FOREWORD TO ANNUAL REPORT

2009-2010

It is with great pleasure that I present to you the Annual Report for Anglicare North Coast for the 2009-10 financial year. I hope you will find this report both informative and interesting and that it will give you a greater understanding of the work undertaken by our organization. More importantly, I hope that you will gain an appreciation of the difficulties faced by our clients, all of whom face some form of disadvantage in their lives, whether it be financial difficulties, homelessness or the difficulties associated with the building of a new life in a new country. It is for these people that we exist.

Estelle Graham
Executive Director
CONTENTS

From The Right Reverend Keith Slater ............................................. 4
From The Chair ............................................................................. 5
Executive Director report ................................................................. 6
Director Client Services report .......................................................... 7
Disaster Recovery report ................................................................. 8
Financial Counselling report ............................................................. 9
Clarence Accommodation Support Service report ............................... 10
Community Housing report ............................................................... 11
Migrant Services report ................................................................. 12
‘Working together’ in the Diocese of Grafton .................................... 14
Map of the Diocese of Grafton ........................................................... 18
Organisational Profile .................................................................. 19
Financial Report ....................................................................... 22
Anglicare North Coast Board ............................................................ 24
Life at Anglicare—Eight years on and a world away ......................... 25
Staff Employed During 2009–10 ...................................................... 26
Organisational Chart as at 30 June 2010 ........................................... 27
Friends of Anglicare ................................................................. 28
Love makes the world go round, so the old saying goes. But how do we interpret this concept of love? The worldly understanding of love is often described in terms of romantic love. This, of course, is an important understanding of love, of the need to belong, to reach out and connect with another with whom we can express the depths of feeling and emotion. It is the love which we desire and through we seek to find fulfillment, and to give fulfillment.

In the English language “love” is used in a broad sense. There are many shades of meaning. Sometimes “love” is used to express “friendship” between people. This is a platonic expression of love. Sometimes “love” shows the desire to “care” for another person. We can use words like “respect”, as well as “compassion”.

Love is also expressed in the act of mediation and reconciliation. It is given shape and form as we seek to do and live justice in the world. Love is expressed in the gift of peace we offer to others.

Paul in his First Letter to the Corinthian Christians spoke of love. He described it as “a still more excellent way”. [1 Corinthians 12:31] God is love, and love is of God. The gift of God is the gift of love. Paul describes this gift like this:

“Love is patient; love is kind; love is not envious or boastful or arrogant or rude. It does not insist on its own way; it is not irritable or resentful; it does not rejoice in wrongdoing, but rejoices in the truth. It bears all things, believes all things, hopes all things, endures all things.” [1 Corinthians 13:4-7]

As we peruse the Scriptures there are many words which express the dimensions of “love”. In fact, the Christian Gospel is about the amazing love of God who comes among us, and who offers us the gift of life. It is this “love” in which we are invited to share. It is this “love” which speaks of the life of the Christian faith and which gives shape and form in daily living.

It is this “love” which also under-gird the ministry of Anglicare North Coast. This is not just a theoretical concept, but one which gives shape and form in the relationships and interactions in which we engage day by day, as our response to the love of God. The programmes which are offered through Anglicare North Coast give expression to this “love”. They are responses to discerned needs within our communities in the Diocese.

At the time of this Annual General Meeting of the Anglicare North Coast Incorporated, I want to express my thanks to the Executive Director, Ms Estelle Graham, to Anglicare Staff Members and volunteers, as well as, the members of the Board of Management, for the intensive work of bringing Anglicare to where it is now. Congratulations and well done!

The Right Reverend Keith Slater
Bishop of the Diocese of Grafton
Canon Dr Ray Cleary has recently retired as chair of Anglicare Australia. His message some while ago has reminded me how important it is as an Anglicare agency to exercise leadership as well as be involved in the debates around social policy and in addressing disadvantage in our community.

People such as Archbishop Desmond Tutu and Nelson Mandela have been inspiring leaders. Each have a deep and profound respect for those regarded as The Other, namely those who are vulnerable, exploited and disadvantaged. They are models for us to emulate.

Our growth and development has been inspired by the faith commitment expressed in the ministry of Jesus Christ. His leadership was defined by:

+ faithfulness to God’s hopes and dreams for harmony in the creation
+ faithfulness to God’s people in their journey through life
+ leadership not for self, but for The Other
+ a profound respect and concern for the outsider.

The Gospels give testimony to this leadership model embracing:

+ self giving
+ compassion
+ generosity of spirit
+ restoration of forgiveness
+ a thirst for justice
+ transparency

Anglicare’s leadership is to be understood this way.

The past twelve months have seen strong leadership within Anglicare North Coast which is a source of great satisfaction to me and a sign of continuing maturity and understanding of our task at hand.

May we, together, continue to build and contribute to a just and compassionate community and the fulfilling of God’s dream for His creation.

