



Anglicare

2023 ANNUAL REVIEW

Living our. mission

A graphic of a single green leaf is positioned to the right of the text. Behind the leaf and the word 'mission' is a circular area filled with a fine, wavy, white pattern.

Vision, Mission and Values

Vision: Jesus Christ honoured, lives enriched and communities strengthened.

Mission: Serving people in need, enriching lives, sharing the love of Jesus.

Values: We exist to share the love of Jesus and value all people as made in the image of the living God. Our faith gives us meaning, purpose, direction and hope as we seek to live lives pleasing to God. This inspires us to act with:

- Integrity
- Justice
- Compassion
- Excellence

Traditional Custodians

Anglicare acknowledges the traditional custodians and cultural knowledge holders of the lands on which we work. We pay respect to the Elders, past and present, and express our gratitude that we share this land today, our sorrow for the cost of that sharing, and our hope that we can move towards a place of justice and partnership together.



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Chairman's Message

Let the peace of Christ rule in your hearts, since as members of one body you were called to peace. And be thankful. Let the message of Christ dwell among you richly as you teach and admonish one another with all wisdom through psalms, hymns and songs from the Spirit, singing to God with gratitude in your hearts. And whatever you do, whether in word or deed, do it all in the name of the Lord Jesus, giving thanks to God the Father through him.

Colossians 3:15-17 (NIV)

Amidst the change and challenge of this year, I am deeply thankful for the work of Anglicare, and for all our employees and volunteers who undertake and contribute to it. It is a strongly collaborative work, bringing together the skills of those who are gifted and willing to serve in areas ranging from direct care to planning and administration, management and governance.

As this year has seen our nation gradually emerge from the significant dislocation of the pandemic, there remain in its wake many more challenges which impact directly upon Anglicare residents and clients and on what we do.

Workforce shortages, felt in numerous sectors, are particularly significant in aged care. Coupled with continued regulatory changes and funding pressures, this has required close attention to balance excellent standards of care with sustainability.

The expectations of our residents and clients, including those of retirement age, have increased. This has necessitated thoughtful examination of what we offer to ensure we remain relevant and attractive to them.

Unrelenting cost of living increases have driven people who have never before required support to approach Anglicare for food and financial assistance. Escalating rental costs are pitching increasing numbers of people, many of them older, into housing insecurity. Stress and uncertainty about these and other matters see growing numbers seeking support through mental health and counselling services.

Challenging times demand a robust response, and the shaping of Anglicare's response has been a major focus of the Board's work this year. The Board has been pleased to provide support and guidance to CEO Simon Miller and his senior executive team as they have wrestled with challenges and formulated a strategic approach to equip Anglicare for a sustainable future. I am thankful for the commitment, skills and experience Simon and his team bring to their work, and for the dedication with which they undertake it.

Committed to maintaining high standards of governance, our Board members likewise bring a wealth of knowledge and expertise to the oversight of Anglicare's operations. In addition to participating in regular Board meetings, each of them serves on one or more of our five Board committees. These committees – Audit, Finance and Risk; Nomination, People and Governance; Care and Clinical Governance; Mission, Community and Housing; Resources and Property Development – are fundamental to overseeing business units, and to monitoring Anglicare's control framework and risk management process in key areas.

As the complexity of the external environment in which we operate continues to increase, I am very thankful to our Board members for voluntarily and generously giving their time and talents to support and enable the work of Anglicare's senior executive team.

By providing a strong foundation, the Board and senior executive team seek to establish the environment in which employees and volunteers can serve residents and clients to the best of their ability every day. They are the true face of Anglicare, and I am thankful for their commitment and the myriad skills they bring to what they do.

As I read the stories contained in this Annual Review I was reminded of the depth and diversity of Anglicare's work – taking the love of Jesus to those who are hurting and unsure; providing care that addresses not only immediate needs but also helps to create a brighter future; building partnerships that expand our reach and increase the effectiveness of both Anglicare and its partners; and shining Christ's light in the darkness when hope has been lost.

Thank you for your partnership, prayers and support. My prayer is that the peace of Christ will indeed rule in our hearts as together we continue to undertake Anglicare's work for Jesus' glory and in his name.

