

# Uniting Kildonan CareRing

National Energy Efficiency Conference  
20 & 21 November 2017

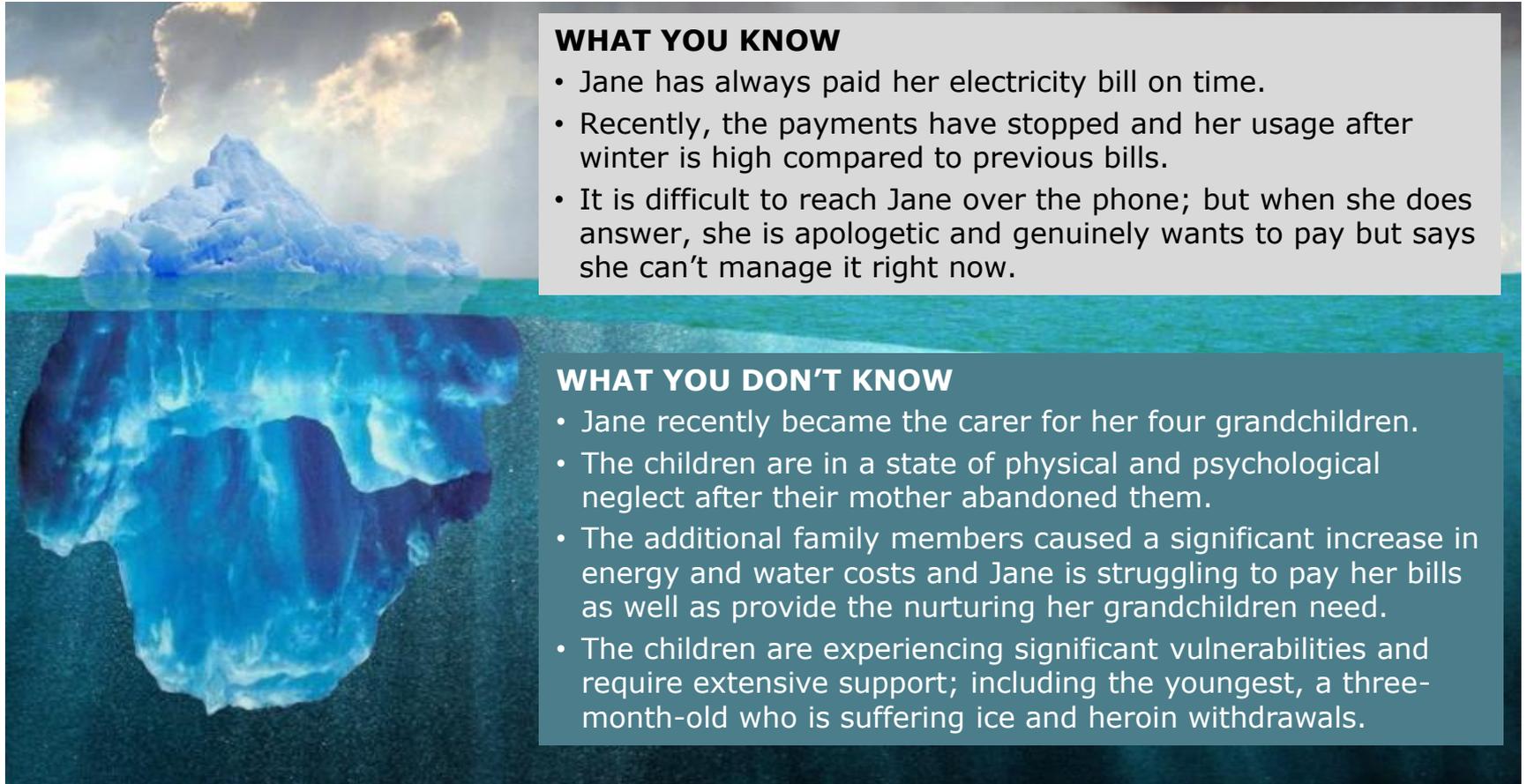
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# The need for change

# A client example



## WHAT YOU KNOW

- Jane has always paid her electricity bill on time.
- Recently, the payments have stopped and her usage after winter is high compared to previous bills.
- It is difficult to reach Jane over the phone; but when she does answer, she is apologetic and genuinely wants to pay but says she can't manage it right now.

