



Anglicare
Southern Queensland

Support for the life you want

Annual Report
2017-2018

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We work to **serve** and **lead** by
our values



Our vision and *purpose*

To create a more loving, just and inclusive society,
reflecting the life and teachings of Christ.

As part of the Anglican Church Southern Queensland,
we walk alongside those in need offering
compassionate care, support and counselling;

 Advocating for the most vulnerable

 Seeking to transform lives through loving service

Archbishop's Message



The Anglican Church Southern Queensland serves and supports our community in many ways. Anglicare is at the forefront of our community service.

Anglicare's dedicated staff commit themselves to assisting people who need compassion, care, respect and a helping hand in times of need. This vital work covers a broad range of needs and enriches our community life together.

The demands we all face in daily life can mean that sometimes we leave behind, neglect or forget vulnerable members of society, whether they be aged, homeless, in poverty, struggling with a mental illness, or people suffering from the scourge of domestic violence.

The dedicated staff of Anglicare strive to improve the quality of people's lives and to advocate for justice in society.

While Anglicare faces many challenges, it is steadfastly committed to helping create a more loving, just and inclusive society which cares for and empowers those who are struggling in life or are marginalised by society.

Christians believe that we are called by Jesus to look after people in need and to act as good Samaritans. We should not rely on wealth and privilege but do all we can to aid and support people in our society who need help. Through its various agencies Anglicare carries this Christian message into the community to those who may have lost hope or may feel that God has abandoned them.

To be effective in our social outreach our welfare agencies require energy, financial resourcing and good stewardship. I thank members of the Community Services

Commission and the Anglicare Executive team who continue to provide outstanding leadership and expertise, underpinned by a core of dedicated, caring and professional employees and wonderful volunteers. Thank you all for your role in the mission of Christ.

Yours in Christ

A handwritten signature in white ink that reads "Phillip". The signature is written in a cursive, flowing style.

The Most Reverend Dr Phillip Aspinall
Archbishop of Brisbane
Anglican Church Southern Queensland

From the Chair



On behalf of the Anglican Community Services Commission, I am pleased to present the Annual Report for Anglicare Southern Queensland for the financial year ended 30 June 2018.

Anglicare plays an important role in working to improve the quality of life in our community by responding to social and welfare needs and seeking to transform unjust social and welfare structures and practices in our society.

Our services

The total number of clients and residents supported during 2017-18 was 53,682, up from 43,028 in the previous year. During the year, Anglicare delivered:

- 1.3 million hours of support to 40,000 community aged care and disability clients
- 213,000 nights of residential aged care to 630 clients

- 383,000 nights of care for children and young people through foster, kinship and supported accommodation
- 80,000 hours of mental health and wellbeing support for more than 13,000 clients
- 11,500 hours of support for people who were homeless or at risk of becoming homeless.

Financial performance

The 2017-18 year delivered total revenue of \$214.4 million, an increase of 12.3 per cent on 2016-17. The revenue growth was primarily driven by an increase of 10,600 clients and a subsequent 33 per cent increase in income from clients.

These results translated to an operating surplus of \$4.02 million for the financial year.

This surplus allows Anglicare to continue its strategy of reinvesting in its service delivery capabilities for the benefit of the community.

Major projects

Work continued on capital works projects at five residential aged care homes. This included the \$24 million replacement

of Symes Grove Residential Aged Care at Taigum and the \$14.8 million extension and refurbishment of E.M. Tooth Memorial Home at Manly. Both projects are expected to be completed in late 2018.

Stage 1 of The Village Taigum, developed in partnership with the Village Retirement Group, was also completed and residents moved into their new homes.

On behalf of the Community Services Commission, I would like to thank Anglicare staff for their ongoing dedication, our valued clients for choosing to partner with Anglicare to support the life they want, and the generous donors who have kindly supported the organisation during the year.

A handwritten signature in white ink that reads "C Grant". The signature is fluid and cursive.

Cathy Grant

*Chair, Community Services Commission
Anglican Church Southern Queensland*

Executive Director's Report



During the past year Anglicare continued to transform our organisation and service delivery offering to become even more client-focused.

We genuinely embrace the ethos of consumer-directed care and believe the best outcomes can only be gained through a true partnership approach with our clients and aged care residents.

Our transformation included a service redesign, a new Client Service Centre and the addition of new expertise to our Executive Leadership Team, which brought a renewed focus on Strategy, Organisational Development, ICT and Governance, Risk and Assurance.

The work we do in support of our community is our reason for being, and I'm pleased to be able showcase how this work makes a difference in so many people's lives in this Annual Report.

The fact that more than 50,000 people have chosen to partner with Anglicare this year is very humbling.

We are grateful for the opportunity to support older Queenslanders through in-home care to help people maintain their independence, as well as in our residential aged care homes and retirement villages.

Our Children and Families services continued to deliver crucial counselling, care and intervention programs in support of 350 families and more than 1,300 children and young people.

While our Mental Health and Wellbeing portfolio provided counselling, support and group programs and services to people with low, moderate and severe mental health issues.

Of course, none of this would be possible without the commitment and dedication of our 3,000 staff who bring so much energy, compassion and empathy to their work every day. I thank each and every one of them for their invaluable contributions during 2017-18.

I'd also like to pay tribute to our 580 wonderful volunteers. Their selfless and loving contribution to supporting other Queenslanders in need is truly inspiring.

Finally, to our donors – a big thank you for your support. Our donors come from all walks of life and include business leaders, community groups, schools, parishes, sports clubs, families and individuals. We are blessed and thankful for their generosity.

A handwritten signature in black ink that reads "Karen Crouch". The signature is fluid and cursive.

Karen Crouch
Executive Director
Anglicare Southern Queensland



Commitment to Cultural Capability and Diversity

Anglicare acknowledges Aboriginal and Torres Strait Islander peoples as the first Australians and recognises their culture, history, diversity and deep connection to the land. We acknowledge the Traditional Owners and Custodians of the land on which our service was founded and on which our sites are operating today.

We pay our respects to the Aboriginal and Torres Strait Islander elders both past and present, who have influenced and supported Anglicare on its journey thus far. We also extend that respect to our Aboriginal and Torres Strait Islander staff, clients and partners (past, present and future) and we hope we can work together to build a service that values and respects our First Nations people.

We acknowledge the past and present injustices that First Nations people have

endured and seek to understand and reconcile these histories as foundational to moving forward together in unity.

Anglicare is committed to being more culturally responsive and inclusive of Aboriginal and Torres Strait Islander people and we are committed to embedding cultural capabilities across all facets of the organisation.

Diversity and inclusion

In reflection of the community we serve, Anglicare is committed to fostering, cultivating and preserving a culture that values diversity and inclusiveness. We value the cultural backgrounds, race, ethnicity, different abilities, age, gender, identity and sexual orientation of our community. We welcome and recognise the unique skills, knowledge, ideas, perspectives

and qualities they contribute to the organisation. Our aim is to enable a supportive environment and diverse workforce that has access to opportunities for leadership, career development, flexible work arrangements and equal distribution of resources.



