

ANNUAL REPORT  
2013-2014

# FOR TODAY, FOR TOMORROW



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## 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.

**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



**Carrick Robinson**  
Appointed June 2008



**Jennifer Duffecy**  
Executive General Manager Strategy and Development



**Erica Haddon**  
Appointed March 2011



**Bishop Allan Ewing**  
Appointed August 2013



**Mark Glasson**  
Executive General Manager Service Operations



**Elena Douglas**  
Appointed June 2010



**Reverend Jim Crawley**  
Appointed November 2011

**Amanda Hunt**  
Executive General Manager Person Centred Approaches (to June 2014)

**Jennifer Hannan**  
Executive General Manager Services (to June 2014)



**Peter Harley**  
Appointed August 2009



**The Most Reverend Roger Herft AM**  
Visitor

**John Berger**  
Executive General Manager Operations (to October 2013)

**Susie Jackson**  
Executive General Manager Fundraising and Social Enterprise (to October 2013)

Board and Executive structure as at 1 July 2014

## Chairman's Report

### John Barrington

This 2013-14 Annual Report documents an important milestone in a journey that commenced in 2010, when the Board of Anglicare WA signed off on our five-year Strategic Plan. It was an ambitious plan to grow our services, capitalise on core strengths, invest in early intervention and emphasise evidence based practice. It was a plan that both gave direction and called for innovation.

A sign post of that innovative approach has been the opening of Foyer Oxford - which is now providing a pathway out of homelessness for young people at risk. I am immensely proud of the project, and the range of partnerships that have been developed that allowed Foyer Oxford to be born.

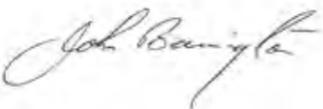
For more than two decades young people at risk have been supported by Anglicare WA's Street Connect program, an outreach service in Perth's CBD for street present young people. This year the Board of Anglicare WA took a decision to underwrite the funding of the service for the next three years, to allow for stability while more secure funding sources are found. Importantly it allows for the continuation of a service that is very effective for the young people we assist.

In order to better understand the outcomes of our work, we have implemented Results Based Accountability™ across our main service areas. With nearly 90% of our services now in the second phase of implementation, our clients are benefitting through the resulting service improvements. In recognition of these efforts, Anglicare WA won the 2014 Australian Social Impact Measurement Award; a national accolade to which all of Anglicare WA's staff have contributed and can be justifiably proud.

It has been a pleasure to chair an energetic Board who make a valuable contribution to the work of Anglicare WA. Ian Carter AM, our Chief Executive Officer, and his Executive continue to work productively with the Board and have given tirelessly. I thank each of them.

It is a great comfort to know that we never stand alone in our work. The work of Anglicare WA is supported by many across the private, public and community sectors. Our staff, our volunteers and our clients work together with us, and I thank them all sincerely for their passion, their time, their resources and their skills.

Over the course of 2013-14 the Board has considered Anglicare WA's progress and determined that the time is right to start the next cycle of strategic planning. I look forward to a period of reflection and of visioning that will help us better assist those who we serve.



## CEO's Report

### Ian Carter AM

Anglicare WA has enjoyed a successful 2013-14, demonstrating innovative responses to a variety of social and economic challenges.

Advocacy has been a focal point in the wake of the Federal election and State and Federal budgets. Our economy has cooled and as a result the needs of families and individuals have grown. Throughout the year we have watched and analysed, spoken out, and worked with our partners to advocate for the vulnerable members of our community.

We were pleased to secure long term government funding for our Family Support Programs. However, we remain critically concerned by the uncertainty surrounding affordable housing and homelessness program support, where the future past mid 2015 is unclear.

In 2013-14 we saw a number of projects that began some years ago come to successful fruition; most notably our outcomes measurement work, Reconciliation Action Plan and the long awaited opening of Foyer Oxford. An organisation wide commitment to the prevention of family and domestic violence has resulted in Anglicare WA being accredited as a White Ribbon Workplace, and I have joined the Board of White Ribbon Australia.

Anglicare WA has focussed much of its efforts around a triple reform agenda of evidence based practice, person centred approaches and integrated services. Reforms of this type take solid foundations and I am proud that 2013-14 has seen strong commitment to these directions. Changes have been embraced with a very clear understanding that everything we do is aimed at improving outcomes for our clients.

Anglicare WA's financial position is healthy, with a turnover of \$37.3 million. We added a number of programs from the mental health area to our service mix; strengthening our capacity to deliver services in a person-centred way.

Going forward, we expect to see heightened need in the community as economic and policy impacts bite. However, I am confident that Anglicare WA is in a sound position to respond, driven by good governance, sound planning and a commitment to values, purpose and quality.

The years ahead will challenge us and drive us to do better. We will continue to drive lasting change and be proud of the place we take in the Western Australia community, for today and for tomorrow.



# Year in Review

## Services

Anglicare WA continues to deliver almost 70 different service types from 62 locations from Kununurra in the north to Albany in the south.

2013-14 saw the long awaited opening of Foyer Oxford - a cutting edge youth homelessness service. Foyer Oxford offers young people at risk of homelessness up to two years accommodation in a fully self-contained transitional unit along with education and training opportunities and social support services. Five years in the planning, Anglicare WA partnered with Foundation Housing and the Central Institute of Technology to deliver this important service. The service was opened in early 2014 with the aim of its 98 apartments being filled by the end of the year. Subsequently our Yes! Housing service, which helps to house young people, moved into the site where our Interim Foyer had operated.

Anglicare WA's youth emergency accommodation service - Y-shac - moved into new purpose-built premises in Spearwood.

Street Connect, an outreach service that

makes connections with street present marginalised young people, returned to a full service model in early 2014. After a period of reduced service due to the unavailability of funds, Street Connect reintroduced case management for the young people they work with. This important service is now entirely funded through Anglicare WA's own resources and philanthropic donations.

In line with Anglicare WA's move toward integrated service delivery, our St John's Centre in Albany commenced a trial of integrated intake. This involves the complete assessment of a person or family's needs at first point of contact. Additionally, Anglicare WA's Family Separation Services are now fully integrated, allowing us to better meet the needs of families going through separation.

Anglicare WA's Royal Commission Support Service became operational during the year and has done significant work across the Perth, Albany and North West regions. Anglicare WA's clinical practices and internal policies have been reviewed to ensure the highest possible standard of child protection is in place. Staff training on recognising and reporting

child abuse has been rolled out across the organisation.

Christmas 2013 saw a major change to our Christmas Giving program. For the first time Anglicare WA clients were offered a Christmas gift voucher that allowed them to choose what they received. The positive response from those receiving the vouchers was overwhelming with our effort to empower people to make their own choices clearly hitting home.

A suicide prevention initiative - the Tractor CD - was launched in Albany. The CD was the result of collaboration between the ABC Great Southern, UWA, One Life and Anglicare WA. The CD is designed to spread a message, particularly to men, that there is help available when things get tough.

Two mental health services - Respite Carers Support and Personal Helpers and Mentors - commenced early in 2013-14. As a result Anglicare WA opened a small office in Wanneroo.

Unfortunately the Home Energy Saver Scheme had its Federal Government funding withdrawn a year earlier than expected and the service was wound

down on 30 June 2014.

Government funding contracts were secured for additional regional services supporting victims and child witnesses of family and domestic violence. Anglicare WA applied and was accepted to sit on the panel for disability services with the WA Disability Services Commission. Early work commenced on a partnership with Foundation Housing and Silver Chain to develop a holistic disability service in response to outsourcing of government services in disability accommodation.

With the support of Rio Tinto, Anglicare WA has worked on the development of Aboriginal Leadership and Aboriginal Cultural Competency frameworks and support across its services. This work is part of Anglicare WA's commitment to its Reconciliation Action Plan.

## Strategic Performance

Anglicare WA's financial position shows a growth of 14% over the previous year, with a turnover of \$37M. Our annual turnover has increased by 53% since 2008-09, reflecting both the growth in capacity of Anglicare WA and the continued need for community services in Western Australia. We have monitored

the eight Key Performance Indicators set out in our Strategic Plan and we are pleased to report success in every area.

## Person Centred Approaches

Anglicare WA is committed to empowering the people with whom we work. Our broad ranging person centred approach, which touches on everything we do, continues to influence the way services are designed and delivered. A Fact Sheet outlining our approach was published in 2013-14. Our increasing footprint in the disability and mental health services is being driven by person centred approaches.

## Outcomes Measurement

To ensure our work is strongly evidence based, we have continued the implementation of Results Based Accountability™ across all our services. At the end of 2013-14 nearly 90% of our services have commenced using RBA for continuous improvement and outcomes reporting. Anglicare WA's commitment to measuring outcomes was rewarded when we received the national 2014 Social Impact Measurement Award for Not-for-profit Organisations.

## Staff

Anglicare WA conducted its second staff engagement and alignment survey in 2013-14. Following up to the survey first conducted in 2012, this has allowed us to identify where we have improved and where work is still needed.

Anglicare WA is enormously proud of all of its staff. We were particularly thrilled when Esben Kaas-Sorensen, Coordinator of Street Connect, won the award for Outstanding Commitment by an Individual at the WA Community Service Excellence Awards. This is a major accolade recognising Esben's commitment to changing attitudes towards homeless and street-present young people.

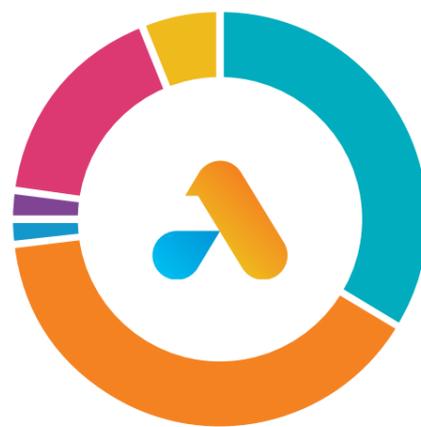
Three staff conferences were held over the course of the year - in Perth, Albany and Broome. The conferences were opportunities to highlight best practice, celebrate achievements and continue to build a common vision for Anglicare WA.

This year the Alice Kingsnorth scholarship, generously funded by the Kingsnorth family, was awarded to Tunya Petridis, our Children's Consultant. The scholarship enabled Tunya to travel to the United States and explore the latest therapeutic

TOTAL NUMBER OF CLIENTS

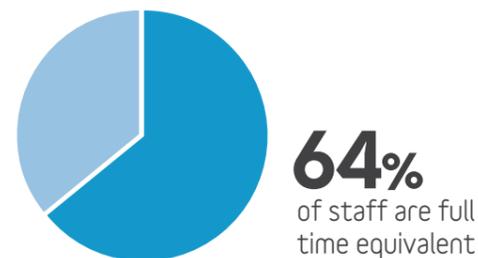
37,244

Western Australians have been helped by Anglicare WA



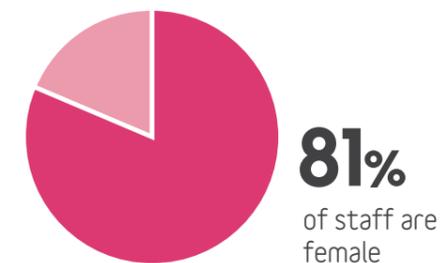
RELATIONSHIPS	12,695
FINANCES	14,879
HOUSING	565
YOUTH	822
COMMUNITY	6,168
TRAINING	2,115

68 services  
62 locations around WA



89% services have begun RBA

59% have data for at least six months



practices in relation to child trauma coming out of internationally recognised organisations.

