

# Anglicare

*Southern Queensland*



YEARS

**2020-21 Annual Report**

Anglicare Southern Queensland acknowledges the Traditional Owners of the lands on which our services are delivered. 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.



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# Archbishop's message



Anglicare Southern Queensland plays a pivotal role in the mission of the church, giving practical expression to Christ's love and compassion in the community.

Whether it is through nursing care, aged care, help at home, accommodation for victims of domestic and family violence, foster and kinship care, youth counselling and education services, parental education and counselling or mental wellbeing counselling and support services, Anglicare Southern Queensland is well known in the community for its quality of care as well as its advocacy for a more loving, just and inclusive society.

I thank all Anglicare staff and volunteers for their commitment to Anglicare's mission and for their service of the church and the broader community. The past year has been particularly challenging with COVID-19, but with their faith and dedication staff and volunteers have risen to the challenges.

I congratulate staff and volunteers for contributing to Anglicare's elevated reputation in the community through the awards of "Asia-Pacific's Best Home Care Operator" in the Eldercare Innovation Awards, as well as "Australia's Most Trusted Brand in Aged Care and Retirement Villages".

Similarly, the staff and volunteers who received awards at the Anglicare Southern Queensland Excellence Awards are a great credit to the organisation. I am delighted that they were honoured in this way. It is fitting recognition of their valuable service and dedication to Anglicare's mission.

I commend the work outlined in this Annual Report (2020-21) and pray God's blessing on all who give of themselves through Anglicare, and all who receive these services of love, care, hope and humility.

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

## 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.

# From the Chair

It was with great pride that the Community Services Commission led Anglicare Southern Queensland during its 150th year in 2020.

As one of Queensland's most trusted community services and health care organisations, Anglicare plays an important part in the lives of many vulnerable people.

Despite a challenging operating environment due to the COVID-19 pandemic, Anglicare continued to deliver its essential services to 45,074 Queenslanders in 2020-21.

Its steady growth also continued, with total revenue increasing by 4 per cent to \$260.9 million.

Anglicare also received generous community support, including financial contributions of \$1.285 million, and more than \$40,000 of in-kind donations to frontline services.

Several strategic property developments were progressed, including a redevelopment of the Meilene Residential Aged Care home in



Bundaberg, which will deliver an additional 36 aged care rooms and more employment opportunities for the community.

Preparatory works were also undertaken at the site of the new Village Manly Retirement Village, to be built next to the EM Tooth Residential Aged Care home.

On behalf of the Community Services Commission, I thank Anglicare's staff, volunteers and donors for their support of Queenslanders in need.

**Dr Kim Forrester**

Chair, Community Services Commission  
Anglican Church Southern Queensland

# Executive Director's foreword

When we first started planning how to commemorate the 150th anniversary of Anglicare Southern Queensland, we certainly weren't anticipating the outbreak of a global pandemic.

I am proud to say that while many other organisations were scaling back services or closing the doors, Anglicare Southern Queensland continued to support our clients, residents, children, families and young people.

It was a challenge our staff and volunteers met with adaptability, flexibility, common sense and calmness.

And although we may have missed a few celebrations along the way, we developed a shared sense of togetherness and a commitment to a greater cause that we continue to draw strength and inspiration from.

Our contribution did not go unnoticed. For the third year in succession, Anglicare was voted Australia's Most Trusted Brand in Aged Care, while we were also named the Asia-Pacific's Best Home Care Operator in the Eldercare Innovation Awards.

The future of aged care in Australia remains a key focus. The Government's response to the Royal



Commission into Aged Care Quality and Safety was a long overdue commitment to supporting older Australians.

We will work hard to ensure future reforms deliver the best-possible outcomes for the people we support.

Thank you to our dedicated staff, volunteers and supporters for your valuable contributions to our mission over the past 12 months.

**Karen Crouch**

Executive Director  
Anglicare Southern Queensland

# Our people

Anglicare Southern Queensland is committed to fostering a culture that values diversity and inclusiveness, and embraces the cultural backgrounds, race, ethnicity, different abilities, age, gender identity and sexual orientation of everyone in our community.

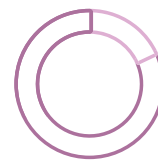
We employ 2,971 staff, supported by 363 volunteers, who reflect the diverse nature of the communities we serve, including 2.5 per cent of staff who are of Aboriginal and/or Torres Strait islander heritage. Our workforce incorporates nursing and allied health professionals, personal and home care workers, social workers, child safety practitioners, counsellors, hospitality staff and administration staff.



**2,971**  
staff



**18** youngest  
staff member



**82%**  
female



**363**  
volunteers

**77** oldest  
staff member

**18%**  
male

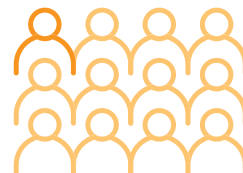


**15,043**  
combined  
years of service



**5** average years  
of service

**2.5%**  
identify as  
First Nations



## Our values

### LOVE

We demonstrate a purposeful commitment to treating all of humanity with compassion and kindness

### CARE

We exhibit generosity and helpfulness especially toward the most vulnerable in our society and take personal responsibility in our work



**45,074**  
Queenslanders supported



**1,293,781**  
hours of community aged care and disability services



**754,175**  
hours of residential aged care



**218,017**  
nights in residential aged care



**48,960** hours of mental health and counselling support



**988** foster and kinship carers supported

## Our impact

Anglicare Southern Queensland is one of Queensland's most trusted community services and health care organisations. We are an inclusive and diverse not-for-profit charity delivering a broad range of services, including aged care, foster care, homelessness support and mental health and family counselling. We operate from the Gold Coast to Wide Bay and west to the Queensland border, with services in Townsville and Longreach.

**7,252** nights of accommodation for young people experiencing homelessness

**18,510** hours of support for women and young people at risk of homelessness

**410,876** nights of out-of-home care for children and young people

### HOPE

We have enduring faith in the ability of all people to achieve a life of fulfilment and happiness

### HUMILITY

We work with humility and show gratitude for the privilege of being able to provide joyful service to our community

# Walking alongside Queenslanders for 150 years



A group of Anglican women who made regular charitable visits to women in prison decided there must be a better way to support them.

Anglicare has been supporting vulnerable people and working to address disadvantage for the past 150 years.

Since our inception as the Brisbane Female and Infants Home in 1870, our staff and volunteers have been there to walk alongside Queenslanders in their most difficult and challenging moments, striving to create a more loving, just and inclusive society.

We are proud of our history and achievements, and our courage in stepping forward during times of adversity, whether taking in destitute young mothers in the late 1800s, providing nursing care to people with HIV/AIDS in the 1980s, or protecting our aged care residents during the COVID-19 pandemic in 2020-21.

Over time, we have grown to become one of Australia's most trusted not-for-profit health and community services organisations.

## **Our services to Queenslanders now encompass four pillars:**

Community Aged and Disability Care

Residential Aged Care

Children and Families Services

Mental Health and Wellbeing Services



# Origin story

“ We are proud of our history and achievements.

But let's step back in time for a moment, to a Brisbane virtually unrecognisable to modern residents, where poverty, violence and oppression were ever-present and hard to escape for those living on the fringes of society.