Our impact on Queensland lives



53,682

people were empowered by Anglicare



1.3 million

hours of support to 40,000 community aged care and disability clients



213,000

nights of residential aged care to 630 residents



901,000

meals served in our residential aged care homes



383,000

nights of care for children and young people through foster, kinship and supported accommodation



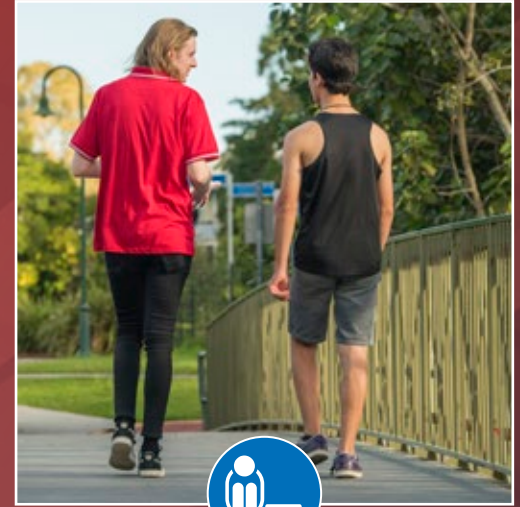
1,300

children and young people and 350 families supported through counselling, care and intervention programs



80,000

hours of mental health and wellbeing support for more than 13,000 clients



11,500

hours of support for people who were homeless or at risk of becoming homeless

Our Services

Anglicare Southern Queensland is one of the state's most experienced and trusted not-for-profit charity organisations, with a proud history of caring for Queenslanders for more than 140 years.

We deliver a range of services incorporating aged care, retirement living, disability support, mental health and wellbeing services, family support and counselling, homelessness services, youth services and support for foster and kinship carers

Help at Home

Our Help at Home services support Queenslanders to maintain their wellbeing and independence by staying in their own homes and connected to their communities. Our services include:

- home care packages
- nursing and allied health
- shopping assistance, meal preparation, housework and cleaning
- friendly visits and companionship
- carer support
- home maintenance and modifications
- transport and social activities
- spiritual and pastoral care.

Disability Support

Anglicare is an approved National Disability Insurance Scheme (NDIS) provider offering specialist support services, including:

- community connection and inclusion
- daily living skills
- personal care
- allied health and nursing services
- carer support and respite services
- housework and shopping
- home maintenance and modifications.



Mental Health and Wellbeing

We support individuals and families in times of stress, conflict or difficulty, providing safe places to develop strategies for healthier, happier and more resilient and harmonious relationships. We can help with:

- individual counselling
- family separation and divorce
- living in blended families
- parenting support and playgroups
- children's behavioural issues
- financial assistance
- homelessness
- family issues and conflict
- grief and loss
- domestic and family violence prevention
- child protection issues
- mothers who use drugs and/or alcohol abuse
- anxiety, depression and emerging mental health concerns.

Our Services

Youth Support

We provide specialist support to help young people build resilience and thrive when they face family-related or personal issues or difficulties at school or work, including:

- family counselling and mediation
- accommodation support
- financial difficulties
- schooling/education options
- connections with employment and training opportunities
- legal issues
- parenting strategies
- stress and anxiety management
- mental health issues
- drug and/or alcohol issues.

Children and Families

We support vulnerable children and young people when they need it most through out-of-home care. Our services include:

- recruiting and supporting foster and kinship carers
- Residential Care and Supported Independent Living for at-risk youth
- Supported Community Accommodation Services
- cultural support.

Homelessness Services

We provide accommodation and support to single women, mothers caring for children and young people who are homeless or at risk of becoming homeless. Our focus is on early intervention strategies to help people maintain their existing residences through advocacy and education and to develop life skills. Our services include:

- accommodation
- social inclusion
- outreach services
- health education
- advocacy and education programs.

Residential Aged Care

We operate eight accredited Residential Aged Care homes across Southern Queensland, supporting people in Brisbane, the Gold Coast, Toowoomba, Hervey Bay and Bundaberg. We focus on enhancing wellbeing and independence and put our residents' needs and preferences at the centre of our care model. We offer:

- support for all care levels
- friendly and supportive environments
- respite care
- dedicated, caring and qualified staff
- dementia care
- spiritual and pastoral care
- palliative care.

Retirement Villages

We support four vibrant retirement villages that enable Queenslanders the freedom to enjoy their golden years, make new friends, discover new interests and enjoy their surroundings.

Our communities include:

- Manly, Brisbane – **Lota Court**
- Bundaberg – **Meilene Court**
- Taigum, Brisbane – **The Village Taigum**
- Toowoomba – **The Glebe**.



Community Aged and Disability

Anglicare has a proud history of providing in-home care to Queenslanders. We deliver a range of services to help people maintain their independence and enhance their wellbeing, including allied health, nursing and personal care, domestic assistance, home maintenance, shopping assistance, carer support, transport, companionship and spiritual support.

In 2017-18 we delivered 1.3 million hours of care to more than 40,000 community aged care clients, disability clients, and palliative care/transitional care clients.



During the financial year we implemented phase one of our Community Aged and Disability Services redesign, appointing seven Service Managers to administer our six regions – West, South Coast, North Coast, Brisbane North, Brisbane South and Far North – and our Home Maintenance and Modifications Service in Brisbane. These Service Managers report to a Group Manager based in Brisbane.

The service redesign was implemented across Community Aged and Disability from September 2017. The new operational structure enabled more efficient service delivery and enhanced client experience.

Following the implementation of new systems and processes for home care package program delivery, our Aged Care Reform Project Team and working groups focused on enhancing our service offerings. Trial projects commenced in wound management, client digital inclusion and staff digital mobility solutions. Work also continued on finalising the Commonwealth Home Support Program (CHSP) client pathway.

We continued to transition clients to the National Disability Insurance Scheme (NDIS) and prepare for future transitions in the Brisbane metro and South Coast areas.

This year, we implemented a centralised phone service at our Client Service Centre



through our 1300 610 610 number. The Client Service Centre manages more than 1,000 calls each day. This has enabled first line enquiry management of approximately 80 per cent of calls and call answering within industry best-practice timelines.

As a member of Anglicare Australia, we have also leveraged relationships with our interstate counterparts – Anglicare South Australia and Anglicare Sydney – through mutual sharing of service model principles and practices and other relevant business intelligence.

Joyful independence

Meet Beatrice Adamson. She's 100 years old and still lives independently in her own home with support from Anglicare.

With her family and friends living close by, Beatrice enjoys life on her terms and maintains a close connection to her community in Cornubia, south of Brisbane.

Since accessing our Help at Home services in 2013, Beatrice has thrived.

"It allows me to stay here in my home, which is so important to me. And with the care I get from family and Anglicare I'm as happy as a queen," she said.

"Honestly. I'm not just saying that, I'm genuine about that. They're all lovely.