**Advocacy and Research**

For the fourth year Anglicare WA participated in the national Anglicare Rental Affordability Snapshot. The Snapshot highlights the dire state of housing affordability in Western Australia.

In the lead up to the Federal election Anglicare WA participated in the Postcard Project. A national Anglicare initiative, the project offered clients at our services the opportunity to fill out a postcard with their thoughts about the major issues for the election. The postcards were compiled and used to inform election candidates and advocate for policy changes.

With the opening of Foyer Oxford, an ongoing evaluation process began to monitor the progress of the service. A local community and business survey was conducted in the Leederville area to investigate community attitudes toward Foyer Oxford. In addition, KPMG was appointed to conduct the Foyer Oxford service evaluation over the next four years.

Advocacy efforts were also enhanced by participation in the WA Walk for Youth

Homelessness and Anti-Poverty Week. Our CEO, Ian Carter AM, continued on the Board of Mobile GP, joined White Ribbon National Board, became Chairman of the Australian Foyer Foundation and continued to play a role with the WA Premier’s Partnership Forum.

Anglicare WA held a Corporate Winter Breakfast with more than 200 guests in attendance. Senator Matthias Cormann, Federal Minister for Finance, spoke at the event, explaining the underpinning rationale of the Federal budget. Anglicare WA’s CEO Ian Carter AM addressed the audience on the pressures faced by those in the community doing it tough. The breakfast wrapped up with a lively question time.

**Brand and Communications**

Anglicare WA’s brand continued to develop with the new logo and look being fully adopted across all the organisation’s activities. Integrated marketing campaigns were also completed for Family Separation Services, the Op Shops and Foyer Oxford.

Our presence in traditional media remains strong and our social media footprint continues to grow. A number of senior staff received media training to enhance our ability to capitalise on media opportunities.

**Fundraising**

Fundraising at Anglicare WA was underpinned by two major events – the Peet Op Shop Ball and A Very Bright Night. The Peet Op Shop Ball, with 800 guests, raised funds for Anglicare WA’s services relating to suicide bereavement and prevention. A Very Bright Night – the Black and White Ball, held at the Cottesloe Civic Centre, saw more than 360 generous people raise funds for counselling for children impacted by family violence delivered through our Young Hearts program.

Four donor appeals, plus the Winter Appeal Committee chaired by Anglicare WA supporter Warwick Hemsley, all raised record amounts during 2013-14.

Mr Justin Davies of Space Realty was instrumental in the development and funding of Agents for Change, an ongoing fund to assist young at-risk people with the costs associated with staying in education at difficult times in their lives. The fund has been well used and is much appreciated by the young people it has assisted.

**Op Shops**

The operations of Anglicare WA’s Op Shops were reviewed in 2012-13 and the implementation of the new business

plan continues. This year goods collection and sorting were centralised in a new warehouse in Welshpool, enabling better stock control and stock screening. Staff training, branding, drop-box rationalisation and volunteer support were all focus areas for the Op Shops in 2013-14.

**Partnerships**

Anglicare WA continued to partner with the Anglican community through parishes, schools and other organisations. The Church Partnerships program, in its seventh year, continued to be a successful joint venture, supported by Anglicare WA and the Diocese of Perth. Information regarding our initiatives, services and opportunities is constantly shared with parishes, clergy, and the many Anglican schools who support our work.

The 2014 School Ambassadors program was launched with ten schools participating. The program aims to increase schools’ participation in and knowledge of Anglicare WA’s activities.

**Supporting Infrastructure**

To accommodate the growth in services and increase the comfort of our clients

Anglicare WA’s corporate staff moved out of the Sambell Centre at 23 Adelaide Terrace to a short term office lease at 63 Adelaide Terrace. The Sambell Centre’s premises are now dedicated entirely to services. Work is continuing to find a longer term office solution for our corporate team.

Information technology and human resources are corporate support functions that underpin our service delivery. This year we were fortunate to have PwC assist us to review and build our capacity in these areas. This high level advice will ensure that our investments and plans are both effective and efficient.

Anglicare WA’s commitments to quality and communications were enhanced with the launch of a new intranet. The intranet allows easy access to corporate documents and policies. It has also enhanced the ability to communicate with staff across the State with regular news updates and opportunities for staff to publish their opinions online.

STAFF  
**482** (FTE)

VOLUNTEERS  
**320**



TWEETS  
**914**



FACEBOOK  
POSTS  
**571**



PRINT, RADIO AND  
ONLINE STORIES  
**168**



# Future Outlook

It is with some trepidation for the vulnerable in our community that we look to the future. Economic conditions and government policy do not bode well for those on fixed or low incomes or those facing significant challenges in their lives. Anglicare WA's services will undoubtedly be called upon again and again, and we will position ourselves as best as we can to respond.

The uncertainty around Government policy regarding housing and homelessness is of much concern to Anglicare WA. Along with our like-minded counterparts in the community sector, we will be at the table advocating for reforms that work and treat the community with respect and dignity. Social investment is both just and economically responsible.

## Strategic Planning

Much of the ambitious work set out in the 2011-15 Strategic Plan has been completed or is well underway. Anglicare WA has started consultation and research to prepare for the next strategic planning phase.

Throughout 2014-15, we will be

embedding a triple reform agenda in our organisational structure. This agenda will focus on outcomes measurement, integrated services and person centred approaches. We are moving towards a regional focus to allow us to be responsive in the many communities in

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.

which we serve. Four Regional Manager positions will be put in place to cover all our metropolitan and regional services. While we change to a focus on place rather than programs, the quality of our services will be maintained through a team of consultants for clinical and professional advice. As part of the

organisational restructure we are also moving to a more streamlined Executive team.

## Corporate Support

In 2014-15 we are planning for a full refit of our premises at 23 Adelaide Terrace. It will be a building focussed on integration across a range of our services, particularly in the relationships and youth services areas of our work. The fit out will be supported in part by a generous bequest donation by the Murray-Jones Charitable Trust.

Our human resource and information technology services will be revised based on the recommendations of a PwC review. This will be complemented by a review of our volunteering efforts designed to optimise the use of volunteers to support Anglicare WA's strategic direction and improve the outcomes for the volunteers that offer us their time, skills and expertise.

## Services

Moving to a regional structure will allow Anglicare WA to increase the integration of our services. For our clients this will mean a more streamlined

experience and the opportunity to access a wider range of supports. As a large organisation that delivers many types of services, this structure allows us to: increase our responsiveness by providing multiple entry points to information and assistance; promote close collaboration across Anglicare WA service types; and partner with other organisations who provide complementary services.

Our three year rollout of Results Based Accountability™ - to help us understand the outcomes of our work, and to improve our services - has been a success. Anglicare WA was fortunate to have secured financial support from the WA Government in the form of a Social Innovations Grant to assist with this project. In 2014-15 our challenge is to further embed outcomes measurement not just as a special project, but as part of our day to day work.

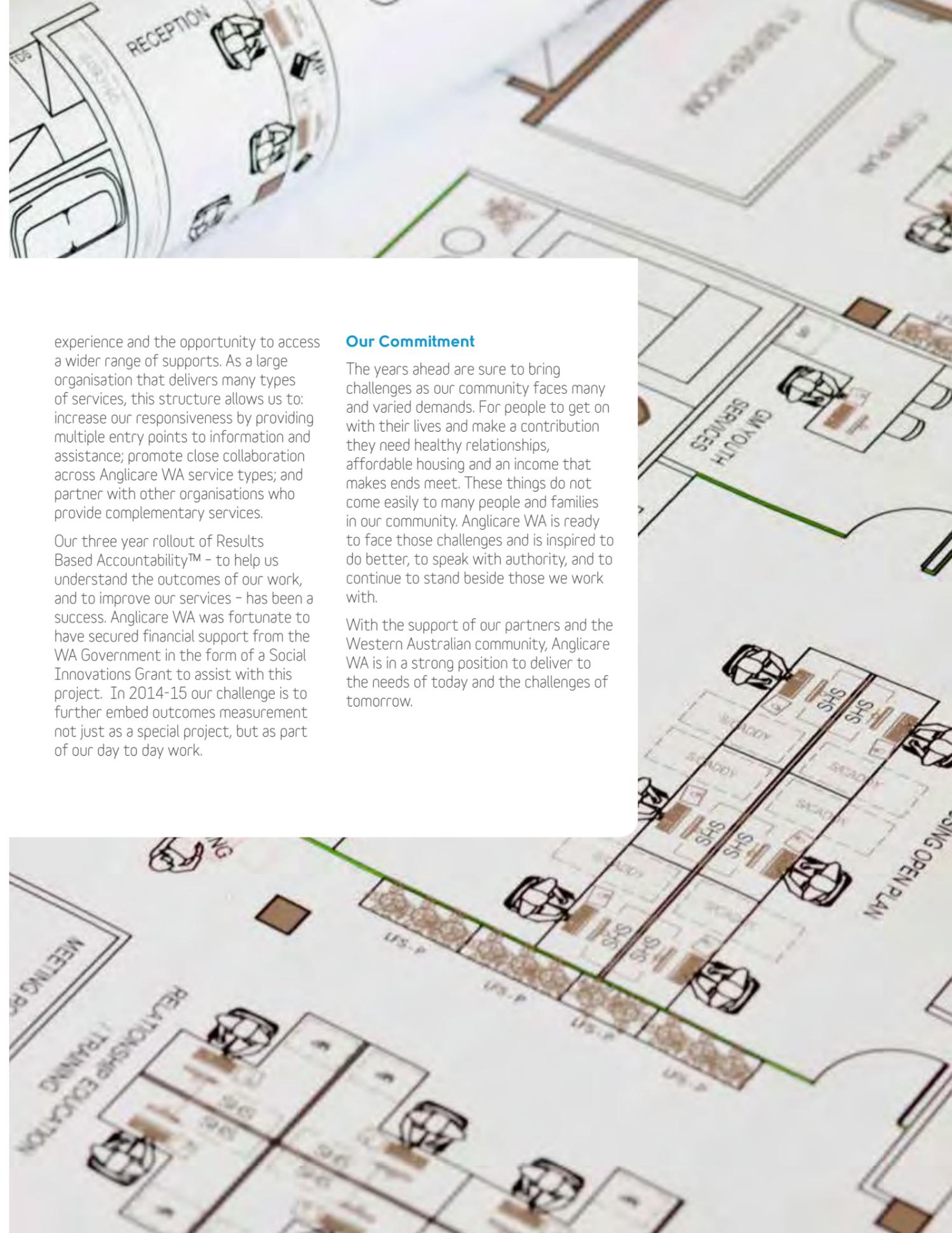
## Our Commitment

The years ahead are sure to bring challenges as our community faces many and varied demands. For people to get on with their lives and make a contribution they need healthy relationships, affordable housing and an income that makes ends meet. These things do not come easily to many people and families in our community. Anglicare WA is ready to face those challenges and is inspired to do better, to speak with authority, and to continue to stand beside those we work with.

