

ANGLICARESA

Supporter

Spring 2020



Reconciliation

**Supporting
international
students**

**Research
partnerships**



Message from the CEO

The COVID-19 pandemic continues to require AnglicareSA to be agile in the delivery of our vital services and programs, as growing numbers of people find themselves in need of our help.

Key to our flexibility is technology, and we have been grateful to receive grant funding for our financial counselling and suicide prevention programs, allowing us to provide these programs online, as well as to travel to meet with those needing services further afield.

Grant funding from the Anglican Board of Mission has also allowed us to continue our efforts to support communities affected by this year's bushfires.

Technology has further strengthened our Home Care Package services, with many customers receiving services via Telehealth. Finding ways to offer our service while keeping our customers safe from the threat of COVID-19 has been crucial.

We recently saw the human face of the economic impacts of the pandemic, with our Magdalene Centre being overwhelmed with requests for emergency assistance from hundreds of international students.

Having lost their casual employment, no access to welfare payments, and many of their families in their home countries doing it tough too, the students are struggling to pay the rent and afford food.

We worked with the State and Federal Governments, other social service agencies and the universities to provide rent relief and food packages, and we continue to provide support to this group within in the community. Community and church groups have also stepped up to provide ongoing support.

Unemployment among young people continues to be a problem and our Transition to Work program is supporting many young people to develop the skills and confidence they need to give them the edge in their job hunt.

Despite the pandemic, we continue our strategic growth in our housing portfolio, with the completion of the first nine new properties in our 10-year social and affordable housing development program.

Another key strategic focus is the role of research in the development and refinement of our programs and services. We have partnered with Flinders University's Social Work Innovation Research Living Space on research to develop evidence-based programs to support young people, especially those leaving the foster care system.

Celebrating diversity in our community has taken on a different feel this year, with planned gatherings moved online for both Refugee Week and National Reconciliation Week. Our celebrations included an employee digital reconciliation conversation, which was recorded by artist Zahra Zainal in the graphic art piece seen on page 3.

As we move forward during these uncertain times, one thing we can be sure of is that the demand for AnglicareSA's services will only continue to grow. AnglicareSA is well positioned to provide support to the South Australian community as we continue to negotiate COVID-19, but we do need your support. If you can afford it, please give to our Spring Appeal and help us, through our Turning Point program, to help families on the brink of homelessness.

Thank you for your ongoing support. Together we change lives.

Peter Sandeman
Chief Executive Officer
AnglicareSA

Cover photo: Aboriginal singer-songwriter, Nathan May, who performed at this year's online Rec in the West event, with AnglicareSA Director, Aboriginal Services, Sonia Waters.

20 Years of reconciliation

Reconciliation is a shared journey towards a shared future that all Australians should be part of.

This year marks 20 years since the reconciliation walks of 2000, including the iconic walk across Sydney Harbour Bridge. Those early walks marked a strong shift in national consciousness and today, we are reminded that it's more important than ever for people to connect with the truth of Australia's history and work together towards reconciliation.

This year AnglicareSA, together with partners Life Without Barriers, Uniting SA and Tauondi Aboriginal College, took the annual National Reconciliation Week event online.

The 'Reconciliation in the West' event, which normally attracts a crowd of more than 1,000 South Australians each May, was transformed into a live Facebook lunchtime concert featuring local Aboriginal singer-songwriter Nathan May.

Aboriginal artist Nancy Bates wrote a song dedicated to this year's National Reconciliation Week theme 'In This Together', which premiered on the Rec in the West Facebook page. Despite COVID-19 restrictions, it was terrific to see us all come together to recognise and support reconciliation by joining in the conversation online and tuning in to virtual events.

In addition, our HIPPIY Australia (Home Interaction Program for Parents and Youngsters) team in Adelaide's south worked together to create a stunning artwork that acknowledges reconciliation.

Fifty-two families were asked to consider what reconciliation means to them and present their responses on a template of a hand. The final piece was created by local artist Aunty Daphne (Kurna, Ngarrinderi, Latji Latji Elder) and is now on display at the Christies Beach community site.