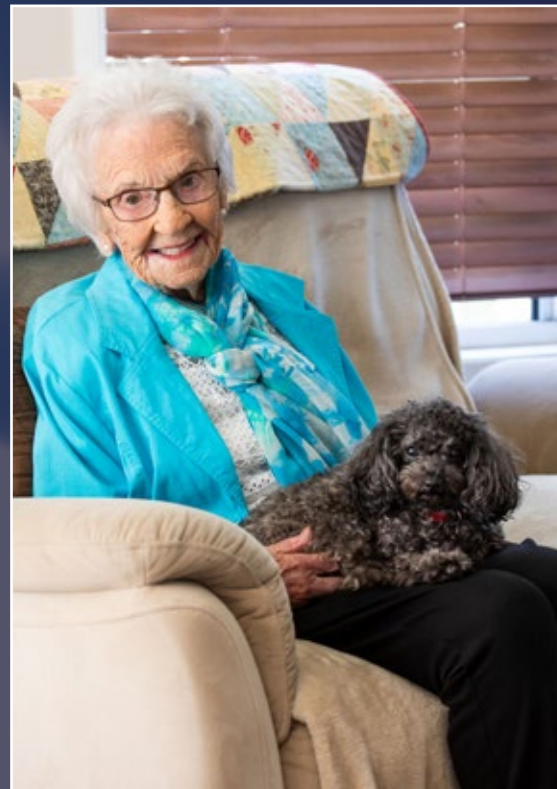
"They help shower me and help with the housework. I get along well with them all. In fact, the lady that came and helped with the housework yesterday, sat and had a cup of coffee with me once she finished."

Daughter Greer said the extra support around the house meant the family could spend more time enjoying life. Beatrice had eight children and currently has 37 grandchildren.

"The support that Anglicare gives mum is amazing and really helps my sister Hillary and

I immensely. We know that she's being taken care of while she's here on her own," Greer said.

"It also allows me to spend more quality time with mum, which is what I value most."





Mental Health and Wellbeing

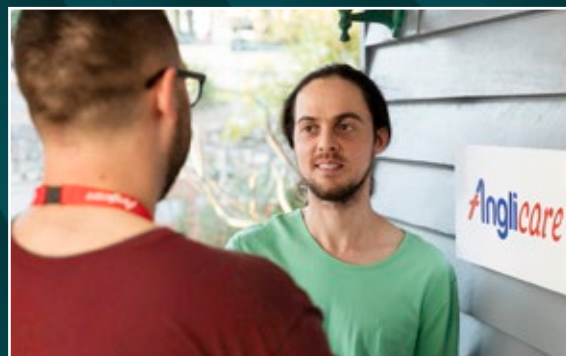
Anglicare's Mental Health and Wellbeing (MHWB) portfolio incorporates a diverse range of services providing professional counselling, support and group programs to people of all ages.

In 2017-18, we delivered more than 80,000 hours of support to 13,128 clients.

MHWB incorporates 27 services, providing a range of mental health and wellbeing services to individuals with low, moderate and severe mental health issues.

Key services include:

- A Place to Belong
- Homelessness Services Women and Families
- In-SYNC Youth Homelessness Services
- Living Well
- Mental Health and Family Wellbeing



A Place to Belong

A Place to Belong (APTB) provided community-based recovery model services to 35 people living with mental health conditions and other disabilities across the Brisbane region.

APTB supported people to gain housing, manage their lives in a community setting, access mental health support and respond to crises. APTB worked alongside community mental health teams, medical supports and other stakeholders in sustaining people's movement to citizenship and participation in their communities. It also facilitated and partnered with people's natural and informal supports and worked with people on forensic orders and in secure mental health units over extended periods of time, building partnerships towards discharge and a more enriching life.

Homelessness Services, Women and Families

Anglicare provided temporary supported accommodation and outreach for women and children experiencing homelessness or at risk of becoming homeless. Accommodation was provided to 207 women, 79 children, with outreach to 38 families.

We supported adult women, young women and their children, vulnerable families and people with intellectual disabilities, offering holistic support as part of a range of homelessness services. Our trauma-informed framework is based on knowledge and understanding of how trauma affects people's lives and support needs.

Our Homelessness Services focus on helping people reach their potential and identify immediate, short-term and long-term goals. Through a case management model, the service provides education and learning for sustainable tenancy practices, positive parenting and skill development.

Mental Health and Wellbeing

In-SYNC Youth Homelessness Services

Our In-SYNC program continued to support youths who were homeless or at risk of homelessness. In-SYNC services provided 5,470 hours of support young people living in the community from our centre-based support offices. We also provided 130 young people with 2,642 crisis accommodation bed nights and 5,448 transitional accommodation bed nights, supporting them to develop life skills and achieve family relationship, housing, employment and educational goals. In-SYNC programs are delivered from Cleveland, Beenleigh, Mt Gravatt, Carina and Greenslopes.

Living Well Service

The Living Well Service provided information, counselling, advocacy and group support to men who were sexually abused in childhood or sexually assaulted as adults, as well as to partners, families and friends. It also provided consultation and training to service providers.

The service delivered 4,621 hours of support to 310 counselling clients during the year. It delivered 338 hours of Professional Training and Community Education, training for Queensland Police Service personnel in Trauma-informed Interviewing of Male Victims

of Childhood Sexual Abuse, and delivered a one-day workshop for the Victorian Centres Against Sexual Assault.

The service received grants from the Commonwealth Department of Social Services to provide Royal Commission community-based support services and the Queensland Department of Justice and Attorney General to provide trauma informed support to male victims of sexual assault, in addition to funding from the Anglican Church. Living Well Manager Dr Gary Foster also provided expert evidence at the Commonwealth Senate Hearing in National Redress Bill 2018.

In October 2017, Living Well launched a new online eLearning platform to support practitioners working with men who have been sexually abused, developed in partnership with Griffith University. Living Well continued to collaborate with the Aboriginal and Torres Strait Islander 'Didgeri' group, to produce the *Support: Contributions to Healing* and *No Straight Lines* resources and promoted the *1BlueString* community awareness raising video.

The Living Well website is recognised nationally and internationally for its provision of more than 200 pages of quality information and support, providing access to well-being assessments, mindfulness and relaxation exercises 24/7, online and via the Living

Well app. During 2017-18 the website was accessed 364,583 times, with 585,737 page views.

Mental Health and Family Wellbeing

Anglicare's Mental Health and Family Wellbeing services are dedicated to improving the lives of families and children, with a focus on prevention and early intervention. Mental Health and Family Wellbeing provided support services and counselling to men, women, and children across Southern Queensland to meet community needs in the areas of:

- alcohol and drug counselling
- children and parent services
- domestic and family violence programs
- family and relationship counselling
- family law counselling
- family mental health support services
- mental health services for carers.

We work in partnership with stakeholders including other service providers, schools, employers, churches, police and justice services to target the drivers of disadvantage in the communities we serve, and to provide outcomes that are sustainable for our clients and their communities.

Empowered to regain control

Maddison Henaway's story is an inspiring example of how a young mother overcame homelessness to become an advocate for vulnerable Queenslanders.

Maddison, now in her 20s, has experienced several instances of homelessness during her life, starting at age 13. Most recently she and her young son were left without a home after a relationship broke down.

"I had a relationship breakdown at the end of 2017 and that caused me and my son to become homeless. My son was three and that pretty much just set me in survival mode. I tried to remain calm for him," Maddison said.

