

# ANNUAL REPORT 2014-2015



# The importance of place

The salt and sand of Albany; the streets of Perth; the red dirt plains of the Kimberley. Western Australia is a land teeming with beauty and wonder. The concept of place is a central theme in Anglicare WA's work.

To us places are more than just physical spaces. They incorporate the people that live in them and their networks, the shared culture and history, and the environment both natural and built. A place can be seen, but also heard, smelled, tasted and touched. Places shape us and we shape them.



# Our place-based approach

Anglicare WA works within many local communities, connecting to the people and their needs.

We recognise that there is no “one size fits all” approach to community service. Each community has its own needs, concerns and identity. We understand that the best way to work with people and their families is in a place where they feel comfortable. This means instead of asking people to come to us, we go to them.

When Anglicare WA partners with a place, we seek to become part of it: employing the local people, respecting and involving ourselves in the local customs, and growing organically as part of the community.



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## Reconciliation

Anglicare WA walks alongside many Aboriginal communities across Western Australia. The spirit of Reconciliation is an integral part of our mission.

We acknowledge Aboriginal people as the Original Custodians of the land where we live and work. We recognise the diversities of Aboriginal communities and their unique cultures. We strive to have meaningful yarning circles with Aboriginal communities and to listen with ears, eyes and heart. We recognise the importance of the history, traditions and LORE of Aboriginal and Torres Strait Islander peoples.

We strive to journey with Aboriginal people down a path of healing and respect.

## Who We Are

Anglicare WA works together with people, families and their communities to enhance their abilities to cope with the challenges of life and relationships.

We assist people with relationship issues, financial problems and housing difficulties. Ultimately, we want our clients to thrive in today's society.

We work with people from all walks of life - from Kununurra in the north to Albany in the south, from street corners to the halls of Parliament. We seek to influence policy makers and are widely respected for our expertise, leadership and capacity to drive positive and lasting change.

Our philosophy is to support people through each stage of life's journey. Our services are available to all members of the community and our work is achieved in a spirit of reconciliation between Aboriginal and non-Aboriginal Western Australians.

Our values are drawn from our history and connection to the Anglican Church and our belief that we are here to assist people to move from "surviving to thriving". They are deeply embedded in our behaviours and our decision making.

Compassion: We have a deep awareness and understanding of the needs and aspirations of others. We want to make a difference, particularly to people and families in greatest need.

Responsiveness: We are able to proactively and innovatively respond to the changing needs of the people and communities with whom we work.

Inclusion: We are non-judgmental, non-discriminatory and accepting of all people. We are a trusted member of the communities we serve.

Empowerment: We walk alongside others to uncover strengths and talents, build community and advocate for social justice.

Leadership: With courage and determination we stand by our convictions. We actively support our partners who share our aspirations.

## Our Service Delivery



### RELATIONSHIPS

We can help you to build resilient relationships with your partner, children, family and friends.



### FINANCES

In times of financial stress, we can work with you to plan for a sustainable future.



### HOUSING

Our housing services can develop your capacity to maintain a home independently.



### YOUTH

If you are a young person and need assistance, our youth workers can connect you to the right service.



### COMMUNITY

We work alongside you and your community to strengthen connections and wellbeing.



### TRAINING

We can offer you the best level of training in a range of community service areas.

# Our Board and Executive Team



**John Barrington**  
Chairman  
*Appointed July 2008*



**Ian Carter AM**  
Chief Executive Officer



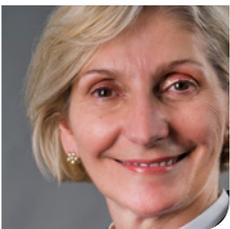
**Garth Wynne**  
*Appointed January 2008*



**John O'Connor**  
Treasurer  
*Appointed March 2011*



**Allison Leonard**  
Executive General Manager Corporate Support



**The Right Reverend Kay Goldsworthy**  
*Appointed August 2008 to February 2015*



**Carrick Robinson**  
*Appointed June 2008*  
(Leave of absence June - November 2015)



**Mark Glasson**  
Executive General Manager Service Operations



**Erica Haddon**  
*Appointed March 2011*



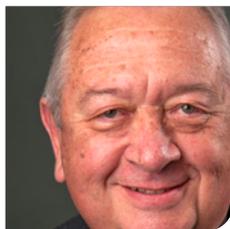
**Bishop Allan Ewing**  
*Appointed August 2013*



**Jennifer Duffecy**  
Executive General Manager Strategy and Development (to March 2015)



**Elena Douglas**  
*Appointed June 2010 to December 2014*



**Reverend Jim Crawley**  
*Appointed November 2011*

**Carrick Robinson**  
Executive General Manager Marketing and Partnerships (Commenced May 2015)



**Peter Harley**  
*Appointed August 2009*



**The Most Reverend Roger Herft AM**  
Visitor

# Chairman's Report

## John Barrington

It is with great pleasure that I present the 2014-15 Anglicare WA Annual Report.

During the year our dedicated staff assisted over 31,000 Western Australians to cope with the challenges they face in their lives.

The last 12 months have been a time of rapid change for Anglicare WA and indeed the community service sector at large. As our economy has tightened we have seen some reductions in funding to community services through both government and corporate sources. Yet the need for community support has not waned. In fact, with the rising cost of living and economic uncertainty our work is as important as ever.

It is within this rapidly changing environment that we complete the final year of our 2011-15 Strategic Plan. Our current plan has served us well, strengthening our work in early intervention, focusing on proactive counselling services and embedding an effective framework to evaluate the outcomes we are delivering. Since 2010 we have grown our service funding by close to 25% and our profile in secondary and early intervention services has increased from 83% to 90% of our budget. However, it is now time for Anglicare WA to make a transition. We are ready to build upon this foundation and set a new direction to better serve Western Australian communities for years to come.

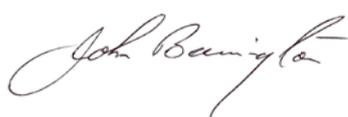
Our next three year Strategic Plan will focus on making strategic investments in our future and growing our independent income by refreshing our fundraising and marketing. Importantly we will be further developing our people and culture with a focus on our values of inclusion, trust, compassion, respect, empowerment and courage.

As our social and economic climate changes, so does the approach of governments and the public sector. Throughout this year, the National Disability Insurance Scheme has been piloted in Western Australia in the Hills region and through the My Way model in the lower South-West, Kwinana and Cockburn regions. As we look to grow our services in disability and mental health areas, we are developing a flexible and personalised approach to best meet the expectations of our funders and clients.

At the Board level, we have seen some change over the last year. I would like to acknowledge the efforts of retiring members the Right Reverend Kay Goldsworthy, who has served since 2008, and Elena Douglas, who has served since 2010. I thank both Bishop Kay and Elena for their commitment and contributions to Anglicare WA's development.

We have also seen Carrick Robinson take a temporary leave of absence from the Board in order to join the ranks of our Executive team as Executive General Manager of Marketing and Partnerships.

Anglicare WA's many achievements this year would not be possible without our 500 staff members and 300 volunteers, led by our ever capable CEO Ian Carter. The work that each and every one of you does truly makes a difference. On behalf of the Board, I offer my heartfelt thanks to you all.





# CEO's Report

## Ian Carter AM

It has been a year of great challenge and change for Anglicare WA. Much of our focus throughout 2014-2015 was on the review and restructure of all elements of the agency to ensure we are well positioned to embrace and meet future challenges and opportunities, and more importantly to deliver effective and lasting outcomes for our clients.

Our new organisational structure provides us with a renewed focus on client and community needs. It underpins Anglicare WA's future direction in terms of service delivery by enabling us to be responsive to the particularities of the many communities in which we serve.

We changed our thinking and practices to ensure that 'place' became an important part of our operations. We also maintained our commitment on our triple reform agenda. This ensures that our services are person centred; integrated; and outcomes focussed and evidence-based in meeting our clients needs and to also provide clear evidence to our many funders and partners about the value of the work we do.

Our move to a place-based structure allows us to increase the integration of our services and provide clients with a more streamlined experience and multiple entry points to access information and support.

Given that we are uniquely state-wide in our service offerings, our challenge was to implement a structure which recognises the huge diversity of the communities and places in which we operate. I believe our new structure does exactly that. Our Regional Managers are now important members of our leadership team.

Anglicare WA continues to engage in high-level community advocacy work and plays a leadership role in advocating for social change around issues impacting the most vulnerable members of our community. We also continue to focus on social investment through growing partnerships with organisations and individuals who share our commitment to addressing the key issues facing many Western Australians.

We will continue to move forward with trust and relationship building as key components in the way we deliver our services.

The valuable work we do would not be possible without the hard work and dedication of our Board members, staff, volunteers and supporters. I would like to thank them all for their service - to our passionate staff, including our Board; to the hundreds of volunteers who give us their time, wisdom and energy; and to our donors and business partners who invest in our work and through that in the lives of the more than 30,000 people we assist every year. Our collective passion and wisdom is needed now more than ever before.

# Year in Review

## Services

Anglicare WA is uniquely positioned in its delivery of community service programs. We provide 69 services in 48 locations across the State.

In line with our approach to integrated and client focussed service delivery, two new integrated service hubs were opened in Joondalup and Mandurah. The refurbished Sanori House complex in Joondalup provides clients with a more streamlined experience and the opportunity to access a wider range of support services.

A purpose-built Child and Parent Centre was opened at the Dudley Park Primary School. Managed by Anglicare WA, the Centre provides a range of health and outreach services to families with children in the Peel region.

Anglicare WA's innovative joint venture, Foyer Oxford, achieved a number of important milestones during the year. A key highlight was reaching 100 percent capacity in December 2014, making it the largest single site homelessness service for young people in Australia.

The Foyer Oxford Consortium - Anglicare WA, Foundation Housing and the Central Institute of Technology - was the

recipient of several awards during 2014-2015.

These included: the Urban Development Institute's Sustainable Urban Development Award; the City of Vincent 2015 Building Design and Conservation Awards; and Anglicare Australia's Partnership Award.

Two Foyer Oxford residents were the recipients of community awards. Rekiasha Voss was presented with the WA Youth Awards Active Participation award. Darren Farmer was named the Perth NAIDOC Artist of the Year 2015.

Anglicare WA's community outreach presence in the north of the State received a boost, with six months funding from the Community Crime Prevention Fund to roll out a new Footpatrol program in Derby. This innovative program, based on Broome's Helping Young People Engage (HYPE), was designed specifically to increase community safety and to support vulnerable young people after hours.

Two specialist Family Domestic Violence Services in Broome and Joondalup were funded for a further two years after initially not being allocated any funding by the Department of Social Services.

Street Connect, an outreach program assisting homeless and at-risk young people, was fully operational for a second consecutive year and was the focus of targeted fundraising activities. The program continues to be fully funded by Anglicare WA and philanthropic donations.

Developments were made to the Active Response Bereavement OutReach (ARBOR) program - a service that provides support to individuals and families who have experienced bereavement by suicide - with an increased focus on providing support within the community.

## Advocacy and Activism

Advocacy efforts for social change continued throughout 2014-2015. In particular, Anglicare WA participated in discussions advocating for reform in the areas of housing and homelessness services, and family and domestic violence.

As a White Ribbon Accredited Organisation, Anglicare WA participated in a range of promotional events celebrating National White Ribbon Day. A White Ribbon video was released on our website and Facebook page. Albany staff hosted a visual display using mannequins to

TOTAL NUMBER OF CLIENTS

**31,804**

Western Australians have been helped by Anglicare WA



	RELATIONSHIPS	14,105
	FINANCES	7,634
	HOUSING	2,486
	YOUTH	520
	COMMUNITY	5,223
	TRAINING	1,836

showcase the devastating impact of family and domestic violence.

In 2014-2015, Anglicare WA released two major research reports as part of an ongoing series about community perceptions. The Community Perceptions Report 2014: Family and Domestic Violence, and The Community Perceptions Report 2015: Public Housing and Homelessness were important investigations into the Western Australian community's perceptions and experiences of domestic violence, and public housing and homelessness.

For the fifth consecutive year, Anglicare WA participated in the annual Rental Affordability Snapshot. Report figures again highlight the severe housing crisis and disparity facing low income earners.

Innovative strategies addressing challenging issues such as child sexual abuse were implemented. In partnership with Indigenous Hip Hop Projects, Anglicare WA's Marooloo Program produced a music video called "The Looma Way" for the Looma Community in the Kimberley region. The video educates children about protective behaviours in a safe, fun and accessible manner.

In 2014, Anglicare WA hosted a forum discussing the implications of the Royal Commission into Institutional Responses to Child Sexual Abuse for organisations that work with children. Four expert

speakers including Professor Stephan Millett from Curtin University, Associate Professor Suellen Murray from RMIT University, Stephen Smallbone from Griffin University, and Renae Barker from the University of Western Australia facilitated discussions around child safe practices.

In the wake of the Royal Commission, Anglicare WA sought to strengthen its child-safe practices and policies. A review of all existing policies was conducted by an external expert and training on the new Child Abuse Policy was completed in September 2014.

A broader "Child Safe Organisation Strategy" was developed and rolled out during the year. As part of this strategy, Anglicare WA developed a Charter of Children's Rights to articulate the entitlements children can expect when dealing with the agency.

The Charter was accompanied by a range of child friendly resources including a poster, children's book and video.

#### Reconciliation

Anglicare WA remains committed to the spirit of reconciliation between Aboriginal and non-Aboriginal Western Australians.

A number of staff participated in cultural awareness training sessions as part of our commitment to building cultural competency throughout the agency.

National Reconciliation Week and Sorry Day 2015 were celebrated at various Anglicare WA locations.

As part of a contribution to Mental Health Week, Anglicare WA supported an event in the Looma Community hosted by the Kimberley Mental Health and Drug Service (KMDHS).

#### Staff

Three staff conferences were conducted throughout the year - in Perth, Albany and Broome. The conferences were opportunities to provide professional development, showcase innovative practices and recognise achievements.

This year the Alice Kingsnorth Scholarship, generously funded by the Kingsnorth family, was awarded to two Anglicare WA staff members - Cheryl Millard and Julie McKie. The scholarship placements allowed Cheryl and Julie the opportunity to spend six weeks abroad to study innovative community service programs.

69

services in WA

48

locations around WA

93%

services have begun RBA

42%

have data for at least six months

### Outcomes Measurement

At the end of 2014-2015, nearly 93% of our services have utilised Results Based Accountability (RBA) as their baseline outcomes measurement methodology. This enabled us to identify areas of improvement and has been an investment that we believe serves current and future clients and will assist the organisation well into the future.

