



Catalyst
Foundation

People Helping People

ANNUAL REPORT 2020/2021



WWW.CATALYSTFOUNDATION.COM.AU

HIGHLIGHTS

- Provided information to people and service providers through our websites and service directories. In 2020/2021 we received *55,729 visitors* who viewed *175,037 pages*.
- Continued to provide accurate, timely and appropriate information on the Commonwealth Home Support Program and Aged Care system, including relevant changes and training to service providers and consumers across South Australia.

Supported a total of 16,629 individuals and 199 organisations through our range of services with 91.46% satisfaction rate.

- Increased our engagement within Aboriginal peoples and communities and saw *5,249 visitors* to our Aboriginal Services Directory who viewed the page *11,612 times*.
 - Delivered *27 community-based sessions and webinars* on Digital Literacy, held *254 1-on-1 digital literacy training sessions* at Largs Bay and Plympton RSLs and assisted a further *89 individuals* on a 1-on-1 basis at our premises, a total of *343 South Australians*.
 - Delivered LGBTIQ+ -specific training to *148 individuals over 10 sessions* and engaged with *560 community members* of the Lesbian, Gay, Bisexual, Transgender, Intersex, Queer and/or questioning, Intersex and Asexual and/or allies (LGBTIQ+) who attended our community activities including coffee groups, community dinners and forums.
 - Launched the Rainbow Directory which received *2,126 visitors* and *10,219 page views* by June 2021.
 - Acknowledged our volunteers who contributed *1053 hours* to our work during 2020/2021, delivering *\$47,490.30* in economic value to our organisation and the community.
 - Launched the Wellness Gallery Project in order to create a free-to-access resource of authentic and inclusive images depicting wellness and positive ageing in South Australia.
- Experienced high demand for our online housing and accommodation directories remains high with *33,249 page views* and *5,249 users*.
 - Held *24 information sessions* on Commonwealth Home Support (CHSP) and other Aged Care matters.
 - Delivered *12 sector support training sessions* online attended by *343 individuals*; almost doubling the attendance numbers compared to 2020/2021. We also attended *29 collaborative meetings* and *43 sector support meetings and workshops*.

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WHO WE ARE

OUR VISION

We exist to support and to assist older, vulnerable and people living with disability in South Australia to achieve better opportunities through self-advocacy, services and support to live their lives as they choose.

OUR MISSION

We provide inclusive, timely and enabling self-advocacy, services and programs to older, vulnerable people and people living with disability, their family, friends and carers to:

- Build confidence and capability to manage their daily lives and as far as possible to live independent, socially connected, fulfilled lives.
- Access their community through supporting and advocating for the person to fully participate in decision making and working together with other professionals and services.
- Meet individual needs of social connection, health, housing, accommodation and daily living.
- Increase wellness and reablement capacity in individuals and support organisations to deliver services through this approach.
- Support relief of illness, infirmity, poverty and social disadvantage.



OUR ROLE

- With a focus on wellness and reablement we seek to build capacity in people to address their own challenges and needs.
- We are an independent organisation that translates complex service systems to a wide variety of people, promoting self-advocacy to access support including building individual capability.
- We are the point of call when people don't know where to start and provide support to vulnerable groups as they transverse many government systems whilst providing opportunities to build capabilities.
- We recognise that throughout life some people move in and out of states of vulnerability.
- We advocate effectively for services at a systemic and individual level.

OUR VALUES

- We recognise the rights to individual freedom of expression, self-determination and decision making.
- We are flexible and responsive to emerging community needs and vulnerability.
- We relieve distress and build capability for individuals to self-manage their lives.
- We are volunteer friendly, emphasising the importance of peer-based support where possible, as a way of building sustainable capacity and confidence.
- We seek regular feedback to inform individual and organisation wide service reviews and improvement.



OUR CLIENTS

- People living with disability and older people seeking to live independently and be in control of their lives.
- Frail and ageing people and their families and carers needing to access aged care services, home support and care, respite care, social support and to maintain independence and control in their lives.
- Socially isolated and vulnerable people, through their life experiences of institutional care, racism, sexual and gender identity or socio-economic disadvantage who are experiencing emotional and mental anguish.
- Service providers and community organisations who support the Home Support and Aged Care system.
- New arrivals or long term unemployed people who reside in South Australia who are socially isolated and for whom volunteering is a pathway to employment.
- Vulnerable job seekers seeking assistance with retraining and maintaining well-being in times of stress.
- People seeking to improve or learn digital literacy skills.

