



Annual Report
2022 - 2023



Anglicare^{WA}

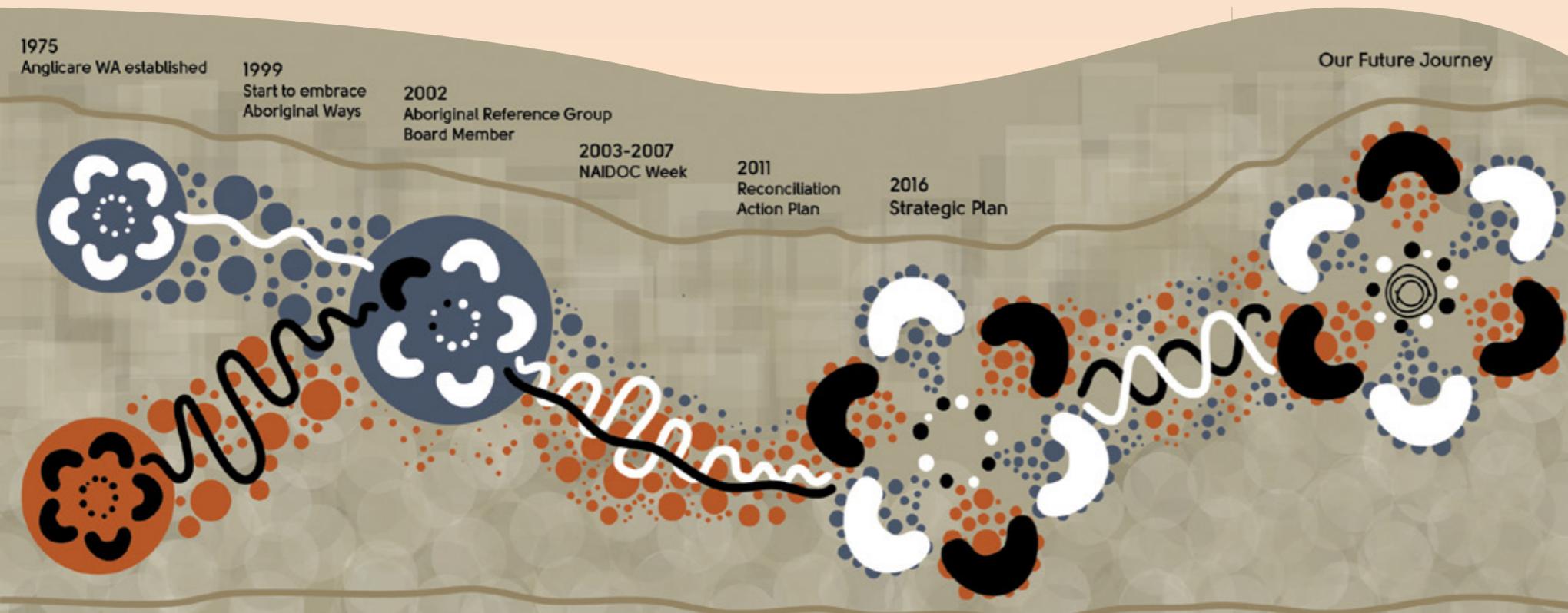
ACKNOWLEDGEMENT OF COUNTRY

We acknowledge Aboriginal people as the Traditional Custodians of this land.
We pay our respects to their strength, cultural resilience and Elders past and present.

THE JOURNEY. COMING TOGETHER, WORKING TOGETHER

Anglicare WA has been on a journey of reconciliation since 2002, when we first established an Aboriginal Reference Group. Our journey so far is represented in the artwork below, which was created by Matthew Pearse under the direction of Olive Woods and Mrs J Hansen (Djidi Djidi) for our 2011 Reconciliation Action Plan.

This artwork depicts Anglicare WA coming together with Aboriginal people, to sit at the same table, then moving together towards combining and then integrating our ways of working.



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 **ANGLICARE WA | ACCREDITED CHILD SAFE YOUTH SAFE ORGANISATION**
We are committed to protecting and enhancing the safety and wellbeing of all children and young people engaged in our services and activities, and in our physical and online environments. All children and young people are valued, we actively create opportunities for their voices to be heard and take action to prevent and safeguard them from future abuse, harm, and neglect. Anglicare WA responds to all safety concerns for children and young people, including if the safety concern is a direct result of engagement with us. Anglicare WA will continue to invest in a culture that prioritises the safeguarding of all children and young people.
Read our Statement of Commitment to Child Safety: Scan the QR or visit anglicarewa.org.au/who-we-are/child-safe-organisation.





We are proud to present Anglicare WA's 2022-23 Annual Report, the first to report against our 2022-2025 Strategic Plan: Tackling Disadvantage.

Launched last July, this Strategic Plan aspires to be transformational in our response to escalating need within the communities in which we work. We seek to go beyond essential service delivery and address the root causes of disadvantage by disrupting the continual cycle of poverty and trauma: challenging systemic barriers and working closely with local communities to create generational change.

The aspiration to tackle disadvantage proved to be appropriate during this last year, as worsening cost-of-living and housing crises pushed more and more Western Australian families into hardship and seeking our support. For the first time in our Annual Report, we record the number of calls received by our staff for emergency relief assistance.

We know transformation doesn't happen overnight, often it is a journey, a series of small steps that will add up to seismic shifts, however as we reflect on the last twelve months, this report will demonstrate how our new approach to community service is starting to take effect.



The first step to transforming the way we work - was to review our internal structure and operations to ensure we were best equipped to meet our strategic initiatives. In September, the Board took the difficult, but necessary, decision to exit from our businesses, including our Op Shops. Fortunately, our stores in Belmont, Maddington, Morley, and Fremantle were not closed but transitioned to ownership of Good Sammy and Red Cross.



Anglicare WA has a long history of walking with Aboriginal peoples across our state, as clients, advisors, and partners in social change. For more than 25 years we've been guided by a First Nations Voice - resulting in the establishing of an advisory group to the Board and more recently the appointment of our inaugural Director Aboriginal Engagement to advise our Executive. In 2017, we accepted the generous invitation from First Nations People offered in the Uluru Statement from the Heart to walk together towards a better future for all Australians, and ever since have been an ally in voice, treaty, and truth. And when the Referendum for a First Nations Voice to Parliament was announced by the Prime Minister, our Board and Executive were unanimous and unwavering in their support for the Yes vote.

This commitment was consistent too with our Strategic Plan aspiration of Tackling Disadvantage. As we know too well, any discussion of disadvantage in Western Australia must occur with a focus on Aboriginal people and communities.



OUR STRATEGIC PLAN 2022-25 HAS THREE KEY PILLARS

Anglicare WA was appointed a Child Safe Accredited Organisation after successfully completing the Child Wise Assessment this year, a comprehensive process which took more than twelve months to complete.

Our advice and experience continued to be sought and listened to by State and Federal Governments, from meetings with the Premier and Government Ministers to presenting to parliamentary committees.

This year, the Board welcomed Bishop Ian Coutts as our Bunbury Diocese representative. Our Executive farewelled both Shelley Micale and Tori Anderson over the last twelve months, with Kathryn Laferla appointed our new Director People & Culture in May.

As we now head into the second year of our Strategic Plan: Tackling Disadvantage, we seek your continued support as we build on our first year's work and put in place the systems and structures designed to take care of everyone in the community; by developing capability, creating possibility, and growing good lives.

We thank our staff, volunteers, Board and stakeholders for their contribution and support in 2022-23.

John Atkins AO
Chair

Mark Glasson
Chief Executive Officer

OUR YEAR IN REVIEW

2022-2023



JULY

- A Lotterywest cheque for more than \$500,000 to continue our state-wide emergency relief was presented to us by then Community Services Minister Simone McGurk.
- The Equity Project was established, with Anglicare WA one of ten community service organisations joining together to harness their collective voice and mobilise communities to fight against poverty.
- Staff from across WA were recognised in the annual Anglicare WA Awards. The Awards presentation concluded the online launch of our 2022-25 Strategic Plan: Tackling Disadvantage.



- The state-wide roll out of Home Stretch WA was launched by then Premier Mark McGowan. He was joined by young care leavers and our staff and CEO to launch the program of continued support for young out-of-home care leavers until then turn 21, based on the trial led by Anglicare WA.

