

# SUPPORTER

**ANGLICARESA**

Spring 2018



▲ BUILDING  
COMMUNITIES

▲ STATE-OF-THE-ART  
DISABILITY LIVING

▲ NEW WHEELS FOR  
NEW ARRIVALS

Our Mission: AnglicareSA provides care and support with a voice for disadvantaged and vulnerable people in our communities



"AnglicareSA is very lucky and grateful to have the support of so many generous and caring people and organisations"

Cover:  
ROSAS tenancy officer Karen and  
tenant Tracey

## CEO MESSAGE

Another long, cold winter has, as always, focussed our minds on housing and homelessness.

AnglicareSA's housing focus is spread right across our services as we provide homes and support within the home for many thousands of people.

Just over a year ago our housing team took over management of more than 700 Housing Trust homes in the Woodville area. We not only manage the properties, but also provide a range of support services for tenants. We have been encouraged by the overwhelming positive response from our tenants and continue to work hard to build connected, engaged communities.

AnglicareSA is investing in our aged care and disability homes, with several upgrade projects already in full swing. Improving the aesthetic and function of homes for our residents is a priority and we look forward to the completion of works.

We were delighted earlier this year when the new state government announced it would extend access to care for young people in the out-of-home care system. Providing young people with a home until the age of 21 has a huge positive impact on their future outcomes. We will continue to advocate in this area and are committed to ensuring the same extension of care is provided to all young people in out-of-home care, including those in residential and emergency care.

Another vulnerable group is of course our homeless. The Adelaide Zero Project is making inroads to ending functional street homelessness in the City, now knowing the names and

backgrounds of nearly 150 people sleeping rough in the CBD. This helps us to tailor services specific to the individual, to help them move on from the issues that led to their homelessness.

Our Winter Appeal saw more than \$170,000 raised for our emergency assistance services. Winter always sees a surge in demand for these services, and this winter was no exception. The money donated has made a huge difference already to the lives of many vulnerable South Australians and we thank our donors for their generosity.

As always, AnglicareSA is very lucky and grateful to have the support of so many generous and caring people and organisations across the South Australian community who contribute to our mission in a variety of ways. This edition we give thanks to Jay from Pedare Christian College, Mr Harris from St Columba Senior School, the Lions Club of Mawson Lakes and Splashout Art Studios. Their creative support for AnglicareSA has been inspiring.

Finally, a word of thanks to the two outgoing members of the AnglicareSA Board, Ann Boor and Philip Evans. We are all better off thanks to your dedicated service.

I hope you enjoy this Spring edition of Supporter and I thank you for your ongoing support of AnglicareSA

**Peter Sandeman**  
Chief Executive Officer  
AnglicareSA



*ROSAS tenancy officer Karen with tenant Tracey*

## ▲ BUILDING COMMUNITIES

Creating safe, vibrant and engaged communities was at the centre of last year's government housing transfer to AnglicareSA in Adelaide's west.

The Housing SA parcel, which included 737 homes in the Woodville region, was awarded to AnglicareSA by Renewal SA as a part of the Renewing Our Streets and Suburbs (ROSAS) housing transfer.

A year on, we're delighted to report that we're well on the way to achieving our aim with a recent tenant survey showing a satisfaction rate of 95%.

AnglicareSA's Head of Housing Operations, Ben Moore, said that the transfer provided the opportunity to connect communities and provide a holistic approach to social housing services.

"Our services aren't simply about providing housing but working with tenants to build a vibrant, sustainable community," Ben said.

"In addition to our tenancy service, we support connections to multiple services, including children's programs, financial counselling and home care services for our tenants.

"We're proud to provide quality, affordable housing within vibrant communities to South Australians on lower incomes."

ROSAS tenant Tracey is full of praise for AnglicareSA.

"I can't thank AnglicareSA enough for what they've done for me," she said. "My house is beautiful, much better than I ever dreamt possible. And AnglicareSA and my tenancy officer Karen support me in so many other ways as well.

"I never knew how much AnglicareSA does for the community – it's an amazing organisation."

## ▲ LIVING LIFE TO THE FULLEST

At AnglicareSA we love working with older people to support them to live full and rewarding lives.

Our aged care facilities across metropolitan Adelaide are places where older people are respected, their needs are met and their dignity and independence is maintained.

Don't just take it from us. You can hear what our residents think of their homes and lifestyles in some lovely videos available on our website. The videos can be found on our website under each of our Residential Aged Care sites at [www.anglicaresa.com.au/older-people/residential-care](http://www.anglicaresa.com.au/older-people/residential-care).



