

ANGLICARES

SUPPORTER

WINTER 2019

LOVING SUPPORT
FROM NANNA JAN

NDIS ACROSS
CULTURES

HOUSING
CRISIS NEEDS
ATTENTION

PLUNGE FOR
HOMELESSNESS



Message from the CEO



As you would be aware, Australia went to the polls last month and the Coalition Government was re-elected.

In the lead-up to the election, I spoke with local politicians and candidates of all political colours about how we might best support South Australians in need.

Throughout the campaign, I was pleased to see both major parties pledge further support to the National Disability Insurance Scheme (NDIS). Further, the Federal Government has announced key reforms in the areas of mental health and suicide prevention, funding to combat domestic violence and initiatives to support young people leaving out-of-home care.

We look forward to working with the Federal Government on these policies as well as continuing to advocate for other key

reforms, which will positively impact our community.

The crisis in social and affordable housing is a major area of focus for us. We continue to push hard for state and federal governments to invest in more social and affordable housing and work with the housing sector to find innovative solutions to the problem.

In this edition of *Supporter* there are many terrific examples of how we walk alongside the vulnerable in the toughest of times and provide support for them to rebuild and live their best lives.

The work we do relies on the support of our volunteers, program partners and donors.

Thank you to everyone who so generously donated to our Autumn Appeal. We raised \$29,000 for our Thread Together program, which delivers brand new clothing directly to those in need.

Our partnership with Beyond Bank in the delivery of our Turning Point program has seen us provide a safe and secure home for 54 families over two years as we help them on the path to stability. We look forward to continuing our successful partnership and thank Beyond Bank for its generous support.

A recent evaluation of our Better Places, Stronger Communities program in Adelaide's north has reinforced that people need more than just a roof over their head. Working with our tenants, we support their efforts to build a vibrant, safe and engaged community.

If you enjoy a challenge, I encourage you to sign up for our Adelaide City Plunge event and help us raise much-needed funds for those at risk of homelessness. Read our Plunger profile on page 10 for inspiration.

I hope you enjoy this winter edition of *Supporter* and thank you for your ongoing support.

Peter Sandeman
Chief Executive Officer
AnglicareSA

COVER PHOTO:

*NAYS is a specialist Reconnect Service that works with young people who are newly arrived in South Australia. We support them to tackle challenges that come with settling in a new country. We recently opened a NAYS office at St John's Youth Services' new say.kitchen in Currie Street, Adelaide. say.kitchen is a youth support hub that provides opportunities for young people to participate in training, gain work experience, and exhibit or perform in the arts. *NAYS = Newly Arrived Youth Service

Advising on Aboriginal housing

The housing needs of Aboriginal South Australians will be the focus of a new state government advisory committee.

AnglicareSA's Head of Homelessness Services, Olive Bennell, has been appointed to the Aboriginal housing advisory committee.

The committee will advise the SA Housing Trust Board on improving housing outcomes for Aboriginal people and will assist in the development of the state government's homelessness and housing strategy and Aboriginal housing strategy.

We look forward to seeing the expertise and experience of Olive and her committee colleagues come to bear on the future of Aboriginal housing.



Home is where the heart is

John and his beloved border collie Tess enjoy life on their scenic 80-acre Adelaide property. But a stroke in 2009 almost took them away from their idyllic lifestyle.



"It's like walking into a curtain," John said of his stroke.

"One day you're able... and the next you're suddenly dependent. We're all bulletproof until it happens."

Following four months of rehabilitation in hospital and relying on a wheelchair John was unsure of his future at his home, which he built himself more than 35 years ago.

John's family initially suggested he sell his home and move in with them, but John never saw this as an option. He desperately wanted to be in his own home.

With this burning desire, John's rehabilitation hospital arranged for him to meet with AnglicareSA.

"An AnglicareSA coordinator sat down with me and my daughter to discuss what help was available," he said.

"I immediately felt relieved and at ease and the next week, I had carers coming through and my life began to regain order. The beds were made, my washing and cleaning was done, but most importantly I had human interaction and a sense of friendship."