Greg Hammond OAM

Chairman, Anglican Community Services



CEO's Message

A great privilege of leadership at Anglicare is the opportunity to visit our programs and talk in person with residents, clients, customers, staff and volunteers. This is where what we do really comes to life – in seeing and hearing how their lives are being enriched.

Anglicare is an organisation with a long and fruitful history of recognising and responding to the needs of people in the communities where we serve. Looking at how we have been shaped throughout the past 167 years reveals a repeated pattern where times of change and innovation are followed by periods of consolidation. It's a cycle that characterises many enterprises as they learn and grow and meet the challenges of the world in which they operate.

For Anglicare, 2023 is a year of significant change as we respond to our rapidly-changing environment by putting in place new structures and new systems that will bring us closer to our customers and equip us to better meet the needs of those we serve.

While this transformation has involved rethinking our strategic intent, direction and future, the things that haven't changed are our vision, mission and values. On the contrary, the changes we are undertaking have at their heart the desire for Anglicare to serve *more* people, in more transformative ways. The desire to *more deeply* enrich lives, by putting our customers and their needs at the heart of what we do. And a motivation to share the love of Jesus *more widely* with people of all ages.

Deeper engagement with church, school and community partners is a central component of what we are striving to do. As a way of enabling this, our new Community and Mission business unit brings together community services, partnerships and some of our chaplaincy programs. This will provide renewed impetus for the development of innovative, gospel-shaped solutions to meet individual and community needs in ways that provide deep and lasting change.

Bringing together our retirement villages, home care and housing services into a new Seniors Living business unit will streamline the way that we support people as their needs change, creating vibrant communities where they can continue to flourish.

Our Residential Care business unit will continue to focus on providing care with kindness, passion and grace within a framework of excellent clinical practice.

Underpinning service delivery in all areas, we are investing in system and process improvements that

will increase efficiency and reduce the burden of repetitive tasks for our employees. Our people are our most precious asset, and these improvements are designed to enhance the employee experience by enabling them to focus on residents and clients rather than administrative work that can sometimes consume much more time than it should. The quality of our service hinges on those who deliver it, and we want to make Anglicare a place that attracts people who are keen to use and develop their skills.

Externally, there are heightened expectations from prospective customers regarding how they interact with us. In this area too we are exploring the potential of new technologies to make their experience seamless and satisfying.

In my message in last year's *Annual Review*, I emphasised that "any process that considers what we might do in the future, as we consider strategy, we must put our people and our customers at the centre of that work." This is not a radical new focus for Anglicare – what we do has always been about the people we serve.

However, changing circumstances demand a changed response and our efforts this year are centred on shaping our response in ways that are mission minded, service hearted, financially sustainable and future focused. The stories in this *Annual Review* demonstrate how we go about this. They provide a brief snapshot of what our people do every day, in thousands of small and large ways, to personify our values of integrity, justice, compassion and excellence.

For a number of years, 1 John 4:19 – *We love because he first loved us* – has been a signature verse for Anglicare. Beyond all else it continues to be the motivation for what we do, and the reason why we always strive to both offer and be the best that we can.

I continue to be humbled and grateful for the many ways in which Anglicare's work is upheld – by our staff and volunteers, by churches, schools and supporters, and by government and other agencies who collaborate with us. Thank you for your partnership, and for extending the support that enables us to do what we do.

I'm excited by how far we've come – and for the future in front of us.

Grace and peace.

Simon Miller
CEO Anglicare Sydney

Living our mission

At the heart of Anglicare's story is the desire to share the love of Jesus. It shapes who we are and how we serve in every area of operation. Our culture is defined by honesty and respect, the pursuit of inclusion and fairness, the upholding of dignity. We put empathy into action to serve those in need and, together with our partners, enrich lives through actions that demonstrate the love of Jesus and words that make Jesus known.



Continuing the reconciliation journey

Inspired by the gospel of reconciliation in Jesus Christ, Anglicare's vision for reconciliation is a nation where Australia's First Peoples are restored in dignity, respect, empowerment and opportunity. We continue to work towards this vision within the organisation, with local communities and in partnership with local churches.