\$160k+
Raised for
STREET
CONNECT

AUGUST

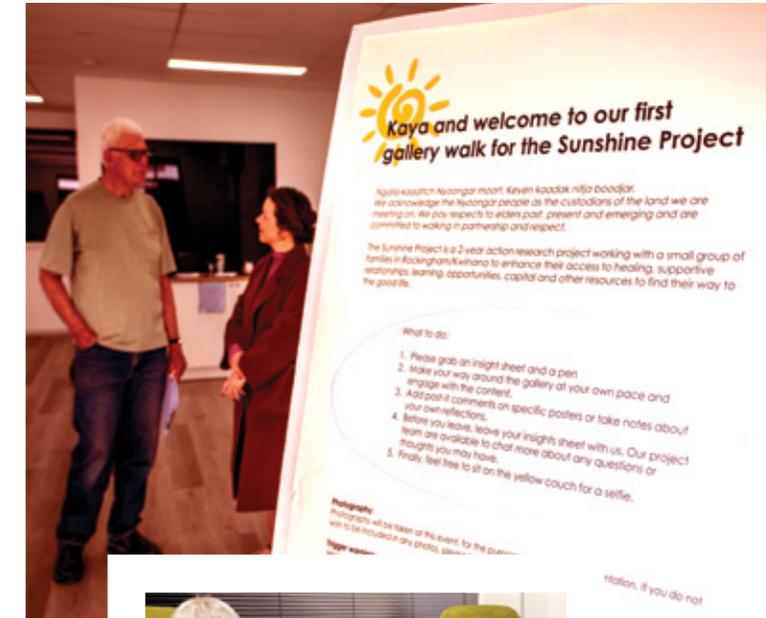
Our largest ever School Sleep Out was held at Optus Stadium with 450 students from 17 schools



SEPTEMBER

At the Anglicare Australia conference in Hobart, Anglicare WA won the Innovation Award for our Friend in Need project. The Burrelah Strong Families service in Derby, run in partnership with the Emama Nguda Aboriginal Corporation, received a special judge's commendation.

OUR YEAR IN REVIEW



OCTOBER

- Anti-Poverty week saw Mark Glasson & John Atkins join hundreds of prominent Australians in signing the Pledge to halve child poverty by 2030.
- The Sunshine Project Gallery Walk was held in Kwinana, inviting the community to engage with some of the stories, insights and opportunities from the research.



NOVEMBER

- More than 50 staff, clients and supporters marched with the Street Connect bus, which was converted for the night into Anglicare WA's 2022 Pride Parade float.
- We held several key leadership events this month, including the annual Service Manager Development Days and an inaugural Frontline Leaders Conference, with more than 60 staff from across the organisation.
- The Department of Communities' inaugural FDV Primary Prevention Grants were awarded, with Anglicare WA the only organisation to receive funding for multiple projects in Perth, South West, Great Southern, and North West.



Thanks to Wunderman Thompson for this award winning campaign.

DECEMBER

The Christmas Appeal advertising campaign Home for the Holidays was launched, winning multiple advertising industry awards.

- Our Bridges Metro/ Binjareb Team celebrated International Day of People with a Disability at a special event in Armadale.

\$170k+
Raised for
YOUNG
HEARTS



JANUARY

- We were chosen as one of two support providers for the new Youth Psychosocial Support Package service, providing short-term support to young people aged 16-24 experiencing mental health issues.
- Tropical Cyclone Ellie caused record flooding in the West Kimberley region, inundating the area, cutting access to Fitzroy Crossing and Derby, displacing hundreds of residents and limiting our service delivery.



FEBRUARY

Breakfast with Prime Minister Anthony Albanese for our General Manager North Services Carina Cooke and Pilbara Services Manager Charlene Senior, when Federal Cabinet visited Port Hedland for the first Cabinet meeting in a WA regional town.

- Anglicare WA was invited to address the Select Committee Inquiry into Workforce Australia, which was examining initiatives to target long term unemployment.



MARCH

With much sadness, it was announced Anglicare WA Op Shops would be closing. CEO Mark Glasson paid tribute to the staff and volunteers who kept them running for more than 40 years. The decision to transition out of our social business, which also included Employee Assistance and Training programs, followed a thorough evaluation of their business models. The exit was handled according to our values, with alternative supports arranged for clients and redeployment for staff and volunteers. Op Shops remained open in their communities under the ownership of Good Sammy and Red Cross.

END OF AN ERA



APRIL

- 250 people attended the launch of Stained Glass, a series of short films by Perth-based New Thing Productions, focusing on the experiences of homeless young people supported by our Y-SHAC service.
- We farewelled the Financial Counselling Network, a partnership of 14 not-for-profits and local government, jointly led by Anglicare WA and Uniting WA. The initiative was relaunched as the Financial Wellbeing Collective.
- The Rental Affordability Snapshot was launched, with the data encompassing the entire state for the first time and continuing to show nearly no properties were affordable for anyone on government payments.

YES
In April, we announced our unwavering support for a First Nations Voice to Parliament



\$100k+ For YOUNG HEARTS

MAY

- The 2023 Anglicare WA Op Shop Ball was held on Saturday 6 May. This year's theme "Going to the Chapel" saw some 500 brides, bridesmaids, grooms, priests, and mothers-of-the-bride. Over \$100,000 was raised for our Young Hearts child counselling service.
- After years of advocacy by Anglicare WA and other social welfare organisations, the Residential Tenancy Act reforms were announced:

ADVOCACY RENTAL REFORM WINS

- ✓ Pets allowed
- ✓ Minor modifications
- ✓ Rent bidding banned
- ✓ Rent increases once a year

Work in progress: End to no cause evictions



JUNE

- Thread Together, which was brought to Perth by Anglicare WA, launched its first WA clothing hub in Mirrabooka. In addition to the mobile service, the hub provides new, end-of-season clothing, shoes and accessories donated to Thread Together to give to those most in need.
- We officially opened the headspace Centres in Karratha and South Hedland! The fun and inclusive events were attended by the local community, politicians, young people and staff and leadership from headspace, WA Primary Health Alliance and Anglicare WA.



JOHN WALKER
Senior Counsellor
METRO REGION

John Walker is a facilitator for Mums and Dads Forever, a post-separation co-parenting service. John was awarded the Von Bromilow Award at the 2022 Anglicare WA Staff Awards.

"Gutsy and Courageous' is the value I find most inspiring. It can be easy to become complacent and ineffective in the helping services. We need to maintain some fire in the belly to take action when it would be easy to sit back and watch and shake our heads because nobody is doing anything.

"I feel proud when I am at interagency meeting, conferences, or training events and hear positive unsolicited feedback about Anglicare WA. I've had people come up to me and express gratitude for what the organisation does, and it makes me feel proud – no humbled – to be part of that."



LUSHANI DE SILVA
Family Counsellor
EAST KIMBERLEY

Lushani started joined Anglicare WA in May 2022 as the Family Counsellor in the East Kimberley, a year after completing a social work placement with the organisation.

"I wanted to come back because of the support offered to employees and the feeling of being around friends. Anglicare WA is community focused, which I find incredibly conducive to the kind of work I wanted to do.

"I love being in the East Kimberley, I really get the chance to unwind and ground myself, and working here for Anglicare WA is a great match for me. We are so community focused, which makes building relationships in the community really easy. The community also regards us positively, and I really get the feeling of contributing to the solution."



ROBYN FRANCES
Bridges Coordinator
SOUTH REGION

Robyn France is the Area Coordinator for the Bridges Disability Support Program in the Lower Great Southern. Based in Albany, Robyn has a team of 20 staff supporting 18 NDIS participants.

"Every day brings something different. Sometimes we have to deal with very challenging situations, but we are also very fortunate to witness our NDIS participants achieving goals. No matter how big or small the gain, to see someone strive and succeed is always incredibly satisfying.

"While all of the Anglicare WA values resonate, 'Fiercely Inclusive' really reflects how I, and the Team I work with, feel about the people we support. We strive to foster a culture where anyone can join in activities, have fun, meet new people and old friends, learn new skills and create lasting memories."



JASMINE GREGORY
Aboriginal Engagement
METRO REGION

Jasmine Gregory joined Anglicare WA in April 2020. Jasmine is our Aboriginal Engagement Lead, supporting Aboriginal staff and coordinating the implementation and review of our Stretch Reconciliation Action Plan.

"The Anglicare WA values that I relate to the most is 'Gutsy and Courageous'. These are the attributes that an organisation, and its staff, need to embody to make the kind of inroads and systematic change we are trying to achieve.

"The people are the best part of working for Anglicare WA. It was a real highlight for me this year at 2023 Reconciliation Walk at Kings Park. We had about 40 staff there, which was as many as any other organisation seemed to have on the day."

