



Anglicare North Coast
hope in action



2021

Annual Report



Image credit: Jude Black. 'Twilight - as the sun sets, over the mighty Clarence River; taken while fishing from Goodwood Island, NSW.'



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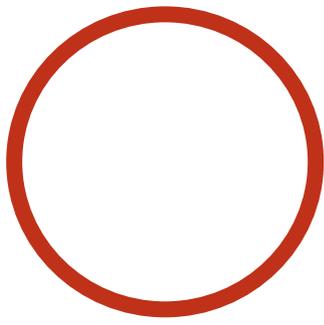
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IT'S NICE TO SEE YOU

EMPOWERING COMMUNITIES

IT'S NICE TO SEE YOU

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GIINAGAY

WELCOME

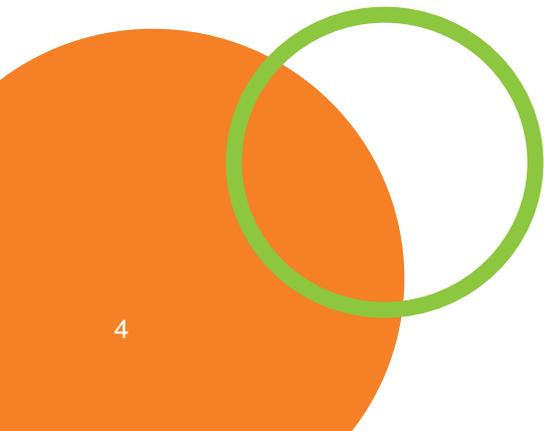
YAAM DARRUY NGIINA NYAAGAYGU

WELCOME

EMPOWERING COMMUNITIES

YAAM DARRUY NGIINA NYAAGAYGU

WELCOME



Chair & CEO Report

Welcome to the 2021 Annual Report for Anglicare North Coast.

As we reflect on another year, we are grateful for the opportunities that we have had to bring Hope in Action for people in need throughout our diocese.

During the past year we were able to partner with others in communities affected by the March floods including Port Macquarie, Kempsey, Macksville and Nambucca. As usual, our disaster recovery volunteers were deployed to provide comfort and assistance to evacuees in places of refuge set up by the state government. This year we also partnered with suppliers so that our mobile food pantry could deliver grocery items and several loads of brand-new donated clothing for distribution by the Port Macquarie parish to flood affected households.

This year we have embarked on a significant process of renewal of the governance of Anglicare North Coast. A review of the skills represented on the Board guided our efforts to recruit new Directors from diverse backgrounds and with relevant experience that would broaden our capacity to govern this small but complex organisation. As a result of this focus on what we would need for effective governance, we were pleased to welcome three new Board members during the year. Each of these have exceptional governance skills as well as specific individual skillsets that are of benefit to Anglicare North Coast. We thank them for their willingness to serve.

We are especially pleased to welcome a person with deep knowledge of strategic fundraising onto the Board for the first time in our history. Fundraising will help us to broaden our income stream and improve our sustainability and the impact of our work in the community.

These recruitments allowed two existing Board members to resign in order to focus on other matters of importance. We thank them for their diligent and thoughtful service.

You will see that our income and expenses have been relatively stable throughout this pandemic year when compared to previous years. We are grateful for careful financial management and prudent oversight of resources, and we commend the management team for their relationships with funding partners to ensure that we can continue to meet the needs of our communities.

As you read this report, please consider the voices of people whose lives have been touched by the values-based and skillful work of our teams. We give thanks to God for the opportunities we have each day to share His love with our neighbours, and we thank you for your interest and support in our work.



Dr Murray Harvey

Chairperson



Dr Leon Ankersmit

CEO



Programs

During the 2021 financial year, we continued to provide for those in need in our communities in the areas of community housing, financial wellbeing and capabilities including bushfire recovery, disaster recovery, empowerment work with women from migrant and refugee backgrounds, and psychosocial support and continuity of support for people with mental ill-health. We provided temporary housing for women leaving domestic violence in Coffs Harbour, and we established our Multicultural Hub in the Coffs Harbour CBD.

As always, Anglicare North Coast measures our impact by the results we see in the lives of people who make up our community.