## WHAT YOU DON'T KNOW

- Jane recently became the carer for her four grandchildren.
- The children are in a state of physical and psychological neglect after their mother abandoned them.
- The additional family members caused a significant increase in energy and water costs and Jane is struggling to pay her bills as well as provide the nurturing her grandchildren need.
- The children are experiencing significant vulnerabilities and require extensive support; including the youngest, a three-month-old who is suffering ice and heroin withdrawals.

# What is CareRing?

- Single point of contact
- Holistic approach
- Multi-faceted support
- New way of working

CareRing is supported by:



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**To transform the way community, corporate and government sectors work with Australia's vulnerable**

# How CareRing Works – *client journey*



# Client Snapshot – *who we see*



**5,926**  
supported



**39%**  
CaLD



**24%**  
working



**68%**  
female



**28%**  
single  
parents



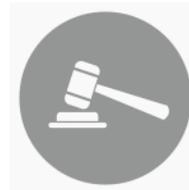
**51%**  
renting



**53%**  
40-59



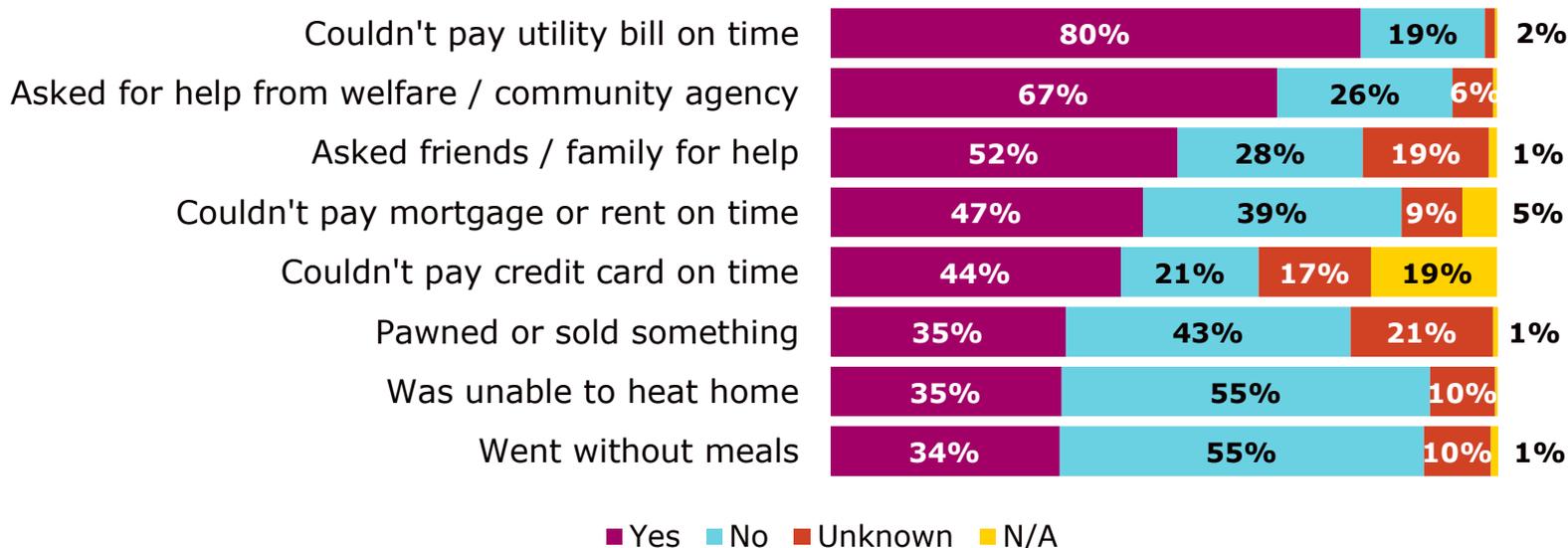
**64%** on  
Centrelink



**41%**  
own their  
home

# Client Snapshot – who we see

## CareRing client responses to indicators of Financial Hardship<sup>1</sup> (n=727)



1. Customers were asked these 8 questions based on the Household, Income and Labour Dynamics in Australia (HILDA) survey

# Client Snapshot – *who we see*

## Personal Vulnerabilities People Presented With (n=1353)



# Outcomes – *how CareRing assists*

"Just having someone sit and listen initially helps mentally and then getting the practical help is great on top of that. Thank you so much for your help."