The pursuit of justice is one of Anglicare's key values. In 2023, the Board and Executive of Anglicare recommitted to developing a new Reconciliation Action Plan (RAP), endorsed by Reconciliation Australia. Under Executive Sponsor Andrew Ford, Anglicare's Chief Executive Community and Mission, a working group has been initiated with First Nations staff and other key contributors.

NAIDOC Week 2023

This year's NAIDOC Week theme, For our Elders, encouraged us to recognise a generation of people who were wronged. Some are still present, but with the passing of time they are gradually leaving us.

There is an urgency to seize the opportunity to recognise and reconcile with these elders. Not only did they experience the disadvantage common to many Aboriginal and Torres Strait Islander people, many also suffered a particular wrong as members of the stolen generation. With support for older people at the heart of much of Anglicare's work, we are keenly aware of the need to seek reconciliation while the opportunity still exists.

Across our sites, Anglicare residents, clients and staff commemorated NAIDOC Week with activities designed to engage and inform. These ranged from Dream Time story reading to art and craft sessions, themed displays, movies, trivia quizzes and food.

Sensory Garden conveys connection and transformation

There's an abundance of meaning in the name 'Burudyara Ngurra' – Butterfly Place – given to the new sensory garden at Anglicare's Telopea Foster Care service. Decided in consultation with the local Darug Corporation, it expresses the ideas of growth and transformation which are intrinsic to the garden's purpose.

Conceived as a place of peace, growth and connection for children and families associated with the service, the vision for the garden is that it will be a space where children can experience growth, change and self-discovery in a nurturing and culturally rich environment.

A sensory garden is intended to engage all five senses – sight, hearing, smell, touch and taste – to heighten awareness of nature and encourage connection and calm. 'Burudyara Ngurra', officially opened in July, was brought to life through the collaborative efforts of Anglicare's Foster Care, Property and Take Love teams, Aboriginal artist Brett Groves, horticulturalist Suzi Johnson, The Kings School and students from the University of Sydney School of Health Sciences.

In creating the striking mural that features in the garden, Brett and The Kings School students imagined life along the nearby Parramatta River hundreds of years ago. Other creative elements include a music wall, a Tic Tac Toe area where each square has a different texture underfoot, and a teepee which provides a calm space to sit and read a book, relax or play games.



Serving people in need

Across our range of programs reaching people at all stages and circumstances of life, we seek to recognise and respond to the physical, emotional, social and spiritual needs of those we serve.

25 years of Disaster Recovery

In the aftermath of devastating fires during the 1990s, Anglican churches recognised the need to provide a more coordinated response to future emergency situations. This year marks the 25-year anniversary of Anglicare's Disaster Recovery service, a unique program that embodies our mission to serve people in need and share the love of Jesus.

Led by Anglicare Sydney for the whole State of NSW, Disaster Recovery functions in partnership with Anglicare agencies covering seven dioceses and with the involvement of many Anglican churches.

Operating under the NSW State Emergency Management Plan, Disaster Recovery brings hope and support to communities affected by fires, floods, storms and other high-impact incidents. Anglicare is one of the first agencies on the ground during disaster situations, working alongside government and other community organisations to provide material aid and general support in evacuation and recovery centres and through outreach activities.

The past few years have been particularly demanding, with our teams activated for extensive periods to support those impacted by the 2019 bushfires and 2022 floods. In addition to providing the immediate practical support needed by people who have had to evacuate their homes, volunteers provide a listening ear and words of comfort to those experiencing dislocation and fear.

This work is only possible due to the commitment of 750 trained volunteers across the state, embedded in their local communities and ably led by regional coordinators. Seventy current and former volunteers celebrated the anniversary a lunch in Sydney during August. Additional events have been held in other centres to acknowledge volunteers from different regions.

Critical incident support for a school community

Drawing on the depth of their expertise and compassion, Anglicare's Counselling team stood ready to support a local Anglican school community following the tragic death of a student early this year.

