

# MEMBERS' UPDATE

July 2018

Dear AnglicareSA Members,



On The Run (OTR) recently launched their OTR Give initiative, which will see a number of community organisations such as ours benefit from regular donations. The community giving program works through the OTR App, and the best part is customers can choose which of the nominated community groups their donation will support.

To get involved all you need to do is download or update your OTR App and choose 'AnglicareSA' as your nominated cause. Every time you shop or refuel with the OTR App, OTR will make a donation on your behalf to AnglicareSA. Funds raised will support our Turning Point and Emergency Assistance programs.

## Take the Plunge for the Mag Centre!



This year the Rotary Club of Glenelg has selected AnglicareSA's Magdalene Centre as one of their charities for the annual **Cold Plunge** event.

If you're feeling brave please get a team together and register to take part in the Cold Plunge, which will take place on **Sunday 5 August, at 10am at Glenelg Surf Life Saving Club**. Taking the plunge involves spending 5 to 10 minutes in the icy seawater at Glenelg beach.

Last year the event raised over \$16,000 and this year the organisers are hoping to raise more than

\$25,000. Funds raised go towards emergency assistance services for individuals and families facing homelessness.

To participate, register here: <https://coldplunge.com.au/> and **put AnglicareSA in your team name**, so that all of your team's donations go directly to The Magdalene Centre. Registration is \$10 per person, and there is no limit to the maximum number of members in a team. Then you just need to ask your family and friends to sponsor you.

If you'd like to show your support, but don't want to take part, you can sponsor AnglicareSA teams via the event website. Further information, including how to register and sponsor a team, can be found here: <https://coldplunge.com.au/>

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## Building Opportunities for Syrian Refugees



On Monday 18 June, 18 Syrian refugees celebrated their graduation from North East Vocational College with a Certificate in II in Construction Skills. The 10 week program was customised to integrate the trainees' existing skills, and included practical training in Tools & Equipment, White Card, Concreting, Scaffolding, Carpentry and more. AnglicareSA provided an Arabic speaking volunteer, with technical skills, to assist the trainees.

The Advertiser featured the trainees' story, which you can read below. An employer saw the story and contacted the college with an offer to employ four of the trainees. We will continue to work in partnership with North East Vocational College and Australians for Syria SA to support the other trainees to gain employment. Due to the success of the program, the North Eastern Development Association, who runs the college, is considering taking on other refugee trainees in the future. Many thanks to:

- **Dr Alwani** – President of Australia for Syrians SA, for mobilising the trainees
- **Adam Wiles** - General Manager, North East Vocational College, for tailoring the program to meet the needs of the trainees
- **Mohamad Ambussa** - AnglicareSA volunteer, for the amazing work for interpreting services and supporting the trainees throughout the program
- **Mary Awata** – AnglicareSA Manager Cultural Services, for developing the partnership and consultation throughout the training process
- **Amy Osborne** – AnglicareSA Senior Manager, Media, Advocacy & Brand, for actively promoting the program through the media and coordinating the video and photography



**SKILLED:** Noriar Badroos, Ammar Khazma and Ahmad Khalaf

Picture: TRICIA WATKINSON

## Migrants building career skills

**JILL PENGELLEY**

EIGHTEEN Syrian refugees will mark Refugee Week by graduating today with Australian qualifications in building and construction.

The men, who arrived in Adelaide 18 months ago, worked with an interpreter and North East Vocational College to complete a 10-week Certificate II in construction.

The course included training in tools and equipment,

concreting, demolition, scaffolding and carpentry.

General manager Adam Wiles said it was a dedicated group of students.

"With an unheard of almost 100 per cent attendance across the 10-week course, they have clearly demonstrated their commitment to obtaining a qualification and getting themselves job-ready," he said.

"They're a fantastic group of men who are all keen to gain employment."

The college's partnership with AnglicareSA and Australians for Syria SA will continue to help find the men construction jobs.

AnglicareSA chief executive officer Peter Sandeman said the men all had building experience in Syria but had lacked formal qualifications for Australia.

Ahmand Khalaf said: "We have really enjoyed the training and look forward to being able to find work here."

