

## ANGLICARE AUSTRALIA

### INTRODUCTION

Anglicare Australia's mission is to engage with all Australians to build communities of resilience, hope and justice.

Anglicare Australia is constituted as a charitable company limited by guarantee, which is controlled by its membership of Anglican caring and community service agencies. Anglicare Australia is a public benevolent institution regulated by the Australian Charities and Not for Profits Commission.

Its work is facilitated by the member network and national office enabling consultations, communication, research and development across the network of Anglican caring agencies in a manner which informs advocacy, policy and program development as part of the care and social justice realm of the Church.

The affirmation and promotion of the provision of loving service, and transformation of unjust structures being integral to the mission of the Church is enhanced through the work of Anglicare Australia and the member agencies. The profile of Anglican agencies within the Church and the wider community is enhanced by the cooperative efforts of this network and the support of the national office of Anglicare Australia.

### MEMBERSHIP

The national network comprises members serving in every Diocese of Australia, 4 associate member agencies located in New Zealand, and one in Papua New Guinea. Membership is open to Anglican organisations involved in the pursuit of justice and care.

The Anglicare Australia network provides services to thousands of children, young people, families, refugees and migrants, Indigenous Australians, older people, homeless and unemployed Australians. With a joint budget of over \$1.94 billion in 2020/21, the Anglicare member agencies in the past year contributed to more than 50 service areas in the community, catering to specific or integrated needs of almost 1.37 million people.

On a local level, the members operate to provide care, services and support to address issues of social justice and community wellbeing relevant to their location and the needs of their area. On a national level, the members are committed to engaging collectively in public social policy debate and working cooperatively on issues of mutual concern. This involves working with and alongside other major church providers and a wide range of community groups. Regular contact is made with all levels of government and an annual Chief Executive Officer's forum is held in Canberra each year (not in 2020 or 2021). In 2021 CEOs took part in a number of online meetings about various topics. The collective impact of this work plays a significant role in developing a public response to social policy issues that will help address disadvantage, vulnerability and marginalisation in Australian society. Anglicare Australia is seen as a thought leader in the field and is well positioned to lead in the advocacy for social justice and to achieving a fairer Australia.

The organisation is governed by a board made up of six elected directors of member agencies. There is also capacity to add up to three board appointed directors to achieve balance and diversity. All directors are representatives of members.

The national activity is facilitated by the Canberra-based national office funded by its members and currently under the strategic guidance of the Anglicare Australia Board of which Bishop Dr Chris Jones (Anglicare Tasmania) is the Chair; Jeremy Halcrow (Anglicare NSW South, NSW West and ACT) Vice-Chair, board members Grant Millard, Shane Maddocks, Karen Crouch, Sandra Hills, Stephanie Buckland and David Pugh. Kasy Chambers has been appointed by the Board as the Executive Director of Anglicare Australia and attends all Board meetings ex-officio.

There are no plans to significantly alter the current thrust of the work and the goals of the strategic plan (articulated later in this report) though the priorities of the policy areas may change from time to time.

Members commit to a Code of Ethics which state the following values

#### *FAITH BASED*

In the spirit of the Gospel, Anglicare Australia through its member agencies, advocacy and research seeks to see the lives of all Australians transformed with hope and justice.

#### *EQUITY AND JUSTICE*

Anglicare Australia and our members work for social justice in Australia; to respect the inherent potential in every human being with special concern for those most disadvantaged.

#### *COLLABORATION AND PARTICIPATION*

Anglicare Australia and our members recognise that our work will be stronger when we work in partnership and collaboration, and we adopt a participatory approach in all we do.

#### *STRENGTHS BASED*

Anglicare Australia and our members recognise and seek to build on the strength of individuals, communities and organisations to effect change in Australia.

### **ACTIVITIES Since 2017**

Anglicare Australia's strategic plan is approved by the membership and has three strategic goals, which draw from the network's Constitutional aims and purpose, which are preceded by an introductory Identity Statement.