Housing

We are proud to provide high quality, affordable **housing for over 100 people** through our Community Housing program with properties located in the Clarence Valley and Tweed Local Government Areas. We have also commenced a new partnership with Warrina Domestic Violence and Support Services to provide housing in Coffs Harbour.

- In Maclean, we delivered a \$250,000 capital works program to upgrade 5 older homes with new capital items including kitchens, bathrooms, driveways and fencing.
- In Coffs Harbour, we were able to allocate 7 dwellings solely for the purpose of housing women and children escaping from domestic violence.
- We supported local economies by using local tradespeople and service providers for our maintenance and professional services.
- Across the program, we provided affordable, well maintained homes with secure tenure to over 100 people on low income, and employment for two highly committed program workers.



Emergency Relief

Our Emergency Relief program offers immediate assistance to households struggling from payday to payday. During the early part of the financial year, our staff heard from many households that were impacted by the effects of Covid-19. People who were used to getting by without help suddenly found that they were unable to do so as many jobs were suspended in retail and hospitality, as well as other sectors. Our online self-referral portal at fabhelp.org.au proved to be a real bonus as people from all over the region could easily let us know of their circumstances and were able to be assisted without needing to come in to our offices or see anyone face-to-face. We provided advocacy and assistance with electricity bills, and vouchers were delivered straight to a person's smartphone to be redeemed for groceries at a supermarket in their local town or nearby. We also resourced a number of local food pantries and a mobile food pantry, bringing heavily subsidised grocery items sourced from Foodbank straight to towns and communities throughout the region.

Altogether, 601 clients were assisted with an average of 2 sessions per client. Throughout the year we administered additional emergency relief funds which were allocated to households still recovering from the 2019 bushfires. We assisted **98 households with bushfire recovery** in this capacity during the year.



Financial Counselling

Associated with the Emergency Relief program was our long-running Financial Counselling Program, operating in the Richmond-Tweed areas. Bushfire recovery was also a focus for this sector, as many households had incurred significant financial difficulties as a result of that disaster. We employed extra Financial Counsellors due to additional funding from the Department of Social Services and from Westpac, as well as placing an intern to complete their accreditation process with us through a scheme set up by Financial Counselling Australia.

The introduction of Covid support payments saw an initial reduction in demand for the service because people on benefits effectively had their income doubled, however this was eventually balanced out by clients who had lost work and were unable to manage their financial commitments, even with the higher rate of benefit payments.

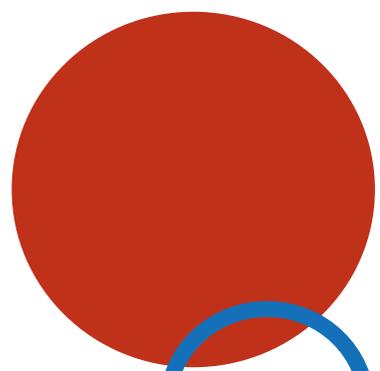
We also were still working over the phone as lockdowns came and went. For some people, phone contact is ideal but for others, it lacked personal connection and they struggled to engage as they were not ready to divulge often very stressful details by phone only. We offered flexibility to our clients to reduce the barriers they face and offered face to face sessions as circumstances allowed.

We saw **79 clients over 412 sessions**, with two thirds of our clients being women. We negotiated in excess of **\$155,000 in debt waivers**. Demand was steady for this service, often exceeding our available appointments.

To give an idea of the complex, long standing issues our financial counsellors help resolve, there was a client who approached us for help after she was approached by creditors to repay a debt she believed her ex-husband had agreed to pay at the end of the marriage. She had worked throughout the 20 years of marriage, and raised the children, whilst he was self-employed but worked infrequently. When the marriage ended, she paid all other debts whilst he agreed to take on one joint debt. After 3 years, the creditors contacted her as they had been unable to get any response from him during that period. She was very stressed and depressed when she contacted us because she believed that the debt had been largely paid off. Our Financial Counsellor identified this sequence of events as financial abuse and sought a waiver for the debt. The creditors agreed to waive the debt of over \$25,000.

