



AN ALLIANCE PARTNER FOR THE SOUTH AUSTRALIAN STRATEGIC PLAN

SOUTH AUSTRALIAN STRATEGIC PLAN TARGETS PROGRESS REPORT 2009

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T 2.6 Chronic Diseases - increase by five percentage points the proportion of people living with a chronic disease whose self assessed health status is good or better.

While Anglicare does not currently collect specific data on clients and chronic diseases, it is estimated that in excess of three quarters of Anglicare's current Home and Community Aged Care client group suffers from chronic diseases. An indication of Anglicare's ability to support and manage people with chronic diseases is the ability to maintain clients in their own home for extended periods of time. In the north of Adelaide 28% of clients have received services from Anglicare firstly through the Community Aged Care Program (CACP) and then progressing on to the Extended Aged Care at Home (EACH) program; on average these clients have been on the program for 5.44 years. In the South the average stay for the CACP is approximately 11 months and the longest length of stay is 7 years and 2 months.

Chronic Disease management is an area addressed in the Anglicare SA Health and Community Aged Care Business Operational Plan, as well as in individual site action plans. Community Care provides training for staff in chronic disease management and encourages staff to make sure clients with chronic diseases are aware of community based self management programs. Therapy Services provides health seminars to clients to empower them with the knowledge to assist the self management of chronic diseases, and offers falls prevention programs in Elizabeth Park, Para Hills and Tea Tree Gully.

T 1.11 Unemployment - maintain equal or lower than the Australian average through to 2014.

T 1.12 Employment Participation - increase the employment to population ratio, standardised for age differences, to the Australian average.

The Anglicare SA Work Options program assists unemployed people who are experiencing barriers to employment to become more competitive in the labour market and enable them to move into sustainable employment. The program provides both group and individual mentoring approaches incorporating job search training and recognising work placement skills that suit the required industry. The program links to local employers, training providers and community organisations to enhance the programs ability to place participants in work. Post placement support is also an important aspect of the program to ensure participants remain in employment and assist them in the transition period.

Anglicare SA Work Bank provides a service to people who are experiencing challenges or barriers that prevent them from engaging in mainstream employment. The program mentors, coaches and skills clients into fragmented sub contracting or self employment to increase their wealth and self esteem while providing space to manage or resolve their concurrent issues. In the 2008-09 financial year Work Bank delivered its program to a total of 98 clients, 48 of whom participated in accredited training and 26 in volunteer roles. In total 61 of the program participants achieved an employment outcome.

T 1.26 Aboriginal Unemployment - reduce the gap between Aboriginal and non-Aboriginal unemployment rates each year.

Over 2008/09 a small number of Aboriginal participants were involved with the Anglicare SA Work Options program, which assists unemployed people to become more competitive in the labour market and enable them to move into sustainable employment. However, many of these participants had personal and health issues that reluctantly ended the job search and it still remains a challenge for the program to engage Aboriginal participants.

T 5.6 Volunteering - Maintain the high level of volunteering in South Australia at 50% participation rate or higher

Anglicare SA has 1200 registered volunteers with 980 currently active in volunteer roles across the organisation. A highlight of the volunteer program is the Elizabeth Mission Drivers, a group of 5 volunteers who won a 2009 Anglicare Quality Award for their dedication and commitment. These volunteers commit their time to pick up much needed donations and distribute them to Salisbury, Elizabeth and West Works. The donations are then given out to clients through Emergency Assistance and the Food Barn. Many of the volunteers have been with the service for years and a significant number of them have a disability themselves. The drivers ensure the smooth running of the service and their commitment has been and remains crucial to this service.

Over the past 12 months Anglicare SA has redeveloped its Volunteer Services to fully integrate the National Standards for Volunteering into a new volunteer management system that is able to support the organisation through growth, change and improvement. This has resulted in a stronger and more cohesive Anglicare Volunteer Management Committee and a continuous improvement culture throughout Anglicare Volunteering Services. It is hoped that these improvements will provide greater support for existing volunteers and encourage further increases in volunteer numbers.

T 6.5 Economic disadvantage - reduce the percentage of South Australians receiving government benefits (excluding age pensions) as their major income source to below the Australian average by 2014.

The Anglicare SA Emergency Assistance programs at Elizabeth and Salisbury aim to assist residents and homeless people in the Playford, Gawler and Salisbury Council areas to deal with their immediate crisis in a way that maintains dignity and self reliance. The program helps to improve the financial knowledge, skills, capabilities and financial resilience of vulnerable individuals and families to alleviate the immediate impact of financial stress. The assistance provided includes food parcels, clothing and food vouchers, bus tickets, assistance with utility bills and referral to other relevant services, such as financial counselling. In the 2008-09 financial year assistance was provided to 2,603 households. The most assisted group were single people aged between 18-39 and the second most assisted were single mothers.