Only 11 years after Queensland's separation from New South Wales, the gold rush was on in Gympie, the State's new Parliament House had been opened, and Queensland became the first state in Australia to introduce free primary education.

Things were looking up in the 'Sunshine State'. For some.

The brutal oppression and murder of the traditional owners and custodians of Meanjin (Brisbane) continued unabated and the town's roots as a tough penal settlement had not been outgrown.

Those not lucky enough to have the means to provide for themselves and their families, fell through the cracks, ending up destitute or in prison.

The driving force behind establishing the Female and Infants Home was Ann Drew, who

along with a group of like-minded women, saw the dire need for social support for women who had fallen on hard times.

The home was originally established in Ann Street, Brisbane, in what is now the heritage-listed School of Arts building – just a short walk from our Webber House headquarters. The aim was to offer protection to mothers with infants, helping them reform their lives and then gain employment.

Funding proved a challenge and after 12 months it was on the verge of closing.

However, an anonymous donation of £50 was made the day after the closure was announced.

Ann Drew went on to secure donations from government, Anglican clergy and parishioners and after another 12 years of hard work and several location changes, the home was finally self-sufficient. And while our society has changed considerably since then, the underlying philosophy driving Anglicare has not – we exist to support and empower vulnerable people.

Follow the golden thread through to 2021, and the modern embodiment of the original home is our Homelessness Services for Women and Families at Toowong in Brisbane.

The service offers temporary accommodation and support for adult women as well as young women aged 16–25 and their children. It also runs an outreach for women living in community accommodation to support them to transition into the next stage of housing/accommodation.

Breaking the stereotype of a 'homeless shelter', our practitioners provide best-practice, trauma-informed services, working with the women to increase their capacity and independence within a safe environment, while exploring and addressing the social determinants that contributed to their homelessness.

Every year it provides accommodation to more than 200 women and children.





## The name may change

The Mother's Union, District Nursing Association, Spiritus, St Luke's Nursing Service, Anglican Care for the Aged, Anglicare Southern Queensland – whatever the name, our commitment to caring for vulnerable and older Australians has never wavered.

In the 1900s, as dengue fever, pneumonia and influenza ravaged populations, the need for community nursing care became increasingly apparent.

Sister Emma Packer appeared on her bicycle in 1904, visiting sick and injured people living in the local community in and around the Christ Church at Milton.

As demand grew, the Mother's Union District Nursing

Association – the forerunner of St Luke's – was established in 1909. It garnered crucial support from the Brisbane council and the Courier newspaper and by the 1930s was attending to more than 11,000 patients a year.

Through two World Wars, the Spanish Flu epidemic and the Great Depression, our nurses were a constant presence, stitching together the fabric of our community with compassion and empathy.

They soon became known as the 'Angels of Mercy'.

As bicycles and trams gave way to motor vehicles, their reach expanded and by the 1950s our nurses were making 20,000 home visits to more than 2,000 patients each year and covering

more than 90,000 kilometres in the process.

The availability of Home and Community Care funding, Community Aged Care Packages, and Veterans Home Care led to the rapid expansion of community nursing services after 1985.

In 2021, our community-based nurses and Home Care Workers support more than 30,000 clients and drive almost 6 million kilometres annually.

Over the years they've remained at the vanguard of care for those who can so easily be forgotten and cast aside by governments and corporations.

In the 1980s, St Luke's was the first community nursing service

“ Our support for seniors has never been so important.



Regular video calls helped keep our residents connected with their families during COVID lockdowns.

in Queensland willing to provide specialist services to people living with HIV/AIDS. When many were reticent to be involved with AIDS patients, the service stepped forward, delivering public education programs, participating in the state's first HIV testing project in Brisbane's LGBTIQ+ community, and establishing a specialist service for AIDS patients in 1986 – three years before direct government funding was available.

Today, the scourge of social isolation has become a major focus, further exacerbated by the COVID-19 pandemic.

Our support for seniors has never been so important. We provide regular social support, respite care and group outings for people who are living independently in their own homes.

We also provide a diverse range of lifestyle and social activities for our aged care residents.

Our residential aged care services have operated since 1932, when the St John's Home for Men was established at Brookfield, before later moving to Toowong. The men cultivated the 25-acre site to grow their own food. More homes came on line in the 50s and 60s, and by the 1980s we had homes in Brisbane, Toowoomba and the Gold Coast offering compassionate, nurse-led care that meant hundreds of men and women could stay living in their own communities, close to family and friends.

Today we operate eight vibrant homes, which all provide individualised support and care to around 600 people.

The regular lockdowns that affected Queensland aged care homes during 2020-21 were a significant challenge for our staff as well as for our residents and their families.

With residents unable to see their loved ones in person, our team stepped up to increase one-on-one social support for residents as well as finding innovative solutions to keep them all connected to family members.

Video calls and online catch-ups quickly became part of the daily routine, which gave rise to another innovative idea that brought our residents, families and staff together with some of the country's most beloved musicians (see story page 16).

# We are Australia's most trusted

In 2021, the quality of our residential and community-based aged services was acknowledged with several prestigious awards.

For the third year in succession, Anglicare Southern Queensland was named as Australia's Most Trusted Brand in Aged Care and Retirement Villages in the annual Reader's Digest survey.

This was followed by a Gold Award in the Reader's Digest Quality Service Awards Aged Care and Retirement Villages category, which recognises businesses and organisations that have achieved customer service excellence.

We were then absolutely thrilled to be named the Asia-Pacific's Best Home Care Operator

in the Eldercare Innovation Awards in Singapore, which recognise innovative and high-quality approaches to changing the way older adults age, and contributions in shaping the future of the ageing landscape in the region.

Executive Director Karen Crouch said the recognition was well-deserved and thanked everyone who has played a part in supporting our residents and clients.

"For a provider of essential health care services to older Queenslanders, the power of trust cannot be understated," Mrs Crouch said.

"We are with people in some of their most difficult and vulnerable moments. Our

residents, clients and their families rely on us every day to provide them with the best possible care and support.

"I am really proud that we have again received this recognition from Australian consumers and our industry peers.

"Our residential and community aged care staff do an amazing job, and they are backed up by a dedicated team of support services from across the organisation.

"Thank you for commitment and dedication to your work and congratulations to everyone on these significant achievements."

By your side, *Queensland*.

Australia's most trusted aged care.



**Anglicare**  
Southern Queensland

**150**  
YEARS



“

We are with people in some of their most difficult and vulnerable moments.



## Community Aged and Disability



**1,405**  
staff



**4.9**  
average years  
of staff service

**6,959**  
combined years  
of staff service



**31,817**  
clients



**1,293,781**  
total hours of service



**445,322**  
hours of domestic  
service

**210,276**  
hours of social  
support

**213,101**  
hours of  
respite care

**60,509**  
hours of  
nursing care



## Residential Aged Care



**780**  
staff



**6.1**  
average years  
of staff service

**4,727**  
combined years  
of staff service



**597**  
residents



**754,175**  
total hours of care



**218,017**  
total bed  
nights



**44,916**  
hours of lifestyle  
activities

A PLAYLIST OF MEMORIES



# By Request

WATCH THE EIGHT PART WEBSERIES TODAY: [BYREQUEST.ORG.AU](http://BYREQUEST.ORG.AU)

**Anglicare**  
Southern Queensland





Sofia Wuromus, a resident at our Abri aged care home on the Gold Coast, with By Request star and ARIA award-winning musician Katie Noonan.

