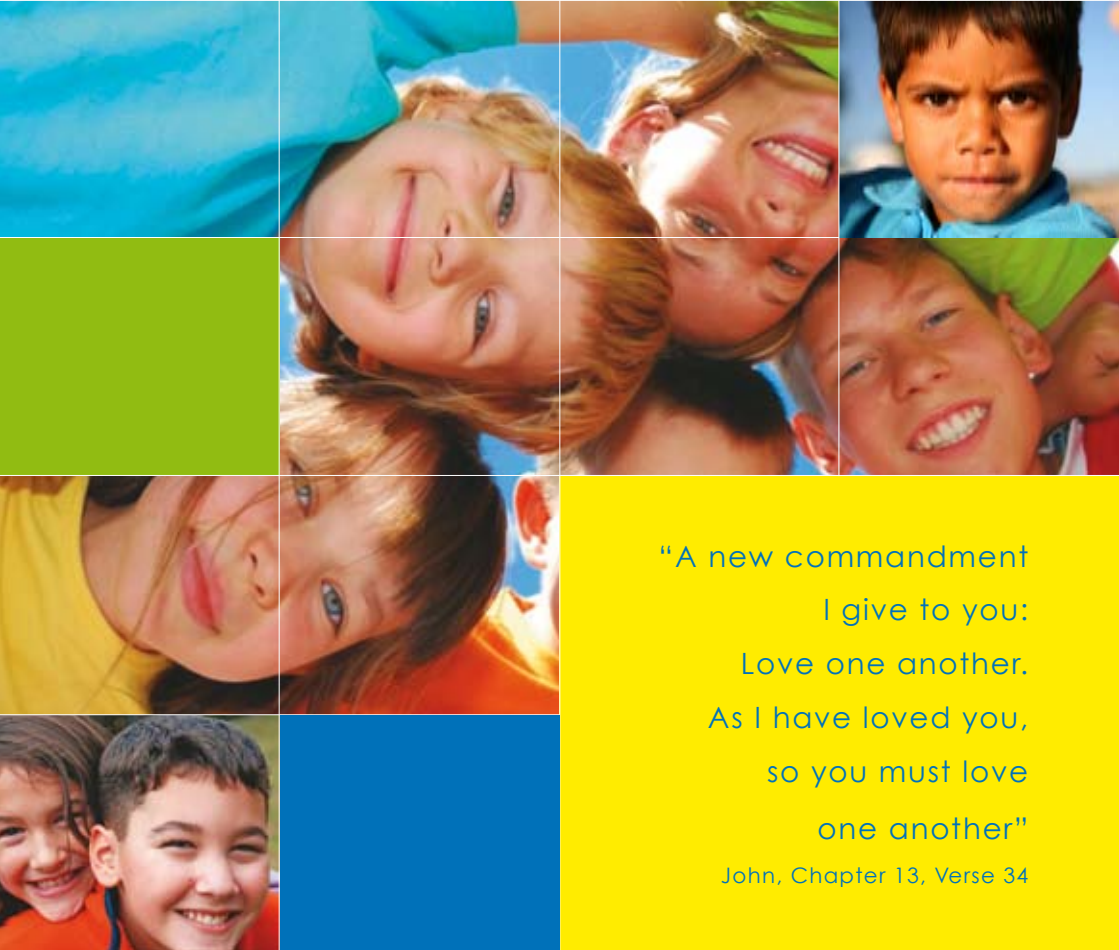




anglican
community
care inc.

... creating opportunities

Annual Report 07-08



"A new commandment
I give to you:
Love one another.
As I have loved you,
so you must love
one another"

John, Chapter 13, Verse 34

"Supporting local communities for 22 years"

our vision

Healthy, diverse communities reflecting justice, respect and compassion for all.

our mission

We create opportunities aimed at making a positive impact on individuals, families and communities, by identifying and providing a holistic range of innovative services.

we value

Compassion, diversity, excellence, innovation, justice, respect.

Anglican Community Care is a Christian based organisation.

content page

	Page
Our Vision, Mission & Values	1
Our Clients' Voices	3
Positive Impacts	4
Chief Executive Officer's Report	5
Convener's Report to AGM	7
Services for our Local Communities	9
Impact in the Murraylands	11
Impact in the Riverland	13
Impact in the South East	15
Supporting the Organisation	17
Marketing	18
Events	19
Awards	20
Governance Statement	21
Treasurers Report 2007-2008	22
Statement of Financial Position	23
Statement of Financial Performance	24
Thank You's and Acknowledgements	25
Board Members	26

our clients' voices

"I look in the paper for jobs now, and know that in the future, I could try and get them"

"The support I get from everyone, including the other students, helps me to keep going"

"If it wasn't for "Gaining Ground", I would not be at Uni. now"

"You are one of the few services that are consistent in your support"

"You think outside of the square, and look at the bigger picture"

"I would not be here today, able to look after my family, if you had not continued to help us"

".. I feel safe and innocent when I am at the Nunga Wise Youth Shed

"When I come here I never feel stupid, or a bad parent or useless when handling my money. You are always friendly and happy to see me. I feel safe and welcome. It's like visiting a friend... a friend that helps me"

"Lightening the load from my shoulders"

"... the worker gave me space to go at my pace. It was relaxed and we had a good rapport"

"It's been easy and fun to learn how to shop and cook"

"It has been relaxing and the worker does not judge me"

"There are now more good days than bad days. I try not to yell at the kids anymore"

"I am a lot calmer than previously"

"I am closer to my children more than ever"

"Before I had assistance I would not even bathe my baby. Now I do the lot!"

positive impacts

Alleviating Poverty

2,376 people were assisted in immediate financial need or gained skills to better manage their money.

Building Communities

52,874 people increased their connection and participation in their local communities through our initiatives at our Community Centres

Promoting Learning

904 people took up the challenge to improve their education and seek out job prospects.