Three of our counsellors quickly rescheduled their day to provide onsite support to students, teachers and parents. Many students had witnessed the incident, and the prompt support of counsellors from both Anglicare and other services helped them to process the grief and shock they were experiencing.

The school encouraged students to seek support either individually or in their friendship or year groups with many taking up the opportunity during the day. One of the team worked with primary-aged children, using puppets and other techniques to help the children to express what they were feeling. "Most of the children did a drawing of the incident for me and we unpacked the overall event, which was so clear in their minds. Most children wanted to know how it had happened and why, which opened the door to speak about our Lord."

Another counsellor worked with students from years 10, 11 and 12 in small groups and individually. "It was really heart-warming seeing how the students rallied together and comforted one another during my time there. They did such an incredible job providing support for one another and I was thankful to be another layer of support for them."

Anglicare's School Counselling service works with a number of schools, providing experienced Christian counsellors who understand the complexity of school environments and are able to support students directly and also provide development programs for staff.



**DISASTER
RECOVERY
VOLUNTEERING**
1998 – 2023

Meeting diverse needs in regional areas

Years of drought, and the subsequent blows of fire, flood and pandemic have escalated need in many regional areas. In the NSW Northern Inland region, Anglicare centres in Moree, Tenterfield, Armidale, Inverell, Tamworth and Narrabri reach out to support the needs of far-flung communities.

Cost of living pressures are being keenly felt by many in the region. Started just over a year ago in partnership with local churches, the Mobile Community Pantry sets up regularly in Coledale, Oxley Vale and West Tamworth providing affordable food and opportunities for connection and support. Establishing a visible presence has helped to make Anglicare a familiar face with 796 bags sold to clients served at these MCP locations during the last twelve months.

Through our Mental Health program, Anglicare is providing support for people with severe and complex mental health concerns in the Northern Inland area. One

client referred to the program was a single mother living with depression, anxiety and PTSD. So great were the impacts that she was thinking of ending her own life, and those of her daughter and other close family members.

Working with Anglicare's Mental Health program over a period of several months has helped her to turn her life around. In addition to receiving assistance to obtain a mental health plan, she was provided with support to organise and attend regular medical appointments to address other ongoing health issues.

With improvements in both her mental and physical health, the client has become much more engaged in her community and has been able to find a job which in turn has provided her with purpose and hope. She is focused on her daughter's wellbeing and on building a loving a healthy relationship with her.



The personal toll behind the headlines

By the time concerns about housing stress, cost of living pressures and domestic violence hit the media headlines, it's likely that our Food and Financial Assistance services will have already seen the growing personal toll on people in the communities we serve.

The human face of financial hardship covers an increasingly wide spectrum – parents struggling to afford sufficient food for their children, families facing eviction as increasing housing costs become unsustainable, people leaving domestic violence situations with very

little and needing help to start again. They cover a wide spectrum – working people, those on benefits, retirees and pensioners – and for a growing number, it's the first time they've ever had to look for support.

Every person and every story is unique. Our response is to provide immediate practical assistance and, where appropriate, to link people with services such as financial counselling which can help them to build a more hopeful future.



In the last year Anglicare Food and Financial Assistance provided:



\$1,271,000

for

1,149

clients needing help with
rent arrears and

295

needing help with
rental bonds

\$500,000

in utility bill assistance



9,000

food parcels through our
office locations



\$343,530

to help

434

clients with removal costs,
many of whom were
fleeing domestic violence

12,245

bags of groceries and

11,634

bags of fresh
fruit & veg through the
Mobile Community Pantry

Enriching lives

Through our programs and partnerships we strive to provide services that promote dignity, safety, participation and wellbeing for people in their relationships, homes and communities.

Delighting residents with a pop-up Op Shop

People are Anglicare's most valuable resource, and we're committed to providing employees at all levels with opportunities for training and development. As well as supporting individual growth, many of our training programs enable employees from different areas to collaborate in the development of innovative approaches to challenges identified within our organisation.

Earlier this year, a cohort in Anglicare's GOAL leadership program piloted an initiative to address the frustration felt by some residents in our Residential Care homes who are no longer able to get out to the shops to choose their own clothing. The GOAL group, made up of five staff members from Seniors Living and Residential Care, looked at how they might serve these residents by bringing the simple pleasure of shopping to them.