## ENDING HOMELESSNESS

National Homelessness Week was observed in August. AnglicareSA staff participated in conferences, events and initiatives to further efforts in the area. The week also gave Michelle Gegenhuber, our General Manager, Housing and Homelessness Services, the opportunity to reflect on how far we've come and how much further we have to go.

*Homelessness can happen to anyone.*

*You often hear it said that many people "are just one or two pays away from being homeless". There is more to homelessness than people sleeping on park benches or in doorways.*

*For some it's sleeping in a car. For others it's sleeping on a friend's couch or in the garage of a relative. This is the reality of life without a permanent home. Worryingly we are seeing increasing numbers of employed people and older women entering into homelessness.*

*Financial stress and the cost of living are now higher than ever before. Working families are struggling to make rental or mortgage payments and are at risk of losing their home.*

*Housing affordability is a huge problem. There is a social and affordable housing crisis right across Australia. Without suitable and secure affordable rental properties, more and more individuals and families will end up with nowhere to call home.*

*Of course, housing is not the only problem. Poverty (particularly for those receiving Centrelink benefits), domestic and family violence, drug and alcohol abuse and mental health issues are all major contributors to homelessness. We must attack the problem on all fronts, including an urgent increase in the supply of social and affordable housing, tailored support services, and a multi-agency approach.*

*Adelaide has taken a lead role with its aim to become the first Australian city, and one of a handful in the world, to achieve functional zero homelessness. That means we are looking to act 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.*

*The Adelaide Zero Project has already taken important steps, having met all those sleeping rough in the city in order to know them by name and have an understanding of each person's specific circumstances and needs. This personal approach*

*is seeing relationships built with the right service providers.*

*Existing and new housing options will be better utilised to move people on the by-name list into sustainable housing. Tier 1 housing providers such as AnglicareSA have commenced the process of sourcing and matching suitable housing with those in need. Through the Zero Project, the community sector, business groups and all levels of Government are working together to end chronic street homelessness in Adelaide. AnglicareSA is proud to co-chair the Adelaide Zero Project.*

*We welcome the effort of the 30-plus agencies dedicated to making this initiative a reality for Adelaide. We encourage others to add their support for this project which aims to not just reduce homelessness, but end it!*



Michelle Gegenhuber

## MAG CENTRE VISIT

In July Senator for South Australia, Tim Storer, visited our emergency assistance site, The Magdalene Centre.

The Magdalene Centre in Whitmore Square offers emergency support to individuals and families in need. Demand in winter is greatest for food, prescription medicines, bedding and warm clothing.

The key reasons for presentation at emergency relief sites continue to be inadequate income to meet the costs of living, and bill pressure – particularly utility bills.

Senator Storer has a keen interest in social issues and welfare, evident when he spoke about the impact of equality and homelessness in his maiden speech to the Parliament.

It was fantastic to have the Senator visit the coalface of our organisation.

## STATE-OF-THE-ART DISABILITY LIVING

AnglicareSA's Bridgeview Disability Respite site is set for a makeover, providing residents with more privacy, access and control in their homes while improving the function and appearance, in line with NDIS requirements.

The site currently provides accommodation for 18 people, with the new work set to expand capacity to 24 people with diverse needs.

The renovations and upgrades will see the separation of three existing homes by removing the connecting wings. This will enable each house to operate independently and provide greater flexibility for client allocation and support.

The areas previously occupied by the connecting wings will be used for additional landscaping, paths and external communal areas for clients to share with friends and family.

In addition, two unused administration buildings will be demolished to make way for three two-bedroom units.

The new units will incorporate smart technology to provide more independence and privacy, including control of access, lights, air conditioning and blinds through hand-held or voice activated devices, as well as communication and monitoring for staff.

The new units are designed to not only comply with Liveable Housing Australia standards, but also to look and feel like a home rather than a clinical setting.

Works are expected to commence in October.



*Proposed unit frontage*

## STEP IN THE RIGHT DIRECTION

The South Australian Government recently announced its intention to extend access to care for young people in the out-of-home care system.

AnglicareSA CEO Peter Sandeman welcomed the commitment and said the move would improve long-term outcomes for young people in care.

"This is a big step in the right direction. It is great news for our state's vulnerable young people," Mr Sandeman said.

"Evidence shows that by extending support from age 21, we will see dramatic decreases in the risk of homelessness, crime and poor education outcomes.

"Many young people are not ready to leave home at 18. Children in care have experienced significant trauma, they deserve the same opportunity and support as others in these crucial years."

AnglicareSA has campaigned for this key reform since launching the Home Stretch initiative in Adelaide last year. We will continue to advocate for the extension of this policy to all care-leavers.