Reducing Homelessness

955 people were supported towards self-reliance through increasing their access to safe and secure housing options

Sharing Cultures

1,164 people from different cultural backgrounds were assisted through a range of ACC services

Supporting Children

682 children were placed in safe and caring homes and/or involved in activities.

Strengthening Families

1,595 families were given the tools to build strong and lasting relationships.

chief executive officer's report

In reviewing the achievements made by Anglican Community Care during the 2007/08 year, it is worth reflecting upon the key result areas identified in the 2005/08 ACC Strategic Plan.

Services to Clients

ACC staff continued to deliver a broad range of services aimed at ensuring that all members of our regional community are socially included. While focusing on prevention and early intervention whenever possible, our services have assisted many people to deal with their personal crises and connect with their family and local community. Services for families in crisis and young people requiring alternative care options were significantly increased and improved. The continuing challenge for us is to work with the Government and the community in identifying and implementing long term sustainable solutions to a range of issues challenging regional communities.

People

During 2007/08 the number of staff employed by ACC increased by 27% to reach 145. With this increase came ongoing challenges in staff recruitment and retention, and to establish ACC as an "employer of choice". We are in the process of finalising our new Employee Collective Workplace Agreement in which we are striving to identify initiatives which will help ensure that ACC not only has a skilled and stable workforce, but also demonstrates that those staff and their wellbeing is highly valued.

The quality of work undertaken by ACC is largely determined by the level of skill and commitment of our staff. The fact that ACC is identified as a leading provider of regional community services is a credit to our staff and the organisation.

Communication

A significant achievement for the year was the upgrade of our internal IT system. The challenge was to ensure that all our offices had access to an effective, time efficient communication system. With this now in place, our staff have the tools so necessary in today's workplace to enable them to more effectively complete tasks required of them.

Leadership

In ensuring that our leadership skills strengthened and reflected the work undertaken by ACC, our Aboriginal services across the organisation were brought under the supervision and support of a Manager, Aboriginal Services. This was the first step in reviewing the structure and leadership of services and staff within the organisation. With funding bodies expecting quality services, and staff requesting the capacity to focus on specific service provision, ACC has moved towards implementing a service structure which will enable both to occur.

Our current Senior Management Team has guided the organisation to a point where it is a leader in regional community service provision. The challenge now is to become a national leader in the provision of quality services for rural communities. Throughout this period of change, staff have had the full support and guidance from our Board.

Finances

During 2007/08 our income increased by 36% to reach \$6,908,908. No organisation can effectively and efficiently manage such finances without having suitable financial and accountability systems in place. With strong leadership from our Audit Sub-committee, financial sustainability has been a focus for the year. The next step is to cement strong community – business partnerships which will enable us to provide services that have previously been unfunded.

Risk Management

Across the organisation, staff and Board appreciate the need to both identify and manage risks to themselves, the organisation and people with whom we work. Major decisions have required a more stringent risk analysis and the organisation is embedding risk management practices within its new service and Board sub-committee structure. To be sustainable, we have to ensure that we continue to effectively manage the many risks that confront us in our work.

Overall, 2007/08 has been an extremely challenging but rewarding year. Our achievements have only been possible due to the hard work and commitment of our staff and Board.

This year I would especially like to thank members of the Senior Management Team, all of whom have worked tirelessly towards ensuring that ACC continues to work towards achieving a healthy, diverse community reflecting justice, respect and compassion for all.

God Bless,

Rob Foggo

Chief Executive Officer



conveners report to AGM

Over the past 22 years Anglican Community Care has developed a specialty – supporting people in need throughout our regional and rural communities. This is what we do well, and our reputation as a competent, professional, reliable agency continues to grow. The past successful year was topped by receiving the internationally recognised Award level of the Service Excellence program, a real feather in our cap, and good recognition of the hard working and talented staff that make up the powerhouse of our Agency. We are the first organisation within the regions we operate, to receive this highest Award level accreditation. Congratulations are due to all who have contributed to this well deserved status and recognition.

The diverse range of programs we are involved in currently, are too numerous to mention individually. Our work falls into 7 major categories – reducing homelessness / promoting learning / strengthening families / alleviating poverty / building communities / supporting children / sharing cultures. It is well worth taking the time to visit our up to date, dynamic website www.accinc.org.au for a look at the mind blowing list of program activities we are at present delivering, under each of these headings.

Our 21 years was celebrated in October last year with the inaugural “Blue Ball”. This was a fantastic and successful evening enjoyed by many, with a talented (not too loud) band, great music and a charity auction. There is potential for it to become a regular event.

We are now receiving the fruits of appointing a full time Marketing / Fundraising person, who has increased our media exposure and our public and government awareness. Eyecatching stories help put us on the map, such as Australia’s Loudest Shout – saying no to violence against women ; Random acts of kindness - a holiday house made available for much needed foster family “time out” and even Poochaven – an innovative arrangement by staff to care for their pets at work.

Our marketing plan includes much needed research, consideration of branding, the development of relationships, business donors and sponsorships. This will lead to beneficial changes and we are exploring a shift in fundraising philosophy, to enable some social enterprise approach opportunities. A valid question is why should we head down such a path? By developing some financial independence and less reliance on funding bodies, we can build some financial freedom to channel funds into areas of need for which Government funding is not obtainable, or where we can have discretionary emphasis in the support we can provide.

The Board is examining its roles and responsibilities, and has developed a more robust risk management approach to the running of the agency, which is very prudent for current and new initiatives. We continue to develop sound policy for future expansion and delivery of programs. There is a Constitutional review in progress and consideration is being given to the best models of governance for the time ahead. It has also been a period of ongoing staffing structure change together with a need for flexibility. A new round of 3 year strategic planning continues, together with the annual Business planning cycle.