*Anglicare Australia is a peak, membership organisation which represents and brings together over 35 independent community service organisations, all with links to the Anglican Church. We work in many hundreds of communities, in every State and Territory, as we focus on responding to the multiple and complex needs of people and families across Australia.*

*Building on our wisdom and practice across all our members and over 150 years of shared experience we aim*

- *To influence social and economic policy across Australia with a strong prophetic voice; informed by research and the practical experience of the network; called to speak out for those most disadvantaged.*
- *To better serve the needs of all people through building partnerships, creating member networks with purpose, and enabling collaboration for all members to innovate, learn and be challenged.*
- *To celebrate and build upon our Anglican foundation and our common values as the inspiration of our work.*

Whilst the remainder of this report will be given with reference to the goals most activities fit more than one goal as the goals are complimentary.

**GOAL ONE** *To influence social and economic policy across Australia with a strong prophetic voice; informed by research and the practical experience of the network; called to speak out for those most disadvantaged.*

It is important to Anglicare Australia that the basis for sound advocacy advice and policy formation is research and evidence. With the Anglicare Australia network touching the lives of hundreds of thousands of vulnerable Australians we are in a unique position to produce robust data to inform our advocacy to government and to aid our members in developing better services.

Our research and our advocacy both strive to enable authentic voices to be heard on the issues of disadvantage and vulnerability. The results and products of this research and advocacy are made available to Parishes, Diocese and schools to assist in their understanding and communication of these issues.

We have, over the last number of years, focussed upon research; moving from amplifying, utilising and publicising and essentially “piggy-backing” on the research of members; to also co-ordinating major national research programmes; and onto producing our own in house research.

Each year in April the National *Rental Affordability Snapshot* is carried out across the country by member organisations. Since 2012 a national report has been put together which augments member organisations' local data. This snapshot has taken on huge importance and is frequently quoted in research, parliaments and media across the year as well as gaining intense media interest at the time of its release. It has enabled Anglicare Australia and its member organisations to campaign credibly and with authority on issues of affordable housing and homelessness. This has put rental housing on the social policy map whereas previously it lost out in the public commentary to house (purchase) prices. In 2020 this was produced twice to assist in understanding the difference in the market before and after the main effects of covid-19.

Each year Anglicare Australia publishes its flagship publication called *State of the Family* until 2020 when it was changed to *Australia Fair*. Anglicare Australia has also become an annual sponsor of Anti-poverty Week held each year in October. In addition to this sponsorship the *Jobs Availability Snapshot* each year continues to be warmly and seriously received by the media and by policy makers.

This is a useful complement to the *Rental Affordability Snapshot*, and identifies the issues behind the simple job numbers, in particular by which levels of jobs there was and was not growth and how the areas of job growth were not available for disadvantaged job seekers. This piece of work has provided the evidence to move the conversations from simply matching the numbers of job seekers and vacancies; and into the issues that have to be considered if everyone is to get and keep work. Since 2020 it received national and international attention, telling the story of people with barriers to entering the workforce in times of recession and provided more evidence for the need to increase the level of government income support.

There is currently a huge amount of social policy reform. Reform in the areas of Aged care, Disability services including Royal Commissions in both areas and the Not for Profit and charitable sector has required major input, as has consultation on a huge raft of issues from right across Anglicare Australia's remit. Anglicare Australia has representation on numerous boards, committees and bodies, including Ministerial and government ones, in all areas of its work.

The pandemic has focused attention on many areas of life including insecure work, adequate income, affordable housing, equity and public health. Anglicare Australia has worked to lead the discussion about these issues in a way which best reflects the twin areas of loving service and challenging of unjust structures.

The pandemic has also changed the environment for our members and we have assisted as they have seen increased service demand, increased costs of delivering these services and decreased income through areas like Op Shops and fundraising activities.