The Magdalene Centre works with vulnerable individuals, families and groups experiencing a broad range of social disadvantage including homelessness, isolation, financial hardship, mental health issues, as well as culturally and linguistically diverse groups. In 2008-09 the centre provided emergency assistance to 3,606 households and Casserole Group volunteers prepared approximately 3,600 meals. The Magdalene Centre also provides a number of different community programs including its Working Wardrobe, which supported 73 clients with the provision of clothing for job interviews, 6 of whom were successful in securing sustainable employment. The Refugee programs offered included 6 cooking groups for African Women and the Nile United Sudanese Youth Group, which had 40 Sudanese young people, aged 14-20 register in 2008-09. Finally in December 2008, the centre distributed 600 Christmas hampers, along with 400 toys for children.

T 6.15 Learning or earning – by 2010 increase the number of 15-19 year olds engaged full-time in school, work or further educational/training (or combination thereof) to 90%.

The Anglicare SA Generate Program funded by the Archbishop's Appeal works with young people aged 15 to 19 and their families in an innovative and unique manner doing whatever it takes to move a young person into employment. The program motivates young people to get involved and works with them to identify barriers, develop individual employment plans and find each individuals reasons to get a job. Over the first six months, 30 young people became involved with the program and all participants took part in various work hardening activities. At the end of that six months 8 participants were deemed to be work ready and 6 had been successful in gaining employment.

The Work Options program has seen a rise in the number of young people, aged 15 to 24 who are seeking employment. This program works with young people focusing on building self esteem and confidence by acknowledging the skills and abilities they have acquired. Many have limited experience and need further training to be competitive in the work environment. Recognising training and supporting the participant throughout the job application process is a focal point in this program.

The Youth Pathways program aims to assist young people aged 13 to 19 who are most at risk of not making a successful transition to reach their full potential by keeping them engaged or re-engaging them with education or training. Participants work with a project officer to put together a transition plan; they then receive intensive personal support and will continue to have regular contact with their project officer. This regular contact serves to evaluate and update the transition plan as well as support the participant in any way they may need. All project officers have now been given designated space in the schools that they work with. This has proved useful in catching up with young people and has built positive relationships with both students and staff in the school community.

T 6.2 Early Childhood - by 2014, achieve a 10% improvement in the number of children reading at an age appropriate level by the end of year 1.

The Home Interaction Program for Parents and Youngsters (HIPPY) is run in Elizabeth Grove for children aged 3.5-5 years and their families. The program prepares children for school by assisting parents to teach their child skills and concepts such as early numeracy and literacy, language and listening skills and develop children's concentration. HIPPY runs over two years, for 30 weeks each year during school terms. A home tutor makes fortnightly home visits to provide storybooks and reading and numeracy readiness games, which the parent works through regularly with their child. The home tutor demonstrates the activities to the parent through role-play. Regular group meetings are also held and allow parents to discuss progress, and provide support and encouragement to each other.

T 6.3 Early Childhood Birth Weight - reduce the proportion of low birth weight babies.

There are two programs that Anglicare is involved with that help to address early childhood birth weight. Both of these programs are delivered by Anglicare Community Partners and the first is the Expectant Dads Activity program. This program aims to increase the involvement of dads with their partners and children during antenatal stages of pregnancy and provides an introduction for families to the benefits of attachment with their children, new born and infants. The second program is the Linking Families and Services program, which has established a network meeting, the Southern Perinatal Infant Network (SPIN) to connect antenatal midwives from Noarlunga Hospital and Southern Primary.

T 6.4 Early Childhood AEDI - improve South Australia's performance on the Australian Early Development Index.

The Child Care Links program facilitates two weekly playgroups for children aged 0-5 years and their parents/caregivers in the Northern suburbs. In May 2009, after four months of attending the playgroup, 80% of parents reported their children had improved cognitive skills, and improved social and emotional skills. 100% of parents reported that there had been an increase in their own knowledge to be able to assist in their child's developmental milestones.

The 'Play on the Go' mobile playgroup is run in the Playford, Gawler, Barossa and Light areas for children aged 0-4 years and their families who are at risk of homelessness. 24 playgroup sessions are run per month and aim to improve life and social skills, increase positive parent/child attachment, and foster linkages and supports between children and parents. 80% of all families attending playgroup sessions reported an enhanced ability to use play in the developmental needs of their child.