I draw your attention to some other highlights:

- There has been significant expansion of our Community Housing involvement in the South East with the absorption of Blue Lake Housing Association that had to cease operating. The future governance structure for our Housing Association is currently under discussion.
- We have seen some noteworthy growth in our Development fund and its operation. This is paving the way for times when ACC can enhance or develop programs under its own steam, where other funding sources are inadequate or non-existent.
- An important agency wide IT networking upgrade took place.
- The magnitude of the drought and the impact of limited irrigation water on our River based communities should not be underestimated. It has been a time of high stress, financial, emotional, and practical, where staff are faced with unprecedented situations and business realities that impact on whole communities.
- The new Murray Bridge office which came into being this year is providing much needed space for our staff and through its early use, proves to be a very welcoming place, with a good feel. This has been particularly commented on by our Aboriginal community members.

- The new Family Relationship Centre has opened, and is well located in the centre of Mount Gambier. ACC is the lead agency along with Centacare Catholic Family Services and Relationships Australia in this project, which is one of 25 across Australia funded by the Federal Government. These Centres provide information and referrals for all types of families at any stage of a relationship, pre or during marriage, separation, or divorce. It will provide advice, dispute resolution, and parenting plans after separation, focusing on the needs of children.

I take this annual opportunity to say an important thank you to our hard working staff, our carers, volunteers, supporters and our talented mix of Board members.

We know that our work is blessed, and we believe that our success results from a real passion for caring for those in need. The support we receive enables us to better assist those in our communities who have great trouble in their lives - and are in need of the encouragement and assistance that we as a society and as a Church, must provide.

Our ability to continue this work into the future will depend on our capacity to manage well, remain focused on why we exist, and to retain and add to, the band of amazingly dedicated staff we have, along with our carers, and supporters who make up - Anglican Community Care.

Michael Bleby

Convener, Board of Management

services for our local communities

Aboriginal Family Care Advisory Forum

Ensures culturally appropriate services are provided in the delivery of Alternative Care Services to Aboriginal communities living in the southern country region of South Australia.

Children's Contact Service

Provides a safe environment for children and parents in which to hand over children for contact visits. The service provides a welcoming and pleasant location for supervised contact.

Communities for Children

Local families, service providers and community members working together to give young children the best possible start in life.

Community Development Program

A wide range of services that address community issues and needs, and which involve all staff of the Riverland office.

Community Services Centres

(Millicent and Waikerie)

A single entry point for access to varied human services, including Centrelink.

Community Support Centre - Mount Gambier

A community centre aimed at self help and advocacy for individuals and groups. The centre also provides a central point for delivery of current Anglican Community Care services.

Emergency Accommodation

Provides short-term assistance for single adults who are homeless and have no housing options overnight.

Emergency Relief

Provides financial assistance and food to people experiencing financial difficulties.

Family Relationship Centre

The Mount Gambier Family Relationship Centre provides information, referral and advice to families experiencing relationship difficulties and assists separated families to work through their parenting issues without involving courts.

Family Relationship Services Program

Early intervention counselling services that have been extensively available in metropolitan areas are now available throughout the South East to help families build better relationships.

Family Reunification

An intensive support program that works with families for up to twelve months to assist with the reunification of children with their families.

Family Support

An early intervention parenting service targeting families in difficulties. Family Support workers offer assistance and support to parents with parenting and children's issues, family care and home management, loneliness, budgeting and family and community development.

Flying Start

An early intervention project that, through the provision of information, education and support, promotes and strengthens positive community networks and provides increased access to services for rural families.

Foster and Respite Care

The care, support and guidance of children within a family environment, by carers who are trained and registered.

Gaining Ground Program

Provides further education for young parents.

Low Income Support Program

Community education to raise awareness of issues relating to poverty and its causes.

Minya Porlar Creche

An Indigenous specific child care support program which supports the development of a culturally appropriate, innovative and quality family and early childhood service.

No Interest Loans Scheme®

Enables clients of a supported accommodation program to purchase new or second-hand white goods and essential household furniture. The loans are to be repaid over a period of 2 years, with no interest. This has now been extended to people on low incomes in the Millicent community.

Nunga Wise Youth Shed

Nunga Wise Youth Shed in Murray Bridge is the physical location where programs specific for Aboriginal youth are run. It has, however, become more than just a 'location', it has become the hub, an important meeting place for young Aboriginal people to socialise, learn and develop.

Opening Doors

- Riverland Indigenous Support Program
A supported accommodation program for Aboriginal young people and young adults.

Outdoor Classroom

Enables Year 7 to Year 9 students to undertake projects that tackle environmental and conservation work whilst studying to obtain the South Australian Certificate of Education.

Reconnect Program

Aims to improve the level of engagement of homeless young people - or those at risk of homelessness - with family, work, education, training and the community.

Recreation Link Up

Enables people with a disability to access recreational opportunities and develop a personalised recreational plan. The program will assist clients to become involved in the activity of choice.

Riverland Aboriginal Youth Group (RAY)

Creates safe recreational activities for local Aboriginal youth to get together to socialise, learn and have fun. Develop leadership skills in Aboriginal young people to give them the opportunity to become future community leaders. To communicate with other pertinent committees in the region to ensure the voices of young Aboriginal people are heard.

Riverland Homemaker Program

This program aims to improve the health and well being of Aboriginal families and children in the Riverland region.

StepUP Loans

Provides low interest loans of \$800-\$3000 for individuals and families living on a low income.

Supported Accommodation

Provides support and accommodation to families, single adults and youth aged 16 and above who are homeless or at risk of homelessness.

Supported Tenancies

A support service for Housing SA consumers who are at risk of eviction.

Victim Support Service

Provides information, counselling, support and advocacy to victims of crime.

Youth Development Program

The Youth Development Program provides Indigenous young people in the Berri, Barmora and Gerard areas with social, recreational and educational activities.

impact in the murraylands

Reducing Homelessness

The Supported Tenancies Program has supported 32 families/individuals to remain in stable accommodation. These clients often have multiple and diverse issues which are becoming increasingly common that impact on their tenancies, many with substantial debts e.g. Housing SA, energy providers or credit providers.

