



Anglicare WA's  
Bridges Disability  
Support participants  
in Rockingham

# Annual Report 2023 - 2024



AnglicareWA™



CHARTER OF CHILDREN'S RIGHTS

You have the right to...

Say what you think is important

Be listened to about things that affect you

Get help if you're in trouble or have a problem

A home, good food and people who love you

Go to school, learn and make friends

Your own beliefs and traditions

Always feel safe

**ANGLICARE WA IS AN ACCREDITED CHILD SAFE YOUTH SAFE ORGANISATION**

We are committed to protecting and enhancing the safety and wellbeing of all children and young people engaged in our services and activities, and in our physical and online environments. All children and young people are valued, we actively create opportunities for their voices to be heard and take action to prevent and safeguard them from future abuse, harm and neglect. Anglicare WA responds to all safety concerns for children and young people, including if the safety concern is a direct result of engagement with us. Anglicare WA will continue to invest in a culture that prioritises the safeguarding of all children and young people.

**Read our Commitment to Child Safety:** Scan the QR or visit [anglicarewa.org.au/who-we-are/child-safe-organisation](https://anglicarewa.org.au/who-we-are/child-safe-organisation).



CONTENTS

Chair and CEO Report	4
Our Year in Review	6
Our Exceptional People   Worker Profiles	12
Our Reach and Impact	14
Our Client Stories	16

**Our Strategic Plan Update 2022 - 2025 19**

<b>BOOST SERVICE IMPACT</b>	
Make client voices central to the work we do	20
Use technology to connect with people in the way that suits them	22
Engage, inspire and develop exceptional people	24
Build mental health support capacity	26
<b>PROMOTE SOLUTIONS</b>	
Advocate for policy change	28
Find and test new solutions	30
<b>MOBILISE COMMUNITY ACTION</b>	
Promote the empowerment of Aboriginal people	32
Inspire people to become active agents of change in their community	34

Why Anglicare WA Needs Philanthropy	36
Our Partners	38
Our Financial Report	41
Our Leadership	42



**We are pleased to present Anglicare WA's 2023-24 Annual Report.**

Anglicare WA's major service initiative for the year was the WA Rent Relief Program, a \$24.4 million initiative funded by the WA Government. This program is the result of considerable sector advocacy and was co-designed and delivered with partners Vinnies WA along with support from Ruah and Centrecare. We expect to assist up to 4,500 households, aiming to prevent people losing their homes due to rental arrears, driven by the increasing costs of private rentals and other essential goods and services.

This year we also paused to celebrate the 10-year anniversary of our world-class Foyer Oxford facility. Foyer provides high-quality housing and holistic support for 98 young people at any one time, including

24 young parents and their children, at risk of or experiencing homelessness. Launched in 2014 by a consortium of Anglicare WA, Foundation Housing and North Metropolitan TAFE, the Foyer model drives life-long positive outcomes through independent housing, comprehensive individual support, and access to sustainable education, training and employment opportunities for young people.

These two programs are exemplars of our collaborative and solution-focused approach.

We also take pause to acknowledge the referendum on the Voice to Parliament. Anglicare WA was a strong advocate for a Yes vote as we believe that it is not possible to separate our desire for a just and fair Western Australia from the disadvantage experienced

by Aboriginal people and communities across the State. We saw a Yes vote as a critical step in addressing this disadvantage. We are heartened that nearly 6 million Australians voted for positive change and recognise that the impact of the referendum on Aboriginal and Torres Strait Islander Peoples has been significant.

Our longstanding commitment to Aboriginal empowerment and justice remains firm, and in planning our next steps, we are respectfully listening to leaders from The Uluru Dialogue, Elders in community, our Aboriginal Staff Network and our Aboriginal Advisory Group (AAG).

Our Board and Executive has continued to push the boundaries of possibility this year as we are confronted by the challenges of increasing demand for our services

and complexity of need. Unfortunately, there is little sign of relief and we are committed to going where we are most needed. This takes a whole team, and we extend our thanks to our wonderful workers, volunteers, supporters and Board for their contributions in 2023-24.

**John Atkins AO**  
Chair

**Mark Glasson**  
Chief Executive Officer

# YEAR IN REVIEW



## JULY 2023

- Workers participated in NAIDOC Week's 'For Our Elders' theme. Events included a Reconciliation Walk in Broome, the Kullarri Festival in Wellington Square and a fashion show in Mirrabooka.
- We started a 3-year partnership with the Albany Youth Support Association to deliver the Oak Program addressing FDV amongst young people, and launched our first Recovery Framework.
- We kicked off the financial year with the confirmation of four new services: Social Support Service in the Family Advocacy and Support Service (FASS), FASS Broome, Derby Family Violence Service, and Young Parents Yarning project with our Youth Services.



## AUGUST 2023

- Standing Together launch, part of a State Government initiative awarding Family and Domestic Violence (FDV) Primary Prevention Grants.
- Katanning Keeping Women Safe in their Homes Program launch, funded by Dept of Communities.
- Workers and services around the state were involved in Homelessness Week events.
- Anglicare WA launched the Well@Work Action Plan for employee wellbeing, and workers celebrated Wear It Purple Day to support rainbow young people.
- The 2023 School Sleep Out was the biggest yet, with 520 students from 20 schools braving the cold to "sleep rough" on the Optus Stadium concourse, taking part in a homelessness simulation and raising \$183,000 for Street Connect.



## SEPTEMBER 2023

Arbor's Lynne Sadler received the Volunteer Award at the Anglicare Australia Conference

- The Financial Wellbeing Collective commenced the Energy Ahead program, funded by Synergy.
- World Suicide Prevention Day was commemorated with a Sunset Memorial Walk in Geraldton, a candlelight reflection in Hedland, and a Perth event hosted by Derbal Yerrigan.
- More than 20 Parenting Connection WA team members from Anglicare WA, Ngala, and Wanslea, met in Perth for learning and reflection.
- Place Based Reconciliation Action Plan Workshops were held in Katanning and Great Southern.
- Thread Together assisted Year 12 students from Balga Senior High School look sharp for their ball, kitting out young people with gowns and suits.

# YEAR IN REVIEW 2023-24



**\$73k**  
RAISED FOR  
OUR HOMELESS  
YOUTH  
SERVICES

## OCTOBER 2023

- 37 brave souls took the Plunge, abseiling down the Central Park building to raise over \$73,000 for our youth homelessness services.
- The Aboriginal Staff Network Gathering saw First Nations workers from around the organisation come together, while 25 Service Managers from across Anglicare WA met in Perth for a three-day conference of planning and learning.
- Anglicare WA's Home Stretch Community of Practice and its partners were recognised at the WA Youth Awards, receiving the Sector Collaboration Award. Our much-appreciated youth worker Ben Dancey received the Minister for Youth's Most Outstanding Youth Worker Award.
- The Advocacy Team hosted a stall at the Awesome Festival, as part of the Equity Project.

# YEAR IN REVIEW



## NOVEMBER 2023

- We supported the Koolambidi Woola Youth Engagement Program, funded by City of Bunbury.
- After a successful advocacy campaign, the Cook Government announced the WA Rent Relief Program, providing much-needed support for tenants at risk of eviction. The program is led by Anglicare WA and Vinnies WA.
- Our workers participated in events across 16 Days in WA, including a memorial event in Baldivis and the White Ribbon Silent March in Bunbury.
- Workers from East Perth and their friends and family rolled in rainbow glitter and marched alongside the Street Connect bus in the Pride Parade.
- The Frontline Leaders Conference was held in Perth.



## DECEMBER 2023

Kaz Fitzpatrick, Counsellor and legend of the Kimberley, celebrated her 20-year anniversary with Anglicare WA

- Rio Tinto engaged Anglicare WA to undertake a youth mental health scoping project in the Pilbara region.
- Our FDV Coordinated Response Services in Regional WA operated throughout Christmas-New Year, with WA Police and Child Protection, as a trial extension of this critical service over the holiday period.