Anglicare WA is a leading proponent of RBA within the community. In addition to presenting at national and international conferences, we shared our learnings with external organisations including not for profits and Government departments, assisting them to use RBA within their organisations.

### Op Shops

The implementation of a new business plan provided a solid framework for the operation of Anglicare WA's Op Shops during the year. Two new stores opened in Cannington and Fremantle, highlighting the continual need for the social enterprises within the community.

Anglicare WA was delighted when the Belmont Op Shop won the 2014 Belmont Small Business Awards Community Spirit award. This award recognised the

contribution the Belmont Op Shop has made to the local community through the addition of an upcycling studio on its premises.

### Corporate Management

A new organisational structure was implemented after a review of all elements of the agency. The restructure repositioned Anglicare WA's focus from a program-based structure to a model centred on place and people. In addition to a more streamlined Executive team, four Regional Manager positions were created to cover all our metropolitan and regional services. The quality of our services was maintained through a team of consultants for clinical and professional advice.

As part of the refocus of our strategy and structure, we strengthened our People and Culture team with the appointment of a General Manager People and Culture. The key focus this year has been the implementation of our Leadership Framework and training for all staff on our Values and Code of Conduct and the implementation of a structure and systems which will drive ongoing improvements in the effectiveness of our support to our staff and volunteers.

Funding of \$2.1 million from Lotterywest

and \$0.5 million from the Murray Jones Charitable Trust enabled work to commence on the \$3 million refurbishment of the Geoffrey Sambell Centre in East Perth. A five year lease was signed for a new premise in West Perth to house all corporate office staff. The move to the new location took place in August 2015.

### Fundraising

To help meet the challenges of a changing fundraising and philanthropic sector, Anglicare WA focussed on building upon our strengths and opportunities in this important area.

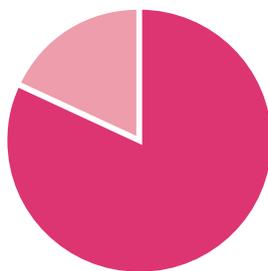
Part of this process included the temporary appointment of Anglicare WA Board member Carrick Robinson to the position of Executive General Manager Marketing and Partnerships for six months. Carrick has taken a leave of absence from the Board for the duration of his appointment.

Fundraising endeavours were supported by the annual Peet Op Shop Ball which was well received by the corporate community. We are looking forward to next year's event and celebrating a milestone 10th anniversary.

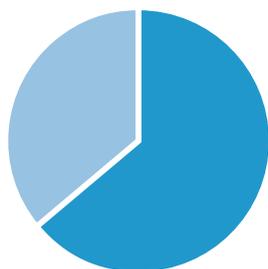
Anglicare WA conducted four donor

STAFF  
475

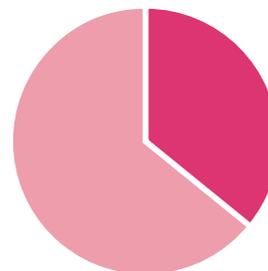
VOLUNTEERS  
279



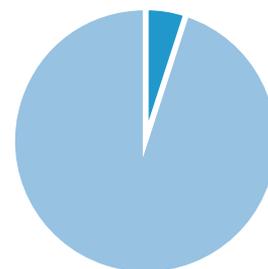
82%  
of staff are female



64%  
of staff are full time equivalent



18%  
of our Executive & Board are female



5%  
of staff are Aboriginal

appeals, all of which made a significant contribution to our fundraising efforts.

The Winter Appeal Committee, co-chaired by Warwick Hemsley and David Alder, raised another outstanding amount despite a difficult economic climate. The Winter Appeal Committee continued to be Anglicare WA's most successful long-standing fundraising committee, with over \$252,000, a record amount for this Committee raised to date.

Space Realty was a key driver of the Agents for Change Initiative. In 2014-2015 over \$45,000 was raised, assisting at-risk young people with the costs associated with continuing their education.

Anglicare WA was a key recipient of Hawaiian Group's 2014 Gold Box Giving campaign. Many people had a brighter Christmas thanks to the campaign which provided Anglicare WA with 3,500 donated gifts to distribute to families in crisis.

### Partnerships

A key focus during the year was on developing and fostering partnerships with organisations and individuals who share our passion for addressing key issues facing many vulnerable Western Australians.

Foyer Oxford, a cutting edge youth homeless program, continued in its second year to be operated by a consortium of Anglicare WA, Foundation Housing and the Central Institute of Technology.

Foyer Oxford has attracted around \$35 million in financial support from the corporate and government sectors, with capital funding received through the WA Department of Housing and Lotterywest. In what is a unique partnership in Australia, BHP Billiton and the WA Department for Child Protection and Family Support will provide joint operation funding of almost \$10 million over the first five years of the project.

The partnership will also provide the opportunity for BHP Billiton employees to volunteer their personal time to the cause through fundraising initiatives, participating in Foyer-led group activities, or providing one-on-one support in various roles to residents.

Crown Perth again provided invaluable support to Anglicare WA through their staff Winter Appeal and donated a variety of gifts to distribute to families in crisis.

Austral remained a valued partner of Anglicare WA, providing support to the Christmas Giving Program.

Mr Joshua Pitt's generous funding of the Making Ends Meet program continued to provide valuable assistance to families experiencing significant housing stress.

Anglicare WA was proud to be an official 2014 Telethon beneficiary. We are grateful to the Western Australian community for the significant donation to the Young Hearts Program - supporting children who are directly exposed to family and domestic violence.

A number of key funding partnerships with State Government agencies continued to provide invaluable support to the many services and programs provided by Anglicare WA - 74% of our operation are funded by these government partnerships.

Anglicare WA continued to grow in partnership with the Anglican community. Our connectivity with a network of churches, schools, agencies and chaplaincies enhanced our work and presence around the State. This included the delivery of programs alongside local Church congregations and schools, enabling us to provide much needed services in a place-based context.



# Future Outlook

The coming years present both challenges and opportunities for Anglicare WA. The rapidly changing Federal landscape and ongoing tight fiscal and monetary policy at a State level, combined with a slowing economy will undoubtedly result in an increase in demand for our services.

Anglicare WA will continue to advocate for social investment and develop partnerships with philanthropists and organisations who share our commitment to addressing the key issues facing many Western Australians.

## Corporate Support

A focus for 2015-2016 will be on growing our internal capabilities with the rollout of a new Enterprise Resource Planning System - Tech One. This integrated software package will drastically improve and streamline our governance, compliance and internal efficiencies, as well as better position ourselves in terms of mergers and alliances, fundraising and partnerships, and client relationship management.

Negotiations for a new Employee Collective Agreement have been finalised. This has been a collaborative and consultative process with staff and

will ensure Anglicare WA is a sustainable organisation staff-wise and a competitive employer of choice in the community services sector.

With the support of our partners and the Western Australian community, Anglicare WA is in a strong position to deliver to the needs of today and the challenges of tomorrow.

## Marketing and Partnerships

In the year ahead, we will be implementing the second phase of our Marketing and Branding Plan. We will also be focussed on the delivery of a three year fundraising and partnership strategy to ensure Anglicare WA is more active across a range of fundraising activities.

The Schools Ambassador Program will be reviewed with an aim to improving engagement levels with participating schools along with increasing student awareness of community service.

## Business Development

Trust and relationship building will be key components in the way we deliver our services in the future. The next five years heralds significant changes for the community services sector. We will need to be nimble and capable in order to respond to these business changes and benefit from opportunities that arise. We will be looking to grow our business development capabilities and increase our impact in local service delivery.

## Strategic Planning

Anglicare WA is in the initial stages of developing its 2016-2018 Strategic Plan. The new three year plan seeks to capitalise on our strengths and build upon the work commenced with the Board at its annual planning session. It will be a plan of 'evolution' rather than 'revolution', and will guide the organisation to help us respond to changing external environments and shape our future outlook.



as at 1 July 2015



The key drivers and elements of the 2016-2018 Strategic Plan will be around amending our Vision, Purpose and Values to more accurately reflect Anglicare WA and what we are striving for, as well as finessing Key Result Areas and Key Performance Indicators across our major new areas of strategy.

### **Services**

To better serve our clients, Anglicare WA will be building upon its expertise in trauma-based practice by creating integrated specialist intervention teams to work with clients affected by trauma and developing a whole of agency commitment to Trauma Informed Practice.

In order to be competitive in the provision of services in the disability and mental health arenas, Anglicare WA will be looking at ways to adapt our service delivery models to meet individualised support and funding initiatives.

# Living Our Values

Our Staff Awards are based on our values as an organisation.



## GEOFFREY SAMBELL AWARD

### Staff Member of the Year

#### Kerry Wadsworth

The Geoffrey Sambell Award rewards excellence and achievement at Anglicare WA. It is the organisation's highest staff award.

This year's winner was Kerry Wadsworth.

Kerry, our Coordinator of Homelessness Services, has been described as an inspirational leader and a compassionate advocate who has made a powerful

and lasting impact on staff, clients and stakeholders of all kinds who are involved in her work. Her staff have said that she brings out their full potential and makes them proud of their work. Her wise and practical counsel empowers them to make the best decisions. Her positivity and strong leadership have established a culture of enthusiasm and unity.

## LEADERSHIP AWARD

For showing courage and determination to stand by Anglicare WA's convictions.



#### Tori Cooke

Tori Cooke is our Family and Domestic Violence Consultant. She has led the charge at Anglicare WA in policy, reform and culture change around domestic violence. Serving as a key advisor for the entire organisation, her work is fearless, fierce, and rooted

in a strong sense of empathy. She was a key researcher in our Public Perceptions Report: Family and Domestic Violence, and served as our primary spokesperson to the media. She has driven forward numerous projects over the last year, many of great significance.

## COMPASSION AWARD

For displaying a deep awareness and understanding of the needs of others.



#### Zoe Evans

As the West Kimberley StandBy Coordinator, Zoe's work deals with highly vulnerable people every day. She is known for her ability to build outstanding rapport and trusting relationships. Zoe frequently works

unusual hours - 24/7, weekends, out of work hours - to attend to urgent client needs. One of our staff said of her: "She consistently 'walks the talk' and is passionate about her work."



### VON BROMILOW AWARD (TEAM PLAYER)

**For outstanding willingness to support and serve others.**

#### Sambell Centre Reception Team

The winner of the Von Bromilow Award (Team Player Award) was the Sambell Centre Reception Team. Servicing effectively every part of Anglicare WA – from the services to our corporate staff to our clients – the team

always has their hands full. Despite this they always keep a smile on their faces, displaying their infectious positive attitude.

L-R: Kelly Henley, Helen Dzwiniel, Vivian Lund (Absent: Carol Albrecht, Kathy Crossing and Joy Mercer).

### INCLUSION AWARD

**For being non-judgemental and accepting of all people.**



#### Sean Wagenaar

Sean is the Coordinator of Community Development Project in Wickham. Sean is well known for his engagement of the local community, involving them through various social innovations that are empowering to those involved. As a Coordinator

of Community Development he has taken it upon himself to actively consult his local community and shape the local centre to their needs. People have described his efforts as “creating a community hub, where all are welcome and comfortable.”

### EMPOWERMENT AWARD

**For walking alongside others to uncover their strengths and talents.**



#### Sue Sims

Sue is our Administration and OSH Representative in the Great Southern. Sue’s professionalism, expertise and devotion have impressed all that work with her. Her knowledge has been described as an asset. People have said she has

strengthened them through her training and advice – helping to forge stronger individuals and teams.

### VOLUNTEER AWARD



#### Michael Walker

Michael has been volunteering for our Maddington Op Shop for three years and serves an incredible 34 hours every week. His exceptional organisational skills, record keeping, and problem solving are relied upon by his service

to keep everything running smoothly.

Over his three years volunteering for Anglicare WA, Michael has processed over \$100,000 in electrical goods for the Maddington Op Shop.

# Regional North



# Maya Waltja – Our Garden

We build on people's inherent strengths so they can flourish.

Maya Waltja is the name of the Balgo Community Garden project. In the local Kukatja language it means "Our Garden", representing shared ownership.

Located on the border of the Tanami and Great Sandy Deserts, the garden features an orchard of tropical fruit trees, vegetable patches, a cooking area, tables, and water. It is a place where the community can gather and relax to share the splendour and food.

The garden's maintenance is managed by the Jobs Pathways program which employs local people as workers.

Maya Waltja was the brainchild of Daniel\*, a 27 year old local man with a passion for horticulture. Daniel is the current Chairperson of the Balgo Community, having emerged as a leader through his work on the garden.

However, Daniel's journey was not always so smooth.

Daniel's dream of creating a community garden had started years earlier. His early efforts had been hindered by bureaucratic hurdles. His first attempt had ended when the owner of the land decided to withdraw their support of the project. Daniel consequently fell into a deep depression.

Work on the project had stalled until late 2014 when Daniel was introduced to Anglicare WA's Emotional Wellbeing Practitioner.

Our Practitioner worked with Daniel to manage his depression and afterward continued to support his efforts on the garden. Together they presented a plan to the Wirrimanu Aboriginal Corporation which then allocated Daniel a piece of land for the garden. They also successfully applied for a \$20,000 grant from the Department of Communities to pay for infrastructure.

Daniel resumed his work on Maya Waltja and in May 2015 presented on ABC radio about his vision for the garden and its meaning to the community.

Throughout this process a strong partnership developed between the Balgo Community and Anglicare WA. Maya Waltja has been a perfect example of the success individuals and communities can achieve when they are well supported.

Our aim is to work alongside communities to strengthen connections and wellbeing for all.

\*Name changed

# Supporting Remote Communities

## PENINSULA PROJECT

We are committed to supporting all Western Australians, including families in some of our State's most remote areas.

Anglicare WA has always worked closely with Aboriginal Communities in the North West.

By collaborating with the local people, we create services tailored to be culturally and socially appropriate.

While our workers always strive to provide the best, most flexible support possible, the remoteness of some communities has proven to be a challenge.

This all changed in January 2015 with

the launch of the Peninsula Project.

The Peninsula Project is an initiative driven by the Kimberley Pilbara Medical Local (KPML). KPML recognised there was a lack in services provided to isolated Aboriginal communities on the Dampier Peninsula. With the goal of supporting at-risk children, KPML generously made grant funds available to allow a consortium of service providers to fly trained staff out on a weekly basis to four of these communities - Beagle Bay, Ardyaloon



(One Arm Point), Djarindjin and Lombadina.

As a trusted provider of services throughout the Kimberley, Anglicare WA was asked to contribute our Kimberley Sexual Abuse Assault Service to the Project. This service offers therapy and education about protective behaviours to children and families, helping to reduce the risks and associated trauma of abuse and increase safety and wellbeing.