### Extension to Out-of-Home Care Access



The SA Government has announced that from the start of next year carers of young people in foster and kinship care will receive government support payments until they turn 21. This is great news, and will improve long-term outcomes for young people in care. You can read more in [The Advertiser](#).

This is something we, as part of the national campaign initiated by Anglicare Victoria, have advocated for strongly leading the Homestretch campaign in South Australia. As I said in the press on TV news coverage "it's a great first step in the reforms we need to enable kids in care to flourish".

# MEMBERS' UPDATE

## World Elder Abuse Awareness Day

On Friday 15 June we took part in World Elder Abuse Awareness Day (WEAAD), a day designated by the United Nations to raise awareness of and voice opposition to the abuse of older people. Elder abuse is the mistreatment of an older person and it may be physical, social, financial, psychological or sexual and can include mistreatment and neglect. Elder abuse can lead to serious physical injuries and long-term psychological consequences.

As a leading provider of aged care services, it's up to us at AnglicareSA to help speak out against elder abuse and raise awareness of the issue within the general community. We are committed to advocating for the rights of older people, and have recently completed our 'A Voice for Older People' Advocacy Strategy, which will be available soon. The Advertiser published my opinion editorial, calling for all of us to stand up for the rights of the elderly.

**Abuse of the elderly must be stopped**

**PETER SANDEMAN**

Further, for financial abuse to go undetected, perpetrators may also socially isolate the older person by restricting their access to family, friends and medical practitioners – known as social abuse.

Less common is sexual abuse, such as unwanted touching or being forced to watch pornography.

The final form of abuse is neglect. As elder abuse is perpetrated by a person of trust, it largely occurs within the family, and to a lesser extent within neighbourhoods and care environments.

It's a concept most of us find difficult to understand, much less accept as a daily occurrence. Yet awareness of this abhorrent issue is the first step towards addressing it.

We don't have specific data on the prevalence of elder abuse in Australia, but international studies suggest that one in 10 older people experience some form of abuse. The incidence may be higher amongst people from culturally diverse and Aboriginal backgrounds. We need a better understanding of the extent and impact.

It is pleasing to see all Australian governments working together towards a national plan to combat elder abuse. I welcome the new State Government's commitment to protecting the elderly from abuse, including the development of legislation to uphold the rights of the vulnerable aimed at harm minimisation and early intervention.

Agencies, such as ours, also have a part to play. As such, AnglicareSA last week launched its own Aged Care Advocacy Strategy with a strong focus on preventing and combating elder abuse.

Through our advocacy we aim to raise awareness of elder abuse, provide alternatives for reporting, ensure all staff are trained to identify and respond, support carers to reduce "carer stress" as a risk factor, improve understanding and response in culturally diverse and Aboriginal communities, and improving housing options for victims.

World Elder Abuse Awareness Day is a reminder that it's up to all of us to stand up for the rights of those in our community who are most vulnerable to abuse.

**PETER SANDEMAN IS ANGLICARE CHIEF EXECUTIVE**

**It's up to all of us to stand up for the rights of the most vulnerable in our community**

Many Anglicarers across our sites wore purple on the day, showing their support for the awareness raising initiative. A number of events were held across our Residential Aged Care sites, as well as at the Western Hub, with displays at both our southern and northern Allied Health sites.



Staff, residents and family members at Elizabeth East Residential Aged Care homeacknowledged the day with a special afternoon tea of purple creamed scones and purple iced cakes. Pictured left is nurse, **Kristie** with student **Angela**.

# MEMBERS' UPDATE



Grange Residential Aged Care home put on morning tea in their coffee shop, against a backdrop of a purple wall with resident and staff hands putting their hands up against abuse. Staff also wore purple ribbons and Lifestyle team member **Lyn**, pictured above with resident **Bessy** and carer **Misodzi**, dyed her hair purple.



AnglicareSA was also a gold sponsor at the WEEAD conference. Pictured above are members of the Community Aged Care team, **Cassie MacPherson**, **Chris Maudsley**, **Melinda Olsson**, and **Kathy Binks**.