## JANUARY 2024

- Thanks to an Alice Kingsnorth Scholarship, Sunshine Project Lead Beth Webster travelled to the UK for four weeks to learn from organisations undertaking programs and services similar to the Sunshine Project. She also managed a selfie with Hilary Cottam, author of *Radical Help*.
- The Student Wellbeing Program commenced in term one, placing Student Wellbeing Officers in 16 schools across Perth Metro and regional WA.
- We educated TikTok followers with a campaign about Australia's 26th of January public holiday and advocated for the date to be changed.

# YEAR IN REVIEW 2023-24



## FEBRUARY 2024

- The State Government Community Cabinet was held in Albany, with Minister for Prevention of Family and Domestic Violence Sabine Winton meeting with our Albany Women's Centre team to discuss local concerns around FDV.
- Minister for Disability Services Don Punch used his Albany visit as an opportunity to visit our Bridges Disability Service activity centre and was warmly welcomed by participants and workers.
- Our integrated Primary Mental Health (Pilbara) 6-month service development and community consultation project commenced.

# YEAR IN REVIEW



## MARCH 2024

Workers across the state came together with morning teas and cultural events for Harmony Week

- We initiated a partnership with St George's Cathedral to develop a social enterprise café in the CBD, to address loneliness and social isolation and to build a sense of community.
- FDV Coordinated Response Service participated in Operation Keelia Service delivery over the Easter period.
- Anglicare WA and Ruah Community Services commenced plans to formalise and embed the Sunshine Model into aligned services.



## APRIL 2024

- Led by our partner Men's Outreach Aboriginal Corporation, our consortium was awarded the Broome Family and Domestic Violence One Stop Hub, following a competitive tendering process.
- Georgina Peel, Housing Support Worker from our Housing Team in South West Metro, was awarded the Young Woman of the Year at the Peel Women's Day Lunch.
- We launched the Rental Affordability Snapshot with in-person and virtual press conferences, and coverage across radio, TV and print media.
- Karri Ambler, Manager of the StandBy Support After Suicide program is recognised at the WA Suicide Prevention Awards for her work in establishing an MOU with the WA Police to enable notifications to StandBy of all suspected suicides.



## MAY 2024

- The Financial Wellbeing Collective was recognised for the Keystart Financial Coaching Program at this year's Shared Value Awards, held in Melbourne. The Program was recognised in the Advancing Equity Award Category.
- The Lived Experience Framework was launched, part of our Strategic Plan Initiative 1: Make Client Voices Central to the Work We Do.
- Workers participated in local Reconciliation Week events around WA, and the Anglicare WA Aboriginal Advisory Group met in Kalgoorlie.
- The Equity Project hosted Politics in the Pub with journalist Greg Jericho from *The Guardian*.
- The Great Southern Conference was held in Albany, featuring a Masquerade Ball.



## JUNE 2024

- The Rockingham Housing and Homelessness Team attended the Kwinana Community Sundowner to acknowledge and celebrate collaboration and impact in the housing and homelessness sector across Rockingham, Kwinana and Mandurah. Nick Mathieson took home an award, and Jarred Wall provided music.
- Anglicare WA delivered Safe and Together FDV training to workers from the Family Court.
- Our Service Support Officers and Service Access Team from across the State came together with the theme 'Keeping it Real', a chance to explore how to bring our frameworks and Strategic Plan initiatives into action.

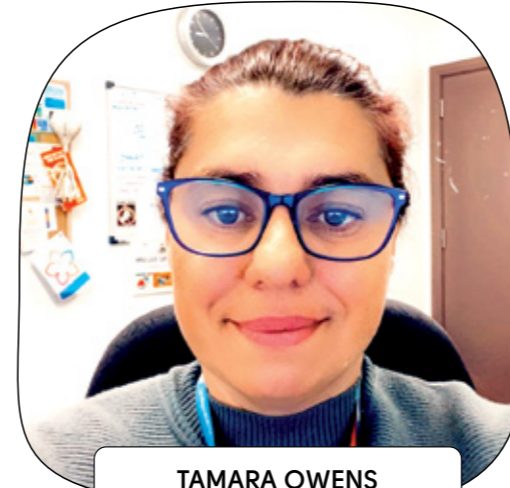


**Jenny Armstrong started working in the East Kimberley office in January 2021, as the Coordinated Response Service Coordinator. Jenny works within the East Kimberley Family and Domestic Violence (FDV) Response Team, triaging and responding to all reported incidents of Family Domestic Violence in the East Kimberley.**

*"My job involves responding to people in crisis, impacted by family violence. Sounds grim, right? But I love my role. I love being in community, building relationships, and educating families about Family and Domestic Violence. I've lived in this region for nine years, and I know many of the families we work with. Building solid relationships with clients means that victim survivors often reach out to the service directly for help stopping their situation escalating, and that makes me happy.*

*Focused on Strengths is the value that most inspires my work and fits well with the Safe and Together framework's strengths-based approach. We work alongside WA Police and Child Protection, and Anglicare WA supports us to find better ways to respond, and to advocate for victim survivors and their children.*

*I love working with my colleagues in the East Kimberley office and feel privileged to work in a team where I feel my values align with those surrounding me. Anglicare WA also supports my studies, completing the Safe and Together facilitator training. Through this, I established relationships with Anglicare WA FDV champions across the state, and it has been a truly positive and inspiring process".*



**TAMARA OWENS**  
Senior Housing Case Manager  
SOUTH REGION

**Tamara is the Senior Housing Case Manager for the Great Southern Housing program, after joining Anglicare WA in August 2010 as a Housing Support Worker.**

*"There are so many great things about working at Anglicare WA, so I will try to name just a few! My co-workers are an amazing group of people. They are my second family, my work family. The work that we get to do each day is truly inspiring, it's awesome to see the people we support achieve incredible things.*

*"Fiercely Inclusive" and "Gusty and Courageous" are the values that most inspire me. The Anglicare WA family is not afraid to stand up, to be heard and to fiercely advocate for change across the community sector. This organisation is always thinking outside the box and looking for ways to improve service delivery.*

*I feel really proud to be part of the annual "Big Sleepout" to raise funds for people experiencing homelessness in our community. Also, my first attendance at the Aboriginal Staff Conference was a really special experience".*



**KE XIOU TAN**  
Therapeutic Specialist  
STATEWIDE SERVICES

**Ke Xiou Tan joined the StandBy Support After Suicide team in September 2022 before transitioning to Therapeutic Specialist at Foyer Oxford in October 2023.**

*"It's not common to have a mental health worker within youth housing, and I am glad to have such a unique opportunity to be part of a multidisciplinary team addressing systemic barriers for young people to access mental health support. My favourite part of this role is the ability to support young people in their living environment, enabling a holistic approach in delivering mental health interventions.*

*I remember Mark Glasson's words during my induction: "people, not programs, change people". I wrote it on a Post-It note that is still stuck to my desk. I feel strongly about workers engaging in reflective practice and professional development, and staff having a safe workplace to create a safe space for the people we support. These are fundamental in delivering person-centred work and I am happy to state that they are well demonstrated throughout my journey in Anglicare WA".*

# 82,302

TOTAL WESTERN AUSTRALIANS WE REACHED IN 2023-24

We supported 46,108 Western Australians with 100 direct services in 153 locations, including 30,994 children and young people, and 6,842 people who identified as First Nations. We assisted 14,478 students to build healthy relationships through our education programs, community development and advocacy work.