## By Request: the huge hit of 2020

It takes just a couple of bars, or a verse ... but it's THAT song – instantly bringing back that precious moment in time.

During 2020, we were thrilled to launch *By Request: A Playlist of Memories* – an eight-part video series celebrating the transformative power of music.

Some of Anglicare's beloved aged care residents shared the stories behind their special songs, giving us a glimpse into the lives they have lived, in their own words.

By Request paired each resident's story with a special response from a well-known Australian musician who shared their own connection to the song and performed a cover version dedicated to the resident.

The featured singers were Katie Noonan, Kate Miller-Heidke, Isaiah Firebrace, Thirsty Merc's Rai Thistlethwayte, Jess & Matt, Adam Eckersley and Brooke McClymont, Harrison Craig and Emma Birdsall.

The series celebrated our residents – we wanted the audience to understand their lives and connect with them on a

personal level, not just see an elderly face.

As the residents weren't told about the performances, the element of surprise played a key role in the emotional impact of the series.

The residents believed they were simply telling their story and had no idea that a famous artist would sing their favourite song back to them.

2020 was a difficult time for those living in aged care, with COVID-19 restrictions cutting them off from family for extended periods.

We wanted to find a way to unite and connect in the absence of group outings and social visits, and By Request was the heart-warming and hopeful tonic we'd all been searching for.

Music and its ability to connect us to memories and a desire for togetherness in lockdown became the thread of the campaign.

From March to July 2020, as lockdown began, we filmed our clients sharing their connection to a special song,

before organising a surprise performance just for them.

We then filmed our residents' reaction as they watched the performance. This was all done during lockdowns, with musicians self-filming in their homes.

When we launched the video series in August 2020, By Request gave us an opportunity to bring each of our eight Residential Aged Care homes together online to celebrate, something we'd never done before.

We used technology to virtually connect the homes, their families across the world, and our 3,000 staff for a special premiere of the series. It gave a real sense of camaraderie and gave everyone the sense they were all 'in it together'.

We are very thankful for the love that the public and the media across Australia gave our campaign, including emotionally charged segments on *The Project* and *The Today Show* as well as through hundreds of thousands of views on our social media channels.



Preston Campbell, Lionel Morgan and Earl Morgan.



EM Tooth manager Glenda Phillips with Lionel Morgan.

## Celebrating Uncle Lionel's legacy

Did you know that the EM Tooth Residential Aged Care home at Manly is home to one of the all-time rugby league legends?

The name Lionel Morgan is well known throughout the community at bayside Wynnum-Manly, as well as across the rugby league world, as the first Aboriginal man to play for Australia.

Uncle Lionel was selected as a winger in the Kangaroos team in 1960, and played in the World Cup alongside some of the game's most famous names – including Reg Gasnier, Johnny Raper, Keith Barnes and Ken Irvine.

He also played for Queensland, Brisbane and the Wynnum-Manly Seagulls and coached numerous teams, including the Queensland Under 16s Indigenous team. Fittingly in 2008, he was named as a winger in the Indigenous Team of the Century.

Uncle Lionel, who now lives with dementia, joined the EM Tooth family several years ago – not far from the Seagulls' famous home ground Kougari Oval.

EM Tooth Manager Glenda Phillips said the staff were honoured to be part of Uncle Lionel's journey.

"When we met the family, we felt very honoured that he was coming to live with us," Glenda said. "He's a very kind gentleman, and very proud of his achievements in life."

This year, we were thrilled to play a part in telling Uncle Lionel's story, in partnership with the Courier Mail and NRL.

Former NRL star Preston Campbell visited Uncle Lionel at EM Tooth, joining him and one of Lionel's four sons Earl, to reminisce about his life and career.

Preston brought along video messages from Origin legends

Wally Lewis, Mal Meninga and Steve Renouf, as well as current NRL players – who thanked Uncle Lionel for paving the way for generations of successful Indigenous sports men and women.

"I think being Aboriginal myself, and him being the first Indigenous man to represent Australia at any level, I feel proud to be able to know the man," Preston said.

"For him back in the 60s, for him to be able to make a team, based on his skill, was one thing, but to be able to stay there and retain it would have had to take a lot of mental resilience, and I think that's what he gives to a lot of Indigenous players."

Earl Morgan, who also wore the famous Seagulls red and green, was thrilled with the chance to see his dad's achievements recognised.



Kevin Walters and St John's Diversional Therapist Kalofiane Forrest with Gavin and Joe at Suncorp Stadium.

“When we met the family, we felt very honoured that he was coming to live with us.

“Still to this day people recognise him, and it’s a great honour,” he said.

“I come here and watch rugby league with Dad on a Sunday afternoon. He sees it and there’s that recognition – ‘I know that’.

“When I’m sitting here with dad, you see how the staff interact with the other residents and their families – nothing’s ever a drama. They are more than happy to help and make your family member’s life comfortable.

“I could not ask for a better place for Dad to be.”

## State of Origin

It was a long wait for footy fans, with the State of Origin delayed by five months due to the global pandemic. Queensland pride is something that our staff, volunteers, clients and residents all share, and look forward to celebrating during Origin season every year.

Two of our St John’s aged care home residents and avid Queensland supporters, Gavin and Joe, were chosen to deliver the match ball to Suncorp Stadium ahead of State of Origin Game III with Origin Legend Kevin Walters.

It was a moment Gavin and Joe will never forget.

# New program benefits people living with dementia

This year we were able to take our exceptional level of care to a new level for those living with dementia, with the opening of a specially designed unit at St Martin's aged care in north Brisbane, thanks to a grant from the Commonwealth Government.

The Specialist Dementia Care Program Unit (SDCP) officially opened in July 2020 and is one of three locations in Queensland chosen to launch the new program.

The program is designed for people exhibiting severe symptoms of dementia who are unable to be effectively cared for by mainstream aged care services.

St Martin's Manager Mardi Erasmus said the program had delivered significant benefits for people living with dementia.

"The clinical team was handpicked and all of them have gone through a rigorous process of training," she said.

"They are resident-focused and continually striving to provide the support that each of our residents needs."

The unit caters for eight residents and has had 11 admissions and three successful transitions into mainstream aged care homes with the support from the SDCP staff.

Families have expressed the positive impact the SDCP has had on their loved one.

By working closely with residents and their families, our staff have been instrumental in providing families with relief and reassurance that their loved one can be cared for and have a quality of life even with a diagnosis of dementia and severe associated behaviours.

As the number of people with dementia in Australia increases, it is important to have specialist, best-practice care available for clients who may need a higher level of support in aged care.



Anglicare Executive Director Karen Crouch, Anglican Community Services Commission member Kim Rayner, Anglicare Director of Services Sue Cooke, St Martin's Manager Mardi Erasmus and Metro North Hospital and Health Service representatives Kevin Clark and Lucy Dakin.

# Campaign pays homage to regional Queensland

This year our 'Most Remote Care Worker' campaign paid tribute to the work of our hard-working team in outback Queensland.

The 'star' was Andrea Davis, one of our home care workers in Longreach, who travels hundreds of kilometres each day to support her clients to remain as independent as possible in their own homes.