"The feeling I got when I was made homeless was terrible and I wouldn't wish it upon anybody. It was constant anxiety, not knowing what was coming. It felt like impending doom.

"You're homeless and you're trying to find somewhere to sleep and protect your son and you just get turned away at the door.

"When I first put my application in I was deemed very high needs. But I was told that I was looking at an 18-month wait to live somewhere. And that's how I got put into contact with Anglicare and it all went from there.

"They supported me with a case worker and linking me in with Centrelink, helping me out with stuff like that. And advocating on my behalf to the Department of Housing. That was a big thing."

Maddison has now transitioned into permanent housing and is studying at QUT. She is a proud woman from the Juru clan within the Birri Gubba nation, and plans to work as an advocate for First Nations people when she graduates.

"I am studying a Bachelor of Social Work. I chose to do that because with all my lived experience, if I work with other people that have been through similar situations as me I'll really be able to empathise with what they're going through," she said.

"My long-term goal would be to start up my own organisation that looks at a really holistic approach to women's needs. I just want to walk with them and help them be the best people they can be."

Carol Birrell, the Service Manager of Anglicare's Homelessness Services for Women and Families, said the organisation's focus was on helping people to take control of their lives.

"More than 85 per cent of women experiencing homelessness have experienced significant trauma, which results in disempowerment," Carol said. "We work alongside women to empower them, which is essential in providing them with choice to take control in rebuilding their lives.

"For Anglicare, this involves being predictable, consistent and reliable with service delivery to support people to create safety and trust."





Residential Aged Care and Retirement Villages

Residential Aged Care

Anglicare has extensive experience in operating high-quality aged care and retirement homes, catering for people from a diverse range of backgrounds.

We operate eight fully accredited aged care homes in Brisbane North: Symes Grove and St Martin's at Taigum and St John's at Toowong), Brisbane South (E.M. Tooth at Manly), Toowoomba (Symes Thorpe), the Gold Coast (Abri at Southport), Hervey Bay (Kirami at Point Vernon) and Bundaberg (Meilene).

We delivered 213,000 nights of care to our 630 clients in 2017-18.

Across each of our homes, our dedicated staff deliver expert nursing and personal care in inclusive and welcoming environments. Our 822 staff have combined experience of 4,495 years working in nursing and aged care roles at Anglicare, and this expertise underpins the quality of our services.

We specialise in personalised and compassionate care for residents and their families, including support for the physically frail and those requiring dementia and palliative care. Our staff understand what makes our residents happy and tailor our health care and social activities to suit their unique needs and interests, enhancing their wellbeing and keeping them connected and engaged.



During 2017-18 we continued our ongoing work to enhance the quality of our services. This included aligning our structure and service delivery to meet new national standards for client-centred care under the Aged Care Quality Framework that will come into effect in 2019.

We began planning for the implementation of the Rhythm of Life program in 2018-19. Originally developed by Anglicare Sydney, Rhythm of Life embraces the power of individualised care and support by genuinely incorporating people's interests and passions, to enhance their quality of life and wellbeing.

We also continued progress on capital works projects at Symes Gove, E.M. Tooth, Abri, St John's and Symes Thorpe.

Work on the \$24 million replacement Symes Grove home, which will deliver a brand-new home featuring 105 beds and three Memory Support Cottages, was on target for completion in October 2018.

Residential Aged Care and Retirement Villages

The \$14.8 million extension and refurbishment at E.M. Tooth, also due for completion in late 2018, will provide an additional 37 rooms, giving more opportunities for people to stay in their community and close to their families.

The addition of a new internal walkway at Abri and new breezeways at Symes Thorpe improved access throughout both homes for residents, staff and visitors. The long-awaited outdoor recreation area at St John's Home for Men was also opened in 2018.

Planning for future technological improvements to further enhance our service offerings to residents also began in 2017-18.



Retirement Villages

Anglicare's four vibrant retirement communities provide peaceful, secure and supportive environments for residents. These communities are located in Brisbane North (The Village Taigum), Brisbane South (Lota Court at Manly), Toowoomba (The Glebe) and Bundaberg (Meilene Court).

During 2017-18 Stage 1 of The Village Taigum development was completed and residents moved into their new homes. When completed, The Village Taigum will provide 324

three-bedroom independent living villas, all of which are wheelchair accessible.

In partnership with the Village Retirement Group, we also lodged a development application in early 2017 for an expanded retirement village on our Manly site, adjacent to the E.M. Tooth Memorial Home. The development would cater for increasing demand from locals to access retirement living options within their own community.



'They treat us like their own grannies'



Margaret Garvey calls Symes Grove Residential Aged Care at Taigum in Brisbane's northern suburbs home.

The 92-year-old has lived a fascinating and fulfilling life. Born in Kent, England during the Great Depression, Margaret spent her childhood in London with her dad and little brother. It was a tough upbringing.

"Dad did his best, selling chestnuts outside the theatres at night. I was a street kid, walking the streets with (my brother) Bob,

gathering stuff as much as you could and I used to go to school barefoot," Margaret recalls.

"Then my grandmother came to London looking for me and lucky for me she found me. I went to live with her. When I was 12 I went on holidays to stay with my Aunt in Peterborough. The war broke out and London wasn't safe with the bombing so I didn't get back there until I was 19. It was a very unsettling time."

Margaret left school at 14 to start working, first as a domestic helper and then as a messenger in a factory.

"I just loved it. There were two lady directors I will always remember. One day I was called to the top floor to see Miss Yewen. I wondered what I might have done wrong. I was asked if I would like to work with her and she taught me shorthand and typing and I had my own desk," she said.

"I stayed there until I got married at 21 to John. In those days when you got married you didn't continue working, you kept house."

The couple moved to New Zealand in the 50s and raised two children – John and Theresa. The family saw plenty of the beautiful

countryside as John senior worked on a range of major construction projects.

After her husband passed away in 1975, Margaret moved to Australia and eventually settled in Queensland.

"I had to look after myself now. I asked my doctor if I could be assessed by ACAT (Aged Care Assessment Team) and then I put my name down at Symes Grove and said 'let's see what happens'," she said.

"And as fate would have it I got a letter saying there was a room available. There's a lot of laughter here, a lot of laughter. I'm very, very happy here.

"They're so good to us. The way they treat us, they treat us like their own grannies, you know. It makes me happy to see everybody else happy."



Children and Families

Anglicare is passionate about providing support services to children, young people and families, including family intervention and support programs, out-of-home care, counselling and relationship support.

Our Children and Families programs have grown significantly in the past financial year with an increase in funding from approximately \$19 million to \$24 million and provision of care to more than 350 families and 1,300 children and young people. This can be attributed primarily to a 60 per cent growth in our provision of residential care services, as well as the addition of two Supported Community Accommodation Services (SCAS) - previously known as Bail Accommodation.

Our current Children and Families projects include the implementation of a new Client Information System, which will allow us to collate valuable qualitative and quantitative data, as well as the implementation of a new practice framework.

Foster and Kinship Care

Anglicare has been supporting foster carers in Queensland for more than 25 years and we're committed to providing a safe and happy environment for children in need.