**4,022**  
People supported with Family and Domestic Violence services



**1,878**  
People supported with Mental Health and Wellbeing services



**30,785**  
People supported with Financial Counselling and Wellbeing services



**18,803**  
Parents and care givers supported with Parenting services



**1,490**  
Young people supported with Youth Housing services



**100**  
People living with disability supported with individual programs

## Staff

**46**  
Regional North Workers

**221**  
Statewide Services Workers

42 Volunteers  
159 Non-Service Workers

**191**  
Perth Metro Workers

**134**  
Regional South Workers

ANGLICARE WA ADVOCACY PRIORITIES	SOCIO-ECONOMIC & POPULATION DATA	ANGLICARE WA STRATEGIC INITIATIVE / Advocacy & Innovation initiative	ANGLICARE WA CLIENT OUTCOMES 2023/24
<b>1. CREATING ECONOMIC JUSTICE &amp; FAIRNESS:</b> We want a community in which everyone has access to life's basic necessities including mental health support.	<ul style="list-style-type: none"> <li>12% of WA people live in poverty, with a total of 94K children</li> <li>21.5% of Australian's aged 16-25 experience Mental Health concerns, with anxiety the most common</li> </ul>	<b>4: Build mental health support capacity</b> Recovery / Lived Experience Frameworks; Innovating existing services, e.g. Youth Psychosocial Support Package	<b>HEALTHY: 54%*</b> • 17 services offered • 3,511 clients measured
<b>2. ENSURE EVERYONE HAS A HOME:</b> We want a community in which everyone has access to safe, secure housing.	<ul style="list-style-type: none"> <li>9,729 WA people were homeless in 2021 (vs. 9,005 in 2016)</li> <li>WA has the highest proportion of people nationally living in impoverished dwellings, tents or sleeping out (23.8%)<sup>1</sup></li> <li>0.4% Perth's low rental vacancy rate</li> </ul>	<b>5: Advocate for policy change</b> Make Renting Fair WA (foundational member); WA Rental Reforms; Anglicare WA School Sleep Out; Housing Future Fund advocacy	<b>STABLE: 63%*</b> • 17 services offered • 2,298 clients measured
		<b>6: Find and test new solutions</b> Advance to Zero Program; WA Rent Relief Program	
<b>3. FREEDOM FROM FAMILY &amp; DOMESTIC VIOLENCE:</b> We want a community in which everyone can live in safety and security, free from violence.	<ul style="list-style-type: none"> <li>30.5% / 7 year increase in WA FDV offences</li> <li>9 WA women killed in 2024 (YTD June)</li> <li>Aboriginal women are 32 times more likely to be hospitalised due to violence</li> </ul>	<b>1: Make client voices central to the work we do</b> Safe & Together Model Training	<b>SAFE: 56%*</b> • 23 services offered • 4,131 clients measured
		<b>5: Advocate for policy change</b> Financial abuse parliamentary submission	
<b>4. ABORIGINAL &amp; TORRES STRAIT ISLANDER RECOGNITION &amp; JUSTICE:</b> We want a community that values truth telling, listening, healing and respecting Culture.	<ul style="list-style-type: none"> <li>4 Closing the Gap targets have worsened<sup>2</sup></li> <li>WA – highest national incarceration rate</li> </ul>	<b>7: Promote the empowerment of Aboriginal people</b> Social Reinvestment WA (coalition member); Cultural Security Framework; ACCO Transition Pilot; Right to Thrive Strategy; Aboriginal engagement and capacity building	<b>6,842</b> Aboriginal & Torres Strait Islander People supported <sup>3</sup>

1. Estimating Homelessness Census 2021, ABS.  
 2. Closing The Gap targets:  
 4: Children thriving, Target 10: Criminal Justice, Target 12: Child Protection, and Target 14: Social and emotional wellbeing.  
 3. Conservative approximate based on available data.  
 \* Clients with positive improvement in circumstance. Number of people surveyed represents the portion of clients supported where outcome data was captured within Anglicare WA Client Information Management system.



# Client Stories

It's been a big year for our 100 services across 153 locations in Western Australia. We have seen a huge increase in demand for housing and family and domestic violence support services. Here are four stories from the 46,108 clients we helped in 2023-24.



**FOYER OXFORD – 10 YEARS OF YOUTH HOUSING IMPACT >**

Daniel\* was struggling to cope with high school, conflict with his emotionally abusive family had escalated, and he had been kicked out of home. With no stable housing, his mental health had deteriorated, and Daniel found himself living between crisis accommodation and mental health institutions. When he turned 16 Daniel made a serious attempt on his life and spent 3 months in hospital. Despite everything, he was focused on completing his high school education and finding his own place. This was when he heard about Foyer Oxford.

With his Foyer case manager, Daniel worked on developing his independent living skills, so he felt equipped to maintain his schooling, look after his mental health, manage finances, and the day-to-day looking after his place. He also attended workshops on nutrition, physical health and exercise, budgeting and leadership skills. At Foyer he completed year 12, was accepted into Curtin University, undertook work experience with the Foundation Housing marketing team, had his design work submitted to a journal and started a casual job. On exit from Foyer Daniel gained stable housing through a shared accommodation opportunity.

“Foyer Oxford is an amazing opportunity. It's given me a rental history from the age of 16, 24/7 staff support, lifelong friendship, and the chance to make something of myself. They supported me through graduating high school, entering university and gaining part-time work, when for a while it looked like I was going nowhere in life.”



**DOMESTIC VIOLENCE OUTREACH SUPPORT**  
v

**Jody\* was a working mother of two children aged 4 and 6 when she was referred to the Domestic Violence Outreach Team following an incident with her ex-partner Thomas.**

At first Jody declined support because she didn't consider herself to be a victim of Family and Domestic Violence. Over the course of a 45-minute conversation, Jody realised she had been subjected to significant emotional, psychological and financial abuse. Our team was able to validate many of Jody's protective efforts with respect to the children, provide information regarding perpetrators patterns of behaviour, and common feelings and responses experienced by victim-survivors.

Several days later, Jody contacted Anglicare WA to let us know she was ready to accept help and has worked with our team to get ongoing support for her and the children. After Thomas moved out, Jody returned to the family home and accessed legal support to start the separation process.



HOUSING FIRST SOLUTIONS  
v

Connie\* had been experiencing homelessness for 5 years when she met Ben\*, who had been sleeping rough for a year.

They both had methamphetamine addictions for over 15 years and wanted to work towards a clean life. Ben and Connie had been living in a tent together as a couple when Connie fell pregnant.

This was the catalyst for their decision to detox in their camp and begin to build a life for themselves. Anglicare WA's Housing First team worked with the couple over 18 months, supporting them through all stages of their recovery: from complex health needs, ongoing emergency relief, obtaining ID and documents, accessing counselling and pre-natal health services, to getting housed under the Djuripiny Mia Program.

The Housing First Support Service has stayed engaged to continue to help Connie and Ben reach their goals and sustain their tenancy. Our workers are pleased to report Ben is holding down full-time work, and both are more than 6-months clean and sober.

Reece\* has been involved with the Bridges Disability Support Program for over 10 years. He has received support in two regional towns after moving across the state.

Anglicare WA initially supported Reece by taking him to and from the high school where his mother worked.

As Reece got older and wanted more independence, his parents helped him move into his own unit, where Bridges continues to support in aspects of his daily life. Reece is able to live independently and engage in multiple community and volunteer programmes with our support to achieve his goals.

Reece enjoys keeping fit with his support worker during his weekly sport and dance lessons, he is a great hockey player and features regularly in the local walking group. Reece is also a big contributor to his community, from pamphlet delivery work which is a fully supported Bridges program developing skills towards possible employment options, through to his true passion: music. Reece has been supported to develop his own radio show aired weekly on community radio, avidly listened to by his family, peers, and Bridges workers.



