Anglicare Australia is a network of 43 agencies; with 37 members across every state and territory in Australia and 6 associate members nationally and internationally providing services to people in every region and across their lifespan. In Australia 15,842 volunteers and 23,037 staff work with over 502,333 vulnerable Australians every year.

Our independent members are locally grown, governed and managed and in it for the long term; standing alongside and advocating with their communities for over 150 years.

Our members provide services to people and communities striving for equity and justice strengthened by collaboration and participation. We passionately believe that every human being has intrinsic value and dignity and seek to work with the inherent capabilities of individuals and communities.

Anglicare agencies work in close cooperation with other community organisations and receive funding from Federal, State and Local Governments to provide more than $1.15 billion of services each year including:

- Aged care services – residential, community and others
- Carers’ support services and respite services
- Chaplaincy
- Community justice, education and capacity building
- Computer/IT support services
- Disability support services
- Domestic violence programs
- Drug and alcohol services
- Emergency relief
- Employment services
- Environmental sustainability services
- Family support and relationship counselling
- Financial and gambling counselling
- Housing and homelessness services
- Indigenous support services
- Kinship care, foster care, adoption, child care, out-of-home care and other children services
- Loss and grief services
- Mental health support services
- Natural disaster relief and recovery services
- Parish partnership/grants
- Prisoner support services
- Recycled goods shops
- Refugee, asylum seeker and migrant services
- Social enterprise
- Social research and advocacy
- Suicide intervention programs
- Transport services
- Women and men support services
- Youth program

Through partnerships with parishes and communities across the country we add social capital through the addition of goodwill, financial and human resources.

Updated information on the work of Anglicare Australia and its members can be found by visiting www.anglicare.asn.au
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Welcome

Welcome to the 2013 Anglicare Australia Conference—Drawing on our Diversity.

We are a diverse nation and the Anglicare network reflects this. Our professional and personal diversity is added to by the wide range of services in which we work and the backgrounds and histories we bring to that work. The conference program shows its own diversity with keynotes and workshops from varied areas in which we operate as well as opportunities for worship, reflection, socialising, celebrating our work through the awards and delving deeper through network meetings and sharing.

This conference is a wonderful opportunity to draw on the diversity of the network; to enjoy the Sunshine State’s spring weather; to bring some, share some and take some wisdom about our practice and to meet others from across the Anglicare network.

The conference venue is on the banks of the Brisbane river and during the conference program there will be opportunity to visit the magnificent St John’s Cathedral, enjoy the sunset over the river and the skyline of Brisbane. Come early or stay on after and enjoy a few days exploring.

Thank You

To our sponsors—we are proud of our ongoing partnership with HESTA Super Fund, and we are also delighted to welcome Telstra to their first Anglicare Australia awards.

We sincerely thank them for their generous participation which makes this conference possible.

To our speakers, facilitators, workshop presenters, session chairs, and to our Brisbane hosts, Anglicare Southern Queensland—thank you for making yourselves available to provide inspiration and direction for our conference and for sharing your expertise and experience.

To those involved in the detail of planning and organising:

Conference Committee:

- Wendy Malycha (Chair), St John’s Youth Services
- Karen Crouch, Anglicare Southern Queensland
- Sue Cooke, Anglicare Southern Queensland
- Kerryn Bear, Anglican Diocese of Brisbane
- Heidi Monsour, Anglican Diocese of Brisbane
- Debbie Fox, Anglican Diocese of Brisbane
- Todd Yourell, CASPA
- Erin Clark, Anglicare Australia
- Geoff Cameron, Anglicare Australia

The Chaplaincy, Pastoral Care and Parish Partnerships network for their help in co-coordinating the Worship Program.

Master of Ceremonies:

- Shane Farmer

And to all you delegates for coming along, being open to new ideas and being part of the Anglicare network.

Kasy Chambers
Executive Director
Anglicare Australia

Anglicare Australia acknowledges that this Conference meets on Aboriginal land.
Registration Desk

The Registration Desk is located in the Lobby of Rydges South Bank. The Registration/Information Desk will be open during the following hours for assistance throughout the conference.

- **Sunday 15 September 2013** 12.30pm – 5.00pm
- **Monday 16 September 2013** 8.00am – 5.00pm
- **Tuesday 17 September 2013** 8.00am – 3.00pm
- **Wednesday 18 September 2013** 8.00am – 11.30am

**Dress Code during conference:** Smart Casual

Annual General Meeting of Anglicare Australia

**Sunday 15 September – Level 12, Rydges South Bank**

The Annual General Meeting of Anglicare Australia will be held at 4.00pm on Sunday, 15 September 2013 on Level 12 of Rydges South Bank, Corner of Glenelg and Grey Street, Brisbane.

Conference Opening Service

**Sunday 15 September – St John’s Cathedral**

The Opening Service will be held at 6.00pm on Sunday 15 September in St. John’s Cathedral, 373 Ann Street, Brisbane, Queensland.

**Preacher and celebrant:**
The Most Rev. Dr. Phillip Aspinall, Primate

The Welcome Reception will be held immediately after the Opening Service.

Buses will pick up delegates at Riverside Hotel at 5.25pm and Rydges South Bank at 5.30pm and return to the hotels at the conclusion of the reception.

Welcome Reception

**Sunday 15 September – St John’s Cathedral**

The Welcome Reception will be held at 7.00pm immediately after the Opening Service on Sunday 15 September in St. John’s Cathedral, 373 Ann Street, Brisbane, Queensland.

Anglicare Australia Awards

**Monday 16 September – Level 12, Rydges South Bank**

The presentation of the Anglicare Australia Awards will take place on Level 12 of Rydges South Bank, Corner of Glenelg and Grey Street, Brisbane, and will be hosted by the Rt Reverend Dr Chris Jones, Chair of Anglicare Australia.

The Awards will be presented by Ms Sue McAleer, National Manager for Accessibility, Telstra.

**Dress:** Coat and tie

This year awards will be made in the following categories:

1. Excellence
2. Innovation
3. Partnership
4. Volunteer Achievement

**Judges for the Awards were:**

- Mr Frank Quinlan, Chief Executive Officer, Mental Health Council of Australia, Canberra
- Mr Steve Hackett, Executive Director, Family and Relationship Services Australia, Canberra
- Ms Sue McAleer, National Manager – Accessibility, Telstra, Sydney

Anglicare Australia is delighted to welcome Telstra as sponsors of the Anglicare Australia Awards 2013.

Conference Dinner

**Tuesday 17 September 2013 – Victoria Park Golf Complex**

The Conference Dinner will be held at Victoria Park Golf Complex, 7.00pm on Tuesday 17 September 2013. A band will provide after dinner entertainment.

Guests will be transported from Rydges South Bank to the Dinner by bus departing from Riverside Hotel at 6.25pm and Rydges South Bank at 6.30pm and returning to the hotels at the conclusion of the Dinner.

**Dress:** Coat and tie
John Roffey Memorial Lecture

The John Roffey Memorial Lecture will be held on Tuesday 17 September 2013 from 2.00pm to 3.00pm in the Plenary Room, Rydges South Bank, Brisbane.


This year’s John Roffey Lecture will be delivered by Bishop Andrew Curnow, Chairperson, St Luke’s Anglicare and Bishop of Bendigo.

Bishop Andrew Curnow

Bishop Andrew Curnow was enthroned as the ninth Bishop of Bendigo in June 2003. Prior to his appointment in Bendigo, Bishop Andrew was Bishop of the Northern Region and Registrar of the Diocese of Melbourne. He has lived, studied and ministered to a wide and diverse range of communities and parishes throughout rural, regional and suburban Victoria. Bishop Andrew has a strong passion and interest in welfare and education having held leadership roles with Anglicare, the Brotherhood of St Laurence, the Council of Christian Education in Schools (ACCESS) and the Melbourne College of Divinity.

Bishop Andrew has degrees in commerce, divinity and arts. He is currently involved with St Lukes Anglicare, Bendigo, New Horizons Welfare Services, Braemar College, Benetas and Trinity Theological College. Bishop Andrew was recognised as a Member of the Order of Australia (AM) for significant service to the Anglican Church of Australia through leadership roles. He has a particular interest in the theology of Mission in contemporary Australia on which he has written extensively.

Newcomer's Reception

There will be a reception for newcomers to the Conference to meet other newcomers and find out more about the Anglicare network. Grab some lunch on Monday and head up to Level 12, North, where Roland Manderson and Michelle Waterford from Anglicare Australia will be hosting the gathering.

Response of The Church to the Royal Commission

Level 12, North lunchtime Tuesday, Martin Drevikovsky, General Secretary, General Synod of the Anglican Church of Australia will address the General Synod Standing Committee’s resolutions in response to the Royal Commission into the Institutional Responses to Child Sexual Assault, the Charter of the Royal Commission Working Group (which includes Anglicare Australia’s Kasy Chambers) appointed by the Standing Committee, and the Group’s program. Join the discussion.

Conference Chaplains

There are two conference Chaplains, Reverend Linda McWilliam and Mr Peter Burke. Linda is the Coordinating Chaplain, Department of Mission and Social Justice, Anglicare Southern Queensland. Peter is the Manager, Pastoral Care and Parish Development, Anglicare South Australia, and the Facilitator of the Chaplaincy, Pastoral Care and Parish Partnerships network.

Linda and Peter will be leading times of prayer and reflection assisted by other members of the Chaplaincy and Parish Development Network.