Disaster Recovery

2020-2021 was another busy year for our disaster recovery teams with a major flood event impacting communities in the south of our region in March 2021. Port Macquarie and Kempsey were the most significantly impacted areas in our region, as well as other places like Taree and into greater Sydney. Our volunteers were deployed into evacuation centres and once again made us proud to be associated with the statewide disaster recovery initiative in partnership with Anglicare Sydney. We also assisted the Port Macquarie Anglican parish with their flood appeal by collecting donations on their behalf and we sent some emergency supplies down to their soup kitchen which was set up to distribute aid in the immediate aftermath of the flood.



“ I contacted Anglicare North Coast about Bush fire assistance. A man from Grafton contacted me and spoke about what I needed and organised to visit my property and bought a handy man to quote clearing and other jobs. They were all so fantastic, I can see a huge difference in my property and this makes me feel so much better, my personal recovery is better and I don't feel so pressured now. Thank you to those involved. ”





Mental Health Supports

In the past few years, our psychosocial support service has focused on supporting eligible people to gain access to services through the National Disability Insurance Scheme (NDIS). This year has marked the final year of our partnership with Mission Australia, the North Coast Primary Health Network and a number of other service providers in delivering vital recovery-oriented support services to people living with severe and persistent mental illness. Our focus in this final period has been on transitioning the last few participants into new service arrangements with plans that respond meaningfully to their daily living needs. Our advocacy for dignified, responsive and personalised support for people recovering from severe and persistent mental illness continues, and we are grateful for the learning our organisation has undertaken with these participants over the last seven years to make us a better equipped service provider for vulnerable people. We thank the team and the people who have worked in this program, especially those we had to farewell as a result of this program ending. We were pleased to retain some workers from this area who were re-deployed into other areas of the business where their particular skills and expertise will be very welcome.



**“They are absolutely wonderful!
They actually listened and cared about me
and my little boy when we needed it the
most. I am so grateful to Anglicare North
Coast, and I can’t express it enough!
Wonderful people. ”**



Women's Safety

Our 3Es to Freedom program continued its great work of providing opportunities for education, employment and empowerment for women from Culturally and Linguistically Diverse (CALD) backgrounds. For the past year the program operated from two sites in Goonellabah and Coffs Harbour and focus has been on supporting cooperative and social enterprise in those locations. An important part of the focus for the year has been on retaining a sense of supportive community among the participants despite many disruptions to face-to-face and group-based work, and sharing information related to the Covid-19 pandemic.

Another exciting benefit associated with this program has been the development of 'Empowering Practices', an online learning tool for practitioners working with marginalized and vulnerable communities. The learnings that our teams have gleaned from working with marginalized yet resilient women from many corners of the globe have been merged with theories of empowerment and practice wisdom from other places, to forge an evidence-based model for practice that can now be accessed and transferred to other workgroups and sectors.

Anglicare North Coast is very proud of our track record in developing and sharing knowledge to enhance our sector and to improve the quality and delivery of services into our communities. We are grateful for the ongoing partnership with Southern Cross University in evaluating our outcomes and in helping us to share these important practice wisdoms.



Results

100+ people housed

7 housing properties allocated to people escaping domestic violence

601 households assisted with emergency relief

79 people assisted with financial counselling

\$155,000 in debts waived

73 women from CALD backgrounds empowered to thrive

“ I received support from Financial Counsellor, Lindi McMullen. I feel extremely fortunate to have been referred to Lindi (and Anglicare) via a hotline that had listed a number of service providers. After listening to my circumstances, Lindi was supportive, but also realistic about what outcomes may be achieved. Her advocacy at this time made an enormous difference to me coping with the situation and being able to continue to manage other aspects of my life. ”

Partnerships and Collaboration

We worked in partnership with stakeholders at the Department of Social Services, Financial Counselling Australia, Land and Housing Corporation, and Mission Australia to fund our programs, and we partnered with Warrina Domestic Violence and Support Services to better support women from CALD backgrounds to stay safe from domestic and family violence. We also partnered with a number of Anglican parishes to establish and provide supply chains for local food pantries operating from parish sites in Nambucca Heads, Bowraville, Grafton, and a mobile food pantry visiting Urbenville and Tabulam, and expanding to other locations.

Our research partnership with Southern Cross University continued this year, culminating in two projects: a **'From the voices of CALD Women'** report on what works in preventing domestic and family violence among CALD households, and an **'Empowering Practices'** online resource to share knowledge and practice wisdom for working with communities to achieve outcomes through engagement and empowerment.