With further support, John built the courage and strength to walk behind his wheelchair, before eventually getting his driver's licence reinstated and independently shopping with a walking stick.

Despite losing most mobility on the left side of his body, with appropriate services in place, John is able to enjoy life at his beloved property.

John has been involved in shaping AnglicareSA's aged care culture and community. With his experience of home care services, John has been a valuable member of AnglicareSA staff recruitment panels, helping to ensure the best people are being hired for the job.

International Women’s Day Award



AnglicareSA’s Coordinator of Housing Settlement Services, Bahar Salehi, has received the 2019 Young Women’s Community and Spirit Award from the International Women’s Day Association of SA.

Bahar was recognised for her voluntary work for more than 15 years in the Kurdish community as well as for her professional work with vulnerable people.

Bahar has worked with AnglicareSA for the past eight years in the areas of financial counselling and settlement services.

Congratulations to Bahar. She is a wonderful inspiration.

Safe Kids, Families Together

Safe Kids, Families Together is our new intensive family support pilot program, funded by the state government.

AnglicareSA has recruited a team of specialist allied health workers who will provide intensive, face-to-face, in home contact to ensure families have the right supports in place to manage complex issues and hopefully keep their family together.

Research and overseas experience tells us that intensive family support is effective. We also know that if children can remain safely with their birth family, then that is the best place for them.

AnglicareSA CEO Peter Sandeman said the *Safe Kids, Families Together* program is a fundamental part of the reform triggered by the Nyland report.

“The number of children and young people entering out-of-home care continues to climb and we want to reverse this trend,” he said.

“We want to strengthen and empower families to enable them to keep their children safe at home – now and over the long term.

“There is much to be done to turn around a system in crisis but this is a vital first step. We are absolutely committed to driving change and having a real impact on families and children at risk of removal.”

Safe Kids, Families Together will start working with families from mid-July 2019.

Supporting households to thrive

Meet Vicki, AnglicareSA’s Intensive Tenancy Support Officer. She helps people living in some of the most challenging conditions to thrive again.

Vicki works with a select group of vulnerable community housing tenants on the brink of eviction due to the state of their home. This includes houses filled with so much waste that doors can’t open, and homes with no power and broken appliances.

In almost all cases these people are living with complex health issues, have experienced violence, substance and other forms of abuse, and have not had responsible role models to support them with fundamental life skills.

Vicki spends extensive time mentoring and motivating tenants, teaching them different and easy ways to approach life, and linking them with important support services.

Vicki is part of an AnglicareSA housing team of eight that work in Adelaide’s northern suburbs. While tenancy officers usually manage around 170 properties each, Vicki supports a rotating group of less than 15 tenants, due to their highly challenging and demanding needs.



A veteran foster carer



Jan Campbell, or 'Nanna Jan', as she is affectionately known, has been a foster carer with AnglicareSA for more than two decades.

Over the years, Jan has provided care to hundreds of children through emergency and respite care as well as long-term care for children she has seen grow from toddlers to young adults.

Too old to have children of their own when they married, Jan and her late husband looked in to foster caring.

"My husband was a high school teacher. We both really loved children and we knew we had a home for children who needed it," she said.

"My adult children from my previous marriage are also very much involved and they love all the children who come to stay with us."

"My husband passed away 10 years ago and I decided to keep on providing care. At the moment, I provide emergency, respite and short-term care for babies and toddlers - sometimes even newborns straight out of hospital until they're ready to be reunified with family. I care for them for between six months and two years - until sensitive family situations are resolved or alternatively they transition to a long-term carer.

"I would encourage anyone who has the love and care to give, and room in their home to become a carer. Once you've cared for a child you realise how valuable it is to yourself and the community."

If you are considering becoming a foster carer, we would love to hear from you.

For more information call 1800 FOSTER or go to anglicaresa.com.au/moments-that-matter

Breaking down barriers



AnglicareSA has launched a unique portfolio of videos featuring individuals and their families from multicultural backgrounds living with disability.

