

# MEMBERS' UPDATE

## August 2018

Dear AnglicareSA Members,



As part of the Festival of Ideas I delivered the Joy MacLennan Oration on '[The economic benefits of compassion: how South Australia can thrive](#)'.

In Australia we think of ourselves as an egalitarian society, however exclusion affects many groups in our society. At Anglicare SA, every day we see the impact of market inequality on the poorest and most marginalised individuals and communities.

My oration posed the question: 'Can we simultaneously advance both market efficiency, in order to create the wealth we require to sustain our population, as well as advance our collective wellbeing, the social and economic equity, which would enable us to be truly an inclusive and liberal democracy?'

I argued that we can, and we must, achieve both economic development and equity. In fact, greater equity is an essential requirement of the economic advancement of South Australia. Inequality can undermine progress in health and education, cause political and economic instability, reducing investment. Higher inequality therefore lowers growth.

Better targeting of health and education systems towards the poor would have both a substantial effect on reducing inequality and enhancing growth, enabling many more people to lead more productive lives, mutually reinforcing economic growth and wellbeing. The major power to increase the redistributive effect of health and education however, belongs to the Federal Government.

So, what can be done in South Australia to combat inequality and promote growth? I argued that Social Business and Social Enterprise have much to offer in a state where we have a lack of corporate head offices, the redistributive levers are elsewhere, and we have burgeoning youth and adult unemployment and growing social and economic inequity.

Without the need to provide profits to investors, social businesses will create the jobs and economic activity to reduce inequality and its blight on lives of so many people, and the drag it creates on economic growth.

It's a movement we need to join, to encourage and to invest in. Social Business will make South Australia great again.

You can listen to my full oration online here... <https://adelaidefestivalofideas.com.au/sessions/joy-maclennan-oration-the-economic-benefits-of-compassion-how-south-australia-can-thrive/>

**We would also like to invite you all to attend our launch and workshop on, 'Connecting with Homeless People – Guidelines for Parishes', please see full details in the flyer below. We hope to see you there!**

# MEMBERS' UPDATE

## Photographic Poster Display at St Peter's Glenelg

Following the inaugural exhibition of the AnglicareSA Photographic Poster Display at St Peter's Cathedral in February and March, the display travelled to St Peter's Glenelg.

Some other parishes have expressed interest in having the display with the next stop being St Richard's Lockleys.



Anglicarer **Peter Burke** with St Peter's Glenelg Parish Member **Helen Burke**

## Blanket Salisbury of Love

The Lions Club of Mawson Lakes recently became aware of our Blanket Adelaide with Love campaign held a couple of months ago and decided to jump on board with a similar event of their own.

Salisbury Councillor and Lions Club member **Beau Brug** facilitated the event which was held last weekend at the Mawson Lakes Centre. There was a sausage sizzle on offer run by Lions Club, and the general public were invited to come down and donate winter goods for those in need.

The event exceeded everyone's expectations, with the donations flowing thick and fast. Donations will go to our Emergency Assistance (EA) services at Salisbury, with surplus being given to EA at the Elizabeth Mission.

The Lions Club of Mawson Lakes were so happy with how it turned out they have offered to hold another event in November for our Christmas Hamper Appeal!

Thank you so much to the Lions Club, Salisbury Council and all of those who supported the day.



Pictured; volunteers **Tracy Zhu, Wen Tien and Debbie Warlow** with Salisbury Councillor and Lions Club member **Beau Brug**

# MEMBERS' UPDATE

## Happy tenants in AnglicareSA's growing housing portfolio

The AnglicareSA Housing team is continuing to go from strength to strength. In 2016/17 AnglicareSA Housing was the highest Tier 1 provider for Tenant Satisfaction and the second highest for Maintenance Satisfaction.

The South Australian Regulator recently presented these and other findings from the 2016/2017 reporting metrics to AnglicareSA Housing's Senior Management Team.

The report includes data from all Tier 1 and 2 South Australian Community Housing providers. In this presentation we were benchmarked against undisclosed Tier 1, Tier 2 and a combined Tier 1 and 2 groups.