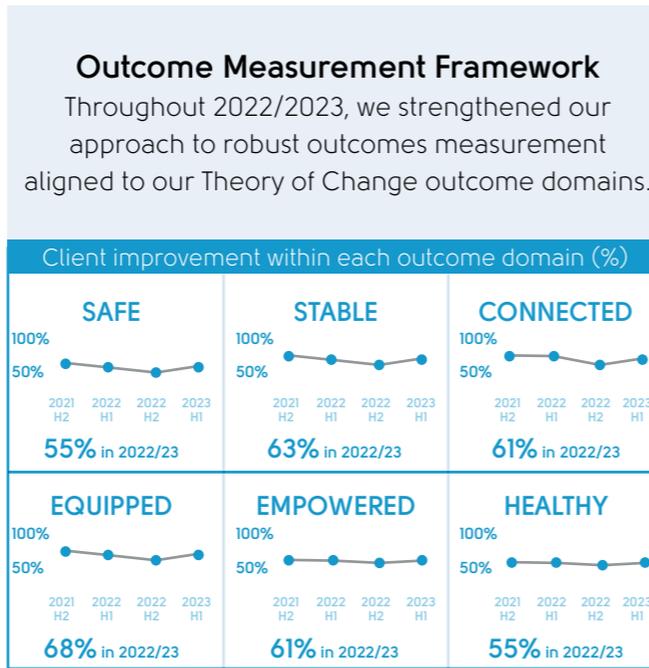
OUR REACH & IMPACT

2022 2023

We reached **68,449** Western Australians

Of this number, we supported 41,953 Western Australians through 104 direct services across 75 locations.

This included 24,973 children and young people, and 5,346 people who identified as First Nations.

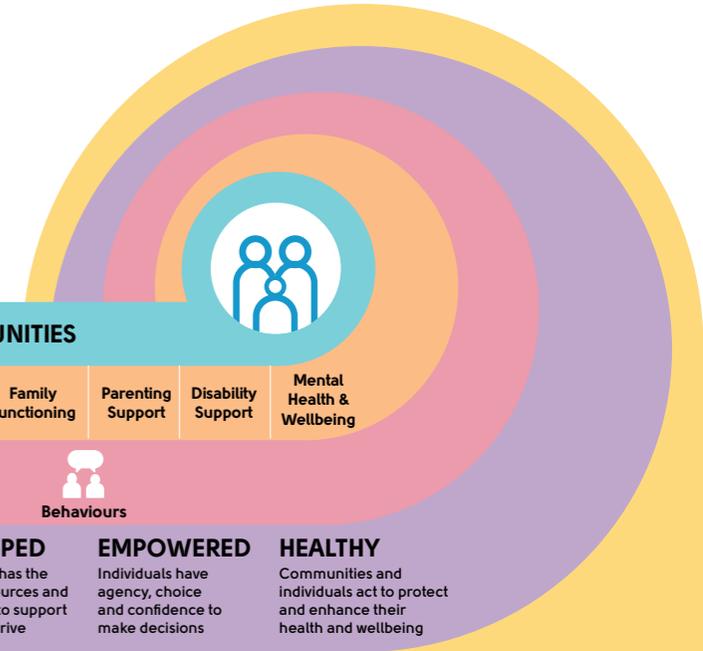


This Measurement Framework captures outcomes information for clients engaged with our services. 17% of clients took part in the outcomes survey.

Our Theory of Change shows how our activities are linked to our long-term goals.

We drive positive outcomes with those in need, by working in practice areas that support individuals, families and communities to thrive through trauma-informed supports and services. We challenge barriers to thriving by working towards systemic change. By undertaking these activities, we are contributing to a just and fair Western Australia where everyone can thrive.

Theory of Change is based on Bronfenbrenner's ecological systems theory. Our work with clients and the change we endeavour to make is situated within a holistic, integrated framework that is person-centred, place-based, and trauma-informed.



Anglicare WA supports: INDIVIDUALS, FAMILIES & COMMUNITIES

We deliver support across these areas: Family & Domestic Violence, Child Safety & Wellbeing, Youth Housing, Adult Housing, Financial Independence & Stability, Family Functioning, Parenting Support, Disability Support, Mental Health & Wellbeing

By developing: Skills, Knowledge, Attitudes, Behaviours

In order to achieve these positive outcomes:

- SAFE:** People and communities feel safe and are free from harm
- STABLE:** Everyone has a place to call home and are financially resilient
- CONNECTED:** Individuals have strong, positive relationships and feel connected to culture and community
- EQUIPPED:** Everyone has the skills, resources and networks to support them to thrive
- EMPOWERED:** Individuals have agency, choice and confidence to make decisions
- HEALTHY:** Communities and individuals act to protect and enhance their health and wellbeing

Which enables us to drive systemic change through: Better evidence of what works, Innovative service approaches, Amplifying client voices through advocacy

2,416 people supported through Family and Domestic Violence services

15,809 parents and care givers supported through Parenting services

939 young people supported through Youth Housing services

2,914 people supported with Mental Health and Wellbeing services

27,323 people supported through Financial Counselling and Wellbeing services

147 people living with disability supported with individual programs

**MATT & CASEY'S
STORY**

Bridges builds 'whole of family' approach

Matt and Casey are brothers who each live with disability and have been allocated their own unit through the public housing system. However, their NDIS funding does not cover 24/7 support, which they need to safely live independently, so they usually stay with their elderly mother, Anna, for a few hours each day.

This isn't an ideal situation either as Anna has health issues and struggles to care for them both.

The situation became more complicated when all three family members and four support workers tested positive for COVID-19 this year. Anna became too ill to look after her sons, and due to limited staff availability, our Bridges Disability Support Service arranged for the brothers to be supported together in one unit,

despite not always getting along.

Over several weeks, the Bridges team in Albany navigated staffing shortages, ensuring PPE-equipped staff worked with the two brothers, despite their COVID positive status, they managed the complex funding arrangements, and mediated tensions and anxiety resulting from changed routines. The team's holistic approach also extended to Anna. Even though she wasn't a client, they checked on her regularly and delivered medications and other necessary supplies.

The experience of Matt, Casey and Anna demonstrates the dedication and flexibility of our Bridges team in supporting their clients during a crisis and underscores the need for taking a 'whole of family' approach, especially in situations where family carers are socially isolated, aging or unwell.

The situation became more complicated when all three family members and four support workers tested positive for COVID-19 this year.

**LISA & CHRISTOPHER'S
STORY**

The power of financial counselling to tackle hardship

Lisa, Christopher and their 16-year-old son were renting in Armadale. Lisa worked part time as a Personal Carer, while Christopher had to work reduced hours to accommodate his treatment and recovery after being diagnosed with cancer.

Although the family managed to maintain their weekly rental payments, they had accrued a large power bill debt, and were threatened with disconnection, as well as incurring an overdue gas bill. Lisa and Christopher engaged with Anglicare WA's local Financial Counsellor to improve their financial situation.

The Financial Counsellor arranged for Making Ends Meet funds to pay the outstanding utility bills and the required two weeks rent in advance. Their household budget was stabilised and Lisa and Christopher are no longer at risk of disconnection.

**JO & ALAN'S
STORY**

Young Hearts helping parents too

Joanne and Alan had separated due to his escalating abusive behaviour, fuelled by alcohol. Following police intervention, Alan didn't see his three children for five months, during which time he went to rehab and stopped drinking. Meanwhile, the children had begun exhibiting behaviours influenced by their father's coercive control, in particular 5 year old Billy who had become aggressive around the house. The family was referred to our Young Hearts counselling services.

Jo wanted Alan to be involved in the children's counselling, to help him recognise the impact of his behaviour. With support of the Young Hearts team, Alan was able to speak to the boys and gain insight into their developmental issues. He admitted his past mistakes and showed remorse. He also learned how to tune in to his children's needs and improve his relationship with them.

This therapeutic counselling process highlighted the benefit (where it is safe to do so) of including offending parents in their child's counselling journey.



DYLAN'S
STORY

**names have been changed*

A holistic and culturally sensitive approach

Dylan, a 30-year-old man living in the Kimberley, sought counselling with Anglicare WA for violent behaviour after being charged with assaulting his former partner. Exposed to trauma and violence in childhood, Dylan struggled with his emotional regulation and communication skills, and had used violence in a previous relationship with the mother of his daughter.

We supported Dylan through interventions such as psychoeducation on trauma and emotional literacy, narrative therapy that explored power dynamics from an Indigenous perspective, as well as specialised treatments to process traumatic memories. Other support included mindfulness practise, resources on emotional regulation and culturally appropriate perspectives on family and domestic violence.

Dylan was referred to family mediation, legal aid, and a men's behavioural change program. Our staff continued to provide support by liaising with Dylan's legal team, helped with practical needs such as emailing documents, and maintained regular contact and safety planning.