In the videos our clients tell their story in their mother tongue as we attempt to battle stigma associated with mental health and disability across our diverse communities.

They remind us that mental health and disability can impact anyone.

The videos have been provided to community groups who work within culturally and linguistically diverse communities across South Australia. We hope they will encourage more families to reach out for support.

To view the videos, go to: bit.ly/breaking-down-barriers

Housing need intensifies

Across Australia there is an increasing need for access to safe, affordable housing.

A recent research report revealed the number of Australians living with rental stress means we need more than a million social and affordable homes built over the next 20 years.

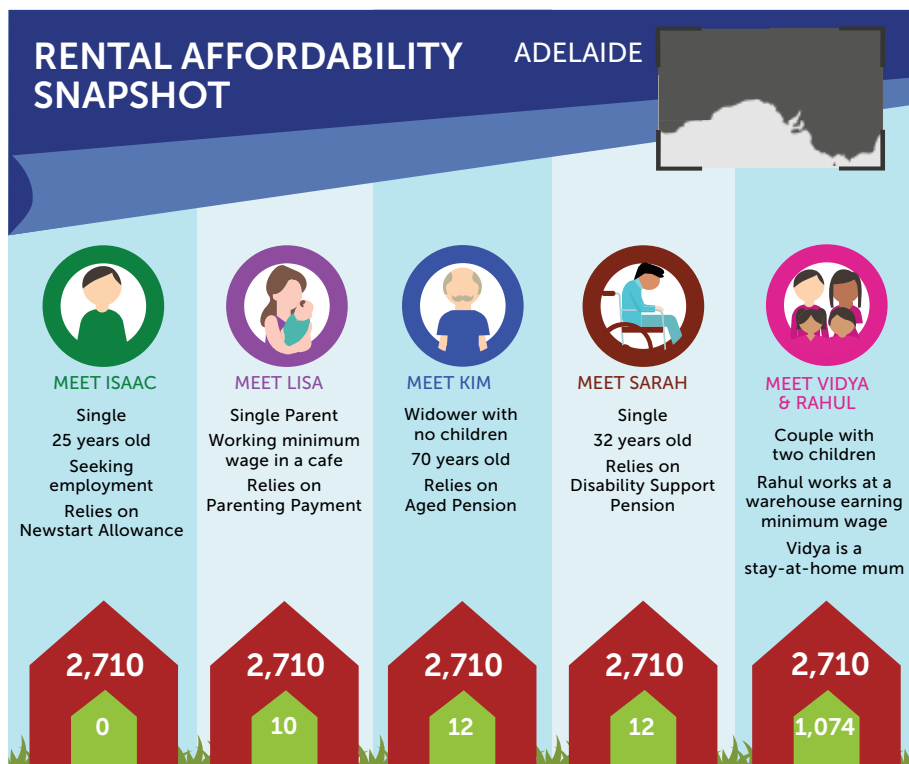
Here in South Australia, the supply of social and affordable housing is at crisis point. Anglicare Australia's 10th annual Rental Affordability Snapshot found there are almost no affordable homes in Adelaide for single parents with one child, and for single people on the Age Pension, Newstart Allowance or Youth Allowance.

The housing affordability crisis is hurting people throughout the state.

The severe shortage of affordable homes is leaving families with nowhere to go. They are often put up in marginal housing such as motels or forced to sleep rough.

Each night there are still more than 6,000 South Australians couch-surfing, sleeping in cars, in parks or on the street.

Without affordable, safe and secure housing options, the cycle of homelessness is impossible to break.



The figures in green show how few of the 2,710 rental properties advertised on 23 March 2019 were affordable and appropriate for different household types.

AnglicareSA manages more than 2,000 social housing properties across Adelaide and has a long-term strategy in place to significantly increase its stock of affordable and community housing.

Our intention is to invest approximately \$75 million over the next 10 years in the development of new and upgraded safe, secure, well-located and affordable social housing.

What is 'affordable' and 'appropriate'?

Properties are considered affordable when they cost less than 30 per cent of the household's income. Appropriate properties allow for enough bedrooms for the adults and children living in the property.