Linda and Peter are available for confidential conversation and/or prayer time with conference participants as required. Contact them via the MC, Anglicare Australia staff or directly.

If you would like to know more about the activities of the Chaplaincy, Pastoral Care and Parish Partnerships network please talk to Peter.
**Network Meetings**

The Special Interest Networks form an integral part of the work of the greater Anglicare network. They allow for a range of activities including communities of practice and explorative discussions in policy issues. This year we have set aside some special time for networks to meet; from 1.30pm to 4pm Sunday 15 September, from 3.45pm to 5.15pm on Monday 16 September and from 2pm to 4.30pm on Wednesday 18 September.

The Networks which have indicated that they will be meeting at that time or other advised times are listed below.

<table>
<thead>
<tr>
<th>NETWORK</th>
<th>Date</th>
<th>Room</th>
<th>Convener</th>
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<tbody>
<tr>
<td>Research</td>
<td>Sunday 15 September</td>
<td>Podium Room 1</td>
<td>Michelle Waterford</td>
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<td>1.30pm – 4.00pm</td>
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<tr>
<td>CEO Forum</td>
<td>Sunday 15 September</td>
<td>Level 12, North</td>
<td>Chris Jones</td>
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<td>1.30pm – 4.00pm</td>
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<tr>
<td>National Reconciliation</td>
<td>Monday 16 September</td>
<td>Level 12, North</td>
<td>Phil Coller</td>
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<td>3.45pm – 5.15pm</td>
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<tr>
<td>Aged and Community Care</td>
<td>Monday 16 September</td>
<td>Podium Room 2 FRONT</td>
<td>Sandra Hills</td>
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<td>3.45pm – 5.15pm</td>
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<tr>
<td>Media and Communications</td>
<td>Monday 16 September</td>
<td>Podium Room 2 REAR</td>
<td>Andrew Yule</td>
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<td>3.45pm – 5.15pm</td>
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<tr>
<td>Chaplaincy, Pastoral Care and Parish Partnerships</td>
<td>Monday 16 September</td>
<td>Podium Room 3 FRONT</td>
<td>Peter Burke</td>
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<td></td>
<td>3.45pm – 5.15pm</td>
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<tr>
<td>Family Support Program</td>
<td>Monday 16 September</td>
<td>Podium Room 3 REAR</td>
<td>Jennie Hannan</td>
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<td>3.45pm – 5.15pm</td>
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<tr>
<td>Housing and Homelessness</td>
<td>Monday 16 September</td>
<td>Podium Room 4 FRONT</td>
<td>Michelle Waterford</td>
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<td></td>
<td>3.45pm – 5.15pm</td>
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<tr>
<td>Procurement</td>
<td>Monday 16 September</td>
<td>Podium Room 4 REAR</td>
<td>Mike Brannan</td>
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<td></td>
<td>3.45pm – 5.15pm</td>
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<tr>
<td>Fundraising</td>
<td>Monday 16 September</td>
<td>Podium Room 5</td>
<td>Trevor Capps</td>
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<td></td>
<td>3.45pm – 5.15pm</td>
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<tr>
<td>National Reconciliation</td>
<td>Wednesday 18 September</td>
<td>Podium Room 4</td>
<td>Phil Coller</td>
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<td>2.00pm – 4.30pm</td>
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<tr>
<td>Chaplaincy, Pastoral Care and Parish Partnerships</td>
<td>Wednesday 18 September</td>
<td>Level 12, North</td>
<td>Peter Burke</td>
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<td></td>
<td>2.00pm – 4.30pm</td>
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<tr>
<td>CDC Champions</td>
<td>Thursday 19 September</td>
<td>Off-site</td>
<td>Michelle Waterford</td>
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</tbody>
</table>

Everyone is welcome to attend any of the network meetings, other than the CEO Network which is limited to members in or acting in CEO positions and the CDC Champions meeting which is for the members of a specific working group.
## Conference Program

### SUNDAY 15 SEPTEMBER 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>12.30pm – 5.00pm</td>
<td>Registration</td>
<td>Lobby</td>
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<tr>
<td>12.30pm – 1.30pm</td>
<td>Board Members Reception</td>
<td>Level 12, South</td>
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<tr>
<td>1.30pm – 4.00pm</td>
<td>CEO Forum&lt;br&gt;<strong>Diversity in the boardroom discussion led by Dr Rosemary Callingham, Board member, Anglicare Tasmania. CEOs and Board members only please</strong></td>
<td>Level 12, North</td>
</tr>
<tr>
<td>1.30pm – 4.00pm</td>
<td>Network meetings: &lt;ul&gt;&lt;li&gt;Research&lt;/li&gt;&lt;/ul&gt; (see page 7)</td>
<td>Podium Room 1</td>
</tr>
<tr>
<td>4.00pm – 5.00pm</td>
<td>Anglicare Australia Annual General Meeting</td>
<td>Level 12, North</td>
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<tr>
<td>5.25pm – 5.30pm</td>
<td>Bus to St John’s Cathedral</td>
<td>Hotel entrance</td>
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<tr>
<td>6.00pm – 7.00pm</td>
<td>Opening Service</td>
<td>St John’s Cathedral</td>
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<tr>
<td>7.00pm – 8.00pm</td>
<td>Welcome Reception</td>
<td>St John’s Cathedral</td>
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<tr>
<td>8.00pm</td>
<td>Bus returns</td>
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### MONDAY 16 SEPTEMBER 2013

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<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
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<tbody>
<tr>
<td>8.00am – 5.00pm</td>
<td>Registration</td>
<td>Lobby</td>
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<tr>
<td>8.30am – 8.45am</td>
<td>Morning Worship</td>
<td>Plenary Room</td>
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<tr>
<td>9.00am – 9.30am</td>
<td><strong>Conference Opening</strong>&lt;br&gt;Chris Jones – Chairperson, Anglicare Australia&lt;br&gt;&lt;strong&gt;Welcome to Country&lt;/strong&gt;&lt;br&gt;Song Woman Maroochy&lt;br&gt;Queensland Aboriginal Elder&lt;br&gt;Shane Farmer – Master of Ceremonies&lt;br&gt;Housekeeping</td>
<td>Plenary Room</td>
</tr>
<tr>
<td>9.30am – 10.45am</td>
<td><strong>KEYNOTE ADDRESS 1 Professor Ross Homel AO</strong>&lt;br&gt;Foundation Professor of Criminology and Criminal Justice, Griffith University&lt;br&gt;Director of the Key Centre for Ethics, Law, Justice and Governance&lt;br&gt;Session Chair: Wendy Malycha, CEO, St John’s Youth Services</td>
<td>Plenary Room</td>
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<tr>
<td>10.45am – 11.15am</td>
<td>Morning Tea</td>
<td>Lobby and Podium Room 1</td>
</tr>
<tr>
<td>11.15am – 12.45pm</td>
<td><strong>WORKSHOP SESSION</strong>&lt;br&gt;&lt;strong&gt;Building a research agenda and a research business model in the community sector&lt;/strong&gt;&lt;br&gt;Dr Ian Goodwin-Smith, Research Fellow, Quality and Practice Development, Anglicare South Australia&lt;br&gt;&lt;strong&gt;Young people in transition – New research&lt;/strong&gt;&lt;br&gt;Dr Sarah Wise, General Manager Policy, Research and Innovation, Anglicare Victoria</td>
<td>Level 12, North</td>
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<tr>
<td>Time</td>
<td>Event Description</td>
<td>Location</td>
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<tr>
<td>11.15am – 12.45pm</td>
<td><strong>WORKSHOP SESSION</strong>&lt;br&gt;&lt;strong&gt;CARE: Creating conditions for change&lt;/strong&gt;&lt;br&gt;Alison Ingram, Quality &amp; Improvement Advisor/Child &amp; Youth Practice Lead, Anglicare Southern Queensland&lt;br&gt;&lt;strong&gt;The struggle for congruence&lt;/strong&gt;&lt;br&gt;Alison Ingram, Quality &amp; Improvement Advisor/Child &amp; Youth Practice Lead, Candice Maxton, Manager TRACC Gold Coast and Michelle Blain, Quality &amp; Improvement Advisor</td>
<td>Podium Room 2</td>
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<tr>
<td>11.15am – 12.45pm</td>
<td><strong>WORKSHOP SESSION</strong>&lt;br&gt;&lt;strong&gt;Diversity or adversity: Ensuring diversity strengthens rather than challenges collaboration&lt;/strong&gt;&lt;br&gt;Kate Rush, Community Action Leader, and Sue Christophers, Senior Manager, Community Engagement, Anglicare South Australia&lt;br&gt;&lt;strong&gt;Drawing on our diversity – Through collaboration, a living example&lt;/strong&gt;&lt;br&gt;Rev David Peake, CEO, E Qubed, and Arsenio C Alegre, CEO, WorkVentures</td>
<td>Podium Room 3</td>
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<tr>
<td>11.15am – 12.45pm</td>
<td><strong>WORKSHOP SESSION</strong>&lt;br&gt;&lt;strong&gt;Two Worlds: Talking to children and parents about separation; an original Australian resource&lt;/strong&gt;&lt;br&gt;Glenda Devlin, Shoalhaven Regional Manager, Community Care, Anglicare Sydney, and Georgena Stuckenschmidt, Managing Director, Innovative Resources&lt;br&gt;&lt;strong&gt;An extreme way to mentor&lt;/strong&gt;&lt;br&gt;Amy Gascoigne, Youth Worker, The Platform, Anglicare South Australia, Georgina Pearce, Youth Development Officer, City of Playford, and Tom Hossack and Luke Haldenby, Elizabeth Riders Committee mentors</td>
<td>Podium Room 4</td>
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<tr>
<td>12.45pm – 1.45pm</td>
<td>Lunch with entertainment from singer/songwriter Sue Wighton</td>
<td>Lobby and Podium Room 1</td>
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<tr>
<td>12.45pm – 1.45pm</td>
<td><strong>Newcomers’ Reception</strong></td>
<td>Level 12, North</td>
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<tr>
<td>1.45pm – 1.55pm</td>
<td><strong>HESTIA AUDIENCE ADDRESS:</strong>&lt;br&gt;Lynn Hart&lt;br&gt;Executive Manager, Client Relation, HESTA Super Fund</td>
<td>Plenary Room</td>
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<tr>
<td>2.00pm – 3.15pm</td>
<td><strong>KEYNOTE ADDRESS 2</strong>&lt;br&gt;Dr Yvonne Luxford&lt;br&gt;Chief Executive Officer&lt;br&gt;Palliative Care Australia&lt;br&gt;Session Chair: Sandra Hills, CEO, Benetas</td>
<td>Plenary Room</td>
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<tr>
<td>3.15pm – 4.15pm</td>
<td>Afternoon Tea</td>
<td>Lobby and Podium Room 1</td>
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<tr>
<td>3.45pm – 5.15pm</td>
<td>Network Meetings:&lt;br&gt;› National Reconciliation&lt;br&gt;› Aged and Community Care&lt;br&gt;› Media and Communications&lt;br&gt;› Chaplaincy, Pastoral Care and Parish Partnerships&lt;br&gt;› Family Support Program&lt;br&gt;› Housing and Homelessness&lt;br&gt;› Procurement&lt;br&gt;› Fundraising</td>
<td>(see page 7) Level 12, North Podium Room 2 Podium Room 2 Podium Room 3 Podium Room 3 Podium Room 4 Podium Room 4 Podium Room 5</td>
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<tr>
<td>Time</td>
<td>Event</td>
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<tr>
<td>5.15pm – 5.30pm</td>
<td>Evening Reflection</td>
<td>Podium Room 5</td>
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<tr>
<td>6.30pm – 8.30pm</td>
<td>Anglicare Australia Award Ceremony with entertainment by musicians from St Margaret’s Anglican Girls School</td>
<td>Level 12</td>
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**TUESDAY 17 SEPTEMBER 2013**