Promoting Learning

Communities for Children Program has been able to bring several guest speakers to the Murray Bridge region to address local professionals working with young families. Activities included nationally and internationally renowned speakers who spoke on issues such as nutrition, fatherhood in early years and improving health and developmental outcomes for young children.

Strengthening Families

An ACC youth worker works with young people in schools in drought affected areas, discussing with them the effects of the drought on their families, and themselves. They are encouraged to express their feelings through music and producing CDs of this, and to share their thoughts with others in similar situations through a website (www.myspace.com/muzzayouth) developed specifically by the ACC Reconnect team for the youth of the Murray Mallee. The Reconnect Program has supported 231 young people to remain connected with their families and communities.

‘Building Connections’ is a holistic service responding to Aboriginal families when difficulties arise that impact on their ability to cope and parent effectively. The service offers a therapeutic, home based, early intervention response that focuses on the needs of the family with particular attention to children. This supports families to participate in a variety of learning opportunities in addition

to home based interventions in order to promote and build positive parenting and strengthen family relationships.

Alleviating Poverty

The main issue affecting people in the Murray Mallee is the impact of the drought. Anglican Community Care is attempting to reduce some of these effects, working with young people in drought affected areas, and by providing a simple application procedure (maintaining anonymity as much as possible) of applicants for emergency financial relief.

Building Communities

Bi-monthly anti-poverty forums at ACC provide an opportunity for information sharing. Regular guest speakers inform attending service providers from several different agencies/organisations with knowledge of services and resources that may be of benefit to clients or communities.

In order to build connections with the community and especially new mums, Minya Porlar crèche have been running a ‘come and play session’ on Wednesday mornings, where mums and/or dads can bring their young Aboriginal children to come and meet with the staff and other parents and to play with the other kids at crèche. The focus of this is interactive play with your child.

Informal research conducted in the Mallee has also revealed that families in this region are withdrawing from social activities, connections with peers and community. Health workers and community members in the Mallee identified that a good way of helping men affected by the drought was to encourage them to participate in free or very low cost family activities which would provide them with opportunities to socialise and engage in conversations with their peers.

To this end, ACC has encouraged planning of, and contributed funding to, several family activities in the Mallee region.

ACC remains one of the few agencies contracted by the Victim Support Service to provide a local response in rural areas. The demand for this service is ever increasing especially people seeking support after family violence, assault and home invasion. This support can range from a phone call, providing information, court support, counselling and linking with other community based support services. Links have been developed with local service groups to promote the service and to also disseminate the large range of information that VSS can provide.

Supporting children and young people

The Alternative Care program continues to grow. Recruitment, assessment and training of new carers is imperative as we try and meet the ever growing demand. As we increase the number of carers, we also increase the demand on staff to help these carers settle into their caring role. We applaud the commitment of our Foster Care families and the staff who support them.

In the Murray Mallee region we currently have 61 registered families who provide care to 130 children. Of these 61 families, 9 are Aboriginal families. The commitment to keep children local and the dedication of our carers to kids in the community means we now have a number of families providing care to a large number of children.

We are now seeing more family groups becoming registered carers. This enhances the care to children and provides a secondary family option for weekend and holiday respite, much like what happens in our families with aunts and uncles or grandparents.

The 24/7 residential care facility for Children and Young people in care has been operating at capacity since it opened, with a focus on keeping siblings together where this is not possible in family based care. This house has allowed us to keep children and young people connected in their own community rather than be moved from the area when we can not find suitable home based care options.

Sharing Cultures

The inception of the Nunga-Wise Youth shed at the Lower Murray Nungas Club was made possible by Country Health SA and Anglican Community Care. This shed, in the back corner of the property at the LMNC, provides Aboriginal youth with a place of their own. The boys now have a space in which to rehearse and record their own music as part of an accredited music program, and the girls have a place to do group work and dance workshops. The young people and staff can now relax in a youth "space".

The boys have been busy with performances, including NAIDOC in Murray Bridge and in the Riverland (where I believe they also drew a following of young females), and also attended the Crocfeet, in Port Augusta.

Ngarrindjeri Language course provided by Flinders University has enhanced the language skills of staff at Minya Porlar and it is great to see the use of traditional language of the region being used in daily activities at Minya Porlar crèche, building cultural connections.

Helen Francis

Manager (Murraylands Region)

impact in the riverland

Alleviating Poverty

The severe drought conditions are now entering a second year in the Riverland and they are having a significant impact on the community economy. With this, our communities are being affected financially, socially and emotionally and there is a general sense of hopelessness or despair. As a result of this phenomenon, our services are becoming more and more important to a wider group of people. For example, this year with the introduction of funding for Emergency Relief for drought affected people, we have provided financial support to growers and their families. Some of these people have never sought support before, and up until a couple of years ago were able to adequately provide for their family, build new homes and even invest their money on increased acreage.

Sharing Cultures

Supporting Aboriginal people and communities is considered a high priority to Anglican Community Care in the Riverland region. Throughout this year we have continued to be represented on the HEARING Forum (a committee for Aboriginal people interested in attending to the wellbeing of their communities), to support a multitude of Aboriginal families in relation to a wide and varied number of issues, and we have been active participants in a number of community events including two very successful NAIDOC Week celebrations. Our Opening Doors program continues to grow and this year (together with our partner organizations) we have re-focused our service into the future. This re-focusing has also included a move in funding body to the Department of Health under Country Mental Health. This we believe is considerable recognition for the work of the program in Aboriginal Mental Health.

Strengthening Families

The Family Support and Flying Start Programs continued to be viewed as essential services to families in the Riverland. It is through these services that we have been able to support families who may have otherwise 'fallen through the gaps'. For example, this year we have experienced an increase in the number of families seeking support where one or both parents have an intellectual disability. These families are considered 'borderline' to many other providers, and as such, often miss out on much needed services. With our support, small but significant changes have occurred in these families so that children are more effectively nurtured.

