



# 2022 Annual Review

Strengthening  
Community



# Vision, Mission and Values

**Vision:** Jesus Christ honoured, lives enriched and communities strengthened.

**Mission:** Serving people in need, enriching lives, sharing the love of Jesus.

**Values:** We exist to share the love of Jesus and value all people as made in the image of the living God. Our faith gives us meaning, purpose, direction and hope as we seek to live lives pleasing to God. This inspires us to act with:

- Integrity
- Justice
- Compassion
- Excellence

## Traditional Custodians

Anglicare acknowledges the traditional custodians and cultural knowledge holders of the lands on which we work. We pay respect to the Elders, past and present, and express our gratitude that we share this land today, our sorrow for the cost of that sharing, and our hope that we can move towards a place of justice and partnership together.



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## Chairman's Message

God sent the prophet Zechariah to encourage the remnant of his people, those who had recently returned from being in exile, to continue in their faith and in the work that God had for them. Draw near to God, he encouraged them, and he will draw near to you: *Therefore, tell the people: This is what the Lord Almighty says: "Return to me", declares the Lord Almighty, "and I will return to you..."* Zechariah 1:3

This is also a message that we also need to hold on to as well. In drawing near to God, the prophet also calls God's people to reflect his love and character: This is what the Lord Almighty said: *"Administer true justice; show mercy and compassion to one another. Do not oppress the widow or the fatherless, the foreigner or the poor. Do not plot evil against each other."* Zechariah 7:9

The after-effects of pandemic lockdowns, contiguous periods of floods and rain damage, the state of our economy with the rising costs of living, inflation and interest rates and pressures to keep heart, soul and body together have seen greater demand for our front-line services than ever before. More people, especially more younger people, are approaching Anglicare for food and financial assistance, mental health and counselling services, disaster recovery support, family and youth services, and/or safe and affordable housing. The long tail of effects of the pandemic, natural disasters and economic pressures have ensured that poverty knows no boundaries.

Similarly, with our rapidly ageing population, an increasing number of people are seeking to reside in our residential aged care homes or access our in-home services. Unfortunately, we have not been able to meet all the demands for our services, and aged care needs both workforce resourcing and funding reform. In addition, the implementation of the recommendations of the Royal Commission into Aged Care Quality and Safety, and the path of reform for the sector outlined by the previous and incoming Federal Governments, present significant opportunities, and challenges, to enhance the lives of older Australians. We continue to advocate to government about the need for urgent and meaningful aged care reform.

There would seem, at face value, much to be discouraged about, just as the Lord's people returning from exile were discouraged and unsure about the future. But Zechariah's prophecy and our Lord's own words remind us that we must be deliberate in our efforts, remain steadfast in our faith and give focus to the challenges and opportunities in front of us as we minister to the vulnerable whom we called to serve through Anglicare across Greater Sydney, the Illawarra and Shoalhaven and Norfolk Island (Diocese of Sydney) and Northern Inland (Diocese of Armidale).

Simon Miller, our new Chief Executive Officer, took up the reins of leadership in February 2022 and has set himself a task to greet and appreciate our front-line workforce across all areas of ministry and service as he develops plans for our future strategy and direction. As I said in introducing Simon to the Anglicare Sydney community, Simon's rich background in strategy and digital transformation are proving to be real assets to Anglicare Sydney. The Board is looking forward to further discussions about our future strategy and direction in the coming months, but Simon's determination to understand all our areas of ministry and service from the ground up and to develop a thorough and detailed assessment of our operations, and our strengths and weaknesses, is a worthy start to his tenure as CEO.

Our Board remains resolute in its own pursuit of high standards in governance. Our eleven Board members not only meet 10-12 times per year, but also serve on one or more of our five Board committees:

- Audit and Risk
- Nomination and Governance
- Care and Clinical Governance
- Ministry, People and Culture
- Resources and Property Development.

Each committee meets bi-monthly or quarterly. A number of non-Board members also serve on some of our committees, generously giving their time and expertise to this work of those committees. Our Board remains active in its oversight of all Anglicare Sydney's ministries and services, our regulatory compliance, finance and the risks we face, as well as supporting and enabling the senior executive team.

We have been able to open several new facilities in the course of the past year. The integrated residential aged care, retirement living, and social and affordable housing development at Minto was noteworthy for the visit and praise of Minister Alistair Henskens upon its opening. New community services facilities at Liverpool and new or expanded retirement living

and residential aged care villages at Gordon, Oran Park, Rooty Hill, The Ponds and Woollooware Shores are evidence of Anglicare Sydney's rich history of renewal and re-invention of our services.

Our ongoing program of asset management renewal also saw the closure of Thomas Street Lodge in Parramatta and the retirement living village at Lemongrove, with all residents successfully transitioned to other locations. Plans for the redevelopment of some older retirement living villages have also been shared with residents of those villages.

In this Annual Review you will discover examples of how Anglicare has served people in need, enriched lives, strengthened communities, shared the love of Jesus and proclaimed the grace of God.

I thank my Board, our external committee members, our senior executive team and all our staff and volunteers, particularly those working in our front-line services, for their extraordinary efforts, faithful service and care during the past year.

I hope you enjoy reading the stories, but most importantly, hope you will take time to pray for the staff and leadership of Anglicare as we respond to new opportunities and challenges in 2023.

**Greg Hammond OAM**

*Chairman, Anglican Community Services*



## CEO's Message

I want to express my deep gratitude for the warm and heartfelt welcome that I have received since my arrival at Anglicare in February 2022. We are an organisation with a rich history of loving and serving people in the name of Jesus. I am grateful that God has led me to this role, and I am grateful for the affirmation I have received by the reception and greetings and interaction of staff.

It is not possible to imagine the size and breadth of Anglicare from outside the organisation, and my first and foremost objective as I arrived has been to spend as much time as I have been able to find visiting and experiencing our front-line staff and their interactions with those in our care.

It is no secret that, in these recent months, the demands upon our services have been greater than ever. The number of vulnerable people has been growing. The number of those needing life assistance, counselling, financial services, the number of families struggling, the number of younger people seeking all types of assistance; those people seeking relief from flooding and other natural disasters are all growing. Our aged care and retirement living services have all been stretched to new limits by the second and third waves of the pandemic, the challenges of workforce shortages in Australia and limited funding.

What I have observed to be constant has been our love, care and service to all these vulnerable people.

Anglicare is a people business. Our most precious and valuable asset is our own people.

As I have spent time meeting people and learning about what they do, I have also come to understand that their priority is the people in their care. Our clients, our customers and residents, young and old, families and singles, men and women, no matter what their background, their history, their experiences.