The Project's approach has encouraged interagency referral and collaboration. By working alongside other Project members such as the Department for Child Protection and Family Support, Aboriginal Family Legal Service, Parenting WA and Youth Justice, we are able to offer the most holistic network of support to the communities.

The Peninsula Project exemplifies Anglicare WA's commitment to accessibility and place-based service delivery. Rather than expecting our

clients to come to us, we take our services to them.

Thus far the Project has been an enormous success, forging stronger relationships with the communities on the Peninsula and service providers.

**33%**

have increased positive and adaptive behaviours

**52%**

have reduced intrusive symptoms

**62%**

have reduced avoidance behaviours

**63%**

have decreased distress levels

## Kimberley Sexual Abuse Assault Service

TOTAL NUMBER OF CLIENTS

**159**

**100%**

of children have reduced erratic and irritable behaviours

# Metropolitan North



# Giving a Voice to Children

## CHILD INCLUSIVE PRACTICE AT SANORI HOUSE, JOONDALUP

“You have the right to be listened to about things that affect you.”  
- Anglicare WA’s Charter of Children’s Rights

Current research estimates that over 50,000 children are affected by family breakdown every year in Australia. During this period, children’s mental health can suffer and they often have trouble at school and in social settings.

However, during family separation many children’s problems go unnoticed. Parents are often preoccupied with their ongoing conflict. Children are acutely aware of their parents’ feelings and as a result can be hesitant to speak up. They worry about upsetting a parent, appearing to take a side or initiating conflict.

Anglicare WA’s Sanori House in Joondalup is a key provider of family dispute resolution services in the North Metropolitan region. One of our focal points is the wellbeing of children facing family conflict. To help these children find an avenue to express their feelings, we use Child Inclusive Practice.

Many dispute resolution services work exclusively with parents or with the family unit as a whole. Our services proactively include children in the process, giving a voice to their feelings, concerns and needs. Our Child Inclusive Practitioners talk to children one-on-one and assist them to communicate with their parents. These sessions are confidential; however, practitioners will pass on information to the parents if the child grants them permission to do so. Children must be over five years old and assessed as appropriate to be included.

This process helps parents to understand their children’s needs and wants. It provides a direction for child focussed arrangements. Most importantly, it ensures children’s voices are not lost in the emotional and sometimes heated atmosphere of separation.



Anglicare WA is committed to children’s safety and wellbeing. By respecting children’s right to be heard, we ensure the best possible outcomes are achieved.

# Rediscovering the Spark Inside

## PERSONAL HELPERS AND MENTORS, WANNEROO

For James\*, just mustering the energy to get out of bed in the morning is a battle.

His depression makes every task seem like a daunting challenge and even activities that he used to love seem pointless and difficult. Simply making a trip to the local shopping centre leaves him feeling drained and exhausted. Getting through a day of work or attending a social gathering can be overwhelming.

As a result, he has not been able to hold onto a job or make and maintain friendships for over a year. His isolation feeds into his existing depression and the whole cycle perpetuates itself.

That's how things were until July 2014, when James was referred to Anglicare WA's Personal Helpers and Mentors (PHaMs) program in Wanneroo.

Being a local service, the PHaMs office was close to James' house making it easy for him to get to and from appointments. The friendly approach of

the support workers helped James to feel comfortable.

PHaMs started by easing James into monthly social activities with other members of the program. Having the opportunity to talk to people in similar situations was useful for James.

For the one in five Australians who suffer with mental illness, getting through each day can be a struggle.

He found his confidence and self esteem were starting to return. With PHaMs' support, he soon started attending a local gym and seeing his family and friends more often.

Including his family in his recovery was important to James. With the guidance of his support worker, he hosted regular

family meetings and led discussions about how everyone could work together to better assist him.

James had also been working on his professional skills by enrolling in a number of short courses. His support worker helped him to identify suitable workplaces and drop off his resume, and within a month he was called for an interview. Most importantly, James said he was starting to feel excited and energised at the prospect of getting back into work.

Today, James is working full-time and regularly attends social gatherings arranged by PHaMs. He thinks he will be ready to graduate from the program soon and finally take back control of his life.

The PHaMs team's work can take a number of different forms. However, when asked what they do, this is how they describe it: "we help people to rediscover their mojo!"

\*Name changed

TOTAL NUMBER OF CLIENTS

42

77% understand how to control the symptoms of their mental health

82% can help themselves become better

88% believe they can meet their personal goals



**94%**

have a plan for how to stay or become well

**94%**

have increased their overall mental health recovery

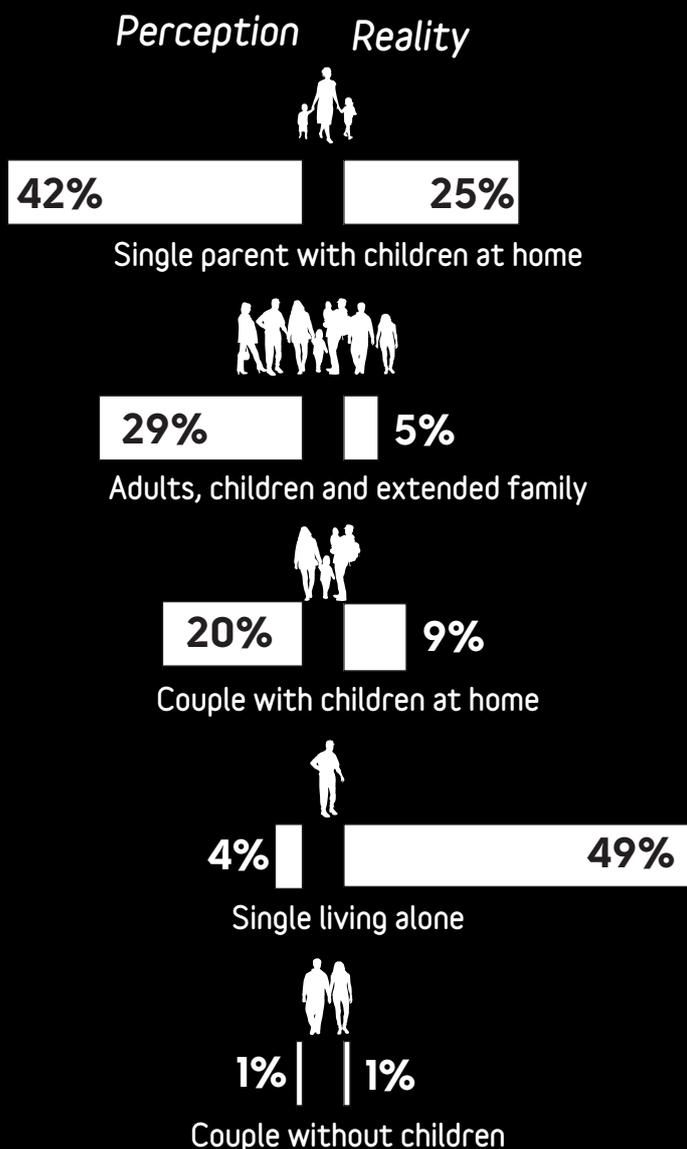
**94%**

would recommend PHaMs to other people

**93%** of WESTERN AUSTRALIANS think alcohol and drugs cause homelessness.

The Journeys Home Research Reports found that only **28%** of homeless Australians use street level drugs.

**Perception vs. Reality: Typical public housing home**



# HOUSING IN WA:

## Perceptions vs Reality

*At Anglicare WA, our work is grounded in a solid base of research and evidence.*

Facts and figures are important to shaping our policies and services. However, it is also vital that we understand the context in which we operate. A critical part of this is public perception and attitudes. It is one thing to show our public that over 100,000 people are homeless in Australia, but if the blame is laid on the homeless people themselves then it is difficult to drive change.

Late in 2014, Anglicare WA launched an investigation into the Western Australian public’s perceptions of homelessness and public housing. We found that there were some significant differences between perception and reality.

### The Many Forms of Homelessness

Homelessness takes many forms, some lesser known than others.

According to the 2011 Census, 39% of Australia’s homeless live in severely overcrowded dwellings and 17% sleep at friends’ houses. Only 6% actually sleep on the streets. However, the public perception of homelessness is preoccupied with the stereotypical “street bum”.

In our study we found that 95% of respondents said they would consider someone sleeping rough outdoors to be homeless. To compare, only 27% of respondents regarded someone living temporarily with friends, known vernacularly as couch surfing, to be homeless. Only

22% of respondents regarded someone living in overcrowded housing to be homeless.

### **The Myth of Substance Abuse**

A persistent and problematic stereotype is that homeless people find themselves impoverished as a result of substance abuse. An overwhelming 93% of our survey's respondents agreed that alcohol and drug abuse was a definite cause of homelessness.

The Australian Government's series of Journeys Home Research Reports indicate that substance abuse and homelessness are likely correlated, but not necessarily causal. Each contributes to the other to some degree, and both may be concurrent symptoms of certain adverse childhood circumstances or trauma.

Journeys Home suggests that only 28% of the Australian homeless population regularly use street level drugs.

### **Stigmatism of Public Housing Tenants**

Greater investment in public housing has been hailed by many as a potential solution to increasingly expensive rental costs. However, it has been difficult for this proposition to gain traction. A significant

obstacle has been the negative stigma attached to public housing and its tenants.

We know that public housing in Western Australia tends to be occupied by single parents and mature aged tenants. The latest Department of Housing figures show that more than half of public housing tenants in Western Australia are over the age of 55. The 2009 Social Housing Taskforce Final Report (More than a Roof and Four Walls) found that 74% of Australian public housing tenants were single (25% single parents). The single largest demographic that makes up public housing residents are single seniors – with 34%.

However, in our survey only 32% of respondents said they would consider a public housing tenant to typically be over the age of 50. Only 30% said they would consider a typical tenant as someone who lives alone.

A number of negative stereotypes punctuated the survey's responses. Seventy-four per cent of respondents associated drug and alcohol abuse with typical public housing tenants, and 61% of respondents went as far as to say a typical public housing resident would have a criminal conviction.

### **Moving forward**

To create lasting change around housing in Australia, it is important that we work to change inaccurate and often toxic stereotypes about homelessness and public housing.

Our media is saturated with these often negative perceptions. Strategies need to be targeted at a range of social and political levels. Parliamentarians and thought leaders in the community need to be challenged to address the misconceptions and step up with the facts. Powerful awareness raising campaigns, particularly those that use social media and the internet, have been effective at changing attitudes around family and domestic violence, disability, and gender and sexual orientation discrimination. A similar effort, focussed on housing issues, has the potential to create a political climate far more conducive to positive change. With a clearer public understanding of housing issues, more decisive action can be taken to address them.

# Metropolitan South



# Community Hubs in South East Metro (Armadale and Gosnells)

Anglicare WA provides 69 different types of service. Together, these form a comprehensive network of support.

We work with people from all walks of life, helping them to move from surviving to thriving.

Often families and individuals come to us with complex needs. Sometimes a single specialised service is simply not able to provide solutions to all the problems that they face.

For this reason, Anglicare WA uses an integrated service model – encouraging different services to work together and collaborate to provide the most holistic support for our clients.

This approach is exemplified in the design of our new Armadale office.

Our Armadale office opened in January 2015. Located at the Lotteries House complex on Forest Road, it is positioned in the heart of the Armadale community right by Gwynne Park.

Based on a model set by our successful Gosnells office, The Armadale site houses six services under the one roof. These include: financial counselling, children’s counselling, mental health support, and youth support. By co-locating a versatile range of services, we are able to offer our clients more options and additional support.

Several other external organisations are located in the complex, including Wanslea Family and Youth Services and the Southern District Support Association. This has opened referral pathways between the organisations



and encouraged interagency cooperation. Our Armadale staff sit on a range of local networks including the Armadale Early Years Network, Family Support Network and Aboriginal and Torres Strait Islander Advisory Group.

The office has also been actively engaged in local community events, participating in local functions for Families Week, White Ribbon Day and running a stall for NAIDOC Day.

Our staff have said that clients feel comfortable coming to the Armadale office as it is in familiar surroundings. Having multiple services and organisations working together in one central location allows us to work in more innovative and flexible ways.

Anglicare WA is looking forward to seeing our Armadale site help more and more people flourish in their lives.

# Working Holistically

When someone is experiencing a range of issues, we work to find the best solutions possible.

Saowanee's\* family immigrated to Perth from their native Thailand in November 2014. Her husband's abuse began not long after.

He was controlling and violent toward her, often in front of their young daughter. He would confiscate her car keys and money and monitor her mobile phone records. When the physical violence began, she was completely isolated without any friends or family in Perth and financially dependent on him.

It took a great deal of courage for

Saowanee to leave. She was unsure where she would live with her daughter or how she would earn money, but she was frightened of what would happen if her husband's abuse continued to escalate.

She fled with her daughter to Starick House, a domestic violence refuge in Gosnells, and that's where she was introduced to Anglicare WA. At the time, she was struggling to find independent accommodation and was embroiled in ongoing legal disputes with her ex-husband.

TOTAL NUMBER OF CLIENTS

825

## Mums and Dads Forever

**62%** less likely to worry children may be unsafe with child's other caregiver

**83%** less likely to worry that child's other caregiver might not return the children after a visit

**100%** less likely to have serious verbal arguments with child's other caregiver

**81%**

less likely to engage in minor conflicts with child's other caregiver

**83%**

less likely to engage in major conflicts with child's other caregiver

**75%**

less likely to feel threatened by child's other caregiver

With a range of issues that needed to be addressed, our team in Gosnells worked with Saowanee to establish a family plan.

Our caseworkers enrolled both Saowanee and her husband into our Mums and Dads Forever program, which helps separated parents to communicate in a productive and respectful manner. Because she was still learning to speak fluent English, we arranged for the program to be delivered one-on-one, instead of its usual group setting. Despite her

husband's abusive history, they were able to agree that their daughter was their priority and came to a custody arrangement that was in her best interest.

Then, by working with Centrecare, we helped to find her suitable housing and arranged for sufficient support to get her studying at TAFE.

We also provided her and her daughter with counselling from our family and domestic violence specialists, helping them to build a safety plan.

Saowanee is now living in a stable home and attending TAFE. Her relationship with her ex-husband has improved dramatically and her daughter feels safe regularly visiting her Father. Saowanee said she had previously felt like her situation was spiralling downward, but now she has things under control.

In sharp contrast to her previous uncertainty, she and her daughter can now look forward to a brighter future.