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<tr>
<th>Time</th>
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<tr>
<td>8.00am – 3.00pm</td>
<td>Registration</td>
<td>Lobby</td>
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<tr>
<td>8.30am – 8.45am</td>
<td>Morning Worship</td>
<td>Plenary Room</td>
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<tr>
<td>9.00am – 9.15am</td>
<td>Housekeeping</td>
<td>Plenary Room</td>
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<tr>
<td>9.15am – 10.15am</td>
<td><strong>KEYNOTE ADDRESS 3</strong></td>
<td>Plenary Room</td>
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<tr>
<td></td>
<td>Ms Miriam Lyons: Executive Director of the Centre for Policy Development</td>
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<td></td>
<td>Session Chair: Todd Yourell, CEO, CASPA</td>
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<tr>
<td>10.15am – 11.00am</td>
<td><strong>Post-Election Media Panel</strong></td>
<td>Plenary Room</td>
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<td></td>
<td>Danielle Cronin – Editor ‘Brisbane Times’</td>
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<td>Margaret Wenham – Editor ‘Your Say’ Courier Mail</td>
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<td>Peter McCutcheon – reporter ABC ‘7.30’</td>
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<td></td>
<td>Chair: Paul McDonald, CEO, Anglicare Victoria</td>
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<tr>
<td>11.00am – 11.30am</td>
<td>Morning Tea</td>
<td>Lobby and Podium room 1</td>
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<tr>
<td>11.30am – 1.00pm</td>
<td><strong>WORKSHOP SESSION</strong></td>
<td>Level 12, North</td>
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<td></td>
<td>Doing Foyer: making the Foyer model work in Western Australia</td>
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<td></td>
<td>John Berger, Executive General Manager, Operations, Anglicare</td>
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<td></td>
<td>Western Australia</td>
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<td>Developing collaborative practice under one roof – sister services working together</td>
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<td></td>
<td>Carol Birrell, Group Manager, Homelessness Service, Women and Children, and Tamieka Trebilco, Service Co-ordinator, Anglican Women’s Hostel, Anglicare Southern Queensland</td>
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<tr>
<td></td>
<td>Creating a home, building community, social inclusion and mental health</td>
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<td></td>
<td>Suellen Welch, Community Connections Worker, and Nerida Leighton, Team Leader, A Place to Belong, Anglicare Southern Queensland</td>
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<td>11.30am – 1.00pm</td>
<td><strong>WORKSHOP SESSION</strong></td>
<td>Podium Room 2</td>
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<td>Communicating with Aboriginal people and communities effectively</td>
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<td>Archdeacon Karen Kime, General Manager Indigenous Services and Education, Anglicare NSW South, NSW West &amp; ACT and Haidee Fullard, Area Coordinator North West Housing Services, Anglicare Tasmania</td>
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<tr>
<td>Time</td>
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<td>11.30am – 1.00pm</td>
<td><strong>WORKSHOP SESSION</strong>&lt;br&gt;Expanding the meaning of us – Anglicanism in ecumenical context and the methodology of receptive ecumenism&lt;br&gt;Peter Burke, Manager, Pastoral Care and Parish Development, Anglicare South Australia (also Convenor, Anglicare Australia Chaplaincy, Pastoral Care and Parish Partnership Network and President, South Australian Council of Churches)&lt;br&gt;The mysterious case of the Anglican Church&lt;br&gt;Reverend Doug Edmonds, Board Member, Anglicare Tasmania</td>
<td>Podium Room 3</td>
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<td>11.30am – 1.00pm</td>
<td><strong>WORKSHOP SESSION</strong>&lt;br&gt;The importance of flexible learning options in primary schools&lt;br&gt;Susan Richards, Senior Manager, Developmental Learning, and Janet Renfrey, Manager, Youth Learning and Development, Anglicare South Australia&lt;br&gt;Cradle to Kinder – A multi-disciplinary approach to service delivery with high risk families&lt;br&gt;Sonia D’Urbano, Program Manager, Eastern Region, and Melissa Charlton, Team Leader, Cradle to Kinder Outer East, Anglicare Victoria</td>
<td>Podium Room 4</td>
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<tr>
<td>1.00pm – 2.00pm</td>
<td>Lunch with entertainment by the Embers Women’s Choir</td>
<td>Lobby and Podium Room 1</td>
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<td>1.00pm – 2.00pm</td>
<td><strong>Response of The Church to the Royal Commission</strong>&lt;br&gt;Martin Drevikovsky, General Secretary, General Synod of the Anglican Church of Australia&lt;br&gt;Session Chair: Peter Sandeman, CEO, South Australia</td>
<td>Level 12, North</td>
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<tr>
<td>2.00pm – 3.00pm</td>
<td><strong>JOHN ROFFEY LECTURE</strong>&lt;br&gt;Bishop Andrew Curnow&lt;br&gt;Chairperson of St Luke’s Anglicare and Bishop of Bendigo&lt;br&gt;Session Chair: David Pugh, CEO, Anglicare Northern Territory</td>
<td>Plenary Room</td>
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<tr>
<td>3.00pm – 3.30pm</td>
<td>Afternoon Tea</td>
<td>Lobby and Podium Room 1</td>
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<td>3.30pm – 5.00pm</td>
<td><strong>WORKSHOP SESSION</strong>&lt;br&gt;Forgotten Notes: A choir for people living with dementia&lt;br&gt;Alan Gruner, Innovation, Policy and Research Consultant, Benetas&lt;br&gt;Selwyn Centres reducing isolation for older people and facilitating connection&lt;br&gt;Rev Marianne Hornburg, Spiritual Care Coordinator, and Rod Perkins, General Manager, Foundation Development, The Selwyn Foundation&lt;br&gt;Spirituality in people with advanced dementia&lt;br&gt;Chris Perkins, Director, Centre for Ageing and Spirituality, and Rev Marianne Hornburg, Spiritual Care Coordinator, The Selwyn Foundation</td>
<td>Level 12, North</td>
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<tr>
<td>3.30pm – 5.00pm</td>
<td><strong>WORKSHOP SESSION</strong>&lt;br&gt;Dude, this is your forte, take over: Making the most of multidisciplinary community academic partnership&lt;br&gt;Leanne Wood, Senior Research Lead, and Jen Basham, Research Specialist, Anglicare Southern Queensland&lt;br&gt;Building a diverse and strength-based workplace&lt;br&gt;Georgena Stuckenschmidt, Managing Director, Innovative Resources</td>
<td>Podium Room 2</td>
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<td>Time</td>
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| 3.30pm – 5.00pm | WORKSHOP SESSION  
**Using the customer experience to drive marketing efforts**  
Michelle Low, Marketing and Communications Manager, and Lisa Rees, Customer Experience and Partnerships Manager, Benetas  
**Driving supplier diversity through Socially Responsible Procurement**  
Mike Brannan, Procurement Manager, Anglicare South Australia | Podium room 3  |
| 3.30pm – 5.00pm | WORKSHOP SESSION  
**Rural and remote diversity**  
Trish Graham, Foster Care Case Worker and Narelle Derrig, Family Intervention Case Worker, Anglicare Southern Queensland  
**Creating opportunities for connection and change**  
Amanda Hunt, Executive General Manager, Person Centred Approaches, Anglicare Western Australia | Podium Room 4  |
| 5.00pm – 5.15pm | Evening Reflection                                                                                   | Podium Room 5  |
| 6.25pm – 6.30pm | Bus to Conference Dinner                                                                              | Hotel entrance |
| 7.00pm till late | Conference Dinner                                                                                       | Victoria Park Golf Complex |
| 10.00pm, 10.30pm and 11.00pm | Buses return                                                                                           |                |