I have come to realise that as we commence any process that considers what we might do in the future, as we consider strategy, we must put our people and our customers at the centre of that work.

Where customers and residents are concerned, we need to deepen and extend our love and services to

them. We must understand how they need us in their lives and how we – with our limited resources – must always do the very best we possibly can for them and continue to find ways of improving that.

There are many practical examples of the love and service of our staff scattered throughout this report. As I review this report, I am reminded of the words of the first epistle of John as he spoke to those people who had remained faithful in the toughest of circumstances:

*“This is how we know what love is: Jesus Christ laid down his life for us. And we ought to lay down our lives for our brothers and sisters. If anyone has material possessions and sees a brother and sister in need but has no pity on them, how can the love of God be in that person? Dear children, let us not love in words or speech, but with actions and in truth”.*

1 John 3:16-18

Our truth – our direction and strategy will focus on:

- Serving our customers and residents better than we have ever done before.
- Valuing our staff and volunteers more deeply, so that they can continue to serve in love and joy for the work they do.

We will apply ourselves to relationships that matter – with our Diocese, with government, with agencies, with education, with those who support us, and those who are yet to support us so that our ability to serve those in real need is thoroughly resourced and in best practice.

I thank Archbishop Kanishka Raffel and all the Diocese for their inspiration and support of our work. I show our appreciation of those parishes and individuals who continue their practical and financial support of our work. I am grateful to our contractors and partners who enable us to deliver our service every day.

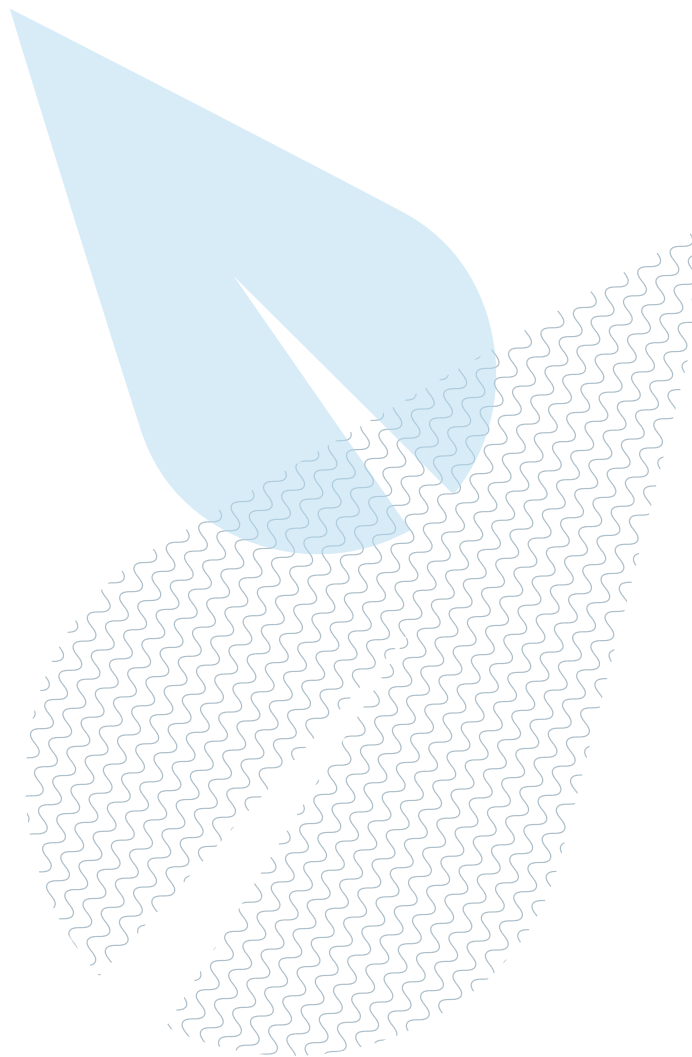
Casting out for our future can only happen with a true appreciation for what is done in the present and the journey taken to this point.

I am looking forward to continuing the service and love of Anglicare to the people that seek us out and finding ways to extend, deepen and sustain that service and love.

Grace and peace.

**Simon Miller**

CEO Anglicare Sydney



# Strengthening community

People are best able to grow when they belong and support one another in community. Strong communities are strong because of the quality of relationships within them – between individuals, between groups of people and within families. These relationships are the glue that holds communities together.

Our aim is to create, grow, support and promote environments where people can flourish – where the whole is greater than the sum of its parts. At the heart of our service design and delivery, our partnerships and outreach, is the desire that people will experience a sense of belonging, connection and value that reveals something of God's grace and his love for all people.





# Continuing the journey of reconciliation

Inspired by the gospel of reconciliation in Jesus Christ, Anglicare's vision for reconciliation is a nation where Australia's First Peoples are restored in dignity, respect, empowerment and opportunity. We continue to work towards this vision within the organisation, with local communities and in partnership with local churches.

## Community Care Programs serving Aboriginal communities

To enable Anglican Aid to sharpen their focus on overseas ministry and development, the longstanding Community Care Program (CCP) fund transitioned to Anglicare at the start of 2022. Providing a channel for tax-deductible donations to support church community programs, CCP is currently working with churches on thirteen projects in the Dioceses of Sydney and Armidale. Four of these engage specifically with Indigenous ministries.

Anglicare's Partnership Development team is working with each to support them in building their donor base and meeting their project goals. Opportunities to add new projects are also being considered.

In the Diocese of Armidale, the Coledale Ministry of St Peter's South Tamworth works pastorally and practically with the Indigenous community of Coledale, an area with high rates of unemployment and substance abuse. The regular service provides a safe space for people to gather and hear the Bible preached, pray and support each other. Following the weekly service, 80-120 people share dinner together. The Coledale Ministry also provides a food pantry for those in need, while volunteers from the church maintain connection with people in the Indigenous community.

Other CCP ministries focused on working with local Aboriginal communities are the Walgett Indigenous Ministry, One4Life in Redfern and Macarthur Indigenous Church.

## Abundant Love

In 2022, Anglicare's Take Love youth initiative partnered with Aboriginal artist Stevie O'Chin

to create some new additions to the popular merchandise range. Stevie is a Brisbane-based artist, from the Kabi Kabi, Waka Waka and Koa people on her father's side and the Yuin Nation on her mother's side.

The artwork, Abundant Love, was inspired by 1 John 4:19, "We love because he first loved us" - the verse on which Take Love itself has been based since its inception in 2014. These well-known words express Take Love's heart to motivate and equip young people to take God's love to the world.