Micah 6:8
And what does the Lord require of you but to do justice,
To love kindness,
And to walk humbly with your God.
We have once again had a very busy and productive year at Anglicare North Coast. Unfortunately, there remains no shortage of people in need of our assistance, but we are, however, privileged to be able to serve the many disadvantaged people around us.

It is easy to look at our achievements over the past year in terms of finances. On this basis, we would appear to have been very successful – a substantial increase in our income compared to the previous year and a very healthy financial surplus. However, the real outcomes are not to be found in our financial statements, but rather can be found in the stories of those we have helped. This report contains many statistics about issues such as numbers of clients we have assisted in our various programs and those on our waiting lists. As you read the various reports, I would urge you to think about the stories behind the statistics – the lives that have been changed through our refugee resettlement programs, the many people who are now living in affordable, long term accommodation after being homeless and those who have been guided through their financial difficulties, to name but a few. So, while our successes might be easier to measure on the basis of our financial performance, this is certainly not the best measure of changes to peoples lives.

We recently celebrated one year in our ‘new’ head office building in Grafton, which was a great opportunity to appreciate this great facility and the many small improvements we have made to the building since we moved in last June. The building has proved to be an excellent base for our central administration activities and for Grafton based service delivery. What a wonderful example of God’s provision for us!

During the past year, we continued to build on our relationships with other Ministry Units from the Diocese, through various activities. Information about some of these activities can be found on page 14.

None of our achievements throughout the year would have been possible without our dedicated team of staff, volunteers and board members. To each of you, many thanks for your commitment and hard work.

Thank you also to the many people from throughout the Diocese who have prayed for us and donated money or goods. It is unfortunate that you do not get to see the delight on the faces of people who benefit from your donations, but rest assured that your generosity is greatly appreciated.

As we reflect on the past year, we also look to the future and the many opportunities that will come our way. Please continue with us on our journey.
I always look forward to writing these commentaries based on the historical achievements and challenges faced by Anglicare North Coast over the past 12 months. On reflection I am always amazed at what has been achieved in such a short time. These achievements can be contributed to the dedication of staff and volunteers under the guidance of a board. All of these people take social justice seriously and seek to meet the varying needs of individuals and families within our communities. In saying this, it is not always as easy as it sounds especially when you consider the constraints they are faced with on a daily basis, such as documentation, accreditation, registration and discrimination, just to name a few.

This year has seen many people within our community assisted in a range of ways, from basic support such as information and referral through to long term complex case management. The Migrant Service division has seen a significant increase in people settling in Coffs Harbour and surrounding areas. Disaster Recovery has had several call outs as a result of natural disasters, such as the tornado that devastated Lennox Head. The Financial Counselling service has experienced a constant stream of people seeking assistance. The Clarence Accommodation Support Service is at full capacity with a large waiting list, despite having received an additional $50,000 one off grant. In our Community Housing division, we continue to house people who would otherwise be disadvantaged by high rent prices and a short supply of affordable housing and we continue to have a lengthy waiting list.

In total, Anglicare North Coast had contact with clients 6,407 times during 2009 / 2010.

Likewise in the physical sense there have been many changes, such as the installation of telephone communication systems within all our offices, the leasing of additional office space and transitional housing in Coffs Harbour, the purchase of new fleet vehicles, the upgrade of Grafton Office, and the upgrading of various Community Housing properties.

Furthermore, this year we have also undergone various regulatory compliance processes for our funding bodies, including Community Housing registration, accreditation of Migrant Services and negotiating new service specifications for the Clarence Accommodation Support Service. Each of these processes are essential, but take many hours of work by our dedicated team.

Finally I take this opportunity to truly thank all our staff, board and most importantly our volunteers and sponsors who have donated time, money and/or prayed for Anglicare North Coast.
During 2009/2010 our Disaster Recovery volunteer pool has been extended and replenished, with Basic Training courses conducted at Kingscliff, Kempsey, Alstonville, Woolgoolga and Urunga. Refresher training workshops were also held at Kempsey and Port Macquarie. It was especially encouraging to have clergy (and retired clergy) involved in completing training with us in some of these locations.

Although I am pleased to have had the opportunity to become more involved in the preparation and presentation of training, the success of this activity is due in no small part to the continued enthusiasm and dedication of Anglicare North Coast’s volunteer trainer, Judy Blomfield.

We were well represented at Interagency ‘Capacity Building’ training at Grafton and Community Services sponsored Evacuation & Recovery Centre training at Tweed Heads, where Anglicare attendees were able to practice some of the theory behind emergency management, as well as network with their community partner counterparts.

Perhaps the greatest success of the year has been in appointing Team Leaders, and in a number of cases, active Assistant Team Leaders as well, in all nine of our Disaster Recovery teams. I sincerely thank those wonderful people who have put their hand up to take on that extra responsibility.

Regional Team Leaders, Pauline Grant (southern) and Graham Ireland (northern) continue to make an invaluable contribution to the coordination of this program.