Andrea is one of Queensland's many unsung heroes and spends her days supporting her clients and thinking of ways she can improve their lives.

"One of our ladies grew up on a property outside here. Her dad managed the place. She would talk about it," she said.

"One day I said to her, 'Would you like to go back there?' So I tracked down the owner, and asked if it was OK if she came back.

"She saw the homestead. Everything had changed, but she loved that day so much. She's talked about it ever since."

Andrea never intended for a career in aged care but what was initially a two-week 'visit' to Longreach five years ago changed her life.

"I came out here for two weeks and stayed," she said. "I find the city quite overwhelming whenever I go back. It's beautiful here."

But her love of the landscape didn't help her get a job when she first arrived. After missing out on a role at the local bank, she realised it was time to retrain, and she completed her Certificate III in Individual Support (Aged Care). Soon after she joined Anglicare.

"I really enjoyed the work, the face-to-face, the variety, going to people's homes," she said.

She has since trained further, and is now a Team Leader, helping to manage the budgets of clients with aged care packages.

While her clients certainly appreciate all that she and her team do, Andrea said she's got a whole new level of respect for people who live remotely on the land.

"It's a great job – it's the best job. It really is."

Making a difference is the ethos the team at Anglicare Southern Queensland lives by.

“ I came out here for two weeks and stayed.



# Former ballet dancer celebrates her 103rd birthday

Victoria Lowney is a former ballet dancer who has been regularly attending our Robina Respite Centre since it opened about 21 years ago. She's a sprightly 103-year-old who still curtsies as she enters the room.

Late in 2020 she celebrated her 103rd birthday alongside her friends, family and her Anglicare carers.

Victoria, who still lives independently, paraded slowly around the room with her walker but boasted she could still kick her leg high if she wanted to.

Lifestyle Assistant Kathleen Kirkpatrick cheekily chimed in: "Last time she did that she fell over."

But according to Victoria, movement is the secret to living a long life.

"It's doing something to keep you on the move," she said.

"My doctors, six of them, (ask) 'what do you put it down to' and (I say) 'well, doing something, move, do some work and keep going'."

Victoria was born in Cornwall in the UK in 1917 before emigrating to New Zealand with her family.

She was a tiny child and a doctor's advice for physical development was to exercise at a Russian-run dance studio in Auckland, so she took up ballet at the age of six.

Soon after, she arrived in Australia and joined the Helene Kirsova School of Russian Ballet, and later became a member of the Australian British Ballet Organisation.

In 1937, when she was 20, she posed for the cover of a highly regarded magazine, *The Dancer*.

During her birthday party, the Queensland Ballet surprised Victoria with a beautiful video shout-out from all the dancers and also sent ballerina Tonia Looker along to help celebrate.

Victoria lives in a flat next door to her family. She has two children and two grandchildren who are said to have inherited her talents.

We are so proud to be able to play a part in Victoria's rich and colourful life, and we wish her many happy birthdays to come!





“ It’s doing something to keep you on the move.

# Supporting families, children and young people

The Anglican Church's welfare arm, now better known as Anglicare, has been supporting children and young people since 1893, when the Home of the Good Shepherd was established in Brisbane.

At the turn of the century, a donation from Laura Tufnell – the wife of Brisbane's first Anglican Bishop, Edward Tufnell – allowed the home to secure a permanent location at Nundah, and the Tufnell Home for Children was established.

More than 50 children lived in the home in 1901, and it expanded following the First World War and Great Depression, taking in children whose parents had lost their lives or become destitute.

Although foster care, or 'Boarding Out' as it was termed, was legally possible as early as 1879, Queensland's small population base and poor economic conditions meant most children remained in government or church-run institutions. Some of these children tragically suffered abuse in the very homes responsible for keeping them safe.

By the 1960s, orphanages began to be phased out, with an increased focus placed on foster care and group homes. Social workers replaced government inspectors, and more attention was placed on the suitability of carers.

Over the coming decades, Anglicare's residential care model expanded into locations across the Greater Brisbane Area.

In the 1990s, we first started recruiting and supporting foster and kinship carers. In 2021, the 988 dedicated carers we support, provided loving, caring and safe homes for more than 1,000 children and young people on any given night.

“ Highlighting the importance of inclusion and diversity.

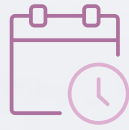




# Children and Families



**379**  
staff



**3.2**  
average years  
of staff service

**1,224**  
combined years  
of staff service



**988**  
foster and kinship  
carers supported



**289**  
families  
supported

**2,071**  
children in  
care supported



**410,876**  
nights for  
children in out  
of home care



**78** new  
foster carer  
families  
recruited

**27,294**  
family support  
hours



Unfortunately, the need for new foster carers in Queensland continues to increase. In 2019, we decided to take a new approach to meeting this challenge, with the launch of our new foster care recruitment brand You Be You.

You Be You highlights the importance of diversity and inclusion – almost anyone can be a foster carer – and takes prospective carers on a journey of education and encouragement, to help them understand how foster caring can fit into their lifestyle, and

how they can provide a safe, stable home environment that will help children be themselves and thrive.

A fresh and vibrant marketing approach, supported by a blend of online and in-person information sessions, together with a suite of resources to help people take the foster care journey at their own pace, is helping to attract Queenslanders from all walks of life, backgrounds, genders, ages and sexual orientations, to become carers.



# Embedding cultural capabilities

Anglicare Southern Queensland acknowledges and pays respects to Aboriginal and Torres Strait Islander Elders, community, staff and clients, past and present, on whose lands our services are delivered.

We share in the national and state visions of improving outcomes and closing the gap of disadvantage faced by First Nations peoples.

Our Cultural Capability Framework provides us with the foundations and

guidance to deliver culturally proficient services in partnership with our First Nations peoples.

It helps us ensure our services are responsive to the cultural of needs of our First Nations people, our staff have the knowledge and skills to deliver care in culturally competent ways, and our work environments are culturally respectful and supportive for First Nations staff.

## Guiding Principles

### **Valuing, understanding and respecting Aboriginal and Torres Strait Islander culture**

Valuing, understanding and respecting Aboriginal and Torres Strait Islander people, community, culture and their inherent rights is fundamental to delivering culturally safe, accessible and responsive services.

### **Aboriginal and Torres Strait Islander involvement in decision-making at all levels**

First Nations people have the right to self-determination and are the expert leaders in designing culturally safe and accessible services, policies and practices, including the evaluation of these. Aboriginal and Torres Strait Islander people should be recognised as the primary guardians and interpreters of their culture.

### **Strong cultural leadership and responsibility**

Cultural leadership is the knowing, being and doing that acknowledges, respects and incorporates Aboriginal and Torres Strait Islander culture and people as integral to delivering culturally responsive, safe and accessible services. All leadership levels have a responsibility for actively modelling and encouraging a paradigm shift in all staff towards cultural capability to create a culturally safe workplace.

### **Health Equality and Human Rights approach (Social Justice Leadership)**

Our approach is anchored in Health Equality and Human Rights where the inequalities, discriminatory practices and unjust power relations are analysed and addressed in service delivery systems, organisation and practice.

### **Relationship and Partnership Building**

Genuine and authentic relationship building through Reconciliation is the key to developing sustainable partnerships with Aboriginal and Torres Strait Islander people and communities. Build the relationship and work in partnership to achieve the aspirations of First Nations peoples.