Collaboration to end homelessness



More than 200 people took part in Connections Week 2019 to get to know the city's homeless by name and gain a better understanding of their individual needs. *Photo courtesy the Don Dunstan Foundation*

The Adelaide Zero Project (AZP) – in collaboration with more than 30 agencies – took a lead role with its aim to achieve functional zero homelessness in the CBD by 2020. That means acting on the most visible form of homelessness first – rough sleeping – with the aim that on any given night, Adelaide would have enough accommodation to house all rough sleepers in the city.

In 12 months since its inception, the AZP has accommodated more than 100 rough sleepers in safe, secure housing, providing them with the right supports.

The lessons learned, the valuable data collected and the experience gained from the AZP can be used to roll out similar projects in key areas, including the northern suburbs where homelessness is a major issue.

The early successes of the AZP demonstrate the effectiveness of the housing first approach.

We know that with suitable, stable accommodation, a person can concentrate on addressing the issues that led them to homelessness. Without the worry of where to sleep, a person can focus on rebuilding their life. We can provide intensive support and wrap around services, linking people positively with community.

It not only makes good economic sense to invest in solving homelessness, it is a fundamental obligation of a decent society and vital for cohesive communities.

Stability and support

One innovative housing solution AnglicareSA has devised is its Turning Point program.

This program provides accommodation to South Australian families in crisis, connects them to vital services, and affords them some peace and stability while they plan next steps and start to rebuild.

The program commenced in December 2016 and we have since sourced and furnished eight properties and supported 54 families who were homeless or at risk of homelessness, including 65 adults and 122 children.

The cost saving on service delivery achieved by accommodating families in Turning Point properties as opposed to cost of motel accommodation is \$6.63 for every \$1 spent. Not to mention the families' experience of a more homely feel rather than a sterile motel room, especially for children.

Families spend on average 58 days in a Turning Point property – this reinforces that families are keen to get back on their feet as quickly as possible and don't want long-term dependency.

Three quarters of Turning Point participants have gone on to secure a permanent home.

Our experience through the Turning Point program demonstrates that safe and stable housing during crisis mitigates the risk of prolonged homelessness and increases the probability of securing permanent housing.

We could not achieve what we do in this program without the generous support of our donors, and our major Turning Point partner Beyond Bank. Thank you.

Strengthening communities in the north

Our Better Places Stronger Communities (BPSC) program in northern Adelaide is delivering on its name. An evaluation of the program has shown the strengths of the program lie not just in its efficient tenancy management, but also in its focus on community development.

The model of community development used identifies tenants and other community members as agents for change in building community and important social networks.

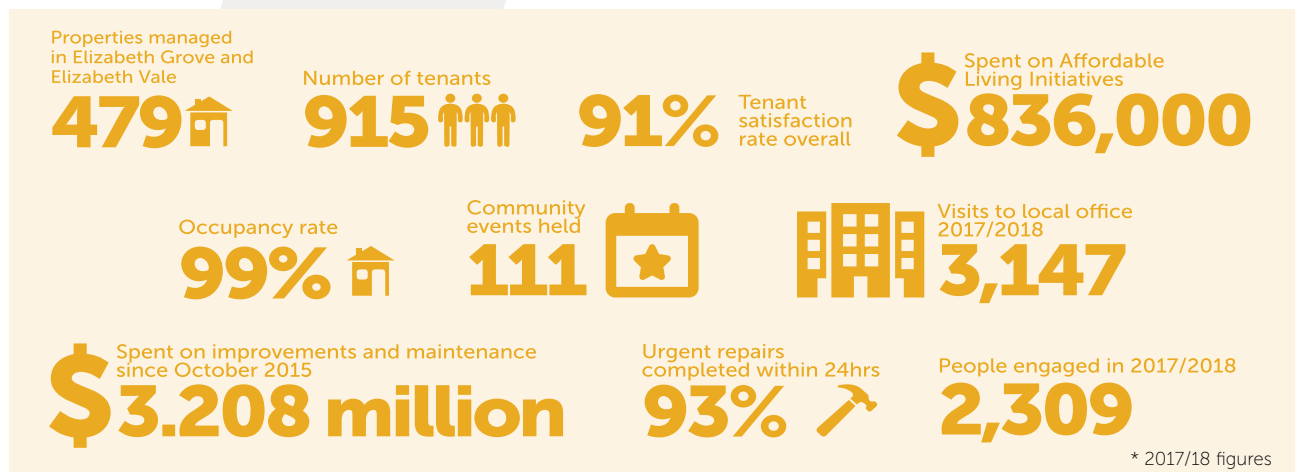
We work closely with tenants to create opportunities for them to work across their community to improve their lifestyle and living environment.