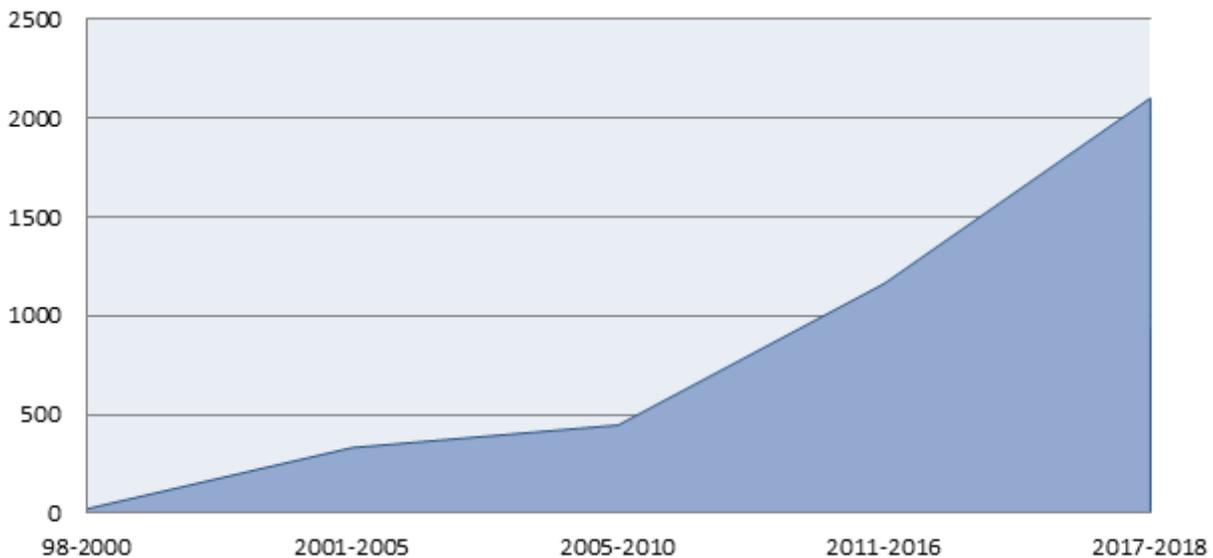
Other successes included:

- The lowest eviction rate of any Tier 1 provider (a great social justice outcome)
- Maintenance performance ranked second highest for repairs completed at 97%. The team have further improved this performance in 2017/2018 to 98%, and;
- The Rent Arrears ratio ranked AnglicareSA as having the lowest arrears, showcasing our high quality rent collection practices. Our results are against the trend of increasing bad debt in the sector.

These results reinforce the success the Housing team has had since Tier 1 Registration in 2014. Since that time we have increased our Housing portfolio by more than 1500 properties, as shown in the graph below.

Well done team!

**Anglicare SA Housing LTD  
Growth During Period 1998-2018**



# MEMBERS' UPDATE

## Spotlight On: NDIS Customer Advocate and Support Coordination

Navigating the complex National Disability Insurance Scheme (NDIS) is often challenging for those people who need it the most. AnglicareSA's NDIS Customer Advocate and Support Coordination teams are there to support children and adults living with a disability or mental illness, or their families and carers, to both access an NDIS plan and to put their plan in place.

The NDIS was first established nationally in 2013, and since 2014 AnglicareSA has been providing support for customers to access the NDIS, with the small team growing from one person initially to eight today. The Customer Advocate team engage with new customers, helping them to understand the scheme and articulate their needs, so that they can get an NDIS plan in place.

But the support doesn't stop there. With only 55 per cent of NDIS plans utilised in South Australia, we also provide a crucial support coordination service for those who have an existing NDIS plan.

Manager, NDIS Customer Service, **Judi Kammerman** explains: "For most people, they don't understand what their first NDIS plan means," says Judi. "In the first instance, my team helps them interpret their plan so they know what support services they can access. We then connect them to services of their choice, which can include any of the accommodation, individualised or group support that AnglicareSA offers across our disability and mental health services." This approach ensures a very streamlined experience for customers in navigating the NDIS and accessing support.

There are also two additional levels of support coordination, access to which depends on an individual's NDIS plan. Some customers receive capacity building support to put them in touch with services and address barriers to being able to implement and manage their own supports. There are also customers who receive additional specialist support, which provides them with a higher level of support over a longer period of time when there are very complex needs and risks. Helping our customers improve the quality of their lives gives Judi great satisfaction. "To date we have helped hundreds of people either access an NDIS plan or put their existing plan in place," says Judi. "It's great knowing we are making a difference for people who otherwise wouldn't be able to access the services they are entitled to and need."

If you know someone who needs assistance to understand or access the NDIS, they can call our NDIS Customer Service Team on 1800 953 001.



