

September 2016

Dear AnglicareSA Members,

Welcome to the 2nd edition of the Member's Update, which I am privileged to share with you in my capacity as Acting CEO of AnglicareSA while Peter is overseas on leave.

It's been a busy month for us here at AnglicareSA with our Staff, Volunteer and Foster Carer Awards taking place at the end of August, and then many of us were off to Darwin to join our fellow Anglicarers at the Anglicare Australia National Conference.

In this month's edition we aim to give you further insight into the diversity of our programs and illustrate what a broad cross-section of our community we serve.

Please, if you have any feedback on this new format we would love to hear it.

Best wishes,

Jackie Howard
Acting CEO

Anglicare Australia Network Meet and Pray in Darwin

The annual Anglicare Australia Conference was held in Darwin from Sunday 4 to Wednesday 7 September with over 200 delegates gathering from Anglicare organizations around Australia as well as Papua New Guinea and New Zealand. The Conference began with the Opening Service at Christ Church Cathedral Darwin on Sunday Evening. The conference theme "Creative Edge" was well represented by a wide range of guest speakers including Aboriginal leaders. Bishop Chris McLeod gave the annual John Roffey Oration on this occasion.

AnglicareSA employees present at the conference led workshops showcasing our operational and corporate services in areas such as the Power Generation Partnership with the Port Adelaide Football Club; Foster Care Support; Excellence in Housing; Bringing Values to Life; Data Collection and Project Management. Sonia Waters Director Aboriginal Services convened a meeting of the Reconciliation Network and Peter Burke Director of Mission and Anglican Community Engagement convened two meetings of the Chaplaincy and Parish Community Work Network.

A new Prayer for Anglicare Australia was shared for the first time on several occasions during the conference including the Opening Service. The development of this prayer was a shared effort with Reverend Ali Wurm Parish Priest Whyalla and AnglicareSA Board Member for the Diocese of Willochra and Peter Burke contributing with other members of the Chaplaincy and Parish Community Work Network. A Prayer Card was produced (see below) and distributed to participants with them disappearing fast so more be printed when the Anglicare Australia Conference gathers again in Sydney in 2017.

A Prayer for Anglicare Australia

God of Life Giving Creation,

You call us to act justly, to love mercy, to walk humbly with you.

We pray for the member organisations of Anglicare Australia
working across this vast and ancient land.

Enable us as we strive to meet human need through loving
service and to build communities of resilience, hope and
justice.

Encourage us to work in mutual partnership to effect positive
change.

Empower the people we serve to reach their full potential,
especially those who experience disadvantage and injustice.

Guide us in our advocacy for social justice and strengthen our
determination to respond with compassion.

Remind us to care for ourselves and each other as we face the
challenges of our work, and as we seek reconciliation, healing
and community transformation.

All this we pray in the name of Jesus Christ, our servant leader
and friend.

Amen.



MEMBERS' UPDATE

Home Care staff going the extra mile...make that 267 miles.

Our Home Care staff who deliver our community aged care services are a very special bunch of caring and dedicated people who are never daunted by a challenge. So when one of their long term clients approached them with an unusual request, they immediately put their heads together to work out how they could say "yes, we can".

Their client **Trevor** wanted to use his Home Care Package to travel to Warracknabeal, Victoria to visit his wife's grave. And he wanted his regular AnglicareSA care workers, who he trusts and is familiar with, to help get him there.

Tali Warnock, Manager Home Care South West, explained, "*While the nature of the request was unique and new territory for Home Care, we had the privilege of working with, and being well supported by, a great team — all working towards helping Trevor achieve his goal.*"

A special mention goes to care workers, **Donna** and **Jackie**, who took on the adventure without hesitation. Tali said it's typical of their wholehearted commitment to achieving positive outcomes for all the clients they serve.

The trip was a roaring success! Trevor was finally able to achieve his dream of visiting the resting place of his much loved wife. He sat with her for a long while and, after leaving flowers at her graveside, Trevor and his care workers had time to take a leisurely stroll around the town. Good fortune continued to smile on Trevor because he happened to run into an old acquaintance in the main street who was able to take them to visit the house Trevor and his wife had once lived in.