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.



as at 1 July 2014



# Living Our Values



**GEOFFREY SAMBELL AWARD**  
Employee of the Year.  
Jules Whiteway

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

This year's winner was Jules Whiteway, the Coordinator of the Kalgoorlie Accommodation Support Service (KASS).

KASS supports women and children escaping family and domestic violence by providing them with access to Department of Housing accommodation for up to 12 months.

Jules' demonstration of compassion and commitment through her work with some of the community's most vulnerable people has been an inspiration. She actively consults her clients and tailors the service to meet their specific needs.

Jules walks alongside Aboriginal members of the Goldfields community, ensuring that her work is done in a culturally appropriate and sensitive manner.

Her strong leadership and empathy towards her staff have created a sense of kinship and shared motivation

in the service. Members of her team have described her as a "tower of strength, both personally and professionally."

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



**Cheryl Metcalfe**

Cheryl took over as manager of the ARBOR team in July 2012 after serving only three months as Project Officer. Her time as manager so far has been characterised by direction and accountability.

ARBOR is a postvention service that supports people who have lost loved ones to suicide.

Under her leadership the

program has expanded and innovated. New training programs and services for Aboriginal people have been developed and implemented, and the client numbers have increased.

Cheryl has helped to implement a person-centred approach to ARBOR, arranging for client and volunteer focus groups to be facilitated by Painted Dog.

Cheryl's approach to leading the team has been one of authenticity, openness, honesty and courage.

Cheryl showed great determination and courage, leading her volunteers to understand the greater vision of Anglicare WA.

**COMPASSION AWARD**

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



**Miklo McKenzie**

Miklo works for the Standby Crisis Response Team in the North West, supporting people and communities who have lost loved ones

to suicide. He has helped countless individuals and families to overcome grief and trauma.

Over the last year, Miklo has worked to deliver the new "Red Dust" healing program across the West Kimberley.

"Red Dust" is an Aboriginal cultural healing program written from an Indigenous perspective. The program encourages individuals to confront and deal with the problems, hurt and anger in their lives stemming primarily from rejection and grief. Importantly, the program also involves a 'train the trainer' component, training individuals to enable them to run the Red Dust Healing program in their own community.

Miklo has shown tremendous compassion in his work with Aboriginal men and their families. His work strengthens the spirit of the men involved and is performed in a culturally competent framework.

**VON BROMILOW AWARD (Team Player)**

For outstanding willingness to support and serve others.



## STAFF & VOLUNTEER AWARDS

**Arpit Shah**

As the Helpdesk Coordinator Arpit serves Anglicare WA as part of its invaluable Information Technology (IT) team. His colleagues describe him as enthusiastic and willing to assist all staff regardless of the circumstances.

Arpit has demonstrated a great depth of knowledge in his field, but also a demeanour of friendliness and readiness. He responds to last minutes requests with urgency and always ensures he is available to assist his fellow staff members. Arpit is an asset to Anglicare WA.



**Lorraine Duffy**

Lorraine is the Retail Coordinator for Anglicare WA's Op Shops.

She has worked tirelessly to enhance the operation of the Op Shops over the last year. She has made a conscious effort to spend individual time with all Op Shop managers. She provides encouragement and, where necessary, assistance with any aspect of their day to day work.

When help is needed, no

task is below her. Lorraine freely services all of her team and gives tireless support to her line manager. Lorraine is always reliable and her supportive nature is consistent and unswerving.

**INCLUSION AWARD**

For being non-judgemental and accepting of all people



**Gemma Donnelly**

Gemma manages Anglicare WA's Belmont Op Shop.

Through her work she has proved herself to be a kind and compassionate leader, especially in her dealings with staff and volunteers.

Gemma has been described as a central pillar of her workplace, creating a sense of community and camaraderie where all are welcome.

She provided close and personal support to a disabled volunteer, building her confidence and capacity. Team members have noted Gemma is willing to go beyond the call of duty in her efforts to ensure everyone is comfortable in their environment.

**EMPOWERMENT AWARD**

For walking alongside others to uncover their strengths and talents



**Emily Kerins**

Emily is the Coordinator of the Child Sexual Assault Therapy Service.

Emily's approach to leading her team is one of openness and solidarity. Emily walks alongside her staff and others supporting and empowering them. She proactively looks to find out what's important to them in their work situation, what drives them and their dreams - she then sets about to encourage and empower them in their roles and new possibilities.

She has helped to bring in professional development opportunities for her staff, including courses on working with children and supervision training. She is vocal in her encouragement, building her teams' confidence and developing their talents.

**VOLUNTEER AWARD**



**Helen Sochacki**

Helen is a Volunteer Peer Supporter in Anglicare WA's ARBOR program. She has served in this role for an incredible seven years.

ARBOR stands for Active Response Bereavement Outreach. The service provides support to people who have lost loved ones to suicide.

Before volunteering for ARBOR Helen was a contributor to a support pack for those bereaved by suicide developed by the Ministerial Council for Suicide Prevention. All participants in the project, including Helen, had suffered a tragic loss and were asked to share their knowledge to help others.

Helen has grown tremendously in her role as Volunteer Peer Supporter with ARBOR. She is not only an invaluable supporter of the program's clients, but also provides guidance and mentoring for new volunteers joining the program.

In Australia one woman is killed every week by a former or current partner.

Family and domestic violence is a complex and often misunderstood issue. It is commonly perceived as a crime of anger, evoking images of physical violence. Less directly confronting behaviours are too often ignored. In reality, domestic violence is a complicated tapestry that can include a wide range of subtle controlling behaviours. Perpetrators isolate their victims from support and monitor their communication in order to establish and sustain control. This can include actions like monitoring a partner's text messages, preventing them from seeing family and friends, or denying them access to money.

Raising awareness about the full range of abusive behaviours is an important part of Anglicare WA's work. With a better public understanding of family and domestic violence, we are better positioned to make a difference.

# Understanding Family and Domestic Violence



*"he gets angry when I'm late"*

*"he hasn't let me see my family in six months"*

*"he logs into my facebook account"*

*"he blames me when our children make a mess"*

*"he constantly checks my phone"*

*"he controls my spending"*

## Making the Workplace Safe

Think for a moment about the women and men you work with. They may be your teammates, your boss, the people you have lunch with, the all important payroll staff who mail out your payslip. Do you find it difficult to imagine that these people could be victims or indeed perpetrators of domestic violence? If so, it might be time to think again.

Two in three women who report violence from their partner are in paid employment. Twenty nine percent of stalking victims found that their stalker lingered outside of their workplace. It is estimated that the Australian economy loses \$13.6 billion dollars a year due to domestic violence.

For many victims, the workplace is intrinsically tied to their experience of family and domestic violence. Yet the professional sphere has long been regarded as a neutral site. It is a space where abusive behaviour may not be encouraged, but is tolerated in ignorance and silence. A space

where victims are not supported and perpetrators are not held accountable.

The White Ribbon Workplace Accreditation Program seeks to change this and Anglicare WA is committed to being one of their earliest champions.

White Ribbon is amongst the world's largest organisations dedicated to ending violence against women. It engages boys and men to lead social change and challenge the social attitudes that enable and perpetuate violence against women. White Ribbon Workplace Accreditation Project recognises and accredits workplaces that are taking active and effective steps to end violence against women.

Accreditation requires an organisation to demonstrate a variety of policies, procedures and actions. These include: raising awareness of violence against women, ingraining gender equitable policies across the organisation, speaking both formally and informally



about the issue, and responding pro-actively to cases of domestic violence within the community. Perhaps most importantly, an organisation must develop and foster a culture of safety and accountability within their own premises. This means ensuring staff who have experienced domestic violence are comfortable disclosing this to their peers and that pathways to professional support are easily accessed. Likewise, staff who may have perpetrated domestic violence are challenged about their behaviour and referred to rehabilitation programs.

In December 2013, Anglicare WA became one of the first accredited organisations in the world. Its Chief Executive Officer, Ian Carter AM, now sits on the Board of White Ribbon.

It is hoped that eventually all Australian workplaces will be united in their pro-active stance against domestic violence.

# Challenging Abusers to Change Tracks

## CHANGING TRACKS



Kyle is a client of Anglicare WA's Changing Tracks program, which works with perpetrators of family and domestic violence. His story is not for the faint of heart, but it is an important reminder of a sometimes forgotten fact - change is possible.

Kyle had a long history with the police for a variety of offenses and his dangerous behaviour had seeped into his home life. He was controlling of his partner, Beth, and wielded anger and rage as weapons against her. If Beth did not do as he demanded he would scream, break furniture, and hurl threats at her. Sometimes he would deliver on those threats. Beth had become increasingly fearful of Kyle, walking on eggshells when he was home.

Kyle's decision to volunteer for Anglicare WA's Changing Tracks program was born from a desire to change. Despite his behaviour, he knew the difference between right and wrong. He knew that others managed their relationships without resorting to such brutal coercion, and he hoped that he could too.

Progress with Kyle was initially very slow. He was defensive and uncooperative. At the group sessions he would come wearing sunglasses, lay

back in his chair and pretend to sleep behind the dark lenses.

However, as time passed things gradually began to change. The facilitators talked to Kyle about the trauma he had experienced as a child; acknowledging that this needed to be healed, but that it did not excuse the

*When we asked Kyle for permission to share his story, we were surprised by his response. "You can do whatever you like with my case," he told us. "If it helps to prevent others from making the mistakes that I did."*

same trauma he was inflicting on his family.

One evening Kyle spoke to the group about Beth's new dog. The dog had torn up their furniture, yet Beth insisted on keeping it inside. The facilitator

convinced Kyle to simply ask Beth why the dog was so important to her. He came back next week amazed.

The couple had discussed the dog calmly and rationally, and Beth decided to move the dog outside herself. This one simple incident showed Kyle how effective healthy communication could be. He discovered that asking her about the issues they had previously fought over actually yielded far better results than his previous abusive behaviour.

Kyle is proud of the progress he has made. He no longer assumes that others will know what he needs without explanation and realises that he needs to enquire as to the needs of others. He stated that he is now better able to understand himself and his past abusive behaviour. He told us: "I've come to understand my past failures for what they were." This is an important and decisive statement - turning the disasters of the past into fuel for a future that has the potential to be far brighter.

Since his time with Changing Tracks, Kyle has not been recorded committing an offense.

## Leading the Way: Anglicare WA's FDV Policy



### TRAINING:

Specialised training increases the knowledge and skills of staff and managers to address issues of men's violence against women in the workplace.

### RESOURCES:

The publication of resources for managers and coordinators.