Our Alstonville team was activated mid-year as a result of a unique occurrence; the water spout/tornado that hit Lennox Head! Our volunteers were able to lend a hand at the evacuation centre established to take care of people affected by that unusual weather event.

Training is planned for Kyogle later this year. Updated refresher training will also be trialed at various locations throughout the region. Early next year Disaster Recovery training returns to the heart of the diocese, in Grafton, with hopes for a more enthusiastic response than last time!

A quarterly Newsletter is produced to keep volunteers informed of changes, and activities within the program. An email copy is available, if requested, for other interested people.

Thank you to all who have volunteered their time – to train and be prepared, and in some cases, participate in activations.

Teams
Tweed/Murwillumbah/Kingscliff
Evans Head/Mid Richmond, Port Macquarie/Wauchope
Lower Clarence, Woolgoolga
Alstonville, Coffs Harbour
Casino, Kempsey
Over the last 12 months the Financial Counselling service has assisted 307 new clients.

The main causes of client’s financial problems continue to be unemployment, marriage/relationship breakdowns, small business failure, excessive use of credit cards and gambling. The recent heavy T.V. advertising of "sports betting" (where people don’t have to leave their lounge room to bet) could see a future rise in debts relating to gambling.

Case complexity is still on the increase. Multiple real estate ownership, client’s with mental health problems, a gradual move from client’s on Centrelink benefits to wage/salary earning clients (quite often with substantial assets), one of the major banks requiring hardship arrangements to be renewed every month and the bankruptcy regulator referring some bankruptcies to private trustees are the main reasons for the increased case complexity.

Patti Jamieson, financial counsellor for Grafton and Maclean is soon to receive full accreditation. Patti is now working 30 hours per week and was responsible for Anglicare making the local newspapers for the school “cook off” where students were challenged to cook 2 nutritious meal for 4 people for a total of $15.00 or less. Patti has taken on the responsibility of the funding bodies public education requirement.

The outreach to Nambucca Heads and Bellingen is gradually picking up. A recent outreach to the soup kitchen at Coffs Harbour has proved very successful to date. Patti does short interviews with clients at the soup kitchen and if necessary appointments are made for the client to attend a more in-depth interview at one of the Coffs Harbour venues.

The main aim for the next 12 months is to increase the Maclean, Nambucca Heads and Bellingen outreaches.

“When things go wrong as they sometimes will;
When the road you’re trudging seems all up hill;
When the funds are low, and the debts are high
And you want to smile, but have to sigh;
when care is pressing you down a bit-
Rest if you must, but do not quit.
Don’t Quit,”
Author Unknown
Over the past year the Clarence Accommodation Support Service has continued to assist persons who are either homeless or at risk of homelessness in the Clarence Valley. Our clients have been successfully housed and supported with case management into public housing, private accommodation and within our 3 monthly medium term transitional units.

Our waiting list still numbers 60 plus persons, made up of families and single persons over the broad spectrum of cultures and gender. Housing affordability remains a significant issue, with rent increases far outstripping any increases in pension and benefits, creating a large affordability gap. Fortunately, however, there are still a small number of rentals available in this region at the lower end of the rental market.

Through this reporting period the service has experienced some financial and resource increases. We started the period with the loss of our full-time case worker Jo Lewis, and then, with some financial and budget juggling, we were able to employ Lesley Grant as a casual case worker for one day per week. After that we were able to extend those casual hours to 3 days per week on a permanent part-time contract in the Maclean office.

Our ability to build these resources came about by a one off payment from Community Services of $50,000. This payment was greatly appreciated and was stated in their media release accompanying the payment as being to reward our hard work in the area of homelessness. Only one other SAAP service in the area also received a similar one off payment.

Also along the way, I have presented at and helped organise the Clarence Valley Housing Forum and a Real Estate breakfast in November 2009. I helped organise and man a table at the Homelessness Week stall at Shopping World in Grafton and have presented at TAFE and other welfare agencies.

Other significant news involved the rolling out of the Tenancy Support Program (TSP) with funding from the Homelessness Action Plan. This funding was provided to assist persons who are at risk of becoming homeless and to enable support to be provided to clients to assist them in sustaining long term tenancies. This is an early intervention model and a new approach to dealing with the risk of homelessness. However, only time will tell if the program is effective in the delivery of monies to where they are needed the most and to the long term goal of reducing homelessness.

Notwithstanding the new program, Lesley and I, as the Clarence Accommodation Support Service team, will build upon our good work and increased resources to support persons who find themselves without permanent accommodation and in great need of housing stability, using our case management support and skills.
Anglicare North Coast Community Housing (ANC CH) is the tenancy manager of 51 government funded properties that are leased to Anglicare North Coast. In total we have 63 tenants housed in our properties, all with Residential Tenancy Agreements. Mostly tenants are over the age of 55 years, and are singles sharing accommodation (see graph).