**WEDNESDAY 18 SEPTEMBER 2013**

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<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>8.00am – 11.30am</td>
<td>Registration</td>
<td>Lobby</td>
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<tr>
<td>8.30am – 8.45am</td>
<td>Morning Worship</td>
<td>Plenary Room</td>
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<tr>
<td>9.00am – 9.15am</td>
<td>Housekeeping</td>
<td>Plenary Room</td>
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</table>
| 9.15am – 10.15am | KEYNOTE ADDRESS 4  
Dr Sally Goold OAM  
Session chair: Grant Millard, CEO, Anglicare Sydney | Plenary Room   |
| 10.15am – 10.45am | Morning Tea                                                                                         | Lobby and Podium Room 1 |
| 10.45am – 12.15pm | WORKSHOP SESSION  
**Living beyond Aboriginal suicide: Developing a culturally appropriate and accessible suicide postvention service for Aboriginal communities in South Australia**  
Dr Ian Goodwin-Smith, Research Fellow, Quality and Practice Development, Anglicare South Australia  
**Community literacy: making a place for the learning for a diverse community**  
Damian le Goullon, Community Literacy teacher; and Christine Wall, Consultant tutor, A Place to Belong, Anglicare Southern Queensland  
**Taz Kids Clubs & Champs Camps**  
Cassandra Ogden, State Co-ordinator, Taz Kids, Anglicare Tasmania | Level 12, North |
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<th>Time</th>
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<tr>
<td>10.45am – 12.15pm</td>
<td>WORKSHOP SESSION&lt;br&gt;&lt;strong&gt;Riding the CDC locomotive – the Anglicare South Australia journey&lt;/strong&gt;&lt;br&gt;Susan Chessman, Senior Manager, Anglicare Home Care, Anglicare South Australia&lt;br&gt;&lt;strong&gt;CDC – the Samaritans’ journey&lt;/strong&gt;&lt;br&gt;Shelley Williams, Transformation Facilitator, Samaritans</td>
<td>Podium Room 2</td>
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<tr>
<td>10.45am – 12.15pm</td>
<td>WORKSHOP SESSION&lt;br&gt;&lt;strong&gt;Building design – Models to support better care&lt;/strong&gt;&lt;br&gt;Roger Burden, Facility Planner, Benetas&lt;br&gt;&lt;strong&gt;Telehealth In care services – Toward a sustainable future&lt;/strong&gt;&lt;br&gt;Alison Little, Director, Service Enablement and Strategy, Anglicare Southern Queensland</td>
<td>Podium Room 3</td>
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<tr>
<td>10.45am – 12.15pm</td>
<td>WORKSHOP SESSION&lt;br&gt;&lt;strong&gt;Connecting: building trust through play and providing a gateway to child safety&lt;/strong&gt;&lt;br&gt;Jennie Hannan, Executive General Manager, Services, and Christine Ockenfels, Manager, Clinical Services and Training, Anglicare Western Australia&lt;br&gt;&lt;strong&gt;Drawing on our diversity: Indigenous involvement in resource development&lt;/strong&gt;&lt;br&gt;Wendy Scarlett, Naomi Havens, Mandy Manggurra and Tanya Kelly, Anglicare Northern Territory, East Arnhem Communities 4 Children PALS team</td>
<td>Podium Room 4</td>
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<td>12.15pm – 1.15pm</td>
<td>Conference Closing&lt;br&gt;Session Chair: Ian Carter AM, CEO, Anglicare Western Australia&lt;br&gt;Featuring a performance by a Polynesian Dance Group</td>
<td>Plenary Room</td>
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<tr>
<td>1.15pm – 2.00pm</td>
<td>Lunch</td>
<td>Lobby and Podium Room 1</td>
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<td>2.00pm – 4.30pm</td>
<td>Network Meetings:  &lt;ul&gt;&lt;li&gt;National Reconciliation&lt;/li&gt;&lt;li&gt;Chaplaincy, Pastoral Care and Parish Partnerships&lt;/li&gt;&lt;/ul&gt;</td>
<td>Podium Room 4  &lt;br&gt;(see page 7)</td>
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**THURSDAY 19 SEPTEMBER 2013**

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<th>Time</th>
<th>Event</th>
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<tr>
<td>All day</td>
<td>CDC Champions retreat</td>
<td>Off-site</td>
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Keynote Speaker Profiles

PROFESSOR ROSS HOMEL AO
Ross Homel is Foundation Professor of Criminology and Criminal Justice at Griffith University in Brisbane, and Director of the Key Centre for Ethics, Law, Justice and Governance. He has served as founder and director of the Griffith Institute for Social and Behavioural Research (now the Griffith Social and Behavioural Research College); as Head of the School of Criminology and Criminal Justice; as a Commissioner of the Queensland Criminal Justice Commission; and in the early 2000s worked with Fiona Stanley and others to establish the Australian Research Alliance (ARC) for Children and Youth and its associated ARC research network.

Professor Homel has won numerous awards for his research on the prevention of crime, violence and injuries and the promotion of positive development and wellbeing for children and young people in socially disadvantaged communities. His accomplishments were recognised in January 2008 when he was appointed an Officer in the General Division of the Order of Australia (AO) “for service to education, particularly in the field of criminology, through research into the causes of crime, early intervention and prevention methods”.

DR YVONNE LUXFORD
CEO of Palliative Care Australia

A professional with 20 years’ experience working in the health sector, Yvonne interacts and collaborates with all levels of government, health professionals, service providers and advocacy bodies to achieve high quality, accessible and culturally appropriate health care.

In addition to managing numerous Government projects, she participates in steering committees for the majority of palliative care initiatives under the Government’s National Palliative Care Program.

Yvonne is a passionate advocate for palliative care on the international stage, through her involvement with the International Association for Hospice and Palliative Care, the Asia Pacific Hospice Palliative Care Network and the Worldwide Palliative Care Alliance.

She also has a wealth of experience in the public health sector, with particular interests in Indigenous health, chronic disease prevention, and equity of access to healthcare. She is Vice President of the Public Health Association of Australia and an Australian Health and Hospital Association Councillor.

MIRIAM LYONS
Miriam Lyons is Executive Director of the Centre for Policy Development, a public interest think tank. She is a regular guest on the ABC shows Q&A and The Drum, editor of the 2013 book ‘Pushing Our Luck’ and co-editor of the 2010 book ‘More Than Luck: Ideas Australia needs now’. Miriam was a delegate to the 2020 Summit and was profiled in the Thinkers category of The Australian’s Emerging Leaders series, as a ‘Woman Shaping Australia’ in Madison Magazine and as an AFR Boss 2010 ‘True Leader’. She is on the board of the Centre for Australian Progress and the advisory committee of the Centre for Cosmopolitan Civil Societies at UTS. Miriam has a passion for making good ideas matter. Formerly policy coordinator for NewMatilda.com, she is a frequent public speaker and commentator on a diverse range of Australian policy debates.

DR SALLY GOOLD OAM
RN, Dip N Ed, B App Sc (Nursing) MNST, DN (HC) FACN, DLF

Dr Sally Goold was instrumental in forming the Congress of Aboriginal and Torres Strait Islander Nurses and was the Executive Director until retirement, July 2012.

She assisted in forming the Aboriginal Medical Service, Redfern, with Fred Hollows and worked there from its inception and was the first Aboriginal Registered Nurse to do so.

Sally has an extensive background in Acute Care, Cardio-Thoracic and Coronary Care, conducted the post-basic cardio-thoracic nursing course at the Prince Charles Hospital and St Andrews Hospital, Brisbane. She has lectured in both undergraduate and post-graduate programs at the School of Nursing at Queensland’s University of Technology. She has been a member on the Advisory Boards of three Universities and is an Adjunct Professor at both James Cook and Griffith universities.

Sally was awarded the Order of Australia Medal in 1986 for service to Nursing Education and Aboriginal Health. She was a member of the Council for Aboriginal Reconciliation 1997–2000 and is an Ex-Commissioner of the Queensland Crime and Misconduct Commission.

Sally was awarded the Royal College of Nursing (Queensland Chapter) Distinguished Nursing Award, 2000; a Doctor of Nursing, Honoris Causa from RMIT in 2002 and announced Senior Australian of the Year in the 2006 Australia Day Awards.
Building a research agenda and a research business model in the community sector

Anglicare South Australia has undergone a process of consultation and deliberation to develop a research agenda, and a cost-effective research business model to enable that agenda. The research agenda and business model will assist the organisation to reach its full potential in its commitment to leading-edge innovation, best practice and credible social analysis. This presentation will reveal Anglicare SA’s research model and processes, with input invited from the floor to workshop why the model would or wouldn’t work for other organisations, and what other research business model and agenda ideas exist within the network.