"Having payment plans in place means I feel much more in control now and no bills are unpaid."

"I haven't had to go without meals since I saw you [Kildonan]."

"I decided to move to a more energy efficient house as I'm now aware of the ongoing heating and cooling issues."

"The arrangement with my credit card now means that I no longer have to take money from the grocery budget to pay for the credit card."

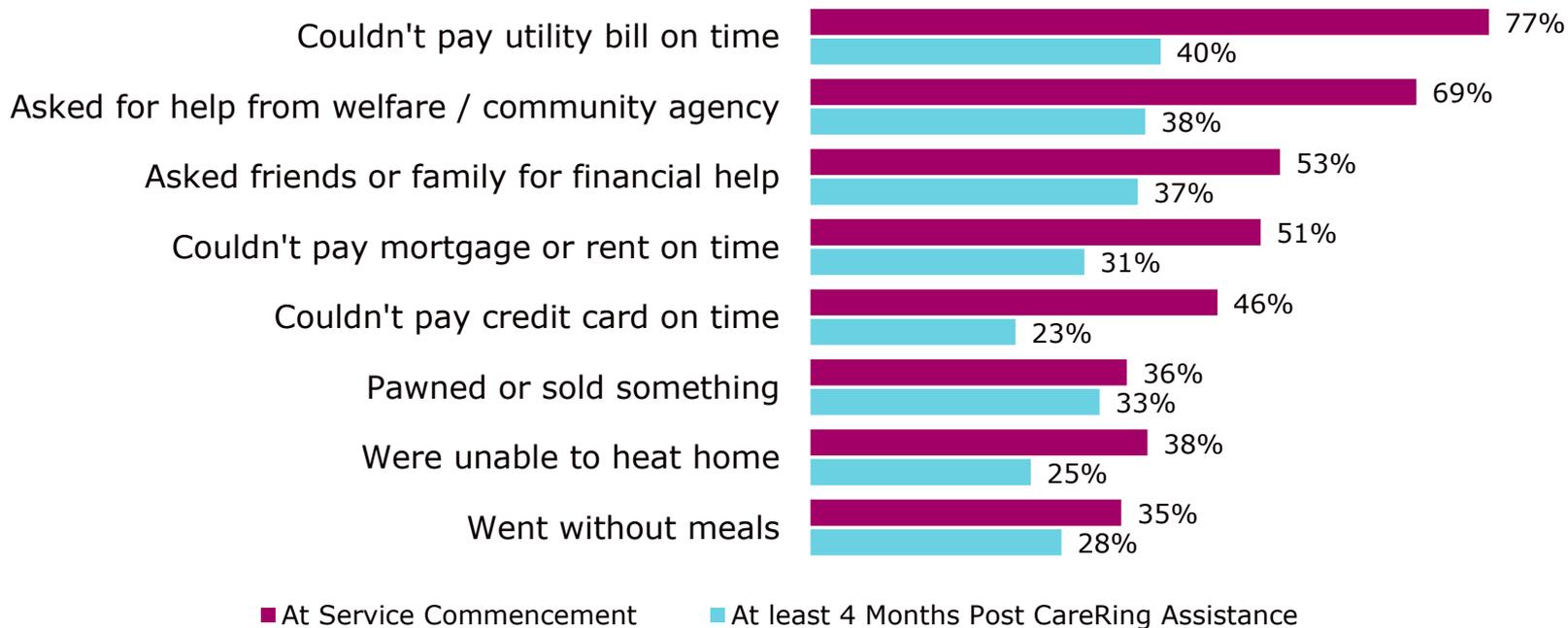
"I would be homeless right now and living in a car with my three kids if it were not for the help I received from Kildonan."

"I feel empowered and in control of bills and have very much benefitted from the information about payment plans and concessions."