Trevor had many photos and memories to share with his family when he got home and has been feeling much more positive since then. And Trevor's verdict? "*I thought it was terrific. My mind was at ease after visiting my wife.*"

In Tali's words, "*This was an amazing team effort and a great example of consumer directed care and AnglicareSA values in action. It puts our clients at the centre of our planning and challenges us to think outside the square to help them achieve great outcomes!*"



Trevor with his two care workers, **Donna** and **Jackie**.

MEMBERS' UPDATE

AnglicareSA Employee, Volunteer and Foster Carer Awards

We recently paid tribute to the outstanding work of our employees, volunteers and foster carers at our annual awards ceremony at the Adelaide Entertainment Centre.

The awards recognise and reward excellence in service, achievement and innovation by employees, teams, programs, volunteers, volunteer teams and foster carers over the past 12 months.

Guests from outside AnglicareSA commented on how inspiring the stories from the winners were, saying they were greatly impressed culture across the organisation and by the impact and breadth of our reach within the community.

I am extremely proud and humbled by the work our Anglicarers do each and every day, and it was very special being able to recognise a few of these individuals and teams.

Congratulations to all those who received an awards, and very well done to all the staff that were nominated.

These are only a few of the great people who do such great things each and every day!



IT Connect

Anglicare SA's 'Intergenerational IT Connect' (IT Connect) program aims to reduce social isolation, and increase connections and participation by linking young people with seniors to teach seniors how to use information technology. Funded by the Department of Social Services the IT Connect program commenced in 2015 and has developed successful partnerships with a number of schools and community hubs in the north and north-eastern suburbs of Adelaide.

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In August 2016, The Playford Council Mayor visited IT Connect's program between Craigmore High and The Grenville Centre. The IT Connect program has since featured on The Playford Council's news and will be featuring in The Northern Messenger in the coming weeks.

Here is a link to the video of IT Connect feature on The Playford Council's YouTube channel: <https://www.youtube.com/watch?v=CFJwDJ1Z--s&feature=youtu.be>

Additionally IT Connect has been busy developing new groups. This month, two new groups have been established. One has members from Youth Service's Newly Arrived Youth Services (NAYS) program assisting elderly people currently living in Estia Health's Hope Valley Aged Care Facility.

IT Connect is also working alongside Wiltja Boarding School to run the program for Aboriginal Elders residing at Daveron Park's Aboriginal Elder's Village. A majority of the students and elders within the program are from The Anangu Pitjantjatjara Yankunytjatjara (APY) Lands. So far in the program students have assisted the elders to 'visit' their respective home communities through the use of google maps and You Tube clips.



Partimah pictured above with **Aunty Alice Rigney**, both share of love of country music. Partimah has been showing Aunty Alice how to access and listen to country music online. She has even taught Aunty Alice a thing or two about selfies.



Student **Con** assisted **Ruth** visit her home community Ernabella then the Eiffel Tower followed by Alice Springs using Google Maps.



Peshwah with Elder **Isabelle**.

MEMBERS' UPDATE

The Commissioning of Carol Cornwall

Carol Cornwall was commissioned as Site Chaplain at Grandview Court on Friday 9 September at 10.30am in the David Game Chapel.

Bishop John Ford, Bishop of the Diocese of The Murray commissioned Carol during a Holy Eucharist at which Reverend Peter Sandeman CEO AnglicareSA served as Deacon.

The service was attended by about 50 people including residents, staff and members of the Southern Suburbs Pastoral District as well as fellow AnglicareSA Chaplains.

Morning Tea was served with delicious scones and Carol was presented with a welcome gift of flowers by Acting Site Manager, Helen Vincent.



Reverend Peter Sandeman CEO AnglicareSA, **Bishop John Ford**, Bishop of the Murray and **Carol Cornwall** Chaplain Grandview Court at the commissioning of Carol.

Programs work together to reunite a family

We recently received a fantastic story about how our programs were able to collaborate and seek innovative solutions to solve a client's problems.

Bianca Bird, Case Worker with the Family Preservation and Reunification Service, had the honour of working with her client Ngozi*, who was working towards reunification of her children and is a refugee from West Africa. Due to the therapeutic nature of the work that Bianca does, she felt it was important to have the 'right fit' and consistency with an interpreter. She accessed an interpreting service for the first meeting but it did not feel right to her, although Ngozi was agreeable and compliant with any interpreter. But she kept looking for an alternative and was having a hard time due to the unique dialect of the language that the Ngozi speaks.