Our Men and Family Relationships program has seen a number of changes to staffing this year. Thanks to the support of Ed Thomas, who was based in the Murraylands but regularly visited the Riverland, we were able to provide a group to dads in relation to parenting and family relationships which proved very successful. Our aim is to strengthen and build upon this work in 2008-09.

Supporting Children

As noted earlier the drought is taking a considerable toll on the Riverland community. One of the noticeable effects it is having upon our Alternative Care program is a lack of interest by people wanting to become foster families. In addition, our team of foster families is shrinking due to families leaving the district to seek different opportunities. In all, this adds up to a desperate situation for Riverland kids, some of whom have to leave the region. It also places considerable stress upon our Alternative Care team who sometimes must reply to requests from Families SA with "there simply is no family available to care for this child".

Promoting Learning

During the past year the Riverland Aboriginal Youth committee has empowered and encouraged young people to take control and responsibility of their own issues within their local community and have brought young people together to share a common bond and to develop and run activities. The Riverland Aboriginal Youth Committee has (in conjunction with the Aboriginal Activities Program) provided opportunities for young people in the Riverland to participate in many community events, as well as learn skills which will strengthen their leadership abilities into the future.

Early this year we ran a Financial Management Group. This group included people who were experiencing significant financial challenges (including rental arrears) and ran over a period of 8 sessions. As a result of this work we observed these participants making considerable change, not only in relation to their finances but in relation to their self confidence and preparedness to seek ongoing support.

Reducing Homelessness

Our Supported Accommodation Assistance Program (SAAP) continues to work incredibly hard this year despite changes in staffing, and our Wyatt Rental Assistance Program is continuing to support people in private rental housing even though it was originally intended to be a pilot program. We recognize that the future of SAAP is uncertain nationally; however both our SAAP and Supported Tenancies programs are producing effective and sustainable outcomes for the people supported by these programs. We therefore hope this will position us positively for delivery of services beyond any future changes.

Building Communities

Anglican Community Care plays an active part in many community initiatives. Some of the very successful initiatives to which we have contributed this year include:

- Teddy Bear's Picnic, a family fun day aimed at supporting parents of young children.
- Waikerie and Renmark Drought Expos (events to provide community members with information about available supports for people who are affected financially and emotionally in relation to drought).
- Law and Families Week celebration and information day.
- Riverland Vintage Widows fundraiser to raise funds for 2 special but disadvantaged families living in the Waikerie region.

It is difficult to see the harsh drought conditions in the Riverland reversing in the near future and we anticipate that many more people will reach their limits financially, socially and emotionally.

Anglican Community Care has and will continue to play a pivotal role in responding to the 'symptoms' of the drought for some time yet. However, we intend to create success by working closely with our strong community partners.

Kirsty Barnett

Manager (Riverland Region)

impact in the south east

The 2007- 08 financial year was one of anticipation in the Limestone Coast region, looking ahead to establishing new programs, applying for major tenders, finding new talents in leadership positions, welcoming babies, and reviewing our structure which had outgrown the demands of service delivery. Some of our highlights included:

Alleviating Poverty

The successful Step Up pilot (for low-interest loans \$800- \$3000) resulted in a more permanent arrangement with better cost recovery. However, we are still seeking funding to meet the overwhelming demand for qualified financial counselling services. Currently we can only offer this vital service to families in our supported accommodation.

Building Communities

- Naracoorte opened its new “cottage” office in September 2007. The feasibility of setting up a service centre is still being explored.
- We will have to find alternative facilities for the CSC Mount Gambier due its impending sale by the state government. The support from Housing SA and the Mount Gambier City Council to locate new premises is genuinely appreciated. Meanwhile, it’s business as usual at the centre.
- We continue to be very proud of the well-oiled (but incredibly caring) machine that is the Community Service Centre in Millicent, and the positive feedback received by many customers.

Promoting Learning

- The creation of a Community Learning Officer position indicates the importance we place on this particular sector for ACC’s future in the region.
- We are immensely grateful to the Pilotlight Foundation for sponsoring The Outdoor Classroom, a program combining the prevention of homelessness with sustainable environmental strategies, in its second year.
- Thanks to accredited trainers on our local team, we have been facilitating “Childsafe Environments” and “Infant Safety” training for ACC staff, carers and even for other organisations.

Reducing Homelessness

In light of significant staff changes throughout the year, much credit goes to the experienced team for taking on the challenge and remaining focused on innovation and excellent service! In fact, services have been expanded to Bordertown and contacts with real estate agents increased to offer private rental as a real and sustainable alternative to supported or emergency accommodation where appropriate.

Sharing Cultures

- Our strong links with the multicultural community and services put us now in a prime position to better respond to people from culturally and linguistically diverse backgrounds.
- A big thank you to Eric and Elaine for sharing their wisdom so readily – learning from your colleagues is so much more powerful!

Strengthening Families

- Our father-inclusive pilot project has brought to us great awareness and some very practical ways to engage dads, such as in the “Hey Dad” program.

- Australia's Loudest Shout of more than 100 men shouting "No" to violence to women at the Blue Lake was the most watched YouTube NFP video worldwide on the day!
- We are very excited about our new Family Relationship Centre in Mount Gambier, and grateful to our tendering partners Centacare and Relationships Australia SA. Opening on 1 July 2008, the centre will have all our family services under the one roof, offering families a one stop shop.

Supporting Children

In June 2008 our ongoing recruitment drive for new foster families culminated in a campaign that resulted in a record number of families putting their hand up to care for children who cannot live at home. Earlier in the year, some of our enterprising foster parents opened and widely promoted a "Clothing closet" with donated clothes for foster children.

Our creche is now operating 4 days per week, for children of ACC staff and clients, and had a more professional make-over with new staff, equipment and policies and procedures.