In 2017-18, more than 700 foster and kinship

households provided a safe place to live for up to 1,000 children and young people on any given night.

In the next 12 months we will focus on strengthening our service delivery in foster and kinship care and family support, creating positive outcomes for children and young people in our care.

Residential Care and Supported Independent Living

During 2017-18, our Residential Care and Supported Independent Living Services placed 146 children and young people aged from 8-17 years in appropriate accommodation.

We continue to provide residential care and support to children and young people in a home setting as an alternative to foster and kinship care in 16 locations across South East Queensland. Our Residential Care Workers provide high-quality daily care and support to children and young people.

Through our Supported Independent Living services, young people aged 15-18 years who are living in out-of-home care receive assistance to develop the skills they require to live independently. They are assisted to set goals and make decisions about work, study, finances and relationships.

In 2017-18 young people supported by the program went on to gain drivers licences, enrol in and start university and find permanent paid employment.

Supported Community Accommodation Services

Our SCAS, achieved a number of positive outcomes following their introduction in March 2018.

The service provides accommodation for children and young people who have been charged with an offence but have not had their cases heard, and helps them access support, health services and education.

During 2017-18, in our SCAS we worked with young people and their families to create positive outcomes, with the majority of young people successfully transitioning out of the service to family and reengaging in education and/or employment. Parents of the children also identified marked improvement in attitude, behaviour and a focus on life goals.

Children and Families



Cultural Support

During 2017-18 we employed an additional two Cultural Support Workers at the Gold Coast and Logan. These are 'identified roles' for Aboriginal and/or Torres Strait Islander staff, who help strengthen our cultural capability in working with our First Nations people, families, agencies and communities.

We are working to enhance connections for our Aboriginal and Torres Strait Islander children and young people with kin, country, culture and communities. We are engaging our foster and kin carers in this journey and refining our assessment of carers' capacity to meet the cultural needs of children in placement.

Family Support

Our Family Support and Intervention programs provided more than 24,100 hours of support to families in the community in 2017-18.

Our dedicated team members provided practical support, mentoring and parenting advice, and encouraged families to set goals based on the safety and wellbeing of their children.

Our teams ran camps for dads and their children, parenting courses, family events and celebrations and groups for children who have experienced childhood trauma.

In Gympie we have become a hub for family support services. We received funding for two Secondary Family Support services for the Sunshine Coast and Gympie, where we provided up to 8,000 hours of support to high risk vulnerable families. At the same location is also our Intensive Family Support program and the Commonwealth-funded Children and Parenting Program, run through Anglicare's Mental Health and Wellbeing Services.



Support for parents, children and young people

Our Children and Parenting services provided support to parents, children and young people across 33 service locations.

During 2017-18, we supported 589 parents, children and young people with a range of challenges including parenting; routines; discipline, family communication; school issues and bullying; behavioural issues; coping with family violence; emotional resilience and development; handling social issues; and anxiety, depression and emerging mental health concerns.

We offered a wide range of group programs to 1,584 parents and children, including playgroups, parenting groups and kids clubs; children's wellbeing groups; transition to prep programs; cooking classes; and family events such as barbecues, family fun days and school holiday programs.

We provided counselling and accommodation services in Beenleigh, Mount Gravatt and Cleveland to 1,078 young people aged 12-18 who were at risk of homelessness or who were homeless. Our crisis accommodation was fully staffed on a 24-hour basis.

We supported 434 young people aged 14-17 at risk of not completing Year 12 through the Youth Support Coordinator initiative, which promotes social inclusion and increased participation in education and training.

Meet the carers

Taking a child into your home and providing a stable, supportive and nurturing environment is a gift that can have a profound and long-lasting impact.

Ruth and Peter Hall from Forest Lake in Brisbane have been doing exactly that for the past 25 years.

The couple have been foster carers to more than 100 children since they first opened their hearts and home while living in Rockhampton.

It's a gift they've continued to give ever since, even while they raised their own children and moved interstate.

"We love children and it brings us joy to feel the love in our home," Peter said. "We thought we could make a difference.

"Providing a nurturing environment brings so many benefits to a child. You hear a lot about the negative aspects of foster care these days, but for us fostering children has been a very positive experience."

Ruth says compassion and tolerance are essential ingredients for anyone thinking of becoming a foster carer.

"These children are coming to you with issues and you need to be prepared that you're not going to change them overnight," Ruth said. "You need to remain tolerant at all times and have a compassionate heart."

Dean Keep, Anglicare's Children and Families Service Manager for Logan and Brisbane, said there was always a need to recruit more foster carers.

"Children and young people need accommodation in stable and nurturing environments with understanding foster carers to help them learn how to cope with emotional, psychological, behavioural and life issues," Dean said.

"Foster carers come from many walks of life. You can be single, married, a same sex or de facto couple, retired, working full-time or part-time.

"The important thing is you're genuinely willing and able to offer a positive environment to support and nurture the best interests of every child."



Research, Social Policy and Advocacy



This year we established a dedicated advocacy position to support our resolve to seek *social justice for vulnerable people through advocacy and social policy change*.

Our work in this space is informed and shaped by the voices of the people with whom we work; and built on relationships and engagement with change makers, partners and allies in the community sector, and with the community.

Our advocacy this year has been wide-ranging, reflecting the breadth of Anglicare's work. Government submissions, events and publications have addressed issues

as diverse as rural mental health, child protection and homelessness.

Our partnerships have also enabled us to expand our reach and impact. The collaborative Youth Voices project, based on the stories and experiences of 150 young people across four states and 20 sites, has continued to provide an ongoing stimulus for activities such as establishing a youth advisory group for our residential care services.

For the ninth year, we partnered with Anglicare Australia for the annual *Rental Affordability Snapshot*, to spotlight the ongoing challenges faced by people on low incomes when searching for a home they can afford to rent through the private market.

Our women's homelessness service also collaborated in a new Anglicare Australia project, *Paying the Price of Welfare Reform*, which reflected on and made recommendations based on the experiences of Anglicare staff and clients in interacting with Centrelink's increasingly automated processes.

Through these activities, our advocacy aims to influence positive change for vulnerable

individuals, as well as generating social value for the community through systemic change.



Pantry project addresses hunger



A small project is striving to make a big difference in Brisbane's inner city.

The streets around Anglicare's Webber House offices and St John's Cathedral are a gathering point for many people experiencing homelessness, and the hunger that comes with it.

However, an innovative partnership between Anglicare and the Brisbane Youth Detention Centre is delivering regular donations of food to those in need.

The Precinct Pantry Project provides a focal point for staff to donate nutritious non-perishable food items.

A portion of the donated items support those who sleep rough around the precinct grounds, while the remainder are donated to the Holy Trinity Church Emergency Relief Pantry in Fortitude Valley.

Located in the Webber House courtyard, the pantry was designed, made and decorated by young people at the Brisbane Youth Detention Centre.

BYDC school principal, Kathy Morrison, said the design was a particular focus of interest for the young people.

"An Australian country scene got the final vote. The original design concept of painting Australian animals on the pantry was overruled because some young people thought that could put off vegetarians, and people could be frightened of snakes," she said.