OUR KEY RELATIONSHIPS

- The South Australian community – to raise awareness of ageing, disability, health, social and community services available in South Australia.
- Policy Makers and Government Ministers in Commonwealth and State Government – to provide a reliable and well respected source of independent, high quality advice on issues affecting the community.
- Government Organisations – to provide advice and systemic advocacy on system gaps and service needs and improvements and to deliver programs and projects that address identified policy and community needs.
- Peer Organisations – to collaborate on issues, projects and opportunities of mutual benefit or of benefit to the community.
- Service Providers in the Commonwealth Home Support Program and in Aged Care Services – to support, train and assist service providers to implement and deliver services within a strengths based approach focussed on well-being and resilience of the people they serve.
- Non-Government Organisations – to work together to advance shared issues to government and the community.
- Private Organisations – to be the conduit for information on alternate service availability and to provide value for money services and investigate opportunities for further revenue growth to support our work.

OUR FUTURE

- Our Future is full of possibilities as we work with and respond to community needs and aspirations.
- Our Future has its genesis in our history of being a known, trusted and independent information and support service.
- Our Future will be enriched by creating and developing partnerships and collaborations with other like-minded organisations.
- Our Future builds on our values and commitment to be recognised as offering inclusive services and helping those most vulnerable.
- Our Future will be enhanced by being a responsive and flexible organisation constantly seeking to improve our services and finding innovative ways to deliver beneficial outcomes in the community for older people and people living with disability.



Catalyst
Foundation

Catalyst Foundation is an umbrella organisation and our core areas are represented in different colours:

LIFESTYLE

Lifestyle, with our work in social support initiatives, as well as our Disability, Ageing and Lifestyle Expo, is represented as crimson.

GROWTH

Growth, as we expand our ventures, is represented as red.

LEARNING

Learning, with our work in digital literacy, seminars and awareness training, is represented as yellow.

DISABILITY

Disability, with our work in Disability information and connecting people to services, is represented as purple.

SOCIAL CAPITAL AND ENTERPRISE

Social Capital and Enterprise, with our work in Ageing SA and collaboration with other organisations to develop joint projects and ventures, is represented as blue.

AGEING

Ageing, with our work through Seniors Information Service, is represented as green.

CHAIR & CHIEF EXECUTIVE'S REPORT

The 2020/2021 financial year has proved to be a challenging year for us all and we continue to adapt to different ways of living and new ways of working.

We, like many aged care and disability service organisations, have experienced programs and services being put on hold or impacted this year as we worked to ensure we created safe and accessible opportunities for our clients, many of whom are vulnerable to the virus.

We saw or helped our clients and Aged Care service providers in all sorts of ways including online and in person, in parks and on Zoom. This year we strengthened our adaptability and we worked smartly with endeavour to overcome the challenges of COVID-19, to maintain or improve our services and projects.

We have continued to go from **strength to strength**, this year supporting a total of 16,629 South Australians and 199 organisations through our range of services with a 91.46% satisfaction rate. This is a 14.7% increase in clients from 2019/2020, which is a remarkable achievement in the current environment. The increase in clients marks the tenth consecutive year we have helped more than 13, 000 South Australians a year. We have been able to achieve this result by increasing our suite of services, expanding our capacity to reach vulnerable groups, striving towards being a catalyst for action and creating connections in and between the communities we serve.

Fostering and supporting connections has been a priority for Catalyst this year. Our clients have talked to us about the social isolation and loss of community connection because of COVID-19 restrictions. We continue to develop, support and strengthen people's social networks, community connections and health, whilst helping and enabling people to grow old at home.

This year we have continued to hear from South Australians that trust and confidence in the Aged Care and Disability systems are shaken. Trust, is essential for our health and care systems to function for us as individuals, as a society, as an organisation and as a country. Trust means different things to people, however we are proud our Annual Survey of Clients and sector organisations has again found that Catalyst Foundation is a trusted organisation exhibiting credibility, competence, acting collaboratively and with integrity. We value this feedback and its alignment with our values of independence, fairness, consistency, sincerity, and empathy.

The communities we serve can be geographic as well as individuals connected through social, religious or cultural communities. Our holistic service "with not for" approach has continued this year with specific projects working with Aboriginal and Torres Strait Islander communities, Elders and peoples, Veterans, CALD and LGBTIQ+ communities. Through this work we have developed close connections and trusted relationships.

Our model of service is based on **supporting individuals, their families and carers** whilst integrating services to address specific broader community needs such as Housing and Accommodation, Health, Community and Aged Care, Disability and Retirement Living. In addition, we work across the Commonwealth Home Support, Aged Care, Disability and Health services to support the social sector to deliver timely, relevant and culturally appropriate services. We do this from a model of care integration that is community driven and focussed within a collaborative partnership with other organisations based on shared values and goals. Our work and Information Directories are aimed at reducing service fragmentation between services and systems by connecting people to services and service organisations across health, housing and community sectors.