Clarence Valley remains a difficult area to secure rental accommodation due to the property shortage in both government housing stock and private landowners. At present, ANC CH has over 60 applicants on their waiting list with over 50 having waited for over 12 months. People of all ages continue to regularly approach the ANC CH service for rental accommodation, and often present in a state of crisis, because of the lack of housing.

To secure our continuation, in June 2010 ANC CH submitted an application with the Registrar of Community Housing for Class 3 registration as a Community Housing Manager. The Successful registration proves that we are compliant with the principles of the NSW Regulatory code for Community Housing Providers, in the areas shown on the table below.

<table>
<thead>
<tr>
<th>Fairness and Resident Satisfaction</th>
<th>Standards of Probitis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Efficient &amp; competitive delivery of community housing</td>
<td>Protection of government investments</td>
</tr>
<tr>
<td>Sustainable Tenancies</td>
<td></td>
</tr>
</tbody>
</table>

In preparation for the registration process ANC CH refreshed all the Tenancy and Asset Management processes in practice. The housing staff worked very hard in order to have the administration of the program running smoothly and in line with the updated policy and procedure manuals.

Building on community relationships in 2009/10, ANC CH signed 2 Memorandums of Understanding, with the Aboriginal Tenants Advice Service and Nungera Housing Co-operative. We also participated with housing events run by the Clarence Valley Housing Interagency; Homelessness Week and the Housing Forum. This is in addition to the already strong partnerships with Caringa Enterprises and Clarence Accommodation Support Service. We also continue to operate the Tenancy Guarantee program from the ANC CH office.

Finally, over the year the Community Housing team has also been kept busy with maintenance and repair issues. The team dealt with over 250 work orders, in the area of responsive maintenance. We upgraded 3 properties which included kitchen makeovers, stoves, repainting, carpets, vinyl's and general repairs.
The world remains a difficult place for the millions of refugees, asylum seekers and internally displaced persons numbered by the United Nations High Commissioner for Refugees in June 2010 as 42 million. Australia remains number one in the world in response to refugee resettlement per capita and Anglicare North Coast is fully engaged in this mission.

As promised 2009 / 2010 was a year of innovation and growth for Migrant Services. The graph below shows a significant increase in the number of groups and families which we have resettled in 2009 / 2010. Our increased capacity is a direct result of improvements in service delivery and stakeholder relationships.

As well as increased capacity in our mainstream settlement services program, our secondary program which provides support for clients with highly complex needs exceeded expectations in 2009 / 2010. Over 20 clients had their complex needs addressed during the year with a 100% exit goal success rate.

Apart from increasing capacity Migrant Services is proud to be involved in innovation in regional settlement.

The case study below demonstrates our commitment to social justice and community capacity building.
In 2009 the availability of affordable rental housing in central Coffs Harbour dropped to a vacancy rate below 1%. After liaising with the Department of Immigration and Citizenship NSW, it was agreed that the smaller township of Woolgoolga (Woopi), 20 minutes north of Coffs Harbour, would be prepared for the settlement of unlinked humanitarian entrants. Woolgoolga has a population of 3800 and is home to one of Australia’s most thriving Sikh communities. It boasts affordable housing, job opportunities, and a culturally diverse community.

In April 2010 ANC embarked on inspiring the mainstream community into taking ownership of the new settlement. Rather than leading from the front, we facilitated social opportunities for the local community to meet with new entrants by sharing food, music and stories. What happened was an organic growth in social capital. Consequently when we approached stakeholder services, they were already aware of the new settlement and keen to become involved.

Woopi’s capacity to provide a safe and sustainable settlement location has been materially and significantly improved by our efforts.

Woopi is now running a joint pilot Adult Migrant English Service ANC program. The program uses the resources of TAFE, Community College, Woopi Neighborhood Centre and ANC to run a 5-day per week adult education program designed around the core settlement competencies. It includes:

- An intensive English program designed around settlement competencies;
- Vocational tasting courses (facilitating employment pathways);
- Voluntary community service (building community awareness and social networks).

Labour market attachment opportunities for clients to date include:

- Part time teacher’s aide position
- 2 x casual children’s assistants positions
- 1 x hospitality trainee
- 4 x casual farming positions
- 1 x childcare assistant position
- 2 X health care interpreters

Migrant Services looks forward to the year ahead.
One of the goals in the Anglicare North Coast Strategic Plan for 2009-11 is that:

‘We will develop relationships and establish clear structures and working partnerships with government and other agencies, especially parishes, schools, chaplaincies and other church agencies within the Diocese.’

During the past year we engaged in a number of activities related to the achievement of this goal. Highlighted below are some of those activities.

**Ministry Units Grants Program**

We continued to operate this innovative and successful program and were able to fund 7 different projects in 2009/10. The range of projects that were funded is very diverse and represents both the differing needs within our various local communities and the differing skills available in those communities.