GRAPHIC RECORDING by ZAHRA ZAINAL

White Ribbon Australia relaunch

AnglicareSA welcomes the recent announcement from Western Australian not-for-profit Communicare that will see White Ribbon Australia relaunched across Australia.



Part of the iconic global social movement working to eliminate gendered violence, White Ribbon Australia is committed to creating a safer world for women and children. The Communicare announcement comes at a pivotal time for our communities. It is an opportunity to engage with decision makers and policy shapers to create important change.

We look forward to hearing more following the appointment of Brad Chilcott as White Ribbon Australia's Executive Director. Brad has extensive experience across the non-government sector, as well as his strong track record as a social justice campaigner.

Through education, advocacy and grassroots action, we must seek to meaningfully address men's violence against women, in whatever form that abuse may take.

AnglicareSA stands ready to continue its work with White Ribbon Australia and, ultimately, help end men's violence against women.

Help at home

Graham (89) was visiting a friend on a particularly hot day last summer when he collapsed on the road.

After suffering extensive burns from the heat of the road, he spent time in hospital and needed rehabilitation to get back on his feet. Once home, Graham required supervision and a walking aid as well as oversight of his recovering burns given the risk of infection.

Graham's wife Jenny took on his formal caring role with the support of an AnglicareSA Transitional Care Program, which offers up to 12 weeks of rehabilitation to eligible older people

in their home following a hospital stay. Graham continues to receive support through an AnglicareSA Home Care Package.

During COVID-19 restrictions, AnglicareSA's Home Care packages have run via Telehealth to ensure consistent delivery of care services and Graham receives occupational therapy via video calls with AnglicareSA staff.

Now using a walking stick, Graham is much more mobile and enjoying life in his own home. "I can now tie my shoelaces and do up the buttons on my shirt," he said.

AnglicareSA's Home Care Packages offer flexibility and personal choice, tailoring a wide variety of services, equipment and supports for individual customer lifestyles.



"I'm particularly pleased to be able to walk to the service station and buy my morning newspaper without relying on others." – Graham

Helping young jobseekers tackle unemployment

Young Australians are being disproportionately impacted by the effects of COVID-19 job losses due to the industries they often work in.

With retail and hospitality businesses badly hit by the pandemic, there are fears young people will be hurting for years to come. Adelaidean Chloe (19) lost her part-time job after taking time out of university and has found it challenging to find more work.

“Job opportunities have dropped off,” she said.

“I think the biggest thing I’m struggling with at the moment is that employers want young people – but young people that have experience.”

Chloe is far from alone, with Australian Bureau of Statistics (ABS) data revealing that the youth unemployment rate in July sits at 16.3 percent, up from 12 percent at the start of 2020.



Her exposure to the panel discussions was a source of inspiration and Chloe has since enrolled in a Certificate IV in Youth Work.

Chloe said the experience has been a “big motivator” both professionally and personally, with Transition to Work having a positive impact on her mental health.

“Without the program I’d be a lot more reserved, a lot more depressed – my mental health would be incredibly worse than what it is. I’ve got a lot more confidence in myself now.”

Her story echoes that of many young people receiving support through AnglicareSA’s Transition to Work program.

Through Transition to Work, Chloe was offered a traineeship opportunity, which culminated in being invited by AnglicareSA to participate in an interview panel for new youth development positions.

Transition to Work is a Federal Government-funded employment service that helps young people (15-24) on their journey to employment. It provides intensive, pre-employment support to improve their work-readiness and help them into work (including apprenticeships and traineeships) or education.

Haircut for homelessness

A local Adelaide man’s ‘haircut for homelessness’ demonstrates the inspirational generosity and kindness in our community during the COVID-19 pandemic.

After going nearly eight years without a haircut, Tom Blakett (28) started a social media campaign to raise money and awareness for homelessness, which culminated in him cutting his hair and beard in May this year.