Not-for-profit organisations like ACC don't usually report on Triple bottom lines. However, we are pursuing outcomes that are good for families, communities, and regions in terms of economic, social and environmental aspects. ACC is at the forefront of providing holistic, sustainable services that encourage people to make the most of their strengths with a long-term focus on a brighter future.

I am looking forward to contributing to that future with you all - Thank you for sharing your passion with me!

Ute Herrmann-Bullock
Manager (South East Region)

supporting the organisation

The 2007-2008 Financial Year has been a period of significant growth for the agency. Our staffing numbers have increased from 105 to 145 and this is directly linked to the successful tendering for a number of new programs. These include:

- 24/7 Residential Care facilities at both Mount Gambier and Murray Bridge
- Building Connections program at Murray Bridge
- Family Relationship Centre at Mount Gambier

From a HR/IR perspective it has been a very exciting time. For the first time ACC has staff working permanent shift work, staffing residential care facilities 24 hours a day, 7 days a week. The 25 staff employed at these facilities deserve a special mention for working in a very stressful environment and doing an excellent job with the children who are in their care.

The unique conditions of employment for these 24/7 staff have resulted in a second payroll being created for the payment of these staff, which is run on our traditional "off pay week".

Industrially we are working towards our new Employee Collective Workplace Agreement (ECWA) that will replace our expired Enterprise Bargaining Agreement (EBA). It is anticipated that this agreement will be finalised before the end of the year.

As the Agency grows, the requirements for additional services from the HR Team continue to increase, almost directly related to the increased staff that we employ.

The 2008-2009 financial year will see further growth with possibly two new 24/7 residential care facilities (one at Mount Gambier and one at Murray Bridge) as well a number of new programs including the Post Separation Cooperative Parenting program that will commence in October 2008.

As a "Family Friendly Employer" we will strive to retain our current staff and at the same time recruit additional staff to work in these new programs.

Tony Ross
HR Manager

marketing

The new position of Marketing Manager was filled in March 2007. As this was a new role much time has been put into developing infrastructure, relationships, strategies, campaigns, advertising, website, policies and procedures, promotional materials etc. The focus has been to raise the profile of both Anglican Community Care and the social justice issues that are in local communities, through positive engagement with the media.

- The number of published articles or interviews in the media was zero in January 2007 to 18 in January 2008. In one week we had three television interviews, two articles in the press and two radio interviews.
- The website has been redeveloped and the number of unique visitors has increased 320% between March 2007 to March 2008. We now receive employment enquiries, donations, requests for assistance via our web.
- In the month of August 2006 compared to the month of August 2007 our donations increased by 1250% and in Christmas 2007 we had a 150% increase from 2006.
- Youth homelessness in the South East received front page and editorial coverage resulting in a visit by Federal Senator, Anne McEwen to Mount Gambier with her reporting directly to the Rudd government on issues in the South East of South Australia.

We were contacted by Debra and Richard Mackey from Robe who had created the wonderful 'Random Acts of Kindness' to provide foster families with a weekend break in beautiful holiday homes donated by the local Robe community. This is a fantastic example of people committed to children who can't be foster carers but can contribute in other, extraordinary ways.

The objectives for FY08/09 are to continue building our profile, be more visual in the community, create specific fundraising campaigns, further refinement of the website and use of Web2 technology. Newsletters for ACC supporters are currently being developed and these will be regularly distributed to report on what ACC has been doing in our local communities.

It has been a privilege to be working for Anglican Community Care and be a small part in the positive impacts they make in the communities by their dedicated staff, volunteers and Board. Thank you.

Anne Hinkly-Tyler
Marketing Manager

events

Foster Care Picnic, Murray Bridge

120 people attended a picnic in Mount Barker. ACC staff put an enormous effort into the planning of this event along with their partners who gave their time to help with the BBQ and child based activities for the day. It was a great day with carers chatting to others, children loved the fact they could catch up with carers they have been in care with. You will be pleased to know we had only two kites in the trees at the end of the day.

Australia's Loudest Shout®

Australia's Loudest Shout® was created by Anglican Community Care and the inaugural 'Shout' occurred at the iconic Blue Lake on White Ribbon Day in 2007. Over 100 men and boys gathered together to shout 'NO' to violence against women and children, their shouts being measured by decibel. We received broad media coverage and planning is commencing with other agencies in the community for the 2008 shout.



Blue Ball

Anglican Community Care's 21st birthday was celebrated with the 'Blue Ball' in Mount Gambier in October 2007, with 160 people dining and dancing the night away. It was a chance for a celebration and to build profile, plus a fundraiser.

Savings and Loans in Mount Gambier

supported us running a fundraising in store and film night with the premiere of John Travolta's film 'Hairspray'.

WinTV selected us as their charity at the 2007 Mount Gambier Show in the cow milking competition.

A French Film was used as a fundraiser for foster children by a local film group Reels at Wehl in Mount Gambier.

Vintage Widows Club in the Riverland held a fundraising lunch for two local families who came to their attention from our Community Service Centre in Waikerie.

*Rob and Denise Foggo
at the Blue Ball*

awards

Service Excellence Award - internationally recognised

We have been awarded the top level of customer service from the Service Excellence Program, an award which has internationally-accredited standards. Anglican Community Care is the first organisation to receive the highest level 'Award' in the region.

Alcoa Foundation Outstanding Community Worker Award

Graham Holloway received a nomination for 2008 Alcoa Foundation Outstanding Community Worker Award - a national award recognising the contribution to the nation's life made by the women and men working in Australian community groups.

*Ute Herrmann-Bullock receiving the award
from Peter Smith of the Department for
Families and Communities*



governance statement

Anglican Community Care Inc (ACC) is incorporated under the Associations Incorporation Act and operates under the rules of the association adopted by the members on 28th September 2006. Under these rules, ACC's affairs are managed by the Board of Management (BOM). This governance statement outlines how the BOM discharges their responsibilities.