This holistic and culturally sensitive approach helped Dylan to address his violence issues and improve his wellbeing.

Our staff helped with practical needs such as emails, contacting his legal team and safety planning.

OUR STRATEGIC PLAN 2022~2025

TACKLING DISADVANTAGE >

BOOST SERVICE IMPACT

- Make client voices central to the work we do
- Use technology to connect with people in the way that suits them
- Engage, inspire and develop exceptional people
- Build mental health support capacity

PROMOTE SOLUTIONS

- Advocate for policy change
- Find and test new solutions

MOBILISE COMMUNITY ACTION

- Promote the empowerment of Aboriginal people
- Inspire people to become active agents of change in their community

F I N A N C I A L S U S T A I N A B I L I T Y

OUR VISION

We believe in a just and fair Western Australia where everyone can thrive



OUR PURPOSE

To drive positive outcomes with those in need and to challenge barriers to thriving

OUR VALUES

- All about People
- Focused on Strengths
- Fiercely Inclusive
- Trusted Partners
- Curious & Creative
- Gutsy & Courageous



INITIATIVE 1 Make Client Voices Central to the Work We Do

Whilst client participation was a feature of the Strategic Plan 2019 – 2022, we knew our work wasn't done.

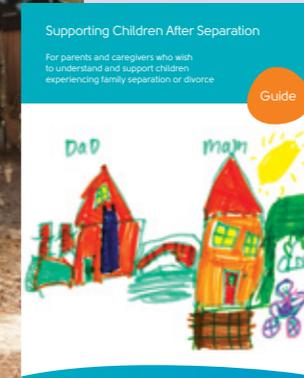
In the previous three years our Services embedded client voice into their design, delivery and evaluation, now we are working to amplify the voices of clients for systems change and to value workers with lived experience as an integral part of our workforce.

Amplifying client voice for systems change

- Our youth services premiered Stained Glass, a short film series created by Perth-based New Thing Productions to highlight the strength, determination, and courage of young people experiencing homelessness and mental health challenges.

Client participation in service design and delivery

- The Supporting Children After Separation service consulted with parents and children to develop a new



Boost Service Impact



parenting in separation workshop, accompanied with an information booklet featuring input from previous participants.

- Recommendations from the Dudley Park Child & Parent Centre Family Voices Group led to new initiatives, such as posters introducing the staff to reduce newcomer anxiety and promote relationship development.
- Our Arbor Grove Child & Parent Centre worked with local Culturally and Linguistically Diverse groups to investigate what school readiness means in a multicultural context. They're now moving on to trialling new approaches.

Lived experience workforce

As we build our Lived Experience Framework, our lived experience workforce continues to grow, with a range of workers across the organisation purposefully utilising their lived experience of disadvantage and community service usage to drive better outcomes for others. Including:

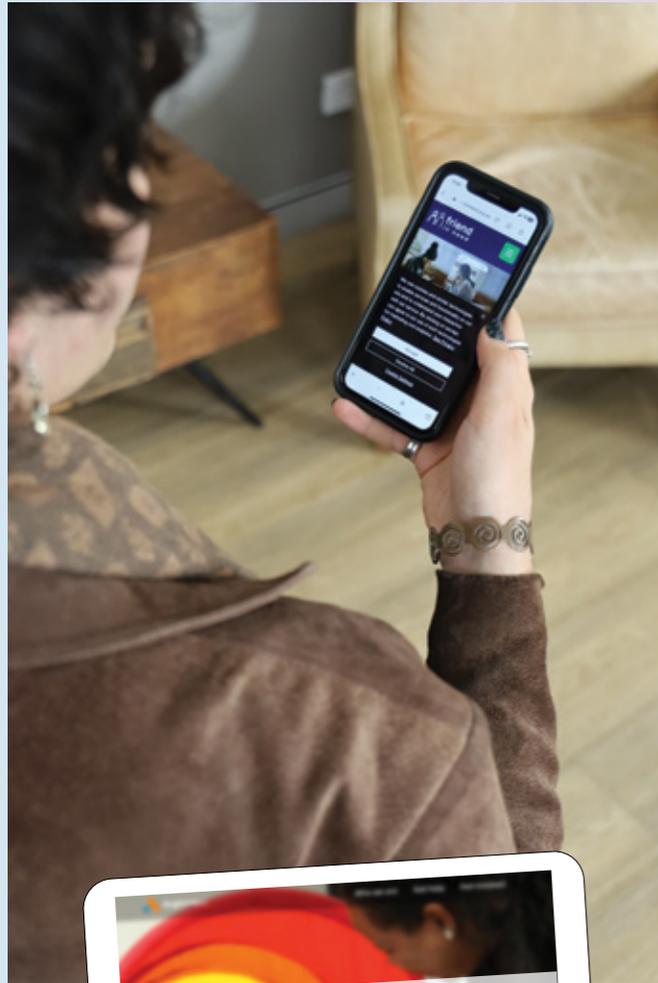
- Home Stretch Community of Practice; young people with an out-of-home-care experience are now paid

Community of Practice staff delivering training and support to new Home Stretch providers across WA.

- Youth Psychosocial Support Service; young people with a lived experience of mental health distress and alcohol and other drug use, support those in similar circumstances in Perth to live independently and thrive.

OUR FIRST STORYTELLING PROJECT

- ✓ Walking alongside 10 people with lived experience of disadvantage (*pictured right*)
- ✓ Centre for Stories partnered with us to deliver a series of workshops
- ✓ Storytellers were empowered to participate in advocacy and help with systems change



INITIATIVE 2 Use Technology to Connect with People in the Way That Suits Them

With continual advancements in digital technology and accessibility, as well as a constantly improving digital literacy amongst the people we support and the communities we work, it is expected we will keep pace with this digital evolution to deliver flexible, accessible services that meet clients needs and community expectations – without compromising security.

In the first year of this strategic initiative, we have simultaneously worked to improve existing systems whilst commencing design and planning of new integrated and accessible technologies.

Key achievements this year have included:

- Working with our team in Joondalup to better understand how we protect and secure client information to create enhanced digital processes.



Left: Anglicare WA's IT team.
Below: Our Triage and Enquiries Team answering calls in East Perth.



Boost Service Impact



- Website transformation project commenced with the transition to a new hosting platform in the first stage of system upgrade.
- Bridges Disability Support Service staff were the first to test our mobile client case management system, enabling them to securely access client information wherever they were working.
- Testing of alternative systems to meet data and security requirements for a new client booking system.
- A range of staff-facing integrations were completed, such as automating manual process and increasing real-time reporting to allow for system testing whilst ensuring minimal disruption to clients.

TECHNOLOGY NEXT STEPS

- ✓ New website development
- ✓ Investigating and testing AI for better delivery of services and information to our clients
- ✓ Development of an online client hub, including testing potential client-facing apps



INITIATIVE 3

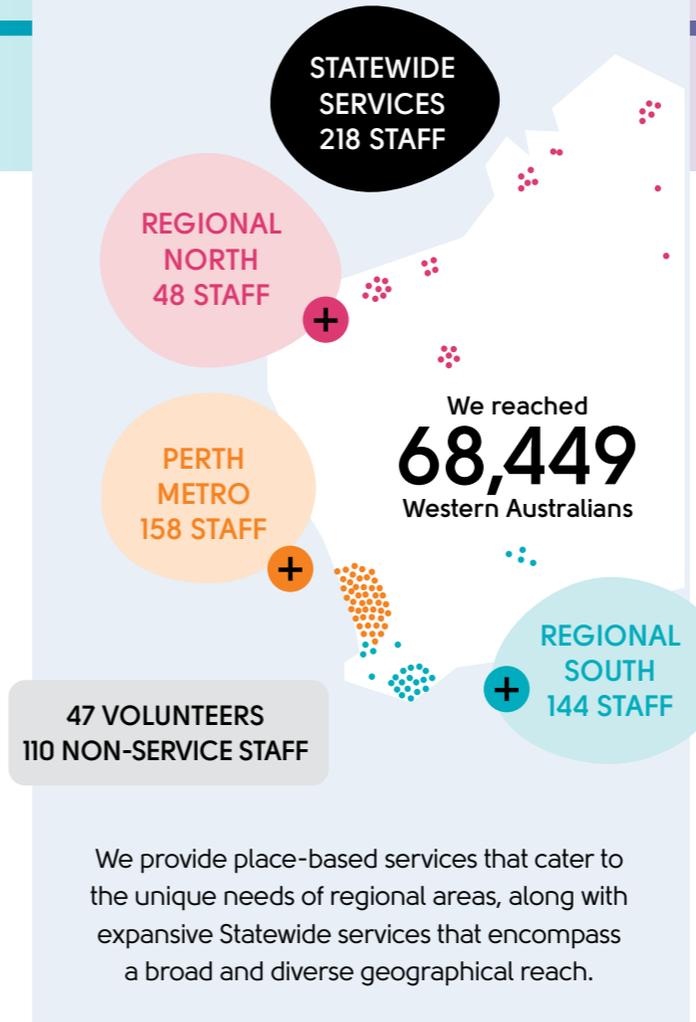
Engage, Inspire, and Develop Exceptional People

Our goal of Tackling Disadvantage relies on attracting and retaining a skilled, engaged, and energised workforce. We continue to navigate the challenge of a highly competitive market, where talent is scarce, especially in highly skilled roles and in communities that need us most. Anglicare WA has a reputation for outstanding workforce experience. People are eager to join our vibrant, innovative, and inclusive workforce. Over the past 12 months, our people have grown and enhanced their skills, knowledge, and experience.

