

Emergency Assistance

What is Emergency Assistance?

Staff and volunteers provide emergency assistance to people experiencing financial crisis to deal with their immediate situation in a way that maintains the dignity of the individual and encourages self reliance. Assistance provided to clients is usually in the form of

- vouchers to a fixed value (food, transport, chemist, phone cards, Telstra vouchers)
- material assistance (food parcels, clothing, hygiene products, bus tickets)
- appropriate referrals to other services to address the underlying causes of financial crisis
- budgeting assistance
- part payment of utility accounts.

Who does Anglicare help

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| <ul style="list-style-type: none"> • People about to be evicted • People with no current address • People with severe financial difficulties, experiencing poverty • People with mental illness • People with drug and alcohol abuse problems | <ul style="list-style-type: none"> • People with disabilities • People who have endured some forms of domestic violence • People experiencing the breakdown of a relationship • People released from prison • People who have recently encountered some form of economic difficulty |
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How does Anglicare help?

Anglicare assists more than 7500 households each year which need emergency assistance, through the following services:

Old Rectory, Salisbury tel 1800 773 277

9 Mary St, Salisbury 5108

- Assistance is available to clients living in the Salisbury Council Area who hold a current government health care or pension card. In 2008–09 the Salisbury Old Rectory assisted 804 households. Of these, 21 households were homeless and one was in need of emergency accommodation.
- Provides supermarket vouchers or cheques to present to the bank (three times per year — minimum of three months between each access) plus clothing vouchers for the Anglicare Peppertree Op Shop (once per year) and emergency overnight food parcels (once per month maximum) as well as a referral list for other agencies offering a range of support services
- Help with Telstra accounts once per financial year

Elizabeth Mission tel 1800 061 551

91–93 Elizabeth Way, Elizabeth, 5112

- Emergency assistance is available to residents of the Playford and Gawler council area who hold a current health care or pension card. In 2008–09 the Elizabeth Mission assisted 1799 households. Among

these households were 10 in need of emergency accommodation, and 49 were homeless.

- Assists clients in cheque form (three times per year — min. three months between each access) to present to a bank or a voucher to spend in the Anglicare food store. (Clients can choose a combination of cheque and food store voucher)
- Provides free lunches at their Food Barn to anyone requesting lunch, Monday to Friday (excluding public holidays)
- Provides clothing vouchers once a year for the Anglicare Amos Op Shop
- Provides one blanket per family per year
- Help with Telstra accounts once per financial year
- Provides referrals and connections to other services within Anglicare SA and other agencies
- Financial counselling
- Provides a walk-in service each afternoon to assist clients who are homeless, under threat of homelessness, or experiencing family violence. Referral to appropriate services.

Our Position Statement
Financial disadvantage and poverty are factors in the lives of many South Australians. Anglicare recognises the importance of helping people to enjoy the benefits of our economy and in supporting and empowering people to become more financially independent. Anglicare's organisational focus on economic participation incorporates Anglicare's provision of material assistance, micro-finance and financial literacy services as well as targeted employment and training programs and a growing range of social enterprises

How does Anglicare help? (continued)

- The Northern Family Accommodation program is based at Elizabeth. It is funded by SAAP (Supported Accommodation Assistance Program) to provide temporary accommodation to homeless families for up to 12 months as well as assist them to secure long-term accommodation

The Magdalene Centre, Adelaide City tel 8305 9382

26 Moore St Adelaide and 42-46 Carrington St Adelaide

- Provides an information, advocacy and referral service
- Assists clients with crisis support in the form of food vouchers & parcels, blankets, hygiene products, bus tickets, baby products, Telstra vouchers, phone cards and clothing.
- In 2008–09 the Magdalene Centre assisted 3607 households: 93 in emergency accommodation and 267 homeless.
- Financial assistance with overdue utility bills and travel costs
- Specialist legal, housing and financial counselling
- Culturally appropriate services
- Referral to case management & advocacy services to homeless people with complex needs
- Dressed to Impress — support for people attending job interviews requiring clothing and accessories
- A range of community development programs helping people to develop life skills and break down social isolation

Cathedral Fashions tel 8267 1312

35 King William Rd, North Adelaide, 5006

- Cathedral Fashions assisted 189 households in 2008–09, of these households there was one in need of emergency accommodation and three were homeless.
- Vouchers provided for clothing for clients referred from Women's & Children's Hospital, Royal Adelaide Hospital, Anglicare's Supported Residential Programs, Archway Rehabilitation Centre and homeless people visiting Anglicare corporate office. People can receive clothing, shoes and sleeping bags twice a year, as well as pre-made food packs containing a bowl, spoons, cereal and fruit.

St Hilary's Food Barn tel 8392 3190

1 William Street, Morphett Vale, 5162

- St Hilary's assisted 1371 households in 2008/09, of these there were 17 households in need of emergency accommodation and 22 homeless.
- Emergency assistance via the food barn is provided on a daily basis Monday to Friday 9-12
- Provides shopping vouchers, Telstra cards and bus tickets.
- Advocates for clients with outstanding bills with utility organisations to part pay where possible
- Offers budget counselling

Anglicare works with other programs and agencies, such as

- Anglicare SA's Tenants Information & Advocacy Service (TIAS) to assist people at risk of homelessness and eviction
- Anglicare SA's Work Options to assist people with resumes, interviews and coaching
- Aboriginal Family Support Services to provide extended interviews for Aboriginal families in need
- Gambling Help Services to assist people affected by problem gambling and their families
- Financial Literacy provides education to help people manage their finances better
- Financial Counselling to help clients understand their options for their debts, and to advocate on their behalf if needed
- No Interest Loan Scheme (NILS) provides loans to approved applicants for essential items to those who cannot gain a loan from a mainstream lender

Anglicare and Advocacy:

Anglicare SA speaks out on issues affecting people needing emergency assistance through participation in :

- South Australian Council of Social Service (SACOSS)
- Australian Council of Social Service (ACOSS)
- Foodbank SA

How you can help?

Through donations: monetary, food, clothing donations, household items (excluding electrical items)

Volunteering to help in emergency assistance centres



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For more information

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