T6.18 Aboriginal Education - Early Years - increase yearly, the proportion of Aboriginal children reading at age appropriate levels at the end of year 1.

Anglicare is involved in various programs that work with Aboriginal children and their families delivered by our community partners as part of the Communities for Children Community Strategic Plan. The Getting Together program provides tools for helping student's outcomes in reading, spelling and maths, helps parents to assist their children with homework and reading, and supplies information to parents on school programs. The program has given parents a more positive outlook about schooling for their children and increased the value parents put on schooling which therefore increases children's attendance. The Mobile Family Connections program has increased the number of parents and children accessing learning opportunities (for children's cognitive, social and emotional development) at a street level. It has also increased the use of local facilities and resources to promote early learning and development and increased the number of parents and children accessing early childhood services. There are a number of Cultural Experience Activities available including and opportunity for year 7

students to support young children that do not have parental support present and displays of appropriate materials within facilities that reflect inclusive beliefs and practices. There are appropriate resources and space within the Woodcroft Library that are welcoming for Indigenous families and meet the needs of the families, as well as strengthened networks with other agencies and workers within the Woodcroft Library to discuss and support the activities' implementation. These activities have lead to increased involvement in and access to Library services by Indigenous families; increased awareness and access to agency services and programs by parents/carers and their children; increased parent child interaction; and increased grandparent child interaction. There has also been an increase in the availability of a range of Aboriginal toys, puppets, puzzles etc. to be used in children's events such as story time at the library and for incidental play experiences in the library.

T 2.11 Greater safety at work - achieve the nationally agreed target of 40% reduction in injury by 2012.

Across Anglicare SA in 2007/08 there were 80 WorkCover claims; in 2008/09 the figure was 51 WorkCover claims, which was a 37% reduction. In 2009/2010 Anglicare has had 34 claims up to the end of February, which puts the organisation on target to again have about 50 new claims. As Anglicare staff numbers and sites have increased it is likely that Anglicare has already achieved the 40% target. This improvement is due to a more structured approach to hazard identification and management along with improved staff training and understanding of safety that has led to an improved safety record and subsequently less injuries.

T 2.12 Work-Life Balance - improve the quality of life of all South Australians through maintenance of a healthy work/life balance.

Anglicare still has a way to go to achieve this but programs such as the Anglicare Challenge have put staff focus on looking after themselves – there were 204 staff that participated in this program. Later in the year the focus will be on men's health during men's health week and on Mental Health when we will be focusing on a week of 'mental health' initiatives.

On a more practical side of the work/life balance the focus is flexible rostering to meet family needs, easily accessed carers leave, support through EAP programs where family issues and family members can also access the service and of course subsidised places at our childcare centres. We also encourage staff to consider career moves within the organisation as their general 'life needs' alter.

T 3.7 Ecological footprint - reduce South Australia's ecological footprint by 30% by 2050.

Enterprise Services operates a number of programs that provide a collective outcome of diverted waste from landfill.

As part of the Hard Waste collection program in partnership with Northern Adelaide Waste Management Authority (NAWMA) Enterprise Services is responsible for the collection and removal of recyclable metals and items from the households using the service. Non recyclable hard waste is processed at the NAWMA facility. In 2009, 248,660 kgs of scrap metal diverted from landfill as part of the hard waste collection program.

Donated whitegoods are repaired where possible and re-used through Anglicare programs or sold as second hand goods to low income households, with those that are not repairable being de-gassed and recycled. In 2009, 51,380kg of electronic waste was dismantled and scrapped materials such as plastics, steel and scrap metals diverted from landfill.

Anglicare's Computer refurbishment program in partnership with Work Ventures and Microsoft, receives corporate donated computers which are upgraded and sold to low income households who are in receipt of a Centrelink benefit. All computers and electronic equipment are dismantled in accordance with EPA regulations, sorted into product types and recycled. In 2009 the program refurbished and re-used 9,975kg of computers.

T 3.14 Energy efficiency - dwellings - increase the energy efficiency of dwellings by 10% by 2014.

The Home Energy Program has been operating since October 2009 and is part of the State Government Residential Energy Efficiency Program. The program has a focus on providing environmental benefits to all households through the installation of energy efficient light globes and low flow shower heads. In addition to this, low income households are eligible to receive a free home energy audit to assist them in reducing the energy usage of their homes.

A total of 4,817 households have so far received services through the Home Energy Program. To date 289 home energy audits have been conducted, and 29,698 compact fluoro lights and 901 low flow shower heads have been installed in homes across Adelaide.