### **Embedding Cultural Capabilities**

Cultural Capability must be embedded into all facets of Anglicare, it needs to be planned and implemented, monitored, reviewed and evaluated. Developing our cultural capabilities is an ongoing and intentional development process, requiring allocated and committed resourcing.



Our Cultural Capability Coordinator (and artist) Olivene 'Olly' Yasso produced this artwork to represent Anglicare, and tell the story of how we embed cultural capabilities into everything we do.



# Jarjums Connect goes Totally Wild

The Jarjums Connect Group is a fortnightly event designed to nurture individual self-expression and offer cultural support in a safe environment for children in our Aboriginal and Torres Strait Islander communities.

Every Jarjums Connect Group event is special and includes activities to foster learning around topics like song and dance, art, language and storytelling and making food.

Led by our Cultural Support Worker Lania Tusa, the group's primary focus is on creating cultural connectedness, so that children and young people begin to develop and feel a strong sense of identity and belonging within themselves and the wider Aboriginal and Torres Strait Islander community.

Jarjums is the Yugambah word for children.

This year the group had a very special visitor when Ranger Stacey and the Totally Wild TV team came to join in on the fun, not once, but twice!

Lania and the Jarjums showed Ranger Stacey traditional face painting, then her colleague Caleb Hall taught them how dilly baskets could be used to make black beans safe to make flour for damper.

After watching the Jarjums do some traditional singing and dancing, Ranger Stacey was hoping to be impressed by some boomerang throwing, but unfortunately the windy day meant the boomerangs would be too dangerous in the small park.

Everyone agreed that the highlight of the day was getting to try witchetty grubs – and watching Ranger Stacey's taste test!

The Jarjums went first, biting down on the traditional food with relish and describing the taste to Ranger Stacey.

Witchetty grubs are a good source of protein, and Caleb showed Stacey the best way to eat them.

But she wasn't so sure, and when she bit down on her grub she couldn't quite manage to swallow, exclaiming 'why did I get the juicy one?'

The Totally Wild TV segments were a great thrill for our staff and the Jarjums, while also giving the community an insight into the important work we do with children and young people.



The Jarjums Connect Group with Ranger Stacey from the Totally Wild TV show.

Jarjums is the  
Yugambeh word  
for children



# Working for the wellbeing of all

Our Mental Health and Wellbeing services incorporate a wide range of programs, including the homelessness services for women and children that were the very foundation of our organisation 150 years ago.

The establishment of the Anglican Diocese Social Welfare Department in the 1970s led to the expansion of our support for people experiencing homelessness and financial distress, while marriage counselling services operating from St John's Cathedral paved the way for our future family wellbeing programs.

In the early 1990s, the Operation Kinder Community program first began working with families in the West Moreton region to help prevent child abuse and

neglect, family breakdown and distress. The program is still going strong three decades later, providing counselling, case management and personal support interventions.

Our parenting and family support programs now operate across Southern Queensland, helping to build stronger and more resilient relationships.

In 1998 we expanded into drug counselling programs, which led to the establishment of another successful and long-running program, AMEND (Assisting Mothers End the Need for Drugs).

Our homelessness support services expanded again the following year, with Insync Youth Services starting its work with

young people living rough in the Redlands.

This year, the Insync team supported 157 young people, with 7,252 nights of accommodation and 3,057 hours of outreach services through its centres in the Redlands, Beenleigh and Mount Gravatt.

In the past decade, the Mental Health and Wellbeing team has established several ground-breaking programs, including the Living Well Service – which provides counselling, advocacy and support to men who have experienced sexual abuse, and the Living Without Violence Program – which works with male perpetrators of domestic and family violence to change their attitudes and behaviours.

## Mental Health and Wellbeing



**133**  
staff



**6**  
average years  
of staff service

**803**  
combined years  
of staff service



**9,312**  
clients supported



**7,252** nights for young  
people experiencing  
homelessness



**11,843**  
hours of  
counselling

**67,470**  
total hours  
of service



**16,625**  
hours supporting young people  
experiencing homelessness

**3,057**  
hours of homelessness  
community outreach

# Living Without Violence

Coaching men who use violence against their families or partners how to regulate their behaviour and emotions might seem like difficult assignment.

But Anna Haylock, Service Lead – Domestic & Family Violence, with our Mental Health and Wellbeing team says evidence-based behaviour change programs can make a real difference.

Anna, who recently notched up 20 years of service with Anglicare SQ, leads our Living Without Violence program – which works with offenders to help them break the cycle of family violence.

“It’s an 18-session group program with a focus on stopping violence and violence-condoning attitudes, and moving men closer to family wellbeing,” Anna said.

“It incorporates evidence-based models, including Cognitive Behaviour Therapy and the Risk-Need-Responsivity model. It’s very much focused on teaching strategies that men can use to

regulate their emotions in the heat of the moment, and to adopt more respectful and equal behaviours in their families.”

The program is partly funded by the Department of Communities, Housing and Digital Economy, with 80 per cent of the men referred from the Brisbane Magistrates Court.

“That means they’ve agreed to attend the program as part of the conditions on their Domestic Violence Order,” Anna said. “The other 20 per cent are self-referring.

“It can take a long time to make changes and some people are not ready to change, but let’s face it, they are the only people who can improve their own lives – the choices rest with them.

“The fact is they’ve caused a lot of devastating impacts on their family. We get them to explore their thinking patterns and where their beliefs come from, and then learn what impacts their actions have on other people.


“The essential message throughout the whole program is family wellbeing. For example, we will ask them ‘what have you done this week to move you closer to, or further away, from family wellbeing?’”

Anna said the ‘rolling group’ format, where four men enter the program as four men finish, was beneficial for the participants.

“People can see the purpose and value of being in the room with other men, working towards the same goals and being supported by the other men to make changes,” she said.

“Because we have a staggered entry to the program, you have some men that are much further along in the change process, and they are very supportive and keep it honest.”

75 men have completed the program over the past 12 months.



“ People can see the purpose and value of being in the room with other men.



Anglicare Executive Director Karen Crouch, Reverend Sue Grimmatt from St Andrews Indooroopilly, Yuggera Elder Uncle Steve Coghill and Thread Together CEO Antony Chesler.



The Thread Together mobile wardrobe.

## THREAD TOGETHER

This year we expanded our services to further assist those in need through a three-way partnership with St Andrew’s Anglican Parish at Indooroopilly and Thread Together, a global-first program that sources new excess clothing from fashion retailers and redistributes it to vulnerable people in the community, with no cost to the recipient.

Our ‘mobile wardrobe’, a Toyota HiAce sponsored by Bendon Lingerie, services the Greater Brisbane community enabling new clothing, shoes, and accessories to be distributed to those in need.

The COVID-19 pandemic has caused further financial distress and uncertainty for those already struggling. Our Thread Together initiative strives to address that need in a way that is about dignity and hope, rather than charity.

“We ensure it is a respectful and dignified experience for people who are doing it tough, and I love seeing that. It’s

the individual stories that are meaningful and I get to witness these regularly,” said Kate Littmann-Kelly, Thread Together Volunteer Coordinator.

“Being able to choose brand-new clothing that reflects your own personality means more than just having a covering for your body. Our staff see the impact when our clients feel confident in the way they look, and experience this simple act of choice that most of us take for granted.”

