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MEDIA RELEASE

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Excellence and innovation in caring for Australians recognised by Anglicare Australia

Inspiration, versatility and dedication characterised the winning entries for this year's national Anglicare Awards.

A support program for newly arrived refugees – staffed by refugees themselves (Anglicare Southern Queensland), an intranet-based risk management tool (Anglicare SA), and creative partnerships with parish, community and government organisations (Anglicare Tasmania, Anglicare SA and Anglicare Central Queensland), were some of the winning entries in this year's awards.

The national Anglicare conference was held in Yeppoon, Queensland from 30 October to 1 November. Each year, the conference makes a point of celebrating the innovation and excellence of the extensive Anglicare Australia network of care and social justice.

The 44 Anglicare Australia member agencies provide direct care to over 350,000 Australians each year. The annual awards offer an opportunity to recognise and honour the hard work, skill and innovation that accompany the care and compassion extended to people and communities in need.

This is the sixth year the Anglicare Australia Awards have been presented. Anglicare Australia is grateful to Awards sponsor SUNsuper for enabling innovation and excellence within the extensive Anglicare network to be showcased and celebrated. The winners in the innovation, organisational excellence and partnership categories each received a cheque valued at \$500, with the 'individual achievement' winner receiving a gift voucher as well as a cheque for \$200 for their agency. All winners and commended entries received a framed certificate.

Anglicare Australia is grateful for insightful contributions of the three Awards judges, who gave their collective knowledge and wisdom to the judging process. They were Revd Dr Elizabeth Mackinlay, Director of the Centre for Ageing and Pastoral Studies, Canberra, Mrs Jocelyn Newman, former Senator for Tasmania and present Anglicare volunteer, and Mr Ralph Collins, representing the sponsor, SUNsuper.

Twenty-two nominations were received from across Australia, covering a diverse range of programs. The judges affirmed the high level of innovation and the high quality of service delivery to those people who are often the most marginalised in society.

A full list of winners and highly commended projects is attached.

Anglicare Australian Awards for Excellence and Innovation: Winners and Highly Commended

Innovation

Winner: Anglicare Toowoomba (part of Anglicare Southern Queensland) for Refugee Settlement Support

The program provides a high level of support for newly arrived refugees by employing Sudanese refugees, recognising and enhancing their existing skills, and assisting them to develop new ones. The capacity of staff to connect with and support new arrivals is of enormous benefit to both newly arrived refugees and the communities they will soon come to call home.

Highly Commended, innovation

Anglicare WA, for ‘Mums and Dads Forever’.

Focusing on the best interests of children, this Perth-based program offers parents and children an unprecedented range of services within a single agency including group-work, counselling, mediation, educational and therapeutic elements.

Organisational excellence

Winner: Anglicare SA, for its Risk Management Framework.

The establishment of a risk management intranet-based tool provides managers and staff with a site-specific risk record as well as an organisational profile of all risks. The intranet tool includes action plans, including the steps and processes to scan for potential risks to services for the coming year. The risks are reviewed quarterly, minimising the amount of time that is taken away from service delivery for monitoring and reporting activities. This system works well with a large and diverse service profile.

Highly commended, organisational excellence (service delivery)

Anglicare Central Queensland’s Lifestyle Support Options.

True to its vision that ‘the only limitation on participation by people with disabilities is the choices that are open to them’, the service maintains an inclusive and flexible approach to service delivery, ensuring that individual needs and aspirations of participants and their families are heard and as far as possible, met.

Highly commended, organisational excellence (human resource management)

The Samaritans Foundation for New Star (new staff training and review).

This organisation transformed its recruitment and induction processes for new disability services staff from a service-specific approach to a consistent recruitment and training program that ultimately enabled seamless movement of appropriately skilled and trained staff – whether permanent or casual – from service to service.

Parish Partnership

Winner: Anglicare Tasmania, with the Anglican parish of St Helen’s, for the East Coast Counselling and Support Service/St Helen’s Emergency Relief

In a region that is significantly isolated, and characterised by low socio-economic status, the parish provides responsive, ongoing and unconditional support for members of the community – and for the Anglicare workers. Anglicare has introduced a flexible system of care that now embraces community development and support for the needs of long-term clients. The result of this partnership has been a stronger service, thoroughly grounded within a supportive community.

Community Partnership

Winner: Anglicare SA (the Magdalene Centre) and the Big Issue

Co-location of the Big Issue with this Anglicare centre makes all the difference for clients. The broad range of complementary services offered by the two organisations in partnership go a long way to meeting the complex and varied needs of the socially excluded population of Adelaide – much further than if the agencies were acting independently.

Partnership with Government

Winner: Anglicare Central Queensland for ‘Outback Alive’

This integrated approach to service delivery is more than a partnership between an Anglicare agency and government. It integrates a range of Anglicare programs across a geographic region three times the size of Victoria, with five state or federal government departments, coordinating a complex response to a problem experienced by communities in this area for over 100 years – drought.

Individual Achievement

Winner: Jan Gulin, the Willochra Home (Anglicare Willochra, SA)

Working in a geographically isolated community in South Australia where it is difficult to recruit and attract skilled staff, Jan made a significant contribution toward the reorganisation of this aged care. Energising and supporting a team to transform the facility from a low-care operation to an ageing-in-place facility that has a mix of high and low care, she was instrumental in turning the facility around so that it achieved all 44 accreditation outcome standards in record time. All three judges recognised the monumental effort this took – not only to make it happen, but to build the team that would then take the facility into the future.

Commended: Kathy Horton of Anglicare Central Queensland has contributed extensive effort and energy into developing a mental health information and referral service that actively values people with mental illness, promotes community connectedness and offers hope for new possibilities and change for the better.

Commended: Kim Moir, also of Anglicare Central Queensland is a strong advocate for clients in two relatively isolated communities. A positive role model for both staff and clients, she has initiated new programs and organisational change, and actively promoted Anglicare’s values and support services in the community.



For more information, contact Sue Leppert, Executive Director, Anglicare Australia (0402 825 282) or go to www.anglicare.asn.au for Anglicare agency contact details.