Dr Ian Goodwin-Smith, Research Fellow, Quality and Practice Development, Anglicare South Australia

Young people in transition – New research

Anglicare Australia convenes a national Research Network that produces high quality content for its annual State of the Family report and advocacy on issues affecting disadvantaged Australians. The recent Food Insecurity Project ‘When There’s Not Enough to Eat’ and the 2013 Rental Affordability Snapshot highlights how the network has been able to leverage and promote the strength of Anglicare agencies. The Anglicare Australia Research Network is set to embark on a new research project involving young people aged 15 to 21 years seeking Anglicare caring support through a range of programs and services, including out-of-home care. It aims to highlight the challenges these young people face as they move towards independent living and self-reliance. The study will also examine the mechanisms that could better support young people achieve these goals and avoid a perpetual cycle of disadvantage. It is anticipated that agencies who offer direct support to young people across all Australian states and territories will assist with the study in order to achieve a large and nationally significant sample. The presentation will provide an overview of the project in terms of its key questions, scope, target group, method, outputs and advocacy objectives.

Dr Sarah Wise, General Manager Policy, Research and Innovation, Anglicare Victoria
CARE: Creating conditions for change

This session will present an overview of the CARE (Children and Residential Experience) model and Anglicare Southern Queensland’s journey of implementation. The CARE model incorporates well-established findings from the social sciences literature into six basic practice principles – developmentally-focused, family-involved, relationship-based, trauma-informed and ecologically-oriented. The principles inform and guide the interactional dynamics of the organisation to meet the best interests of children. The CARE implementation strategy involves training and technical support to assist agency leadership in building commitment to the CARE principles, develop a vision to establish congruence to the CARE principles throughout the organisation, and facilitate, reinforce and sustain that vision. Through a process of self-reflection, agencies establish structures and processes for integrating and sustaining CARE principles, planning strategies for resolving any barriers and facilitating practices to encourage data utilisation. Information about the results of both qualitative and quantitative organisational assessments, training in the CARE principles, assessments of current practice, and organisational changes necessary to implement the CARE program model will be provided.

Alison Ingram, Quality & Improvement Advisor/Child & Youth Practice Lead, Anglicare Southern Queensland

The struggle for congruence

Anglicare Southern Queensland (ASQ) Child and Youth Programs are half-way through a three year project to implement the Children and Residential Experiences (CARE) Creating Conditions for Change in collaboration with Cornell University and the Thomas Wright Institute. One of the aims of CARE is to achieve congruency throughout ASQ in serving the best interests of children and young people. In July 2012, ASQ commenced implementation of a significant organisational restructuring. In late 2012 and early 2013, the ASQ CARE leadership team identified concerns that organisational change was having a negative impact on progress towards achieving congruency. This presentation provides an overview of the work undertaken by (MAD) Make A Difference with the CARE team to work on identifying solutions to enable achievement of organisational congruence in decision-making in the best interests of children and young people.

Alison Ingram, Quality & Improvement Advisor/Child & Youth Practice Lead, Candice Maxton, Manager TRACC Gold Coast and Michelle Blain, Quality & Improvement Advisor
Diversity or adversity: ensuring diversity strengthens rather than challenges collaboration

Collaboration is not new but as government and philanthropic funds shrink and the complexities of issues relating to disadvantage broaden, collaboration poses some very real benefits. Integrating latest thinking, action research and place-based approaches, this presentation will provide key insights into achieving collaboration successfully across diversity of profession, culture and community. It will highlight key projects that Anglicare South Australia has been involved in to implement innovative approaches to leading and facilitating collaboration that creates significant social impact. The presentation will offer practical and important methods in using diversity to strengthen rather than challenge successful achievement of common goals.

Kate Rush, Community Action Leader, and Sue Christophers, Senior Manager, Community Engagement, Anglicare South Australia

Drawing on our diversity – Through collaboration, a living example

WorkVentures (Sydney-based) and E Qubed (Melbourne-based) are not-for-profit organisations affiliated with Anglicare. This presentation will share the two organisations’ experience from their collaboration; the approach they took, the highs and lows and what they learned, including key successes and failures. WorkVentures and E Qubed are different in the size and scale of operations and contribute different core strengths to the partnership. WorkVentures contributes experience and discipline in managing larger scale operations and program implementation. E Qubed is a smaller organisation that contributes experience in delivering innovative programs designed to address significant disadvantage and exclusion. Promoting collaboration among members is a key objective of Anglicare Australia and this presentation is therefore, relevant and topical.

Rev David Peake, CEO, E Qubed, and Arsenio C Alegre, CEO, WorkVentures
Two Worlds: Talking to children and parents about separation; an original Australian resource

Two Worlds – When Relationships End and Parents Separate is a newly published set of 48 illustrated cards designed primarily to help both children and parents talk about the challenge of dealing with separation and loss. When parents separate their children can often feel they now have to learn to navigate their way between two different worlds. However, any separation and loss can be experienced as a transition into new worlds or from an existing world into a new world. Transitions are a significant part of anyone’s life, but they can be hard for both children and adults to talk about. This highly interactive workshop gives participants the opportunity to explore the power of visual metaphors to bring important conversations alive. Two Worlds has grown out of the collaboration between Anglicare Sydney, the Shoalhaven office and St Luke’s Anglicare in Bendigo. The presentation shares how both agencies have drawn on their diversity in developing this original resource, combining skills and experience, and engaging the input of staff from a variety of cultural and Aboriginal backgrounds. The co-publishing partnership itself provides a model for interagency creativity and cooperation.

Glenda Devlin, Shoalhaven Regional Manager, Community Care, Anglicare Sydney, and Georgena Stuckenschmidt, Managing Director, Innovative Resources

An extreme way to mentor

In 2008, young people in the Elizabeth Playford area successfully lobbied Anglicare South Australia and the City of Playford to support them to create a skate competition. Six years on, current members of the now Elizabeth Riders Committee (ERC) run the biggest skate competition in South Australia, with more than 750 youth attending the 2013 SLAM event. However, these young mentors (aged 12 to 20 years) who are chosen for their natural leadership skills, do more than run skate competitions and teach tricks. They have taught a community that young people can be leaders and step up in unbelievable ways. ERC is used as a tool to up skill youth and support them into career pathways, to learn new skills such as teaching, presenting, community development, event management, and more. The presentation will share this story and show that positive change can happen if driven from within community.

Amy Gascoigne, Youth Worker, The Platform, Anglicare South Australia, Georgina Pearce, Youth Development Officer, City of Playford, and Tom Hossack and Luke Haldenby, Elizabeth Riders Committee mentors
Doing Foyer: making the Foyer model work in Western Australia

Foyer Oxford represents a new way of doing things in Western Australian youth homeless services provision. Combining high quality accommodation, holistic individualised supports and access to education and training opportunities, the Foyer model is designed to assist young people find long-term solutions to their homelessness. Western Australia’s Foyer Oxford will eventually house 98 young people in self-contained apartments, in a purpose-built facility on the Central Institute of Technology Campus in Leederville, making it one of the most ambitious Foyer projects in Australia. Since August 2011, in the lead up to Foyer Oxford’s opening, a consortium of Anglicare Western Australia, Foundation Housing and the Central Institute of Technology has been implementing the Foyer model through a small scale pilot for 14 young people in existing accommodation. This valuable learning experience has exposed a number of questions and challenges, and as usual, a bunch of surprises as the team has moved from ideas to action. This presentation will seek to explore the practical part of the Foyer Oxford journey so far, including some of those questions and challenges.

John Berger, Executive General Manager, Operations, Anglicare Western Australia

Developing collaborative practice under one roof—sister services working together

The Anglican Church has provided services for women and children for more than 100 years. Anglicare Southern Queensland (ASQ) has provided services for women and children experiencing homelessness since the 1970’s. Within ASQ, there are four homelessness services: Alina and St Mary’s are co-located at Toowong, and the Anglican Women’s Hostel (AWH) and Property and Tenancy are co-located at Bardon. The current organisational structures result in a silo approach to service delivery, which doesn’t facilitate quality holistic services. Homelessness Services, Women and Children are embarking on a journey that will see the co-location of sister services to one site, and provide an opportunity to explore a best-practice model of integrated service delivery that will improve outcomes for women and their children. The service redesign enhances and rethinks ‘integration’, which reflects consistent, cooperative, coordinated and collaborative practice.

Carol Birrell, Group Manager, Homelessness Services, Women and Children, and Tamieka Trebilco, Service Co-ordinator, Anglican Women’s Hostel, Anglicare Southern Queensland

Creating a home, building community, social inclusion and mental health

A Place to Belong (APTB) is a small mental health agency based in inner city Brisbane. It works to build inclusion for people who experience mental health challenges by encouraging and developing the capacity of the community to welcome and include others. This presentation will share the story of someone who desires to live in their own home and be connected with others. The underpinning values and strategies of the work of the agency and how these may differ from other mental health agencies will be explored. These include mutuality, genuine respect for the people APTB supports, valuing diversity, flexibility in how APTB responds to an individual’s unique perspective and way of being in the world, and some of the dilemmas encountered on the journey.

Suellen Welch, Community Connections Worker, and Nerida Leighton, Team Leader, A Place to Belong, Anglicare Southern Queensland
Podium Room 2

Communicating with Aboriginal people and communities effectively

This workshop will include a fun combination of role play and presentation, and is a practical resource for increasing participants' ability to work with Aboriginal Australians. When communicating with people from diverse cultures, our understanding of communication is often found to be 'turned upside down'! This workshop highlights such differences as well as the importance of culturally affirmative practice. It reveals some of the common features of Aboriginal styles of communication that will enhance both casework and community work. It answers questions such as: What are some of the distinct features of Aboriginal ways of communicating? What strategies can be used to interview and/or consult an Aboriginal person more effectively? Families and communities have cultural strengths that can be drawn upon that may contribute to the culture and identity of Aboriginal clients. Hence the structure/s of Aboriginal families will be considered and ways in which they can contribute to better outcomes for the people Anglicare serves. Finally, the workshop will highlight successful strategies for connecting with Aboriginal communities, as well as identify the issues that need to be considered in organising community meetings.