T 4.7 Business innovation - the proportion of South Australia business innovating to exceed 50% in 2010 and 60% in 2014.

Procurement

Two years ago, It was decided to hire a specialist experienced Procurement Manager to negotiate the price of high use items e.g. food, paper items, medical supplies, stationery etc.. The result was outstanding with a savings of \$1.2 million in the first year with improved and more frequent delivery service, and extended payment terms payable by EFT.

In the last 8 months or so we have extended this function further by approaching other like Anglican organizations across Australia to arrive at an increased volume for common items as the basis for price negotiations. To date 5 other organizations have joined our Procurement alliance, which will be conducted by our Procurement Manager and should deliver significant savings to all parties. We see this project becoming increasingly larger as more organizations join the alliance to obtain similar benefits – thus deriving greater value from Anglicare’s resources.

Information Technology

Several years ago Anglicare established a radio network servicing 700 staff and around 200 PC’s at around 18 locations. At the time of its introduction, it was only the second radio network of its kind in SA.

Recent growth within Anglicare has been significant, with Anglicare now having 1400 staff and 750 PC’s at around 42 separate locations.

Anglicare has coped with this massive increase in both data and voice traffic on the network, by introducing a hub and spoke model network, with the backbone of the network being fibre optic cable to a major site North, South, East and West. Surrounding locations in each of these areas are then serviced by radio from the key site in their area.

The fibre optic cable is capable of carrying up to 100 times its current usage which gives it an enormous level of future proofing which can be activated at a minimal cost. This innovation as significantly improved communications and data management across the organisation and ensured significantly enhanced operational linkages across an organisation which is significantly dispersed.

T 5.8 Multiculturalism - increase the percentage of South Australians who accept cultural diversity as a positive influence in the community.

Multiculturalism or promoting cultural diversity is not a specific part of Anglicare business plans, but rather is a by-product of some of the services that are delivered. Anglicare has close working links with other organisations and community leaders that promote cultural diversity including the Migrant Resource Centre of SA, Multicultural SA, various community peak bodies such as the African Communities Council of SA, Middle Eastern Communities Council of SA and the Bhutanese community, and Local Government Associations.

Anglicare interacts with the community to help promote cultural diversity through Migrant Settlement Services Network Meetings. Anglicare delivers presentations at these forums that are conducted by the Migrant Resource Centre approximately three times per year. These meetings are rotated to different Local Government Areas each time, and the audience is comprised of community leaders, local government, and other service providers. The aim is to promote understanding of refugee re-settlement issues, and cultural awareness. Anglicare participates at various levels in CALD community events, such as the Bhutanese Community Festival, African Cultural Festival, and NAIDOC Week. Anglicare also hosts various activities

aligned with significant times of the year, such as Refugee week, Reconciliation Day, and Harmony Day.

T 6.6 Homelessness - halve the number of 'rough sleepers' in SA by 2010 and maintain thereafter.

An important aspect of Anglicare Housing and Support Services is the provision of accommodation and support to homeless families and individuals who are otherwise unable to achieve or retain rental accommodation due to complex family, social or behavioural issues. The Northern Family Accommodation program provides safe affordable housing to 29 homeless families with children, while they receive the support and training to enable them to achieve successful independent tenancies.

The Magdalene Centre operates a range of antipoverty, community, refugee and enterprise programs in inner city Adelaide. The centre has recently developed a Financial Services Clinic, bringing together financial counselling and pro bono financial planning services to aid individuals and families experiencing or at risk of homelessness.

The Reconnect Playford program is an early intervention program, which provides a range of services to young people aged between 12-18 years who are at risk of homelessness or have left home in the last 6 weeks, and their families. The program develops relationships with schools in the City of Playford as a contact for early intervention and provides assistance to resolve family conflict through counselling and mediation. The program also offers support for young people who have recently left home including providing information on accommodation, education, training and income support.

T 6.7 Affordable Housing - increase affordable home purchase and rental opportunities by 5% by 2014.

Anglicare SA manages over 650 homes leased to disadvantaged families and individuals in South Australia. This has been achieved through partnerships with the Anglican Housing Association, Laura & Alfred West Cottage Homes Inc, Housing SA, and through contacts with numerous private landlords.

Anglicare SA is also involved with two 'affordable housing' developments that will result in a further 43 two bedroom units being provided at Northfield and Elizabeth East.

A highlight is the successful On Arrival Accommodation program, which provided accommodation and support for 1,423 newly arrived Refugees throughout 2008/09, representing 470 new households. The majority of these refugees are from Bhutan, Burma and the Middle East.