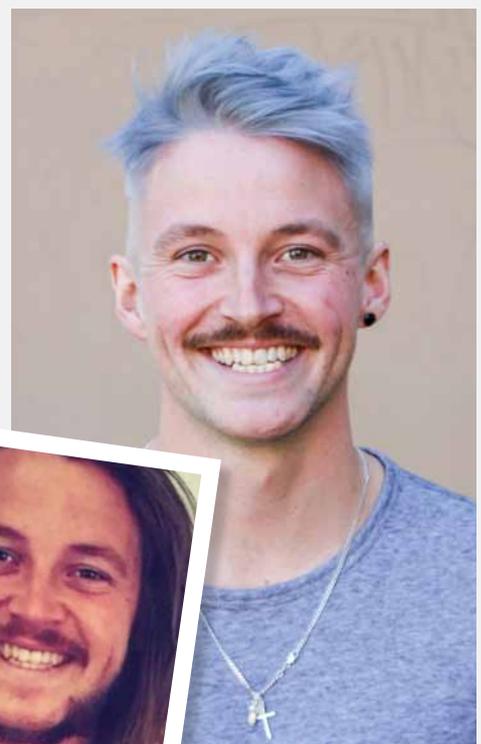
Tom raised \$3,300 for AnglicareSA’s Elizabeth Mission, which provides food, blankets and other vital emergency support to people experiencing homelessness.

“I have a huge passion for helping the homeless and donating to charities when I can,” Tom said.

“The last few weeks with all this virus chaos, now more than ever is a time to help people less fortunate.

“There has been a lot of talk about ‘community’ and how we need to stick together and help each other, and this is my way of giving back to our area, our people and our home.”

Tom’s selfless generosity will go a long way in providing immediate support and raising important awareness for those who are struggling during winter and the pandemic.



International students supported by SA communities

The international student population needs relief from the impacts of COVID-19.

Many international students have lost their casual jobs due to the pandemic and, without access to JobSeeker or JobKeeper support payments, they are struggling to find enough money to pay the rent and buy essentials. A long way from home and family support networks, many also feel a sense of isolation and loneliness.

AnglicareSA's emergency assistance service at the city-based Magdalene Centre has been inundated with requests for help, with students lining up through the night in the hope of accessing help when the doors open in the morning. Unfortunately, the overwhelming demand meant that at times, hundreds of people were turned away.

AnglicareSA has worked closely with governments, universities and other social service providers and together, we have cleared the backlog and provided emergency relief in the form of rent assistance, food packages and warm blankets to hundreds of international students.

South Australian church communities have also responded by providing help of their own to international students and families in need.



The Anglican Church of Mount Gambier has been working with the Anglican Church of Mount Barker to collect food donations and distribute them to Indian, Nepalese and Sri Lankan families and international students.

In early August, AnglicareSA assisted these church groups to distribute food donations to international students and families at St George's Anglican Church Hall in Goodwood.

Father Neil and his wife Nalini of Mt Gambier Anglican Parish, brought donations all the way from the Mount, including sacks of rice and canned food. They are pictured below on the day with Father Thomas from Mt Barker Anglican Parish, AnglicareSA's Peter Sandeman and Father Scott from St George's Goodwood.



We know this is only the beginning. These students will continue to struggle until they are able to find employment, and when JobSeeker and JobKeeper payments are reduced, many more people across the state will find themselves in financial crisis.

AnglicareSA is in a strong position to provide support and we are preparing for a long and difficult road to recovery for our community.

However, the load will be too large for governments and social services agencies to carry alone. We all must play our part as members of the community. Now is the time for neighbourly support and to offer whatever we can to help those amongst us who are struggling.



Life as a refugee in the 1980s: A journey from Vietnam to Australia

In honour of Refugee Week, AnglicareSA volunteer **Phuong** shared with us her courageous refugee story.



“My name is Phuong and my background is Vietnamese. I am a volunteer at AnglicareSA in Kilkeny. I work with community development officers to support and create a connection with Vietnamese clients when they need and use AnglicareSA services.

“My family and I have been in South Australia for over 39 years. Both my children have grown up here and identify themselves as Vietnamese Australians.

“When I first arrived in Adelaide, I could not speak or read a word of English. It took a lot of hard work and help from volunteers to get me where I am today. I can therefore empathise with those in the Vietnamese community who have difficulty with understanding and communicating in English.