\*Name changed



# Regional South



MOORU WOORAGALIGN  
BLACK STUMP  
T.MNINJ BALAP  
BOURTE SOKKEYINJ  
THIS MEANS  
LOOKING AFTER TWO PARTS  
SLEEPING

# Christine's Story

This story begins with a young six year old girl; her name is Christine\*.

She has just moved into a new house in Albany with her Mum, brother and sister. Before, they lived with their Mum's boyfriend in his big house in the city. Then one night, Christine's Mum came and woke her in the dark and told her they were going for a ride in the car. They have never been back, not even to collect Christine's toys.

She doesn't know why they had to move, but she remembers the bruises her younger sister used to get and the times when she cried all night. Christine is glad that doesn't happen any more, but now there are other things that go wrong.

Their new house is small and Christine sleeps in the garage with her siblings. Her Mum is grumpy all the time now. She is working at both the post office and the local shop and she never has time to play anymore. Every day, Christine and her siblings have to stay back at after school care for two hours before their Mum can come and pick them up. When they get home, their Mum spends all her time scribbling on papers or arguing with people on the phone.

Sometimes at night, Christine can hear her Mum crying in the other room. Those nights she doesn't sleep much, instead she sits up awake feeling scared and confused.

One evening, Christine comes into the kitchen to find her Mum shuddering

uncontrollably on the floor. She scampers to her side, shakes her, screams at her to stop. But she doesn't.

Her Mum had suffered a brain aneurism resulting in a stroke.

The next few weeks are spent in and out of hospital visits. Christine doesn't like the hospital with its bright, white walls and its funny smell. And she doesn't like seeing her Mum look so small and frail in her bed.

On occasions, Christine has overheard her Mum talking to the nurse. She was crying, telling the nurse about things called "rent", "bills" and "eviction".

Eventually Christine's Mum is ready to come back home. On that day, she takes them all to a big community centre with a beautiful garden that the nurse told her about. It is Anglicare WA's St John's Centre.

They are introduced to a smiling lady who lets the children play in a toy room while she speaks to their Mum. Their family visits the centre several more times. Sometimes Christine's younger sister has appointments with counsellors on her own.

Christine doesn't know much about things like financial counselling, public housing or the Community Legal Centre - the tools which St John's has given to their family - but she does know that her Mum is much happier now. She is only working one job now so she has



time to spend with her children. They have moved again, but this time to a big house with a backyard where they can play.

With strong allies by their side, the weight of the challenges that they face is no longer overwhelming.

This is just one story of the thousands we see every year.

\*Name changed

# A New Approach to Intake

## A Q&A WITH ALBANY'S INTAKE OFFICER

TOTAL NUMBER OF CLIENTS

62

**88%** of clients attend services they were referred to

**49%** of client's goals were achieved

Anglicare WA's St John's Centre in Albany is a hub of services and support for the local community. The Centre offers over 15 different service types to people from all walks of life with issues ranging from financial stress, to relationship breakdown, to homelessness.

Since July 2014, St John's has employed Sandy Bishop as an Intake Officer to help clients access the best possible support. We sat down with Sandy to talk about the benefits of working in this way.

**Question:**

What exactly does your role as Intake Officer at St John's entail?

**Sandy:**

My job is to help people access the right services and support for their situation. When someone comes to St John's needing assistance, I am the first point of contact. I sit down with them and try to understand what they need and where they can get it.

**Question:**

Can you give us an example of what you do in action?

**Sandy:**

A common example would be a person coming to our reception saying they need help paying their rent and are having relationship problems. I would meet with them and talk to them about the kind of help they would like with their relationship and organise appropriate appointments, then we would talk about the scale of their debt and what led to them accruing arrears. Together we would come up with a plan. Depending on their situation I might refer them to Financial Counselling to get to the bottom of their financial issues. Let's say I find out they have recently been struggling to get to work because of anxiety, hence their trouble with rent, then I could refer them to their GP. It's all about tailoring a solution to the person's specific needs.

**Question:**

What are some of the most common problems your clients need assistance with?

**Sandy:**

There's a huge variety. Often people are facing multiple problems at once. Sometimes one issue will lead to another - financial stress will lead to housing stress, and that can lead to relationship problems, and so on. Typically I will see clients with housing and financial problems, mental health problems, and sometimes drug and alcohol or relationship issues.

**Question:**

Do you refer clients to external services too?

**Sandy:**

Absolutely. Collaboration with external agencies is very important. We have strong connections with the Housing Authority, Department of Health,

*Helping clients to sort through the network of services available to them and access the best possible support is important though challenging work.*



Centrelink, Headspace and other youth support agencies, legal aid services, job search agencies, drug and alcohol services, and other more general services that are available for our clients. At the end of the day, we want to provide our clients with the best possible solution to their problem. That often requires multiple agencies to work together.

**Question:**

How important is it to develop a strong relationship with your clients?

**Sandy:**

It's an integral part of my work, in particular establishing trust. I have a background in youth work and around 20 years' experience in the community service area. Building trust with my clients has always been important and that has flowed on to my intake work. If I have a good rapport with my clients it is easier for us to have honest and productive conversations, it's easier

for me to learn about and understand them, and they are more likely to follow through with the plan we have formulated together.

**Question:**

What follow up work do you do with your clients?

**Sandy:**

After my initial meeting and referral with a client, I'll stay in regular contact to keep tabs on how things are progressing. People's needs change over time, so part of my job is ensuring our plan is still up to date. It's also important that we evaluate how effective we have been in assisting our clients.

**Question:**

Do you face any issues unique to Albany in your work?

**Sandy:**

Albany has a growing population, which

means there are lots of people moving here every year; lots of young families. We actually have a range of terrific agencies and services around, but if you are new in town you don't know that.

**Question:**

How do you see the future of intake work at Anglicare WA developing?

**Sandy:**

One of our clear goals is to move towards being more person-centred in our work. Moving forward, I'd expect to see more of our sites across the organisation, and across the sector for that matter, to adopt Intake Officers to help craft personalised responses. It has been a great success in Albany and I'd love to see that success spread.

# Our Regulatory Environment

## Accounting/Financial Processes

All financial processes follow Australian Accounting Standards and we prepare our financial statements under International Financial Reporting Standards. Our financial reports and systems are independently audited each year. We provide regular professional development to our staff to ensure that they are informed of all legislative requirements and changes.

## Employment Related Legislation

Anglicare WA operates in a complex employment and industrial relations environment. To ensure legislation is complied with we have sophisticated monitoring processes in place, as well as a network of agencies and peak bodies that assist in informing our internal policies. Any changes to either State or Federal legislation in relation to industrial relations are adopted by Anglicare WA in its policies and procedures. Anglicare WA has its own Employee Collective Agreement and all terms and conditions of employment are outlined in the document in accordance with relevant State and Federal legislative requirements. Anglicare WA has in place policies, practices and procedures that are consistent with the principles and standards of Human Resource Management.

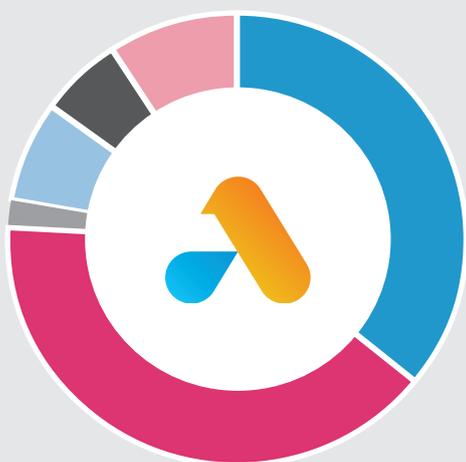
## Taxation

Anglicare WA has PBI status and is endorsed for the following tax concessions:

- Income tax
- GST concessions
- FBT exemptions

Anglicare WA also has DGR status. Our Charitable Collections Licence is renewed each year through the Department of Commerce.

# How Our Work is Funded



## Total Income

# \$36,930,721

● FEDERAL GOVERNMENT	\$13,375,741
● STATE GOVERNMENT	\$14,624,590
● SERVICE FEES	\$814,402
● TRADING INCOME	\$2,596,513
● DONATIONS AND FUNDRAISING	\$2,260,977
● OTHER	\$3,258,498

# Our Corporate Standards

As Anglicare WA grows, it is important to continually review our processes to ensure they meet all legal and funding requirements and that our standards of governance are at the highest possible level.

## Quality

Anglicare WA's Corporate Quality Management System is certified in accordance with the requirements of the ISO 9001:2008 Quality Management System. The scope of ISO 9001:2008 certification is for the provision of essential infrastructure support and customer services activities throughout the Agency. Anglicare WA defines quality as an ongoing process of agreed strategies, checks and controls to ensure optimal service delivery in accordance with our organisational objectives.

Our key quality objectives are to:

- Continually strive to meet and where possible exceed our customer expectations in compliance with our set standards and guidelines.
- Continuously improve the effectiveness of our quality management system through ongoing monitoring and review.
- Ensure we meet all regulatory requirements for our stakeholders.
- Support our staff through training and development to maintain and extend their skills.

## OSH

Anglicare WA is committed to achieving the highest standards in occupational safety and health with the aim of sustaining a safe and healthy working environment throughout its business operations. A Safe and Well Manual is the foundation for the management of occupational safety and health overseen by an Occupational Safety and Health Committee. Facets to our reviews include assessment of ergonomics, fire protection, manual handling assessments and staff security. Staff training is provided over the year. Examples of training include Accident and Incident Investigation, Fire Warden training, Manual Handling, First Aid and Understanding the new Work Health and Safety Act. Self-assessment audits are undertaken by service managers regularly, followed by an annual review by an OSH representative.

All staff are empowered to bring to the attention of their managers any risks they feel may compromise their safety, security or other factors.

## Risk

Anglicare WA uses the processes of risk management based on the Australian and New Zealand Risk Management Standard (AS/NZS ISO 21000:2009).

Our model of Risk Management is focused on assessing potential opportunities and avoidance of adverse effects of any activities being implemented or considered by Anglicare WA. The agency has integrated risk management processes into existing work practices including planning, policy development, service development and service delivery. A Risk Register is used to identify and monitor strategic risks. The Board reviews the Strategic Risk Management Framework annually, with the ongoing review of risks overseen by the Board's Audit and Risk Committee.

## Finance

The finance team continuously monitors and reviews internal control procedures and accountability. These financial controls are designed to ensure that all records and transactions are included in the reports of the agency, that amounts recorded are accurate, that all transactions are valid and properly authorised and that there is an adequate segregation of duties to ensure good financial control. The financial management of the agency is supported by finance policies and procedures that ensure financial information is complete and accurate and will improve agency operations and decision making based on best possible data. Activities that support the integrity of the financial systems and financial information include regular Board review of financial reports and monitoring of cash flow positions, Board sign off of the annual budget, annual independent external audits, internal review of monthly financial statements, internal audits and review by the Audit and Risk Committee of any material financial matters.

# Corporate Governance Statement

## The Board of Anglicare WA

In fulfilling its obligations to its various stakeholders, the Board of Anglicare WA is a strong advocate of best practice in corporate governance. In 2007 the Constitution of Anglicare WA was amended to reflect this and the size of the Board was reduced and length of Board appointments was limited to a total of nine years. A new Policy Governance Manual for Directors was adopted which includes a CEO Limitations Policy and a Board/Executive Linkages Policy to clearly define the role of the Board and the CEO.

## Principles of Corporate Governance

The Board of Directors holds responsibility for the governance of Anglicare WA. The Board will govern with:

- An emphasis on outward vision rather than an internal preoccupation.
- Encouragement of diversity in viewpoints.
- Strategic leadership more than administrative detail.
- Collective rather than individual decision making.
- A proactive rather than reactive approach.

In particular the Board will be responsible for:

- Setting the Purpose, strategic direction of Anglicare WA and outcomes to be delivered.
- Overseeing the development and implementation of the agency's Strategic Plan.
- Establishing goals for management and monitoring the achievement of these goals.
- Appointing and reviewing the performance of the CEO.
- Adopting an annual budget at the commencement of each financial year and monitoring progress on a regular basis against the budget of both financial and non-financial key indicators.
- Monitoring and overseeing the financial position of Anglicare WA.

- Overseeing Anglicare WA's risk management plan.
- Appointing an Auditor to audit the financial affairs of Anglicare WA.
- Ensuring that policies and compliance systems are in place and that Anglicare WA Board and staff act legally, ethically and responsibly on all matters.

## Role of the Board in Relation to the CEO

The Board's role in relation to the CEO is as follows:

- Recruitment and Selection.
- Remuneration.
- Performance Management.
- Succession Planning.

Remuneration, review and performance management are undertaken in accordance with the Governance Policy with an appropriately established "Annual Performance Effectiveness Review (CEO)". This process is led by the Chairman and reports to the Board via the Nominations Committee.

Any of the authority of the Board that is delegated to staff is delegated through the CEO. Only decisions of the Board acting as a body are binding on the CEO. Decisions or instructions of individual Board members, officers, committees, task forces or working parties are not binding on the CEO except in rare circumstances when the Board has specifically authorised such exercise of authority.

## Composition of the Board

In view of the diverse nature of the program areas of Anglicare WA, it is appropriate to have a Board with a diversity of skills and backgrounds.

The Board has developed a skills matrix to monitor and ensure that the Board has the skills and experience within its membership to enable it to fulfill its responsibilities and duties. Composition is managed over a multi-year period in consideration of director tenure defined by the Constitution.

The Board normally meets monthly and (by its Constitution) consists of 10 members.

These 10 members are appointed by the Diocesan Council, the Perth Diocesan Trustees, Anglican Care Inc, the Diocese of Bunbury, the Diocese of North West Australia and the Association. The CEO attends all Board meetings.

The Board has a policy on Gender Balance which states that the Board will comprise no more than 70% of one gender and that it will seek to achieve and maintain a balance of men and women on the Board over time.

The Board has sub committees to support its work. They are:

- Audit and Risk Committee.
- Nominations & Governance Committee.

Minutes and resolutions of all Committees are tabled at Board meetings for information and deliberation.

## Board Member Education and Code of Conduct

On each occasion a new Director appointed to the Board receives a copy of the Policy Governance Manual and an Induction Package. A new Director will also undertake the Board's Induction Program within one month of appointment.

All Board Members must adhere to the Code of Conduct in the Policy Governance Manual. The Board commits itself and its members to ethical, business like and lawful conduct, including proper use of authority and appropriate decorum when acting as Board members. The code of conduct includes a conflict of interest process.

