ANGLICARE

HOPE IS HERE. SA.

Strategic Directions 2009–2013

Anglicare is an agency of the Anglican Church bringing hope to the South Australian community

Anglicare's strategic directions

Our strategic directions demonstrate the direction Anglicare is working towards for the next five years: 2009–2013. We have identified them as:

1. **Growing capacity and opportunity** — building on the strengths and promoting the wellbeing and dignity of marginalised people and communities and their capacity to actively engage in the social and economic life of our society
2. **Creating a more just and sustainable society** — challenging injustice and providing leadership in influencing the development of just and sustainable public policy, community values and environment
3. **Building partnerships** — working together with the broader church community, businesses, other community service agencies, governments and the community to achieve our vision in Adelaide and regionally
4. **Promoting positive ageing** — contributing to positive ageing and wellbeing and expanding the choices of education, participation in an active lifestyle, interaction with community, care and accommodation for older people

ANGLICARE

HOPE IS HERE. SA.

Economic Participation

Economic participation incorporates Anglicare's social enterprise ventures, including a range of employment and income generation projects such as a recycling depot, computer recycling, an eco friendly café and catering service for the public, employment programs for long term unemployed people, hard waste collection and op shops.

A range of financial assistance services is also offered, including microfinance and financial literacy programs.

• This priority aligns with Anglicare strategic directions of *Growing Capacity and Opportunity*, *Creating a More Just & Sustainable Society* and *Building Partnerships*.

Future priorities include:

- Growth in our social enterprise ventures
- Labour market programs tailored specifically to high need, marginalised groups and incorporating training-to-employment outcomes
- Targeted growth in our child care services, in particular for specific population groups traditionally excluded from child care provision
- Assistance for low income households to adjust to climate change

Families

Anglicare's **families** portfolio incorporates services for children and families, a range of youth programs, alternative care for children and family relationship services.

We provide care for more than 500 children and young people in out-of-home placements every night and are responsible for the recruitment, training and support of over 500 foster carers across metropolitan Adelaide.

More than 400 families are assisted through family support services, and more than 50 families through a specialist program for women experiencing post-natal depression. Youth services connect with over 1000 young people, and more than 600 families are assisted through our relationship programs, including Children's Contact Service, Parenting Orders Program, counselling and marriage education.

• This priority aligns with Anglicare strategic directions of *Growing Capacity & Opportunity* and *Building Partnerships*.

Future priorities include:

- A continuing emphasis on building communities which support children and families
- Improving educational opportunities for children and young people
- Growth in our family strengthening services
- Expansion of our work with young people who are at risk of disconnecting from mainstream society

Older people

Anglicare's services for **old**
older people in their com
(high and low care), therap
assisted living units. Anglica
people on low incomes.

Our six residential aged c
than 600 people. Anglica
vulnerable frail aged resid
health needs.

Anglicare's community p
and support for more tha
their home, and also comb

Anglicare also provide
throughout the community

• This priority aligns with
Promoting Positive Agei
Opportunity and *Building P*

Future priorities include:

- Targeted responses to th
population of older peo
- Growth of accommoda
including those on low
- Specific initiatives to
holistic care at different
- Strengthened connectio
community, particularly
- A continuing emphasis o
for older people
- Expansion of residentia
care services

The way ahead

The people Anglicare engages with are those who matter most to us. Whether it is an individual, a family or a community, the people our staff work with are seeking hope and positive action to enrich their lives in a real and lasting way.

At our many sites across the Adelaide metropolitan area and regional South Australia, Anglicare is present and partnering with people in a wide range of programs.

To ensure Anglicare's work continues to respond to both immediate and long term needs, we have developed a number of future priorities to advance our strategic directions.

Our priorities also contribute to many of the targets of the **South Australian Strategic Plan**, of which Anglicare is an Alliance Partner.

While we develop and implement programs that we feel matter most to our people, and do operate independently of other bodies, it is also important to work with other organisations which are striving for the same significant outcomes.