The state government's extension of care does not include those young people in residential and emergency care. To fully support life outcomes, all young people in out-of-home care must have the

opportunity to stay in or return to family-based care and supported living arrangements with access to standard supports until they are 21.

Access to ongoing supports such as housing, financial, education, training and legal until the age of 25 would also significantly change a young care leaver's trajectory into adulthood and their ability to live successful lives beyond their care experience.

"Through extended care, the well-being of young people and community outcomes are significantly improved. Lifetimes of welfare dependency can be avoided," Mr Sandeman said.



*Peter Sandeman with the Minister for Child Protection, Rachel Sanderson, and foster carer Jan*

## REVITALISING AGED CARE

Westbourne Park and Brompton Residential Aged Care sites are undergoing renovations to improve the environment for residents, visitors and staff.

At Westbourne Park, the Ackland wing is being upgraded to make it more inviting and homelike for residents living with dementia. The upgrades include a new "sensory room", better access to the courtyard, changes to the entrance and living room, as well as painting and new blinds in the communal areas.

The renovations underway at AnglicareSA Brompton aim to create a more "home-like" feel, improve connectivity with the outdoor spaces, and provide a serene and tranquil environment that encourages social interaction and wellbeing. The upgrade includes the refurbishment of all resident bedrooms and ensuite bathrooms. The main courtyard, activity room, ground floor dining room and reception area and foyer will also be upgraded. The works are expected to be completed in the first half of 2019



*The Ackland wing upgrade was celebrated by staff, residents and their families in August*

## BLANKET SALISBURY WITH LOVE



*Tracy Zhu, Wen Tien and Debbie Warlow with Beau Brug*

The Lions Club of Mawson Lakes recently jumped on board with our Blanket Adelaide with Love campaign by holding a similar event of its own.

Salisbury Councillor and Lions Club member Beau Brug facilitated the event at the Mawson Lakes Centre. The Lions Club held a sausage sizzle and the 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 for our emergency assistance services at Salisbury. The surplus went to Elizabeth Mission.

Buoyed by the success of the event, the Lions Club of Mawson Lakes will hold another event in November for our Christmas Hamper Appeal. Thank you to the Lions Club, Salisbury Council and all of those who supported the day.

## BOARD CHANGES



AnglicareSA is governed by a Board of volunteers who donate their time and expertise to guide the work of the organisation. Our Board members come from a variety of backgrounds, bringing a broad range of experience to the table.

We recently farewellled Ann Bloor and Philip Evans from the Board. We thank them for their expertise, guidance and faithful service to AnglicareSA.

We are delighted to welcome new Board member, the Reverend Darren Russ, Deacon of the Anglican Parish of Brighton.

*AnglicareSA Chair, Bruce Linn (left) and Peter Sandeman (right) farewell Ann Bloor and Philip Evans*

## THANK YOU SPLASHOUT!

A big thank you to the amazing owners and artists of Splashout Art Studios, whose support for AnglicareSA over the past seven years has seen them raise more than \$10,000 for our Star Bear loss and grief camps.

A large part of Splashout's fundraising has been through regular art shows held at their Gallery on Jetty Road, Brighton. All exhibiting artists donate 10% of their sales to Splashout's chosen charity and we thank them for their generosity.

Star Bear holds a special place in the heart of Splashout co-owner Krystyna Ciesiolkiewicz, who at the age of five lost her three-month old brother Andrew. Struggling with her grief, she blamed herself for his death, felt she wasn't a good enough daughter and stopped eating. Her mother thought Krystyna would die as well.

"Going to a Star Bear camp would have really helped me with my grief," said Ms Ciesiolkiewicz.

"By supporting the camps we can help give other grieving children the opportunity to learn how to deal more effectively with their grief."

Since 2002, AnglicareSA's Star Bear and Star Bound

camps have supported close to 1,000 grieving children and young people to better manage the loss of a sibling, parent or other significant person. We also work with parents and caregivers to help them to support their children.

The program is entirely funded by donations, so it is only thanks to our generous donors, including Splashout's co-owners Jenny Tuck and Krystyna Ciesiolkiewicz, that we have been able to make a difference in the lives of so many.



*Splashout's Krystyna Ciesiolkiewicz and Jenny Tuck with AnglicareSA's Michael Traynor*

## NEW WHEELS FOR NEW ARRIVALS

Pedare Christian College student Jay Watson has turned a school project into an exciting gift for eight newly arrived children.

Jay, with help from his dad Mark, collected and renovated old bicycles for his Year 9 Community Project. The project requires students to plan, research and implement an activity to help the community.