^ BRIDGES DISABILITY SUPPORT PROGRAM

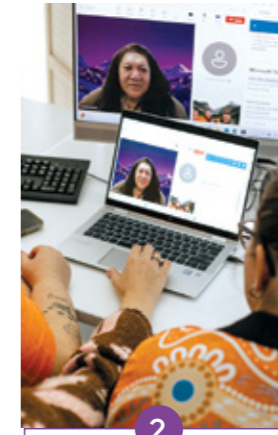
# OUR STRATEGIC PLAN 2022~2025 TACKLING DISADVANTAGE



1

## BOOST SERVICE IMPACT

- Make client voices central to the work we do
- Use technology to connect with people in the way that suits them
- Engage, inspire and develop exceptional people
- Build mental health support capacity



2

## PROMOTE SOLUTIONS

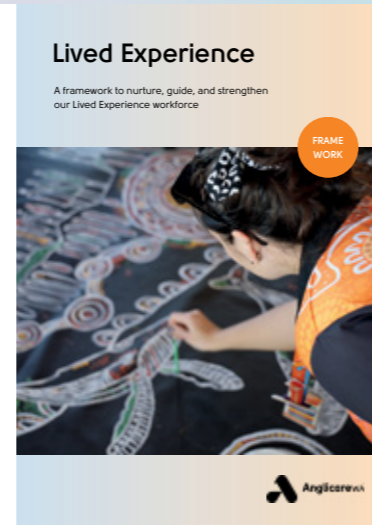
- Advocate for policy change
- Find and test new solutions



3

## MOBILISE COMMUNITY ACTION

- Promote the empowerment of Aboriginal people
- Inspire people to become active agents of change in their community



Images L-R: Centre For Stories, Lived Experience Framework, Hopscotch picnic, Family is Forever workbook, Medina Sunshine Bench signage.



## BOOST SERVICE IMPACT | INITIATIVE 1 Make Client Voices Central to the Work We Do

Anglicare WA has a rich history of championing the voices of people who use our services. We have well-established client participation opportunities and projects which are now embedded into our standard practice. The focus for Initiative 1 has pivoted to the growth of our Lived Experience workforce, where the evidence for Lived Experience work is compelling. The need for it to be developed in a planned, systematic and well-supported way is essential. We have

approached this work with the launch of our first Lived Experience Framework in June 2024.

### Client Participation in Service Design and Delivery

- Client voices have informed the name change of the Mums and Dads Forever program to the Family is Forever program, resulting in a more inclusive name and more diverse representation of families.
- The Parenting Connection WA Local Area Partnership Group (LAPG) participation project asked, "How do we encourage parents' and family voices on the LAPGs?" Over multiple workshops, workers explored barriers, applied these solutions, and now have active parent voices represented on the LAPGs.
- The Albany Financial Counselling team engaged young

people in developing their education program. By uncovering what and how they want to learn, the final program will increase financial literacy and confidence.

### Amplifying Client Voice for Systems Change

- Developed with the Centre for Stories, the "Against all Odds" project participant stories are now live on the Centre for Stories website.
- The innovative Hopscotch project was a shining display of co-production and ensuring Lived Experience was kept at the core of the outcomes.

### Lived Experience Workforce

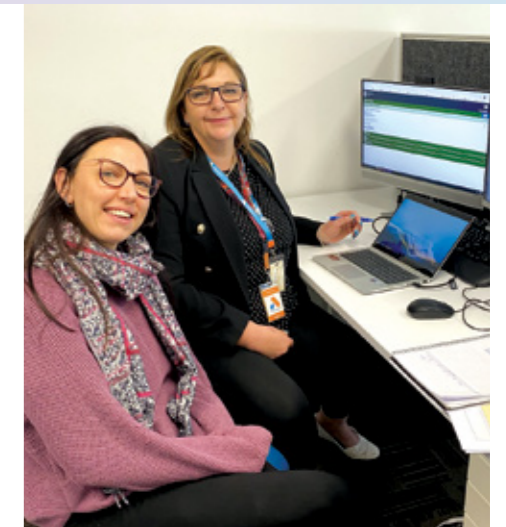
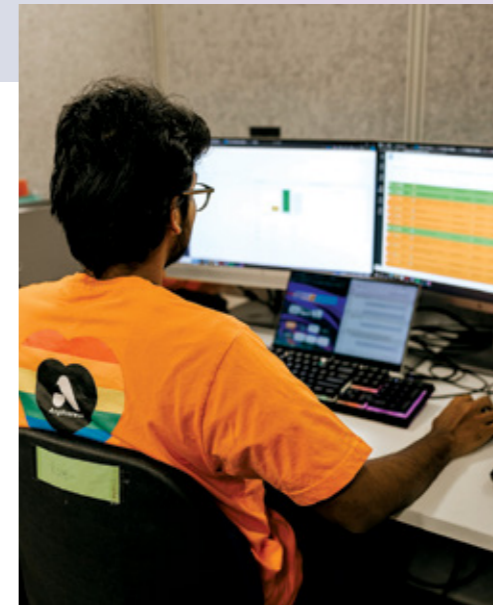
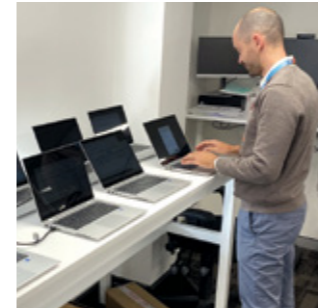
- Our Lived Experience Framework has been created and launched, guided by a lived experience

reference group of 15 individuals.

- The introduction of a permanent Lived Experience Advisory Group will ensure governance mechanisms continue to embed the voice of lived experience.
- The Framework commits us to deliverables contained within for the remainder of the current Strategic Plan, including four pillars to position everyone for success: Leadership and culture, design and decision-making, workforce development, and innovation and influence.
- Growing our Lived Experience Workforce includes service delivery and organisational support roles.



Images L-R: Tech workshop at Dudley Park, Mark Glasson and Kirstin Butcher at the Safe With Milli genvis Launch, IT team members working at our East Perth office.



## BOOST SERVICE IMPACT | INITIATIVE 2 Use Technology to Connect with People in the Way That Suits Them

### Embracing Tech for Enhanced Client Engagement

We are building our capacity to enable people to engage with services in a way that suits them. Our commitment to online service delivery is centred on fostering meaningful client interactions throughout the entire client journey.

Alongside improving our technological capabilities,

we recognise that technology alone is not enough to improve client experience and outcomes – a holistic design approach is also essential – which considers how people work, think, feel and how they want to interact with us.

### Achievements of the Year

- Development of software solutions for Energy Ahead, Student Wellbeing Officers and WA Rent Relief Program, facilitated by internal team and vendor partners.
- Collaboration with Genvis and other agencies on the Safe With Milli Pilot and WA Rent Relief Program, leveraging software for collaborative client support.
- Network equipment upgrades across all sites to improve and future-proof internet connectivity.

- We are trialling an online portal and booking system for clients to enable them to manage their appointments online and have greater oversight over their service journey.
- We worked with services to configure their client management system to be suitable on mobile devices. Outreach workers now have a one-stop digital shop for all of their client documents and scheduling needs.
- We trialled the use of tablets with digital forms to understand how technology solutions can replace paper-based processes with the aim of reducing admin tasks to enable staff to spend more time supporting clients.
- We are designing the backend information

- architecture to enable Anglicare WA website visitors to easily search for the appropriate service. This will greatly improve website functionality and boost user experience. Online courses are being developed to trial new methods to support waitlist clients.
- Fully scoped and researched options for online forms to assist service staff to digitise processes.
- Tested how new Microsoft features can be used to improve information management and cyber security with the aim of improving admin efficiencies.
- Continual research and investigation of new digital options to ensure that Anglicare WA is maintaining pace with the ever changing technology landscape so that we continue to offer our clients and staff a seamless, secure experience with the agency.