In a collaboration between Anglicare's Dapto Op Shop and Piper House residential aged care home, the group imagined the idea of a mobile op shop to surprise and delight residents and test the viability of implementing the concept on a wider basis.

With a goal of enabling residents to enjoy the shopping experience and provide them with the opportunity to try on their selections before purchase, the team curated a collection of clothes and accessories suited to the needs of the residents. These were transported to the home along with racks and other display fixtures to enable them to set up an authentic 'pop up' shop in the home's recreation room.

Over a two-hour period, team members assisted around 50 residents to look through the racks and try on whatever took their eye. Residents, family members and staff alike declared the day a great success and the team is now investigating the viability of other Op Shop locations and Residential Care homes collaborating to bring the service to more residents in future.

The value of supportive community

As an active sort of person, 70-year-old Bruce enjoys the many opportunities retirement living provides. His weekly routine, including swimming, Bible study, snooker, bike riding, outings, catch ups with friends and rediscovering his love of guitar add up to a busy and enjoyable life.

While the opportunity to be active and involved was important, Bruce and his late wife Chris also had other things in mind when they first started thinking about moving from their family home ten years ago. As the effects of cancer increasingly limited Chris's mobility they knew they needed to move from their two-level home in steep surroundings and started thinking about options. While they could have looked for a single-level home on a level block they realised that would require time-consuming modifications such as widening halls and doorways.

Finding a ground floor unit at one of Anglicare's retirement villages gave them just what they needed to continue living independently, "...it was perfect. It had all the wide doors and had great facilities here for Chris as well. It had good support, good medical support." Once they'd moved in they found the accessibility that had been factored into the design of the village was also a real bonus. "It was perfect for Chris. She was able to move around the village easily in her wheelchair. She was able to push herself around and so it worked out really, really well for her."

When Chris passed away three years ago, Bruce "felt it was good to be in a community here, where I had lots of friends and lots of support. The chapel team were wonderful, and they were very supportive, and you didn't feel as though you were alone living in a retirement village. I think about it as having a great big backyard and lots of friends. And you can walk out of your unit anytime and catch up with people."

Choice provides extra dignity for Toys 'n' Tucker clients

A mainstay of Anglicare's Christmas outreach for over two decades, Toys 'n' Tucker continues to evolve as ways to better meet the needs of those we serve are explored. Over recent years this has meant broadening the distribution channels for food and gift hampers to include churches and other partner agencies in addition to our own service sites.

In 2022, we piloted an additional approach, through which clients were able to choose gifts for their own children rather than receiving pre-packed bags. Operating through pop-ups at several of our church Mobile Community Pantry locations, this enabled clients to enjoy the experience of selecting gifts appropriate to the abilities and interests of their own children. Church volunteers reported that the opportunity was embraced enthusiastically by the clients involved and they welcomed the dignity and choice it provided. Following

the success of the pilot, work is underway to expand the approach in 2023 and to continue growing it through subsequent years.

While the fundamental purpose of Toys 'n' Tucker is to lessen the burden of financial need by providing Christmas food and gifts for those who would not otherwise go without, it has always been our intention to do this in ways that are relational rather than simply transactional. This has included opening the door to other services and support when appropriate.

Expanding the involvement of churches as distribution points in recent years has added an extra dimension of hospitality through which church members are able to connect with those in their local area. By developing the 'choose your own toys' option with our church partners we hope to continue growing the means by which Toys 'n' Tucker shares the joy of Christmas in every possible way.

Everyone has a story to share

Gardening has been part of Angus's story since he was a small boy growing up on a farm in Scotland during the Second World War. He recalls it as simply being a way of life – and a way of getting extra food during the long period of shortages and rationing. "We had to make do with what we had. There was no deep freeze back then – except during winter of course!"

These days, as a member of the gardening club at Anglicare's Social and Wellness Centre in Richmond, he continues to enjoy both the activity of gardening, and the opportunities it provides

for conversation and connection. "It's good to meet people and talk to them and share stories of early life. I call it their 'unwritten history.'"