Archdeacon Karen Kime, General Manager, Indigenous Services and Education, Anglicare Canberra Goulburn and Haidee Fullard, Area Coordinator North West Housing Services, Anglicare Tasmania
Expanding the meaning of us – Anglicanism in ecumenical context and the methodology of receptive ecumenism

This workshop will consider Anglican identity, faith and practice in a broadly ecumenical and community context, focusing on how the Anglican community seeks to engage with the wider community, and the quality of relationships which makes this engagement possible and productive. The concept of embracing ‘otherness’ and ‘expanding the meaning of us’ will be presented as a foundation for an approach to diversity and inclusiveness, which is both lived and enjoyed. Receptive ecumenism will be presented as a relatively new movement across the Christian Churches, which seeks to appreciate the ‘other’ and identify for ourselves how we are incomplete without the ‘other’ and how the ‘other’ can help us to be more authentically who we are. This is both a disposition and a methodology that can be applied to a range of personal and structural relationships across the Anglican community and the wider community, including service participants and service providers; volunteers and professionals; Dioceses and Anglicare organisations; laity and clergy; Parish Priests and Anglicare managers; lay leaders and Anglicare staff working in community-based programs; and between service delivery teams. Once the basic methodology is presented, the workshop will offer time and space to consider the disposition and methodology according to the interests of workshop participants.

Peter Burke, Manager, Pastoral Care and Parish Development, Anglicare South Australia (also Convenor, Anglicare Australia Chaplaincy, Pastoral Care and Parish Partnership Network and President, South Australian Council of Churches)

The mysterious case of the Anglican Church

The Anglican Church can be something of a mystery, even to insiders. Despite the fact that most Anglicare agencies have strong constitutional connections to the Anglican Church, many involved with Anglicare have little idea how the church works. Then there is the mystery of a foreign language—the confusing terminology, titles and varied theologies. Grasping the significance of Drawing on our Diversity is nowhere more necessary than in the broad spectrum of Anglicanism. This session in Anglicanism 101 will provide (in a relatively light-hearted way) a brief introduction to the language, structure and theology of the Anglican Church.

Reverend Doug Edmonds, Board Member, Anglicare Tasmania
The importance of flexible learning options in primary schools

Anglicare South Australia provides Flexible Learning Options support to over 180 children and young people between the ages of eight to 18, who are at risk of or have disengaged from school (39 of these children range from Year 4 to year 7). Using a strengths-based approach, case managers work with children and young people to provide a range of services, from one-on-one case management to group work. Building a therapeutic relationship between students and their workers is fundamental to the success of the high school and primary school Flexible Learning model. Within the primary school model, it is imperative that the Anglicare case workers become involved with, and become part of, the school community. The primary school model is developed using an all-of-school approach: the student, the family and supports, the case worker, the teacher and the school, and where appropriate, the community, to provide a wrap-around service to children as young as eight through to children transitioning to high school. This presentation aims to demonstrate the success of this early intervention model through exampling outcomes for children at risk of disengaging from education, when using a whole-of-school community approach to intervention. It is through this program that real differences can be made to children’s lives, in particular at times of transition from primary to high school, when children are most at risk.

Susan Richards, Senior Manager, Developmental Learning and Janet Renfrey, Manager, Youth Learning and Development, Anglicare South Australia

Cradle to Kinder—A multi-disciplinary approach to service delivery with high risk families

C2K (Cradle to Kinder) is an intensive ante and post-natal support service for high risk and vulnerable families under 25 years of age, providing support from pregnancy until the child reaches four years. Priority access is provided to young women who are, or have been in out-of-home care, Aboriginal women and women with learning difficulties. Anglicare Victoria provides this service in partnership with Mercy Health O’Connell Family Centre (OFC) and Cara Inc. The aim of C2K is to provide an integrated and coordinated child-focussed, family-centred service. It aims to promote the health, safety and wellbeing of children and assist parents to make positive changes. C2K is provided by a multi-disciplinary team, including social workers, psychologists, maternal and child health nurses, early parenting specialists and youth placement providers. The unique aspect of this program is the diversity of expertise, skills and specialist training, which provides holistic, tailored and creative interventions to this highly vulnerable client group. The program has been in operation for 12 months and has already observed positive outcomes in both the young parent and child’s safety, health and development. This unique model has proven its capacity to address the multiple and complex needs of families and support positive change by utilising the diverse expertise within the partnership.

Sonia D’Urbano, Program Manager, Eastern Region, and Melissa Charlton, Team Leader, Cradle to Kinder Outer East, Anglicare Victoria
Forgotten Notes: A choir for people living with dementia

The benefits of singing in choirs are well-established for self-esteem, facilitating participation and cooperation in a group task, and fostering a sense of community. This presentation will report on a pilot project involving the start of a choir for people with dementia living in one of Benetas’ residential aged care facilities. The choir intervention was evaluated in terms of its impact on the quality of life of participants and the effect it had on the participants’ behavioural and psychiatric symptoms of dementia (BPSD), including depression. The barriers and enablers for success were also explored. Evidence emerged to suggest that the choir intervention had positive benefits for participants in terms of their levels of depression and other BPSD. Improvements in attention, alertness, agitation and social behaviour were also observed in some participants. Choir attendance was high, with all participants attending most sessions. Future work in this field will need to give consideration to the measurement of the activities around encouraging residents to be involved in these choirs.

Alan Gruner, Innovation, Policy and Research Consultant, Benetas

Selwyn Centres reducing social isolation for older people and facilitating connection

This presentation describes a social activity program. The Selwyn Foundation in Auckland has developed in partnership with Anglican Churches, to reduce loneliness among older people within urban and rural settings. Over 600 elders visit Selwyn Centres each week. The program began 12 years ago and operates throughout Auckland and beyond. After 10 years operation, The Selwyn Foundation sought a University of Auckland evaluation of the program involving a review of policy documents, data collections, and interviews with staff and guests (the term used for clients). Recommendations were received and have been implemented. While the relationship between social isolation, loneliness, physical and mental health may be contested, The Selwyn Foundation believes that Selwyn Centres are making a difference to the health of older people. Ongoing research is seeking to see whether this is so.

Rev Marianne Hornburg, Spiritual Care Coordinator, and Rod Perkins, General Manager, Foundation Development, The Selwyn Foundation

Spirituality in people with advanced dementia

This presentation explores spirituality in dementia units among study participants with severe dementia. Semi-structured interviews of up to an hour were conducted with six people with advanced dementia, their care-givers in the units in which they were being cared for and a member of their family. The interviews were conducted by an Old Age Psychiatrist and observed by a research assistant. After each interview, they discussed whether there was non-verbal communication in the interview that was relevant. The questions were centred around the meaning of spirituality and how spiritual needs were being addressed, met or not. The interviews were transcribed and a general inductive method was used to identify results. The key themes emerging from the study were the importance of relationships, the maintenance of identity and the progression of the illness. Further, care givers and family members derive satisfaction from their association with people with dementia. The authors will discuss the results from both a research findings perspective and that of a Chaplain working full-time in an aged care facility. The overarching message from this work is that even when dementia is severe, people with dementia have spiritual needs which should be addressed.

Chris Perkins, Director, Centre for Ageing and Spirituality, and Rev Marianne Hornburg, Spiritual Care Coordinator, The Selwyn Foundation
Dude, this is your forte, take over: Making the most of a multidisciplinary community academic partnership

Anglicare agencies deal with complex issues that impact on the most vulnerable Australians—problems that challenge us to be constantly open to new and different approaches from across disciplinary boundaries, and increasingly involve cross-sectoral partnerships. This presentation offers a case study of one such partnership. Over the past 18 months, Anglicare Southern Queensland has been working with Queensland University of Technology students in the Community Engaged Learning Lab, a university-wide initiative that draws students from multiple disciplines to work with community organisations on real world issues. Students have focused on two diverse projects—a social justice advocacy campaign raising public awareness of the campaign for Aboriginal and Torres Strait Islander recognition in the Australian Constitution (linked to the work of the Diocesan Social Responsibilities Committee); and the other directed at increasing the numbers of foster carers in our community, with direct relevance to Anglicare Southern Queensland service delivery. The presentation outlines some of the learnings over the past 18 months, the possible pitfalls, as well as the potential benefits for community organisations such as Anglicare in engaging in community–academic partnerships.

Leanne Wood, Senior Research Lead, and Jen Basham, Research Specialist, Anglicare Southern Queensland

Building a diverse and strength-based workplace

St Luke’s Innovative Resources, the publishing arm of St Luke’s Anglicare, has maintained a strong reputation as a publisher of conversation tools that are used widely across human service delivery. What is often missed is the value of these ‘tools’ in building culture across an organisation. This presentation will demonstrate, through audience participation, how several of these resources can be used to open up a discussion on diversity within the workforce, demonstrating Talking Up Our Strengths cards, that invite conversations around Aboriginal culture. It will also identify how to discover the diverse strengths within a team using the Strength and Strengths in Teams cards, and explore how the cards can be used within an interview process to assist with assessing cultural fit. Finally, the presentation will explore what respect and justice means in a diverse workplace through the use of Respect and Justice cards, and demonstrate how they can be used to unlock ways to articulate and practice the values of an organisation.