Images L-R: East Kimberley Conference, Service Support Operations Day, Foyer 10 Year event, Anna Boschman at TIm Muirhead DINWA event, East Perth workers.



## BOOST SERVICE IMPACT | INITIATIVE 3 Engage, Inspire, and Develop Exceptional People

**Our ability to engage, inspire and develop exceptional people has never been more important.** Persistent low unemployment has created a competitive market at a time when growing service demand increases our need to attract skilled and values aligned talent. The impact of the 2023 Referendum required a focus on wellbeing support, particularly for our Aboriginal Employee Network. Despite these challenges, Anglicare

WA is standing out from the crowd in attracting, inspiring, developing and retaining exceptional people. This strong sector position has been fuelled by the delivery of targeted initiatives under our Strategic Plan.

- 2023 saw record engagement of 85%, compared with the NFP average of 68%.
- Our average annual turnover is 16.6%, compared to 31.5% in the broader sector.
- 20% of vacancies are filled by internal candidates who want to stay and grow with us.

### Our Digital Employee Experience Platform (Hive)

Hive has been a key aspect of our ability to recruit, on-board and develop exceptional people at a pace that aligns with our growth. Hive is providing system

efficiencies that have exceeded our expectations, with shortened recruitment timeframes and higher visibility for internal candidates.

### Our Employer Brand

- We are now in the final stages of our Employee Value Proposition (EVP) project and already using insights to develop high impact recruitment collateral, including job-specific videos.

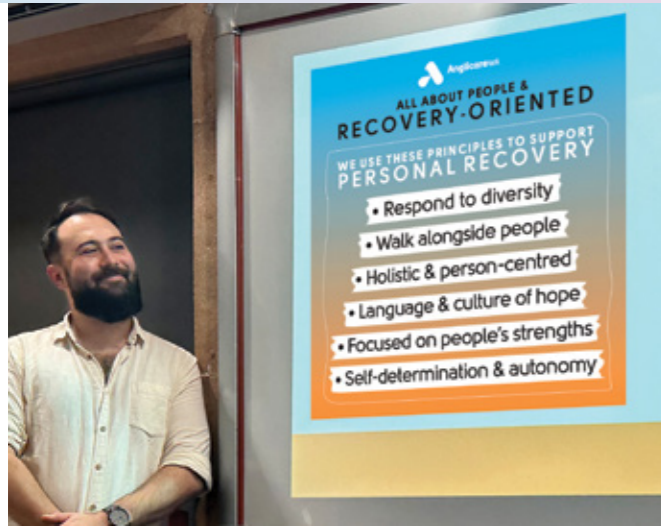
### Talent Pipelines and Internal Capability Development

- We have developed a comprehensive student placement program as a pipeline for future talent, focusing on Social Work, Counselling and Youth Work, already leading to post-placement employment.

- Our in-house New and Emerging Leaders Program has transformed the way we support new leaders. 21 employees have completed the program, with seven progressing to more senior roles, including manager positions.

### Workforce Diversity and Inclusion increase

- We've developed a contemporary Diversity and Inclusion Framework and Allyship Program in consultation with D&I working groups and stakeholders.
- We played a key role in supporting the Diversity & Inclusion Network WA, a cross-sector of D&I professionals addressing discrimination and barriers to employment.



Images L-R: Mental Health Strategic Project Manager Loki presenting Recovery Framework, workers celebrate Framework launch, Practice Excellence training.



## PROMOTING SOLUTIONS | INITIATIVE 4 Build Mental Health Capacity

We continue to see more and more people present to our services with distress, complex psychosocial contexts, and co-occurring mental health issues, making our work more challenging. This initiative is focused on ensuring our services adapt to this emerging need, acting within the scope of what we do, while supporting our people’s wellbeing as they navigate increasing complexity.

The Anglicare WA Recovery Framework ensures we walk alongside people accessing our services in alignment with the principles of recovery-oriented practice. It includes a commitment to workforce development, walking alongside community, and growing and learning alongside people with lived experience.

- 93% of service teams have embedded recovery-oriented practice into their service delivery, boosting Anglicare WA’s capacity to adapt to this emerging need.

Our Well@Work Group, supporting the wellbeing of our people as they navigate complexity and challenge, has supported a range of projects

as part of the Wellbeing Strategy and Action Plan 2023-25. These include a coordinated, place-based mental health promotion strategy, transition to a panel of EAP providers to better meet the diverse and unique needs of our people across all of WA, and work to increase psychosocial and cultural safety.

14 Mental Health Scholarships were awarded to services workers across the state, exploring approaches to building their mental health support capacity, then sharing and embedding this learning across the organisation. Scholarships included upskilling to deliver group drumming interventions at our Albany Women’s Centre along with a set

of djembe drums, Mental Health First Aid Instructor Training to train professionals and the community in the Goldfields, Certificate IVs and Diplomas in Mental Health, and a large online gathering of our workers focused on infant mental health.

### Service Adaptation and Projects

Work is underway to establish a structured upskilling for our phone-based and non-therapeutic roles to ensure they are well-equipped and confident in supporting people who present with complexity and distress. Stakeholder consultation and service readiness work is underway to prepare for a new mental health service in the Pilbara.



Images L-R: Rental Affordability Snapshot, Rockingham FDV advocacy, advocacy campaign badges, Foyer Oxford 10 year event.



## PROMOTING SOLUTIONS | INITIATIVE 5 Advocate for Policy Change

### Our work with individuals and families gives us insight into the systemic issues challenging people's lives.

Our solutions-focused advocacy aims to change these systems for the better and focuses on 4 key policy areas:

- Creating economic justice and fairness
- Ensuring that everyone has a home
- Seeking freedom from family and domestic violence and abuse
- Being an ally on First Nations voice, treaty and truth

We continue to build our influence on public policy and are a well-respected voice on social issues. Mark Glasson maintains a high public profile with regular media commentary, and we continue to strengthen our social media impact.

### Targeted engagement with policy makers

- Our annual Rental Affordability Snapshot detailed the rental crisis and advocated to MPs for a raft of immediate crisis responses and lasting systemic solutions.
- Engaged in Federal and State advocacy alongside FoyerInvest to push for more Youth Foyers to provide housing and support to young people.
- Published a paper with the WA Association for

Mental Health on the link between poverty and mental health released as part of Mental Health Week and Anti-Poverty Week.

### Contributed to policy development

- Met with the WA Treasurer and Minister for Housing with a pre-budget proposal for a \$1 billion WA Housing Future Fund.
- Helped improve tenant's rights through our work within the Make Renting Fair coalition for reforms to the Residential Tenancies Act.
- Hosted Greg Jericho, Chief Economist at the Australia Institute, for a week of policy discussions and a popular Politics in the Pub discussion, hosted by The Equity

Project, entitled Does the Federal budget still allow for a "fair go"?

### Strengthen and amplify voices

- Extensive media coverage, including front page of The West Australian and other print, digital and radio coverage on housing and poverty.
- A strong presence on social media raising awareness and sharing data, stories and reforms, with particularly high levels of engagement with our TikTok audience.
- We supported both the Uluru Statement from the Heart and a Yes vote in the referendum on a First Nations Voice to Parliament.



Images L-R: Participants in the Sunshine Project, Meshpoints event, new Holy Grounds Café at Perth's St George's Cathedral, Pilbara service response, Emama Nguda ACCO partners in Derby.

PROMOTING SOLUTIONS | INITIATIVE 6

# Find and Test New Solutions

We continued to establish and prototype projects to 'grow the good life' and develop creative ways to tackle complex challenges, while also sharing learnings and developing partnerships to expand our impact.