Within Stevie's artwork, the white concentric circles represent the eternal nature of God's love and the white lines connecting the circles represent our love for one another. The pink dots are another representation of the love shared between us.

The design is available on long and short sleeve tees, a tote bag and ready-to-frame prints as part of the wider Take Love merchandise range. Completing the picture for the photo shoot (left), models Jonah, Majeeda and Teitei are all of Aboriginal and Torres Strait Islander heritage.

Proceeds from merchandise sales are going to Community Care Program ministries supporting Indigenous communities in Walgett, Coledale, Redfern and Macarthur.

## Get up! Stand up! Show up!

Regular participation in events is one of the many ways in which Anglicare celebrates the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

During NAIDOC Week 2022, staff, residents and clients at 35 Anglicare locations embraced the *Get up! Stand up! Show up!* theme through events and activities ranging from chapel services and presentations to art and craft workshops and cooking demonstrations. In many cases, local Aboriginal Elders and community members joined the celebrations to share their stories and provide insights into the significance of NAIDOC.

The week was further commemorated in a special NAIDOC Week edition of Anglicare's popular *Life to the full* Recipe Wellbeing cards. Produced on a monthly basis, these cards are distributed to clients and community members through a range of services and provide tips on mental and financial wellbeing, spiritual reflections and recipe ideas. The NAIDOC Week cards were produced in collaboration with several Aboriginal staff members and included personal thoughts on the importance of NAIDOC Week and a recipe for Lemon Myrtle Tea Cake incorporating traditional ingredients.



## Partnering in community outreach

The growing Community Chaplaincy program is proving to be an effective way of bringing Anglicare and churches together to reach out to local communities. Employed by Anglicare but effectively on the staff of the church, the Community Chaplain's role is external facing and focused on providing a holistic ministry.

Community Chaplains work to connect people with relevant Anglicare initiatives as well as church activities and groups appropriate to their needs.

Housing that provides more than shelter

One sphere in which Community Chaplains are forging fruitful new links between Anglicare programs, clients and churches is in the growing portfolio of affordable and social housing locations.

In a program model that prioritises providing tailored support to each individual, Anglicare Housing works with residents to set goals and provide support for what they want to achieve, including in the area of community engagement.

Residents started to move into Taverners Hill, one of the first housing locations to be established, in July 2017. Connection with All Souls Leichhardt began soon after with a monthly invitation for the parish Senior Minister to attend a meet and greet with the residents. This engagement progressed to a regular weekly Bible Study and parishioners participating in Taverners events such as Christmas celebrations.

Over the last year, three new purpose-designed housing locations have opened their doors for the first time. Residents – and staff – at Arista (Mt Druitt), Calli (Liverpool) and Boroni (Fairfield) have benefited from practical connection with local Anglican churches, largely facilitated by the Community Chaplain at each location. At Liverpool, around 50 residents enjoyed lunch at St Luke's Liverpool with the Chaplain sharing information about who he is and what he does as well as providing information about the Empower life skills

course, English for Life classes and Bible studies. The opportunity to use the church premises, within walking distance of Calli, made the event possible as it provided the space required for such a large group to gather. It also enabled residents to become familiar with the church and how to get there.

Residents from Boroni, in the nearby suburb of Fairfield, combine with Calli residents for some activities and also benefit from engagement with the St Luke's Community Chaplain. With people from many different locations coming together at each site, the opportunity to attend the church's English for Life classes is particularly valuable in equipping them for greater community engagement.

At another new housing location, Arista in Mt Druitt, the Community Chaplain at Minchinbury Anglican is ministering in a similar way to connect residents with Anglicare programs and the church. At a recent Anglicare Sunday, congregation members heard the testimony of one resident who has not only started to attend services regularly but has also completed the Alpha course and feels very welcome at the church. It is a great answer to prayer that others are on a similar journey.

### One4Life reaching Redfern

In Sydney's diverse inner-west, Anglicare partners with South Sydney Anglican Church in their One4Life Community Program, sharing the love of Christ in action with locals who are struggling with the challenges of life. Reflecting the demographics of the area, the program works with people from diverse backgrounds including those from the Aboriginal and Torres Strait Islander community.

One4Life offers a wide range of support - financial, emotional and spiritual. Program activities include One4Food (community pantry and free Friday meal), Overcomers Outreach (supporting people to address addictions), a Christian support group, ESL classes, and general pastoral care.

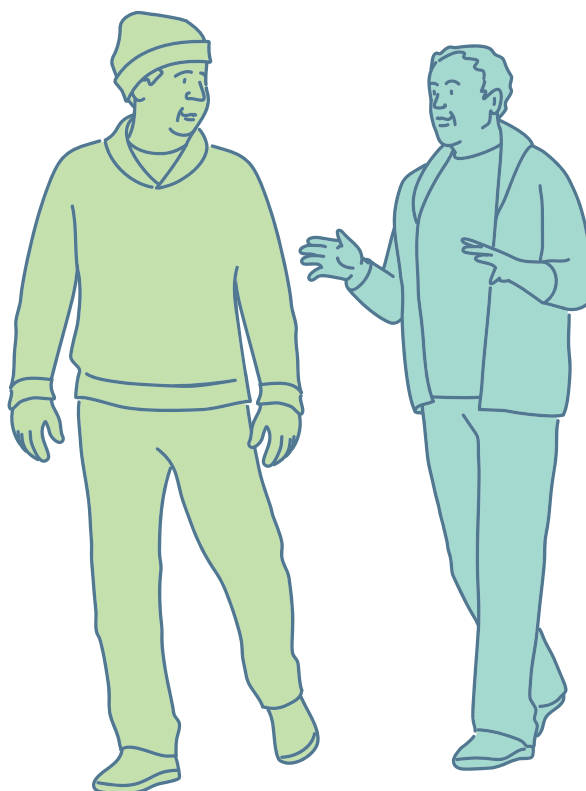
With the support of a Community Chaplain, funded by Anglicare through the Community Care Program as part of the church's staff team, One4Life has grown from its beginning as a modest food ministry 10 years ago to become a holistic community outreach. Over time, people accessing One4Life have begun attending church, participated in the Christianity Explored course and come to know Jesus as their Lord and Saviour. Some are involved in volunteering with the program, helping with the packing and distribution of food to those in need.

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“I never knew anything about this Christian stuff before, until I started to come here. I can see now that everything I went through in my life, in my past, my childhood and even my adult life, when I look back at it now, I can see that God and Jesus is real because he was there. Without him looking after me, I'd be dead. Everything I went through, the way I was treated, being on the street, everything he was there for me. And I didn't even realise that at the time because I didn't even know God or Jesus. But now I know he was there. I didn't know him but he knew me and now I know him.”