The project is part of a certificate program in construction run through the detention centre, which makes and donates a range of items to the community, including dog kennels donated to the RSPCA, outdoor seating and cubby houses.



Mission

The Mission department plays an important role in assisting Anglicare to achieve its vision of creating a loving, just and inclusive society, reflecting the life and teachings of Jesus Christ. The values we embrace – Love, Care, Hope and Humility – provide the foundation for our work in the community.

The department seeks to strengthen relationships across the Anglican Church Southern Queensland and advocates for its broader mission by modelling servant leadership, loving compassion and radical openness. We celebrate diversity, promote inclusiveness and seek to build communities of resilience, hope and justice.

A number of special events were held in St John's Cathedral in Brisbane during 2017-18, including services to recognise National Volunteer Week and National Mental Health Week. Services of Remembrance were held across our Residential Aged Care homes and Community Aged and Disability services to provide staff, residents, clients, and their family members an opportunity to gather together and give thanks for the lives of their loved ones.

Four Senior Business Leaders Breakfasts were hosted by the Social Responsibilities Committee in conjunction with international accounting firm BDO. The breakfasts, which explored the theme *'Life of the city:*

Flourish or Fail', provided an opportunity for business leaders to engage with a series of guest speakers and consider topical social and ethical issues affecting our society. Speakers during 2017-18 included Gold Coast Waterways Authority Chair Mara Bun, Founder of Silver Chef Allan English, Queensland Police Service Inspector Corey Allen and Senior Lecturer in Social Sciences at the University of Queensland Dr Peter Walters.

Parish Ambassador Program

The rollout of the Anglicare Parish Ambassador program continued to foster stronger links between Anglicare and Church communities. Ambassadors work with Anglicare and parishes to create pathways to work together as part of our common mission to support those most in need.

Through these valuable connections, the mission department partnered with members of the Aged Care Reform team to deliver information sessions to parish congregations and members of their local community. The sessions provided information on topics such as accessing community care in the home, Enduring Power of Attorney, Advance Health Directives and transitioning into residential care. The sessions were well attended and positive

feedback was received from the communities involved.

Spiritual and Pastoral care

The Spiritual and Pastoral Care Manager works with a team of 36 Pastoral Care Volunteers, six residential Chaplains and six community Chaplains who provide support for staff, residents and clients across Anglicare's residential and community aged care service streams. Supervision, support and professional development has been provided for our chaplaincy network through the generosity of the Mothers Union's 2017 retiring collection. Mothers Union also donated substantial quantities of hand-knitted blankets, baby clothes and teddy bears for use in Anglicare's work with vulnerable people.

Staff support and development

Support of staff is a key aspect of the Mission function. This includes assisting with the orientation of new staff and providing a 24-hour pastoral care service for all Anglicare staff. The department also hosts regular staff morning teas to promote fellowship, build connections among staff and intentionally build culture.

During 2017-18, 30 staff attended Spirituality Retreats facilitated by the Director of Mission.

The retreats provided an opportunity for staff to take time out, reflect on their personal journey and renew their focus.

Feedback from attendees was overwhelmingly positive: “I appreciated the opportunity to take time out from what is a busy work and family life to reflect on life purpose, work purpose and what spirituality means for me. It is significant that Anglicare prioritises this opportunity for staff to take time out from our busyness. It’s rare in the work context!”



Fundraising and Events

Maintaining and increasing our critical work in the community requires loving care, service, and of course sufficient funds to ensure a healthier and happier life for the people Anglicare supports.

With more than 54,000 charities operating in Australia, we know there are many worthy causes available to support.

We would like to thank 2,500 generous donors who gave \$1,677,157 to Anglicare this financial year. All donations, whether large or small, made a difference and helped us to support others with love, care, hope and humility.

Thank you to every individual, family, school, parish, community group or business for your donations. We couldn't do it without you.

Play and Grow

The Play and Grow Project is currently under construction at Toowong and is due for completion in early 2019. Once completed, the building will provide our Women's Homelessness Service with a safe and secure children's playgroup and training space, where mothers can supervise children

while attending educational programs. The project will also deliver fully refurbished accommodation.

We would like to thank the individuals and businesses who donated to the project and acknowledge our corporate partners – the Property Industry Foundation, COX Architecture and Paladin Projects – for their ongoing contribution.

With approximately 4,000 women at risk of homelessness on any given night in Brisbane, this project shows our commitment to supporting women and children in crisis and helps us to provide them with better service.



Community Outreach

Fundraising events provide an important opportunity for the community to come together, build partnerships and raise funds in creative ways.

During the 2017-18 financial year, we found many people in the community who wanted to host an event for Anglicare. During the year more than 110 community events were held, raising \$236,000.

We thank everyone involved in Anglicare's Community Fundraising program, including those who ran marathons, attended discos or hosted a High Tea.

Our donors and supporters are a highly valued part of the Anglicare community and play an important role in helping us continue delivering our services to those in need. Thank you for your support this year.

Winning Arts&Minds

Anglicare’s innovative Arts&Minds program continued to break taboos and get more people talking about mental health and wellbeing in 2017-18.

In its second year, Arts&Minds culminated in a Gala Charity Art Auction in Brisbane in May, with more than \$30,000 raised to support Anglicare’s work with vulnerable Queenslanders.

The program featured five established Queensland artists, including the Sunshine Coast’s Tracey Keller, Brisbane pop-street artist Matt Stewart, The Courier-Mail’s Sean Leahy, Cherbourg’s Aunty Denise Proud and Gold Coaster Tracie Eaton.

They were paired up with an emerging artist who had experienced their own mental health challenges, with each pair heading off to the studio together.

Over the course of eight hours, they each created a unique artwork and shared their perspectives and stories about mental health. This intimate artistic process was beautifully captured in a series of short films that made up the Arts&Minds web series.

Anglicare Executive Director Karen Crouch said the initiative made a practical contribution

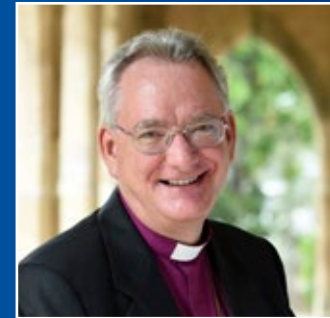
to increasing the public conversation around mental health.

“Anglicare believes that a more transparent and open dialogue about mental health will remove fear and help more Queenslanders talk and seek help when they need it,” Ms Crouch said.

“Across our social media and digital channels, we inspired more than 2,300 conversations about mental health and wellbeing. Our message reached 1.1 million people through the goa digital billboard network and many thousands more through media coverage around Australia, while the five-part web series was streamed more than 600,000 times.”



Our Board



**The Most Reverend Dr Phillip
Aspinall Archbishop of Brisbane**

Dr Aspinall has numerous qualifications including Doctor of Philosophy (Monash University); Master of Business Administration (Deakin University); Graduate Diploma in Religious Education (Brisbane College of Advanced Education) and a Bachelor of Divinity with Honours (Melbourne College of Divinity). He was Assistant Bishop of the Diocese of Adelaide from 1998 to 2002 and has been Archbishop of Brisbane since 2002. Dr Aspinall served as Primate of the Anglican Church of Australia from 2005 to 2014.