### Demonstrating New Ways of Working

Partnering with Community Skills WA, Training

Unlimited and care sector employers, Anglicare WA's Innovation team developed an innovative pathway to connect Mandurah-based parents into the workforce. Leveraging the familiarity of the Dudley Park Child and Parent Centre as a low stress, accessible site, the team worked with parents of young children to explore pathways into paid work in the care sector. The Hopscotch model was co-designed using a human-centred design approach, working with and learning from participants. A combination of formal training, work placement, personal growth activities, brokerage and mentoring proved valuable, alongside on-site childcare. All participants graduated with

a qualification in Community Support, increased their confidence and sense of direction. Almost all participants progressed to work, further training and traineeship opportunities.

### Innovation Through Partnerships

- Anglicare WA partnered with Emama Nguda Aboriginal Corporation and Nunga Group Women's Aboriginal Corporation to develop the Derby Good Life Project with the Derby community in the Kimberley region.
- We worked with St George's Cathedral to establish the Holy Grounds social enterprise café in Perth CBD.
- We worked with consultancy company Innovation

Unit to design a service response to the mental health needs of children and young people in the Pilbara.

### Sharing Learnings and Influencing the Service System

- The Sunshine Project is an action research design project exploring what supports can enable families to grow their version of a good life, even in the midst of hard times. The design phase of the project is now complete and the team are currently scaling the model into a range of other services and communities across WA.
- We successfully hosted a sold-out Digital Innovation for Social Impact Orgs event as part of WestTech Fest.





## MOBILISE COMMUNITY ACTION | INITIATIVE 7 Promote the Empowerment of Aboriginal People

Anglicare WA listens to and promotes Aboriginal voices. We're working towards all services being culturally safe, we're engaged with Aboriginal communities and organisations, and we actively support Aboriginal leadership in service provision.

### Cultural Security at Anglicare WA

- Our Aboriginal workers have reported that they feel the cultural intelligence of the organisation has grown.

- Our Cultural Learning Framework has been updated and embedded in all worker onboarding.

### Transitioning to Aboriginal Community Controlled Organisation (ACCO) leadership

- Considered and consultative partnerships with Aboriginal Community Controlled Organisations (ACCOs) have grown, and we're committed to listening to Aboriginal communities and transitioning services to ACCOs where there is community agreement and support.

### Aboriginal engagement and capacity building

- We've formed a strong network of Aboriginal workers from all levels of the organisation across the state.
- We had exceptional feedback from our first



- Aboriginal Staff Network Conference in October.
- The Aboriginal Advisory Group continues to challenge and guide our Executive team and Board to do, be, think, and see better.
- We continue to use our Stretch Reconciliation Action Plan as a powerful resource and accountability tool.
- The theme for National Reconciliation Week was 'Now More Than Ever'. Our Executive and Aboriginal Engagement team attended the Boorloo Reconciliation Breakfast. Staff across WA joined the breakfast 'online' before joining local Reconciliation Week walks.

### Being an Ally for Voice, Treaty and Truth

Anglicare WA has supported the Uluru Statement from the Heart (the Statement) since it was offered

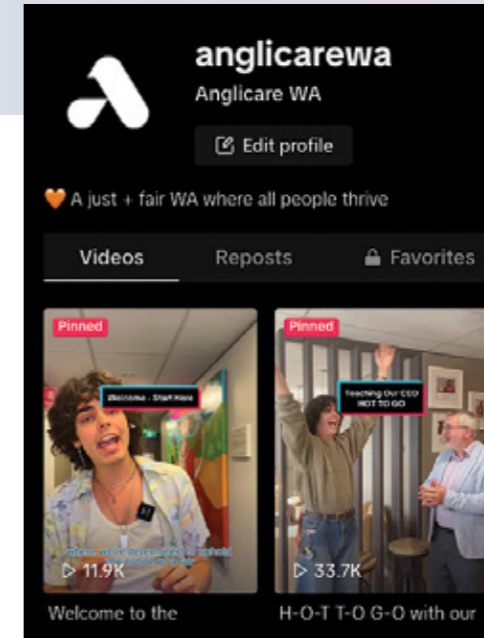


Images L-R: Aboriginal Advisory Group Meeting in Kalgoorlie, walking for reconciliation in Boorloo, street banners, support for The Voice vote.



to the Australian people in 2017. We held forums and safe yarning spaces for workers to understand the Statement and Voice to Parliament and navigate difficult conversations. We thank First Nations people for their generous invitation to all Australians to walk together towards a better future. We commit to supporting self-determination in the communities in which we work.

**The Board and Executive proudly and publicly supported the Uluru Statement and Yes vote** in support of a First Nations Voice to Parliament and are deeply disappointed by the 2023 referendum outcome. We acknowledge the hurt and negative impact of the vote and recommit to respecting the knowledge and expertise of First Nations peoples and centring their voices in our work.



Images L-R: Students in It Only Takes One session, Dudley Park community advocacy, Chaplain Chris Thomason boosted our FDV prevention work, our Tik Tok account, Greg Jericho and team at Politics In The Pub.



## MOBILISE COMMUNITY ACTION | INITIATIVE 8

# Inspire People to Become Active Agents of Change in Their Community

This initiative puts communities at the forefront of driving meaningful change by building on their existing assets and strengths. By advocating for a more contemporary and equitable system, we can support the well-being and success of all individuals.

### Service Strategy and Partnerships

We delivered “asset-based community development” and “place-based approaches” training to service managers and frontline leaders, followed by practical workshops with a select group. This has empowered services to pilot community development projects:

- The Dudley Park Child and Parent Centre’s project encouraged community members to work towards a shared vision and to challenge stigmatising narratives.
- The Albany Women’s Centre led a 16 Days in WA Campaign supporting the community to address family and domestic violence through local action and giving people resources to become advocates.
- Arbor Grove Child & Parent Centre worked with Culturally & Linguistically Diverse (CaLD) women

to understand their school readiness needs and employed a mother from the CaLD community to test solutions with emerging local leaders.

### Philanthropy in schools

We actively increased engagement across high schools, encouraging young people to advocate for the changes they want to see in their communities. By providing education, workshops and opportunities to get involved, thousands of students were encouraged to harness their knowledge and passion to use their voice for change.

### Advocating for change through arts and technology

We continue to explore creative ways to reach new audiences, engaging with people at In the Pines

music festival. We hosted public events through the Equity Project including a stall at the Awesome Festival, lecture at UWA Business School and Politics in the Pub discussion. We are also driving awareness and action through social media, with TikTok a highlight: our post on the rental crisis received more than 9,000 views.

### We provided family and domestic violence workshops

to clergy and lay leaders of the Anglican Perth Diocese. Our 16 Days in WA campaign included a prayer session with the Albany parish, media coverage and community events empowering people to become active agents of change. We also held family violence primary prevention work in schools, integrated with It Only Takes One, our educational program focused on healthy relationships.



## Why Anglicare WA needs Philanthropy

Philanthropic giving enables Anglicare WA to offer services and support to individuals in need and allows for the development and delivery of programs that address the growing needs of vulnerable or marginalised Western Australians.

Without philanthropic funding, thousands of individuals and families would fall through the cracks as the gap gets wider between those who have much, and those who have little.

The effects of philanthropic giving can be felt rippling through generations when it is successful, becoming a catalyst for lasting change.

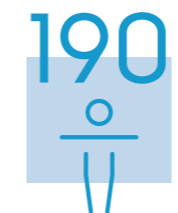
In the last year, the generosity of our individual donors, corporate partners and charitable trusts has supported a diverse range of services in the areas of family and domestic violence, poverty and inequality, and homelessness.