One4Life client

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## The power of personal connection

A sense of belonging enriches life for people of all ages and circumstances. Taking time to meet with people, hear their stories and share their thoughts enriches their lives and ours.

### Taking Christian community to clients at home

When age, poor health or limited mobility restrict social interaction, people can find their world seems much smaller. In addition to providing vital personal care and domestic support, Anglicare At Home helps clients to feel a renewed sense of belonging by bringing them into connection with others.

Seeing each client as a person valued by God, Anglicare At Home chaplains and pastoral carers seek to recognise and respond to their deeper needs. Where clients are willing, this will often involve establishing a relationship with the local church which

may lead to regular pastoral and social visits and practical assistance such as transport to services. With many churches now streaming services online, facilitating clients' access to these may open a new window to the joy of shared worship.

Sometimes connection can be much wider, linking people with a heart to give with others to whom their gifts will bring enjoyment. In one happy instance, a chaplain's personal relationship led to the presentation of a handmade quilt from a group at NorthLight Anglican in West Pymble to a client in Engadine. Nowadays mostly bedbound, the client used to make quilts herself but is now denied that pleasure due to Parkinson's disease. Her delight in receiving the quilt, and admiration of the colour arrangement and fabric matching, brought equal joy to the group when it was relayed to them.

### Sharing a message of hope in times of disaster

Chaplaincy is intrinsic to Anglicare's work, with chaplains ministering in retirement living, aged care and community services – and outside the organisation in justice and health settings. In addition, two Anglicare Chaplains are involved in the

NSW Disaster Recovery Chaplaincy network, which provides a pastoral presence to support people in the aftermath of disasters.

In early 2022 Bridget, one of the Disaster Recovery Chaplains, spent a week at the Recovery Centre in Ballina, listening to and talking with people impacted by the floods and sharing the message of the Gospel of Mark on life, truth and hope. Her presence in a quiet corner of the centre gave people the opportunity to talk about their experiences and mental health.

When disaster strikes, the shock and loss can often bring up issues about meaning, justice, forgiveness and hope. Chaplains can help combat those feelings of major loss by connecting people spiritually.

As Bridget notes: “A lot of people were overwhelmed. When people see you’re genuinely concerned, they open up and tell their story. Sometimes it’s not always easy to talk to your family or close friends. Chaplains offer a listening ear for those who want to talk through issues. I was also able to hand out Bibles and refer people to the local church or Mental Health Services. I was amazed by the local community who went out of their way to help people ... there were opportunities where I talked about suffering and how to see the good through suffering as Christ once did for us all.”

### Forming friendships across generations

Launched in 2020 as a way of combating the isolating effects of COVID-19 restrictions in residential aged care, the Take Love Virtual Visiting program has continued to foster fruitful connections between seniors and school students.

The program connects young people with Anglicare residents via a series of four video chats where they have the opportunity to get to know each other and develop a greater understanding of a different generation before meeting face-to-face for morning tea.

In recent months, Roseville College students got to know residents from Caddens Retirement Village before entertaining them in person with performances by the choir and string quartet at morning tea. Abbotsleigh students connected with residents of Goodwin Retirement Village and enjoyed a tour of the village at which they presented gifts and delivered speeches about their experiences through the program.

Reflecting on their enjoyment of time spent with the residents, one Abbotsleigh student noted how much she had appreciated the opportunity

to get to know someone of another generation. “I loved talking to my resident every week and hearing what she had been up to. She told us wonderful stories from her childhood.”

Testament to the success of the program, some students and residents choose to stay in touch after it has concluded. The extent to which these relationships come to be valued was demonstrated earlier this year, following the death of one of the original program participants, a resident at one of Anglicare’s Castle Hill aged care homes. The two students who had come to know him sought permission from their parents and school to attend his funeral and were able to speak with his family about how much they had appreciated and enjoyed the wisdom and stories he had shared.

### Sharing skills to save lives

Knowing how to spot danger signs and provide the right support for older people at risk of suicide can be a lifesaving skill for people who work with seniors.

Following recent studies highlighting the often unrecognised extent of suicide risk among people of older age groups, Anglicare has launched an innovative program designed to equip those working in a range of professions and services to recognise warning signs and guide people in crisis to help. Since the program launched in August 2021, over 500 people including aged care and hospital workers, allied and mental health practitioners, and staff from government departments have taken part in training workshops.

Following the successful rollout of the program in NSW, government funding has now been provided to expand it nationally.

The immense practical value of the skills gained through the workshops was demonstrated by one of Anglicare’s own staff, who works in a program providing housing for older women at risk of homelessness. Within hours of completing the workshop she was visiting one of the housing sites with a colleague after another worker expressed concern that a resident seemed to be experiencing deteriorating mental health. The resident was displaying signs of a possible suicide attempt and had taken herself to an unsafe place.

Having contacted emergency services, she was able to quickly share some of the workshop learnings with her colleague so they could keep talking with the resident until she could be made safe some hours later and taken to hospital.





## Beyond bricks and mortar

Peace of mind, comfort, convenience and connection. The benefits sought by retirees making decisions about where to live extend far beyond well-built accommodation. In residential aged care too, while surroundings are important, establishing an environment in which residents feel valued, respected and secure is essential in providing care that supports the dignity of each person.

### Growing a vibrant, connected community

Well before it welcomed its first residents in October 2021, Anglicare's Minto Gardens retirement village had a vision to become an 'outside in' community – a safe, vibrant, caring home for seniors who were also involved in community groups and activities. The past year has seen this vision increasingly realised, with residents and staff enjoying the benefit of growing connections within and beyond the village.

The value placed on relationships is evident in the name of the village's Byala Café, a friendly space for residents and families to meet and enjoy time together. 'Byala' means 'let's talk' in Dharawal language and recognises the café as a place of connection and conversation. The Minto Garden's Mens' Coffee group epitomises this connection as they meet for a chat and coffee every Wednesday morning.

There's also a growing sense of connection beyond the village, especially with the local parish of Minto Anglican Church. When Minto Gardens participated in Australia's Biggest Morning Tea to raise funds for The Cancer Council, clergy and congregation members not only attended but also provided platters of treats. In all, more than 90 people, including residents from the on-site Porter Lodge residential aged care home and Anglicare's Campbelltown Community Services office, came together to enjoy the morning and lend their support.

More recently, there have been several events with the local police. These have included safety talks covering topics such as being scam aware and guarding against elder abuse as well as 'Coffee with a Cop'. The events received such good feedback that plans are in place to invite the local firefighters to give a talk about being fire aware.