## Performance of the Board

The Board shall undertake a regular performance evaluation of itself that:

- Assesses the performance of the Board in meeting requirements of the Policy Governance Manual and in meeting predetermined goals and objectives.
- Identifies particular goals and objectives of the Board for the next year.
- Identifies any necessary or desirable improvements to the Board, Sub-Committees, Task Forces or Reference Groups Terms of Reference.

## Role of the CEO

The CEO is accountable to the Board of Directors (not to Officers of the Board or to Board Committees or to Board members as individuals) for the organisation's:

- Achievement of Ends policies (such as the Constitution, Anglicare WA's Strategic Plan and annual Business Plans).
- Non-violation of Executive Limitations policies (such as the Corporate Governance Statement, ie the CEO leads the staff).

All staff ultimately report to the CEO. The role of Senior Management is to manage the business. Leadership is not the same as management. Senior Management develops strategies and initiatives, solves problems and pays attention to detail, under the CEO's leadership. The CEO both leads and manages. The CEO works with the Board to develop strategy and direction, providing the bridge between management and the Board.

In particular the CEO will:

- Work with the Board in developing plans and policies to guide the operation of the Entity and Anglicare WA's activities.
- Manage all aspects of the Entity and Anglicare WA's activities under the governance of the Board.
- Represent Anglicare WA in dealing with all key stakeholders.
- Appoint and manage staff.
- Manage the Anglicare WA capital and financial resources within guidelines and delegations set by the Board.
- Ensure that Directors are fully informed of initiatives, trends, and program performance via reporting to the Board.

The full Governance Framework includes the Constitution and the Policy Governance Manual, and is part of the Induction for each Director.



# Auditor's Report



## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ANGLICARE WA INC

We have audited the accompanying financial report of Anglicare WA Inc ('the Association') which comprises the statement by the Board, the statement of financial position as at 30 June 2015, statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes.

### Board of the Association's Responsibility for the Financial Report

The Board of Management of the Association is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Regime and the Associations Incorporations Act of WA 1987, the Australian Charities and Not-for-profits Commission Act 2012 ("ACNC Act") and for such internal control as the Board of Management determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

### Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

### Basis for Qualified Opinion

Op shop sales are a significant source of revenue for Anglicare WA Inc. Anglicare WA Inc has determined that it is impracticable to establish control over income from Op shop sales prior to entry into its financial records. Accordingly, as the evidence available to us regarding revenue from this source was limited, our audit procedures with respect to Op shop sales had to be restricted to amounts recorded in the financial records. We are therefore unable to express an opinion whether revenue from Op shops is complete.

### Qualified Opinion

In our opinion, except for the possible effects of the matter described in the basis of qualified opinion paragraph, the financial report of Anglicare WA Inc. is prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2015 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements, the *Associations Incorporation Act of WA 1987* and the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Crowe Horwath Perth

Sean McGurk  
Partner

Perth, WA

Dated this 22<sup>nd</sup> day of September 2015

# Statement by the Board

**STATEMENT BY THE BOARD  
OF  
ANGLICARE WA INC.**

Anglicare WA Inc. is a charitable entity operating in Australia under the guidance and control of a Board constituted of members of the entity and chaired by Mr John Barrington.

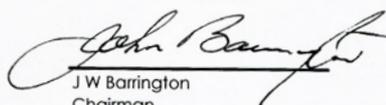
The attached financial statements and notes comply with the Australian Accounting Standards Reduced Disclosure Requirements and Division 60 of the Australian Charities and Not-for-Profit Commission Regulation 2013.

The Board declares that:

- (a) in the Board's opinion, there are reasonable grounds to believe that the entity will be able to pay its debts as and when they become due and payable; and
- (b) in the Board's opinion, the attached financial statements and notes thereto present a true and fair view of the financial position of Anglicare WA Inc. as at 30 June 2015 and its performance for the year ended on that date.

Signed in accordance with a resolution of the Board.

On behalf of the Board

  
J W Barrington  
Chairman

Date: 22/9/2015

  
I L Carter AM  
Chief Executive Officer

Date: 22/9/2015

**Anglicare WA Inc.**

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

	Note	2015	Restated 2014
		\$	\$
<b>Revenue</b>			
Operating activities			
- Grant and service income		30,324,072	28,964,820
- Interest		607,062	667,963
- Fees		793,381	1,458,137
- Donations and fundraising		2,119,529	2,843,662
- Sale of goods		2,596,417	2,546,179
- Rent and other revenue		488,037	521,186
Other income	2	2,224	754,318
		<b>36,930,722</b>	<b>37,756,265</b>
<b>Expenditure</b>			
- Employee benefits		25,511,747	24,086,448
- Disbursements to clients		1,452,352	1,705,357
- Accommodation		3,598,459	3,885,557
- Depreciation		528,211	558,846
- Advertising & marketing		444,518	545,283
- Information technology		734,219	621,652
- Telecommunications		408,801	501,717
- Vehicle and travel		1,325,004	1,307,172
- Finance costs		123,008	129,955
- Other costs		2,408,262	2,795,798
		<b>36,534,581</b>	<b>36,137,785</b>
Profit for the Year		396,141	1,618,480
<b>Other comprehensive income</b>			
<b>Items that may be reclassified to profit and loss</b>			
Revaluation of investments	12	33,241	31,891
<b>Total other comprehensive income for the year</b>		<b>33,241</b>	<b>31,891</b>
Total comprehensive income for the year		429,382	1,650,371

Notes to the financial statements are included on pages 40-48

Anglicare WA Inc.  
BALANCE SHEET AS AT 30 JUNE 2015

	Note	2015	Restated 2014
<b>Current assets</b>		\$	\$
Cash and cash equivalents	4	3,998,539	5,240,061
Trade and other receivables		613,906	512,671
Held to maturity investments	5	12,360,846	11,909,052
Other current assets	6	964,950	677,590
<b>Total current assets</b>		<b>17,938,241</b>	<b>18,339,374</b>
<b>Non-current assets</b>			
Property, plant & equipment	7	5,615,675	5,429,228
Other financial assets	8	384,201	350,959
<b>Total non-current assets</b>		<b>5,999,876</b>	<b>5,780,187</b>
<b>TOTAL ASSETS</b>		<b>23,938,117</b>	<b>24,119,561</b>
<b>Current liabilities</b>			
Trade and other payables		1,344,234	1,541,118
Provisions	9	2,306,727	2,389,326
Borrowings	10	9,859	15,207
Other current liabilities	11	3,587,169	4,125,706
<b>Total current liabilities</b>		<b>7,247,989</b>	<b>8,071,357</b>
<b>Non-current liabilities</b>			
Provisions	9	962,192	627,556
Borrowings	10	2,218,006	2,340,100
<b>Total non-current liabilities</b>		<b>3,180,198</b>	<b>2,967,656</b>
<b>TOTAL LIABILITIES</b>		<b>10,428,187</b>	<b>11,039,013</b>
<b>NET ASSETS</b>		<b>13,509,930</b>	<b>13,080,548</b>
<b>Accumulated funds</b>			
General funds	12	12,366,759	11,951,532
Revaluation reserve	12	134,200	100,959
Special funds	12	909,233	1,028,057
Long term maintenance reserve	12	99,738	-
<b>TOTAL ACCUMULATED FUNDS</b>		<b>13,509,930</b>	<b>13,080,548</b>

Notes to the financial statements are included on pages 40-48

**Anglicare WA Inc.**

**STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2015**

	Note	General Funds	Revaluation Reserve	Special Funds	Long Term Maintenance Reserve	Total
		\$	\$	\$	\$	\$
Balance at 1 July 2013		9,997,557	5,500,093	540,127	-	16,037,777
Effect of change in accounting policy	16	559,439	(5,167,039)	-	-	(4,607,600)
Balance at 1 July 2013 re-stated		10,556,996	333,054	540,127	-	11,430,177
Profit for the year		1,618,480	-	-	-	1,618,480
Other comprehensive income		-	31,891	-	-	31,891
<b>Total comprehensive income for the year</b>		<b>1,618,480</b>	<b>31,891</b>	<b>-</b>	<b>-</b>	<b>1,650,371</b>
Transfer between funds		(223,944)	(263,986)	487,930	-	-
Balance at 30 June 2014	12	11,951,532	100,959	1,028,057	-	13,080,548
Balance at 1 July 2014		11,951,532	100,959	1,028,057	-	13,080,548
Profit for the Year		396,141	-	-	-	396,141
Other comprehensive income		-	33,241	-	-	33,241
<b>Total comprehensive income for the year</b>		<b>396,141</b>	<b>33,241</b>	<b>-</b>	<b>-</b>	<b>429,382</b>
Transfer between funds		19,086	-	(118,824)	99,738	-
Balance at 30 June 2015	12	12,366,759	134,200	909,233	99,738	13,509,930

Notes to the financial statements are included on pages 40-48

**Anglicare WA Inc.**

**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2015**

	Note	2015	2014
		\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers, donors and funding bodies		43,766,216	40,375,754
Payments to suppliers and employees		( 44,161,425)	( 39,687,707)
Interest received		609,638	667,963
Interest paid		( 119,163)	( 129,996)
<b>Net cash provided by operating activities</b>	13	<b>95,266</b>	<b>1,226,014</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of deposits with Anglican Community Fund		( 451,794)	( 1,309,319)
Purchase of property, plant and equipment		( 3,728,036)	( 3,951,311)
Proceeds from sale of plant and equipment		2,970,484	3,604,507
<b>Net cash used in investing activities</b>		<b>( 1,209,346)</b>	<b>( 1,656,123)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Net (payment of)/proceeds from borrowings		( 160,192)	99,699
Net proceeds from/(payment of) finance leases		32,750	( 32,034)
<b>Net cash (used in)/provided by financing activities</b>		<b>( 127,442)</b>	<b>67,665</b>
<b>Net decrease in cash and cash equivalents held</b>		<b>( 1,241,522)</b>	<b>( 362,444)</b>
Cash and cash equivalents at the beginning of the financial year		5,240,061	5,602,505
<b>Cash and cash equivalents at the end of the financial year</b>	4	<b>3,998,539</b>	<b>5,240,061</b>

Notes to the financial statements are included on pages 40-48

## 1. SUMMARY OF ACCOUNTING POLICIES

These financial statements are general purpose financial statements prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and interpretations issued by the Australian Accounting Standards Board ('AASB'), the Associations Incorporate Act 1987 and other mandatory professional requirements in Australia as appropriate for not-for-profit oriented entities.

The financial report has been prepared under the historical cost convention, as modified by the revaluation of available for sale financial assets.

None of the new standards and amendments to standards that are mandatory for the first time this financial year affected any of the amounts recognised in the current period or any prior period and are not likely to affect future reporting periods.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

### (a) Borrowings

Borrowings are recorded initially at fair value, net of transaction costs.

Subsequent to initial recognition, borrowings are measured at amortised cost with any difference between the initial recognised amount and the redemption value being recognised in profit and loss over the period of the borrowing using the effective interest rate method.

### (b) Cash and cash equivalents

Cash and cash equivalents comprise cash on hand, cash in banks and short-term investments in "at call" money market instruments, net of outstanding bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities in the balance sheet. All certificates held over 90 days are classified as held to maturity investments. Refer to note 1(d) (ii), Held to Maturity Investments.

### (c) Employee benefits

Provision is made for Anglicare WA's liability for employee benefits arising from services rendered by employees to the end of the reporting period.

Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made by Anglicare WA for those benefits.

#### Other long term employee benefits

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are recognised in non-current liabilities, provided there is an unconditional right to defer settlement of the liability. The liability is measured as the present value of expected future payments to be made in respect of the services provided by employees up to the reporting date using projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

#### Defined contribution plans

Contributions to defined contribution

superannuation plans are expensed when incurred.

### (d) Investments and other financial assets

#### **Classification**

Anglicare WA classifies its financial assets in the following categories: financial assets at fair value through profit or loss, loans and receivables, held-to-maturity investments and available-for-sale financial assets. The classification depends on the purpose for which the investments were acquired. Management determines the classification of its investments at initial recognition and, in the case of assets classified as held-to-maturity, re-evaluates this designation at the end of each reporting date.

Anglicare WA currently holds assets classified as loans and receivables, held to maturity investments, and available-for-sale assets.

#### (i) *Loans and receivables*

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They are included in current assets, except for those with maturities greater than 12 months after the reporting period which are classified as non-current assets. Loans and receivables are included in trade and other receivables in the balance sheet.

#### (ii) *Held-to-maturity investments*

Held-to-maturity investments are non-derivative financial assets with fixed or determinable payments and fixed maturities that Anglicare WA has the positive intention and ability to hold to maturity. Held-to-maturity financial assets are included in non-current assets, except for those with maturities less than 12 months from the end of the reporting period which are classified as current assets.

#### (iii) *Available-for-sale financial assets*

Available-for-sale financial assets, comprising principally marketable equity securities, are non-derivatives that are either designated in this category or not classified in any of the other categories. They are included in non-current assets unless the investment matures or management intends to dispose of the investment within 12 months of the end of the reporting period. Investments are designated as available-for-sale if they do not have fixed maturities and fixed or determinable payments and management intends to hold them for the medium to long term.

#### **Recognition and derecognition**

Regular way purchases and sales of financial assets are recognised on trade date – the date on which Anglicare WA commits to purchase or sell the asset. Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and Anglicare WA has transferred substantially all the risks and rewards of ownership.

When securities classified as available-for-sale are sold, the accumulated fair value adjustments recognised in other comprehensive income are reclassified to profit or loss as gains and losses from investment securities.

#### **Measurement**

At initial recognition, Anglicare WA measures a financial asset at its fair value plus transaction costs that are directly attributable to the acquisition of the financial asset.

Loans and receivables and held-to-maturity

investments are subsequently carried at amortised cost using the effective interest rate method.

Changes in the fair value of other monetary and non-monetary securities classified as available-for-sale are recognised in other comprehensive income.

#### **Impairment**

Anglicare WA assesses at the end of each reporting period whether there is objective evidence that a financial asset or group of financial assets is impaired. A financial asset or a group of financial assets is impaired and impairment losses are incurred only if there is objective evidence of impairment as a result of one or more events that were incurred after the initial recognition of the asset (a "loss event") and that loss event (or events) has an impact on the estimated future cash flows of the financial asset or group of financial assets that can be reliably estimated. In the case of equity investments classified as available-for-sale, a significant or prolonged decline in the fair value of the security below its cost is considered an indicator that the assets are impaired.

#### (i) *Assets carried at amortised cost*

For loans and receivables, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows (excluding future credit losses that have not been incurred) discounted at the financial asset's original effective interest rate. The carrying amount of the asset is reduced and the amount of the loss is recognised in profit or loss. If a loan or held-to-maturity investment has a variable interest rate, the discount rate for measuring any impairment loss is the current effective interest rate determined under the contract.