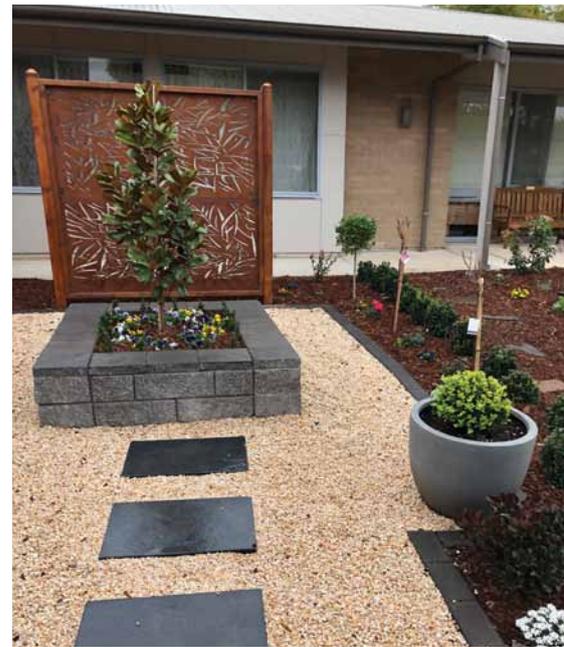
“On April 1975, the Communist Government of North Vietnam seized control of South Vietnam after a long and costly war. Five years later, in 1980, my husband and I decided to leave Vietnam on a boat full of other people who desperately needed to escape. It wasn’t an easy decision. We were looking for freedom, opportunity and a better future for us and our future family.

“Many refugees who fled Vietnam by boat failed to survive the passage and some also faced danger from pirates, over-crowding and starvation. Fortunately for us, after two days and three nights, we reached one of the beaches of Malaysia.

“We were then taken to a refugee camp called Pula Bi-dong. We lived there for nearly a year before we were accepted by Australia as refugees.

“We were lucky to have a family from a local Catholic Church in South Australia sponsor us and they became our adopted family here in Adelaide.

“Today, I have two adult sons and two young grandchildren. For the last 39 years, I have been a childcare worker – and a primary and secondary school teacher too! I really enjoyed my time being a (Vietnamese language) teacher.”



Outdoor upgrades for Elizabeth East

A fresh look to the gardens and walkway at AnglicareSA’s Elizabeth East aged care home is providing a more social and homely experience for residents and their families.

The upgrades, completed in July this year, have improved the connection between the two separate wings of the aged care home.

The communal garden aims to encourage residents to spend more time outside by providing an outdoor dining alternative and a peaceful space for catch ups with family and friends.

A visual and peaceful memorial garden has also been a key addition, while a replacement to fencing has boosted the privacy and security of the home.

As the weather warms up, we look forward to seeing more residents and their families enjoying the new outdoor area.

Ecstra supports delivery of financial counselling



As Australia re-emerges from COVID-19 lockdowns, the economic crisis facing many will deepen.

AnglicareSA and other community organisations are on the frontline assisting customers with financial issues and job insecurity.

To help organisations supporting people in need, Ecstra offered a \$3.3million grant round designed to fund COVID-19 response and recovery.

AnglicareSA was fortunate to secure a grant from this program and as a result, our financial counsellors will be increasingly mobile and responsive to community need.

The grant enabled the purchase of 12 laptops with webcams, allowing our counsellors to meet the growing demand for financial counselling with more flexibility.

AnglicareSA receives approximately 3,500 inquiries for financial counselling support every year and provides financial counselling to 2,200 families annually. Our financial counselling customers are amongst the State's most socially and economically marginalised and economic impacts of COVID-19 have seen increased demand for this service.

With AnglicareSA's financial counsellors working with referrals from the northern, southern and central community hubs and via outreach to approximately 20 community partners, the benefits of Ecstra's support will be felt across metropolitan Adelaide.