Our Identity

In the past year, we have refreshed and improved our online presence through a redesigned website, as well as launching our own Facebook and Instagram pages. These vital methods of engaging with our communities and stakeholders have improved our communications, and enabled us to advocate more effectively in relation to issues faced by our communities and the solutions that may be available.

 anglicarenorthcoast.org.au  facebook.com/anglicarenc  [@anglicarenorthcoast](https://instagram.com/anglicarenorthcoast)

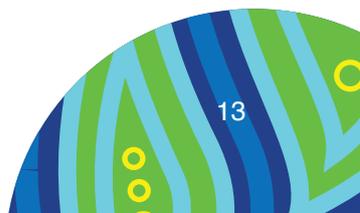
Our People



International Women's Day gave an additional cause for celebration when one of our team was crowned Coffs Coast Woman of the Year. Congratulations to Emma Aspden, Coordinator of the 3Es to Freedom Program in Coffs Harbour on winning this prestigious award.

There has been a continuation of renewal within the organisation, with the departure and arrival of some

key people. We have farewelled Tony Auld who was the Manager of Community Services, and we also farewelled Roslyn Felsch as Manager of Three Es to Freedom when that program contract was finalised. We welcomed new staff in the Financial Counselling program and redeployed people into the Emergency Relief program to increase our capacity for bushfire recovery work. We appointed Joanne Greensill in March 2021 as our new Manager of Business and Improvement, and Lesley Grant was appointed as our new Programs Manager. These appointments complete an executive restructure that provides us with a more broadly skilled executive team with expertise in business management and development, program and service delivery, people management and strategic management.



Our Board

During the year Anglicare North Coast welcomed three new Board Directors and accepted the resignation of two Directors, to finish the year with a seven-member Board. We are pleased to welcome highly experienced Directors who not only bring robust governance skills but also specific skillsets including expertise in fundraising, accounting, project management and strategic management in the social sector. We also acknowledge and thank our continuing and retiring Directors for their deep commitment to the building of Anglicare North Coast as an impactful agent of change in our communities.

Our Future

Anglicare North Coast has completed the first year of a two year interim strategy which seeks to focus on our identity and on our sustainability while we explore options for formal partnership as a pathway to long-term viability. The exploration of a high-level partnership agreement with another Anglicare affiliated organisation has now concluded and ANC is looking forward to continuing as the social justice arm of the Anglican Diocese of Grafton, working in collaboration with like-minded entities while maintaining our own governance and financial independence. Anglicare North Coast is focusing on the future with a forward looking strategic planning process underway that will shape our future direction from 2022.