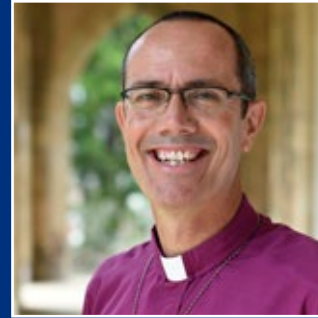
**Catherine Grant
Chair**

Catherine Grant holds a Master of Business Administration (Executive), a Bachelor of Economics, and a Bachelor of Arts in Journalism and Japanese from the University of Queensland. Catherine has also completed the Company Directors Course Diploma by the Australian Institute of Company Directors. Since 1991, Catherine has been the Executive Director of a national consultancy which provides leadership programs and strategic facilitation to clients in the corporate, health, government and tertiary education sectors. Previously, she held leadership roles in two publicly-listed companies, including one in health care. Between 2004 and December 2014, Catherine was a Member of the Community Services Commission, returning as Chair in January 2016.



**Karen Crouch
Executive Director**

Karen Crouch has over 20 years of experience in policy, planning, education and health service management. She has worked in advanced clinical roles in both public and private health care and the higher education sector. Karen’s specialities include acute care, rehabilitation, aged care and community care. Prior to her role with Anglicare, she held nursing directorship positions in hospitals and residential aged care homes. She was also a nurse practitioner, policy and planning officer, hospital redevelopment manager and nurse unit manager – emergency. Karen has a Master of Nursing – NP.



**The Right Reverend Bishop
Cameron Venables**

The Right Reverend Cameron Venables has a Bachelor of Arts with honours from Wolverhampton Polytechnic (UK), and a Bachelor of Theology from the Brisbane College of Theology. He was made a Deacon in 1993, Ordained Priest in 1995, and Consecrated Bishop in 2014. Over nine years in Papua New Guinea Cameron worked as a teacher, youth worker, and priest, and has a continuing passion for Christian education and community development. For seven years in Rockhampton Cameron worked with others to sponsor and settle people who came to Australia as refugees and asylum seekers, and is currently chair of the Toowoomba Interfaith Working Group. While in Rockhampton Cameron was also a Board member of Anglicare Central Queensland. Now based in Toowoomba, as Bishop of the Western Region, Cameron is a keen member of the Community Services Commission.



Kate Hillman

Kate Hillman is a Partner in EY’s Advisory Services where she leads the People Advisory practice, combining qualifications in Executive Business Operations with experience in organisational transformation programs. Kate has deep experience in organisation design, change and strategic planning and execution. Kate is a foundational member of the EY Bravehearts team responsible for developing ChildPlace, a risk management approach to protecting children and youth. Kate leads the review and implementation of child and youth safety reviews nationally, bringing together culture and education with risk management and compliance to drive effective, safer practices and behaviours necessary to keep children and youth safe. Kate also contributed to the research of the Royal Commission into Institutional Responses to Child Sexual Abuse.



Rob Freeman

Rob Freeman holds a Bachelor of Business in Public Administration from the Queensland University of Technology and a Diploma of Animal Husbandry from the University of Queensland. His long career in Human Resources included the Queensland Department of Housing and the Department of Communities. He was a Regional HR Manager for Telstra, a Senior HR Consultant at Ernst & Young and a former board member of the Anglican Care of the Aged Committee.



Alexander McNab

Alexander McNab comes to Anglicare with significant experience in strategy, finance and governance. From 2002 to 2009 Alexander worked with a multinational consulting firm in Australia, Singapore and the United States, providing advice to listed and private companies on strategy, performance improvement and growth. From 2010 to 2018, Alexander was a director of an ASX-listed investment manager, with responsibility for investment decision making and the oversight of portfolio companies. In the last decade, Alexander has developed substantial board experience, acting as a director of a number of ASX-listed, private and not-for-profit entities. Alexander holds a Masters of Business Administration from INSEAD, a Bachelor of Economics and Bachelor of Laws from the University of Queensland, and is a graduate of the Royal Military College - Duntroon.



Dr Kim Forrester

Dr Forrester has a Bachelor of Arts and a Bachelor of Laws from the University of New South Wales, a Master of Laws (Advanced) from the University of Queensland and a PhD from Griffith University. Before commencing her studies in law and admission as a Barrister-at-Law in the NSW Supreme Court, Dr Forrester was a Registered Nurse. She holds a General Nursing Training Certificate from the Royal Brisbane Hospital and a Post Basic Certificate Intensive Therapy Nursing Certificate from the NSW Department of Health.



Gary Brady

Gary Brady holds a Master of Business from the University of Technology in Sydney, a Bachelor of Economics from the University of Queensland and is a graduate of the Company Directors Course from the Australian Institute of Company Directors. He has held executive positions in ASX 50 organisations and the tertiary sector and has senior executive expertise in financial governance, risk assessment and mitigation, strategy development and commercial implementation. Gary has extensive experience in business management, fundraising, research funding, contract development and contract law.

Thank you to our Retiring Commissioners



Kenneth Thomson

Ken Thomson holds a Master of Arts and a Masters of Engineering both from Cambridge University, England. He is also an associate member of the Chartered Institute of Management Accountants and Chartered Global Management Accountants. Since 2015, Ken has been the General Manager of Finance Business Partnering for a Brisbane-based national insurance company. Previously, he held leadership roles in two large international publicly-listed companies, one in the pharmaceutical industry and one in financial services. In addition he sat as a board and sub-committee chair of a large pension scheme for 8 years. Ken became a Member of the Community Services Commission in October 2017.



Dr Rachel McFadyen

Dr McFadyen has a Science degree from Cambridge, a PhD in Agriculture from the University of the West Indies, and a Master of Public Administration from the University of Queensland. She was a scientist with the Queensland Government and, from 2003 to 2008, was Director (CEO) of the Cooperative Research Centre for Australian Weed Management. Dr McFadyen has served the Anglican Diocese of Brisbane as a lay preacher and liturgical assistant, parish warden, Synod representative, member of the Diocesan Council, and a member of the General Synod. Retired from the board in December 2017.



Glennis Hinton

Glennis Hinton has a Diploma in Nursing Education and began her health care career as a registered nurse. Later, as a nurse educator, Glennis was responsible for the development and delivery of educational programs for registered nurses in specialist fields: community home care, child health, Aboriginal health, mental health, aged care, palliative care and women's health. Since 1978 she has served on a number of committees including the Anglican Social Welfare Committee, St Luke's Nursing Service (1978-1993) and the Anglican Care of the Aged (1980-2005). Glennis has been a member of the Community Services Commission since 2005. Retired from the board in December 2017.



Alan Dann

Alan Dann is a Fellow of Chartered Accountants Australia and New Zealand. He is a retired Partner and Director of Bentleys Chartered Accountants and served as Treasurer of the Corporation of the Synod of the Diocese of Brisbane from 1995 to 2008. Alan currently runs a consultancy which provides audit, quality assurance and business advisory services. Retired from the board in December 2017.