If, in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised (such as an improvement in the debtor's credit rating), the reversal of the previously recognised impairment loss is recognised in profit or loss.

#### (ii) *Assets classified as available-for-sale*

If there is objective evidence of impairment for available-for-sale financial assets, the cumulative loss – measured as the difference between the acquisition cost and the current fair value, less any impairment loss on that financial asset previously recognised in profit or loss – is removed from equity and recognised in profit or loss.

Impairment losses on equity instruments that were recognised in profit or loss are not reversed through profit or loss in a subsequent period.

### (e) Goods and services tax

Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except:

- where the amount of GST incurred is not recoverable from the taxation authority, it is recognised as part of the cost of acquisition of an asset or as part of an item of expense; or
- for receivables and payables in the balance sheet which are recognised inclusive of GST.

The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables.

Cash flows are presented in the statement of cash flows on a gross basis. The GST component

**Anglicare WA Inc.**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015**

of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

**(f) Government grants**

Government grants are assistance by the government in the form of transfers of resources to Anglicare WA in return for past or future compliance with certain conditions relating to the operating activities of the entity. Government grants include government assistance where there are no conditions specifically relating to the operating activities of Anglicare WA other than the requirement to operate in certain regions or industry sectors.

Government grants relating to income are recognised as income over the periods necessary to match them with the related costs. Government grants that are receivable as compensation for expenses or losses already incurred or for the purpose of giving immediate financial support to Anglicare WA with no future related costs are recognised as income of the period in which it becomes receivable.

Government grants relating to assets are treated as income in the period in which the income is received.

**(g) Impairment of assets**

At the end of each reporting period, Anglicare WA reviews the carrying values of its tangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value-in-use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to profit or loss. Refer note 1(d) - Impairment of investments and other financial assets.

Where it is not possible to estimate the recoverable amount of an individual asset, Anglicare WA estimates the recoverable amount of the cash-generating unit to which the asset belongs.

**(h) Income tax**

Anglicare WA has obtained tax exempt status under current Australian taxation legislation.

**(i) Leases**

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessee. All other leases are classified as operating leases.

Anglicare WA as lessee

Assets held under finance leases are initially recognised at their fair value or, if lower, at amounts equal to the present value of the minimum lease payments, each determined at the inception of the lease. The corresponding liability to the lessor is included in the balance sheet as a finance lease obligation.

Lease payments are apportioned between finance charges and reduction of the lease obligation so as to achieve a constant rate of interest on the remaining balance of the liability.

Finance charges are charged directly against income, unless they are directly attributable to qualifying assets, in which case they are capitalised in accordance with Anglicare WA's general policy on borrowing costs.

Finance leased assets are amortised on a straight line basis over the estimated useful life of the asset.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term, except where another systematic basis is more representative of the time pattern in which economic benefits from the leased asset are consumed.

**(j) Trade and Other Payables**

Trade payables and other accounts payable are recognised when Anglicare WA becomes obliged to make future payments resulting from the purchase of goods and services. The carrying amount is equivalent to fair value as they are generally settled within 30 days.

**(k) Property, plant and equipment**

Each class of property, plant and equipment is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and impairment loss.

Items of property, plant and equipment costing \$2,000 or more are recognised as assets and the cost of utilising these assets is expensed (depreciated) over their useful lives. Items of property, plant and equipment costing less than \$2,000 are immediately expensed.

**Property**

Freehold land and buildings are shown at their historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

In prior years land and buildings were recorded at fair value. The Board considers the historic cost basis of accounting provides reliable and more relevant information than the fair value method of accounting in Anglicare WA's circumstances. The policy change has been applied retrospectively and comparative balances have been restated. Refer to note 16 for details.

**Plant and equipment**

Plant and equipment are measured at historical cost less depreciation and impairment loss.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to Anglicare WA and the cost of the item can be measured reliably. All other repairs and maintenance are charged to profit or loss during the financial period in which they are incurred.

**Depreciation**

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land, is depreciated on a straight-line basis over the asset's useful life commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvement.

The following estimated useful lives are used in the calculation of depreciation:

• Buildings	40 years
• Office Equipment and Furniture funded by grants	3 years
• Motor Vehicles	5-7 years
• Adelaide Terrace building fit-out	40 years
• Office Equipment and Furniture not funded by grants	3-5 years

- Leasehold Improvements 1-5 years

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount (note 1(g)).

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in profit or loss. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to general funds.

**(l) Provisions**

Provisions are recognised when Anglicare WA has a present legal or constructive obligation as a result of past events, the future sacrifice of economic benefits to settle the obligation is probable, and the amount of the provision can be measured reliably.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at reporting date, taking into account the risks and uncertainties surrounding the obligation. Where a provision is measured using the cash flows estimated to settle the present obligation, its carrying amount is the present value of those cash flows.

When some or all of the economic benefits required to settle a provision are expected to be recovered from a third party, the receivable is recognised as an asset if it is virtually certain that recovery will be received and the amount of the receivable can be measured reliably.

**(m) Revenue recognition**

Revenue is measured at the fair value of the consideration received. Revenue is recognised for the major activities as follows:

Sale of goods

Revenue from the sale of goods in the Op Shops is recognised at point of sale when Anglicare WA has transferred to the buyer the significant risks and rewards of ownership of the goods.

Rendering of services

Grant and service income is recognised in accordance with note 1(f).

Bequests

Bequests are recognised as income on receipt. In order to reflect the nature of bequests, any special purpose amounts are transferred to Special Funds. Special purpose bequests are segregated until expended.

Interest Revenue

Interest revenue is recognised on a time proportionate basis that takes into account the effective yield on the financial asset.

Donations

Donation revenue is recognised at fair value when Anglicare WA obtains control over the assets comprising the contributions, usually when cash is received.

Dividend Revenue

Dividend revenue from investments is recognised when Anglicare WA's right to receive payment has been established.

**(n) Dilapidations Reserve**

The dilapidations reserve is funds quarantined for future major repairs and maintenance expenditure on the Geoffrey Sambell Centre Building at 23 Adelaide Terrace East Perth.

**(o) New Accounting Standards and Interpretations not yet mandatory or early adopted**

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by Anglicare WA for the annual reporting period ended 30 June 2015. Anglicare WA has not yet assessed the impact of these new or amended Accounting Standards and Interpretations.

**(p) Fair value measurement**

When an asset or liability, financial or non-

financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction would take place either: in the principal market; or in the absence of a principal market, in the most advantageous market.

Fair value is measured using the assumptions that market participants would use when pricing the asset or liability, assuming they act in their economic best interest. For non-financial assets, the fair value measurement is based on its

highest and best use. Valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, are used, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

**(q) Comparative Information**

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

	2015	2014
	\$	\$
<b>2. OTHER INCOME</b>		
Bequest	45,118	639,714
(Loss)/gain on sale of non-current assets	(42,894)	114,604
	<b>2,224</b>	<b>754,318</b>
<b>3. REMUNERATION OF AUDITORS</b>		
Audit of the financial statements	30,000	35,223
Audit of the acquittal statements	6,500	39,130
Internal audit - other assurance	6,000	-
Donation - Crowe Horwath Perth	(12,000)	(12,000)
	<b>30,500</b>	<b>62,353</b>
The auditors provided no other services during the financial year.		
<b>4. CASH AND CASH EQUIVALENTS</b>		
Cash at bank	1,149,050	1,323,843
Cash Anglican Community Fund Inc.	2,820,084	3,886,798
Petty cash imprest	29,405	29,420
	<b>3,998,539</b>	<b>5,240,061</b>
The cash and cash equivalents and investment certificates (refer note 5) as at June 2015 include restricted cash assets of:		
(i) Funds in advance \$3,587,169 - funds must be expensed on service delivery/special projects over the term of the respective contract/project (2014 - \$4,125,706). Refer note 11.		
<b>5. HELD TO MATURITY INVESTMENTS</b>		
Deposits with Anglican Community Fund	12,360,846	11,909,052
<b>6. OTHER CURRENT ASSETS</b>		
Prepayments	727,809	645,347
Accrued income	237,141	32,243
	<b>964,950</b>	<b>677,590</b>

Anglicare WA Inc.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

	2015	2014
<b>7. PROPERTY, PLANT &amp; EQUIPMENT</b>		
Land - at cost	765,900	765,900
Buildings - at cost	3,215,944	3,037,236
Less: Accumulated depreciation	( 1,062,285)	( 986,326)
	<b>2,153,659</b>	<b>2,050,910</b>
Office furniture & equipment - at cost	951,293	1,406,900
Less: Accumulated depreciation	( 119,315)	( 996,154)
	<b>831,978</b>	<b>410,746</b>
Motor vehicles - at cost	2,124,442	2,523,440
Less: Accumulated depreciation	( 316,239)	( 345,850)
	<b>1,808,203</b>	<b>2,177,590</b>
Leased assets - at cost	72,632	148,343
Less: Accumulated depreciation	( 16,697)	( 124,261)
	<b>55,935</b>	<b>24,082</b>
	<b>5,615,675</b>	<b>5,429,228</b>

Reconciliations

Reconciliations of the written down values at the beginning and end of the current and previous financial year are set out below:

	Land	Buildings	Office furniture & equipment	Motor vehicles	Leased assets	Total
	\$	\$	\$	\$	\$	\$
Balance at 1 July 2014	990,910	2,175,271	434,538	1,889,112	36,837	5,526,668
Additions	-	-	94,961	3,856,767	-	3,951,728
Disposals	( 225,000)	( 48,401)	-	( 3,220,802)	-	( 3,494,203)
Depreciation expense	-	( 75,960)	( 118,753)	( 337,862)	( 26,272)	( 558,847)
Adjustments	( 10)	-	-	( 9,625)	13,517	3,882
Balance at 30 June 2014	765,900	2,050,910	410,746	2,177,590	24,082	5,429,228
Additions	-	178,709	540,547	2,960,230	48,550	3,728,036
Disposals	-	-	-	( 3,013,378)	-	( 3,013,378)
Depreciation expense	-	( 75,960)	( 119,315)	( 316,239)	( 16,697)	( 528,211)
Balance at 30 June 2015	765,900	2,153,659	831,978	1,808,203	55,935	5,615,675

(i) Motor vehicles with a net book value of \$1,808,203 are financed by a line of equity with Anglican Community Fund. These vehicles are turned over every 6 to 9 months and are replaced with new vehicles.

(ii) The land and buildings were valued at 30 June 2015 by an independent valuer at \$6,250,000.

(iii) In the year ended 30 June 2002, Lotterywest (formerly the Lotteries Commission) provided a grant of \$863,000 to fit out the premises at 23 Adelaide Terrace, East Perth. The grant was provided under a Deed of Trust entered into with Lotterywest, which entitles Lotterywest to a beneficial interest of 21.575% in the property; this interest can be exercised by Lotterywest only if Anglicare WA does not comply with its obligations under the Deed.

In the year ended 30 June 2015, Lotterywest provided confirmation of a further grant of \$2,100,000 to refurbish the premises at 23 Adelaide Terrace, East Perth. The grant (which will be received in 2015/16) is being provided under a Deed of Variation to the original Deed of Trust. The variation entitles Lotterywest to a beneficial interest of 35.55% in the property; this interest can be exercised by Lotterywest only if the entity does not comply with its obligations under the Deed.

Provided that Anglicare WA complies with all its obligations under the Deed with Lotterywest, the property will vest absolutely in Anglicare WA on the expiration of the 39 year period (previously 20 year period) commencing 14 August 2001.

## Anglicare WA Inc.

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

	2015	2014
<b>8. OTHER FINANCIAL ASSETS</b>	\$	\$
Available for sale financial assets include:		
Investments in listed securities	384,201	350,959
<b>9. PROVISIONS</b>		
Provisions for employee benefits		
Current	2,306,727	2,322,106
Non-current	962,192	627,556
Other current provisions		
Long term maintenance <sup>(i)</sup>	-	67,220
	3,268,919	3,016,882

(i) Anglicare WA has a contractual requirement with some funders to set aside adequate funds for the provision of long term property maintenance.

## 10. BORROWINGS

### Current

Lease liability <sup>(i)</sup>	9,859	15,207
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### Non-Current

Lease liability <sup>(ii)</sup>	46,371	8,273
ACF- motor vehicle loan <sup>(iii)</sup>	2,171,635	2,331,827
	2,218,006	2,340,100

(i) secured over the leased assets.

(ii) to be repaid from the sale of motor vehicles turned over every 6 to 9 months.

## 11. OTHER CURRENT LIABILITIES

Funds in advance	3,587,169	4,125,706
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Funds in advance are generally unexpended funds in service programs that are required to be carried forward over the term of the contract. At the end of the contract term Anglicare WA is required to return unexpended funds to the funder.

Anglicare WA Inc.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

	2015	2014
12. ACCUMULATED FUNDS	\$	\$
General Funds	12,366,759	11,951,532
Revaluation Reserves <sup>(i)</sup>	134,200	100,959
Special Funds <sup>(ii)</sup>	909,233	1,028,057
Long Term Maintenance Reserve <sup>(iii)</sup>	99,738	-
	<b>13,509,930</b>	<b>13,080,548</b>
<i>(i) Movement in Revaluation Reserves</i>		
<i>Property, plant and equipment</i>		
Balance 1 July	-	263,986
Transfer to General Reserves - Sale of asset	-	( 263,986)
<b>Balance 30 June</b>	<b>-</b>	<b>-</b>
<i>Available for sale assets</i>		
Balance 1 July	100,959	69,068
Revaluation in the year	33,241	31,891
<b>Balance 30 June</b>	<b>134,200</b>	<b>100,959</b>
<b>Total revaluation reserves</b>	<b>134,200</b>	<b>100,959</b>

(ii) Special funds refers to bequests received for specific projects and the dilapidations reserve. The dilapidations reserve are funds quarantined for future major repairs and maintenance expenditure on the Geoffrey Sambell Centre building at 23 Adelaide Terrace East Perth. As at June 2015 bequest funds identified for specific projects are \$500,000 and the dilapidations reserve is \$409,233. During the year an amount of \$118,824 was transferred from the dilapidations reserve to the general reserve.

(iii) Anglicare WA has a contractual requirement with some funders to set aside adequate funds for the provision of long term property maintenance. An amount of \$99,738 was transferred from the general reserve to the long term maintenance reserve during the year.