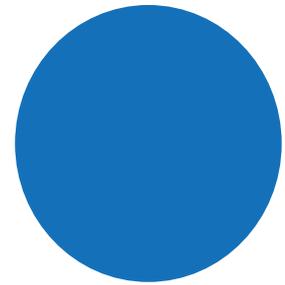
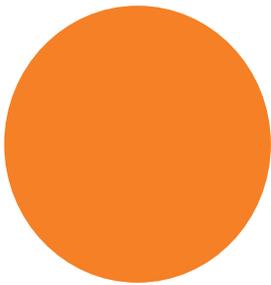
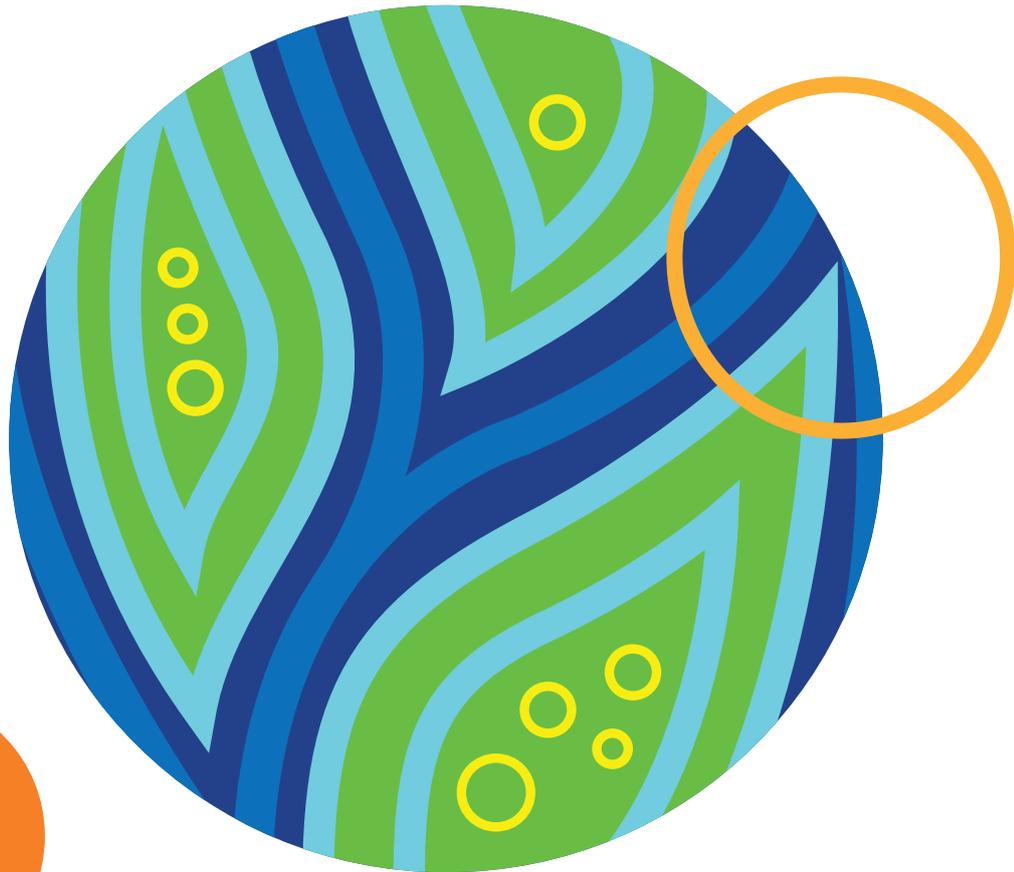
Our Finances

Statement of profit or loss and other comprehensive income for the year ended 30 June 2021.

	2021 (\$)	2020 (\$)
Revenue - Trading	2,174,385	2,478,734
Other income	106,907	137,727
Employee benefits expense	(1,302,400)	(1,530,982)
Depreciation and amortisation expense	(94,714)	(107,259)
Administration costs	(174,827)	(176,639)
Transfer to unexpended grants		(296,694)
Direct program expenses	(341,324)	(123,088)
Other expenses	(328,798)	(299,210)
Finance costs	(687)	(647)
PROFIT BEFORE INCOME TAX	38,542	81,942
Income tax expense		
PROFIT FROM CONTINUING OPERATIONS	38,542	81,942
PROFIT FOR THE YEAR	38,542	81,942
OTHER COMPREHENSIVE INCOME		-
"ITEMS THAT WILL NOT BE RECLASSIFIED SUBSEQUENTLY TO PROFIT AND LOSS"		-
Fair value movement on investments held at FVOCI	80,380	(34,135)
Other comprehensive income for the year, net of tax	80,380	(34,135)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	118,922	47,807

Our Finances

	2021 (\$)	2020 (\$)
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	942,215	1,505,903
Trade and other receivables	51,207	53,418
Other assets	17,144	88,154
TOTAL CURRENT ASSETS	1,010,566	1,647,475
NON CURRENT ASSETS		
Other financial assets	257,748	177,368
Property, plant and equipment	1,740,422	1,778,404
Investment properties	937,252	956,032
TOTAL NON-CURRENT ASSETS	2,935,422	2,911,804
TOTAL ASSETS	3,945,988	4,559,279
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	91,173	178,918
Employee benefits	89,992	83,378
Borrowings	14,923	14,491
Other financial liabilities	297,930	950,837
TOTAL CURRENT LIABILITIES	494,018	1,227,624
NON-CURRENT LIABILITIES		
Employee benefits	15,617	14,227
TOTAL NON-CURRENT LIABILITIES	15,617	14,227
TOTAL LIABILITIES	509,635	1,241,851
NET ASSETS	3,436,353	3,317,428
EQUITY		
Reserves	612,739	597,359
Retained earnings	2,823,614	2,720,072
TOTAL EQUITY	3,436,353	3,317,431



Anglicare North Coast
hope in action

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