Valuing our employees – present and future

We have reached the final development phase of our Employee Value Proposition, reflecting our core aim to attract exceptional talent and provide an outstanding employee experience.

Our internal role movements sit significantly above our target, demonstrating that staff are choosing to stay at Anglicare WA to broaden their experience and advance their careers.



Talent pipelines, staff development and retention

- We set up an internal project group to focus on student placement pathways, starting with services that have signalled readiness with existing opportunities.
- A new Emerging Leaders program was piloted. Six participants completed a mix of self-directed learning, facilitated sessions, coaching with People and Culture and management support.



Below: Our Pilbara team hosting staff from Perth



The feedback has been excellent, and the program is now being offered to a larger cohort.

- In partnership with our Director Aboriginal Engagement, we are developing pathways to attract and support Aboriginal staff to grow their careers, however progress has been hampered by recruitment challenges.

NEW LAUNCH OF OUR PEOPLE SYSTEM 'HIVE'

- ✓ A digital platform to support and enhance employee engagement
- ✓ Bringing employee information, learning, performance, and recruitment into one hub
- ✓ In the first month, 60% of staff logged in and feedback was resoundingly positive



"I found the courage and strength to build a positive life and... to get out of the darkness. The Waugyl guided me out..." Michael Matters

Recovery Framework Artwork
Wayan-iny (Fear) By Michael Matters & Barbara Bynder



INITIATIVE 4 Build Mental Health Capacity

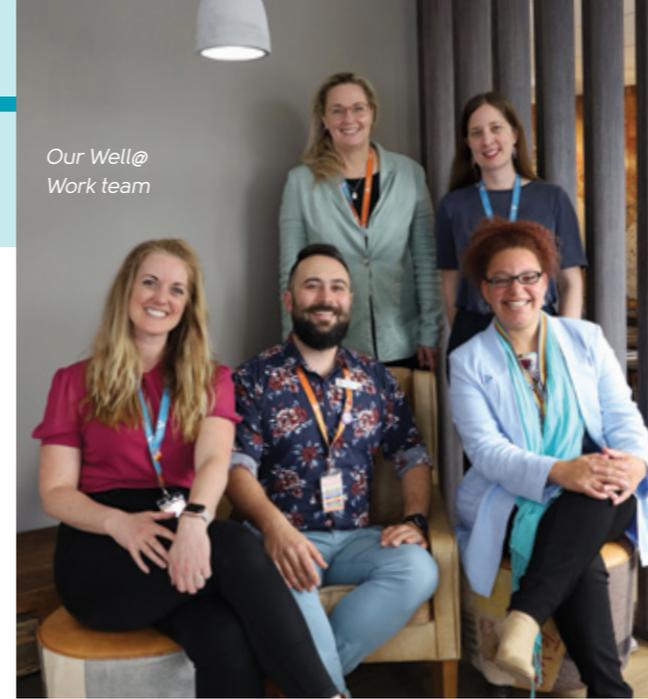
Our ability to drive positive outcomes alongside those in need is increasingly impacted by mental health complexities. This strategic initiative focuses on equipping and supporting our workforces to adapt to this emerging need as we continue to support people facing these challenges, while acknowledging that many of the mental health needs of people who use our services are outside our expertise and the types of support we offer.

Anglicare WA Recovery Framework

The Recovery Framework ensures that we continue to offer preventative and community-based support to those who need it according to recovery-oriented and trauma-informed principles. It not only informs the way we walk alongside our communities, but also shapes practice across the entire organisation, including workforce development and wellbeing.

The Framework was co-created with an internal reference group of people from across the organisation, and guided by the National Framework.

Our Well@
Work team



WELL@WORK SPOTLIGHT

- ✓ Mitigate Illness – Monitor, accommodate, and treat illness, ill-health and injury
- ✓ Prevent Harm – Minimise harm and protect against risk
- ✓ Promote Thriving – Optimise well-being and generate future capabilities

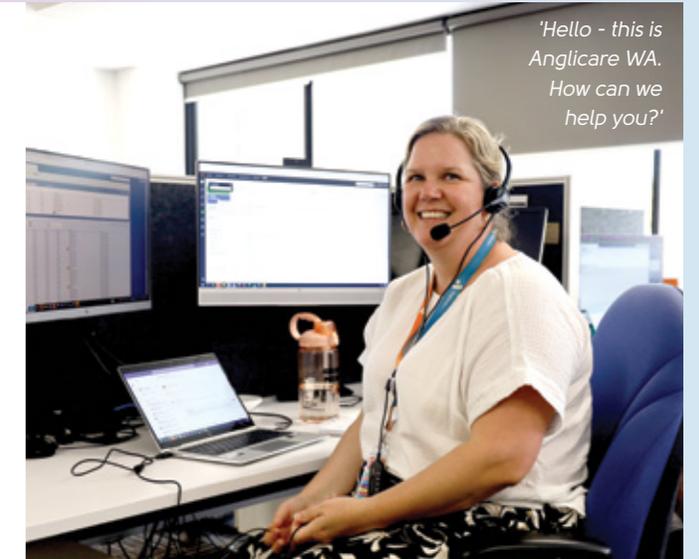
The transformational process to embed the Framework across all services and teams at Anglicare WA has begun.

Amplifying the wellbeing of our workforce

The Well@Work Group crafted the 2023-2025 Well@Work Wellbeing Strategy and Action Plan.

Developed using Curtin University's Thrive at Work Framework, the plan involved consultation, a wellbeing audit, and design thinking with stakeholders.

Boost Service Impact



'Hello - this is Anglicare WA. How can we help you?'

It encompasses 26 actions spanning 6 outcome themes, driving initiatives, programs, and systems for a supportive and psychologically safe workplace across Anglicare WA.

Testing new ways

- The Triage and Enquiries Team (*above*) has developed and implemented a new escalation pathway to better support those experiencing distress and risks relating to safety, while also safeguarding the wellbeing of our teams.
- StandBy teams have been exploring new ways of engaging parts of the community that have previously been difficult to connect with, commencing projects which use art therapy to engage parents, and a new yarning circle approach.



INITIATIVE 5 Advocate for Policy Change

We worked alongside many others to provide evidence and analysis, offered spokespeople and case studies to journalists, wrote letters to decision makers, and met with many key officials this year. Anglicare WA is seen as a credible voice and sector leader in advocacy, reflected in requests from Members of Parliament, government officials, peak bodies, and parliamentary inquiries to provide input into policy consultations, roundtable discussions, and in some cases, legislative change on social issues.

HOUSING SPOTLIGHT

- ✓ Rental Affordability Snapshot
- ✓ Rental reforms - Make Renting Fair
 - ✓ Rent relief
 - ✓ Social and affordable housing
 - ✓ WA Housing Future Fund
- ✓ Met with builders, developers and community providers to find long term housing solutions



Left: Did you see our 'Cold Call' campaign? These compelling ads were created for us by our award winning partner, Wildings Creative



Key highlights this year included

- Delivered the Anglicare WA Rental Affordability Snapshot 2023.
- Contributed to parliamentary committees on food security, poverty, funding of homelessness services, and employment by providing written submissions and evidence at hearings.
- Secured tenancy reforms to limit rent increases to once a year, prohibit rent bidding, and allow for modifications and pets. This was the result of extensive advocacy from the Make Renting Fair Campaign, of which Anglicare WA is a founding member.
- Contributed to State and Federal investment in social housing, rent relief, income support, parenting payments, cost of living measures, and responses to family and domestic violence.



Above: Brad from Kwinana, featured as a case study in our Rental Affordability Snapshot



- Amplified lived experience voices in inquiry submissions and hearings, community-based action, research, and traditional and social media.
- Boosted momentum for advocacy campaigns and projects such as Make Renting Fair, Equity Project, Raise the Rate, and Social Reinvestment WA.