Minto Gardens has also had an invitation from a local primary school for residents to attend a performance at the school with the hope of a reciprocal visit by the school to tour the village and attend one of Minto Gardens' events.

### Sharing stories of lives well lived

For almost 20 years the residents of Donald Robinson Village at Kirrawee have been sharing their lives and stories with each other. In 2011, an enterprising group of residents got together to capture many of their stories in a book titled *Snapshot*. Ten years later, an equally dedicated resident team embarked upon the production of a new edition to capture 'some reflections on lives well lived.'

The product of 12 months of interviewing and writing, *Snapshot 2* details the life stories of over 40 village residents. With a grant from Anglicare's Foundation for Aged Care to assist with printing costs, the residents have produced an impressive 190-page publication that shares stories of joy, overcoming life's hardship and times of celebration.

One member of the editorial team said she hoped that, by reading the life stories of their neighbours, residents would find areas where their lives could intersect, "and our community can become an even more harmonious and connected place to live."

### Continuing a heritage of care in Gordon

The opening of Anglicare's Gordon Quarter retirement village and Roden Cutler Lodge residential aged care home marks the welcome 'return to service' of a site with a long history of community connection and care.

Previously known as Gowrie Village, it was a well-known ARV nursing home and hostel for forty years. Prior to that, it had been a Red Cross nursing home since 1940, initially providing care for repatriated service personnel and recovering prisoners-of-war. In 2016, the decision was made to close the site to allow for a complete redevelopment. While recognising the home's proud tradition, it was acknowledged that the buildings no longer met the standard of accommodation Anglicare wanted to provide for residents.

The redevelopment has included painstaking refurbishment of the landmark Burnham Thorpe building, commissioned in the late 1930s by the site's previous owner, flamboyant businessman John Woolcott Forbes.

Following early interest in Gordon Quarter's 40 immaculately-appointed retirement living units, prospective residents began getting to know each other through get-togethers and events well before starting to move in.

Roden Cutler Lodge also had a ready-made community. When the original home closed in 2017, many of the residents and staff relocated to other Anglicare homes of their choice. Some expressed a preference to move back when the new premises were ready, and Anglicare was delighted to welcome a number of returning residents and staff. In addition, when it was announced that Brian Watt Lodge at Forestville would be closing, many residents and staff accepted the offer to move to Gordon, enjoying the benefits of continuing their relationships in a beautiful new setting.

### Piper House opens in Dapto

The past year also saw another group of residential aged care residents on the move to new premises at St Luke's Village in the Illawarra suburb of Dapto.

Following the opening of St Luke's Retirement Village in 1967, nursing home and hostel accommodation was added in 1980. The process of redevelopment has involved closing part of the original nursing home building and accommodating a reduced number of residents over the past few years.

Having watched the new premises come to life next door, the first residents and staff made the move to their new home, 50 metres across the driveway, in early 2022.

Now named Piper House, the new residential aged care home has been designed to provide an enjoyable environment supporting the best possible care for each resident.

As the Piper House manager notes, "Residents are loving their new home – their beautiful hearts and souls now have a home to match. It's been pleasing to see the genuine love received from families for this beautiful, purpose-built home."





## Beyond bargain shopping

Creating community connection is core business for Anglicare Op Shops. At over 20 locations throughout the Sydney and Illawarra areas, they provide not only a constantly evolving selection of affordable clothing but, through partnership with churches, volunteers and other services, also meet needs, offer support and rise to the challenge of changing circumstances.

### Richmond Op Shop serves as community hub in time of crisis

This year's wet and wild weather has caused distress for many communities. When Sydney received nearly one month's rainfall overnight, thousands of people were evacuated. As the disaster unfolded, the Anglicare Richmond Op Shop team found themselves unlikely first responders.

Working with Anglicare's trained Disaster Recovery volunteers, the Op Shop team readied themselves to welcome flood-affected families into the store. As the swollen Hawkesbury River continued to rise and overflow, families were cut off from their homes. Stranded, with nothing more than the clothes they were wearing, the first people affected by the flood began to trickle through the Op Shop's doors.

Throughout the unfolding disaster, families were provided with warm clothing, emergency rations and a dry, safe place to wait out the deluge. But they also found so much more.

One woman was distraught, fearing that floodwaters had destroyed her home. With gentle comfort she was equipped with clothing, food and information on Anglicare's support services. Just as importantly, she was upheld in prayer and found compassion and the opportunity to talk about her worries and fears. She left a little brighter despite the darkness of the day.

While the circumstances of the day were unusual, the response provided to this woman and many others was not. Anglicare Op Shops are about so much more than clothes on a rack – they provide a listening ear

and a compassionate team who genuinely care about those who come through the door. At Anglicare Op Shops many people find the essence of community.

With a history stretching back over 60 years, our Op Shops are in it for the long haul. Long after disasters stop making headlines, as the demanding work of rebuilding goes on, they continue to serve local communities in whatever way they can.

### Bankstown opens one-stop shop for financial support services

Anglicare's newest Op Shop, in the Sydney suburb of Bankstown, is a practical embodiment of the intention for our Op Shops to be hubs for community connection and support.

Officially opened with a celebration event on 13 April, the Shop's location in the heart of Bankstown makes it an ideal site to also house Anglicare's Bankstown Financial Hub. It was quickly seen that the services provided were making a positive impact for people in the local community.

One client was referred to the service by the National Debt Helpline. After losing his job during the COVID-19 pandemic he had accrued overdue debts. Struggling with anxiety which left him unable to engage with Centrelink, he was not receiving any pension or income support. As a result, he was missing meals and falling further behind in his rent.

The Financial Counsellor set up several appointments with the client and with his creditors. As a result some debts were waived and some reduced. Manageable repayment plans were agreed for the remainder.

The team ascertained that the client was eligible for the aged pension and was able to advocate on his behalf so he would start receiving these payments. This enabled the client to pay off debts, cover his everyday expenses and develop a budget for his future. By connecting him with the local Mobile Community Pantry they were also able to open another door to additional support and connection.

