > Koorana Crocodile Farm
- > Lakes Creek Florist
- > Lawrence & Hanson
- > Mango4 Office Technology
- > Mark West Gents Hairdresser
- > Masters
- > Mayne Homemakers
- > Menzies Auto Service

- > Monsta Printz
- > The Morning Bulletin
- > Morrison CQ Agencies
- > Motorcycle Performance Specialist
- > Needle Work Cottage
- > Norm Milner Butchers
- > Officeworks
- > One to One Hair Studio
- > Paint Place
- > Pet Barn
- > Peter Boodles Quality Meats
- > Phil Peel Jewellers

- > Plantability
- > The Power Shop
- > Probation and Parole, Emerald
- > The Queensland Police Service
- > Quota Club of Gladstone
- > RAPAD Employment Services (RESQ)
- > Regent Hotel
- > Rimrock Agencies
- > RNA Hair Studio
- > Robo's Tyre Works
- > Rockhampton Business Machines

- > Rockhampton Car Sound
- > Rockhampton Men's Shed
- > Rockhampton Masonic and Citizens Club
- > Rockhampton Picture Framing
- > Rockhampton Regional Council
- > Rockhampton Regional Library
- > Rocky Resort Motor Inn
- > Rocky Top Restaurant
- > Rosenberg Motorcycles
- > The Royal Flying Doctor Service
- > The Safari Room
- > Sam Wray Chocolates
- > Scoffins Clocks & Watches

- > Shades of Beauty
- > Simplicity Market Fresh Flowers
- > Sisleys
- > Sleepys
- > Snooze
- > Soaked Swimwear
- > Something Different
- > Subway
- > Swimart
- > Terri Williams Hair Stylists
- > Thomas Betta Electrical
- > Tomkins Kitchens
- > Total Eden
- > Trim-Endous
- > Tru Value Hardware

- > Ultra Tune
- > Wandal Hair & Beauty
- > Warner Village Theme Parks Movie World
- > Webbers Retrivation
- > Wendys
- > Westfund Health
- > Wink for Hair
- > Woolworths Allenstown

> A special thank you is extended to the hundreds of Rockhampton businesses who donate prizes for our annual cent sale – we couldn't do it without you!

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A new office to face the future

Anglicare Central Queensland's new office in Musgrave St was officially opened and blessed in April 2016, bringing all the organisation's services in Rockhampton together in one central location.

The new purpose-built facility at 160 Musgrave St is next door to our existing office at 164, meaning our whole Rockhampton team are now together on one site (except our residential care workers, who work on-site in the houses with the young people in our care).

The striking new building has been custom built by the Anglican Church Central Queensland for AnglicareCQ to deliver much-needed community services including mental health, counselling and family support, and services for people who are homeless or at risk of homelessness. It also houses our management, administration and finance teams.

It's still business as usual next door in the existing AnglicareCQ building at 164 Musgrave St, the hub for our Rockhampton-based housing services, emergency relief, and child protection programs.

The move brings together more than 30 AnglicareCQ staff from the now-closed offices in Quay St and Fitzroy St, making it simpler and easier for Rockhampton residents to access the service they need.

This new building is the latest venture in AnglicareCQ's partnership with the Anglican Church which stretches back to the agency's inception as CareForce in 1983, and before that through the Church's history of social welfare dating back to the early 1900s.



Financial report

Anglicare Central Queensland has recorded a deficit of \$44,940 for the 2015/2016 financial year; AnglicareCQ remains in a sound financial position with net assets being \$4.65 million in comparison to \$4.7 million in the 2014/2015 financial year. The cash on hand is \$5 million in comparison to \$4.7 million in the 2014/2015 financial year.

The deficit of \$44,940 was less than budgeted for. The primary reason for the variance between this year's deficit of \$44,490 and last year's surplus of \$1,552,849 is the money received from the Gladstone Foundation. No funding was received from the Gladstone Foundation capital grant in the 2015/2016 financial year as construction was completed in the 2014/2015 financial year.

The 2015/2016 financial year has been a year of consolidating and embedding the organisational changes that occurred in the 2014/2015 financial year.