Guides and leadership to change attitudes and behaviours that allow men's violence against women to occur.

Guides about accountable language.

### POLICY:

Policies that guide appropriate responses to staff who have experienced family and domestic violence.

Safe disclosure and confidentiality agreements.

Established leave provisions and referral pathways for staff who have experienced family and domestic violence.

Specific policy provides an accountable supportive response to perpetrators.



## Collaboration Saving Lives

### COORDINATED RESPONSE SERVICE

Outside of their home, Melanie and Brendon appear to be a relatively ordinary married couple. They have been together for ten years, living in Karratha, and have two young children. On weekends, they like to attend parties together where Brendon can exercise his boisterous charm. Melanie is reserved and quiet, often keeping her eyes downcast. Most people assume she is just shy.

Tonight, they are at a friend's birthday. Brendon does not let Melanie out of his sight. When she speaks to a male

friend of theirs, Brendon's grip on her arm tightens just a little too much. She bears it with a smile and falls silent again. No-one notices.

It is only after they arrive back home, and the front door closes, sealing them off from the world, that the ugly truth is revealed.

Melanie does her best to keep Brendon calm; she doesn't want the children to hear. She has learned the best thing to do when he flies into one of his rages is to stay still and only speak to apologise. She knows from experience that if she tries to argue he will hit her.

His rages aren't always about other men. Sometimes Melanie is late collecting the kids from school or sometimes he has had a bad day at work.

A year passes and things do not improve. Melanie knows she must escape, so she takes the children and

moves out. She hopes that this will be the end of it, that she will be able to make a new beginning for herself, but that is not the case.

With two children to look after and only a single income, living independently is a great challenge. Melanie's family live in another city, so she cannot rely on them for support or accommodation. To make matters worse, Brendon knows where they are staying and his abuse has not ended with the separation.

Feeling trapped, Melaine decides to seek professional support. By accessing Anglicare WA's local Family Relationship Centre, she is referred to the Coordinated Response Service.

The Coordinated Response Service is a holistic program that supports victims of domestic violence from all angles. They provide professional support to clients, while linking them to other services that can provide legal aid,

police protection, trauma counselling and assistance with accommodation.

The service helps Melanie to establish an escape plan in case the abuse escalates. By referring her to a legal aid provider, they help her to secure a Violence Restraining Order against Brendon.

When Brendon realises Melanie and their children were beginning to escape his control, he doubles down on his behaviour. He threatens to do unthinkable things if Melanie does not come back to him.

The staff at the Coordinated Response Service realise more drastic action must be taken. The potential for deadly violence is far too great. Melanie and the service agree that in the interests of her and her children's safety they will need to relocate to a town where Brendon cannot find her.

In preparation for the move, the service linked Melanie to a financial aid program, arranged for police monitoring of Brendon, and arranged for two more Violence Restraining Orders to be filed against Brendon on behalf of Melanie's children.

Today, Melanie's life is now significantly more stable. The relocation took place without a hitch. The thorough planning and collaboration proved to be instrumental. The family now live in Melanie's hometown, amongst friends and family. She still bears the scars from her abuse on her psyche, but with counselling and support she is feeling stronger every day.

## Changing Tracks, Albany

**67%**

have increased emotional regulation skills

**50%**

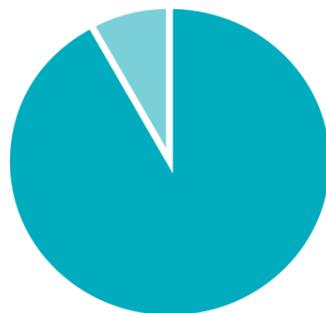
make progress on their independence goals

**92%**

are aware of how their controlling behaviour affects their family

TOTAL NUMBER OF CLIENTS

**140**



**92%**

As a result of attending Changing Tracks Program, clients know how they can contribute to their family's safety

## Coordinated Response Service, Kimberley

TOTAL NUMBER OF CLIENTS

**1804**

**95%** achieved half or more of their safety plan goals at exit

**95%** with children with Domestic Violence Incidents accept support

**86%** without children with Domestic Violence Incidents accept support

**93%** understand their role in FDV

# Strengthening People, Families and Communities

## RELATIONSHIP EDUCATION

TOTAL NUMBER OF CLIENTS

401

**95%** Clients have increased knowledge and skills

**86%** Clients have increased knowledge of other services

**93%** Clients are better able to manage their issues

*Joy Hartig is the Coordinator of Anglicare WA's Relationship Education Program. We sat down with her to talk about this exciting and innovative program and where it is heading in the future.*



### Can you explain what Relationship Education is and does?

Relationship Education is a program that empowers individuals, families and communities to make informed decisions. Building capacity is a big part of what we do at Anglicare WA, and the Relationship Education program contributes to that.

We educate individuals and families about ways to enhance their relationships with their friends, families, children, colleagues, and with themselves. We do this by offering a variety of seminars and courses in different locations throughout the Perth-metro region, which are facilitated by qualified professionals.

### What sort of courses do you offer?

Our course list is continuously evolving, but we work in a few well defined areas. Namely: communication, emotions and thoughts, family relationships, couple relationships and parenting.

### What sort of issues does this program help to resolve?

It helps to address a broad variety of issues across all types of relationships.

Parenting is an important influencer of childhood wellbeing, and our parenting courses help to ensure parents are making informed decisions. If a couple or family is experiencing conflict we can teach them resolution and negotiation techniques to reduce that. We teach our clients healthy and effective communication techniques.

We also serve as a hub, referring our clients to other Anglicare WA services. If we identify our clients could use help with managing their anger, adjusting to separation, or perhaps that they are victims of abuse; we can help to connect them to specialists.

We try to work in a way that prevents problems from occurring in the first place, rather than mitigating them after the fact.

### Tell us a little about what you have accomplished over the last 12 months and what you are hoping to accomplish moving forward...

The last twelve months have been exciting for us as we have been working to expand into outreach work. That is, we are integrating our facilitators with other services that Anglicare WA offers

so that they can connect with clients on the ground. Continuing this trend will be a focal point for us moving forward.

### Can you expound a bit about moving to an outreach model?

We have begun delivering Relationship Education at our Community Parks Program at the Good Shepherd Centre in Balga. That means we have a facilitator out at the service, meeting their clients, building relationships with them, and being able to deliver our courses in a targeted and less formal way.

We are planning to deliver our parenting course at services frequented by young parents. We are engaged in preliminary discussions with Foyer Oxford and the Child Sexual Abuse Therapy Service.

### How does this new model help your clients?

Many providers of Relationship Education programs ask their clients to come to them. Clients come for their seminar or course then leave immediately after without any further engagement. The idea of this new model is that instead of asking them to come to us, we go to them. This allows the facilitator to build a relationship with clients, learn about the challenges in their lives, and deliver dynamic and proactive education to meet their needs. By integrating with existing services we can target our programs towards relevant demographics and provide more holistic options for them.

### How do you see Relationship Education fitting in the wider context of Community Service and the work of Anglicare WA?

Empowerment plays a key role in community service and Relationship Education provides people with the tools to solve their problems themselves. We don't feel like it is sufficient to provide a quick intervention once a crisis strikes. That creates reliance on the service. We don't want our clients to be reliant on us, we want them to be self sufficient, and that's what Relationship Education is all about. You come away from our programs equipped with new skills or strategies that will help you with a number of future challenges you might face. It's about making people stronger.

# Working Together to Tackle Youth Homelessness

## FOYER OXFORD

Anglicare WA is committed to linking with partners to create robust systems of support. This philosophy is embodied in Foyer Oxford – a cutting edge youth homelessness service located on Oxford Street in Leederville. The service takes a collaborative approach, partnering with a variety of organisations and individuals in order to deliver the most comprehensive support possible.

The multimillion dollar project provides homeless and at risk young people with a pathway to sustainable and independent housing. Catering exclusively to 16-25 years olds, it offers a holistic system of support, education and accommodation. It is the first of its kind in Western Australia. The program has the capacity to support 98 young people, including 24 parents and their children. This makes it the largest single site homelessness service for young people in the country.

### The Consortium

The Foyer Oxford project was developed by a consortium of three separate organisations – Foundation Housing, Anglicare WA and the Central Institute of Technology. Each member organisation focuses on their respective area of expertise in housing, education and support.

Foundation Housing is one of the largest affordable housing providers in Western Australia. They developed the world class Foyer Oxford building, and manage its ongoing maintenance, as well as the tenancies of the residents.

Central Institute of Technology plays a pivotal role for Foyer Oxford in assisting young people to engage with education and training. They have developed a specific course for Foyer residents

called 'Jump Start' which focuses on career development, independent living skills, numeracy and literacy.

Anglicare WA provides support services to the residents of Foyer Oxford. Residents participate in a holistic support program that includes case management, positive and challenging recreation, overnight and weekend support, connection to the Leederville community and parenting support for young parents.

Partnerships are a vital resource for community service organisations. Collaboration enables us to provide the best options for our clients.

### Other agencies

Several agencies run regular clinics onsite at Foyer Oxford. These clinics are generally targeted at the local community, rather than specifically Foyer residents. This allows the young people to access them without feeling stigmatised.

The Foyer complex was designed to include a partner office on its grounds. This space has been leased to the Youth Affairs Council of WA, who provide Foyer residents with the ability to connect with Leadership opportunities.

### Funding Partners

Various funding partners have come together to make this ambitious project a reality. The construction

of the complex was funded by the State Department of Housing, Federal Government and Lotterywest. The support programs and education options have been funded by a unique 50% co-contribution between BHP Billiton and the State Department for Child Protection and Family Services. BHP Billiton has committed \$5M across five years towards the Foyer Oxford project. BHP Billiton employees will have the opportunity to engage with Foyer Oxford residents via fundraising and volunteering opportunities.

### Community

Community engagement, integration and participation have been key goals of Foyer Oxford since the program's inception. Multiple initiatives intended to achieve these goals are being implemented. These include inviting local community members to connect with tenants through volunteering, and involving residents in the life of Leederville, through local employment, recreation and participation in events like the Light up Leederville Festival.

The Foyer Oxford building is a multiuse facility that contains gardens, training rooms and public spaces. Parts of the building have been designated for commercial use, and may be utilised as retail outlets for enterprises such as cafés, doctor's practices or restaurants. This was intentionally designed to fold Foyer Oxford into the local neighborhood.

The project was developed in consultation with the surrounding community. The input of a steering committee, comprised of local community members, was essential during the planning stages. The Foyer Oxford Community Reference Group meet quarterly to discuss Foyer Oxford, their contributions to the project, and potential future directions.

The opening of Foyer Oxford on 6 March marked the culmination of over five years of innovation and hard work. Following years of planning, trialling, evaluation and implementation the project is now accepting residents. We look forward to seeing its impact for today, and for tomorrow.

### 2008

The Australian Government releases a White Paper on homelessness, recommending Foyer Models.

### 2008 April

Anglicare WA presented at Youth Homelessness Forum introducing the concept of Foyer to Western Australia.