So she put the call out to the wider AnglicareSA for some help and was given some options and ideas from **Mary Awata**, Manager of Cultural Services, and also discovered that we had a staff member who was also based at the same site, who speaks the same language as

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Ngozi, named **Estella John**. So they were able to set up a partnership between the Family Preservation and Reunification Service and the Housing Inclusion Program, to provide flexible and culturally responsive support to the family.

So Estella and Bianca regularly attended the home and worked together to support Ngozi and her children for twelve months. They began to see Ngozi blossom before their eyes and believe the sense of empowerment that she has been given to freely communicate in her language in a safe environment and a trusting relationship, has been crucial for her. In her brokenness, Bianca wished so desperately that she could speak her language when Ngozi expressed her pain, but is so thankful to have had Estella there to be able to allow communication to occur in a respectful and compassionate way.

When they first met Ngozi, she had very little power over her life, including having her children removed, being placed on a Community Treatment Order controlling her mental health medication and the involvement of the Public Trustee controlling her money. We are happy to report that she now has full control over decision making, her medication and her finances and has had her children back in her care for the last 8 months.

Ngozi was very sad and nervous at the thought of saying goodbye to AnglicareSA but the team ensured that she still has very good supports going into the future.

Estella and Bianca, along with Families SA, had the honour of attending a final home visit with the family and they all met on a Friday afternoon for a goodbye celebration to acknowledge the amazing hard work and success of this family. They also acknowledged the wonderful partnerships that grew between programs and agencies that were working together to support this family.

Ngozi shared some words saying *'I want to say thank you to Anglicare that you have helped me a lot in supporting me to get my children home'*.

Ngozi's 16 year old daughter said thank you to Anglicare SA and Families SA, in her words; that even though they were not always that easy to work with, that we never gave up on them and continued to help so that they could live with their mum again.

What an honour and a privilege!

It just goes to show how much we can do for those we serve and how strong we are when we act as One Anglicare!

(*name has been changed to protect identity)



Bianca Bird Case Worker FP&RS and **Estella John** Supportive Housing Case Worker.

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HIPPY Week

HIPPY program staff held an event at The Quarry Park this month to celebrate HIPPY Week in the southern suburbs (HIPPY = Home Interaction Program for Parents and Youngsters).

39 families in the southern suburbs are engaged in the HIPPY program which is a two-year, home-based, early learning and parenting program for families with young children.

HIPPY provides kids with a structured, education-focused program that lays the foundation for success at school. Parents teach their child literacy, numeracy and language skills as well as physical skills so they are school-ready and develop a love of learning that lasts.

HIPPY supports parents in their role as their child's first teacher. The program targets communities that experience various forms of social disadvantage. Home tutors who have been recruited from the local community work with parents as peers over two years during the critical period of the child's transition to full-time school. HIPPY aims to ensure children start school on an equal footing with their more advantaged peers, as well as to strengthen communities and the social inclusion of parents and children.

HIPPY program staff review with parents in Week 5 – some of the feedback is as follows:

- All children involved the HIPPY program are being read to
- 88% report an improvement in their relationship with their child.
- 95% agreed HIPPY taught them about how their child learns and grows
- 76% said HIPPY had helped to connect them with their community
- 84% said HIPPY had taught them about useful groups/ organisations in their community.

HIPPY Onkaparinga is an Aboriginal focus site.



HIPPY Week celebrations included lots of fun outdoor activities for the kids such as tent making, music playing and craft making.

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Christmas cards morning tea

The event held on 15 September at AnglicareSA offices on Port Road was well attended by Parish representatives.

We were fortunate again this year to enjoy the Anglicare singers which offered great entertainment.

The sale of the Christmas cards and merchandise raises much needed funds for AnglicareSA programs, and in particular, the Christmas Appeal.

A few of the Parish representatives placed their Christmas Card orders on the day while others took the sample packs away.

We still have lots of cards left to sell and would appreciate it if the Parish members ordered some cards.

If anyone would like a sample pack of the Christmas Cards please contact Pamella Omondi on 8305 9117 or pamella.omondi@anglicaresa.com.au and we will arrange to mail it to you.



Parish representatives enjoying the lovely sounds of the Anglicare singers.

Until next month,

Jackie Howard



Acting CEO AnglicareSA