<table>
<thead>
<tr>
<th>Ministry Unit</th>
<th>Project funded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kyogle Parish</td>
<td>Additional funding for development of the Toy Library which was established with funding in the previous funding period.</td>
</tr>
<tr>
<td>Lismore Parish</td>
<td>Assistance with purchase of equipment for ‘Court Care’, a service operated by Lismore Parish which provides tea, coffee and biscuits to patrons of the Lismore court.</td>
</tr>
<tr>
<td>Upper Clarence Parish</td>
<td>Funding of seminars designed to assist older people in an isolated community to ‘Grow Old Gracefully’.</td>
</tr>
<tr>
<td>Lismore Parish</td>
<td>Assistance with the purchase of equipment and training of volunteers engaged in Emergency Relief, a service which provides basic food packages to people in the community who are in need.</td>
</tr>
<tr>
<td>Mullumbimby Parish</td>
<td>Assistance to purchase tents and other essential items for homeless people.</td>
</tr>
<tr>
<td>Coffs Harbour Parish</td>
<td>Still Water, River and Ocean Skills Development program – a water safety and awareness program for migrants. Twenty participants from Burma, Sudan, Sierra Leone, Congo and Togo who live in Coffs Harbour, males and females, ranging in age from 10 to 50 undertook both theoretical and practical water skills development. As a result these participants are much better equipped for a safe and enjoyable day at the beach.</td>
</tr>
<tr>
<td>Lismore Parish</td>
<td>Assistance to purchase equipment used in preparation of meals at a shelter for homeless persons in Lismore.</td>
</tr>
</tbody>
</table>

We also commissioned the making of a DVD about the projects that have been funded over the last 2 years, to promote the good work being done by the various parishes and to encourage other parishes to become involved.

**Anglicare Sunday**

Anglicare Sunday was held in October 2009, with a total of 16 services in 10 parishes. This once again provided an excellent opportunity for us to showcase our work and explore ways of working together with the parishes. We are very grateful to each of the parishes who supported us on Anglicare Sunday and welcomed our staff to their service. We also recognize that many parishes were unable to accommodate us during October but chose another Sunday to support us in our work.
The ‘Calico bag’ project

This project truly demonstrates ‘love in action’ and is a real partnership between Anglicare North Coast and the rest of the Diocese. The concept of the project is simple – take a calico bag and fill it with the goods on the list in the bag, then return it to one of our offices, so we can pass the goods on to someone who needs them. This project has demonstrated very clearly the willingness to help and the incredible generosity of so many people.

If anyone wishes to be involved in this project, we will be more than happy to provide you with an empty bag and a list.

Schools Cook – off

Towards the end of last year we set up the challenge for a group of year 9 Food Technology students at Clarence Valley Anglican School (CVAS). The challenge was for students to purchase ingredients to feed a family of 2 adults and 2 children breakfast and lunch and then prepare the meals in groups. Sound Easy?

Students were given $15.00 to plan, purchase, prepare and present 2 meals for a family of four. The meals were required to be tasty, nutritious, well presented and using ingredients that were in season where possible. The purpose of this challenge was to highlight to students the high cost of food, and the difficulties that many of our clients face in being able to afford to feed their families.

We were delighted to have the assistance of the Mayor of Clarence Valley Council, Councillor Richie Williamson, who along with Estelle Graham, Executive Director of Anglicare North Coast, were the judges. The idea was put to Coles supermarket at Grafton Shoppingworld and they were eager to sponsor. The students and teacher agreed that this had been a fantastic challenge.

Anglicare then asked if any other schools were up to the challenge, and along came St Andrew’s Christian School (St ACS) whose year 9 &10 Food Technology students were up to the task.

The outcome astounded all, from the three Judges, Richie Williamson/Mayor, Damian Moran/Coles Manager/ and Patti Jamieson/Financial Counsellor Anglicare North Coast. The Meals were delicious, ranging from spicy curried French toast, smoothies with lactose free milk to various salad wholemeal wraps and much more.

Community Education is about teaching life skills, and what better exercise than this to prepare students for life outside the home. Patti Jamieson said ‘working as a financial counsellor we see, all too often the devastating financial results when clients haven’t budgeted’.

We would like to thank Damian Moran, Manager Coles, Shoppingworld, Mayor Williamson C. V. Council, teachers and principals from both schools, Paul Ross and Gareth Leechman, CVAS and Briony Fenton and Mac Lindsay, St ACS and of course the students from both schools.
Emmanuel Anglican College Scholarship Program
We were delighted when approached by Emmanuel Anglican College in Ballina during 2009 to be involved as a sponsor in their scholarship program.

Bishop Druitt Christmas hampers
Once again students and staff from Bishop Druitt College in Coffs Harbour generously donated items for Christmas hampers for clients in the Coffs Harbour region. These were greatly appreciated, particularly by refugee families who often don’t have the family networks in Australia to buy those extra presents for their children or the funds for special food to help celebrate Christmas.