### The difference made by volunteers

Communities are made up of people – and it's people who make the difference in every Anglicare Op Shop. When you visit one of our Op Shops many of the people you'll see working 'front of house' and behind the scenes are volunteers. One of our Op Shops Managers relates how much the generous commitment of volunteers' time and talents is valued:

*"Lord, we need help at the Op Shop. Please send us the right person," I prayed.*

*Time for a coffee. I headed out to the local café and found myself in friendly conversation with another woman seated on her own. She was warm and bubbly, eager to chat. The barista joined in on the conversation too. Together we laughed, enjoying each other's company and the aroma of coffee.*

*Seeing my green Anglicare apron, the woman asked, "Do you need volunteers at your shop?" Already realising that her personality would be perfect for a shop environment, I replied, "Yes, we do! Are you interested?" The woman explained how her family had received charitable help during tough times and she was looking for a way to give back. She also had experience in customer service and retail.*

*I had a good feeling welling up inside me. I told her to come by the Op Shop and fill out an application form. As I turned to leave the café, I asked, "By the way, what's your name?" "Rhonda," she answered. A certain Beach Boys song with the lyrics 'help me Rhonda' began running through my head. The Lord was answering my prayer.*

*Rhonda was a breath of fresh air in the Op Shop. She was so willing to help customers and the other volunteers. Her love for sports saw her take ownership of the activewear displays. She was so keen I had to stop her from working over the 15-hour per week limit!*

*As we got to know each other better, she told me that she felt as though God had specifically called her to join the Anglicare team. It was a brand-new start for her after a health scare and divorcing her husband. There had once been a time when she struggled to leave her house, but now she was welcoming strangers into a shop! Rhonda started to come to church with me, meeting more people and discovering faith. She had found belonging and purpose.*

*God has shown me how our Op Shops connect people with community. Customers are blessed by the help they receive. Volunteers seeking to bless others, find themselves blessed as they are welcomed into the Anglicare family. Friendships are made. New skills are learned. And support is shared.*



**Mobile Community Pantry now serving Northern Inland**

*The well-established Mobile Community Pantry program has been extended to Armidale Diocese. In partnership with local churches in the Tamworth area, the Mobile Community Pantry is now serving the communities of Coledale, Oxley Vale and West Tamworth, providing affordable food and opportunities for connection and support.*





# Community Care Program transitions from Anglican Aid to Anglicare

At the start of 2022, following a joint submission to the Standing Committee, Anglican Aid transitioned their longstanding Community Care Program (CCP) fund to Anglicare. The move enabled Anglican Aid to sharpen their focus on overseas ministry and development work while continuing to ensure the availability of a channel for tax-deductible donations to support church community projects in the Dioceses of Sydney and Armidale.

Thirteen projects are now receiving support through CCP. Anglicare's Partnership Development team is working with each to support them in building their donor base and meeting their project goals. Opportunities to add new projects are also being considered.

## All Saints Community Care, Nowra

- Emergency Relief centre providing practical and financial support for over 2,500 people each year. Trained volunteers also provide crisis support, advocacy and referrals.

## Arundel House, Glebe

- Established as an Anglican ministry in 1920, Arundel House provides accommodation, support and fellowship for 39 female tertiary students from around Australia and the world.

## Bookworms Reading Group, South Coogee

- A joint church/community partnership which aims to improve literacy and build relationships with the families of K-6 children living in public housing in the local area.

## Coledale Ministry, South Tamworth

- In the Diocese of Armidale, the Coledale Ministry of St Peter's South Tamworth works pastorally and practically with the Indigenous community of Coledale, offering a weekly church service and dinner, food pantry and connection.



## Eagle Vale Community Service

- Outreach ministry of Eagle Vale Anglican Church providing sports and fitness classes, playgroup, ESL classes and life skills courses for people in the local community.

## Keiraville International Church Chaplain

- An established ministry of St John's Keiraville providing connection and support for international students enrolled at Wollongong University, their spouses and children, and other migrants and refugees.

## Macarthur Indigenous Reconciliation Ministry

- Restoring relationships with people in the local Indigenous community through chaplaincy, crisis support, youth group, cultural education and community gatherings.



### St Mark's Sadleir Community Chaplaincy

- A ministry providing help for today and hope for tomorrow to those on the margins through social connection, life skills courses, mentoring, support groups and food ministry.

### Ministry of Mercy for Refugees, Liverpool South

- Caring for refugees and asylum seekers, people impacted by domestic violence and other vulnerable community members through food assistance, ESL classes and social connection.

### One4Life Redfern

- A ministry of South Sydney Anglican Church, One4Life reaches out to the local community with a wide range of financial, emotional and spiritual support including food ministry, ESL classes, and support for people to address addictions.

### Riverwood Lunch and Leisure Club

- Providing a safe space where people from the local area, including those living with mental illness, can enjoy social contact and participation in workshops and recreational activities.

### Rough Edges, Darlinghurst

- Since 1996 Rough Edges has shared God's love with over 100 homeless and marginalised people each week through services including a café, material and practical assistance, and access to financial and legal advice and counselling.

### Walgett Indigenous Ministry

- Partnering with the local Chaplain to provide connection and support for Aboriginal and Torres Strait Islander people in the Walgett and Collarenebri areas.





# Research informs service development and advocacy

Hearing the voices of our clients equips Anglicare to tell their stories, speak up on their behalf and improve the services we provide. During the past year, two major reports have focused on the fundamental issues of financial hardship and rental affordability.

## More than Food

Through analysis of client data from Anglicare's Food and Financial Assistance (FFA) service, the *More than Food* report highlighted the emergence of a new, young group of people living with the impact of poverty in the wake of the COVID-19 pandemic. Provided by Anglicare for many decades, FFA incorporates a range of supports such as emergency relief, financial counselling, support with the payment of rental arrears and utility bills, casework and advocacy designed to support people experiencing financial hardship. The report examined trends in terms of people accessing these services just before the onset of the pandemic in January 2020 to the end of the second Delta wave in December 2021.

The report revealed that there were almost 40,000 visits to emergency relief in 2021, a 49% increase on 2019. Other trends highlighted included:

- More people were accessing more support more frequently.
- More people were seeking help for the first time – people who had not previously come to Anglicare for assistance.
- More young people, Aboriginal people, single people and people in rental accommodation were seeking support.