## Anglicare WA Inc.

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

	2015	2014
<b>13. NOTE TO THE STATEMENT OF CASH FLOWS</b>	<b>\$</b>	<b>\$</b>
Profit for the Year	396,141	1,618,480
<b>Non-cash flows in profit</b>		
Depreciation of non-current assets	528,211	558,846
Loss/(gain) on disposal of non-current assets	42,894	(114,604)
<b>Changes in net assets and liabilities</b>		
(Increase)/decrease in current receivables	(101,235)	271,190
(Increase)/decrease in other assets	(287,360)	(71,563)
Increase/(decrease) in current payables	(196,884)	514,796
Increase/(decrease) in other current liabilities	(538,537)	(1,721,524)
Increase/(decrease) in provisions	252,036	170,393
<b>Net cash provided by operating activities</b>	<b>95,266</b>	<b>1,226,014</b>
<b>(a) Financing Facilities</b>		
Secured loan for purchase of property - amount used. The loan is subject to a variable interest rate based on the Bank Bill Swap Rate.	2,171,635	2,331,827
In the Statement of Cash Flows 'customers' include funding bodies and donors as well as customers and clients. The total amount available from the secured loan for purchase of motor vehicles and property is \$3,200,000.		
<b>14. KEY MANAGEMENT PERSONNEL</b>		
<b>Remuneration</b>		
The aggregate remuneration paid to officers and other key management personnel is set out below:		
<b>Total remuneration</b>	<b>849,606</b>	<b>1,128,087</b>
<b>15. COMMITMENTS</b>		
<b>Lease arrangements</b>		
Finance leases relate to motor vehicles with lease terms of between 1 and 5 years.		
<b>Finance Lease Liabilities</b>		
No later than 1 year	13,884	16,404
Later than 1 year and not later than 5 years	51,711	8,684
	65,595	25,088
Less future finance charges	(9,366)	(1,608)
<b>Finance lease liabilities</b>	<b>56,229</b>	<b>23,480</b>
<b>Included in the financial statements as</b>		
Current lease liability	9,859	15,207
Non-current lease liability	46,370	8,273
	56,229	23,480
<b>Operating Lease Commitments</b>		
Commitments exist under non-cancellable operating lease of office space and Opshops as follows:		
Not longer than 1 year	1,786,432	1,315,221
Longer than 1 year and not longer than 5 years	2,308,427	1,874,627
	4,094,859	3,189,848

16 PRIOR YEAR CORRECTION & ACCOUNTING POLICY CHANGE

A bequest for \$500,000 was received and banked on 30 June 2014. It was recognised in the 2013/14 financial statements as funds in advance as the funds were specified to be used for the refurbishment of 23 Adelaide Terrace scheduled to take place in 2015. This amount should have been taken to income in the financial year in which it was received, and has resulted in a prior year correction.

Land & buildings, previously recognised at fair value, (based on biennial valuations) is now recognised at cost less accumulated depreciation, resulting in a change in accounting policy. This policy change has been applied retrospectively. Comparative balances have been restated as set out below:

The following tables show the adjustments recognised for each individual financial statement line item. Line items that were not affected have not been included. As a result, the subtotals and totals disclosed cannot be recalculated from the numbers provided.

	Original balance	Prior year correction	Accounting policy change	Adjusted balance
	\$	\$	\$	\$
<i>For the year ended 30 June 2014 Statement of Profit or Loss and Other Comprehensive Income (extract)</i>				
Other income	254,318	500,000	-	754,318
Profit for the year	1,081,033	500,000	37,447	1,618,480
Total comprehensive income for the year	1,112,924	500,000	37,447	1,650,371

*As at 30 June 2014 Balance Sheet (extract)*

Property, plant & equipment	9,999,381	-	(4,570,153)	5,429,228
Total assets	28,689,714	-	(4,570,153)	24,119,561
Other current liabilities	4,625,706	(500,000)	-	4,125,706
Total liabilities	11,539,013	(500,000)	-	11,039,013
Net assets	17,150,701	500,000	(4,570,153)	13,080,548
General funds	11,354,646	-	596,886	11,951,532
Revaluation reserve	5,267,998	-	(5,167,039)	100,959
Special funds	528,057	500,000	-	1,028,057
Total accumulated funds	17,150,701	500,000	(4,570,153)	13,080,548

*As at 30 June 2014 Statement of Changes in Equity (extract)*

Balance at 1 July 2013 : revaluation reserve	5,500,093	-	(5,167,039)	333,054
Balance at 1 July 2013 : general funds	9,997,557	-	559,439	10,556,996
Profit for the year	1,081,033	500,000	37,447	1,618,480
Total comprehensive income for the year	1,112,924	500,000	37,447	1,650,371
Transfers between funds : general reserve	276,056	(500,000)	-	(223,944)
Transfers between funds : special funds	(12,070)	500,000	-	487,930
Balance at 30 June 2014	17,150,701	500,000	(4,570,153)	13,080,548

Notes to and forming part of the Financial Statements

Note 2 - Other Income

Bequest	139,714	500,000	-	639,714
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Note 7 - Property, Plant & Equipment

Land - at cost/valuation	2,978,497	-	(2,212,597)	765,900
Buildings - at cost/valuation	4,808,782	-	(1,771,546)	3,037,236
Less: Accumulated depreciation	(400,316)	-	(586,010)	(986,326)
Total property, plant & equipment	9,999,381	-	(4,570,153)	5,429,228

Note 11- Other Current Liabilities

Funds in advance	4,625,706	(500,000)	-	4,125,706
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Note 12- Accumulated Funds

Revaluation reserve	5,267,998	-	(5,167,039)	100,959
Special Funds	528,057	500,000	-	1,028,057
General Funds	11,354,646	-	596,886	11,951,532

The correction of the error had no impact on the balance sheet at 1 July 2013.

**17 RELATED PARTY DISCLOSURE**

The Board Members of the Association during the year were as follows:

Mr J.W.Barrington (Chairman)

Ms E.M. Haddon

The Right Revd A.B Ewing

Mr J.P. O'Connor

Mr G.E. Wynne

Mr C.S. Robinson (leave of absence from May 2015 to November 2015)

Right Revd K.M. Goldsworthy (resigned February 2015)

Mr P.C. Harley

Ms E.P. Douglas (resigned December 2014)

Revd J.A. Crawley

These Board Members received no remuneration from Anglicare WA Inc during the year.

The Archbishop is the Visitor of the Association and he also serves in a similar capacity on many other Anglican Church bodies. Under the Association's Constitution one member is appointed by the Archbishop of Perth, four members are appointed by the Perth Diocesan Council, one each from the Diocese of Bunbury and the Diocese of the North West, the Perth Diocesan Trustees, Anglican Care Inc and the Association itself.

**Anglican Community Fund (ACF)**

Anglicare WA invests monies with and has loans outstanding with the Anglican Community Fund, Perth. Amounts outstanding as at 30 June 2015 are disclosed in Notes 4 and 10 respectively. Interest income for the year was \$586,913 (2014 \$660,867) and interest expense was \$121,925 (2014 \$129,955).

**Anglican Care Inc**

Anglicare WA Inc received a grant of \$1,825,000 during the year ended 30 June 2001 from Anglican Care Inc to assist in the purchase of 23 Adelaide Terrace, East Perth.

In addition, Anglican Care Inc has agreed to provide a share of rent derived from the former Sambell Centre site in West Perth, amounting to \$70,000 per annum.

A condition of the provision of the above funds is that the proceeds on any sale of Anglicare WA's interest in the property are to revert to Anglican Care Inc in the event of Anglicare WA Inc ceasing operations.

**18 ASSETS PLEDGED AS SECURITY**

All land and buildings are pledged as security for loan facilities provided by Anglican Community Fund Inc. The details of values of assets and loans are contained in notes 7 and 10 respectively.

Finance Leases are secured by the leased assets as indicated by notes 7 and 10.

**19 CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS**

Estimates and judgements incorporated into the financial statements are based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data.

The following critical judgement has been made in applying the entity's accounting policies:

**23 Adelaide Terrace**

As set out at note 7, Lotterywest has a beneficial interest in 23 Adelaide Terrace, East Perth, pursuant to a Deed of Trust. Provided that Anglicare WA complies with all its obligations under the Deed of Trust, Lotterywest's beneficial interest in the property vests absolutely to Anglicare WA on 14 August 2040. The Board's judgement is that it is reasonable to assume that Anglicare WA will comply with its obligations under the Deed of Trust. The accounts are therefore prepared on the basis that Anglicare WA has a 100% interest in the property.

The following critical estimate has been made in applying the entity's accounting policies:

**Income Received in Advance**

Many of the contracts contain a clause that any surplus funds created in completing the contractual obligations may be requested to be returned to the funder. This then creates a liability for these contracts that have surplus funds at year end. Therefore if a program performs more efficiently, this actually creates a larger liability that may be required to be returned to the funder. Actual outcome of the programs could vary from the expected outcome due to changes in estimates and judgement involved in the original variables.

**20 CONTINGENT LIABILITIES**

As per Note 7(iii), Anglicare WA Inc received a grant of \$1,825,000, during the year ended 30 June 2001 from Anglican Care Inc to assist in the purchase of 23 Adelaide Terrace, East Perth. A condition of the provision of the above funds is that the proceeds on any sale of Anglicare WA's interest in the property are to revert to Anglican Care Inc in the event of Anglicare WA Inc ceasing operations.

**21 SUBSEQUENT EVENTS**

The Board is not aware of any events after the balance sheet date that require disclosure in this financial report.

**22 ADDITIONAL INFORMATION**

Anglicare WA Inc is an incorporated association operating in Western Australia.

Registered Office and Principal Place of Business

23 Adelaide Terrace

East Perth WA 6004

Tel 08 9263 2000

# Our Locations

We offer a range of services to the Western Australian community from locations as far north as Kununurra to as far south as Albany.

## Regional North

### Broome

2 Weld Street  
Broome 6725  
Ph: 9193 8100

### Derby

90 Loch Street  
Derby 6728  
Ph: 9191 0100

### Derby Court House

Loch Street  
Derby 6728  
Ph: 9191 2274

### Halls Creek

88 Thomas Street  
Halls Creek 6770  
Ph: 9163 7302

### Karratha

Pam Buchanan Family Centre  
6/51 Gardugarli Drive  
Bayton West 6714  
Ph: 9143 1880

Karratha Court House  
Welcome Road  
Karratha 6714  
Ph: 9183 0511

### Kununurra

2B Banksia Street  
Kununurra 6743  
Ph: 9166 5000

### Balgo

Balgo (Office)  
Billiluna and Mulan  
c/- PO Box 1676  
Kununurra 6743  
Ph: 0429 721 950

## Metropolitan North

### East Perth

Geoffrey Sambell Centre  
23 Adelaide Terrace  
East Perth 6004  
Ph: 9263 2000

### Joondalup

Sanori House  
Suite 4, Ground Floor  
Suite 9, First Floor  
126 Grand Boulevard  
Joondalup 6027  
Ph: 9301 8500

### Leederville

Leederville Childcare Centre  
244 Vincent Street  
Leederville 6007  
Ph: 9227 1514  
Foyer Oxford  
126 Oxford Street  
Leederville 6007  
Ph: 1800 185 685

### Midland

Midland Lotteries House  
39 Helena Street  
Midland 6056  
Ph: 9263 2104  
233 Great Eastern Highway  
Midvale 6056  
Ph: 9374 0542

### Mount Lawley

6/100 Walcott Street  
Mt Lawley 6050  
Ph: 9471 4500

### Wanneroo

939 Wanneroo Road  
Wanneroo 6065  
Ph: 9206 9001

## Metropolitan South

### Armadale

Armadale Lotteries House  
Unit 8, 122 Forrest Road  
Armadale 6112  
Ph: 9497 4917

### Gosnells

Gosnells Community  
Lotteries House  
Suite 9, First Floor  
Corner Dorothy Street &  
Albany Highway  
Gosnells 6110  
Ph: 9263 2104

### Hilton

40 Collick Street  
Hilton 6163  
Ph: 6310 0500

### Mandurah

Child and Parent Centre -  
Dudley Park  
Gillark Street  
Mandurah East 6210  
Ph: 9537 5603  
1A 11-15 Pinjarra Road  
Mandurah 6210  
Ph: 9583 1400  
2 Tuart Avenue  
Mandurah 6210  
Ph: 9581 0581

### Medina

18 Hewison Road  
Medina 6167

### Rockingham

St Nicholas Community Centre  
14 Council Avenue  
Rockingham 6168  
Ph: 9528 0702

Y-Shac Rockingham  
(Address confidential)

### Spearwood

Y-Shac Spearwood  
(Address confidential)

## Welshpool

5/9 Pilbara Street  
Welshpool 6106  
Ph: 6253 3535

## Regional South

### Albany

St John's Anglicare Centre  
44 Collie Street  
Albany 6330  
Ph: 9845 6666  
St John's Anglican WA Centre  
Corner York Street &  
Peel Place  
Albany 6332  
Ph: 9841 5015  
Albany Women's Centre  
(Address confidential)

### Bunbury

Hudson Road Family Centre  
95 Hudson Road  
Bunbury 6230  
Ph: 9720 9200  
15 Molloy Street  
Bunbury WA 6230  
Ph: 9792 1900

### Busselton

St Mary's Community Care  
Corner Albert &  
Queen Streets  
Busselton 6280  
Ph: 9754 3775  
St Mary's Community Centre  
119-121 Queen Street  
Busselton 6280  
Ph: 9754 1858

### Collie

Collie Community House  
8 Forrest Street  
Collie 6225  
Ph: 9734 6500  
Anglicare WA Bridges  
97 Jones Street  
Collie 6225  
Ph: 9734 1012

**Denmark**

Community Resource Centre  
Strickland Street  
Denmark 6333  
Ph: 9851 2611

**Kalgoorlie**

333 Hannan Street  
Kalgoorlie 6430  
Ph: 9068 1845

**Katanning**

Central Arcade  
100 Clive Street  
Katanning 6317  
Ph: 1800 818 593  
Ph: 9821 9666

**Mount Barker**

1/59 Lowood Road  
Mount Barker 6324  
Ph: 9851 2611

**Narrogin**

PO Box 397  
Narrogin 6312  
Ph: 9845 6083

**Op Shops****Belmont**

9/199 Abernethy Road  
Belmont 6104  
Ph: 9477 5687

**Cannington**

5/1269 Albany highway  
Cannington 6107  
Ph: 9458 3382

**Fremantle**

Shop 1/142 High Street  
Fremantle 6160  
Ph: 9335 5721

**Kelmscott**

Unit 1/227 Railway Parade  
Kelmscott 6111  
Ph: 9497 4416

**Maddington**

Suite 2-3 Maddington Square  
80 Attfield Street  
Maddington 6106  
Ph: 9459 3504

**Morley**

4/129 Russell Street  
Morley 6062  
Ph: 9276 5239

**Corporate Services****West Perth**

Ground Floor  
15 Altona Street  
West Perth 6005  
Ph: 9263 2000

# Our Memberships

Anglicare WA is involved in many organisations and peak bodies in the community. We are committed to building positive outcomes for Western Australians.