T 6.8 Housing Stress - halve the number of South Australians experiencing housing stress by 2014.

The Anglicare SA Supported Tenancies Program has provided early intervention for 175 families and individuals who are tenants of Housing SA, and whose tenancy is at risk, of whom 22% were Indigenous.

Another state-wide service provided by Anglicare SA is the Tenants Information and Advocacy Service (TIAS), which is a free independent service for tenants on low incomes who live in public, community or private rental housing. Over 2008/09 TIAS assisted 2,873 tenants to understand their rights and obligations as tenants, and in 75 cases, TIAS advocated on behalf of tenants at the Residential Tenancies Tribunal or Housing Appeals hearings.

T 2.7 Psychological wellbeing - equal or lower than the Australian average for psychological distress by 2014.

The Personal Helpers and Mentors program is a strengths-based program that provides one on one support to people living in the northern suburbs (post codes 5112 and 5113) who identify themselves as having mental health issues. The program is voluntary and participants work with a support worker to develop a recovery plan aimed at living a full and rewarding life in the community. The current case load is 60 clients and approximately 20% of those participants are Aboriginal. The program has produced some significant outcomes in the lives of participants with two moving in to Peer Mentor roles while another is now a registered Anglicare volunteer.

The Mental Health Respite for Older Carers program operates in the South East and North West of Adelaide. The program provides tailored respite options to meet the needs of both carer and care recipient through either group activities or one on one support. Usually this means activities for the care recipient so the carer can have some much needed time to themselves. Support is recovery-based and aims at increased independence and community engagement for the care recipient. Group sessions are run 5 days per week and for the most part participants want to engage in activities that have little to do with talking or learning about mental health. Art, cooking, craft and just hanging out together have made a huge difference in the lives of participants.

The Anglicare SA Loss and Grief service was established to meet the needs of adults who have experienced bereavement or other types of loss in their life. The service offers individual or family counselling, telephone counselling, information and resources, support groups and referrals to other relevant services.

The Star Bear and Star Bound programs provide camping and support programs for children and teenagers aged 5-17 years who have experienced bereavement through loss of a parent, sibling or carer. These programs aim to increase children's understanding of death and the grieving process, as well as providing them with an opportunity to share their experiences with other children.

Living Beyond Suicide offers survivor-sensitive early support for families bereaved through suicide. This program is the only post-vention service in South Australia that spends face to face time with families in their own homes in the hours and days after a suicide, or who support those families with the myriad of practical issues that must be faced. In 2008/09 the program engaged with 76 families bereaved by suicide (constituting 293 individuals), and spent 250 hours actively supporting them.

T 6.10 Housing for people with disabilities - double the number of people with disabilities appropriately housed and supported in community based accommodation by 2014.

Anglicare SA Disability Services provides accommodation support to adults with an intellectual disability in the North Eastern suburbs of Adelaide. At any one time there can be up to 25 individuals receiving a service. The support provided will vary according to individual needs and aims to increase the development of independent living skills to maximise opportunities for individuals in the least restrictive environment. To help maintain as normal a pattern of living as possible for clients, the program provides a range of work, leisure, community and home based activities. A highlight for the program has been the 'Friday Group', which was created by the Anglicare Disability Support staff as a project for their Certificate IV studies in Disability. The concept is to provide supported recreation and community participation for a group of clients who are at home on Fridays. The most successful outcome of this group has been the development of friendships between participants who in the past have found friendships challenging.

T 6.11 Participation by people with disabilities - increase by 400 the number of people with a disability involved in day options programs by 2014.

Anglicare SA Disability Services provides a respite program to adults with an intellectual disability. This program aims to provide structured, recreational respite care through a responsive flexible service. There are 34 individuals who attend the program on a regular basis and 6 individuals on a backup list. Anglicare respite services acknowledge that we all have individual needs for what we look for and want from a respite service. Many people enjoy the respite experience for a social/recreational purpose, while others enjoy a break away from the family home. Results from a recent client survey indicated that families and individuals are happy with the service. Clients felt that the service was respectful of family and individual choices and preferences. A number of families indicated that they would benefit from more respite hours.

T 6.22 People with disabilities - double the number of people with disabilities employed by 2014.

The Anglicare SA Work Options program recognises early in the assessment process any individuals with a disability. The program will place participants into voluntary work to help build confidence and self esteem; this helps the participant to be motivated to look for work and stay engaged in the position. Work Options has been successful over the last 12 months in identifying and placing participants with a disability into employment.