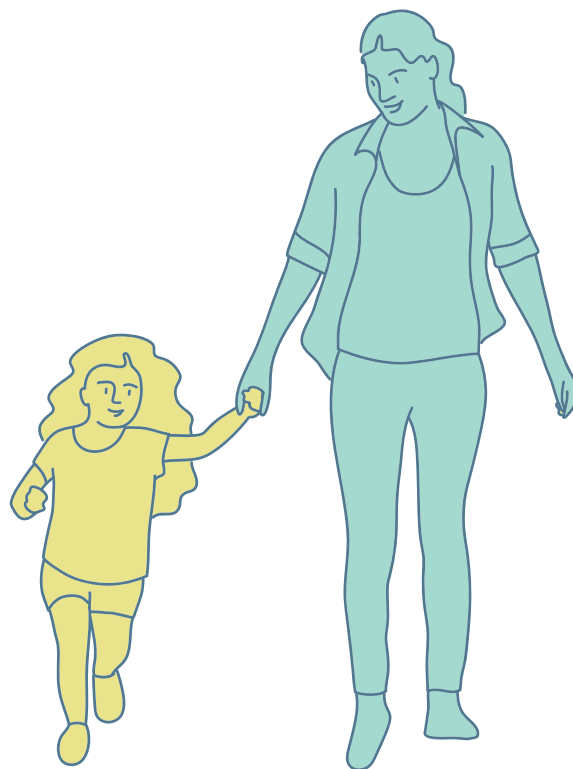
## Housing affordability continues to worsen

Anglicare's annual *Rental Affordability Snapshot* confirmed the deepening housing crisis in Greater Sydney and the Illawarra.

Each year the study captures the number of available rental properties which would be affordable for households of benefits and people on the minimum wage over one weekend in April. 'Affordable' in this context indicates people spending 30% or less of their total income on accommodation.

The findings this year were concerning. Not only had the number of available rentals dropped significantly from almost 25,000 in 2021 to 14,552 in 2022, fewer than 1% of those properties were affordable for people on benefits. In fact there were no affordable rentals identified for single parents with a child over the age of eight years or for a single person over 18 years on Youth Allowance. There was just one property available for a single person on JobSeeker and three for a single parent with two children.

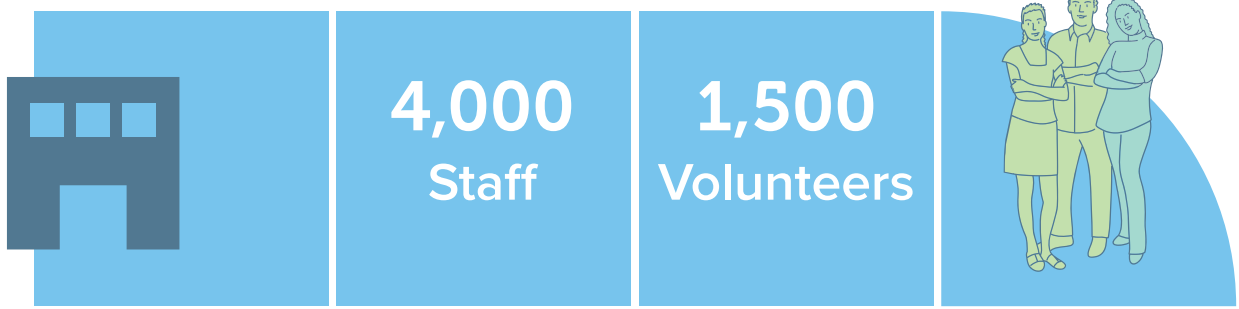
This annual research continues to highlight the escalating crisis in housing affordability and the need for an increase in the provision of funding for social and affordable housing.



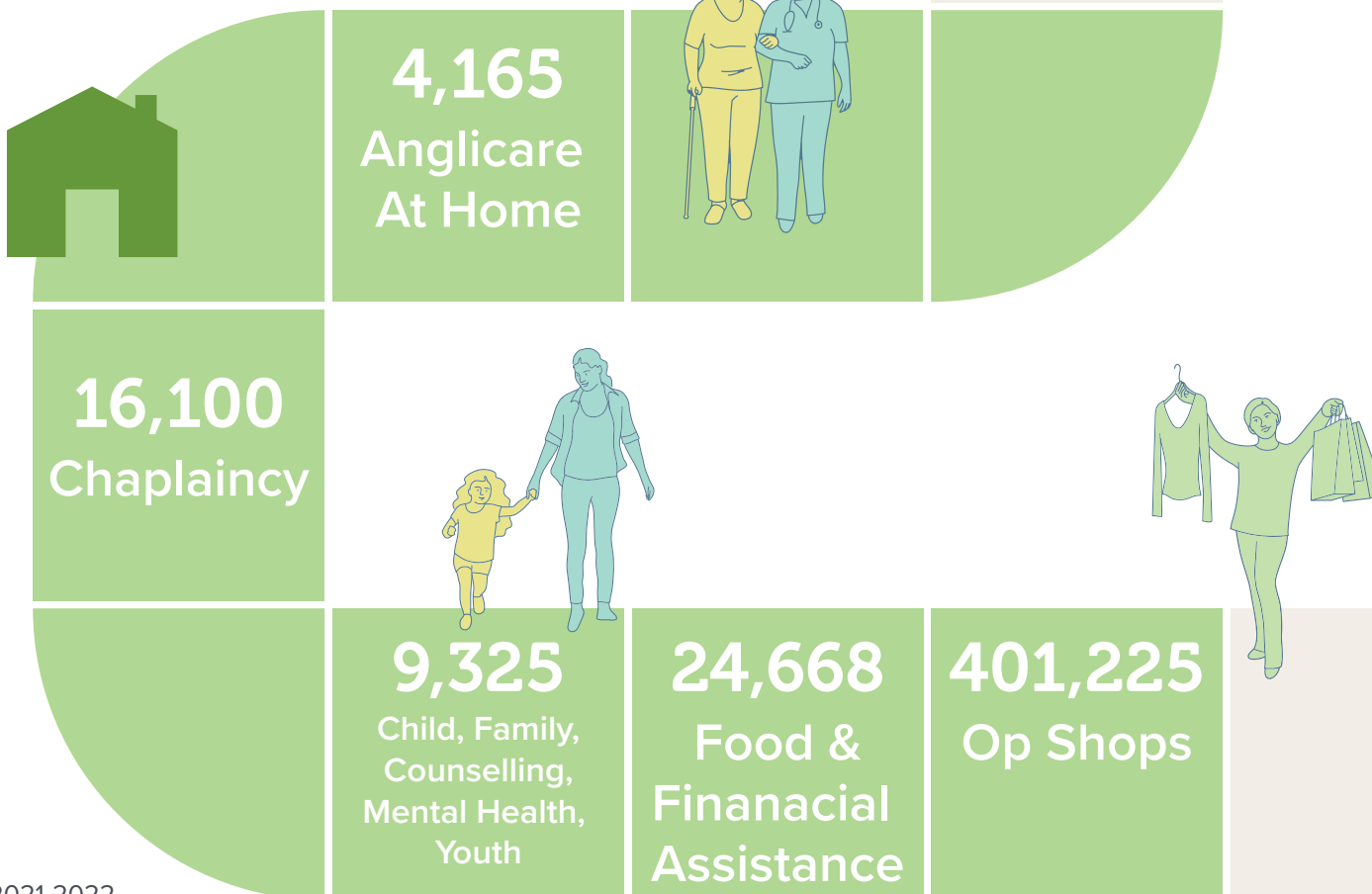
# Our annual reach and impact

Built on a legacy of over 160 years of service, Anglicare's work now extends across over 130 locations and reaches tens of thousands of people every year.