"I was assisted with an affordable payment plan and energy saving tips. I can now pay my bills on time whereas I couldn't in the past."

# Outcomes – *how CareRing assists*

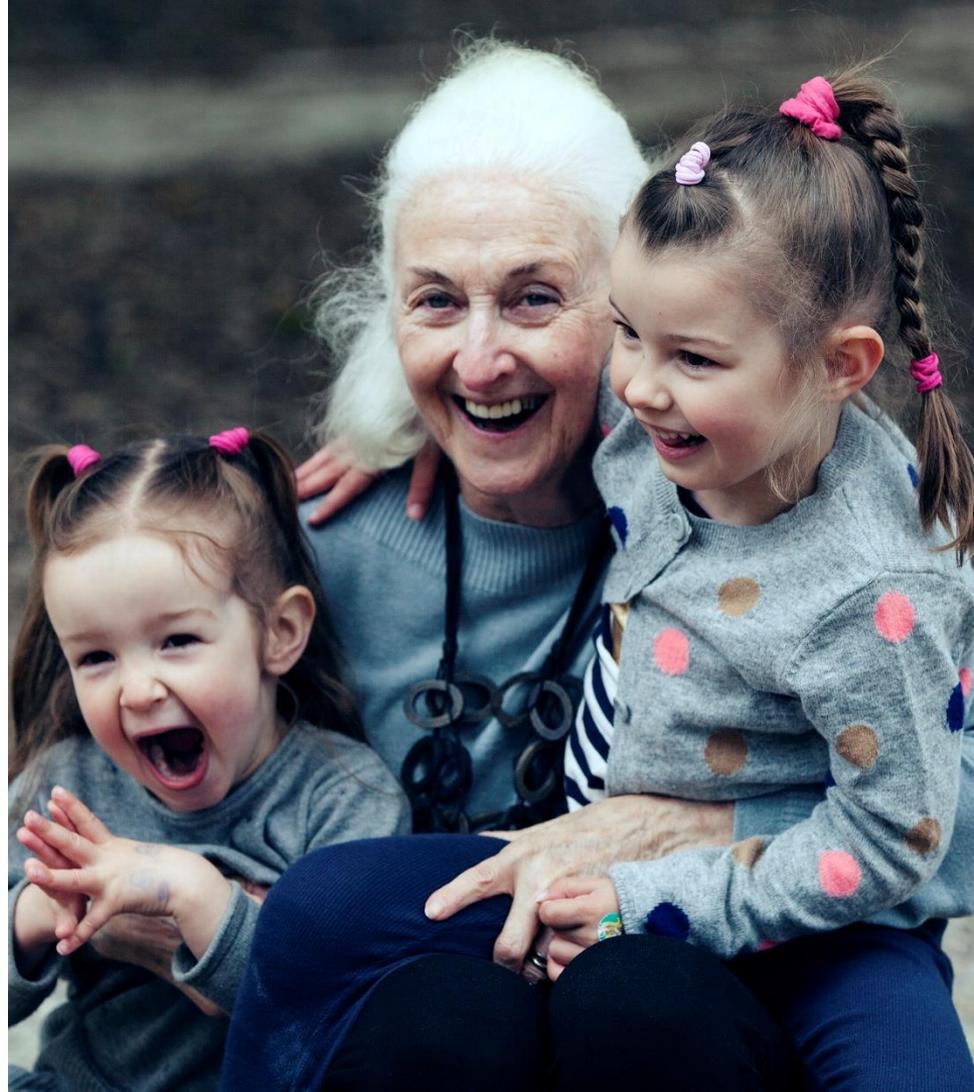
## Changes in indicators of Financial Hardship (n=101)



# How CareRing supported Jane

- Through an energy visit, Jane was assisted to reduce her energy usage, access \$1,000 in grants to put towards her bills and negotiate a sustainable payment plan.
- Through a CareRing Case Worker, Jane now receives ongoing intensive case management support and was able to obtain state school relief funding for the children's school fees.
- Jane was awarded a 12-month Guardianship Order and is now able to take the children on holidays.
- Jane is much more aware of the resources available to her and has contacted Grandparent's Help Line for additional support.

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**Thank  
you**

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