Grant success ensures crucial programs go on

Throughout the COVID-19 crisis, AnglicareSA has endeavoured to maintain vital programs that support the most vulnerable in our community. Thanks to new grant funding, several programs have evolved to assist customers via a more flexible and convenient approach.

Anglican Board of Mission – bushfire impacted communities

AnglicareSA was successful in attaining grant funding from the Anglican Board of Mission to distribute pre-paid VISA cards to individuals and families affected by the South Australian bushfires.

While those impacted by the Kangaroo Island and Adelaide Hills fires have had access to direct local community support, the AnglicareSA vouchers are designed to fill some gaps by paying for food and bills and covering essential repair works.

The VISA cards will be distributed via AnglicareSA's Thread Together vans as part of a community outreach initiative.

Grant SA – suicide prevention services

New funding from Grant SA means the AnglicareSA team can react and adapt quickly in the delivery of suicide prevention services. These services have been particularly important in recent months given the challenging social and economic conditions.

The Suicide Prevention Service offers free practical and emotional support to individuals and families following a suicide attempt, via a combination of face-to-face and phone support. The team travels across the Adelaide metro area, Fleurieu Peninsula and Adelaide Hills, visiting over 400 customers to deliver a minimum of three months of case management for each customer.

The impact of the Grant SA funding has been twofold. Some funding supported the purchase of four new laptops, which enabled the AnglicareSA team to maintain service delivery remotely after social distancing restrictions commenced. Additional funding assisted with the extensive increase in travel costs, with the team travelling far and wide in response to an increase in demand for the service.

AnglicareSA is very grateful for the support of our funding partners, which has allowed us to sustain programs in a COVID-safe manner during this very challenging year.

Research set to improve services

AnglicareSA's partnerships with two South Australian universities are delivering evidence-based research designed to enhance outcomes for our customers.

In a new collaboration, AnglicareSA has partnered with Flinders University's Social Work Innovation Research Living Space (SWIRLS) with the objective of improving outcomes for children and families doing it tough.

By combining our experience working at the coalface of disadvantage with the SWIRLS research capability, we can develop groundbreaking solutions to social issues affecting individuals, families and communities.

The results will enable AnglicareSA to co-design, implement and evaluate innovative services and programs that best support young people, especially those leaving the foster care system.



As a foundation partner of The Australian Alliance for Social Enterprise (TAASE), located within the University of South Australia's business school, we continue to work with the wider social services sector to meet the demands of changing markets and funding models.

Together, we are creating an important platform for policy change

and advocacy in areas such as homelessness, child protection, disability and aged care.

Working with the university sector to produce evidence-based research, we continue to improve our services, establish best practice models and, ultimately, create long-term, sustainable change for those in need.

Welcome home



AnglicareSA has completed the first new homes in its 10-year social and affordable housing development program in Adelaide's west and north.

The nine new homes are the first of 152 properties AnglicareSA is developing under the State Government's Renewing our Streets and Suburbs (ROSAS) and Better Places, Stronger Communities (BPSC) housing programs.

All properties have been built to the NDIS 'improved liveability' design standard, meaning they incorporate a reasonable level of physical access and enhanced provision for people with sensory, intellectual or cognitive impairment.

With electricity powering all fitted appliances and the hot water system, the homes have the potential to be fully environmentally sustainable through solar power. These modern, affordable homes will provide South Australians in need with more stable housing options.

We look forward to welcoming new tenants into these homes in September 2020.

Thanks to our corporate partners

AnglicareSA welcomes the opportunity to partner with South Australian corporates to support their commitment to social responsibility, which generates a direct and positive impact to those in our community who are most in need.

Beyond Bank

We are now in our third year of partnering with Beyond Bank on our Turning Point program. Turning Point is a housing first response program for families, offering safe, stable homes for single parent families experiencing homelessness in northern Adelaide.

With the support of Beyond Bank, we've been able to source and furnish seven properties and support 84 families with temporary accommodation.

All Turning Point participants comment on the positive impact it had on their lives and the relief they felt at having a safe place to live while they stabilised, obtained support and made decisions about their next steps.