The BOM's primary role is to ensure ACC achieves its aim and objectives as outlined in the Constitution of ACC. The central aim of ACC is to enable families, single adults and young people to function autonomously in the community by providing a wide range of community based services. ACC is reliant on government grants, member's subscriptions, donations and volunteers support in achieving this objective.

The BOM comprises the following membership:

- (1) Convener – appointed by the Bishop of the Diocese of The Murray
- (2) One South East representative nominated by the Rector of Mount Gambier
- (3) One representative nominated by the Parish Council of Mountt Gambier
- (4) One Riverland representative nominated by the Rural Dean of the Riverland
- (5) One Murraylands representative nominated by the Archdeacon of The Murray
- (6) Two community representatives elected at the AGM
- (7) Consumer representative appointed by the Convener of the Board of Management

- (8) One representative nominated by the SE Local Government Association
- (9) Staff representative elected by Anglican Community Care staff [non-voting]
- (10) CEO [non-voting]

In fulfilling its primary role, the BOM meets at least six times per year. At these meetings it considers:

- The financial reports as presented to the audit sub-committee, including details of income, expenditure, financial position and bank reconciliations.
- Reports as prepared by the CEO, Human Resources Manager, Marketing Manager, and Regional Managers and consider any matters arising thereto.
- Staffing matters
- Risk management including insurance matters
- Occupational Health, Safety and Welfare matters.

The BOM is assisted by an Audit Sub-committee, Marketing/Fundraising Sub-committee, Strategic Management Sub-committee and Management Advisory Group. Each of these committees have terms of reference that defines its roles and responsibilities.

The proceedings at each meeting are minuted and are available for inspection by members at any time.

The BOM reports to members at the annual general meeting. At the annual general meeting the annual report, which includes the audited financial report for the year just ended, is presented to members.

treasurers report

The year under review has been a hectic one for management, staff, and the Board. It is sometimes daunting to contemplate the current size and scope of ACC's operations, and of course the resultant financial responsibility. The growth has almost been exponential year-on-year, with many different programs now being delivered for and on behalf of the Australian community with turnover now almost \$7 million! Yet the challenges that such growth has presented to ACC have been handled in a very professional manner, and indeed have been relished as the various people that make up ACC go about their tasks.

The growth of our business presents financial challenges! Operations have been expanded and improved over the past 12 months, with some of the more significant highlights including:

- the introduction of two 24/7 houses - in Murray Bridge and South-East;
- the relocation of Murray Bridge offices;
- the implementation of a fully integrated and modern computer system;
- significant site works at Mountt Gambier;
- assuming ownership of the vehicle fleet (rather than leasing);
- appointing key support staff in areas of marketing and human resources.

The Board has set a strong policy framework and a visionary strategic agenda for the future direction of ACC, and (as was indicated last year) made substantial provisions for improved facilities and better working conditions. Members will note that there was a 37% increase in Government Grants for 2007/08, reflecting the growth in programs. The 42% increase in salaries is in part

due to back-pay following award negotiations, and also to core appointments as mentioned above, so the disparity between revenue growth and salary expenses is not expected to continue. Across the whole agency, an average of just 24% of Government Grants has been applied to administration, which not only is well within the 33% limit determined by the Board, but also is a far better outcome than many other similar organizations. As ACC grows, much necessary administration previously done by service staff is now specialized and separate.

The bottom line is that once again ACC has acquitted all its programs in a highly efficient and effective manner, and achieved a healthy surplus that is the cornerstone of future planning. 'Sustainability' has been a popular theme for many organizations in recent years, and ACC is no orphan in wanting to secure its financial future. The financial reserves that have been boosted over the past couple of years provides key opportunities (1) to have discretionary funds to expand and improve the range of services to clients; (2) to fund improved working conditions and client facilities; and (3) to finance program continuance in any unforeseen event of interrupted grants.

I commend the accounts to the members of ACC for adoption, and wish to express my thanks to all of the staff for their commitment to excellence in so many fields, but especially Rob, Craig and Shylie for their diligent financial work. I also wish to acknowledge fellow Board members who have professionally and diligently governed ACC and (through the Audit Sub-committee) for adopting and monitoring prudent financial disciplines.

Brian Nankivell
Treasurer

financial summary

Statement of Financial Position as at 30 June 2008

	2008 \$	2007 \$
CURRENT ASSETS		
Cash		
- Petty Cash	2,020	1,720
- Term Deposits	572,733	265,600
- Other	1,166,693	1,232,837
Receivables	68,203	133,748
Other	36,072	35,442
TOTAL CURRENT ASSETS	1,845,721	1,669,347
NON-CURRENT ASSETS		
Plant and Equipment	77,822	50,637
Motor Vehicles	510,164	323,683
IT Upgrade	19,865	62,016
TOTAL NON-CURRENT ASSETS	607,851	436,336
TOTAL ASSETS	2,453,572	2,105,683
CURRENT LIABILITIES		
Creditors and Accruals	463,437	198,998
Donations in Advance	1,982	
Grants in Advance	458,112	699,528
Provisions	769,002	739,675
TOTAL CURRENT LIABILITIES	1,692,533	1,638,201
TOTAL LIABILITIES	1,692,533	1,638,201
NET ASSETS	761,039	467,482
FUNDS AND RESERVES		
Accumulated Funds	467,482	313,582
Surplus/(Deficit) this Year	293,557	153,900
TOTAL ACCUMULATED FUNDS AND RESERVES	761,039	467,482

