

MEMBERS' UPDATE

March 2017

Dear AnglicareSA Members,

This month we launched our 'Customer First' principles. Improving the wellbeing of our customers and providing a respectful customer experience has always been an important part of service delivery in AnglicareSA. This is becoming increasingly important as many of our services move into funding relationships with our customers that support them to have greater choice over the services they choose and how they are delivered.

The Customer First principles are about ensuring our Anglicarers have the tools and guides necessary to ensure our customers are put first. They describe our approach to planning and service delivery across all of our programs, service streams and portfolios.

The principles were developed in consultation with our staff and our customers who were asked to tell us what they want from us. Out of these consultations, five principles emerged...



WE INVOLVE YOU



WE CARE ABOUT YOU



WE STAND UP FOR YOU



WE DELIVER FOR YOU



WE HELP YOU NAVIGATE YOUR WAY

Over the coming months staff will be involved in a range of activities that explore each of these principles in depth to ensure they are familiar with them and how they relate to the work that they do.

The Reverend Peter Sandeman
CEO

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Acorn Mums and Bubs

Late last year the AnglicareSA was successful in obtaining a \$10,000 grant from Community and Philanthropy Partnerships Week in order to produce a DVD about the benefits of philanthropy, showcasing our Acorn program. Acorn provides an opportunity for parents with diagnosed mental health difficulties who have attachment issues and their infants to come together and be supported in their relationship with their child. The program is delivered with the generous support of the Hopscotch foundation.

We invited the mums and infants who attended our 9 Acorn groups in 2016 to attend a 'mock' Acorn session that would be filmed and used to produce 2 DVD's. We had a staggering 18 mums agree to appear on camera with their babies; singing, dancing, journaling, and telling their personal stories about the impact Acorn has had on them. We thought we would have difficulty finding mums who would be willing to share their story, however they were so eager to talk about the difference Acorn has made to their lives, the students from the Adelaide University film school had too many stories to be able to include in the DVD! The staff that have been on the journey with the mums since they came into the program were blown away by the difference in the mums today and their confidence and willingness to share their stories in the hope of helping others facing similar situations.

It was also fantastic to spend time with the Professor John and Barbara Hopwood (benefactors of Hopscotch Foundation) who couldn't praise AnglicareSA staff enough. Barbara, an ex-social worker told me that she wishes she had been able to work somewhere like AnglicareSA during her career. With great emotion they said they have been amazed at the kindness, genuineness and energy of all AnglicareSA staff and said that without that, the program wouldn't be what it is today.

It was such a wonderful day, with lots of noise, laughter and fun, and also very humbling to see the tangible impact AnglicareSA has had on these precious mums and babies.



Mums together with their bubs at The Unitarian Church, Norwood

Dining with Dementia

Staff at St Laurence's, AnglicareSA's Residential Aged Care facility at Grange, know there is more to a meal than just food. A dining model introduced at St Laurence's for residents living with dementia, has seen increased interest in meals, better eating, healthy weight gain and greater interaction and conversation at meal times.

Across cultures, food is central to our rituals and social wellbeing and viewed as a positive and communal part of the day. However, with illness or ageing, this can be impacted. Research has shown that people with dementia experience weight loss, and that eating difficulties and weight loss are common in residential care facilities.

Atmosphere, aesthetics, people, aroma, appearance and presentation of food all affect the dining experience. AnglicareSA Senior Manager Residential Aged Care, **Jacinta Robertson**, said meal time is an important opportunity for social interaction.

"Socialising is vital for self-esteem and wellbeing and is arguably as essential as food for nourishing the body," Ms Robertson said.

St Laurence's dining model sought to improve wellbeing among residents living with dementia by:

- Creating a positive eating environment;
- Improving social connection;
- Changing serving and plating approaches to increase appetite and intake, and
- Making staff aware of their influence at meal times.

"This dining model is centred on client choice," Ms Robertson said. "It involves staff being present at meal times, but not interfering. If it takes longer for a resident to finish a meal, plates aren't cleared until all at the table have finished eating."

Ms Robertson said dessert is only offered to the whole table when everyone has finished their main meal.

St Laurence's Hospitality Team Leader, **Rosemary Blackwell**, said she loves the interaction with residents that this program has created.

"Involving our residents in their meal choices has added another level of interest and engagement at meal times," Ms Blackwell said.

Cherie Pamment, Hospitality staff member at St Laurence's, said she loves including residents in food choices and chatting to them about the food that they love to eat.

St Laurence's resident **Mary** said she was happy because she was able to choose the food she wanted and have more of what she enjoyed eating, like peas or meat.

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And the results of the new dining model speak for themselves. 70 percent of residents in one area have maintained or increased their weight. Residents who had previously struggled at meal times are now enthusiastic and happy in the dining room – and some are even asking for seconds!



Resident **Gary Forrest** with Anglicarer **Cherrie Pammen**

International Women's Day Celebration at St Luke's Modbury

On Wednesday about 50 people gathered at St Luke's Modbury for a celebration of International Women's Day led by Parish Priest, Reverend Joan Riley. The service included two women who shared their stories on the theme 'Be Bold for the Future'. Dr Cath Hall shared her personal journey and her experience in nursing. Flora Brawn spoke of her journey from Southern Sudan to Australia. Among the congregation were four Anglicarers who joined in the celebration, which was followed by brunch under the gum trees.



Pictured above: **Kim Nefyn** (New Arrivals Youth Support Team), **Peter Burke** (Director Mission and Anglican Community Engagement), **Reverend Joan Riley** (Parish Priest, St Luke's Modbury), **Jill Rivers** (Parish Community Engagement Worker) and **Bikram Bajracharya** (New Arrivals Youth Support Team).

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Power to Drive car wash

On Thursday 16 February, Power Generation held their first fundraiser 'Power to Drive car wash' at the Gawler Personal Helpers and Mentors (PHaMs) office. The car wash fundraiser was a project organised by Power Generation Coordinator **Ali Brougham** in collaboration with the Community Service trainees **Jordan Glancey-Wilson**, **Eleanor Lange** and **Shaye Burgers**.

The event was promoted in the lead up in the Gawler Bunyip, which highlighted the Power Generation program and attracted some great interest within the community. The day was a big success, and almost 40 cars were scrubbed clean by volunteers who are Power Generation participants and AnglicareSA volunteers.



The money raised will go towards

activities to improve the job readiness of Power Generation participants, such as driving supports, interview clothes or training. A big thank you to Ali's parents-in-law, **Allan and Cynthia Axford**, who generously donated 2000 litres of water from their Bute property and transported it to Adelaide for the event. The car wash would not have happened without this contribution. Also, a very special thank you to the volunteers who helped on the day!

Celebration at the Bridge



On the first Sunday of most months a team of people get together with residents of AnglicareSA's Bridgeview in Elizabeth South to participate in Celebration at the Bridge. This is an interactive

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worship event followed by some craft activities that reflect the theme of the day. Next comes the 'party', for which the staff at Bridgeview prepare some wonderful food for everyone to enjoy.



In March we celebrated 'Ashes and Pancakes' remembering Ash Wednesday and the start of Lent, followed by delicious pancakes. The tree in the photo is the Lent Prayer Tree. The gathered group are some of the participants for the day, preparing some Lent craft. Staff and residents from AnglicareSA's special needs/disability programs are invited and it is a joy to welcome others to the celebration and by all accounts everyone has a fun time.

Until next month,

The Reverend Peter Sandeman
 Chief Executive Officer
 AnglicareSA