Our Thread Together volunteers take the mobile wardrobe to community sites in and around Brisbane, with teams of three or four attending each site to assist customers to choose clothing that suits their style and taste. All visits are established through local referral connections such as community providers, local school principals, mental health providers and emergency relief services.

“In less than 12 months, we’ve expanded to nearly 20 sites and assisted approximately 1,000 people,” said Leanne Wood, Research and Advocacy Advisor.

“It’s also wonderful to see the community-building effect of the program, not just for our van customers but for Thread Together volunteers as well.”

About one third of parishioners are involved in the project as well as a growing number of other community members.

Volunteers have told us how much they value the friendships they’re forming and the satisfaction they get from participating in the project. As one of our volunteers, Sharon, said:

“To share with people the joy of trying on something new and feeling good about the way they look is such a joy.

As one person said to me recently, ‘I don’t look as if I live on the streets now’. What a privilege for me to share that moment with him.”





“ In less than 12 months, we’ve expanded to nearly 20 sites and assisted approximately 1,000 people.

Our Thread Together mobile wardrobe also contributes to Anglicare’s steps towards sustainability. 87 per cent of clothing ends up in landfill within a few years of production.

By repurposing surplus stock from retailers, Thread Together not only provides people who are doing it tough with the dignity of new clothes, it also reduces the many tonnes of clothing that normally go directly from clothing manufacturers to landfill.

“ Being able to choose brand-new clothing that reflects your own personality.



St Andrew's Parish volunteers Allana Wales and Wendy Chenoweth



Social issues such as housing affordability are a key focus of our advocacy.

# Advocating for the vulnerable to shape positive change

Anglicare's advocacy aims to enable the voices of the people we support through our service delivery to be heard, and to meaningfully inform and help to shape positive social change.

This involves advocacy at a systemic level, including influencing policy through research, campaigns, submissions to government and other strategies.

This year, our staff have shared their insights and experience to inform submissions on child protection, youth justice, domestic and family violence, income inadequacy and the impact of Covid on our clients.

We have actively supported the Home Stretch campaign, asking the Queensland Government to

provide the option of extended care and support until the age of 21 years for young people transitioning to adulthood from the care system, and we have continued our collaboration with the Anglicare Australia network on the annual Rental Affordability Snapshot.

Our advocacy also encompasses on-the-ground activity, such as the Thread Together project, that benefits individuals and communities in ways that help contribute to flourishing and satisfying lives.

Our work is therefore built on relationships and engagement with others, within Anglicare and externally.

The Reconciling Histories project, a collaboration with

Anglicare's First Nations staff, continues to create a shared history and new Anglicare stories of reconciliation and unity.

We also work in partnership with other organisations who have the same social justice concerns we do: we don't want to re-invent the wheel, and there's strength in numbers when seeking change.

Partnering with national advocacy campaigns such as Home Stretch and Raise the Age (lifting the minimum age at which children can be arrested from 10 to 14 years) helps to amplify our message and increases our ability to make a difference for the people we work with.

# Creating a more loving, just and inclusive society

The Mission department plays an important role in helping Anglicare achieve its vision of creating a more loving, just, and inclusive society, reflecting the life and teachings of Christ and the coming Kingdom of God.

Many events and activities coordinated by the Mission team throughout the year had to be cancelled due to COVID-19 restrictions. These included precinct morning teas, Services of Remembrance and our National Volunteer Week Service.

Special Events that were able to be celebrated included National Mental Health Week, the Opening and Blessing of the Specialised Dementia Care Program Unit at St Martin's Taigum, Blessing and Opening of our Nambour and Caboolture Community Aged Care Offices, and the Lady Day service in St John's Cathedral, when the Mothers Union presented a cheque to Anglicare for chaplaincy.

Anglicare chaplains attended a two-day retreat and sessions

included: Welcoming Soul, The Seeds of My Calling, Reconnecting to Soul and Role and Stepping out from this Crossing Place.

Active Listening training was provided for 24 volunteers working with the Thread Together program, a partnership between Anglicare and St Andrew's Anglican Church.

Volunteer biography training sessions have been held for eight pastoral care volunteers who are interested in this program.

Anglicare Parish Ambassadors gathered for an event providing an opportunity to thank them for their commitment in working together with Anglicare. Presentations included the Specialist Dementia Program Unit, Thread Together, Spiritual and Pastoral Care Program, Homeless Services and Fundraising. Five information sessions held across the Diocese provided visibility of our services and helpful information for the community.

Anglicare staff attended spirituality retreats providing an opportunity for staff to explore or rediscover their faith and focus on their own particular journey in the company of like-minded people.

Six Anglicare staff members spoke at nine separate grade 11 classes at All Saints Anglican School at Merrimac. These sessions provide an overview of all the services Anglicare delivers and how these services benefit those who receive them.

This was to support their Social Justice unit and assists in understanding the foundations of Anglicare and why the Anglican Church of Australia does, in fact, care and have a social justice arm.

Following the presentations, the student's assessment involved formulating a response to a case study by preparing a brief of Anglicare services they might suggest to a client in varying circumstances as well as investigating three other social services that may also assist their client.



Connecting Anglicare's frontline services with the Anglican parish community is a key focus for our Mission department.



2021  
EXCELLENCE  
AWARDS

Our staff and volunteers are the beating heart of our organisation. Their unwavering commitment and compassion enables us to serve and support Queenslanders from many walks of life.

True to our values, they are forever humble and reticent to seek the limelight.

To say thank you, and showcase the great work undertaken by so many people across our diverse organisation, we were thrilled to hold our inaugural Staff Excellence Awards in early 2021.

More than 200 staff members, volunteers and clients gathered at the Brisbane Convention and Exhibition Centre for the announcement of the winners.

Executive Director Karen Crouch said it was important to recognise our collective achievements and the contributions we make in our local communities.

“As a provider of essential care and support services for vulnerable people, our work never stops. We are all so focused on the needs of our clients, residents, children and families, that reflecting on our

achievements is often not top of mind,” Karen said.

“Be proud of your achievements and always remember, even in the tough times, that you are making a difference every day.”

The winners came from across the organisation’s service streams and included Child Safety Practitioners, Home Care Workers, Dementia Care specialists, Cultural Support Workers and Client Liaisons.

Nineteen staff were also recognised for more than 20 years of service with Anglicare.



Reconciliation Award winners: Gold Coast Children and Families team members Steve Wood and Candice Maxton with Anglican Church Reconciliation Action Plan Coordinator Sandra King and Anglicare Executive Director Karen Crouch.