Community programs include everything from park clean up days through to cooking classes, gardening competitions, a women’s wellbeing group, fitness groups, a tool library and the Community Leadership Group.

The Elizabeth Grove and Elizabeth Vale communities are now a thriving, vibrant example of how we can live and participate collaboratively in our communities.

AnglicareSA was recently granted a 20-year extension of its contract to manage properties and support community housing tenants in Adelaide’s north.

The results of our evaluation will guide our future work in the area as we continue to build on the success of the program so far.



Community Services Expo

Hundreds of people joined us for our annual BPSC Community Services Expo in Elizabeth in April.

The day was a great opportunity for people to connect with staff from across our many service areas including housing and homelessness, mental health and disability, financial counselling and suicide prevention.



Getting Alf back on his feet

Two years ago Alf, a retired builder, fell on a flight of stairs severely dislocating his knee, breaking his leg and fracturing his lower back.

At the time, Alf was living in affordable housing with no support services.

"After my fall I was in such a state," he said. "I felt depressed and was at the end of my tether. I wouldn't even get up to go and make myself a cup of tea, the pain was that bad.

"And it wasn't just the moving around. I couldn't navigate the [aged care] system and figure out where I was meant to go to get help."

AnglicareSA Tenancy Officer Sara Williams referred Alf to the AnglicareSA Aged Care Advocate, Jo Carter Jones.

"Thanks to Jo's help, within two weeks I had someone from aged care visit and within another couple of weeks I had a care package with physio and the lot," Alf said.

Through this package, Alf also received equipment such as bed and toilet raisers, bathroom chairs and a new back brace – enabling him to regain his freedom, independence and confidence.

Alf continues to be supported by an AnglicareSA Home Care Package, which provides the in-home services he needs.



Housing awards

A big congratulations to AnglicareSA Housing and Homelessness team members Ben Moore & Vicki Tsimoris, who were recognised at the Australasian Housing Institute Awards (AHI) last month.

Ben (Head of Housing) took out the Outstanding Achievement Award, while Vicki (Intensive Tenancy Support Officer) walked away with the Inspirational Team Member Award.

These individual awards represent the amazing efforts of the whole team over the last year.

AHI awards go to housing professionals judged to have made a significant and lasting difference to tenants or service users, to their community, to their colleagues and to their profession.

Grieflink

Do you know where to go for information when dealing with the death of a loved one?

The new and improved GriefLink website is for people dealing with grief. For more, visit grieflink.asn.au

Changes to collection of donated goods

We've made some changes to the way we help those in need.

Our expanding partnership with Thread Together distributes brand new clothing to those in need throughout our programs and via mobile wardrobes.

We have consolidated our op shop presence at one centralised site, The Bargain Centre, within the Magdalene Centre on Gilbert Street in the city.

Due to these changes, and our limited capacity to sort and store donated items, nine donated clothing receptacles are being removed by the end of June from some Anglican churches and schools.

However, donations of food, clothing, furniture and other essential household items are still needed to

support people in crisis. We will continue to work with our wonderful Anglican schools and parishes and other supporters to source particular items that meet specific customer needs through drives such as the Christmas Hamper campaign.

We are very grateful for the amazing generosity of our parishes, schools, volunteers, supporters and donors, and look forward to continuing to work together to serve those in need.