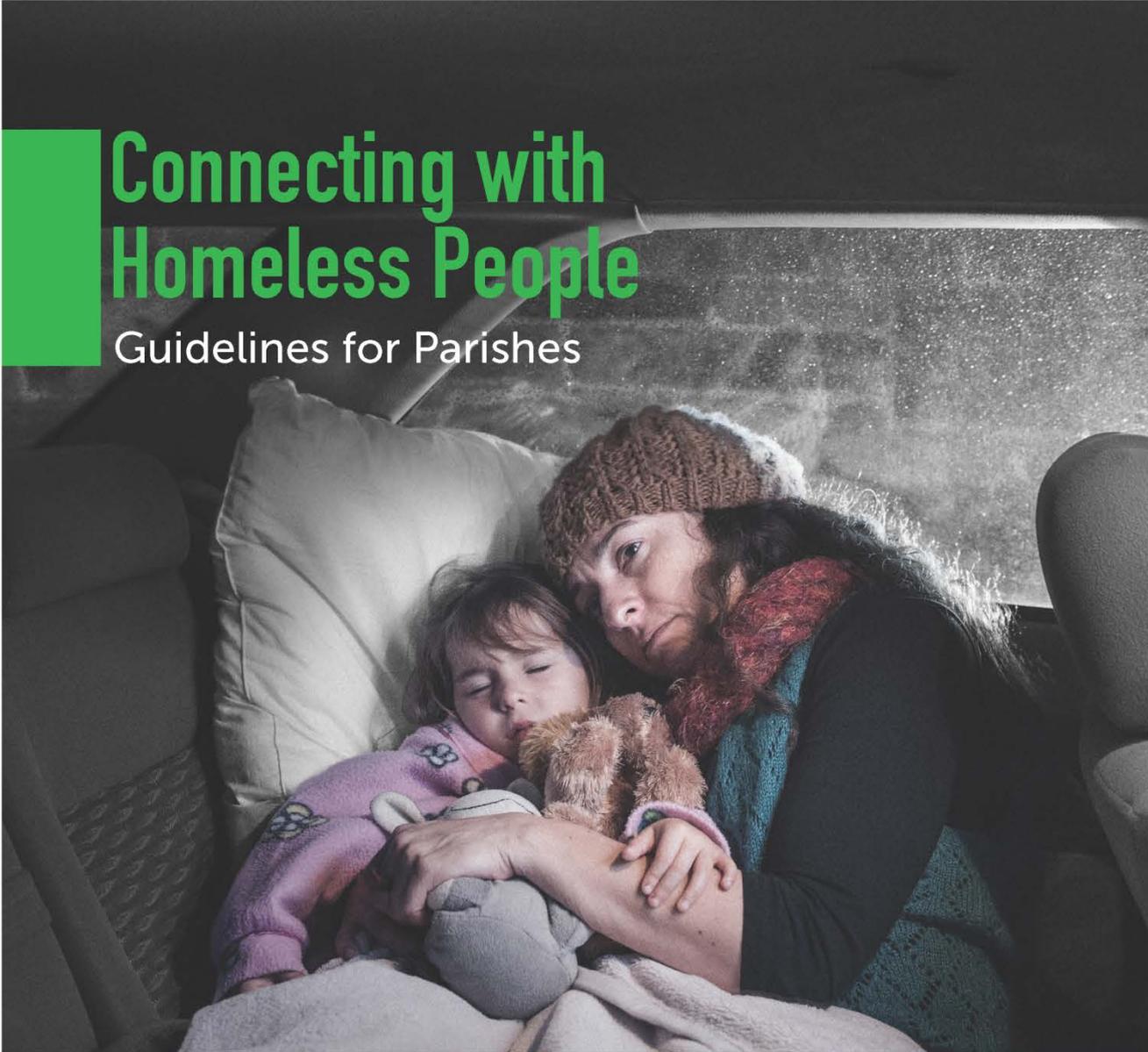
Pictured above: AnglicareSA client and NDIS recipient, **George**.

Until next month,

The Reverend Peter Sandeman  
Chief Executive Officer  
AnglicareSA

# Connecting with Homeless People

Guidelines for Parishes



## Launch and Workshop

Tuesday 21 August 9.00am – 1.00pm  
St Peter's Anglican Church Torrens Square Glenelg

This session will include:

- Launch of Guidelines resource and theological reflection
- Workshop on homelessness services, emergency assistance and how to access help for people who are homeless with input from AnglicareSA specialists
- Opportunities to engage in conversation, ask questions and contribute ideas
- Refreshments on arrival and morning tea catering

A joint project of the Diocese of Adelaide and AnglicareSA

**RSVP by Friday 17 August** to assist with refreshment catering to Peter Burke [pburke@anglicaresa.com.au](mailto:pburke@anglicaresa.com.au) or **0411 872 461**

*Copies of the Guidelines resource will be available on the day free of charge – copies can also be made available by email*



Anglican Diocese  
of Adelaide

**ANGLICARESA**

Join us for  
a Night at  
the Movies!

Purchase  
a ticket before  
the 20th August  
to be in the running  
for a lucky door  
prize!



The Next Chapter is Always the Best.

# Book Club

WHEN: Wednesday 29 August 2018, doors open 6pm for 7pm screening

WHERE: Capri Theatre, 141 Goodwood Rd, Goodwood

COST: \$20, including nibbles (gift on arrival for the first 600 tickets sold)

Bookings online via TryBooking: [www.trybooking.com/WUXV](http://www.trybooking.com/WUXV)

Funds raised will support AnglicareSA funded programs