Acknowledgment of Country by Waveney Yasso

# 2021 Excellence Awards Winners



## Client Services – Individual

Perry Cooper, Maintenance, Residential Aged Care and Retirement Villages, Symes Thorpe

## Client Services – Team

Sunshine Coast/Gympie Intensive Foster Care Service, Children and Families, Maroochydore



## Individual Achievement

Cameron Webster, Home Care Worker, Community Aged and Disability, Sunshine Coast



## Team Achievement

Specialist Dementia Care Program Unit team, Residential Aged Care and Retirement Villages, St Martin's Taigum



## Volunteer of the Year – Joint Winners

Elizabeth Nolan, Volunteer, Children and Families, Roma

Paul Garside, Volunteer, Residential Aged Care and Retirement Villages, Edwin Marsden Tooth Memorial Home for the Aged

Rachel Thurbon, Volunteer, Residential Aged Care and Retirement Villages, Symes Thorpe



## Reconciliation

Gold Coast Children and Families



## Innovation and Creativity – Individual

Lalania Tusa, Cultural Support Worker, Children and Families, Nerang

## Innovation and Creativity – Team

Marketing and Communications team



## Inclusion

Claire Uwimana, Multicultural Program Coordinator, Governance, Risk and Assurance



## Excellence in Leadership

Stacey Gwillim, Service Manager, Children and Families, Caboolture



## Rel8 – Individual

Katie Hall, Client Liaison/Team Leader, Community Aged and Disability, Roma - CAD West

## Rel8 – Team

The Organisational Development team, within the Organisational Development Department



Anglican Community Services Commission Chair Dr Kim Forrester, Rel8 Individual Award winner Katie Hall and Anglicare Executive Director Karen Crouch.

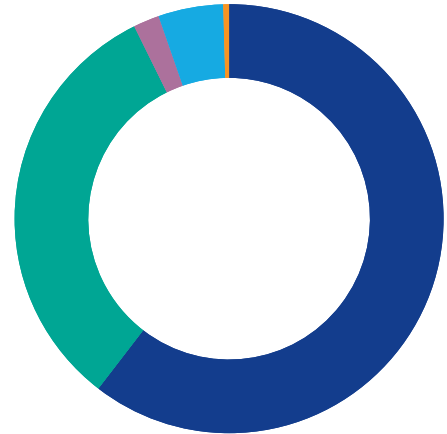
# Financial snapshot

<b>Total Revenue</b>	<b>\$260,972,000</b>
<b>Total Expenses</b>	<b>\$262,806,000</b>

See Financial Statements Page 40

## 2020-2021 Revenue

● Government contracts	60%
● Client contracts	32%
● Investment properties, plant & equipment	2%
● Other revenue	5%
● Interest & trusts	1%

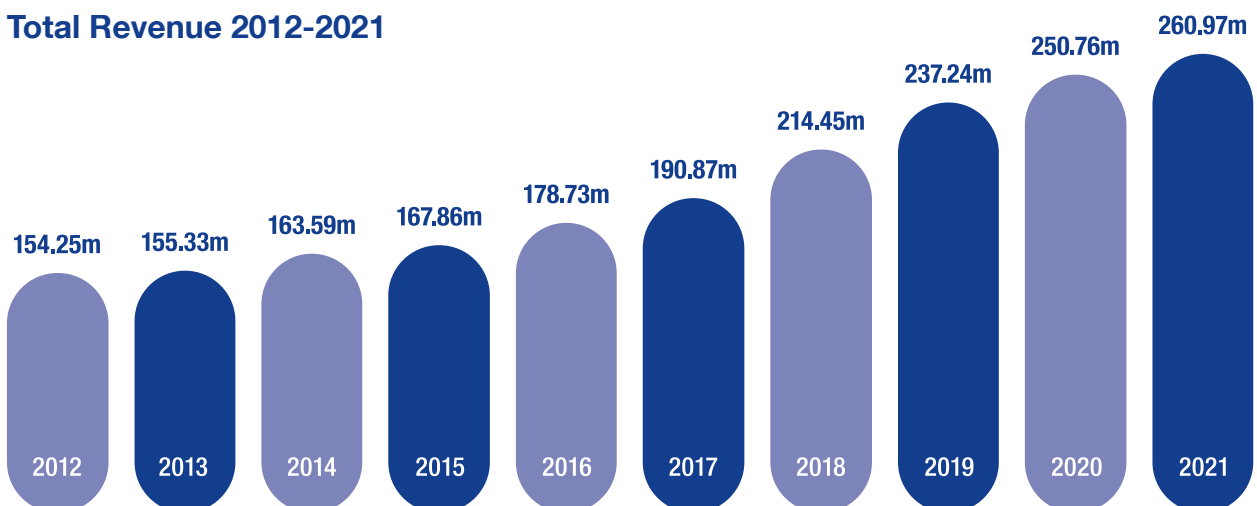


## 2020-2021 Expenses

● Employee expenses	69%
● Client services & consumables	17%
● Depreciation	4%
● Rates & service fees	1%
● Other expenses	6%
● Investment properties	3%



## Total Revenue 2012-2021



# Fundraising and bequests

Thank you for continuing to support us during the hard times.

Not-for-profit organisations in Australia are facing significant changes as they react to the global COVID-19 pandemic. Australian charities and social services are being relied upon more than ever to support people who desperately need help in the community.

The pandemic has put on hold many key fundraisers including our annual Night in the Cathedral, however we have adapted and developed new, sustainable ways to fundraise.

In response to COVID-19 and to keep our supporters safe, we now offer cyber-safe online fundraising and have increased our Direct Mail Appeals. This empowers our

donors to still give to the causes they are passionate about, from the safety of their own home.

We would like to say a very big thank you to the 1,403 donors who gave \$1,285,080 to support Anglicare Southern Queensland. We know there are so many causes catching your attention right now, but we are so glad you choose to support us.



## Backpacks for foster children

Brisbane mother and daughter Melissa and Vicki Hanning continued their support for children living in out of home care, donating 500 care backpacks, containing pyjamas, clothes, toothbrush and toothpaste, hair brush and ties, a book and a soft toy to cuddle.

Melissa (pictured with our Head of Fundraising Tiffany Berg), works in child protection and said: “When children enter foster care quite often they do so at short notice and under fairly traumatic circumstances. We knew it would be important for them to have a bag that has those items for their first night.”

## Highlights from this year

✓ 70 donors gave \$1,000 or more

✓ \$145,000 highest donation

✓ \$690,951 given in bequests

✓ 100 years old oldest donor

✓ Six years old youngest donor

✓ \$594,129 given in donations

**Anglicare Southern Queensland  
Consolidated Summary of Profit or Loss and Other  
Comprehensive Income for the Year Ended 30 June 2021**

	<b>2021</b>	<b>2020</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Revenue from continuing operations</b>		
Revenue from contracts with government	157,717	155,263
Revenue from contracts with clients	84,211	71,663
Interest revenue	551	1,331
Revenue from trust funds	597	1,731
Net gain/(loss) on disposal of property, plant and equipment	2,844	3,274
Realised investment properties gain/(loss)	2,276	1,803
Change in fair value of investment properties	-	5,380
Other revenue	12,775	10,316
<b>Total Revenue</b>	<b>260,972</b>	<b>250,761</b>
<b>Expenses from continuing operations</b>		
Employee expenses	(188,917)	(183,062)
Client services expenses and consumables	(46,690)	(42,360)
Depreciation expense – non Right of Use assets	(6,176)	(6,264)
Depreciation expense – Right of Use assets	(6,063)	(5,552)
Rates and service fees	(3,427)	(3,730)
Operating lease costs	(3)	(143)
Other expenses	(3,622)	(5,456)
Change in fair value of investment properties	(7,908)	-
Impairment of property, plant and equipment	-	-
<b>Total Expenses</b>	<b>(262,806)</b>	<b>(246,567)</b>
<b>Profit/(Loss) for the year from continuing operations</b>	<b>(1,834)</b>	<b>4,194</b>
<i>Items that will not be reclassified to profit and loss</i>		
Transfer net assets of common controlled entity	-	-
Revaluation of property, plant and equipment	10,268	-
<b>Total Comprehensive Income/(Loss) for the year</b>	<b>8,433</b>	<b>4,194</b>