INITIATIVE 6 Find and Test New Solutions

Our previous investment in cultivating innovation skills across staff has yielded positive results, and many of our teams are using innovation tools to enhance client experiences. Our current strategic focus is to look to the future, designing and testing ways for people to grow their good life, and identifying new ways of nudging systems to better enable it.

Incorporating innovations into our existing services

- The Home Energy Efficiency Scheme supports financially challenged households to lower their energy bills through a combination of home visits that offer tips on reducing energy consumption, provision of devices that measure energy use and funds for switching to energy efficient appliances. The project received \$9M plus brokerage to scale up across Synergy's entire South West catchment.
- We successfully tendered for the Youth Psychosocial Support Package, which will allow young people to be referred through community rather than hospital based services. They will be assessed by a central



coordinating agency and have a choice of mental health supports to enable them to contribute and participate in community, social, and economic life.

Looking beyond our core service offerings

- A Horizon Scan of emerging trends impacting poverty and disadvantage in Western Australia is sparking fresh perspectives within our teams.
- The Sunshine Project is a 2-year design project in Kwinana/Rockingham that explores how we can enable families to grow the good life, even amidst challenges.
- We co-designed tools and practices to push the parameters of traditional case management,

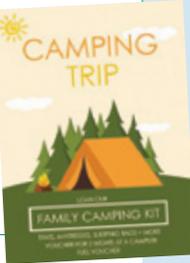


empowering staff with the freedom and resources to respond in truly bespoke ways.

- Working in partnership with Dudley Park CPC, Dudley Park Primary School and Community Skills WA, are engaging parents of young children to join the Hopscotch project. Starting in Term 4, they will participate in a range of personal development, community activities and some accredited training to help bridge them into the world of work.

TESTING NEW WAYS TO CREATE THE GOOD LIFE

- ✓ Spaces and equipment for social batch cooking
- ✓ Loan camping kit for families
- ✓ Date night therapy
- ✓ Partnering with other services, local government and community groups
- ✓ Loan garden and cleaning kits
- ✓ Farm fresh vegetables





INITIATIVE 7 Promote the Empowerment of Aboriginal People

At Anglicare WA, we embrace opportunities to listen to and promote Aboriginal voices, and we ensure services to our Aboriginal clients are culturally safe. Through this initiative, we actively look for ways to engage with Aboriginal communities and organisations to build capacity and enable Aboriginal people to take a leadership role in service provision.

For the first time, we have Aboriginal representation at every level of the organisation from the Board to the frontline.

Cultural Security Framework

We partnered with Professor Juli Coffin from Yawardanl Jan-ga to plan a cultural security audit of Anglicare WA. The findings will help to shape a Cultural Security Framework that will be embedded in all our services.

Transitioning to Aboriginal Community Controlled Organisation (ACCO) leadership

In collaboration with Karra Baabpa Consulting, we developed a 'Right to Thrive' strategic framework to pave



the way to transitioning some services towards ACCO leadership, as we seek to shift to an attitude to 'walk with' rather than 'decide for' Aboriginal people.

Aboriginal engagement and capacity building

- Through our Aboriginal Employment Strategy, we are establishing a strong Aboriginal Staff Network at Anglicare WA, with First Nations representation now at all levels of the organisation, including our Board.
- The Aboriginal Advisory Group had a refresh with new members representing First Nations people across WA.
- Our capacity building projects include looking to support Aboriginal staff with study in regional areas.
- We moved to a new Stretch Reconciliation Action Plan, with more staff interested in joining the Reconciliation Committee.
- National Reconciliation Week saw the largest numbers ever from Anglicare WA join the Reconciliation Breakfast and the Walk for Reconciliation.



Above: Walk for Reconciliation at Kaarta Koomba (Kings Park);
Right: Business as usual on 26 January for this team at East Perth as we support changing the date.



YES!

WHY WE SUPPORT A VOICE TO PARLIAMENT

The Uluru Statement from the Heart offers a historic mandate to create a fuller expression of Australia's nationhood – we have supported the Statement since 2017. We thank First Nations people for their generous invitation to walk together towards a better future for all Australians and accept this invitation.

- ✓ In solidarity with First Nations Peoples, communities and organisations, we commit to advocating for the Australian Parliament to implement the Uluru Statement from the Heart and pledge our support to the three key elements of the Uluru Statement from the Heart: Voice, Treaty, and Truth.
- ✓ We commit to supporting self-determination in the communities in which we work and to respecting the knowledge and expertise of First Nations peoples and centring their voices in our work.
- ✓ We commit to informing and educating our workforce, supporters and partners on the Uluru Statement from the Heart and using our sphere of influence to encourage others to join these efforts.
- ✓ We believe an Indigenous Voice must be enshrined in the constitution to ensure changes in government don't enable an erosion of the commitment to seek advice from First Nations people in matters which affect them and about which they know best.
- ✓ We join people and organisations across the country in accepting the invitation in the Uluru Statement from the Heart to walk with First Nations people to make Australia a more inclusive place for everyone.



Above: Back-To-School Christmas packs for young clients in Rockingham and Mandurah; Right: Archbishop of Perth Kay Goldsworthy, CEO Mark Glasson, and Chair John Atkins at the ordination of our Chaplain Chris Thomason



INITIATIVE 8 Inspire People to Become Active Agents of Change in Their Community

This initiative aims to support communities to drive effective and lasting change, at the local level and built on community strengths. Moreover, it's about advocating for a system which reflects a more contemporary context and enables the conditions through which everyone can thrive.

Community development training program for Services

This new program will be launched in phases over the next two years. The training expands our knowledge of asset-based community development and place-based frameworks, encompassing their principles, mindsets, and practices. It will ensure a common theoretical understanding and consistent application in our services.

Community development pilot projects

We are also assisting services to trial and refine local community projects. Insights gained will inform wider implementation. Examples include:

- The Albany Women's Centre supporting community



groups to champion their own advocacy events/ activities during the 16 Days in WA campaign to end gender-based violence.

- Co-developing youth friendly financial literacy resources through a partnership between our Financial Counselling Services and youth groups in Albany.
- The Pilbara site supporting community to lead the development of emotional literacy resources that are culturally safe and in local languages.

Equity Project

We joined other social service organisations to form The Equity Project to encourage citizen-led action and achieve policy and systemic change that leads to economic justice in WA. The Project includes a strong focus on amplifying the voice of people with lived experience of disadvantage.



9,354
people supported through community capacity building, prevention and education



Members of the Project's Lived Experience Group joined us when giving evidence to Parliament on poverty in Australia and provided insights into the national 'Measuring What Matters' Framework.

Leveraging connections with schools and parishes

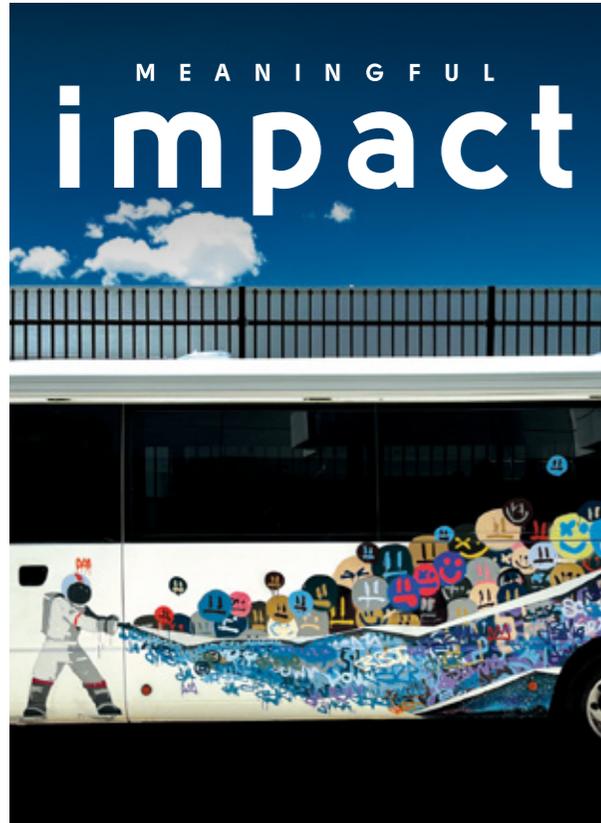
We expanded our education programs to more schools across the state, covering topics of disadvantage, inequity, and respectful relationships. The programs facilitate advocacy pathways for young leaders who have a passion to address certain social issues.

Our Chaplain has continued to strengthen relationships between our services and local parishes.