Formerly tended by a volunteer, the garden beds at the centre fell into disrepair when she retired from that role. Workers at the centre saw an opportunity to involve clients in a meaningful activity that would be familiar for many of their generation and it's turned out to be a positive experience in numerous ways. "It's fantastic – it's social, we get outside, we have great fun, all the clients enjoy participating and seeing the fruits of their labours."

Plantings include things such as mint, lavender, and parsley to stimulate the senses, and lots of flowers like marigolds to enjoy. "When we dug out the old garden beds they were full of bulbs – hundreds and hundreds of bulbs that we've taken out and planted again."

For Angus, the bulbs prompted a recollection from some seventy years ago. He could remember hearing that during the war food was so scarce in Holland that people had to dig up all the flower bulbs to use as a vegetable as there was nothing else to eat.

The gardening club exemplifies the intention of Anglicare's Social and Wellness centres to provide meaningful engagement for older people, including those living with dementia. The Richmond team has found it to be a wonderful way for clients, both those who are new and those who have come for quite some time – to enjoy companionship by gardening, talking and laughing together. "And as we garden, everyone shares the stories of their lives."



Sharing the love of Jesus

Respecting and valuing every person as made in God's image, we seek to share the love of Jesus through how we serve and what we say in all areas of our work.

Partnering with churches to support cross-cultural ministry

Around one-third of the people in Greater Sydney were born in a non-English speaking country. As churches seek to provide a genuine welcome to those from culturally diverse backgrounds, Anglicare is pleased to support them with research insights, resources and training opportunities.

After a brief hiatus necessitated by Covid, Anglicare's twice-yearly training days for parish-based English lesson volunteers are well and truly back on the agenda. The most recent event, held at MBM Church in Rooty Hill during July, attracted over 120 attendees from throughout Sydney and the Illawarra. In addition to hearing from speakers on a range of related topics, they enjoyed the opportunity to pray and network together with others involved in similar ministry.

Anglicare's cross-cultural team works in partnership with churches to assist them in reaching out to people from language backgrounds other than English in their local

communities. This includes training in teaching methods and cultural awareness, practical advice on setting up classes, Bible-based resources and ongoing support from our regionally-based cross-cultural advisors.

Beyond the importance of language skills, English classes enable volunteers to reflect the love of Christ to students and it is our prayer that many may encounter Jesus and respond to him as their Lord and Saviour.

Engaging well with people from different cultural backgrounds requires an understanding of specific practical concerns and nuances. To support churches in various aspects of cross-cultural connection, we have also developed a series of *My Neighbour Is* brochures providing information on cultural context, customs and considerations for people from a diverse range of backgrounds.

Churches exploring how to engage with communities from different backgrounds may also benefit from cultural awareness workshops offered by the team. These include consideration of what helps and hinders cross-cultural relationships, understanding 'culture' and 'worldviews' and how we are all shaped by them, and developing strategies to increase cultural intelligence.



Building relationships paves the way to eternal conversations

What do karaoke, chapel and canasta have in common? For Anglicare Chaplain Colin they're just some of the things that make up a busy ministry across three separate sites.

Colin's work encompasses two retirement villages and one residential aged care home in Sydney's north. In addition to Bible studies, Chapel services, hospital visits and individual conversations, his working days include being a regular presence at activities and social events. Colin believes that getting involved with the residents by participating as much as possible is key to building opportunities for relationships and deeper conversations.

A music lover himself, he runs regular music sessions for aged care residents, with a repertoire ranging from hymns to popular songs from the 1930's and 1940's. With the music playing, he takes up the microphone to sing and encourages others to sing along too.

While one resident, Jack, told Colin very firmly that he didn't like the hymns and wouldn't be attending any chapel services, he remained a regular at the sessions and even turned up at the Christmas service. Since then, they have had many conversations – Jack has opened up about his whole Christian journey and told Colin he's welcome to talk to him about anything.