Anglicare Australia had a number of publications over the period since 2017 including:

- A monthly newsletter, *Aspect*, which has an open subscription from the Anglicare Australia webpage ([www.anglicare.asn.au](http://www.anglicare.asn.au)).
- Annual reports have been published in 2021, 2020, 2019, 2018.
- Publication of *Our Better Selves*, a report on five pieces of action research and forming the 2019 State of the Family Report.
- Publication of *Paying the Price of Welfare Reform*, a collaborative research project from the Anglicare Australia Network exploring the impact of welfare automation on our staff and clients.
- Publication of the *Student Housing Survey*, a survey and report prepared with the National Union of Students exploring housing security and affordability among young people.
- Publication of *The Real Story*, a report on Australian attitudes towards poverty and language most likely to shift attitudes and forming the 2018 *State of the Family* report.
- Publication of the *Anglicare Australia Emergency Relief and Financial Counselling Client Survey*, which looks at client outcomes across the Anglicare Australia Network's emergency relief clients. This piece was the first in Anglicare Australia's new *Australia Fair* report series in 2020.
- Publication of *Asking Those Who Know*, research on a survey of income support recipients and their experiences of the social security system.
- Publication of *The Cost of Privilege*, a report exploring the tax and transfer systems.
- Publication of the *Jobs Availability Snapshot* each year, a research report into the number and nature of vacancies for disadvantaged job seekers.
- Publication of *The Review* in 2018 and 2019. First published in 2013 this annual publication tells the story of the work of the Anglicare Australia office and some of the stories of people that ask us in to share their lives. Illustrated with photos from across the network it has become a useful document for network members to share with their stakeholders and gives life to the motto *Local Responsiveness: National Strength*.
- In 2020 *The Review* was moved to a more forward-looking publication *Prospect* which is designed to achieve the same outcomes as *The Review* and features flagship programmes from every member.
- Production of various pieces of national research, including the *Rental Affordability Snapshot*, and work across the network furthering the advocacy and the working together.
- National work on evaluation for clients.
- Work with our partner HESTA to research and publish data on community care workers, published as *Quality Jobs and Best Practice in Home Care*.
- Submissions to numerous government enquiries including aged care, not for profit sector issues, out of home care, taxation, homelessness, disability, income adequacy, etc.
- All submissions, publications and media statements are available on the Anglicare Australia website.

- Partnership on national research into poverty and inequality with the Australian Council of Social Service and UNSW. Two *Poverty and Inequality* reports are published each year.
- Annual publication of *Budget Fast Facts* – a review and explanation of the Federal budget including details of each relevant measure produced on Budget Night each year.
- Website [www.anglicare.asn.au](http://www.anglicare.asn.au)

**GOAL TWO** *To better serve the needs of all people through building partnerships, creating member networks with purpose, and enabling collaboration for all members to innovate, learn and be challenged.*

The Anglicare network continues to grow size and reach, and commitment of individual agencies to the collective whole. The network provides a stable and mature base for individual member organisations. In the last three years many activities have promoted and sustained this such as:

An annual conference has been held each year (in Adelaide 2018, Perth 2019), however the face-to-face event in 2020 was cancelled and instead a number of virtual sessions were held with speakers from outside and inside the network. The conference in 2021 was held as an entirely virtual event and was able to utilise international speakers to great effect. The conference considers issues of practice for the network but also the relationship between the work of the network and that of the church and the relationships between the faith based nature of the members and the provision of government funded services. Each year we have enjoyed the company of between 220 and 250 delegates at the conference.

Special interest networks within Anglicare Australia discussing and progressing issues in various areas including Chaplaincy, CFOs, Clinical and Care Governance, Research, Pastoral Care, Parish partnerships, Aged and Community Care, Marketing and fund raising, Family relationships, Media, and Human Resources. These special interest networks offer professional development for members as well as a venue to share policies, budgetary information and ideas. Several of the networks run mini-conferences for their members. The Chaplaincy and Parish partnerships group is particularly active in considering the connections with Parish communities and develops resources for use in this area.