Georgena Stuckenschmidt, Managing Director, Innovative Resources
Using the customer experience to drive marketing efforts

Understanding the experience and diverse needs of customers will be vital to ensure Anglicare agencies can survive in a consumer directed environment. Understanding the role marketing plays to respond to the customer experience is equally as important. Over the past two years, Benetas has engaged with their customers (clients, their carers, families and staff) and used focus groups, customer surveys and an online community to better understand the experience of being a Benetas customer. The findings have led to various initiatives being implemented that have strengthened the organisation's marketing efforts and led to the development and implementation of a Customer Experience Strategy. In this presentation, Benetas will share its learnings and provide examples of the marketing activities and operational changes it has carried out as it seeks to constantly improve and ensure a positive, fulfilling experience of ageing for its customers and the staff who support them.

Michelle Low, Marketing and Communications Manager, and Lisa Rees, Customer Experience and Partnerships Manager, Benetas

Driving supplier diversity through Socially Responsible Procurement

The aim of supplier diversity is to increase the opportunity for minority-owned businesses to supply their goods and services to large public and private sector organisations. Supplier diversity offers under-represented businesses the same opportunities to compete for the supply of quality goods and services as other qualified suppliers. This presentation will outline how the procurement team at Anglicare South Australia is working to ensure that opportunities for engagement are maximised through Socially Responsible Procurement (SRP). Deployment of SRP by Anglicare South Australia has been successful in driving inclusivity, awareness and opportunity for Aboriginal and Torres Strait Islander suppliers to gain business through the procurement process. By becoming a member of Supply Nation, Anglicare South Australia now has access to over 300 Indigenous suppliers nationally. Supplier diversity is a key part of Anglicare South Australia’s Reconciliation Action Plan (RAP) and forms one of its measurable outcomes with Reconciliation Australia in its RAP reporting – in short, it’s about giving communities a ‘hand up’ not a ‘hand out’.

Mike Brannan, Procurement Manager, Anglicare South Australia
Rural and remote diversity

TRACC Roma is the most remote TRACC (Tufnell Residential and Community Care) service in Anglicare Southern Queensland. This presentation will share with participants the diversity faced working a rural and remote service. An outline of the Child Protection and Youth Service will be provided, followed by a discussion of the geographic location of the service, using interactive maps and photos. This will highlight the vast distance covered, the diverse challenges faced and the creative ways found to manage this (including some humorous encounters with wildlife). One of the challenges to be discussed is the time it takes to reach clients and how this challenge is embraced as an opportunity to provide intense individualised support based on the specific needs of clients. In addition to the vast distances travelled as service providers, clients are also required to travel long distances to access specialised therapeutic services, medical services and training, as well as sibling and family contact. Whilst service delivery in the rural and remote context raises numerous challenges, it also creates rewarding opportunities to assist clients, strengthen relationships and create training opportunities to suit individual client needs. Ultimately, this presentation will highlight how TRACC Roma draws on its diversity to provide consumer directed care.

Trish Graham, Foster Care Case Worker and Narelle Derrig, Family Intervention Case Worker, Anglicare Southern Queensland

Creating opportunities for connection and change

The emergence of person directed services reflects a shift in service delivery from benevolence toward people who are labelled as vulnerable to a growing acknowledgment of, and respect for, the individual potential and the strengths that a family and community have. This presentation lays the groundwork for person directed care, and the first steps that Anglicare Western Australia is undertaking, including engagement of staff, engagement of individuals and families, and creating changes to support the development of the approach. These may be ‘hard’ changes such as policies and processes or ‘soft’ changes such as culture and attitude. This presentation acknowledges that self-direction will differ for the variety of services, and the ‘not one size fits all’ concept means there will likely be a spectrum of participation and decision-making to suit each program. Anglicare Western Australia believes the opportunities for organisations and those who access the services will far outweigh the challenges of implementing person centred services, and feels that as leaders in the community sector, it is its responsibility to advocate for a positive change.

Amanda Hunt, Executive General Manager, Person Centred Approaches, Anglicare Western Australia
Living beyond Aboriginal suicide: Developing a culturally appropriate and accessible suicide postvention service for Aboriginal communities in South Australia

Anglicare South Australia’s Living Beyond Suicide program (LBS) is a suicide postvention service. The support offered by the service is based on evidence that suggests that postvention services are important in mitigating the negative effects of grief and suicide contagion. Despite the over-representation of Aboriginal people in suicide statistics, LBS is significantly under-utilised by Aboriginal people. The aim of the research in this presentation was to investigate how programs such as LBS can be made more accessible and appropriate for Aboriginal people. The project asked whether or not there is a need for a service such as LBS for Aboriginal families and communities and, if so, how the current program could be modified to make it more accessible and/or appropriate for Aboriginal people. Overarching those service-specific questions, the project investigated the potential utility of predating social service provision on a process of ‘walking together’. The research revealed both service-specific and general recommendations to improve accessibility and service appropriateness for Aboriginal people.

Dr Ian Goodwin-Smith, Research Fellow, Quality and Practice Development, Anglicare South Australia

Community literacy: Making a place for the learning for a diverse community

A new style of education is growing from the experiences of adults with learning barriers in Brisbane. This model of learning was founded by a remarkable woman who at the age of 25 decided she deserved to read and organised her local community to support her and others. The story of the resulting reading group demonstrates a model of education which involves adult learners’ personal understandings and expertise to guide diverse programs of learning. The RAW (Reading and Writing) learning space is at present under investigation as a rare example of community service workers and literacy teachers working in partnership. The research is a collaboration between Professor Greg Marden and A Place To Belong. It will clarify the principles, practice and methodology of this program, and identify the characteristics that support the recovery of the individual and their social inclusion. The presentation will discuss what partnerships are possible to support lifelong learning and how can agencies expect empowered decision-making from the people they work with without functional literacy?

Damian le Goullon, Community Literacy teacher, and Christine Wall, Consultant tutor, A Place to Belong, Anglicare Southern Queensland

Taz Kids Clubs & Champs Camps

Since 2009, Taz Kids Clubs & Camps has been supporting some 500 Tasmanian young people who have been impacted through the mental health issues of their families. Children and young people between seven and 17 years of age whose parents have been identified with mental illnesses have been coming together to build their knowledge and support networks through eight-week mental health education clubs, day trips and outdoor adventure camps. Through the Taz Kids program, it became evident that Anglicare Tasmania needed to extend its supports to grow and develop young people to build themselves as resilient community leaders. Anglicare Tasmania worked hard to develop a five-day leadership camp that would attract and inform young people to take their next steps in discovering their own leadership skills and talents. The camp includes mental wellbeing, resilience building and leadership mentoring, to provide the platform opportunity for this group of young people to flourish into strong leaders in their local communities. The Building Resilient Leaders camp will tell the story of 14 young people from across Tasmania and how through peer support and a positive learning environment, they have increased their confidence and life opportunities to reach their potential.

Cassandra Ogden, State Co-ordinator, Taz Kids, Anglicare Tasmania
Riding the CDC locomotive – the Anglicare South Australia journey
The aim of the presentation is to discuss the journey that Anglicare South Australia has been on in the development of its consumer directed care (CDC) model – from conceptualisation through implementation. It will include the imperative core aspect that consumer directed care requires embracement from the CEO and Executive all the way down through to the care staff on the ground for it to succeed. Any broken link in this chain ensures a fragmented and unsupportable culture shift.

Susan Chessman, Senior Manager, Anglicare Home Care, Anglicare South Australia

CDC—the Samaritans’ journey
Samaritans has been grappling with the challenges of taking that single step towards delivering personalised services. This step turned out to be a leap of faith, navigating across uncharted waters where wind and tidal change is constant and swift. And as it turns out, what it takes is a combination of energy and commitment, learning and adapting, and using stories of real people to anchor its course and organisation in reality. There is no sense of ‘we have arrived’.
Samaritans is still in the process of learning from its mistakes and developing new solutions. Samaritans can share simply as ‘fellow travellers’ in hope that drawing on the diversity of its experience may inform the change journey of other agencies.

Shelley Williams, Transformation Facilitator, Samaritans

After question time, the workshop will be split into ‘role’ groups – ie, CEO’s/Executive with CEO’s/Executive, Managers with Managers, Quality with Quality – and discuss where each organisation is at. There will be set discussion questions where organisations that are early in their journey can listen and learn from others further along the path. Each group will be invited to identify what they believe are the core aspects of their particular areas within the CDC framework and what needs to happen next to ensure that they are all striving to meet these outputs.
Building design – Models to support better care

The design of residential care facilities can impact significantly on the efficiency of the unit, resident’s quality of life and a cost-effective service delivery model. The efficient design, appropriate care and organisational philosophy will not reduce staffing levels, but will allow more resident contact time and promote the facilitation of people centred care. This presentation will examine traditional planning solutions which have been employed in residential care over the last two decades, and through a process of critical analysis, show why current design ideas should be changing to adapt to new funding mechanisms, care procedures and client expectations. A new theoretical model will be presented which departs from the traditional exploded model of dormitories, dining rooms and lounge areas.