Colin has found this kind of experience repeated many times over in his chaplaincy role, underlining the importance of taking the time to listen to people and hear their stories. "If people think you are genuinely interested in them, not just peddling your Christian message, it's amazing how much they will come to trust you. We strive to nurture relationships that will pave the way to thoughtful conversations about immediate concerns and eternal futures."

As many of the residents he meets are from the age group that would have routinely attended Sunday School, Colin has found this to be a great conversation starter, asking what their experience was. Whether good or bad, it provides a natural opening to ask if they have looked at the Christian faith as an adult.

And the canasta? As Jack and Colin are now on such good terms, he's occasionally called upon to make up the numbers for a pre-dinner game with residents when needed. It's another opportunity for good conversations!

Shining Christ's light in prison's darkness

Correctional centres can be very dark places, but as the Bible tells us, light shines its brightest in dark places. In men's and women's prisons, mental health facilities and juvenile justice centres, Anglicare Chaplains seek to shine Christ's light for people who are experiencing the lowest time of their life.

With other diversions and support no longer available to them, many inmates find themselves turning to the chaplain. Sometimes they are looking for a listening ear, someone 'safe' to talk to. Often, they have reached a turning point where they are open to hearing more about Jesus.

"When you hear their stories, you can see who they actually are as individuals," relates a women's prison chaplain. "They are mums – some of them have kids at home. They are someone's sister, someone's daughter.

"Sometimes we dehumanise people who go to jail because they've done something wrong. And they *have* done something wrong – that's why they're here. But they also need to hear the gospel because the cross is for them as well. And what a privilege it is to be able to remind them of their intrinsic worth."

She feels deeply about helping the women recognise that they are so much more than an 'inmate' or 'prisoner'. "You are more than just this label that society wants to put on you. You are created in Christ and you are loved by God," she reminds them.

"Chaplaincy in general is deeply valued by the inmates," she says. "I know for some of the women I work with, it definitely is the safe haven for them to come and just be open and speak freely, knowing that information's going to go absolutely nowhere."

As well as changing the lives of people inside the prison, the work of chaplains has a positive rippled effect on the community – particularly in the lives of inmates' families.

The light shines in the darkness, and the darkness has not overcome it. John 1:5

Hungry or Homeless

Housing insecurity has been an escalating issue of concern in recent years. Anglicare's commitment to providing secure housing for some of the most vulnerable people is underpinned by significant research which informs service delivery and equips us to advocate to government.

Hungry or Homeless

Our Food and Financial Assistance hubs have been reporting significant demand in relation to financial hardship caused by the accelerating cost of living. Our *Hungry or Homeless* research report, based on 26 in-depth interviews with people accessing our services, explored what people were experiencing and the choices they were having to make to adapt.

The study revealed that people were often going without food, sourcing cheap staples, excluding fresh food, meat and vegetables, shopping at different hours, not accessing health care and going without heating in winter and air conditioning in summer. It was clear that many parents were making significant sacrifices to keep their children from being impacted, but in some cases this could not be avoided.

The focus for most was to keep a roof over their head. Most other things were considered discretionary but the fear of being homeless was real and they would try to avoid it at all costs.

Hungry or Homeless went beyond data to highlight the agonising choices people are having to make and was a plea to policy makers for significant change to ensure the intergenerational poverty currently experienced by so many does not escalate and become further entrenched.

The issue of housing insecurity was a significant focus of this year's research agenda. In addition to *Hungry or Homeless*, two other studies examined the impact on different groups of people

More than Shelter

Anglicare provides affordable and supported housing for more than 650 predominantly older people experiencing or at risk of homelessness.

Our *More than Shelter* study focused particularly on the plight of single older women, often experiencing relationship breakdown, physical health issues, unemployment and domestic violence. For a number of women who had previously led fairly conventional lives, homelessness was a new and often terrifying

experience. Using assessment and review data and one-to-one interviews the report highlights the significant difference that safe, supported and affordable housing can have on overall wellbeing, physical and mental health, safety, security and sense of belonging.