COMMUNITY ADVOCATES SPOTLIGHT

- ✓ Resources to support our staff and the broader community to be active agents of change
- ✓ Encouraging people to lend their voice and promote fairness, equity and respect
- ✓ Mobilising people in their sphere of influence

Why Anglicare WA Needs Philanthropy



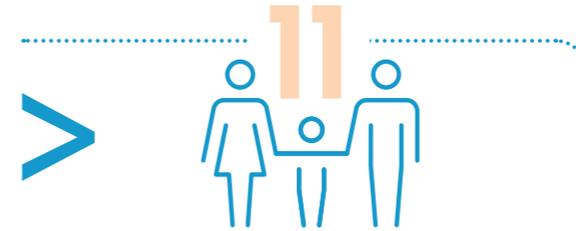
EVERYONE NEEDS A HELPING HAND SOMETIMES. Anglicare WA is dedicated to uplifting the Western Australian community, venturing where others won't. *We believe everyone should have the chance to thrive, not just survive.*

While we receive government support for core services, our commitment goes beyond that. Placing individuals at the heart of our mission, we adapt to their changing needs. This is where philanthropy comes in, offering us flexibility to excel and create lasting change.

With philanthropic support, we can expand programs, provide outreach, camps, education, emergency relief, and more.

Through the generosity of individual donors, corporate partners, charitable trusts, and the broader community, we supported a diverse range of services. By joining hands with us, **YOU BECOME A CATALYST FOR CHANGE.**

Philanthropic funding has been able to support



Over 11 vital programs across Family & Domestic Violence, Financial Independence & Financial Stability, Mental Health & Wellbeing, Prevention & Education and Youth Housing and Homelessness.

SUPPORTED 598 YOUNG PEOPLE EXPERIENCING HOMELESSNESS



Provided over 10,000 children and young people with a safe space to work through their problems and feelings.

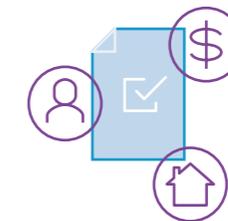


Helped 91 young people and families to retain or transition into stable private tenancies.

SUPPORTED 8,000 PEOPLE TO BUILD HEALTHY RELATIONSHIPS AND LOOK AFTER THEIR MENTAL WELLBEING



Covered **\$140,520.14**



in rental payments/ arrears to help more than 50 families keep their homes and get back on their feet.

OUR PARTNERS

Community Partners

Group	Corrective Services	Network Fremantle	headspace Kalgoorlie
Boniface Care	Goldfields	Rockingham	headspace Mandurah
Breakaway Aboriginal Corporation	Create Foundation	Family Support	headspace National
Bridgebuilders	Cyrenian House	Network Good	headspace National
Bridgetown Family & Community Centre	Department of Communities	Shepherd Australia New Zealand	Youth Mental Foundation
Broome Circle	Department of Education	Gosnells Armadale	headspace Osborne Park
Brotherhood of St Laurence	Department of Health and Aged Care	Family Support	Health Empower Australia
360 Health and Community	Department of Justice	Financial Counsellors Association of Western Australia	Hedland Senior High School
Above and Beyond Education	Department of Primary Industries and Regional Development	Follow the Dream (Polly Farmer Foundation)	Helping Minds Holyoake
Advocare	Department of Social Services	Foodbank Western Australia	Hope Community Services
Advance Housing Limited	City of Cockburn	Foodbanks Information and Referral Service	Hudson Road Family Centre
Albany Community Foundation	City of Rockingham	Foundation Housing Limited	Innovation Unit
Albany Community Legal Centre	City of Karratha	Foyer Foundation	Investing in Our Youth
Albany Youth Support Association	City of Kwinana	Frank Konecny Community Centre	Kalumburu Aboriginal Corporation
Amity Health	CLAN WA	Girls to Women Workshops	Karratha Health Hub
Communicare	Clarkson Early Learning Centre	Gosnells Community Legal Centre	Karratha Senior High School
Archbishop of Perth Community Welfare Fund	Clontarf	Gosnells Lotteries House	KEYS (Kwinana Early Years Service)
Australian Red Cross Behaviour Help	Communicare	Great Southern TAFE	Keystart Loans Limited
Behaviour Tonics	Community Data Solutions	headspace Albany	Kimberley Aboriginal Medical Service
Best Programs for Kids	Community Resource Centres	headspace Bunbury	Kimberley Joint Response Team
Be You headspace in schools	Corrective Services		Kununurra
Blue Sky Community	Karratha		Neighbourhood House

OUR PARTNERS

Leafie.org	Disability Insurance Scheme)	Radiance Network	Service Association
Legal Aid WA	Neami	Rainbow Coast	WA Police
LivingWorks Australia	Neon Leadership	Neighbourhood Centre	WA Primary Health Alliance
Lotteries House Broome	New Thing Productions	Richmond Wellbeing Group	WAARDI Building Babies Brains
Lotteries House Gosnells	Ngala	Rockingham Peel	Wanslea
Lotteries House Armadale	Ngnowar-Aerwah Aboriginal Corporation	Roses in the Ocean	State Coroner's Office
Mara Pirni	Nirrumbuk Aboriginal Corporation	Ruah Community Services	Sussex Street Community Law Service
Healing Place	North Metropolitan TAFE	Salvation Army	Synergy
Marnin Bowa	Northcliffe Family Centre	Sandalwood Family Centre	Talking Kids Australia
Dumbara Family	Notre Dame University	Sexual Health Quarters	Telethon Kids Institute
Healing Centre	Nunga Women's Resource Centre	Shelter WA	The Champion Centre
Margaret River Family Centre	One Tree LCIS	Shining Hope WA	The People Place
Marnja Jarndu	ORIGEN	Small Business Development Commission	Busselton
McCusker Centre for Citizenship	Palmerston Association	South Coastal Women's Health Services	The Spiers Centre
Men's Outreach	Peel and Rockingham	Southwest Aboriginal Medical Services	The Underground Collective
Service Aboriginal Corporation	Kwinana Mental Health Services	South West Aboriginal Medical Services	Thrive Relationship and Education Services
Mental Health Commission	Peel Community Legal Centre	Suicide Prevention Steering Group	Town of Port Hedland
Midlas (Midland Information Debt and Legal Advocacy Service)	People Who Care	Southcare	UnitingCare West
Milligan Community Learning and Resource Centre	Pilbara FDV Network	Southern Aboriginal Corporation	Uniting WA
Mirraboooka Square	Pinjarra Community Resource Centre	Stopping Family Violence	VolunteeringWA
Mission Australia	Playgroups WA	St John of God	WA Aids Council
Money Mentors	Pride and Prominence	Suicide Prevention	WA Association for Mental Health
NDIS (National	Private Therapy Services		WA Council of Social Service
			WA Alliance to End Homelessness
			WA Local Government
			Yarloop Community Resource Centre
			Yorganop Aboriginal Corporation
			Yorgum Aboriginal Healing Corporation
			York Family Playgroup
			Youturn Limited

OUR PARTNERS

Corporate Partners

Anglican Schools Commission
Austal Pty Ltd
Bankwest
CBH Group
CBRE
Chevron
Fortescue Metals Group
Gilmac Pty Ltd
HBF
Horizon Power
ISPT
NAB
Vicinity Centres
Western Australian Anglican Schools Association

Community Skills WA
Smith Family
Spacecubed (Meshpoints)

Mission Partners

Archbishop Of Perth
Anglican Community Fund
Anglican Diocese of Bunbury
Anglican Diocese of Northwest
Anglican Diocese of Perth

Op Shop Ball Partners

96FM
APM
Brookfield Properties
Business News
Clairault Streicker
Doug & Annie Walker
Early Start Australia
Lifecare
Lululemon
Minderoo Foundation
mobiity
MyIntegra
Nick and Kate Murfett
Spinifex Brewing Co.
True North
Umbrella Foundation
Wunderman
Thompson Perth

School Partners

All Saints' College
Arbor Grove Primary School
Bob Hawke College
Bungaree Primary School
Christ Church Grammar School
Court Grammar School
Dudley Park Primary School
Esperance Anglican Community School
Frederick Irwin Anglican School
Georgiana Molloy Anglican School
Guildford Grammar School
Hale School
John Septimus Roe Anglican School
John Wollaston Anglican Community School
Karratha Primary School
Newman Senior High School
Onslow Primary School
Perth College
Peter Carnley

