

# Anglican Care Waiapu

## Report: Synod 2015

Anglican Care Waiapu is the social service arm of the Anglican Diocese of Waiapu, enabling the Diocese of Waiapu to reach beyond the walls of the Church to provide a caring and loving service in response to the needs of the wider community and as such ACW's relationship with our diocese plays an important role, informing our operational, strategic and service planning.

The Diocese of Waiapu has a very rich legacy of providing social services and one of our unique features that has developed over time, is the diversity of our services delivered throughout the Hawkes Bay, Bay of Plenty and Eastland regions. With a staff of over 650 and a volunteer base in excess of 200, ACW continues to work with some of our most vulnerable and isolated people, both young and old; providing services across 3 sectors:

- Aged care,
- Early childhood education
- Family & community services.

Anglican Care Waiapu's vision is to see our "Communities Thriving", and as such we recognise that this work cannot be done in isolation. It is imperative therefore that other similar organisations are well supported, resourced and empowered to achieve their goals, sadly, this is not always the case as can be seen from those organisations that have recently closed and by the large number of organisations that find it increasingly difficult to operate effectively in an environment which is often dominated by contract uncertainty, funding constraints, increased levels of client/patient complexity and acuity within a financial climate of increasing costs.

ACW is also acutely aware of these challenges and over the last few years we have taken a number of measures to address these, including; a comprehensive restructuring and rebranding of our organisation, followed by the development of our 5 year strategic plan.

Over the last twelve months our focus has primarily been on developing our "Executive Business Plan". This plan outlines our key objectives, goals and outcomes, to assist us in transitioning our strategic intent into reality.

Whilst our business plan has a strong emphasis on addressing essential compliance issues, such as health and safety, contract compliance, operational efficiencies, risk management and property maintenance, there is also a focus on 3 critical areas, namely:

- Supporting and developing our people (staff & volunteers).
- Diversifying our revenue streams.
- Developing our service delivery by the formation of models of practice and care that reflect our Anglican character.

Despite these challenges, and the task we have before us, we are in good heart and there are many wonderful stories of how lives have been touched through the delivery of our services and by the commitment and skill of so many people, demonstrating God's love. Thank you for your continued support, and prayers

John Palairt  
ACW Chairman