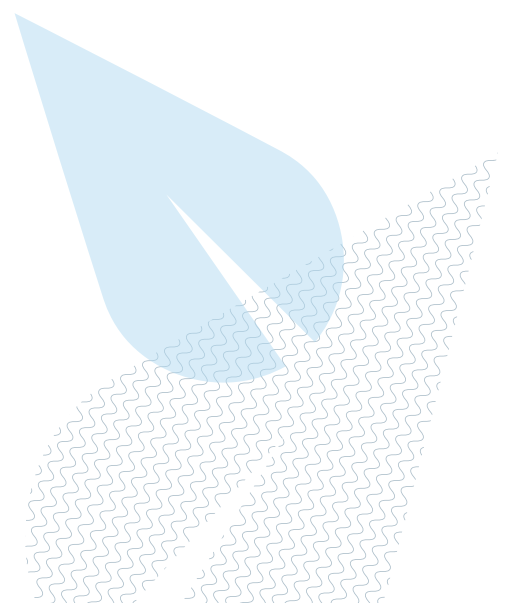
While demonstrating the positive impact of affordable and supported housing, the report also highlights the particular vulnerability of older, single women.

Rental Affordability Snapshot

Anglicare's annual *Rental Affordability* Snapshot brings to light the harsh reality of housing shortages for people receiving government benefits and those earning the minimum wage.

Released in April, the report demonstrated that there were far fewer properties for rent than in previous years, and of the 11,395 available only 46 were affordable for people living on income support payments. For people earning the minimum wage there were 1,512 potential properties but the market was very tight. For a single parent with two children on the minimum wage there were only 69 affordable properties. For some people, such as single parents with one child and single people on Youth Allowance, there was nothing available.

This annual study continues to highlight the very real issue of housing insecurity, rental stress and the trajectory for many families into homelessness.



Our annual reach and impact

Recognising that all communities have needs, Anglicare serves in over 130 locations throughout Sydney, the Blue Mountains, Illawarra, Southern Highlands, Northern Inland and Norfolk Island.



FY2022 – 2023



Our Senior Executive Team



Simon Miller
Chief Executive Officer



Simon Brooks
General Counsel



Maryann Curry
*Chief Executive
Residential Care*



Andrew Ford
*Chief Executive
Community and Mission*



Trish Graham
Company Secretary



Victoria Lee
*Chief Strategy and
Transformation Officer*



Yvette McDonald
*Chief People and
Customer Officer*



Cassandra Mathews
*Chief Executive
Seniors Living*



Greg Muddle
Chief Financial Officer



Sonali Pinto
*Executive General
Manager – Clinical
Governance*



Mick Young
Chief Information Officer

Further information about Senior Executive Team members is available at anglicare.org.au/about-us/our-executive-team

Anglicare Board



Mr Greg Hammond OAM
(Chairman)



Dr Steevie Chan



Rev Eric Cheung



Mr Peter Hicks



Ms Evelyn Horton



Dr Linda Kurti



Bishop Gary Koo



Mr Martyn Mitchell



Prof Jonathan Morris AM



Rev Catherine Wynn Jones

Further information about Anglicare Board members is available at anglicare.org.au/about-us/our-board

How you can partner with us in our mission

Every year, Anglicare's work touches the lives of many thousands of people through support, assistance, advice and advocacy. You can partner with us in our mission in any of the ways shown here. Visit our website anglicare.org.au for more information on each.

Pray with us

Prayer is a mainstay of everything we do. Daily prayer updates are available on the PrayerMate app, which you can download via the QR code below.



You can also download our annual Prayer Diary from our [website](#) or call us to have one mailed to you.

Work with us

With over 400 different roles across the organisation, Anglicare provides the opportunity to grow your career while making a real difference in the lives of the people we serve.

Join our volunteer team

Volunteering is a rewarding experience and the contribution of your time, skills and experience will be greatly appreciated.

Contribute financially

While some of our services are government funded, there are many programs that are only possible thanks for the generosity of our donors.

Consider a bequest

A bequest made to Anglicare in your Will can become a lasting expression of your care and support for many years to come.

Stay in touch

You can keep up to date with all that's happening at Anglicare through our website or by following us on Facebook or Instagram.

Our annual Financial Reports are also available on the website.

anglicare.org.au

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