## Philanthropic funding has...

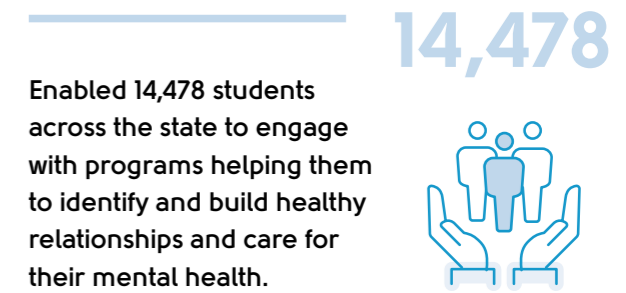
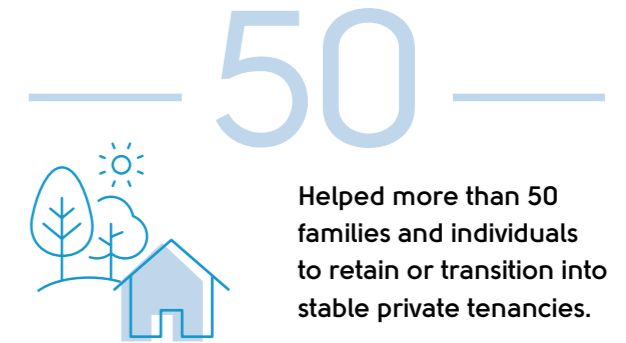


- Supported 10 vital programs across:
- Family & Domestic Violence
  - Financial Independence & Stability
  - Mental Health & Wellbeing
  - Prevention & Education
  - Youth Housing & Homelessness

Supported 1,251 young people experiencing homelessness.



Provided over 190 children and young people an opportunity to heal from and process their experience of family and domestic violence.



## OUR PARTNERS

### Community Partners

360 Health and Community	Busselton Community Resource Centre	Earth Parenting	Goomburrup Aboriginal Corporation
Above and Beyond Education	Calm and Connected OT	East Kenwick Primary School	Goldfields Regional Toy Library
Accordwest Bunbury	Carey Park Child and Parent Centre	Eaton Community College Bunbury	Goldfields Revitalise
ADHD WA	Centrecare	East Kalgoorlie Primary School	Goolarri Media
Advocare	Centre for Women's Safety and Wellbeing	Emama Nguda Aboriginal Corporation	Gosnells Community Legal Centre
Advance Housing Limited	Child Development and Behaviour Specialists	eSafeKids (Kayelene Kerr)	Gosnells Lotteries House
Albany Community Foundation	Child Parent Centre Collie	Escare	Great Southern Noongar Aboriginal Corporation (GSNAC)
Albany Community Legal Centre	City of Albany	Family & Relationship Services Australia (FRSA)	Great Southern TAFE
Albany Junior Soccer Association	City of Cockburn	Family Law Pathways Network	Great Southern Family Law Network
Albany Youth Support Association (AYSA)	City of Mandurah	Family Support Network Fremantle Rockingham	Great Southern Soccer Association
Amity Health	City of Joondalup	Family Support Network Gosnells Armadale	Greenwood College
Arbor Grove Primary School	City of Karratha	Family Support Network Perth Midland	Gumula Aboriginal Corporation
Artisan Soap Works	City of Kwinana	Financial Counselling Australia (FCA)	Happy Families - Justin Coulson
Australian Red Cross	City of Rockingham	Financial Counsellors Association of Western Australia (FCAWA)	Harvey Community Resource Centre
Behaviour Help	City of Wanneroo	Finlay House Goldfields Women's Refuge	headspace Albany
Autism Association of WA	Claire Eaton	Fiona Rogerson Perinatal & Trauma Counselling	headspace Bunbury
Baynton West Primary School	CLAN WA	Follow the Dream (Polly Farmer Foundation)	headspace Busselton
Bega Garnbirringu Clinical Services	Clarkson Early Learning Centre	Foodbank Western Australia	headspace Kalgoorlie
Behaviour Help	Cranbrook Primary School P&C	Foothills Information and Referral Service	headspace Mandurah
Behaviour Tonics	Clontarf	Foundation Housing Limited	headspace National
Best Programs for Kids	Collie Family Centre	Foyer Foundation	headspace Osborne Park
Be You headspace in schools	Communicare	Frank Konecny Community Centre	Health Empower Australia
Blue Sky Community Group	Community Data Solutions	Frankland River Primary School P&C	Hedland Senior High School
Boniface Care	Community Employers WA	Frankland River Playgroup	Helping Minds
Boyup Brook Community Centre	Community Harvest Katanning	Gilmore Senior High Schools	Hey Sigmund
Breakaway Aboriginal Corporation	Community Housing Ltd	Girls to Women Workshops	Highgate Primary School
Bibra Lake Primary School	Community Resource Centres		Holyoake
Bridgebuilders	Create Foundation		Hope Community Services
Bridgetown Family & Community Centre	Cyrenian House		Hudson Road Family Centre
Bright Minds Therapy	Dalyellup Community Centre		Infantastic Baby Massage
Broome Circle	Denmark Art Club		Innovation Unit
Bungaree Primary School	Doors Wide Open Inc.		Investing in Our Youth
Busselton Baptist Community Centre	Drug and Alcohol Youth Service (Mission Australia)		Kaarla Baabpa
	Dudley Park Primary School		
	Dwellingup Community Compact		

## OUR PARTNERS

Karen Young	Menable Busselton	People Who Care	St John of God Suicide Prevention Service
Kalumburu Aboriginal Corporation	Mess 'n' Me	Pilbara FDV Network	St John Ambulance
Karratha Health Hub	Midlas (Midland Information Service)	Pinjarra Community Resource Centre	St John WA
Karratha Senior High School	Debt and Legal Advocacy Service)	Playgroups WA	St Joseph Primary School - Wyndham
Karratha Primary School	Mike Dyson - BellDyson Pty Ltd	Pride and Prominence	St Patrick's Community Support Centre
Karratha Youth Shed	Milligan Community Learning and Resource Centre	Quite Frankly Coaching	St Vincent De Paul
KEYS (Kwinana Early Years Service)	Milligan	Radiance Network	Stars Foundation
Kimberley Joint Response Team	Mission Australia	Rainbow Coast	Starting over support
Kimberley Maternity	Money Mentors	Neighbourhood Centre	State Coroner's Office
Kimberley Mental Health & Drug Service	Moorditj Koort Aboriginal Corporation	Relationships Australia WA	Stepping Stones Therapy Services
Kimberley Therapy Services	Neami	Richmond Wellbeing	Stopping Family Violence
Kristy Goodwin	Neon Leadership	Rockingham Peel Group	Suicide Prevention Australia (SPA)
Kununurra Neighbourhood House	Newman Senior High School	Roses in the Ocean	Susan Hughes & Associates
Kwinana Early Years	Ngala	Ruah	Sussex Street Community Law Service
Leafie.org	Nicola Petkovic	Safety Bay Primary School	Talking Kids Australia
Legal Aid WA	Nirrumbuk Aboriginal Corporation	Safety Bay Senior High School	Tambrey Primary School
Life Lift	Nollamara Primary School	Salvation Army	Telethon Kids Institute
Lisa Weber	Northam Toy Library	Sandalwood Family Centre	The Champion Centre
LivingWorks Australia	North East Metropolitan Language Development Centre	Sexual Health Quarters	The Fathering Project
Lotteries House Broome	North Metropolitan TAFE	Shenae Lodge ADHD Parent Coach	The People Place Busselton
Lotteries House Gosnells	North Perth Primary School	Shelter WA	The Spiers Centre
Lotteries House Armadale	Notre Dame University	Shining Hope WA	The Underground Collective
Lotteries House Kalgoorlie	Ngunga Women's Resource Centre	Small Business Development Commission	The Unplugged Psychologist - Brad Marshall
Maggie Dent	Nintirri Centre	South Coastal Women's Health Services	Therapy Focus
Manea College Bunbury	One Tree LCIS	Southwest Aboriginal Medical Services	Thrive Relationship and Education Services
Manjimup Family Centre	Onslow Primary School	South West Aboriginal Suicide Prevention Steering Group	Time Out Baby Massage
Manning Primary School	ORYGEN	Southwest Parenting	Toileting Tots
Mara Pirni Healing Place	Out Loud Development Services	Southern Aboriginal Corporation	Tom Price Senior High School
Marnin Bowa Dumbara Family Healing Centre	Palmerston Association	Sprout and Me	Tom Price Youth Centre
Margaret River Family Centre	Parenting Ways	St Georges Anglican Church	Tooth Talks with Casey
Marnja Jarndu	Peel and Rockingham Kwinana Mental Health Services	Dunsborough	Tuart Hill Primary School
McCusker Centre for Citizenship	Peel Community Legal Centre	St Mary's Anglican Church Busselton	Uniting WA
Men's Outreach Service Aboriginal Corporation / Family Outreach Service			