Albany Chamber of Commerce & Industry

Anglicare Australia

Australian Children's Contact Services Association

Australian Institute of Management

Australian Youth Affairs Coalition

Chamber of Commerce and Industry

Child & Family Welfare Association of WA

Children's Youth & Family Agencies Association

Community Employers WA

Community Housing Coalition of WA

Families Australia

Family Inclusion Network Australia

Family Relationship Services Australia

Financial Counsellors Association of WA

Goolarri Media Enterprises

Homelessness Australia

National Disability Services

Secretariat of National Aboriginal and Islander Child Care

Shelter WA

Training Accreditation Council

WA Association for Mental Health

WA Individualised Services

WA Network of Alcohol and other Drug Agencies

WA No Interest Loans Network

WA Council of Social Services

Women's Council for Domestic Violence

Youth Affairs Council of WA

Youth Legal Service

# Our Services

## RELATIONSHIPS

### Albany Women's Centre

Safe accommodation and outreach support to women escaping from family and domestic violence.

### ARBOR

Provides volunteer peer support, home visits, counselling, support groups and referrals for those bereaved by suicide. Also provides community education and support regarding suicide bereavement.

### Bridges

Support services to people with a disability, to help them achieve their personal goals, aspirations and potential. An individually focussed program that is tailored to suit the person's interests, skills and abilities. Support Workers act as mentors and role models, and assist in linking our clients into the local community.

### Bridges Home Living

Assists people with disability who have individual funding available and who wish to establish supported living arrangements based on their needs, wishes and interests.

### Changing Tracks

A group program for men designed to address family and domestic violence and to ensure safety for their families. It invites men to 'Change Tracks' from anger and abuse to safe, healthy, effective communication and behaviour in their relationships. Changing Tracks motivates change in men's lives by making choices towards compassionate relationships free of abuse.

### Children's Contact Service

Supervised visitation and changeover for separated families.

### Children's Domestic Violence Counselling

Provides individual and group treatment programs for children aged 4-18 years who have been exposed to family violence.

### Child Sexual Abuse Therapy Services

Counselling, information and support for: children and young people who have been sexually abused; children and young people who are responsible for, or are at risk of engaging in inappropriate or harmful sexual behaviour; and their parents/carers, siblings and families.

### Connect for Life

Provides individuals and families who care for someone with a mental illness with support and respite.

### Domestic Violence Advocacy Support Service

Advocacy and support services to victims of domestic violence.

### Domestic Violence Outreach

Helps women and their families affected by domestic violence remain safe at home.

### Early Intervention Services

Provides information, education, assessments, direct interventions and referrals for families and individuals at every stage of the family life cycle to assist clients presenting with a variety of issues.

### Family and Domestic Violence Counselling

Counselling and support for victims of domestic violence.

### Family and Domestic Violence Coordinated Response

Aims to improve the safety of child and adult victims of family and domestic violence through a collaborative approach that focuses on times and early intervention following a police call out to an incident.

### Family and Domestic Violence Prevention and Postvention Service

Provides social and emotional support, care and education services to people, families and communities affected by family and domestic violence.

### Regional Family Dispute Resolution

Assists separated parents to develop parenting arrangements that are in the best interests of the children.

### Family Law Counselling

Helps people with relationship difficulties better manage their personal or interpersonal issues to do with children and family during separation and divorce.

### Family Relationship Centres

Referrals and support for separated parents and delivering Family Dispute Resolution.

### Family Relationship Service for Carers

Counselling and support for carers of a family member with a disability.

### Family Relationships Education Skills Training

Psycho-educational groups that provide participants with strategies and information around coping mechanisms.

### Fostering Futures

Out-of-home care for children between 0-17 years of age.

### Kimberley Sexual Assault/ Sexual Abuse Counselling

Provides assistance for victims of sexual assault and abuse in the West and East Kimberley. Available to children and young people with parental, guardian or Department for Child Protection and Family Support permission.

### Marooloo Child Sexual Abuse Response Service

Community-focussed healing service that combines cultural and non-Indigenous ways of working to address the effects of child sexual abuse.

### Menstime

Counselling, support, conflict resolution and groups for men and their families.

### Mums and Dads Forever

Group and counselling program for separated parents to assist them to develop a cooperative post-separation co-parenting relationship.

### Parent and Adolescent Counselling

Counselling for adolescents and their families in conflict.

### Post Separation Cooperative Parenting

Psycho-educational group work and counselling for separated parents.

### Personal Helpers and Mentors Support

A support program for people engaged with the mental health system.

### Reclaiming our Lives

A group program that supports women who have been or are currently in an abusive relationship.

### Relationship Counselling

Counselling for individuals, couples and families on a range of issues across the life span. Includes face-to-face counselling and phone counselling.

### Relationship Education

Group education programs for members of the community on a diverse range of relationship topics including couples, parenting, self-esteem and anger.

### Royal Commission Support Service

Provides support to anyone who has a reason to respond to the Royal Commission. This includes anyone directly or indirectly impacted by the sexual abuse of children while in institutional care.

### Specialised Family Violence Support

Support, counselling and group work for female victims and children of family domestic violence.

### StandBy Suicide Response Service

Suicide bereavement response service which provides support and information to individuals, families and communities affected by suicide.

### Suicide Prevention Albany Community Action Plan

This plan was developed as part of the WA Government's suicide prevention strategy. The aim is to build individual wellbeing and resilience, and to strengthen community capacity.

### Supporting Children After Separation

Group work and individual counselling program for children of separated parents and in-schools education program.

### Victim Support Services and Child Witness Services

Support to those who have suffered harm from crime.

### Young Hearts

Counselling support and groups for children who have experienced family violence.

Anglicare WA works together with people, families and their communities to enhance their abilities to cope with the challenges of life and relationships.

Our ultimate aim is that the people we walk alongside can thrive.

## FINANCES

### Emergency Relief

Provides food, vouchers and assistance to those in need by Parish and community partners.

### Financial Counselling

Financial assessment to individuals and families throughout Western Australia with financial support and help in addressing financial and associated problems. Also provides community education on financial literacy.

### Home Energy Saver Scheme

A program that gives people skills to reduce their energy consumption and save money on their energy bills.

### Making Ends Meet

Support and financial assistance to working families who are in private rental and experiencing significant housing stress.

### Op Shops

Retail outlets for recycled quality clothes and household goods.

### Saverplus

Financial literacy and matched savings program that assists people to build savings for their own or their children's education and in doing so strengthen their capacity to save. ANZ Bank will match participant savings up to \$500.

### Family Housing

Assists families who are having problems maintaining their tenancy or a stable family household.

### Homelessness Support Service

Assistance and advocacy with transitional accommodation for homeless clients to enable them to have stability in living accommodation.

### Housing Support Workers Drug and Alcohol

Assistance with finding and maintaining accommodation for clients with drug and alcohol addictions.

## HOUSING

### Kalgoorlie Accommodation Support Service

Advocating and assisting with transitional accommodation for clients to enable victims of crime or domestic violence to maintain successful Department of Housing tenancies.

### Private Tenancy Support

Assistance to tenants in private rentals that are struggling to maintain them.

Private Tenancy Support is also known as Anglicare Stabilising Homes, Fremantle Anglicare Supporting Tenancies and Supported Tenancies Anglicare Rockingham.

### Public Tenancy Support

Also known as Support and Tenant Education Program, works alongside Department of Housing clients at risk of eviction or losing their public housing, to develop a plan to maintain their tenancy.

## YOUTH

### Changemakers WA

Facilitation of a "youth led" model of community-based engagement through projects and personal development for teachers and youth workers.

### Foyer Oxford

Provides young people with fully self-contained transitional housing for up to two years, combined with personalised social supports and opportunities to access employment, education and training.

### Kutjunka Youth Social and Emotional Wellbeing

Provides counselling, psychosocial and emotional wellbeing of young people.

### Street Connect

Street-based outreach and intensive support to homeless and at-risk young people 12-18 years in the Perth inner city area.

### YES! Housing

Provides homeless young people with support and advocacy to transition to longer term housing stability.

### Young Parents

Support to at-risk young parents to assist them to improve social and community connectedness, and improved parenting practices.

### Y-shac: Youth Supported Housing and Crisis Accommodation

Emergency, crisis supported accommodation for young people 15-20 years old and medium term independent supported (transitional) housing for young people 15-25 years old.

## COMMUNITY

### Aboriginal Early Years - Little People's Meeting Place

Enhancing parenting skills and facilitates linkages with supports in the Indigenous community. Access to Allied Psychological Services. Provides services for people with mental illness who have difficulty accessing mental health services in remote areas.

### Child Parent Centre - Dudley Park

Enabling families with young children to access a range of high quality early learning, parenting, health and wellbeing programs and services.

### Community Parks Program

Community activities for children and families in parks and a playgroup at Balga and Altone.

### Communities for Children Plus

A range of community programs for local Midland families. Delivered by the Swan Alliance, which is a partnership between Mission Australia, Anglicare WA and Ngala.

### Community Development - Balga

Building capacity within the Balga community through linking current services, facilitating the delivery of community groups at the Good Shepherd Centre and exploring opportunities for community led projects.

### Derby Community Action Plan - Suicide Prevention

The Derby Community Action Plan aims to build individual wellbeing and resilience, and strengthen community capacity through a range of therapeutic, psychosocial education and community activities.

### Derby Footpatrol

After hours support for vulnerable young people. Footpatrol is based on Broome's innovative Helping Young People Engage (HYPE). It provides a community outreach presence in the form of specially trained teams who will walk the streets and engage with young people.

### Indigenous Advancement Strategy Health and Support Schools Services: Dudley Park

Supporting families to give children a good start by the provision of culturally appropriate early education and school readiness programs.

### One Life Suicide Prevention Project

Seeks to reduce the suicide rate through early intervention, prevention, and building community capacity.

### Wickham Community Development Project

In partnership with Rio Tinto and the local Anglican Chaplaincy, Anglicare WA works with Wickham community members and other stakeholders to enhance the wellbeing of children, young people, individuals and families and build the resilience and capacity of the community.

## TRAINING

### Employee Assistance Program

A counselling service made available by employers to employees and their immediate family members.

### Professional Development

Professional development training programs that enhance the skills of employees in a wide range of industries. As well as standardised programs, Anglicare WA Training Services can design programs to fit the capabilities and requirements of individual organisations.

# Special Acknowledgements

Every year thousands of Western Australians support the work of Anglicare WA. Without this generous support, we could not do the work we do.

We wish to acknowledge the following sponsors, event partners, community groups, Trusts and Foundations for their support over the past year. They represent just a small portion of the wonderful donors who make a difference every day.

## Major Events

### The Peet Op Shop Ball for Anglicare WA 2015

#### Platinum Sponsor

Peet Limited

#### Major Sponsors

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#### Beverage Partners

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#### Event Partners

Narelda Jacobs - Network Ten  
'Tiny' Robert Holly

## Inspired Futures Project Funding

Austal Ships - Christmas Giving  
BHP Billiton - Foyer Oxford  
Channel Seven Telethon Trust - Young Hearts  
Josh Pitt - Making Ends Meet  
Space Realty - Agents for Change Youth Education  
The Kingsnorth Family - The Alice Kingsnorth International Scholarship

## Trusts and Foundations

Bowen Foundation  
Murray-Jones Charitable Trust  
Packer & Co Investigator Trust

## Anglican Schools

All Saints College  
Bunbury Cathedral Grammar School  
Christ Church Grammar School  
Esperance Anglican Community School  
Frederick Irwin Anglican School  
Georgiana Molloy Anglican School  
Guildford Grammar School  
Hale School  
John Septimus Roe Anglican Community School  
John Wollaston Anglican Community School  
Perth College  
Peter Carnley Anglican Community School  
Peter Moyes Anglican Community School

Serpentine Jarrahdale Anglican Grammar School  
St Hilda's Anglican School for Girls  
St Mark's Anglican Community School  
St Mary's Anglican Girls' School  
Swan Valley Anglican Community School

## Public Schools

Moerlina School

## Major Donors

Perth Community Welfare Trust

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## Board Sub Committees

### Audit and Risk Committee

John O'Connor, Chair  
Erica Haddon  
Peter Harley

### Nominations and Governance Committee

John Barrington, Chair  
Bishop Kay Goldsworthy  
Peter Harley  
Garth Wynne

## Reference Groups

### Clinical Reference Group

To provide advice in relation to service quality compliance.  
Mark Glasson, Chair  
Jennifer Hannan  
Jude Sorenson  
Christina Fernandez  
Barbara Meddin  
Tim Muirhead  
Meg Marshall  
Michael O'Hara

### Aboriginal Elders' Council

To strengthen leadership and respond to changes in the Aboriginal community. It is an advisory body to the CEO, made up of Aboriginal Elders.  
Ben Taylor  
Vivienne Sahanna  
Jim Morrison  
Danny Ford  
Kim Collard  
Carol Innes  
Liz Hayden  
Josey Hansen  
Darryl Kickett

## Fundraising Committees

### Winter Appeal Committee

The Winter Appeal Committee is Anglicare WA's most successful, long-standing fundraising committee and continues to grow each year.

Warwick Hemsley - Co-Chairman  
David Alder - Co-Chairman  
Ian Carter AM  
Bill Hassell AM  
David Lamb  
Gilbert George  
Geoff Potter  
John Kerr OAM  
John Kollosche OAM  
Rob Kirkby  
Robert Perman  
Steve Ledger

## Government Funders

Department of Social Services  
Department for Child Protection and Family Support  
Department of the Attorney General  
Department of Housing  
Department of Education  
WA Mental Health Commission  
Department of Corrective Services  
Department of Premier and Cabinet  
Department of Local Government and Communities  
Disability Services Commission  
Department of Health  
City of Mandurah  
Lotterywest

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BHP Billiton  
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ANZ  
Black Swan Health  
United Synergies  
Rio Tinto  
WA Primary Health Alliance

FOLLOW THE CONVERSATION



[anglicarewa.org.au](http://anglicarewa.org.au)

## Thank You

This Annual Report was developed with significant pro bono support.

We wish to thank those appearing in the images and case studies who volunteered their time, as well as Steve Wise for providing the photography.

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