# MEMBERS' UPDATE

## New General Manager, Aged Care Services



Last month we welcomed our new General Manager of Aged Care Services, **Daniel Aitchison**. Daniel comes to us from TriCare in Queensland. Daniel also worked with our friends at Anglicare Southern Queensland who rate him highly! He is responsible for our Aged Care Services portfolio, comprising Residential Aged Care, Community Aged Care and Allied Health.

## Refugee Week Wrap-Up

Refugee Week was held from 17-23 June, and was an opportunity for us to show our support and stand #WithRefugees, which was the theme for this year. It was great to see that many Anglicarers took part in a range of celebrations at our sites.



Food is always a great way to bring people together and celebrate differences, so Better Places Stronger Communities held a celebration based on cooking. Participants were shown how to make and serve food from Iran and Central America under the guidance of **Seyed** (tenant, volunteer and political refugee) and **Jhonthan** (HIPPIY tutor and Kid's Club worker). Once the food was ready everyone sat down to eat together, discussing the flavours, textures and different cultures and cooking techniques.

# MEMBERS' UPDATE



A Multicultural Youth Concert was held at the Northern Sound System in Elizabeth, with live performances and food attracting an audience of around 200 young people. Part of AnglicareSA's Youth Service programs, the concert was a collaboration with Headspace, Uniting Communities, Playford Communities, City of Playford, Australian Refugee Association, STTARS (Supporting Survivors of Torture & Trauma), Bhutanese Ethnic School and the Association of the Burundian Community of SA.



Anglicarers at the Western Hub came together for a morning tea, where our guest speaker, migration lawyer, **Steven Tonguan** gave a moving speech. We also viewed a short video developed by the bilingual workers from the Humanitarian Support Housing program.

Pictured left are **Pamella Omondi**, **Steven Tonguan**, **Peter Burke**, and **Mary Awata**.

# MEMBERS' UPDATE

## Spotlight On: Aged Care Customer Advocate

Changes in the aged care sector in recent years have left some older people unsure about how to navigate and access the services they need. AnglicareSA's response was to create an Aged Care Customer Advocate role in October 2016, to help older people understand the new single entry point for services, My Aged Care.

**Jo Carter Jones** is AnglicareSA's Aged Care Customer Advocate, and has in depth knowledge of and experience in aged care. She receives referrals from a range of referral pathways, both internally and externally, and a person doesn't need to be an existing AnglicareSA customer to utilise this free service.

Jo explains how her role varies significantly depending on a person's individual needs. "I do everything from helping them with that initial contact with My Aged Care through to attending assessments with them in their home," says Jo. "Sometimes I provide ongoing support as services are implemented as well."



She speaks at information forums and runs education sessions to carers and other groups who want more information about how older people can access aged care services, no matter what their circumstances.

Keeping people safe and well at home gives Jo immense satisfaction. She explains "this generation of older people are pretty independent and resourceful, but the majority of people who contact me wouldn't have been able to access the support they need without the service," says Jo. "There's no place like home and if we can help people stay there for longer that's a wonderful thing."

If you have an older person who needs some support to access aged care services you can call **1800 317 009** and our Aged Care Customer Service team and Jo can support them.

# MEMBERS' UPDATE

## NDIS Advocate Visits St Bede's Drop in Centre

On a cold Tuesday morning on 19 June there was a buzz for breakfast at St Bede's Semaphore with a room full of participants, many of whom stayed on to hear a presentation on the National Disability Insurance Scheme (NDIS) by one of our advocates **Judi Kammerman**, Manager NDIS Customer Service. The presentation went well and there were some good questions from participants, some of whom live in local supported residential facilities. As a result of the presentation, the NDIS Customer Advocate team have now engaged with two participants to provide them with ongoing support to access the NDIS. St Bede's Drop in Centre continues to provide a nourishing meal and positive social contact for people based on a partnership between the Parish of St Bede's Semaphore and AnglicareSA.



Judi speaks to members of the St Bede's Drop in Centre about the NDIS

Until next month,

The Reverend Peter Sandeman  
 Chief Executive Officer  
 AnglicareSA