Vinnies WA	YMCAWA	<b>Trusts and Foundations</b>	<b>Schools</b>
WA Association for Mental Health	Yorganop Aboriginal Corporation	Albany Community Foundation	All Saints' College
WA Child Health Services	Yorgum Aboriginal Healing Corporation	Anglican Community Fund	Bob Hawke College
WA Child Safety Services		BB & A Miller Foundation	Christ Church Grammar School
WA Council of Social Service (WACOSS)	<b>Government Funders</b>	Channel 7 Telethon Trust	Court Grammar School
WA Country Health Service	City of Bunbury	Fremantle Foundation	Esperance Anglican Community School
WA Alliance to End Homelessness	Department of Communities	Headspace National Youth Mental Health Foundation	Frederick Irwin Anglican School
WA Football Commission	Department of Education	Jon & Caro Stewart Family Foundation	Georgiana Molloy Anglican School
WA Local Government Association	Department of Energy, Mines, Industry Regulation and Safety	Kingsnorth Family Lotterywest	Guildford Grammar School
WA Police	Department of Health and Aged Care	Minderoo Foundation	Hale School
WAARDI Building Babies Brains Wanslea	Department of Justice	Perpetual Trustee Company Ltd	John Septimus Roe Anglican Community School
Waratah Support Service	Department of Social Services	SpaceCubed	John Wollaston Anglican Community School
Waringarri Aboriginal Corporation	Energy Generation and Retail Corporation (Synergy/WA Govt)	Spinifex Trust	Perth College
Warnbro Community High School	Legal Aid WA	The Busby Family Fund	Peter Carnley Anglican Community School
Waroona Community Resource Centre	WA Mental Health Commission	The Gregg Family	Peter Moyes Anglican Community School
Westminster Education Support Centre	National Disability Insurance Scheme (NDIS)	The Oliver Charitable Foundation	Peter Moyes Anglican Community School
Westfield Park Primary School	Town of Port Hedland	The Stan Perron Charitable Foundation	Shenton College
WESNET – Safe Connections	<b>Other Funders</b>	Wright Burt Foundation	St George's Anglican Grammar School
Winun Ngari Resource Centre - Derby	Brotherhood of St Laurence	Wythenshawe Foundation	St Hilda's Anglican School for Girls
Wirraka Maya Aboriginal Medical Service	Good Shepherd Australia & New Zealand	<b>Corporate Partners</b>	St James' Anglican School
Wirrimanu Aboriginal Corporation	headspace National Youth Mental Health Foundation Ltd	Alcoa - Peach Trust Fund	St Mark's Anglican Community School
Wungening Aboriginal Corporation	Keystart Loans Limited	Anglican Schools Commission	St Mark's Anglican Community School
Wunan Foundation	WA Primary Health Alliance (WAPHA)	ANZ Community Foundation	St Mary's Anglican Girls' School
Youth Affairs Council of WA (YACWA)	Youturn Limited	Austal Pty Ltd	Swan Valley Anglican Community School
Yallo Dalyellup		Azure Capital	Tranby College
Yarloop Community Resource Centre	<b>Mission Partners</b>	Bankwest	
	Anglican Community Fund	Horizon Power	
	Anglican Diocese of Bunbury	Koala Furniture	
	Anglican Diocese of Northwest	NAB Community Endowment	
	Anglican Diocese of Perth	Nova Entertainment	
		Rio Tinto Iron Ore	
		Southern Ports	
		Synergy	
		The Kids Research Institute	
		Western Australian Anglican Schools Commission	

# 2023-24 Financial Report

Anglicare WA's financial objective continues to be to use our assets in an effective and sustainable manner, for the benefit of the individuals we support and the wider community. Anglicare WA continues to invest in areas of strategic significance, outlaying \$2.5m on targeted expenditure across its strategic pillars during the year. Our deficit of \$1 million for 2023-2024 is a function of this investment. The result is in line budget.

## Income \$72 million total

An increase of 15% on the previous year. Grants (from both Government and other organisations) continue to be the major source of funding, contributing \$60 million in 2023-2024. Other major sources of funding include disability services revenue and philanthropy.



Grants received **84%**

Fees, including disability services income **7%**

Donations/Fundraising **6%**

Rent/other revenue **3%**

## Expenditure \$73 million total

Outgoings relating to staff costs accounted for 73% of our overall spend, with client-facing staff being our primary investment. Payments to subcontractors accounted for 5% of our costs, with these expenses reflecting payment to other charitable organisations Anglicare WA partners with.



Employment/Training **73%**

Other **6%**

Subcontractor costs **5%**

Depreciation **4%**

Client disbursements **4%**

IT/Communications **3%**

Rent/Accommodation **3%**

Vehicles/Travel **2%**

## Anglicare WA continues to maintain a strong balance sheet with minimal debt.

Current assets include \$20 million in cash and term deposits. Current liabilities include \$5 million in employee benefits, \$1 million in lease liabilities and \$4 million in repayable grant funding.

### ASSETS TOTAL \$42 MILLION

Current assets **\$26m** | Non-current assets **\$16m**

### LIABILITIES TOTAL \$22 MILLION

Current liabilities **\$17m** | Non-current liabilities **\$5m**

OUR BOARD



**John Atkins AO**  
Chair



**Simon Axworthy**



**Bishop Ian Coutts**



**Mark Glasson**  
Chief Executive Officer



**Philippa Boldy**  
Director, Services



**Leone Cottam-Williams**  
Director, Aboriginal Engagement



**Nicole Casley**



**Janine Freeman**



**Andrew Friars**



**Mark Fuderer**  
Director, Corporate Services



**Kathryn Laferla**  
Director, People & Culture



**Shamsa Lea**  
Director, Innovation & Strategy



**Jane Harries**



**Rob Kirkby**



**Sue Robertson**



**THANK YOU**  
**Claire Lucas**  
Director, Innovation & Strategy to March 2024

**BOARD COMMITTEES**

**Aboriginal Advisory Group:** Nicole Casey (Chair)

**Audit & Risk:** Rob Kirkby (Chair), Janine Freeman, Andrew Friars

**Nominations & Remuneration:** John Atkins AO (Chair), Andrew Friars

**Service Quality:** Sue Robertson (Chair), Simon Axworthy

OUR EXECUTIVE



We acknowledge Aboriginal Peoples as the Traditional Custodians of the lands that our services are based on and pay our respects to Elders of these lands both past and present. Anglicare WA delivers services across many Countries in WA, from Balangarra Country in the North to Minang Noongar Country in the South. In particular, we wish to acknowledge the Custodians of the lands where our offices operate. We would like to thank the Noongar, Miriuwung Gajerrong, Tjurabalan, Yawuru, Nyikina, Ngarluma, Kariyarra, Niyiyaparti, Martu and Wangkatja peoples for their wisdom and generosity.

*Artwork by Hayley Thompson, a proud Noongar and Yuggera yorga.*



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