Our Funders

Our work delivering programs for the community of Southern Queensland during 2017-18 was made possible through funding support from these organisations.



An Australian Government Initiative



Queensland Government

Grant Funder

Program

Commonwealth Government

Department of Health

Commonwealth Home Support Program (for over 65s)
Continuity of Support

Department of Social Services

Mental Health and Wellbeing Programs

Brisbane South Primary Health Network

Assisting Mothers End the Need for Drugs

Queensland Government

Department of Communities, Disability Services and Seniors

Queensland Community Care (for under 65s)
Disability Services
Managing of Public Intoxication Program

Department of Child Safety, Youth and Women

Child Safety, Foster Care Services and Residential Homes
Bail Accommodation Service

Department of Education, Training and Employment

Cooloola Child And Family Support Hub

Department of Housing and Public Works

Homelessness Services
Crisis Accommodation Program

Department of Justice and Attorney General

Victim Services Funding Program

Queensland Health

Dementia Respite
Alcohol and Other Drugs Services
Housing And Support Program



Financial Report

Summary Financial Report

The Summary Financial Report does not, and cannot be expected to, provide as full an understanding of the financial performance and financial position of Anglicare Southern Queensland as the complete Annual Financial Report.

The attached summary financial statements are an extract of, and have been derived from, the complete Annual Financial Report for Anglicare Southern Queensland, for the year ended 30 June 2018.

Anglicare Southern Queensland – Consolidated Statement of Profit or Loss and Other Comprehensive Income for the Year Ended 30 June 2018

	2018 \$'000	2017 \$'000
Revenue from continuing operations		
Revenue from governments for rendering of services	148,111	146,053
Revenue from clients for rendering of services	48,679	36,571
Interest revenue	2,309	2,841
Revenue from Trust Funds	765	474
Net gain/(loss) on disposal of property, plant and equipment	721	116
Realised investment properties gain/(loss)	2,043	504
Change in fair value of investment properties	5,943	-
Other revenue	5,887	4,319
Total Revenue	214,458	190,878
Expenses from continuing operations		
Employee expenses	(150,662)	(135,742)
Client services expenses and consumables	(35,847)	(31,265)
Depreciation expense	(4,323)	(4,386)
Rates and service fees	(7,650)	(11,649)
Operating lease costs	(2,029)	(1,846)
Other expenses	(8,803)	(427)
Change in fair value of investment properties	-	(5,720)
Impairment of property, plant and equipment	(1,117)	-
Total Expenses	(210,431)	(191,035)
Surplus/(Deficit) for the year from continuing operations	4,027	(157)
<i>Items that will not be reclassified to profit and loss</i>		
<i>Transfer net assets of common controlled entity</i>	-	538
<i>Revaluation of property, plant and equipment</i>	12,758	-
Total Comprehensive Income for the year	16,785	381

Anglicare Southern Queensland – Consolidated Statement of Financial Position as at 30 June 2018

	2018 \$'000	2017 \$'000
ASSETS		
Current Assets		
Cash and cash equivalents (unrestricted)	59,979	77,095
Cash and cash equivalents (restricted)	52,076	45,507
Trade and other receivables	6,396	6,381
Other assets	1,571	1,068
Non-current assets held for sale	-	500
Total Current Assets	120,022	130,551
Non-Current Assets		
Available-for-sale financial investments (restricted)	464	501
Other receivables (unrestricted)	17,020	17,020
Other receivables (restricted)	13,227	12,955
Investment properties	86,838	58,162
Property, plant and equipment (restricted)	81,010	56,303
Property, plant and equipment (unrestricted)	50,906	30,156
Other assets	1,935	2,400
Total Non-Current Assets	251,400	177,497
TOTAL ASSETS	371,422	308,048
LIABILITIES		
Current Liabilities		
Trade and other payables	35,842	25,097
Employee entitlements	16,132	14,724
Borrowings and other liabilities	103,114	73,616
Provisions	7,868	2,710
Total Current Liabilities	162,956	116,147
Non-Current Liabilities		
Employee entitlements	2,295	2,249
Borrowings and other liabilities	6,779	7,149
Provisions	553	509
Total Non-Current Liabilities	9,627	9,907
TOTAL LIABILITIES	172,583	126,054
NET ASSETS	198,839	181,994
FUNDS		
Retained earnings	163,113	117,485
General reserve	2,682	2,622
Trust reserve	20,525	20,088
Asset revaluation reserve	12,519	41,799
TOTAL ACCUMULATED FUNDS & RESERVES	198,839	181,994

Anglicare Southern Queensland – Consolidated Statement of Changes in Accumulated Funds for the Year Ended 30 June 2018

	Retained Earnings	General Reserve	Trust Reserve	Asset Revaluation Reserve	TOTAL
	\$'000	\$'000	\$'000	\$'000	\$'000
Balance at 30 June 2016	113,990	2,494	23,202	41,799	181,485
Net surplus/(deficit) for the year	(1,272)	-	1,115	-	(157)
Other comprehensive (expense)/income for the year	538	-	-	-	538
Transferred to/(from) retained earnings	4,229	-	(4,229)	-	-
Movement in reserves	-	128	-	-	128
Balance at 30 June 2017	117,485	2,622	20,088	41,799	181,994
Net surplus/(deficit) for the year	3,300	-	727	-	4,027
Other comprehensive (expense)/income for the year	-	-	-	12,758	12,758
Transferred to/(from) retained earnings	42,328	-	-	(42,328)	-
Movement in reserves	-	60	(290)	290	60
Balance at 30 June 2018	163,113	2,682	20,525	12,519	198,839

Anglicare Southern Queensland – Consolidated Statement of Cash Flows for the Year Ended 30 June 2018

	2018 \$'000	2017 \$'000
Cash flows from operating activities		
Receipts from governments and clients	214,760	196,154
Payments to suppliers and employees	(201,278)	(189,563)
Interest received	3,074	2,841
Finance costs	(39)	(9)
Net cash flows from/(used in) operating activities	16,517	9,423
Cash flows from investing activities		
Proceeds from sale of property, plant & equipment	1,243	2,968
Payments for property, plant and equipment	(38,161)	(7,416)
Payments for investment properties	(20,690)	(12,470)
Net cash used in investing activities	(57,608)	(16,918)
Cash flows from financing activities		
Net proceeds from refundable accommodation deposits/accommodation bonds and ILU entry contributions	33,643	10,442
Loans from / (paid to) Department of Social Services & Other	(3,099)	3,883
Net cash flows from/(used in) financing activities	30,544	14,325
Net increase/(decrease) in cash held	(10,547)	6,830
Cash at the beginning of the financial year	122,602	115,772
Cash at the end of the financial year	112,055	122,602



Anglicare Southern Queensland acknowledges the Traditional Owners of the lands on which our services now stand. We pay our respect to Elders – past, present and emerging – and acknowledge the important role of Aboriginal and Torres Strait Islander people in caring for their own communities.



Corporate Office

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Facebook	facebook.com/AnglicareSouthernQueensland
Twitter	twitter.com/AnglicareSQ