## Our people



## Clients



FY2021-2022

# Residents

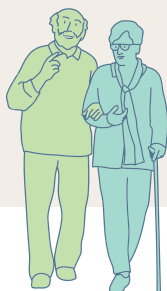
# Church Partnerships



**3,253**  
Retirement  
Living

**2,100**  
Residential  
Aged Care

**620**  
Housing



**Managing our environmental impact**

### Recycling

- new multi-bin solution to reduce landfill
- new E-waste, metal and furniture recycling initiatives
- increased use of bio-degradable waste bags.

### Energy reduction

- investment in solar panels and LED lighting.

### Design standards

- all new developments include solar power, water saving devices, trade waste filtration systems, bushland protection zones, energy-efficient lights and air conditioning.

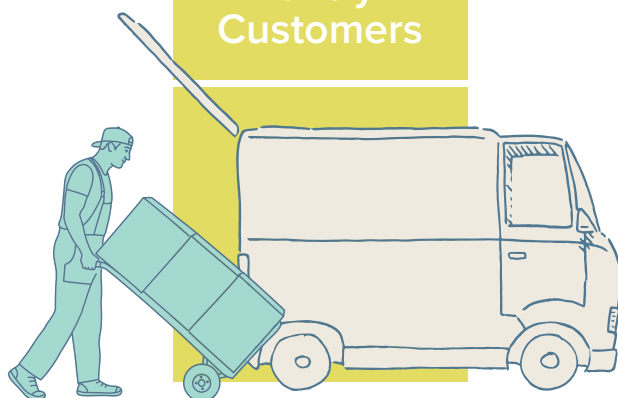


**212**  
Ran Food  
Collections

**84**  
ESL  
Classes

**54**  
Mobile  
Community  
Pantry  
Locations

**18,563**  
Mobile  
Community  
Pantry  
Customers





## Anglicare Board

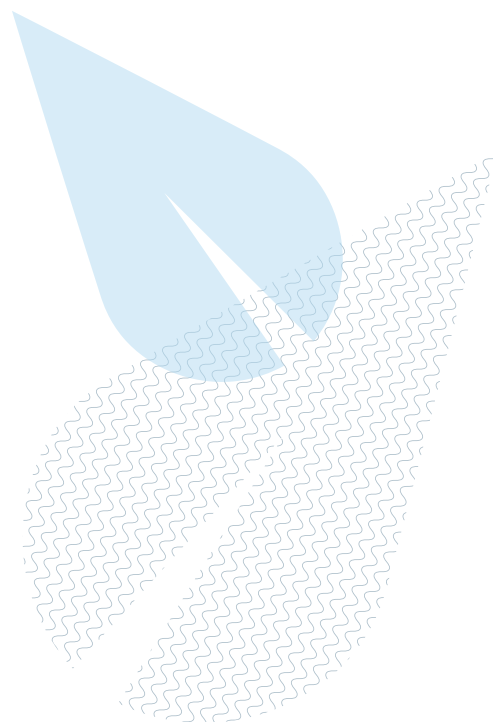
**Left to right:**

Dr Linda Kurti  
Prof Jonathan Morris AM  
Ms Evelyn Horton  
Mr Peter Hicks  
Mr Greg Hammond OAM, Chairman  
Bishop Gary Koo  
Dr Deborah Debono  
Rev Catherine Wynn Jones  
Rev Eric Cheung

**Absent from photo:**

Dr Steevie Chan,  
Mr Martyn Mitchell

Further information about Board members is available  
at [anglicare.org.au](https://www.anglicare.org.au)





## Our Senior Executive Team

**Left to right:**

Mr James Zehnder  
*Executive General Manager – Property and Operational Support*

Mr Bill Farrand  
*Chief Operating Officer – Community*

Mr Simon Miller  
*Chief Executive Officer*

Ms Laura Sheridan Mouton,  
*Executive General Manager – Legal and Governance*

Ms Sonali Pinto  
*Executive General Manager – Clinical Governance*

Mr Greg Muddle  
*Chief Financial Officer*

Ms Yvette McDonald  
*Chief People and Customer Officer*

**Absent from photo:**

Ms Maryann Curry  
*Executive General Manager – Residential Aged Care*

Rev Dr Andrew Ford  
*Executive General Manager – Mission and Partnership*

Further information about Senior Executive Team members is available at [anglicare.org.au](http://anglicare.org.au)

# Partner with Anglicare

Christ's love compels us to care for the aged and those who are vulnerable and to speak up for those who are unable to speak for themselves.

Every year Anglicare services reach out to many thousands of people through support, assistance, advice and advocacy. You can share in this work and partner with us to help achieve our mission in any of the following ways:

## 1. Pray

Prayer is vital for Anglicare's ministry. Daily prayer updates are available on the PrayerMate app. Download PrayerMate or scan the QR code below to be part of our prayer community.

You can also download our annual Prayer Diary at [anglicare.org.au](http://anglicare.org.au) or phone **13 26 22** to have one mailed to you.



## 2. Volunteer

Studies show that volunteering has great benefits for individuals – and the organisations with which they're involved. The contribution of your time, skills and experience is greatly valued and helps to ensure that the work of Anglicare can continue. Visit [anglicare.org.au](http://anglicare.org.au) for information.

## 3. Donate

Although some of our services are government funded, a large number of programs are only possible thanks to the generosity of our donors. One-off donations are always welcome, or you might like to consider making a regular gift. For more information call **13 26 22**.

## 4. Remember us in your Will

A bequest made to Anglicare in your Will can become a living expression of your care and concern for those in need for many years to come. To find out more, please contact our Bequest Manager on **13 26 22**.

## 5. Be informed

You can keep up to date with all that's happening at Anglicare through our website, through the Anglicare Sydney Facebook page or by following us on Instagram.

Anglicare's annual Financial Reports are available online at [www.anglicare.org.au/about-us/annual-reviews-financial-reports](http://www.anglicare.org.au/about-us/annual-reviews-financial-reports)



Anglican Community Services  
PO Box 284, Castle Hill NSW 1765

**1300 111 278**  
**[anglicare.org.au](http://anglicare.org.au)**