# Financial Statements

## Anglicare Southern Queensland Consolidated Summary of Financial Position as at 30 June 2021

	2021 \$'000	2020 \$'000
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and cash equivalents (unrestricted)	57,828	62,956
Cash and cash equivalents (restricted)	99,035	74,719
Trade and other receivables	16,156	21,618
Other assets	1,869	1,519
<b>Total Current Assets</b>	<b>174,888</b>	<b>160,812</b>
<b>Non-Current Assets</b>		
Other receivables (unrestricted)	24,404	17,020
Other receivables (restricted)	4,920	13,102
Investment properties	153,990	136,505
Property, plant and equipment (restricted)	113,287	104,399
Property, plant and equipment (unrestricted)	41,063	36,299
Right of Use Property, plant and equipment	10,029	10,609
Financial assets at FV OCI (restricted)	1,277	1,016
Other assets	104	196
<b>Total Non-Current Assets</b>	<b>349,074</b>	<b>319,146</b>
<b>TOTAL ASSETS</b>	<b>523,961</b>	<b>479,958</b>
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Trade and other payables	63,758	45,441
Employee entitlements	21,247	19,073
Interest bearing loans and borrowings	366	366
Other financial liabilities	197,165	179,242
Right of Use liabilities	4,130	3,880
Provisions	10,669	13,392
<b>Total Current Liabilities</b>	<b>297,335</b>	<b>261,394</b>
<b>Non-Current Liabilities</b>		
Employee entitlements	3,358	3,290
Interest bearing loans and borrowings	5,680	6,046
Right of Use liabilities	4,625	4,702
Provisions	595	453
<b>Total Non-Current Liabilities</b>	<b>14,258</b>	<b>14,491</b>
<b>TOTAL LIABILITIES</b>	<b>311,593</b>	<b>275,885</b>
<b>NET ASSETS</b>	<b>212,368</b>	<b>204,073</b>
<b>FUNDS</b>		
Retained earnings	172,056	165,643
General reserve	2,566	2,704
Trust reserve	14,959	23,207
Asset revaluation reserve	22,787	12,519
<b>TOTAL ACCUMULATED FUNDS &amp; RESERVES</b>	<b>212,368</b>	<b>204,073</b>

# Funding agencies

Our work delivering programs for Queenslanders during 2020-21 was made possible through funding from these agencies.

Grant funder	Program
<b>Commonwealth Government</b>	
Department of Health	Commonwealth Home Support Program (for over 65s) Continuity of Support
Department of Social Services	Mental Health and Wellbeing Programs Inclusive Employment Program
Brisbane South Primary Health Network	Assisting Mothers End the Need for Drugs
<b>Queensland Government</b>	
Department of Communities, Housing and Digital Economy	Queensland Community Care (for under 65s) Community Transport Managing of Public Intoxication Program Homelessness services Crisis Accommodation Program Home Secure Assist
Department of Children, Youth Justice and Multicultural Affairs	Child Safety, Foster Care Services and Residential Homes Bail Accommodation Service
Department of Education	Cooloola Child And Family Support Hub
Department of Justice and Attorney General	Victim Services Funding Program
Queensland Health	Dementia Respite Alcohol and Other Drugs Services Community Care Nursing Services
<b>Fee for Service funders</b>	
Townsville Hospital and Health Service	Palliative Care Services
Gold Coast Hospital and Health Service	Transition Care, Hospital in the Home and Palliative Care Services
Metro South Hospital and Health Service	Transition Care and Other Services
Darling Downs Hospital and Health Service	Transition Care and Other Services
Sunshine Coast Hospital and Health Service	Transition Care and Other Services
West Moreton Hospital and Health Service	Transition Care and Other Services
Wide Bay Hospital and Health Service	Transition Care Program

## Our board



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

Doctor of Philosophy (Monash University); Master of Business Administration (Deakin University), Graduate Diploma in Religious Education (Brisbane College of Advanced Education), Bachelor of Divinity with Honours (Melbourne College of Divinity). Dr Aspinall was Primate of Anglican Church of Australia from 2005 to 2014.



**The Right Reverend Bishop  
Cameron Venables**

Regional bishop in the Anglican Church of Southern Queensland based in Toowoomba. Tertiary qualifications in Arts and Theology, experience in community development, health education, school and university chaplaincy, and parish ministry. Chairs the Toowoomba Interfaith Working Group which works to develop programs and partnerships which develop harmony, understanding, and social cohesion.



**Dr Kim Forrester**  
Chair

Bachelor of Arts and Bachelor of Laws from University of New South Wales, Master of Laws (Advanced) from University of Queensland, PhD from Griffith University. Before admission as Barrister-at-Law in NSW Supreme Court, Dr Forrester was a Registered Nurse.



**Professor Karen Healy**

Professor of Social Work with 30 years of experience. Member of Order of Australia (AM) for her contribution to social work in the fields of child protection, higher education and research. National President of the Australian Association of Social Workers and a member of the Asia-Pacific Executive of the International Federation of Social Workers.



**Mrs Karen Crouch**  
Executive Director

Master of Nursing – Nurse Practitioner and over 20 years of experience in policy, planning, education and health service management. Karen has worked in advanced clinical roles in both public and private health care and the higher education sector.



**Ms Kim Rayner**

Senior healthcare manager and clinical leader with over 25 years' experience in the community and not-for-profit sectors. Graduate of the Australian Institute of Company Directors; Masters of Science (Primary Healthcare), Masters of Nurse Practitioner, additional qualifications and education in project management, strategy and leadership, health economics, evaluation and research, community nursing, youth work, AOD, community development and tertiary education.



**Mr Gary Brady**

Master of Business from University of Technology Sydney, Bachelor of Economics from University of Queensland and graduate of the Australian Institute of Company Directors Company Directors Course. Senior executive expertise in financial governance, risk assessment and mitigation, strategy development and commercial implementation.



**Ms Nicole Bunning**

Master of Business Administration from QUT, Graduate Diploma of Psychology from Griffith University, Bachelor of Behavioural Science from Griffith University, Graduate of the Australian Institute of Company Directors. Executive leader of people and culture and organisational development with over 20 years' experience spanning the public, private and community sectors.



**Mr Ken Thomson**

Master of Arts and Masters of Engineering from Cambridge University. Associate member of the Chartered Institute of Management Accountants and Chartered Global Management Accountants. General Manager of Finance Business Partnering for national insurance company. Previous leadership roles in two international publicly listed companies and as Board Chair of pension scheme.

## Head Office

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Web	<a href="http://anglicaresq.org.au">anglicaresq.org.au</a>
Facebook	<a href="https://facebook.com/AnglicareSouthernQueensland">facebook.com/AnglicareSouthernQueensland</a>
Twitter	<a href="https://twitter.com/AnglicareSQ">twitter.com/AnglicareSQ</a>
Instagram	<a href="https://instagram.com/AnglicareSQ">instagram.com/AnglicareSQ</a>