Disaster response and recovery has always been a focus of the member agencies responding to need in their local areas. The 2019/20 bushfires elevated the public and government interest in this area and Anglicare Australia has been a part of the National Bushfire Response Agency major charities taskforce. As well as advocating and advising “upwards” into government, Anglicare Australia has also taken a role assisting members to learn from their experiences and from each other with an evaluation and seminar to share the results.

The Federal Government’s response to the pandemic led to increased Emergency Relief funding and the Minister responsible has formed a group of national organisations including Anglicare Australia which meets fortnightly to advise on the distribution of that funding as well as the future design of the programme.

The collaboration within the network increases each year. Relationships between members and groups of members based on geography, life cycle stage or service types are flourishing, and national projects increase in number and ambition each year.

**GOAL THREE** *To celebrate and build upon our Anglican foundation and our common values as the inspiration of our work.*

Anglicare Australia has enjoyed a strengthened relationship with the Church both on a national level and through member agencies' own relationships through:

Anglicare Australia is an active membership of the Public Affairs Commission.

Anglicare Australia is grateful for the active participation of the Primate of Australia in the Anglicare Australia conferences, and the attendance at these events of local Bishops.

Anglicare Australia provides leadership in the formation and ongoing operations of an advocacy and leadership group of major Church providers providing to government a faith-based perspective to services and policy.

All Anglicare Australia material is provided to the Anglican press for use.

We encourage our members in their role in the life of their Diocese(s).

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Appendix 1

## Anglicare Australia Directory of Members

### ACT/South-West NSW

Anglicare NSW South, NSW West & ACT	GPO Box 360 Canberra ACT 2601	02 6245 7100 <a href="http://www.anglicare.com.au">www.anglicare.com.au</a>
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### New South Wales

Anglicare Sydney	PO Box 284 Castle Hill NSW 1765	02 9421 5333 <a href="http://www.anglicare.org.au">www.anglicare.org.au</a>
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Anglicare North Coast	PO Box 401 Grafton NSW 2460	02 6643 4844 <a href="http://www.anglicarenorthcoast.org.au">www.anglicarenorthcoast.org.au</a>
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Anglicare Western NSW	3 Church Street Bathurst NSW 2795	02 6331 1722 <a href="http://www.anglicare.com.au">www.anglicare.com.au</a>
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The Buttery	PO Box 42 Bangalow NSW 2479	02 6687 1111 <a href="http://www.buttery.org.au">www.buttery.org.au</a>
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The Samaritans Foundation	PO Box 366 Hunter Region Mail Centre NSW 2310	02 4960 7109 <a href="http://www.samaritans.org.au">www.samaritans.org.au</a>
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WorkVentures Ltd	146 O'Riordan Street Mascot NSW 2020	02 8907 3300 <a href="http://www.workventures.com.au">www.workventures.com.au</a>
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Anglican Care	87 Toronto Road Booragul NSW 2284	02 4087 9549 <a href="http://www.anglicancare.com.au">www.anglicancare.com.au</a>
<b>Northern Territory</b>		
Anglicare NT	PO Box 36506 Winnellie NT 0821	08 8985 0000 <a href="http://www.anglicare-nt.org.au">www.anglicare-nt.org.au</a>
<b>Queensland</b>		
Anglicare Central Queensland	PO Box 1394 East Street Rockhampton QLD 4700	07 4999 2500 <a href="http://www.anglicarecq.org.au">www.anglicarecq.org.au</a>
Anglicare North Queensland Inc	PO Box 214 Bungalow QLD 4870	07 4041 5454 <a href="http://www.anglicarenq.org.au">www.anglicarenq.org.au</a>
Anglicare Southern Queensland	PO Box 10556 Adelaide Street Brisbane QLD 4000	07 3028 4600 <a href="http://www.anglicaresq.org.au">www.anglicaresq.org.au</a>
EPIC Assist	PO Box 2052 Windsor QLD 4030	07 3857 5085 <a href="http://www.epicassist.org">www.epicassist.org</a>
<b>South Australia</b>		
ac.care	PO Box 1842 Mt Gambier SA 5290	08 8724 5404 <a href="http://www.accare.org.au">www.accare.org.au</a>
AnglicareSA	159 Port Road Hindmarsh SA 5007	08 8305 9200 <a href="http://www.anglicaresa.com.au">www.anglicaresa.com.au</a>
Anglicare Willochra	PO Box 96 Gladstone SA 5473	08 8662 2249 <a href="http://www.anglicarewillochra.org.au">www.anglicarewillochra.org.au</a>
St John's Youth Services	GPO Box 2063 Adelaide SA 5001	08 8359 2989 <a href="http://www.stjohnsyouthservices.org.au">www.stjohnsyouthservices.org.au</a>
<b>Tasmania</b>		
Anglicare Tasmania	GPO Box 1620 Hobart TAS 7001	1800 243 232 <a href="http://www.anglicare-tas.org.au">www.anglicare-tas.org.au</a>
<b>Victoria</b>		
Anglicare Victoria	PO Box 45 Abbotsford VIC 3067	03 9412 6133 <a href="http://www.anglicarevic.org.au">www.anglicarevic.org.au</a>