Coopers shareholder appeal

The 2018/19 Coopers Annual Shareholder Appeal supported AnglicareSA's Family Connect project, which addresses isolation and disengagement within culturally and linguistically diverse (CALD) communities.

The project supports refugee and migrant women (particularly mothers with young children), to actively participate in their children's schooling and their wider community.

By being part of Family Connect, women can access English language classes, regular social connections and, where needed, referrals to further support.

The additional generosity of the Coopers Brewery Foundation enabled AnglicareSA to run a pilot of the New Circles program. New Circles is designed to assist women with employment opportunities as a result of upskilling in the area of disability support, as well as training on job search, applications and interviews.

We welcome expressions of interest from corporates interested in partnering with AnglicareSA. Together, we can make a difference to the lives of thousands of South Australians. To explore how we might partner with your organisation, please email kellie.bartlam@anglicaresa.com.au



Beyond Bank
AUSTRALIA

FOUNDATION 
Brewing support for the community.



Cathedral Banquet cancellation

Unfortunately, we have made the difficult decision to cancel this year's Cathedral Banquet, which was to be held on Friday 30 October 2020.

In these uncertain times, it is unrealistic to plan for such a large event.

Instead, we have turned our focus to the core reason for holding the Banquet – raising money to support those in our community who need our help. From the very start of the COVID-19 challenge, we have been focused on ensuring the continued delivery of our programs and services.

Previous Cathedral Banquets, which raise more than \$180,000 each year have provided support to:

- Emergency assistance hubs to provide food, personal hygiene products, medication, blankets and referrals to other support services or counselling
- Thread Together vans to provide brand new clothes and a sense of dignity. We recently served our 10,000th customer
- Turning Point to support young families in crisis who are facing homelessness
- Star Bear grief counselling camps, supporting children who have lost a significant person in their life.

This work is only possible because of the generous support of our banquet – thank you. We look forward to welcoming you again at the 2021 Cathedral Banquet.

Help families get back on their feet

With many families living pay day to pay day, homelessness is a very real concern in South Australia. You can make a difference.

The loss of a job or a significant illness can quickly lead families to homelessness. This year, the economic impacts of COVID-19 and associated unemployment are likely to result in even more families finding themselves homeless, with nowhere to go.

David and his children suffered homelessness after his wife Sara passed away following a serious illness. After giving up work to care for Sara, the family income dried up while the bills kept coming. As a single, grieving parent, David's responsibilities to care for his family made it difficult to find work, which in turn made it impossible to pay the rent.

AnglicareSA's Turning Point program is a service that provides families in need

with an interim home to help them get back on their feet. Turning Point provides safe, fully furnished homes for single parent families experiencing homelessness.

The service is unique in that it caters specifically to family needs. Historically, families in need have been accommodated in small hotel rooms with no cooking or washing facilities and limited bedding.

We know that safe, stable housing during a crisis reduces the risk of prolonged homelessness. On average, families spend just 60 days in a Turning Point property and more than 92 percent of Turning Point participants have gone on to access permanent housing.



The strength of the program is in providing people with a safe space in which to stabilise and obtain support, thus allowing them to return to independence as quickly as possible.

With your help, AnglicareSA can continue to provide support for homeless families.

Please consider making a donation today.



\$30

Set of towels for a family



\$60

Cutlery and crockery set



\$200

Rent for a week



\$1,000

For washing machine and fridge

Hope and thanks

Our Hope Partners are a special and committed group of donors who support AnglicareSA throughout the year.

Their regular financial commitment is instrumental in supporting South Australians at their time of need.

To our Hope Partners, we thank you. Your generosity and support have enabled us to offer a comprehensive range of services and expand our in-demand programs. Your monthly gifts are making a real difference to the lives of many.

Thank you



**Thanks to the generous support of thousands of donors,
our Winter Appeal raised \$191,000 this year.
Your support will directly benefit South Australians
who are doing it tough.**

**Events over recent months have had a devastating
impact on our community and your support will provide:**

- **Emergency medication**
 - **Food relief**
 - **Assistance with bills**
- **Advocacy, support and referrals to
other speciality support services**

Together we change lives.