There are many ways to support AnglicareSA's work including through monetary donations and volunteering. Visit our website at www.anglicaresa.com.au to find out how.



Take the plunge

Catherine is thrilled and "slightly terrified" to abseil 132 metres down Adelaide's tallest building.

However, by facing her fears, she hopes to help make a difference in the lives of thousands of South Australians experiencing homelessness each night.

"I live close to the city and I see the impacts of homelessness in my own suburb – people sleeping rough, going through bins... especially young people which I find really emotional," she said.

"My children are sometimes confused by it so it opens up an important conversation about how people fall into unfortunate circumstances and what we take for granted every day."

AnglicareSA's co-hosted event, Adelaide City Plunge invites participants to abseil down the Westpac House building to raise money for South Australians experiencing homelessness. The event aims to raise more than \$200,000.

Catherine has gathered a group of old school mates, who together are raising funds and taking the plunge.

"The thought of abseiling is just so out there and terrifying that it captured our imaginations. Family and friends keep telling us we're crazy," she said.

"But I love the idea of raising awareness, doing something extreme, and showing my kids that it's okay to give something a go... even if it's really scary.

"So far people have been so generous. It's a great opportunity to get people you know on board for a great cause."

AnglicareSA participants will abseil on Saturday 19 October 2019. Registration is \$100 per person, with an individual fundraising benchmark of \$850 per person.

Will you take the plunge?

Spots are going fast!
Sign up or donate today at:
anglicaresa.com.au/adelaide-city-plunge



**ADELAIDE CITY
PLUNGE**
18 & 19 October 2019, Westpac House

TAKE THE Plunge



Providing a light in the dark

Put the heater on or pay the rent – you can only pick one. So which do you choose for your family?

It is hard to imagine making the choice between paying the rent or keeping your family warm, but it's a sad reality for so many families that knock on our door. As winter approaches, our Emergency Assistance programs see a spike in requests for hot meals, warm clothing, sturdy shoes and financial assistance to keep the heating on.

Many families on low incomes are just moments away from having the power cut off.

Make your tax-deductible donation today by completing the attached donation form. With your support of our Winter Appeal, we can offer an immediate response with basic essentials, while supporting individuals and families to secure long-term solutions to avoid being in this position again.

Your support means we can personalise the assistance we give, ensure we continue to lift people out of darker times, and support them to stay safe and warm through the dark winter months.



THE COLD HARD FACTS: 1104 households will require warm clothing



THE COLD HARD FACTS: 6500 South Aussies will seek hot meals this winter.



Donate online today
anglicaresa.com.au



\$150

will ensure a family with three children have sturdy winter shoes



\$500


will ensure **250** meals are served through the volunteer casserole groups



\$1000

will gift **10** families with emergency essentials for a week

SHARE THE WARMTH THIS WINTER.



Thank you

At AnglicareSA we are grateful for the many and varied ways in which our community supports the work we do.

In early May, we held a morning tea at the new Magdalene Centre on Gilbert Street to thank regular donors and supporters. It was an opportunity to showcase our work, which relies heavily on their generosity.

Long-time Mag Centre volunteer, Adrienne Williams, shared her experiences working with our customers over the years. She is one of around 550 AnglicareSA volunteers who enable us to deliver our services and provide support for those in need.

AnglicareSA volunteers work across all of our programs and services. They range in age and experience from school students, to corporate workers and retirees well into their 90s, and undertake roles as diverse as aged care assistance, catering, frontline emergency assistance, childcare assistance, disability support, gardening, administrative work, Thread Together style assistant, and youth work.

Many of our services simply would not be possible without our volunteers.

Thank you to everyone who supports the work of AnglicareSA. We could not do it without you.



THE

Cathedral Banquet

6.30PM FRIDAY
1 NOVEMBER 2019

AT ADELAIDE'S ICONIC
ST PETER'S CATHEDRAL

SAVE
THE
DATE

Early release tickets available until 30 June 2019
Individual tickets \$275 (normally \$300)
Table of 10 \$2,750 (normally \$3,000)
anglicaresa.com.au or call 8305 9205