Many of our programs have been longstanding contributors to community support and development initiatives.

Our work in the community spans diverse populations, issues and needs, which cover the following five portfolios:

- Economic participation
- Families
- Older people
- Vulnerable people & communities
- Housing

er people include: supporting
mmunity, residential aged care
y services and independent and
are also manages units for older

care facilities are home to more
re has facilities specifically for
lents with complex social and

rogram provides care packages
n 500 older people to stay in
at social isolation.
s extensive therapy services
.
Anglicare's strategic directions
ng, *Growing Capacity and*
Partnerships.

he changing needs of a growing
ple
ation options for older people,
incomes
promote positive ageing and
life stages
ons for older people with their
those who are disadvantaged
on addressing financial hardship

l health and community aged

Vulnerable people and communities

Anglicare works with **vulnerable people**, includes those with mental illness, people with disabilities, and those suffering from substance abuse and addiction. We also work to build stronger communities, when they are experiencing high levels of disadvantage.

Anglicare supports over 280 people living in residential facilities and boarding houses; and provides recovery and rehabilitation services for over 1000 people through drug counselling and rehabilitation. We offer supported accommodation and respite for people with a disability; a Drug Court program and many other services for people with exceptional needs.

• This priority aligns with Anglicare's strategic directions *Growing Capacity and Opportunity*, *Building Partnerships* and *Promoting Positive Ageing*.

Future priorities include:

- A greater focus on the needs of carers
- Building opportunities for people with complex needs to enter or re-enter the workforce
- Targeted community development in areas of high need
- Early intervention programs
- Engaging the business and wider community to support people with disabilities and addictions

Housing

Anglicare provides a range of **housing** services including the supply of affordable housing, accommodation support and refugee settlement.

We manage affordable accommodation for over 650 households through the use of public and private housing as well as through 90 properties owned by Anglicare. We also assist over 300 newly arrived refugee families to settle across South Australia each year.

Our support and advisory services for tenants include the statewide Tenancy Information and Advisory Service, used by over 2000 households each year, and support for over 200 households at risk of eviction. We also support families and children in crisis, or at risk of becoming homeless, due to domestic violence.

• This priority aligns with Anglicare's strategic directions *Growing Capacity and Opportunity*, *Building Partnerships* and *Promoting Positive Ageing*.

Future priorities include:

- Extending our involvement in accommodation support to prevent homelessness
- Planned growth of affordable housing for low income and high need groups
- Provision of strategic housing advocacy

Jesus said:

I have come that they may have life and have it to the full

(John 10:10)

Anglicare's vision

Justice, respect and fullness of life for all

Statement of Purpose

Anglicare SA, on behalf of the Anglican Church, expresses God's love for individuals, families and communities by:

- Making a positive difference to quality of life
- Responding to needs and issues in ways which enhance and protect dignity and integrity
- Promoting social justice

Values

Equality
We treat people with respect and ensure that there is equal access to our services

Integrity
We are open, honest, consistent and clear in all our actions and communication

Compassion
We respond with sensitivity, thoughtfulness and empathy to the needs and aspirations of the people

Innovation
We seek and embrace new and innovative ways of achieving and maintaining the highest standards of excellence supported by research and training

Collaboration
We will actively encourage joint ventures and partnerships throughout the organisation, with clients, residents and other key stakeholders, towards the achievement of our mutual goals

Safety
We believe everyone has the right to physical and emotional safety in the workplace and in the community

Excellence
We create effective, quality services and supports that are organised to address community needs

Sustainability
Our organisation can be relied upon to be there when needed and that what we do will lead to long term benefits for the community

Accountability
We actively support, accept and demonstrate responsibility at all levels of the organisation

ANGLICARE
HOPE IS HERE. SA.
18 King William Road
North Adelaide
South Australia 5006

tel 08 8305 9200
fax 08 8305 9211

www.anglicare-sa.org.au