### 2009

The Foyer Oxford Consortium awarded Western Australia's first Foyer project.

### 2011 February

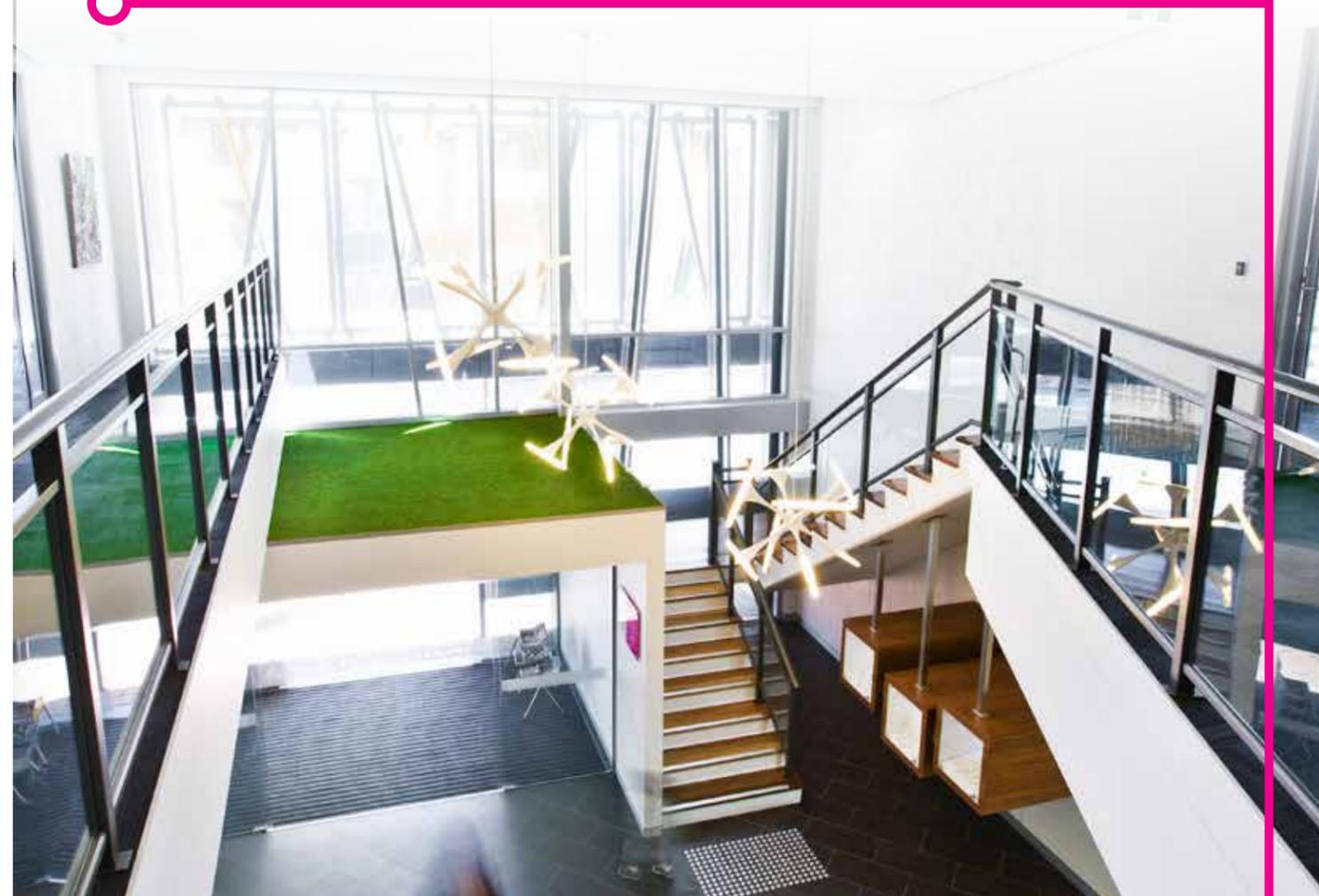
The project is presented to the City of Vincent Council.

### 2011 March & April

Community consultation groups are held in the local Leederville area.

### 2011 August

Construction of the Foyer Complex on Oxford Street, Leederville begins.



TOTAL NUMBER OF CLIENTS

132

79% engaged in education, employment and training

70% exit into long-term positive accommodation

82% of young parents have developed parenting skills



**FOYER**  
— OXFORD —

# A Brighter Future

Craig was once told that by the time he was 22 he would either be dead or in jail. This is a striking memory for him. It burns within him – that someone could dismiss and misunderstand his life so casually. It fuels his desire to succeed. He is 18 years old today, on his way to a degree in secondary-education, and a valued volunteer at his former school. He could not be better poised to prove his doubters wrong.

Craig's story began on a Sunday morning, when he was abruptly woken by his little sister bursting into his room.

"Craig, get up!" she cried. "What did you do?"

Craig was confused at first. "What did I do? What do you mean?" he asked.

His sister pulled him to the window and they peered outside. There was a swarm of black clad police officers amassed in the front yard. One was pounding on the door.

The police were not there because Craig had done anything wrong; they were there to remove him and his sister from their Mother.

Craig still remembers that day clearly. At the time, his Mother was raising two children alone on a Centrelink payment that barely met the cost of their utility bills, rent and groceries. To compound the matter, she suffered a debilitating mental illness which grew worse over time. Craig was forced to grow up far too fast. As young as 12 years old, he was changing the oil in their car, mowing the lawn and managing the house work.

After the removal, Craig was placed in a hostel for violent and troubled

youth. He did not belong. It was a gloomy and sometimes dangerous place where he felt constantly under threat. He still has nightmares about his experiences there to this day.

While this was a dark period in Craig's life, there were some positives which have stayed with him. High school was a particular highlight. Craig's Principal and Vice-Principal were strong supporters, helping to mediate between him and his Mother and later his Case Managers. It was also here that he discovered his passion for teaching. When his friends struggled with their schoolwork, Craig would personally tutor them. He proved to be so effective that one of his friends told him that he would make an excellent teacher. His Vice-Principal agreed enthusiastically, telling him to: "go and get a degree, and we'll have a job for you here."

Craig's contact with Foyer Oxford began when he was studying Youth Work at TAFE. He had been homeless for some time. Without a safe parent's house to stay at, and without an adequate income to afford rent, there were simply no options. The trauma he had experienced in his younger days prevented him from seeking hostel accommodation. He lived day to day, sleeping on friends' couches.

Two of Craig's lecturers noticed something was wrong and referred him on to a Foyer youth worker.

Because the main Foyer complex was still being built, Craig was initially supported via outreach. With his youth worker he secured transport money and applied for much needed Centrelink benefits so he could continue to study.

When Foyer Oxford opened, Craig described his first day there as pure relief. The program offered him two years of accommodation in a furnished apartment in the Foyer complex. With a home base to settle in, he could finally set about moving on with his life.

Initially Craig was withdrawn and shy around the other residents. However, regular social activities were arranged by the staff and he soon found himself opening up to his new neighbours. He now has a close group of friends. Craig described his friends at Foyer as being like a family – they support each other and keep each other motivated. It is an aspirational community.

Utilising Foyer's education and training partners, he is now working his way through a bridging course. When finished, he will be able to pursue an education degree and a job in teaching. He has a specific interest in alternate education – working with kids who have experienced similar hardship in their childhoods to him. He is determined to take the negative experiences of his past and use them to help others. During the week he volunteers at his old high-school as an education assistant.

By the time he turns 22, he will be a graduate stepping into the workforce. He plans to travel after he gains his degree and teach overseas in either Africa or South America.

Craig's story is a reminder of the dire circumstances that many young Western Australians face. However, it is also proof of the strides young people can make when they are empowered and supported.

**2011 August**

Official Sod-turning ceremony performed by Hon. Robyn McSweeney, Minister for Child Protection and Communities.

**2011 October**

The first meeting of the Community Reference Group is held.

**2011 September**

The first residents housed in the Interim Foyer Project.

**2011 October**

The Foyer Oxford Project is launched by Hon. Bill Marmion, Minister for Housing.

**2014 January**

The construction of the Foyer Oxford complex is complete.

**2014 February**

The Interim Foyer residents transition to the Foyer Oxford.

**2014 February**

Public perception survey about Foyer Oxford conducted.

**2014 March**

The Foyer Oxford is opened by Western Australia's Premier, Colin Barnett.

**2014 May**

Blessing by the Archbishop and Smoking Ceremony with Uncle Alf Taylor and Ningali Lawford-Wolf.

**2014 June**

Foyer Oxford housed 52 residents. Foyer Oxford is now the largest single site youth accommodation project in the country.



# Empowering People to Reach their Goals

## BRIDGES PROGRAM

Nobody really bothered to ask Glynn about what he wanted.

While Glynn's intellectual disability necessitated some support in his life, he was fully capable of making his own decisions and acting to make them happen. Yet it always seemed like someone else knew what was best for him. Discussions he had with family, friends and support staff focussed on what he should or should not be doing. He felt that sometimes it was best to say as little as possible, or nothing at all.

Glynn had been living in Perth since moving here from Kalgoorlie when he was nine years old. Family was of great importance to Glynn. He and his wife, Janice, had been married for 27 years and shared a strong bond. In his spare time, Glynn loved to exercise his creative side. He would absorb himself in his paintings and drawings. Sometimes he would create pictures of a large family - smiling, happy and united. The significance of this would soon be known.

Glynn came to Anglicare WA's attention when he was referred to the Bridges program. Bridges is a service that supports people with disability to work towards and achieve goals. Being underpinned by a person-centred approach, a central component of the program is consultation with the client at hand.

Glynn was actively involved in the

recruitment and selection of his support team. When he met with them, the discussions were focussed on him. He was not only included in the dialogue, but encouraged to drive it.

When Glynn was asked what he would like to achieve through the program: "My brothers," was his answer. "I want to live with my brothers."

*As a person-centred organisation, putting the needs of our clients first is a priority for Anglicare WA. This means asking and listening to what they have to say.*

Glynn was one of three siblings. His two younger brothers, Tony and Peter - both with intellectual disabilities - had been separated from Glynn under different carers. The trio had been apart for 37 years and rarely saw each other. This greatly distressed Glynn. His passion and dedication to his family struck his support team and together they set about making Glynn's dream of a reunited family into a reality.

During Glynn's time with the program his Mother tragically passed away.

He attended the funeral with one of his support workers. After the burial ceremony, his support worker walked him to the grave so he could say his goodbyes. Glynn took some moments to compose himself. He told his Mother that he loved her and swore to care for his two younger brothers.

From then on, Glynn's efforts were doubled. He was determined to have his brothers move into his house. He wanted to care for them.

The Bridges staff allowed him to come up with his own solutions, assisting him by providing options and encouragement. The application to care for his brothers required Glynn to demonstrate self-sufficiency. His support team met with him to discuss what this meant and how Glynn could meet the requirements. He worked tirelessly alongside his team preparing his house, cooking and cleaning.

Through Glynn's diligence and patience, and with the help of his support workers, he would eventually be declared fit to care for his brothers. On a happy summer day, the family moved in and began living as one.

