

We continued our partnerships with other Ministry Units of the Anglican Diocese of Grafton, with a range of activities.

Anglicare Week was once again held during anti-poverty week 2016, with Anglicare week services in 5 Anglican schools and 15 parishes. 'Share the Benefit' Lenten studies were engaged in by several parishes, with participants being challenged about the difficulties many in their communities experience daily as a result of living on a low income.

Disaster Recovery volunteers from several of our northern parishes helped flood victims at 6 evacuation centres during the April 2017 floods – a tremendous effort!

**In April 2017, we undertook our annual Rental Affordability Snapshot research. Once again the results for low income people seeking rental accommodation were drastic. Check out our website for the full report.**

### Strong women rock

Alice was referred to our Partners in Recovery (PIR) program when she moved to a different town. Since the move, life has been rather a rocky road for Alice, with very little support available to her initially. This impacted on her mental health, which tends to be a little up and down depending on what is happening for her on the day.

Alice's PIR worker has been able to link her in with a new GP, psychologist and other support programs and she has just been assessed to receive some extra support a few days a week, which will be of great benefit to her. Recently Alice took herself out to the RSPCA to get a rescue cat. PIR is now in the process of helping Alice access the NDIS and things are certainly looking brighter.

Recently Alice commented to her PIR worker "WE ARE DOING GREAT THINGS TOGETHER – STRONG WOMEN ROCK"!

## Anglicare North Coast provides caring services to those in need

Overall, we assisted more than **1500** people in need of a helping hand during the year, including:

793



793 people in our **Emergency Relief and Financial Counselling Services** assisting families, individuals and businesses experiencing a financial crisis

350



350 people impacted by floods through our **Disaster Recovery Program**

49



49 people in need of affordable housing through our **Community Housing Program**

Number of volunteers engaged  
**150**

253



253 people who now call Australia home after being forced to leave their country in order to escape war, persecution, or natural disaster through our **Migrant Services**

39



39 Migrant women in our **Three E's to Freedom Program** (Empowerment, Employment and Education)

30



30 people living with a severe and persistent mental illness through **Partners in Recovery Program**

### CHANGING LIVES



During the year we assisted many ordinary people who were in need of a helping hand - people with physical and mental illnesses, those struggling with poverty, those newly arrived in Australia from a refugee background and those impacted by the major flooding that occurred early in 2017. Whilst it's easy to measure financial outcomes, measuring the change that occurs in people's lives as a result of help from a member of our fabulous team of staff and volunteers, is more difficult. We do know, however, from the many stories we hear, that our work does make a huge difference. We also know that those who come to us for assistance tend to be very resilient and many only seek assistance as a last resort. We are privileged to assist people during a difficult time in their life.  
Estelle Graham, CEO



### Freedom to choose

The **Tha Hlawn Tial Za Thang** was born in Myanmar and has lived part of her life in Malaysia. She arrived in Australia with her husband 15 months ago and has been involved in the Three E's to Freedom Program (Education, Employment and Empowerment) for more than 5 months. Za Thang (family name) has thrived being in the program, developing a range of new friendships and community connections. She has also appreciated the opportunities it has provided for her to gain confidence and practice her English conversation skills.

Za Thang is a real "pocket rocket", who in the past has worked in restaurants, housekeeping and laundry services. She hopes to build upon these skills through a job in Aged Care and through the program has expressed interest in volunteering for one of the local services, while she completes her TAFE studies.



### Our Values

**Fairness  
Respect  
Integrity  
Compassion  
Inclusiveness**

### Rex finds security

When Rex approached our **Financial Counselling service** for assistance he was clearly very withdrawn and sad. He told us he had been living a normal life until 2 months previously, working full time and paying his rent and other bills until he experienced a severe mental illness. Rex had been admitted to a mental health facility twice in the past 2 months and was still experiencing severe depression and anxiety.

Rex had received no income for over a month and had no savings left. He had lodged a claim with Centrelink but not heard anything. Our Financial Counsellor called Centrelink to expedite the approval process.

Rex explained that he had multiple debts, including a telephone bill that was well overdue. Our Financial Counsellor worked with Rex to develop a budget and advocated on Rex's behalf with his creditors.

The negotiations with creditors resulted in 3 and 6 month moratoriums and nil interest or fees during the hardship period. This was a great relief to Rex, who remarked "I was so worried about my debts, and now an arrangement is in place that stress has been lifted".

A few months later a transformed Rex returned, looking well, smiling and confident. He was now back to work one day a week, hoping to gradually increase to full time. He had started making payments on his debts and is now negotiating with his creditors himself.

**For more information or to make a donation, please call : 02 6643 4844 or visit [anglicarenorthcoast.org.au](http://anglicarenorthcoast.org.au)**

**OUR BOARD MEMBERS** | DURING THE YEAR, THE ANGLICARE NORTH COAST BOARD COMPRISED THE FOLLOWING 7 MEMBERS: REV. MATTHEW SMEDLEY (CHAIR) | MS DEBBIE DUNCAN (DEPUTY CHAIR) | MR BLAINE FITZGERALD | MR AMKELA MALABA | REV. JENNY PARKER | DR GREGORY SMITH | MR ALEX PURVIS