Community services political forum
During the 2010 federal election campaign, Anglicare North Coast held a community services forum in the electorate of Cowper. All 5 candidates who were vying to represent this electorate attended the forum and put themselves at the mercy of staff from a range of local community service organisations and some Year 11 students from Bishop Druitt College. The forum was conducted in a similar manner to the popular ABC TV program Q and A. It was great to see the interest shown by students and to hear the thought provoking questions they posed to the candidates. We hope to conduct more of these types of forums in future elections and would love to work with other schools or parishes on events such as these.

Photos next page from the top clockwise
Breakfast Program Kempsey High School
St Andrews students shopping at Coles
Clarence Valley Anglican School cook off
More great Food at CVAS
Great food St Andrews Christian School
Judges hard at work
Candidates at Cowper electorate forum
Learning to surf & Water safety
Map of the Diocese of Grafton
Parishes of the Diocese are shown in black. Other features are for orientation purposes.
Geographical area covered

Anglicare North Coast is a non-profit charitable organisation with a geographical domain extending over 50,000 square kilometres from the Tweed in Far Northern NSW to Port Macquarie in the South. Major centres within the Diocese of Grafton include Tweed Heads, Lismore, Ballina, Casino, Maclean, Grafton, Coffs Harbour, Sawtell, Bellingen, Kempsey and Port Macquarie.

Offices

Anglicare North Coast has offices in Grafton (Head Office), Coffs Harbour, and Maclean as well as various outreach services throughout the region.

Networks

Anglicare North Coast is a key mechanism in an extensive network of Anglican infrastructure and is well placed to facilitate access for clients to appropriate services across the region. Anglicare North Coast is a signatory to the National Anglicare Code of Conduct. The organisation also has substantial active links to critical support services including health, education and training organisations, housing and other social support mechanisms. To this end a framework of formal agreements with other service agencies is in place. Anglicare North Coast has a particularly sound understanding of the nature of local communities and the different community dynamics within the region and is a key player in a number of forums concerned with the provision of social and community services, including:

- The Clarence Valley Housing and Support Interagency Group
- Clarence Valley Council Affordable Housing Advisory Committee
- Coffs Harbour City Council Multicultural Reference Group
- Migrant Services Issues Working Group
- Coffs Harbour Refugees Support Services Advisory Committee
- NSW Anglicare CEO’s forum
- Anglicare Australia annual CEO forum and national Conference

Website - www.anglicarenorthcoast.org.au

OUR MISSION

As an agency of the Anglican Church our mission is to contribute significantly to the provision of care and services and the promotion of social justice for the people of the north coast of New South Wales and beyond.
COMMUNITY

We recognise that we need each other. We are committed to working in partnership with government, community organisations, parishes, schools and other church agencies. We will encourage participation through a community development approach, building interconnectedness and a sense of belonging.

RESPECT

We value all people. We will treat equally, without judgment or expectation, and with respect and dignity, people of all ages, gender, race, ethnicity, religious and cultural background so that those in need may access our services without fear of discrimination.

SOCIAL JUSTICE

We are committed to working for equity and social justice, so that all can share in the resources of the earth. We will advocate on behalf of those who are disadvantaged, marginalised and powerless in our community and seek to transform unjust social circumstances.

COMPASSION

We believe that we are all called to walk alongside each other, sharing both the joys and sorrows of life, and helping to relieve suffering.

HUMILITY

When we work with others, we recognise the need to refrain from judgment and blame. We will strive for a spirit of humility in all we do.

EMPOWERMENT

We believe that everyone can be assisted and empowered to reach their potential and make quality choices. We will endeavor to ensure that our clients have control in their own decision making and are involved in the development, implementation and review of our programs.

CREATIVITY

We believe that humans are made to create. We value innovation and new ideas within our organisation and its services.

FAIRNESS AND SAFETY

We value our staff and volunteers and seek to provide fair conditions and safe work environment for all.

OUR OBJECTIVES

- To deliver services that address inequity, disadvantage and poverty without discrimination
- To promote equity, access, dignity and respect
- To identify, report and respond to circumstances of social and economic disadvantage
- To advocate for social justice
Funding

Anglicare North Coast is financially secure and is supported by both internal and external funding streams. The organisation operates through a documented “Governance Framework” and utilises Board of Management sub-Committees, such as the Finance Committee, as mechanisms for monitoring finances, quality, and risk assessment.

Funding is currently received from a number of different agencies, including:

- Department of Immigration and Citizenship
- Office of Fair Trading
- Department of Community Services
- Department of Housing
- Department of Aging, Disability and Homecare
- Department of Families, Housing, Community Services and Indigenous Affairs

Donations

Each year Anglicare North Coast receives many generous donations, both financial and non-financial. Financial donations are used to assist in funding programs for which we do not receive any other funding. Examples of areas that donations have been used for in 2009-2010 are the Disaster Recovery Coordinator position and the Ministry Units Grants Program.