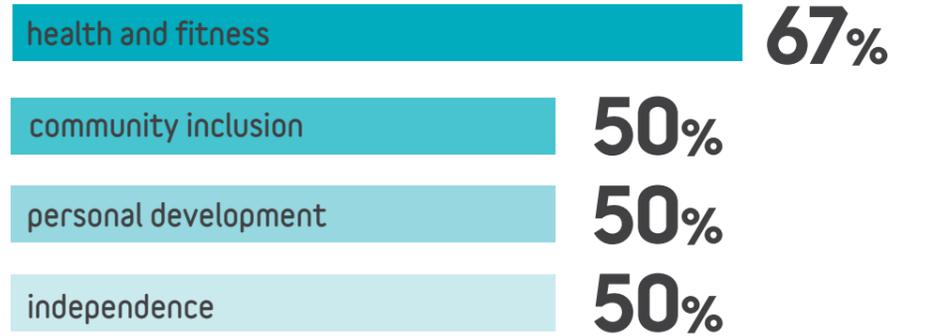
Glynn continues to attend the Bridges program, working towards other ambitions. With his family reunited and a voice to set his own direction, Glynn continues to strive higher and higher.



**TOTAL NUMBER OF CLIENTS**

**29**

### GOALS OUR CLIENTS MADE PROGRESS ON



# 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.

# 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 4360:2004 and ISO 9000).

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.

# How Our Work is Funded



## Total Income

**\$37,256,265**

FEDERAL GOVERNMENT	\$12,941,086
DONATIONS AND FUNDRAISING	\$2,843,662
STATE GOVERNMENT	\$14,686,309
SERVICE FEES	\$1,458,137
TRADING INCOME	\$2,546,179
OTHER	\$2,780,892

# 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 of the agency's five-year 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:

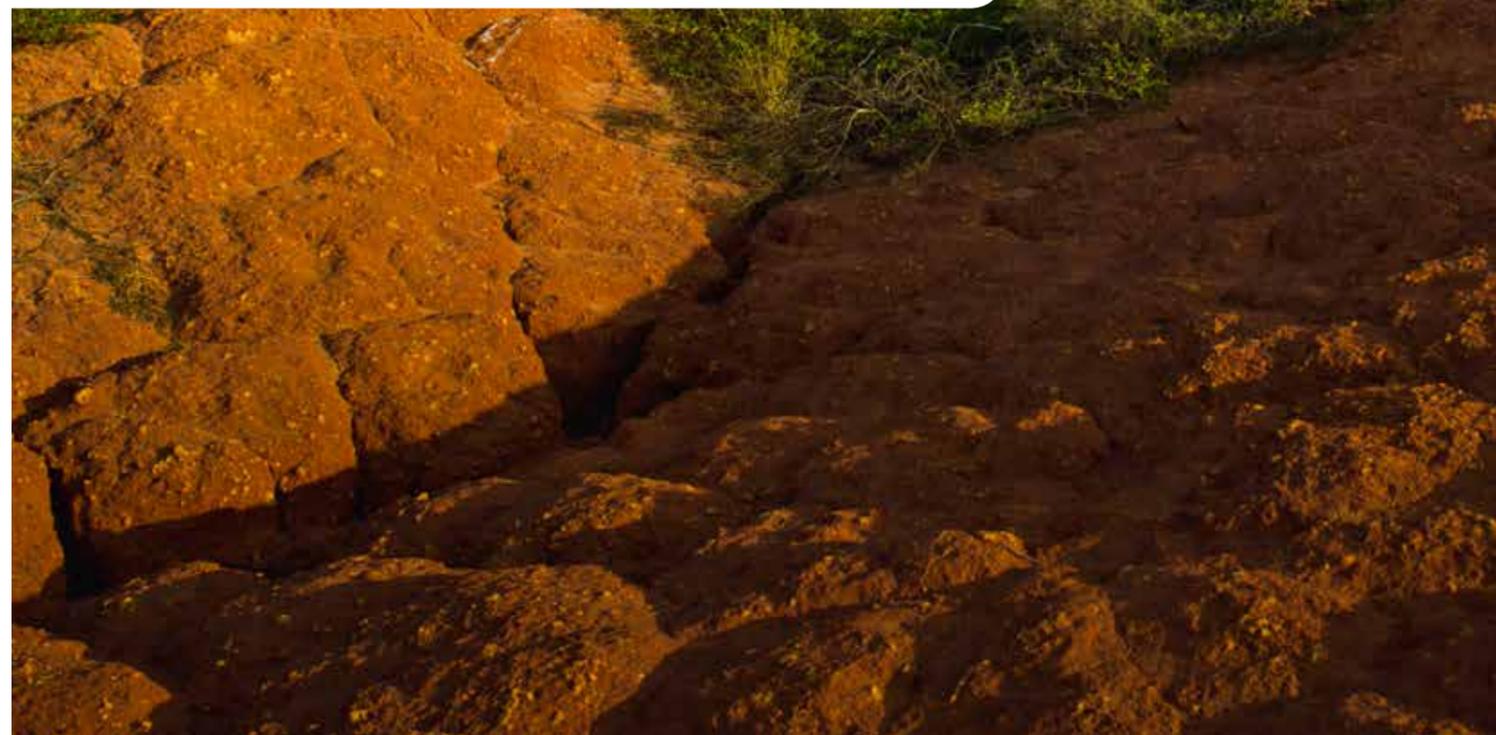
- Achievement of Ends policies (such as the Constitution, Anglicare WA's Strategic Plan and annual Business Plans).
- Non-violation of Executive Limitations policies (such as the Corporate Governance Statement, ie the CEO leads the staff).

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 AUDIT REPORT TO THE MEMBERS OF ANGLICARE WA INC

We have audited the accompanying financial report, being a special purpose financial report of Anglicare WA Inc ('the Association') which comprises the statement by the Board, the statement of financial position as at 30 June 2014, 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 the Association is responsible for the preparation and fair presentation of the financial report and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Act of WA 1987 and is appropriate to meet the needs of the members. The Board's responsibility also includes such internal control as the Board determines is necessary to enable the preparation of a 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 audit opinion.

### 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.

The audit opinion expressed in this report is qualified on the above basis.

### Qualified Opinion

In our opinion except for the effects of the matter described in the Basis for Qualified Opinion paragraph, the financial report presents fairly, in all material respects, the financial position of Anglicare WA (Inc) as at 30 June 2014 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporations Act of WA 1987.

*Crowe Horwath Perth*

CROWE HORWATH PERTH

*PHILIPPA HOBSON*

PHILIPPA HOBSON  
Partner

Perth, WA

Dated this 23<sup>rd</sup> day of September 2014

# 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.

As detailed in Note 1 to the financial statements, Anglicare WA Inc. is not a reporting entity because in the opinion of the Board there are unlikely to exist users of the financial report who are unable to command the preparation of reports tailored so as to satisfy specifically all of their information needs. Accordingly, this "special purpose financial report" has been prepared to satisfy the Board's reporting requirements, in accordance with the accounting policies outlined in Note 1 to the financial statements.

The Board declares that:

- 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
- 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 2014 and its performance for the year ended on that date.

Signed in accordance with a resolution of the Board

On behalf of the Board

*John Barrington*  
J W Barrington  
Chairman

Date: 23/9/14

*I L Carter AM*  
I L Carter AM  
Chief Executive Officer

Date: 23/9/14

**Anglicare WA Inc.**  
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014	2013
<b>Revenue</b>		\$	\$
Operating Activities			
- Grant and Service Income		28,964,820	26,227,402
- Interest		667,963	720,893
- Fees		1,458,137	957,413
- Donations and Fundraising		2,843,662	1,968,919
- Sale of Goods		2,546,179	2,251,459
- Rent and Other Revenue		521,186	560,975
Other Income	2	254,318	2,417
		<b>37,256,265</b>	<b>32,689,478</b>
<b>Expenditure</b>			
- Employee Benefits		24,086,448	21,665,653
- Disbursements to Clients		1,705,357	1,819,449
- Accommodation		3,885,557	2,973,764
- Depreciation		596,293	593,837
- Telephone and IT Communications Expense		501,717	691,048
- Vehicle and Travel Expenses		1,307,172	1,256,203
- Finance Costs		129,955	151,696
- Other Costs		3,962,733	3,261,586
		<b>36,175,232</b>	<b>32,413,236</b>
<b>Profit for the Year</b>		<b>1,081,033</b>	<b>276,242</b>
<b>Other Comprehensive Income</b>			
<b>Items that will not be Reclassified to Profit and Loss</b>			
Revaluation of Property, Plant and Equipment		-	113,041
<b>Items that may be Reclassified to Profit and Loss</b>			
Revaluation of Investments		31,891	70,830
<b>Other Comprehensive Income for the year</b>		<b>31,891</b>	<b>183,871</b>
<b>Total Comprehensive Income for the year</b>		<b>1,112,924</b>	<b>460,113</b>

Notes to the financial statements are included on pages 38-46

**Anglicare WA Inc.**  
BALANCE SHEET AS AT 30 JUNE 2014

	Note	2014	2013
<b>Current Assets</b>		\$	\$
Cash and Cash Equivalents	4	5,240,061	5,602,505
Trade and Other Receivables		512,671	783,861
Held to Maturity Investments	5	11,909,052	10,599,733
Other Current Assets	6	677,590	606,027
<b>Total Current Assets</b>		<b>18,339,374</b>	<b>17,592,126</b>
<b>Non-Current Assets</b>			
Property, Plant & Equipment	7	9,999,381	10,134,268
Other Financial Assets	8	350,959	319,068
<b>Total Non-Current Assets</b>		<b>10,350,340</b>	<b>10,453,336</b>
<b>TOTAL ASSETS</b>		<b>28,689,714</b>	<b>28,045,462</b>
<b>Current Liabilities</b>			
Trade and Other Payables		1,541,118	1,026,322
Provisions	9	2,389,326	2,014,352
Borrowings	10	15,207	28,732
Other Current Liabilities	11	4,625,706	5,847,233
<b>Total Current Liabilities</b>		<b>8,571,357</b>	<b>8,916,639</b>
<b>Non-Current Liabilities</b>			
Provisions	9	627,556	832,138
Borrowings	10	2,340,100	2,258,908
<b>Total Non-Current Liabilities</b>		<b>2,967,656</b>	<b>3,091,046</b>
<b>TOTAL LIABILITIES</b>		<b>11,539,013</b>	<b>12,007,685</b>
<b>NET ASSETS</b>		<b>17,150,701</b>	<b>16,037,777</b>
<b>Accumulated Funds</b>			
General Funds	12	11,354,646	9,997,557
Revaluation Reserve	12	5,267,998	5,500,093
Special Funds	12	528,057	540,127
<b>TOTAL ACCUMULATED FUNDS</b>		<b>17,150,701</b>	<b>16,037,777</b>