Roger Burden, Facility Planner, Benetas

Telehealth in care services – Toward a sustainable future

In the face of critical issues impacting the future sustainability of the Australian aged care system, Federal government policy development has included a renewed focus on the value of technology as a tool for aged care in the 21st century. There is an impetus to approach the care of the ageing population differently, utilising new technologies wherever possible to improve the efficiency of limited resources, while not compromising quality of care. Ongoing advances in technology assist the safety and independence of older people, giving them the opportunity to live longer in their own home and prevent or delay admission to hospital or residential aged care facilities. This presentation demonstrates how Anglicare Southern Queensland (ASQ) has embraced technology to address the challenge to transform, redefine and reinvigorate its strategic mission, to ensure a state of readiness to meet the increasing demand for services in the context of a declining economic climate and an ageing workforce. The presentation will explore these technological investments, and outline current and anticipated future benefits to enhance client services and support workforce efficiency with the goal for ASQ to position itself for future sustainability.

Alison Little, Director, Service Enablement and Strategy, Anglicare Southern Queensland
Connecting: building trust through play and providing a gateway to child safety

Through the delivery of its Parks Program (a Communities 4 Children activity) to vulnerable children and families from Aboriginal and CALD communities in Balga, Anglicare Western Australia has gained a strong understanding of the importance of engaging children and families attending the program at a community level in order to enhance their physical, emotional and psychological safety. This presentation will demonstrate the role of community connection and relationship-building in the facilitation of warm referrals to Family Support Program service areas such as family and domestic violence, counselling and relationship, and parenting education. The presentation relates to theme of Drawing on our Diversity through its focus on the delivery of person centred services that are responsive to the diverse individual needs of each client and focused on individual outcomes.

Jennie Hannan, Executive General Manager, Services, and Christine Ockenfels, Manager, Clinical Services and Training, Anglicare Western Australia

Drawing on our Diversity: Indigenous involvement in resource development

Anglicare Northern Territory is the facilitating partner for the Communities 4 Children East Arnhem site, which involves both sub-contracting agreed activities to Community Partners and the direct development and delivery of selected activities. This work is focused on deep engagement with very remote Aboriginal communities and draws on the strengths of a diverse Anglicare Northern Territory workforce, community service delivery base, and the longevity and the depth of relationship development with communities, providers and stakeholders in the region. The Two-Ways Learning, a bi-cultural approach to developing and implementing the Play & Learn Support (PALS) resource kit presentation will detail how remote playgroup staff, community advisory groups, key community members, Aboriginal parents and carers, and mainstream service providers (including members of the current PALS team with backgrounds that encompass living, working and parenting in remote East Arnhem communities, paediatric occupational therapy, community health, education and early childhood development) have contributed to the development, production, training, mentoring and use of a versatile and unique culturally-valid resource for facilitating ‘Two-Ways’ learning.

Wendy Scarlett, Naomi Havens, Mandy Manggurra and Tanya Kelly, Anglicare Northern Territory, East Arnhem Communities 4 Children PALS team
# Conference - Delegate List

## NATIONAL

**Anglicare Australia**  
Mr Geoff Cameron  
Ms Kasy Chambers  
Ms Erin Clark  
Ms Coco Ho  
Mr Roland Manderson  
Ms Skye Owen  
Ms Michelle Waterford

**Anglican Church of Australia**  
Primate – Archbishop  
Phillip Aspinall

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## INTERNATIONAL

**Anglican Care Christchurch, New Zealand**  
Ms Jan Rodgers

**Anglican Living, New Zealand**  
Mrs Alison Jephson

**Singapore Anglican Community Services**  
Ms Moh Suan  
Dr Sally Thio

**The Selwyn Foundation**  
Ms Marianne Hornburg  
Mr Chris Perkins  
Mr Rod Perkins

**Samaritans Foundation**  
Mr Rob Dawson  
Ms Jenaleen Downie  
Ms Fiona Duignan  
Ms Marette Gale  
Ms Cheryl Price  
Mr Cec Shevels  
Ms Shelley Williams  
Ms Sue Williams

**Work Ventures Ltd**  
Mr Arsenio Alegre

## ACT & NEW SOUTH WALES

**Anglican Diocese of Newcastle**  
Bishop Peter Stuart

**Anglicare NSW South, NSW West & ACT**  
Mr Brad Addison  
Mr Simon Bennett  
Mr Trevor Capps  
Mr Jeremy Halcrow  
Archdeacon Karen Kime  
Ms Jenny Kitchin  
Prof Ingrid Moses  
Mrs Melissa O’Neill  
Ms Penny Parker

**Anglicare North Coast**  
Ms Louise Carter  
Ms Estelle Graham  
Ms Ann Helmrich  
Mr Jim Hodge  
Ms Anne Hywood  
Mr Alex Purvis  
Reverend Alan Shaw

**Anglicare Riverina**  
Mr Clive Jones

**Anglicare Sydney**  
Mr Phillip Coller  
Mrs Glenda Devlin  
Mr Bill Farrand  
Mr David Goodhew  
Ms Janine Jones  
Ms Sue King  
Mr Grant Millard  
Mr Jim Wackett

**Anglicare Western NSW**  
Ms Sue West

**CASPA**  
Mrs Naarah Rodwell  
Mrs Michelle Teece  
Mr Todd Yourell

## NORTHERN TERRITORY

**Anglicare Northern Territory**  
Mrs Ann Buxton  
Mr Terry Cleary  
Mrs Naomi Havens  
Ms Tanya Kelly  
Ms Mandy Manggurra  
Mr David Pugh  
Mr Steve Rossingh  
Ms Wendy Scarlett

## QUEENSLAND

**Anglican Diocese of Brisbane**  
Mrs Marjorie McNamara  
Ms Heidi Monsour  
Bishop Geoff Smith

**Anglicare Central Queensland**  
Mr Warren Acutt  
Ms Suzie Christensen  
Mrs Kathy Horton

**Anglicare North Queensland**  
Mr Ian Roberts

**Anglicare Southern Queensland**  
Mr Nigel Aberdour  
Mr Daniel Aitchison  
Mrs Denise Bailey  
Mr Vince Ballment  
Mr Neil Barringham  
Mr Brian Barton  
Ms Jennifer Basham  
Ms Diana Baxter  
Ms Carol Birrell
EPIC Employment Services Inc  
Mr Bill Gamack

SOUTH AUSTRALIA

ac.care  
Mr Rob Foggo

Anglicare South Australia  
Mr Mike Brannan  
Mr Peter Burke  
Ms Susan Chessman  
Ms Sue Christophers  
Mrs Rosie Francis  
Ms Amy Gascoigne  
Dr Ian Goodwin-Smith  
Mrs Jackie Howard  
Ms Sharyn Osborn  
Ms Janet Renfrey  
Mr Grant Reubenicht  
Ms Susan Richards  
Ms Kate Rush  
Reverend Peter Sandeman  
Ms Sonia Waters

Anglicare Willlocha  
Reverend Andrea McDougall  
Reverend Ali Wurm

St John’s Youth Services  
Ms Nicole Chaplin  
Ms Wendy Malycha

TASMANIA

Anglicare Tasmania  
Dr Rosemary Callingham  
Ms Mandy Clarke  
Reverend Doug Edmonds  
Ms Haidee Fullard  
Mr Brett Galbraith  
Mr John Hargrave  
Ms Bronwen Hayes  
The Rt Rev Dr Chris Jones  
Mr Daryl Lamb  
Mrs Cassandra Ogden

VICTORIA

Anglican Diocese of Bendigo  
Bishop Andrew Curnow

Anglicare Victoria  
Ms Melissah Charlton  
Ms Sonia D’Urbano  
Mrs Louise Lang  
Mr Paul McDonald  
Mr Greg Romanes  
Mr Peter Thompson  
Ms Cathy Valentine  
Ms Jacqui Watt  
Dr Sarah Wise

Benetas  
Mr Roger Burden  
Mrs Erin Clark  
Mr Alan Gruner  
Mrs Sandra Hills  
Ms Michelle Low  
Ms Amaya Muneke  
Mrs Lisa Rees  
Ms Linda Sharp  
Ms Pam Storey

Brotherhood of St Laurence  
Dr Eve Bodsworth  
Ms Christine Morka

E Qubed Inc  
Reverend David Peake OAM

St Luke’s Anglicare, Bendigo  
Ms Lauren Bean  
Mr Grant Gibson  
Mrs Georgena Stuckenschmidt

WESTERN AUSTRALIA

Anglicare Western Australia  
Mr John Berger  
Mr Ian Carter AM  
Mrs Jennifer Duffecy  
Ms Jennifer Hannan  
Ms Amanda Hunt  
Ms Susie Jackson  
Ms Allison Leonard  
Mrs Christine Ockenfels
Anglicare Australia gratefully acknowledges the continuing support and good will of our sponsors and donors.
## Conference Program

### SUNDAY 15 SEPTEMBER 2013

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<th>Time</th>
<th>Event</th>
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<tr>
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<td>Registration</td>
<td>Lobby</td>
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<td>12.30pm – 1.30pm</td>
<td>Board Members Reception</td>
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<td>CEO Forum</td>
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<td>9.00am – 9.30am</td>
<td>Welcome to Country</td>
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<td>Conference Opening</td>
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<td>10.45am – 11.15am</td>
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<td>11.15am – 12.45pm</td>
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<td>Keynote Address 2 Dr Yvonne Luxford</td>
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<td>6.30pm – 8.30pm</td>
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### TUESDAY 17 SEPTEMBER 2013

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<td>Keynote Address 3 Miriam Lyons</td>
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### THURSDAY 19 SEPTEMBER 2013

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Anglicare Australia 2013 Conference: Rydges South Bank, Queensland