Other items that are donated, such as household cleaning and personal care goods, are passed directly on to clients, and greatly ‘add value’ to the service we are able to provide our clients.
These are consolidated results for Anglicare North Coast Incorporated—Diocese of Grafton

WHK has conducted a full and independent audit of the financial reports of the Incorporation in accordance with Australian Auditing Standards.
Analysis of Financial Results.

Income for the year increased by 45% to $2,428,384, again due to increases in our government welfare contractual activities. This resulted in a 48% increase in expenditure.

A generous bequest by the late Pauline Moorhead is reflected in “other comprehensive income after tax” which brought total comprehensive income for the year to $500,523.

The Board has again made a provision of $25,000 for the “Ministry Units Small Grants Program, following the valuable social welfare that this program provided in the Diocese, last year.

Robert Simkus
Board Member/Volunteer Accountant.

Wherever there is a human being,
there is an opportunity
for kindness.”

Seneca
Roman Philosopher

“Smile at each other
Smile at your wife,
Smile at your husband,
Smile at your children,
Smile at each other
-it doesn’t matter
who it is—and that
will help you to
grow up in greater love
for each other.”

Mother Teresa
Anglicare North Coast Incorporated Board

President
The Right Reverend Bishop Keith Slater

Chair
Ms Ann Helmrich

The Honorable & Reverend Pat Comben  (term completed 27 November 2009)
The Reverend Thea Archinal
Mr Ronald Marshall
The Reverend Colin Tett  (term completed 16 February 2010)
Mr Robert Simkus
The Reverend Canon Brian Muller
Mr Ian Martineau (term completed 17 November 2009)
Ms Rosie Catt (appointed 30 November 2009)
Alex Purvis (appointed 26 November 2009)

(The above Board members served for all or part of the 2009/2010 year)
Life at Anglicare – Eight Years on and a world away

When Estelle contacted me to write something for the Annual Report, I was somewhat surprised; who would be interested in the perspective of an ex-board member who is living in Kuala Lumpur? Then I thought about the eight years that I had spent with Anglicare North Coast and the benefits that I had got from that experience.

Way back in 2001 Bishop Philip ‘invited’ me to join the board of a fledgling care organization that was operating out of the Maclean Parish under the direction of Fr George Markotsis. Little did I know what I was letting myself in for. George’s enthusiasm and passion was infectious and, in those first few years, provided much of the energy behind Anglicare NC.

In my day job I was running one of the five Diocesan Schools. Obviously someone (probably Bishop Philip) recognised a parallel set of skills between Anglicare and the school. This is an important point of reflection. There was a two way flow of experiences for me between the two organizations. At school I was working with the Board as an employee and at Anglicare I was working with the Board in a governance role. I believe that being able to see the world from both perspectives helped both organizations and certainly helped me assist the leadership team at Anglicare.

As I see it there were four significant points in my 8 years with Anglicare. The first came as we recognized that to grow Anglicare NC to where we wanted it was beyond the reasonable expectations of a part time volunteer workforce. The appointment of Wayne Johnson as our first CEO was possible due to the support of the Diocese and, in particular, the GDIF. With a full time leader Anglicare NC could focus on developing strategic projects that would allow us to fund developments in the Diocese.

As much as Wayne’s arrival heralded a major move forward, his departure and the resultant appointment of Estelle Graham really allowed for Anglicare to grow from ‘adolescence’ into ‘adulthood’. Some may say that we are not there yet, and they are probably correct. But at the 10 year celebrations it was great to catch up with George and Philip and reflect on how far we had come.

The third significant point was the decision of the Board to reflect on what we were doing ‘at home’. What started out as an information gathering exercise evolved very quickly into the parish grants programme. Parishes know what the needs are in their local environs so why not ask them? Even better why not supply some funds to help answer those needs?

The final staging post was the purchase of our current premises. This represented Anglicare North Coast coming of age. We had moved away (physically) from our parent body (the Diocese) and were now able to stand on our own two feet.

As I sit here in Kualar Lumpur writing this reflection, I feel that I have indeed been privileged to have been a member of the Board of Anglicare North Coast. To have been part of its growth and I hope, in some small way, I have been of assistance in creating the organization that we have today. I look forward to hearing of future achievements as Anglicare North Coast continues to support the needy in our Diocese and beyond.