Notes to the financial statements are included on pages 38-46

**Anglicare WA Inc.**  
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2014

	Note	General Funds	Revaluation Reserve	Special Funds	Total
		\$	\$	\$	\$
Balance at 1 July 2012		9,474,388	5,586,250	517,026	15,577,664
Profit for the Year		276,242	-	-	276,242
Other comprehensive income		-	183,871	-	183,871
<b>Total comprehensive income for the year</b>		<b>276,242</b>	<b>183,871</b>	<b>-</b>	<b>460,113</b>
Transfer between funds		246,927	(270,028)	23,101	-
<b>Balance at 30 June 2013</b>	<b>12</b>	<b>9,997,557</b>	<b>5,500,093</b>	<b>540,127</b>	<b>16,037,777</b>
Balance at 1 July 2013		9,997,557	5,500,093	540,127	16,037,777
Profit for the Year		1,081,033	-	-	1,081,033
Other comprehensive income		-	31,891	-	31,891
<b>Total comprehensive income for the year</b>		<b>1,081,033</b>	<b>31,891</b>	<b>-</b>	<b>1,112,924</b>
Transfer between funds		276,056	(263,986)	(12,070)	-
<b>Balance at 30 June 2014</b>	<b>12</b>	<b>11,354,646</b>	<b>5,267,998</b>	<b>528,057</b>	<b>17,150,701</b>

Notes to the financial statements are included on pages 38-46

**Anglicare WA Inc.**  
STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014	2013
		\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers, donors and funding bodies		40,375,754	36,401,374
Payments to suppliers and employees		(39,687,707)	(36,137,892)
Interest received		667,963	720,893
Interest paid		(129,996)	(151,696)
<b>Net cash provided by operating activities</b>	<b>13</b>	<b>1,226,014</b>	<b>832,679</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of deposits with Anglican Community Fund		(1,309,319)	(893,705)
Purchase of property, plant and equipment		(3,951,311)	(3,304,617)
Proceeds from sale of plant and equipment		3,604,507	3,665,779
<b>Net cash used in investing activities</b>		<b>(1,656,123)</b>	<b>(532,543)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Net proceeds from/(payment of) borrowings		99,699	(106,915)
Payment of finance leases		(32,034)	(23,191)
<b>Net cash provided by/(used in) financing activities</b>		<b>67,665</b>	<b>(130,106)</b>
<b>Net decrease/(increase) in cash and cash equivalents held</b>		<b>(362,444)</b>	<b>170,030</b>
Cash and cash equivalents at the beginning of the financial year		5,602,505	5,432,475
<b>Cash and cash equivalents at the end of the financial year</b>	<b>4</b>	<b>5,240,061</b>	<b>5,602,505</b>

Notes to the financial statements are included on pages 38-46

**Anglicare WA Inc.**  
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

**1. SUMMARY OF ACCOUNTING POLICIES**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act of Western Australia 1987. The Board has determined that Anglicare WA Inc (Anglicare WA) is not a reporting entity.

The financial report has been prepared under the historical cost convention, as modified by the revaluation of available for sale financial assets and certain classes of property, plant and equipment.

The financial report has been prepared in accordance with the recognition and measurement principles of Australian Accounting Standards and other mandatory professional reporting requirements in Australia. It contains only those disclosures considered necessary by the Directors to meet the needs of the Members. Anglicare WA is a not-for-profit entity for reporting purposes under Australian Accounting Standards.

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.

In determining the liability, consideration is given to employee wage increases and the probability that the employee may not satisfy vesting requirements. Those cash flows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows.

**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

**Anglicare WA Inc.**  
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

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:

- i. 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
- ii. 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 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 fair value, based on biennial valuations by external independent valuers, less subsequent depreciation for buildings. Refer to note 1(q).

Increases in the carrying amount arising on revaluation of land and buildings are recognised in other comprehensive income and accumulated in reserves in equity. Decreases that reverse previous increases of the same asset are first recognised in other comprehensive income to the extent of the remaining surplus attributable to that asset. All other decreases are

**Anglicare WA Inc.**  
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

charged to the profit or loss.

Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

**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	20 years
• Office Equipment and Furniture funded by grants	3 years
• Motor Vehicles	5-7 years
• Adelaide Terrace building fit-out	20 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) Critical accounting estimates and judgments**

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.

**(p) 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 2014. Anglicare WA has not yet assessed the impact of these new or amended Accounting Standards and Interpretations.

**(q) 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 will 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.

Anglicare WA Inc.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
<b>2. OTHER INCOME</b>	\$	\$
Bequest	139,714	2,417
Gain on sale of non-current assets	114,604	-
	<b>254,318</b>	<b>2,417</b>
<b>3. REMUNERATION OF AUDITORS</b>		
Audit of the financial statements	35,223	32,350
Audit of the acquittal statements	39,130	38,820
Donation - Crowe Horwath Perth	(12,000)	(12,000)
The auditors provided no non-assurance services during the financial year.	<b>62,353</b>	<b>59,170</b>
<b>4. CASH AND CASH EQUIVALENTS</b>		
Cash at bank	1,323,843	338,320
Cash Anglican Community Fund Inc.	3,886,798	5,237,024
Petty cash imprest	29,420	27,161
	<b>5,240,061</b>	<b>5,602,505</b>
The cash and cash equivalents and investment certificates (refer note 5) as at June 2014 include restricted cash assets of:		
(i) Funds in advance \$4,625,706 - funds must be expensed on service delivery/special projects over the term of the respective contract/project (2013 - \$5,847,233). Refer note 11.		
<b>5. HELD TO MATURITY INVESTMENTS</b>		
Deposits with Anglican Community Fund	<b>11,909,052</b>	<b>10,599,733</b>
<b>6. OTHER CURRENT ASSETS</b>		
Prepayments	645,347	602,325
Accrued income	32,243	3,702
	<b>677,590</b>	<b>606,027</b>

Anglicare WA Inc.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
<b>7. PROPERTY, PLANT &amp; EQUIPMENT</b>		
Land - at valuation	2,978,497	3,203,507
Less: Accumulated depreciation	-	-
	<b>2,978,497</b>	<b>3,203,507</b>
Property & buildings - at valuation	4,808,782	4,858,782
Less: Accumulated depreciation	( 400,316)	( 288,508)
	<b>4,408,466</b>	<b>4,570,274</b>
Office furniture & equipment - at cost	1,406,900	1,311,940
Less: Accumulated depreciation	( 996,154)	( 877,402)
	<b>410,746</b>	<b>434,538</b>
Motor vehicles - at cost	2,523,440	2,206,702
Less: Accumulated depreciation	( 345,850)	( 317,590)
	<b>2,177,590</b>	<b>1,889,112</b>
Leased assets - at cost	148,343	148,343
Less: Accumulated depreciation	( 124,261)	( 111,506)
	<b>24,082</b>	<b>36,837</b>
	<b>9,999,381</b>	<b>10,134,268</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	Property & building	Office furniture & equipment	Motor vehicles	Leased assets	Total
	\$	\$	\$	\$	\$	\$
Balance at 1 July 2012	3,373,507	4,801,593	531,585	2,211,219	65,003	10,982,907
Additions	-	-	34,771	3,269,846	-	3,304,617
Disposals	( 170,000)	( 227,198)	-	( 3,275,950)	-	( 3,673,148)
Depreciation expense	-	( 117,162)	( 131,818)	( 316,692)	( 28,166)	( 593,838)
Revaluation	-	113,041	-	-	-	113,041
Adjustments	-	-	-	689	-	689
Balance at 30 June 2013	3,203,507	4,570,274	434,538	1,889,112	36,837	10,134,268
Additions	-	-	94,961	3,856,767	-	3,951,728
Disposals	( 225,000)	( 48,401)	-	( 3,220,802)	-	( 3,494,203)
Depreciation expense	-	( 113,407)	( 118,753)	( 337,862)	( 26,272)	( 596,294)
Adjustments	( 10)	-	-	( 9,625)	13,517	3,882
<b>Balance at 30 June 2014</b>	<b>2,978,497</b>	<b>4,408,466</b>	<b>410,746</b>	<b>2,177,590</b>	<b>24,082</b>	<b>9,999,381</b>

(i) Motor vehicles with a net book value of \$2,177,590 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 revalued at 30 June 2013 by independent valuers Burgess Rawson, who have confirmed that there is no significant change in valuation as at 30 June 2014. Land & buildings are valued at \$7.5m using highest and best use method.

**Anglicare WA Inc.**

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
<b>8. OTHER FINANCIAL ASSETS</b>	\$	\$
Available for sale financial assets include investments in listed securities:	350,959	319,068
<b>9. PROVISIONS</b>		
Provisions for employee benefits		
Current	2,322,106	1,950,395
Non-current	627,556	832,138
<i>Other current provisions</i>		
Long term maintenance <sup>(i)</sup>	67,220	63,957
	3,016,882	2,846,490

(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>	15,207	28,732
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*Non-Current*

Lease liability <sup>(ii)</sup>	8,273	26,780
ACF- motor vehicle loan <sup>(iii)</sup>	2,331,827	2,232,128
	2,340,100	2,258,908

(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	4,625,706	5,847,233
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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 2014

	2014	2013
<b>12. ACCUMULATED FUNDS</b>	\$	\$
General Funds	11,354,646	9,997,557
Revaluation Reserve	5,267,998	5,500,093
Special Funds <sup>(i)</sup>	528,057	540,127
	17,150,701	16,037,777
<i>(i) Movement in Revaluation Reserves</i>		
<i>Property, plant and equipment</i>		
Balance 1 July	5,431,025	5,588,012
Transfer to General Reserves - Sale of asset	( 263,986)	( 270,028)
Revaluation in the year	-	113,041
<b>Balance 30 June</b>	<b>5,167,039</b>	<b>5,431,025</b>
<i>Available for sale assets</i>		
Balance 1 July	69,068	( 1,762)
Revaluation in the year	31,891	70,830
<b>Balance 30 June</b>	<b>100,959</b>	<b>69,068</b>
<b>Total revaluation reserves</b>	<b>5,267,998</b>	<b>5,500,093</b>

(i) Special funds refers to bequests received for specific projects and the 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. As at June 2014 bequest funds are \$0 (nil) balance and the dilapidations reserve \$528,057. During the year an amount of \$12,070 was transferred from dilapidations reserves to the general reserve.

**Anglicare WA Inc.**

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
<b>13. NOTE TO THE STATEMENT OF CASH FLOWS</b>	<b>\$</b>	<b>\$</b>
Profit for the Year	1,081,033	276,242
<b>Non-cash flows in surplus</b>		
Depreciation of non-current assets	596,294	593,837
Loss/(Gain) on disposal of non-current assets	( 114,604)	6,681
<b>Changes in net assets and liabilities</b>		
(Increase)/decrease in current receivables	271,190	297,779
(Increase)/decrease in other assets	( 71,563)	( 162,161)
Increase/(decrease) in current payables	514,796	( 1,234,871)
Increase/(decrease) in other current liabilities	( 1,221,524)	642,327
Increase/(decrease) in provisions	170,392	412,845
<b>Net cash provided by operating activities</b>	<b>1,226,014</b>	<b>832,679</b>

**(a) Financing Facilities**

Secured Loan for purchase of property - amount used. The loan is subject to a variable interest rate based on the Bank Bill Swap Rate.	2,331,827	2,232,128
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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.