Benetas	PO Box 5093 Glenferrie South VIC 3122	03 8823 7900 <a href="http://www.benetas.com.au">www.benetas.com.au</a>
Brotherhood of St Laurence	67 Brunswick Street Fitzroy VIC 3065	03 9483 1183 <a href="http://www.bsl.org.au">www.bsl.org.au</a>
E Qubed Inc	33 Jones Street Thornbury VIC 3071	03 9480 0007 <a href="http://www.equbed.org.au">www.equbed.org.au</a>
ECHO Youth & Family Services Inc	1 Church Street Emerald VIC 3782	03 5968 4460 <a href="http://www.echo.org.au">www.echo.org.au</a>
Melbourne Social Responsibilities Commission	3 Cohuna Street Brunswick West VIC 3055	03 9412 6133 <a href="http://www.melbourneanglican.org.au/ServingCommunity/src/Pages/src">www.melbourneanglican.org.au/ ServingCommunity/src/Pages/src</a>
<b>Western Australia</b>		
Amana Living	PO Box 933 Subiaco WA 6904	08 9424 6300 <a href="http://www.amanaliving.com.au">www.amanaliving.com.au</a>
Anglicare South-Boniface Care	PO Box 15 Bunbury WA 6231	08 9721 2100 <a href="http://www.bunbury.org.au">www.bunbury.org.au</a>
Anglicare WA	GPO Box C138 Perth WA 6892	08 9263 2000 <a href="http://www.anglicarewa.org.au">www.anglicarewa.org.au</a>
Social Responsibilities Commission, Province of Western Australia	Wollaston Education Centre 5 Wollaston Road Mount Claremont WA 6010	08 9286 0276 <a href="http://www.advocacy.perth.anglican.org">www.advocacy.perth.anglican.org</a>
St Bart's	7 Lime Street East Perth WA 6004	08 9323 5100 <a href="http://www.stbarts.org.au">www.stbarts.org.au</a>
<b>National &amp; International</b>		
Anglicare PNG	PO Box 6491 Boroko NCD 111 Papua New Guinea	+ 675 325 1855 <a href="http://www.anglicarepngincblog.wordpress.com">www.anglicarepngincblog.wordpress.com</a>
Mothers Union of Australia	29 Abercromby Road Blackburn South VIC 3130	03 9877 7107 <a href="http://www.muaustralia.org.au">www.muaustralia.org.au</a>
The Anglican Care Network	PO Box 7477 Newtown Wellington 6242 New Zealand	+ 644 245 0900 <a href="http://www.anglicancarenetwork.org.nz">www.anglicancarenetwork.org.nz</a>

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The Anglican Trust for  
Women and Children  
(ATWC)

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Otahuhu Auckland 1640  
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[www.atwc.org.nz](http://www.atwc.org.nz)

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The Selwyn Foundation

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[www.selwyncare.org.nz](http://www.selwyncare.org.nz)

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