Anglican Community School
Peter Moyes Anglican Community School
Safety Bay Primary School
Safety Bay Senior High School
Shenton College
St George's Anglican Grammar School
St Hilda's Anglican School for Girls
St James' Anglican School
St Joseph Primary School - Wyndham
St Mark's Anglican Community School
St Mary's Anglican Girls' School
Swan Valley Anglican Community School
Tranby College

Trusts and Foundations

Australian Communities Foundation
Alcoa Foundation
Azure Capital Foundation
BB and A Miller Foundation
Channel Seven

Telethon Trust
GRO Foundation
Henderson Family
Lotterywest
Minderoo Foundation
Paul Ramsay Foundation
Perpetual Foundation - John and Betty
Johns Endowment
The Busby Family Fund
The Gregg Family
The Kingsnorth Family
The Oliver Charitable Foundation
The Stan Perron Charitable Foundation
The Stewart Family Foundation
Wright Burt Foundation
Wythenshawe Foundation

Winter Appeal Committee

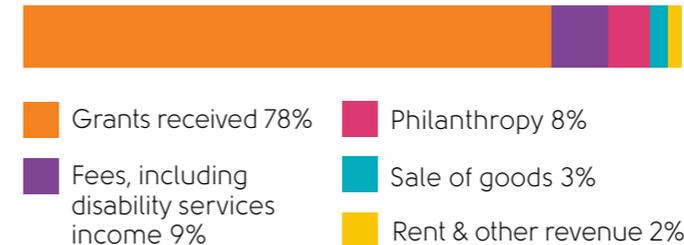
Devenish
Bill Hassell AM JP
David Alder
Frank Brennan
Geoff Potter
Jemma Sanderson
Monique Ridley
Robert Perman

OUR FINANCIAL REPORT

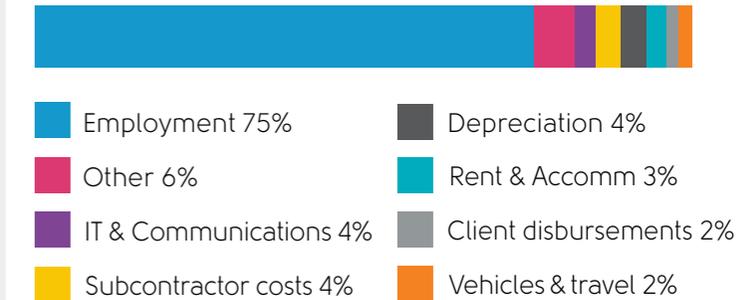
2022-2023

Anglicare WA's financial objective continues to be to use our assets in an effective and sustainable manner, for the benefit of the individuals we support and the wider community. This year, Anglicare WA chose to use a component of its resource base to invest in projects associated with its strategic priorities. Our budget projected that this investment would result in a deficit of \$2 million for 2022-2023; our actual financial result was in line with budget.

INCOME \$63 million total. Government and other grants continue to be the major source of funding, contributing \$49 million in 2022-2023. Other sources of funding included disability services revenue and philanthropy.



EXPENDITURE \$65 million total. Employment accounted for 75% of our overall spend, with client-facing staff being our primary investment. Subcontractors fees accounted for 4%, with these expenses reflecting payments to other charitable organisations.



Anglicare WA continues to maintain a strong balance sheet with minimal debt:

ASSETS TOTAL \$41 million

- Non-current assets \$12m | Current assets \$29m
- Current assets: \$25m in cash and term deposits (restricted and unrestricted).

LIABILITIES TOTAL \$20 million

- Non-current liabilities \$2m | Current liabilities \$18m
- Current liabilities: \$4m in employee benefits, \$1m in lease liabilities and \$3m in repayable grant funding.

OUR BOARD



John Atkins AO
Chair



Simon Axworthy



Bishop Ian Coutts



Mark Glasson
Chief Executive Officer



Claire Lucas
Director, Innovation & Strategy



Philippa Boldy
Director, Services



Nicole Casley



Janine Freeman



Andrew Friars



Leone Cottam-Williams
Director, Aboriginal Engagement



Mark Fuderer
Director, Corporate Services



Kathryn Laferla
Director, People & Culture



Jane Harries



Rob Kirkby



Sue Robertson



THANK YOU
Shelley Micale
Director,
People & Culture
To May 2023



THANK YOU
Tori Anderson
Director,
Philanthropy & Enterprise
To September 2022

BOARD COMMITTEES

Aboriginal Advisory Group:

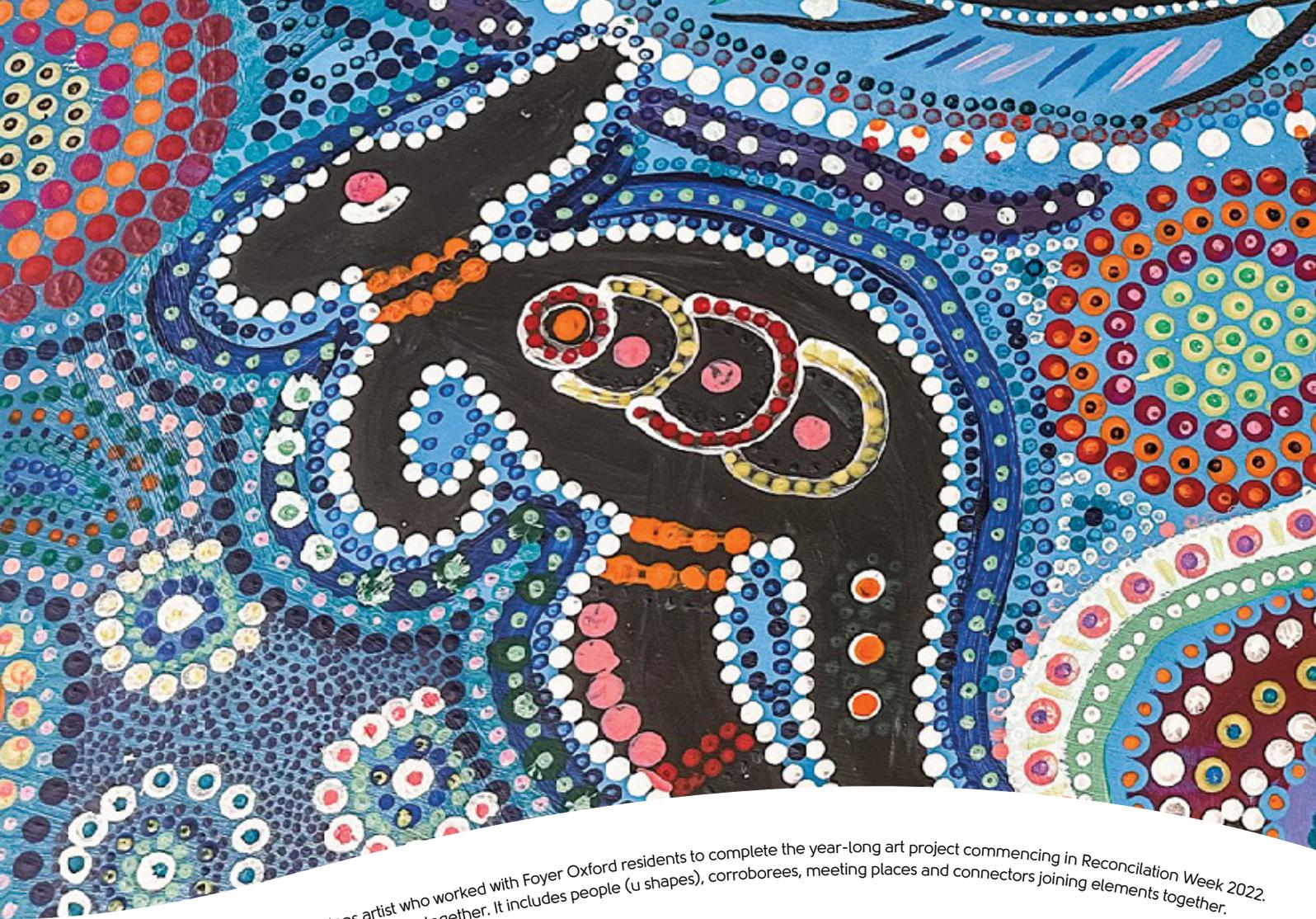
Nicole Casey (Chair)

Audit & Risk: Rob Kirkby (Chair),
Janine Freeman, Andrew Friars

Nominations & Remuneration:

John Atkins AO (Chair), Andrew Friars

Service Quality: Sue Robertson (Chair),
Simon Axworthy



Artwork by Cassandra Martin, a First Nations artist who worked with Foyer Oxford residents to complete the year-long art project commencing in Reconciliation Week 2022. The painting is about reconciliation and coming together. It includes people (u shapes), corroborees, meeting places and connectors joining elements together.



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