**14. COMMITMENTS**

**Lease arrangements**

Finance leases relate to motor vehicles with lease terms of between 1 and 5 years.

**Finance Lease Liabilities**

No later than 1 year	16,404	32,032
Later than 1 year and not later than 5 years	8,684	28,388
	<b>25,088</b>	<b>60,420</b>
Less future finance charges	( 1,608)	( 4,908)
<b>Finance lease liabilities</b>	<b>23,480</b>	<b>55,512</b>

**Included in the financial statements as**

Current lease liability	15,207	28,732
Non-current lease liability	8,273	26,780
	<b>23,480</b>	<b>55,512</b>

**Operating Lease Commitments**

Commitments exist under non-cancellable operating lease of office space and Opshops as follows:

Not longer than 1 year	1,315,221	1,617,329
Longer than 1 year and not longer than 5 years	1,874,627	1,117,873
	<b>3,189,848</b>	<b>2,735,202</b>

**Anglicare WA Inc.**

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

**15 RELATED PARTY DISCLOSURE**

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

- Mr J.W.Barrington (Chairman)
- Ms E.M. Haddon
- Venerable J.J. Hopkins (retired 31 July 2013)
- The Right Revd A.B Ewing (commenced 1 August 2013)
- Mr J.P. O'Connor
- Mr G.E. Wynne
- Mr C.S. Robinson
- Right Revd K.M. Goldsworthy
- Mr P.C. Harley
- Ms E.P. Douglas
- 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 as at 30 June 2014, as disclosed in Notes 4 and 10 respectively.

**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, for a period of 18 years to assist in the repayment of the loan from the Anglican Community Fund.

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

**16 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

**17 CONTINGENT LIABILITIES**

As per Note 15, 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 the property are to revert to Anglican Care Inc in the event of Anglicare WA Inc ceasing operations.

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 21.275% 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 the entity complies with all its obligations under the Deed with Lotterywest, the property will vest absolutely in the entity on the expiration of the 20 year period commencing 14 August 2001.

**18 SUBSEQUENT EVENTS**

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

**19 ADDITIONAL INFORMATION**

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

Registered Office	Principal Place of Business
23 Adelaide Terrace	23 Adelaide Terrace
East Perth WA 6004	East Perth WA 6004
Tel (08) 9263 2000	Tel (08) 9263 2000

# Our Locations

## 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

## Metro North

### Balga

Good Shepherd Centre  
30 Balga Avenue  
Balga 6061  
Ph: 9247 9701

### East Perth

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

Level 2, 63 Adelaide Terrace  
East Perth 6004  
Ph: 9263 2000

### Joondalup

Sanori House  
Suite 4, 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

Church of the Ascension  
17 Spring Park Road  
Midland 6056  
Ph: 9274 1464

233 Great Eastern Highway  
Midland 6056  
Ph: 9374 0542

### Mount Hawthorn

409-411 Oxford Street  
Mt Hawthorn  
Ph: 9443 6314

### Mount Lawley

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

### Wanneroo

939 Wanneroo Road  
Wanneroo WA 6065  
Ph: 9206-9001

## Metro South

### Armadale

108 Jull Street  
Armadale 6112  
Ph: 9399 1089

### Baldivis

62 Fifty Road  
Baldivis 6171  
Ph: 9523 3400

### Belmont

All Saints Anglican Church  
300 Belgravia Street  
Cloverdale 6104  
Ph: 9277 4338 (church office)  
9/199 Abernethy Road  
Belmont 6104  
Ph: 9477 5687

### Byford

St Aden's Community Centre  
19 Clifton Street  
Byford 6122  
Ph: 9525 4180 (church office)

### Coodanup

Church of the Way  
58 Steerforth Drive  
Coodanup 6210  
Ph: 9581 5544 (church office)

### Fremantle

South Metro Youth Link  
29 Queen Victoria Street  
Fremantle 6160  
Ph: 9325 7033

181 High Street  
Fremantle 6160  
Ph: 9430 9539

Woolstores Shopping Centre  
28 Cononment Street  
Fremantle 6160  
Ph: 9335 5271

### 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

### Kelmscott

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

### Kwinana

Zone Youth Space  
Corner Gilmore Avenue &  
Darius Drive  
Kwinana 6167  
Ph: 9419 2065

### Maddington

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

### Mandurah

The Parent Place  
63 Ormsby Terrace  
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

### Morley

129 Russell Street  
Morley 6062  
Ph: 9276 5239

### Secret Harbour

Secret Harbour Community  
Centre  
Oasis Drive  
Secret Harbour 6173  
Ph: 9524 0312

### Rockingham

St Nicholas Church  
14 Council Avenue  
Rockingham 6168  
Ph: 9592 2699

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

### Spearwood

243 Spearwood Avenue  
Spearwood 6163  
Ph: 9412 0671

### Victoria Park

Sussex Street Community  
Legal Centre  
29 Sussex Street  
East Victoria Park 6101  
Ph: 6253 9500

### 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 Church  
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: 9792 1970

15 Molloy Street  
Bunbury WA 6230  
PH: 97921900

### 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 Anglican Church  
Venn Street  
Collie 6225  
Ph: 9734 5244 (church office)

Collie Community House  
8 Forrest Street  
Collie 6225  
Ph: 9734 6500

9 Jones Street  
Collie 6225  
Ph: 9734 1012

### Denmark

Community Resource Centre  
Strickland Street  
Denmark 6333  
Ph: 9851 2611

St Leonard's Anglican Church  
Corner Strickland &  
Mitchell Streets  
Denmark 6333  
Ph: 9848 2173

### Dunsborough

St George's Church  
Lot 62, Atlanta Elbow  
Dunsborough 6281  
Ph: 9756 8105 (church office)

### Kalgoorlie

333 Hannan Street  
Kalgoorlie 6430  
Ph: 9301 8530

### Katanning

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

### Manjimup

Community Centre  
Corner Mount & Rose Streets  
Manjimup 6258  
Ph: 9777 1945

### Mount Barker

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

### Narrogin

PO Box 397  
Narrogin 6312  
Ph: 9845 6083

# 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 focused 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.

### Case Management and Coordination

Supports inter agency case management for individuals and families affected by domestic violence.

### 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.

### Family Dispute Resolution

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

### 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.

### Fostering Futures

Out-of-home care for children between 10-18.

### 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 Response Service

Community focused 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 co-operative 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.

### 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.

## 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.

## HOUSING

### 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.

### 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 their private rentals.

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.

### 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 Altona.

### 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.

### Mowanjum Community Project

The Mowanjum Project works collaboratively with the Mowanjum Council and other key stakeholders to establish a reference group of community members to help coordinate service delivery into the community. It also seeks to enhance community engagement and safety.

### 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 Training Services can design programs to fit the capabilities and requirements of individual organisations.

### Relationship Education

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

# Special Acknowledgements

## Major Events

### The Peet Op Shop Ball for Anglicare WA 2014

#### Platinum Sponsor

Peet Limited

#### Major Sponsors

Clue Design

Crown Perth

Mills Wilson

Network Ten Perth

Rare Creative

#### Event Partners

Angove Family Winemakers

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Matso's Broome Brewery

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Mineral Resources

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Youth Affairs Council of WA

#### Bronze Sponsors

Christ Church Grammar School

EY

Octani Capital

Programmed Group

Perth Op Shop Tours

Trilogy

Wasp

### A Very Bright Night 2013

#### Platinum Sponsor

NAB

#### Patrons

His Excellency Mr Malcolm

McCusker AC CVO QC, Governor

of Western Australia and Mrs

Tonya McCusker

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Chris Shellabear

Crush Creative Design

DG Global

Linneys Broome

Narelda Jacobs

Nigel Satterley & Grand Cru Wine

Shop

Orielle

Wayne Stubbs Flowers

## Inspired Futures

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

## Bequests

Estate of the late John Kuhnberg

## Trusts and Foundations

Bowen Foundation

Murray-Jones Charitable Trust

Packer & Co Investigator Trust

## Anglican Schools Reference Groups

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

## Corporate Supporters

Price Waterhouse Coopers

Capital APM

## 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

## Reference Groups

### Clinical Reference Group

To provide advice in relation to

service quality compliance

Jennifer Hannan, Chair

Mark Glasson

Jude Sorenson

Christina Fernandez

Barbara Meddin

Tim Muirhead

Meg Marshall

Michael O'Hara

Amanda Hunt

### 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 external Aboriginal Elders.

Ben Taylor

Vivienne Sahanna

Jim Morrison

Danny Ford

Kim Collard

Carol Innes

Liz Hayden

Ian Carter AM

Josey Hansen

Darryl Kickett

## Fundraising Committees

### Bright Lives

Bright Lives was formed in 2008

to raise funds to support children

who have been affected by family

violence.

The Committee's first project was

to establish the Young Hearts

children's domestic violence

counselling service in Rockingham.

Then a second service in

Mandurah.

The main fundraising activity is

the annual A Very Bright Night

ball.

### Committee

Denise Satterley

Despene Keightley

Libby Youd

Michele MacKellar

Nikki Love

### The Peet Op Shop Ball for Anglicare WA

The Peet Op Shop Ball for

Anglicare WA is now in its ninth

year and is considered one of

the top 10 events on the West

Australian social calendar. The Op

Shop Ball Networking Committee

works tirelessly throughout the

year on securing live silent auction

items and table sales.

### Networking Committee

Anthony Benino

Brendan Gore

Denise Martin

Geoff Mitchell-Burden

Harold Sealy

Malcolm Jones

Mary-Jane Jones

Peter Gibbs

Phil Hirschberg

Priscilla Sue

Richard Parry

Tony Del Popolo

Vince Carcione

Special thanks also goes to Kathy

Sharp for her 8 years on the

organising committee.

### Winter Appeal Committee

The Winter Appeal Committee is

Anglicare WA's most successful,

long-standing fundraising

committee and continues to grow

each year.

### Committee

Warwick Hemsley - Chairman

Bill Hassell AM

David Alder

David Lamb

Gordon Davies

Gilbert George

Geoff Potter

Ian Carter AM

John Kerr OAM

John Kollosche OAM

Rob Selid

Rob Kirkby

Robert Perman

Steve Ledger

## Government Funders

Department of Social Services

Department for Child Protection

and Family Support

Department of the Attorney

General

WA Mental Health Commission

Department of Local Government

and Communities

Department of Housing

Disability Services Commission

City of Perth

Department of Health & Ageing

Department of Health

Department of Employment,

Education & Workplace Relations

Department of Regional

Development

## Non-Government Funders

Lotterywest

Brotherhood of St Laurence

Telethon

ANZ

The Smith Family

Swan Alliance

United Synergies

Centrecare

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, trust 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.

**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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**27CREATIVE**  
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**FOR TODAY,  
FOR TOMORROW**