Statement of Financial Performance for the financial year ended 30 June 2008

	2008	2007
	\$	\$
OPERATING REVENUE		
Government Funding	6,320,240	4,600,295
Donations and Fundraising	24,246	22,994
Fee for Service	115,459	71,616
Investment Income	137,987	96,886
Residents Rent and Utilities	162,409	153,148
Gain on Disposal of Assets	17,179	363
Sundry Income	131,389	145,854
TOTAL OPERATING REVENUE	6,908,909	5,091,156
OPERATING EXPENDITURE		
Program Costs	1,693,031	1,384,579
Employee Costs	4,624,473	3,253,688
Finance Charges	10,304	9,145
Depreciation	201,387	219,893
Loss on Disposal of Assets	108	4,592
Provisions	86,049	65,359
TOTAL OPERATING EXPENDITURE	6,615,352	4,937,256
OPERATING SURPLUS/(DEFICIT)	293,557	153,900

* Full Audited Financial Statements are available on request

thank you's and acknowledgements

Anglican Parishes/Pastoral Districts of

Berri/Barmera
Christies Beach
Delamere
Happy Valley
Kingston/Robe
Loxton
Mannum/Mount Pleasant
Millicent
Morphett Vale
Mount Barker
Mount Gambier
Murraylands
Naracoorte
O'Halloran Hill
Onkaparinga Valley
Penola
Pinnaroo
Port Elliot-Goolwa
Renmark
Seaford
Southern Vales
Strathalbyn
Tatiara
Victor Harbor
Waikerie
Yankalilla
ABC Radio Riverland
ABC Radio SE
Aboriginal Corporation of Employment
Angela Badman
Anglicare Australia
Ann Greig
Anne Hinkly-Tyler
Anne McInnes
Annette Sundstrom
ARMSU
Bakers Delight, Mount Gambier
Barbara Garrard
Bella Lavender Estate
Betty Hann
Betty Holland
Blue Lake Public Golf Links
Brenda & Peter Edwards

Brian & Ann Burt
Brian & Anne Ashworth
Briar Jarrad
Bunnings Warehouse, Mount Gambier
C & G Nott
Callington Kindergarten
Carol Henderson
Cashzone, Mount Gambier
Centacare
Centrelink
Cheryle Taylor
Child & Adolescent Mental Health Service
City of Mount Gambier
Country Health SA Riverland
David & Leslie McMartin
Debra & Richard Mackey
Dept for Employment, Training & Further Education
Dept for Families and Communities
Dept of Education and Children's Services
Dept of Families, Housing, Community Services and
Indigenous Affairs
Dept of Health - Aboriginal Health Division
Diane Jablonksi
Diocese of The Murray
Donna Smith
Eileen Johnson
Families SA
5GTR-FM
Flinders University
Flinders University Rural Clinical School (Renmark)
5SE
Galpin, Engler, Bruins & Dempsey
Gambier City Lions Club
George Alexander Foundation
H Millowick
HEARING Forum (Chairperson & Board)
Heather Campbell
Housing SA
Hugh & Mary Wallace
Ian Tyler
locane Pty Ltd
J Verrity
James Hancock
Jeff & Jenny Bowman

Jennifer Lehmann
Jill Moore
Jill Phillips
John & Carol Moss
John & Chris Charles
John & Mandy Carter
Joy Hastie
Judith Spring
June Willcourt
K Bancroft
Kalparrin
Kimberly-Clark Australia
Limestone Coast Regional Development Board
Lioness Club of Mount Gambier
Lois Dean
Lower Murray Nungas Club -
(Chairperson & Board)
Loxton Sunday Stitchers
Lutheran Community Care
Lynn Fisher
Mannum Kindergarten
Margaret Boardman
Marion Effingham
Melissa Lindner
Michael Zeppel
Murray Mallee Community Health
Murray Pettman
Neil & Judy Geddes
Network SA
Orima Research Pty Ltd
Pangula Mannamurna (Chairperson & Board)
Paul & Marilyn Kuek
Pilotlight Foundation
Reina Hein
Relationships Australia
Richard & Bev Hamson
Rick Fisher
Riverland Development Corporation
Riverland Weekly
Riverland Regional Health Services
Ron & Kath Watts
Rotary Club of Mount Gambier
Rotary Club of Mount Gambier West
SA Works
Savings & Loans Credit Union, Mount Gambier
St Augustine's Mothers Union, Victor Harbor
South East Laundry Services
Sue Barrows

Tailem Bend Kindergarten
The Border Watch
The Murray Pioneer
The Panel Christmas Wrap Ltd
The Murray Valley Standard
Tim Burnard
Trident Tyre Centre
Trudy-Anne Doyle
UFS Chemist
Uniting Care Wesley Adelaide Inc.
University of Adelaide (MBA students)
University of South Australia
Victim Support Service
Wattle Range Council
Waikerie Rotary Club
Wendy Monger
WinTV
Wyatt Benevolent Institution

board members

Michael Bleby (Convener)
David Glover
Brian Nankivell
Trudy-Anne Doyle
Ruth Daws
Shirley Little
Fran Mullaney
Ian Millard
Chantelle Boyd
Amanda Koppe

Our sincere thanks go to our Board, staff and volunteers, whose dedication and commitment to the roles they have in ACC enables the organisation to continue to develop and prosper – and to our donors, with whose help we continue to grow.

Special thanks also go to Archdeacon Brian Ashworth for his ongoing support, guidance and spiritual leadership.



abn 53 440 436 445
A member of Anglicare Australia

As our commitment to the environment this booklet has been printed in minimum quantities. This booklet can be downloaded from our website www.accinc.org.au

Web www.accinc.org.au
General information email: acc@accinc.org.au

Mount Gambier and South East

PO Box 1842	PO Box 378
Mount Gambier SA 5290	Millicent SA 5280
Ph 08 8724 9211	Ph 08 8733 4720
Fax 08 8725 5087	Fax 08 8733 4545

Riverland Region

PO Box 1345	PO Box 1038
Berri SA 5343	Waikerie SA 5330
Ph 08 8582 2344	Ph 08 8541 2081
Fax 08 8582 2355	Fax 08 8541 3590

Murraylands Region

PO Box 2090
Murray Bridge SA 5253
Ph 08 8532 6303
Fax 08 8532 1823