2015/2016 saw the relocation of all Rockhampton offices to one location at 160-164 Musgrave Street. This move has had a positive impact on staff relations and the ability of AnglicareCQ to provide a more integrated service to our participants.

The housing portfolio managed by AnglicareCQ has remained steady over the year with property numbers only increasing by 10 properties in the 2015/2016 financial year. The total number of properties at the end on June 2016 being managed by ACQ is 555. The introduction of a Property Management Team and Principal Finance Officer has led to increased efficiencies. The vacancy rates in our 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 outweighing the demand.

The number of AnglicareCQ Community Services and Child Protection programs has remained steady, with the loss of only one program (PACE) during the 2015/2016 financial year. All programs have been performing well.

The overall financial position of ACQ remains sound. Our full audited financial statement is available on request.

Lance Laphorn CPA
General Manager: Business Services



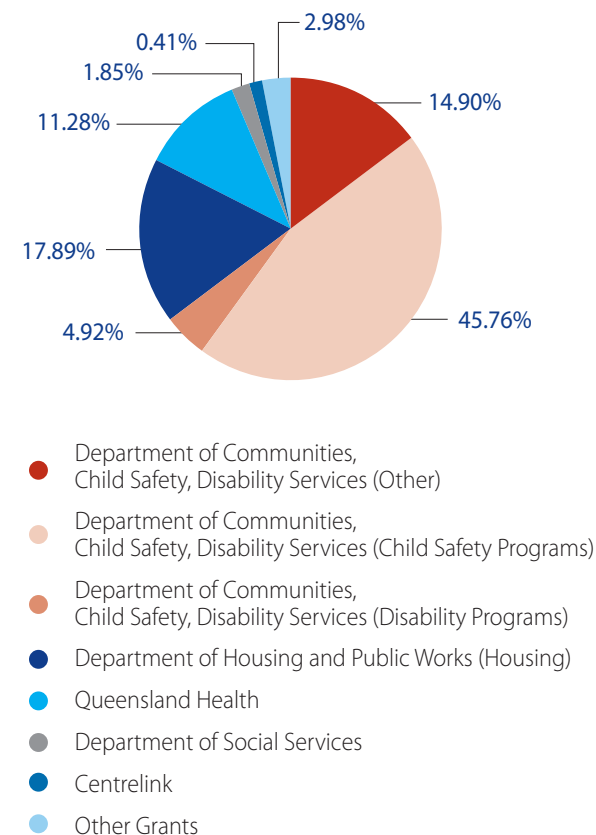
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Financial report (continued)

Comparative Table

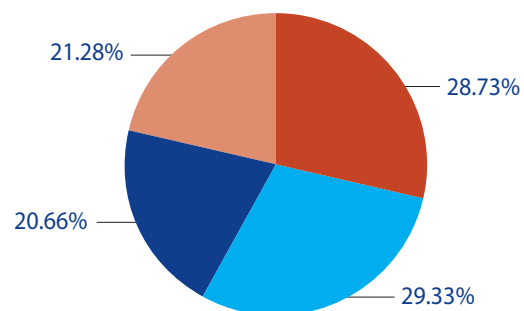
Revenue	2014/2015	2015/2016
Grant Revenue	\$14,188,862.00	\$13,277,437
Fundraising/Donations	\$67,365.00	\$150,251
Fee for Service	\$154,955.00	\$149,974
Interest	\$144,497.00	\$135,831
Bargain Centre Sales	\$67,975.00	\$73,413
Rental Property Income	\$3,081,848.00	\$2,996,397
Child Care Fees Child Care Benefits	\$1,364.00	\$-
Other	\$776,449.00	\$817,516
TOTAL	\$18,483,315.00	\$17,600,819
Expenditure	2014/2015	2015/2016
Employee Benefits	\$10,000,437.00	\$10,905,941
Motor Vehicle	\$506,503.00	\$478,742
Emergency Relief	\$278,715.06	\$219,917
Rental Property Expenditure	\$2,639,787.00	\$2,326,121
Other Operating	\$3,505,023.00	\$3,715,038
TOTAL	\$16,930,465.06	\$17,645,759
Government Funding Partners	2014/2015	2015/2016
Department of Communities, Child Safety, Disability Services (Other)	\$2,187,359.00	\$1,978,995.50
Department of Communities, Child Safety and Disability Services (Child Safety Programs)	\$5,707,517.00	\$6,076,373.00
Department of Communities, Child Safety, Disability Services (Disability Programs)	\$547,957.03	\$652,720.11
Department of Housing and Public Works (Housing)	\$2,515,155.00	\$2,374,742.00
Queensland Health	\$1,479,255.00	\$1,497,998.00
Department of Social Services	\$287,752.00	\$245,732.47
Centrelink	\$49,049.64	\$55,016.64
Gladstone Foundation	\$1,076,530.00	\$-
Other Grants	\$338,287.33	\$395,859.28
TOTAL	\$14,188,862.00	\$13,277,437.00