"Dad was clearing out our shed and there were a couple of old bikes there that were too good to throw out but needed some work," said Jay.

"I was struggling with ideas for my project and so Dad suggested I do the bikes up and donate them to AnglicareSA. We asked around and ended up with 13 bikes. We used five of them for parts."

With no experience in bike mechanics, Jay received some training and guidance from Gavin and Kirby at My Ride Salisbury.

"Gavin and Kirby taught me how to fix up a bike, provided parts and fixed things that Dad and I couldn't, all free of charge."

The combined efforts of Jay, Mark and My Ride Salisbury saw Jay hand over eight rejuvenated bikes to AnglicareSA's Humanitarian Settlement Program.

Jay and his family also generously donated eight brand new bike helmets.

Thank you Jay! You are an inspiration and your hard work will make a big difference in the lives of eight young children who arrived in Australia with next to nothing.



*Jay Watson and his dad Mark with the rejuvenated bikes*



## ▲ RIDERS FOR CHANGE

A passionate group of young people at the Elizabeth Skate Park are acting as leaders and drivers for change in their local community.

The Elizabeth Riders' Committee (ERC) is a partnership between AnglicareSA and the City of Playford, supported by Reconnect Playford's Emily Pearson and the City of Playford's Evan Dalziell.

ERC encourages young people passionate about BMX bikes, scooters and skateboards to become involved with their local skate park while gaining confidence in their skills. As part of the ERC program, youth mentors are selected from within the group for their natural leadership skills and passion for community work.

ERC presents workshops to organisations and local government across South Australia to advocate for young people's increased involvement in recreational planning.

The committee also upskills young people and supports them into career pathways. ERC members achieve skills in event management, teaching, presentations, community feedback, first aid and business partnerships.

## ▲ TAKE THE STRESS OUT OF YOUR FINANCES

Many of AnglicareSA's community services support individuals and families who are experiencing some type of financial stress.

The flow-on effect of financial stress to housing instability, family relationships and specialist services such as alcohol and other drugs, mental health and domestic and family violence services is significant.

Systemic issues such as inadequate income and poor financial literacy are a key feature of so many of our clients' stories. That is why we decided to sign up to Good Shepherd Microfinance's Financial Inclusion Action Plan (FIAP). To find out more go to [www.anglicaresa.com.au/findings-financial-security-snapshot](http://www.anglicaresa.com.au/findings-financial-security-snapshot).

This ground breaking social justice initiative aims to realise greater equality and inclusion by encouraging

government, corporate and not-for-profit stakeholders to 'take action' and champion for better financial inclusion.

If you, or someone you know, are experiencing financial stress, help is at hand. Working together with clients, AnglicareSA financial counsellors provide financial education and support as they work towards a stable financial future. Financial counsellors can also contact creditors, advocating on the clients' behalf, to establish affordable payment plans for outstanding bills.

The ultimate goal of financial counselling is to empower clients with knowledge and confidence in dealing with their finances. For more information, please contact AnglicareSA on 1800 759 707.



## ▲ SHAVE FOR A CAUSE

During our Winter Appeal we put a call out to our Anglican school community asking for support in raising much needed funds for people who are homeless or at risk of homelessness.

We didn't expect this level of dedication!

Mr Harris, a teacher at St Columba Senior School was asked by his students to shave off his impressive beard. Mr Harris agreed, provided it involved a donation to the AnglicareSA Winter Appeal.

During a school assembly Mr Harris shaved off his beard raising \$750. Thank you to Mr Harris and his students and fellow staff at St Columba.



Mr Harris before and after

## ▲ WHITE RIBBON

As a proud White Ribbon accredited workplace AnglicareSA has made a commitment to raising awareness about and taking action to support our peers and colleagues who are experiencing family and domestic violence.

While still early on our White Ribbon journey we have a number of supports in place already.

One of these supports is special leave for employees who are experiencing family or domestic violence and need time off work to manage their circumstances.

AnglicareSA recently extended this special leave with pay from four days to five days per calendar year. In addition to this, employees can take a further five days of unpaid leave.

We hope by providing this leave, our employees experiencing domestic and family violence feel better able to put in place the steps to help ensure their safety.



AnglicareSA staff came together over lunch to reflect on actions we can all take to address domestic and family violence at our recent Friday Pie Day event

## ▲ YOUNG ANGLICARER BECOMES I CHOOSE SA AMBASSADOR



photo courtesy Brand SA

AnglicareSA Speech Pathologist Megan Longbottom has been selected as an I Choose SA Ambassador for Health and the NDIS. An initiative of Brand South Australia, the campaign focuses on the stories of key industry leaders, why they have chosen SA as a base, and how our State enables them to succeed.