Ian Martineau

Ian Martineau left presenting a Ministry Unit Grant cheque to Ballina parish op shop.
The following staff were employed at Anglicare North Coast for all or part of the year:

**EXECUTIVE TEAM**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estelle Graham</td>
<td>Executive Director</td>
</tr>
<tr>
<td>Jim Hodge</td>
<td>Director of Client Services</td>
</tr>
</tbody>
</table>

**HEAD OFFICE**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bob Simkus</td>
<td>Accountant (Volunteer)</td>
</tr>
<tr>
<td>Christine Eastment</td>
<td>Administration and Finance Officer</td>
</tr>
<tr>
<td>Leanne Adams</td>
<td>Administration Assistant</td>
</tr>
</tbody>
</table>

**HOUSING AND SUPPORT PROGRAMS**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casey Wotton</td>
<td>Coordinator Community Housing</td>
</tr>
<tr>
<td>Elizabeth Mercy-Bushell</td>
<td>Community Housing Assistant</td>
</tr>
<tr>
<td>Marcus Hodge</td>
<td>Community Housing Maintenance Officer</td>
</tr>
<tr>
<td>Ben De Bruin</td>
<td>Assistant Community Housing Maintenance Officer</td>
</tr>
<tr>
<td>Jeff Fuller</td>
<td>Coordinator CASS</td>
</tr>
<tr>
<td>Lesley Grant</td>
<td>Case Worker CASS Program</td>
</tr>
<tr>
<td>Joanne Lewis</td>
<td>Case Worker CASS Program</td>
</tr>
<tr>
<td>Anne Dinham</td>
<td>Coordinator Disaster Recovery</td>
</tr>
</tbody>
</table>

**CREDIT COUNSELLING**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Fuller</td>
<td>Coordinator Financial Counsellor</td>
</tr>
<tr>
<td>Patti Jamieson</td>
<td>Financial Counsellor</td>
</tr>
</tbody>
</table>

**MIGRANT SERVICES**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Louise Carter</td>
<td>Manager, Migrant Services</td>
</tr>
<tr>
<td>Beryl Schramm</td>
<td>Administration Assistant /Coordinator Volunteers</td>
</tr>
<tr>
<td>Scarlett Mackay</td>
<td>Administration Assistant</td>
</tr>
<tr>
<td>Tala Foley</td>
<td>Administration Assistant</td>
</tr>
<tr>
<td>Brenton Bennett</td>
<td>Project Officer</td>
</tr>
<tr>
<td>Beryl Sharp</td>
<td>Case Worker</td>
</tr>
<tr>
<td>Joseph Majambere</td>
<td>Case Worker</td>
</tr>
<tr>
<td>Brenda Burke</td>
<td>Case Worker</td>
</tr>
<tr>
<td>Htun Htun Oo</td>
<td>Case Worker</td>
</tr>
<tr>
<td>Sue Currie</td>
<td>Case Coordinator - Complex Case</td>
</tr>
<tr>
<td>Marc Loos</td>
<td>Case Coordinator</td>
</tr>
<tr>
<td>Deborah Ngubia</td>
<td>Family Support Worker</td>
</tr>
<tr>
<td>Sarah Drum</td>
<td>Family Support Worker</td>
</tr>
<tr>
<td>Vigeeta Chauhan</td>
<td>Housing Officer</td>
</tr>
<tr>
<td>Yarob Haddad</td>
<td>Service Linking Officer</td>
</tr>
</tbody>
</table>
FRIENDS OF ANGLICARE

ANGLICARE North Coast takes this opportunity to acknowledge and thank those individuals and parishes who have supported Anglicare over the past year. Your contributions assist Anglicare North Coast to continue its work and to provide much needed services to those who experience disadvantage in our communities.

Over the past year we received $15,303.00 in financial donations. In addition, large numbers of personal support kits, blankets, beanies, bed socks, linen and various other items were donated. Many people gave of their time in support of Anglicare activities and others responded in prayer. We are so fortunate to have people who care for those in need.

We would like to take this opportunity to invite everyone to join us and to support the mission of Anglicare North Coast. The following are various ways that you can help:

1/ Pray for Anglicare staff and volunteers as we show love and respond to the needs of people in our community.
2/ Promote Anglicare services to people you meet who are in need.
3/ Make a financial or material donation.
4/ Become a volunteer with one of our programs
5/ Support Anglicare activities as they occur during the year.

Once again thank you for your continued support of Anglicare North Coast.

If you would like to support Anglicare North Coast financially please complete the form below and post to Anglicare Nth Coast P.O. Box 401, Grafton NSW 2460

---

Yes, I wish to become a FRIEND of ANGLICARE NORTH COAST

Here is my gift in support of the work of ANGLICARE North Coast

I __ $ _______,  I __ $20,  I __ $40,  I __ $50,  I __ $100,

I __ I'd prefer instead to make a regular gift of $_______Automatically charged to my Credit Card

Every I __ Month  I __ Quarter  I __ Six Months

Payment Details:

I __ Cheque/Money Order enclosed (Single Gifts Only)

I __ Visa  I __ MasterCard

I ___________________________________________ Expiry I __________

Name on Card: ___________________________ Signature:__________________

My Details:

Mr/Mrs/Miss/Dr, First Name: ___________________ Last Name:_________________

Address __________________________________________ Postcode ____________

Email: ______________________________________

 Please forward your gift to: Anglicare North Coast, PO Box 401, GRAFTON, NSW, 2460.

Ph: 02 6643 4844  Fax: 02 6642 5895 (Credit Cards Only)

Donations of $2 and over are tax deductible