Grant Revenue by Funding Partner



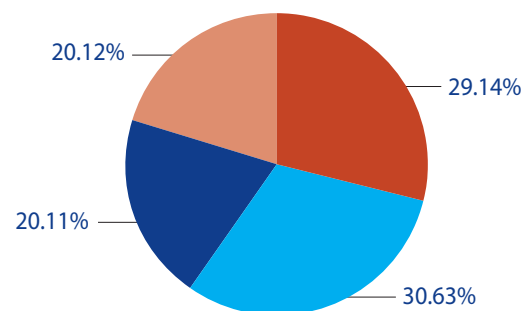
Financial report (continued)

Revenue by Function



- Child Protection
- Community Services
- Housing
- Corporate

Expenditure by Function



- Child Protection
- Community Services
- Housing
- Corporate

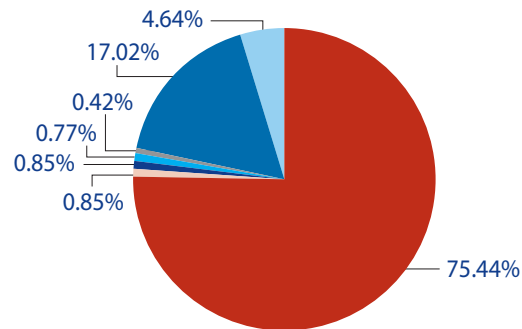
Biloela's Breaking Down Barriers Ball
for Disability Action Week. ►



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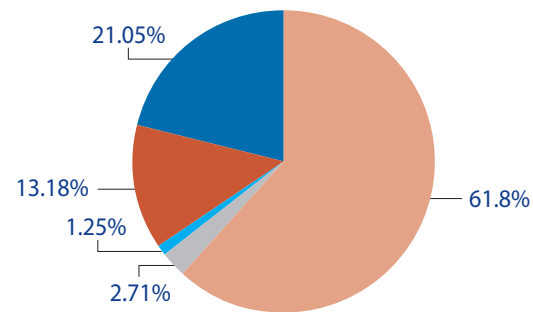
Financial report (continued)

Revenue



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

Expenditure



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



Our board

AnglicareCQ Board of Directors

Rhylla Webb - Chair

Warren Acutt

Steven Deaves

Mike Donaldson

Sue Lancaster

Alan Larsen

Scott McGregor (Resigned May 23, 2016)

Alison Moss

Phillip Moulds

Angela Watson

Clyde Wode

Finance and Audit Committee

Alan Larsen (Committee Chair)

Rhylla Webb

Sue Lancaster

Angela Watson

Housing Committee

Steven Deaves (Committee Chair)

Rhylla Webb

Mike Donaldson

External Committee members:

Ian McKeague

Colin Burke

Marketing Committee

Warren Acutt (Committee Chair)

Rhylla Webb

Alan Larsen

Clyde Wode

Policy Review Committee

Alison Moss

Angela Watson

Steven Deaves

AnglicareCQ Board
(absent: Clyde Wode). ▶





www.anglicarecq.org.au
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Gladstone

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Longreach

15 Pelican Street
(07) 4658 0431

Moura

Pharmacy Building,
Marshall Street
(07) 4997 3473

Rockhampton

160-164 Musgrave Street
(07) 4837 5300

Bargain Store

193 Denison Street
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Winton

75 Elderslie Street
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