Megan works as an NDIS customer advocate and with children in our Autism Service programs, as well as coordinating the Outreach Autism Therapeutic Service (OATS). She enjoys working with young people with disabilities to communicate either with words, communication devices, or sign language.

"Watching a child communicate independently and making a family's life a little easier is an amazing feeling," says Megan.

Well done Megan!



Star Bear Campers

## ▲ SUPPORTING GRIEVING CHILDREN AND YOUNG PEOPLE

Sadly, every day nine children are bereaved of a parent in South Australia. The loss of a parent can be deeply painful, particularly since they play such a key role in shaping our lives.

Since 2002 AnglicareSA's free Star Bear and Star Bound camps have supported close to 1,000 grieving children and young people through the debilitating fear and loss they experience after losing a sibling, parent or other significant person. Grief can be very isolating, even within the closest families. Parents and carers often tell us they don't know how to deal with their own grief let alone how to help their children grieve.

### Star Bound Family Camps

That's why we have decided to expand our service to now offer Star Bound Family Camps. These camps see families come to camp together and learn as individuals and as a family group how to manage their own grief and how to help each other.

It is the only program of its kind in South Australia and it is in high demand.

As you will see from AnglicareSA staff member Jacob's story, our camps offer children and families a safe place to understand and learn to live with their grief.

Your tax deductible gift today will make a tangible and important difference to those in the community enduring the burden of grief.

Will you join us in supporting our Star Bound program which will enable us to help so many more children and their families when they really need it?

Simply complete the attached form and return your donation today. You can also make a donation online at [www.anglicaresa.com.au](http://www.anglicaresa.com.au) or call our team on 8305 9200.

**“No one ever told me that grief felt so like fear” -**

C.S. Lewis

## ▲ SUPPORT FOR GRIEVING FAMILIES

"I am a Therapeutic Grief Specialist for Star Bear and Star Bound Family Camps, so I see firsthand, every day, the huge impact the loss of a loved one can have on a child and on other family members.

Grief can be very isolating. People often feel like no one understands how they feel. They bottle it up, put on a brave face and try to deal with it on their own.

Children and parents do this even within a close knit family. They don't know how to deal with their own grief let alone anyone else's. Grief can rip a previously close family apart.

That's why the camps are so beneficial. Children, and now parents with our Star Bound Family Camps, can come along and discover for the first time that they are not alone.

There are other people who understand how they feel and are going through similar situations. They feel they can finally talk about what is happening to them.

It is a safe environment for people to be themselves and to allow themselves to grieve.

Children come to understand that grief is a normal part of life. We help them to learn how to cope with their grief. Parents learn to deal with their own grief and, importantly, how to help their children as well.

Everyone experiences grief differently. There is no right way to grieve. We don't tell people how to grieve, but we help them to develop tools to deal with their grief – to acknowledge it, share it and know how to move ahead in their lives knowing it will always be a part of them.

Star Bear and Star Bound Family Camps make a significant, positive difference in the lives of children and families. Please help us to continue this much-needed service."

- AnglicareSA staff member, Jacob





## ▲ BRINGING HOPE AND NEW THREADS

AnglicareSA Hope Partners come from all walks of life across our broad South Australian community. Who are they? People who have decided to make a regular monthly donation to AnglicareSA programs. These generous individuals and families have made a decision to support AnglicareSA and have a positive impact on the lives of those who need it most.

As a Hope Partner, your donation is directed to our four key areas – emergency assistance, youth training and development, Turning Point crisis housing and Loss and Grief support.

Our Thread Together service is an example of where Hope Partners have helped right across our services and programs.

The partnership between AnglicareSA and Thread Together sees mobile wardrobes deliver brand new clothes directly to people in need. New clothing makes a huge difference in people's lives, helping to restore hope and give them back their dignity.

With the support of volunteers, the clothes are sorted by age, gender, and purpose and redistributed to vulnerable people across AnglicareSA services and programs.

Two new vans have been purpose-fitted as mobile wardrobes. With the support of volunteer drivers and stylists, the vans have been running since April 2018 and currently travel on Monday, Tuesday and Wednesday.

So far our Thread Together vans have delivered brand new clothing to more than 400 people.

Through the gift of new clothes, we are delivering hope to those who need it most.

We would love to spread the hope further, but we need your help. Help us support those in need by becoming a Hope Partner.



As a Hope Partner, you can choose which of the key areas you would like your pledge directed towards.

**Please partner with us so that together we can turn someone's hopelessness into hopefulness. Sign up today.**