With COVID-19 affecting service delivery we have seen the digital world increase and impact on the availability of data, degree of connectivity, and speed at which decisions are made. With this change and increasing connectivity the use of internet and access to technology is an essential human right. Without this access, information needed to support decisions is often unavailable and compounded when services normally accessed in person are only available online.

This year we have increased our work in assisting older Australians to increase their digital literacy, particularly through our Vets on the Net program, working with Veterans to connect and engage with family, friends and their online networks for managing personal affairs, learning new apps or technologies that can improve their lives or increase and support independence. We continued our work as a "Be Connected" Network Capacity Builder with our peer volunteer model. This work has been supported by our Volunteer tutors many of whom are university students. This has provided a wonderful intergenerational relationship between participants and volunteers and led to greater understanding and shared knowledge between generations.

**SARAH
BARTHOLOMEUSZ**
BOARD CHAIR



JENNY HUGHES
CHIEF EXECUTIVE



Supporting and connecting vulnerable groups and communities has been a very special focus particularly through the COVID-19 restriction period with many of our LGBTIQ+ social connection programs going online during the COVID-19 restrictions for the first time and we continued to increase our work and focus in reaching and supporting vulnerable and culturally diverse groups.

We continue to **grow and learn** in our journey with Aboriginal peoples and organisations. We are proud to have worked with Elders completing the Elizabeth Grove Primary School's Medicine and Bush Tucker Garden, a follow on from our Positive Ageing in Kurna Country Communities through Traditional Foods, Medicines and Remedies project. The community garden project at Kurna Plains Children's Centre brings together Elders from the surrounding community, the Northern Elders group and children from the centre in an intergenerational learning and sharing project promoting healthy eating, food sustainability and cultural knowledge and understanding.

Our role in supporting the Commonwealth Home Support sector remains strong and the directories of information we maintain and the training and support we offer are increasingly valuable in this time of change. We will continue to liaise with our industry partners, clients, service providers and stakeholders and to advocate for our clients and the communities we serve.

The Australian Government and the South Australian Government have continued to support our activities and initiatives. We acknowledge and thank the Australian Government for ongoing support to provide information and support to individuals and service providers in areas such as home support, ageing and the work we do to build knowledge, confidence and capacity in service providers, the sector more generally, the community and with individuals, their families and carers.

Volunteers remain an integral resource in our ability to provide our services, from behind the scenes support for administration and IT to events, peer educators and project advisors. We also acknowledge and thank our board members for their leadership and commitment to our organization and the work it does.

Our volunteers contributed 1053 hours this year and delivered \$47,490 in economic value to our organisation, which is a wonderful effort in this year of COVID-19 restrictions. We thank our volunteers for giving their time and sharing their skills so generously as we would not achieve the outcomes we achieve or reach as many South Australians.

We acknowledge we continue to be in a time of change. Our services remain relevant, warmly regarded and acknowledged by individuals and organisations within the aged care and disability sectors. We thank our dedicated staff who under difficult circumstances through the COVID-19 restrictions have found ways to be innovative whilst providing a personalised approach to each client's individual circumstances. We are proud our staff and volunteers together build confidence and capacity in our clients to make informed choices and deliver appropriate, relevant and timely information, support and training to the community services sector as a whole.

We recognize the coming year will have challenges for our organization. We will continue to review and improve our services to ensure they evolve and meet our client requirements and the many reforms and funding changes in the sector. We will also continue to create and build on connections, advocate for our clients, support the Ageing, Disability and community sectors and **be a catalyst for knowledge, understanding and action.**

THE FIGURES

Catalyst Foundation works with South Australians living with disability, people on the ageing journey, their families and carers, by providing information, advice and support, offering training courses and seminars and connecting people to services and linking services to each other. The following figures highlight how **valuable, wide-spread and inclusive** Catalyst Foundation operations are and the difference our organisation makes to South Australians every day.

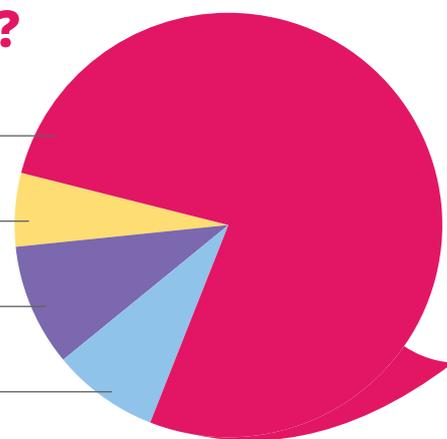
HOW DO OUR CLIENTS CONTACT US?

Phone **77%**

Email **5.6%**

Face-to-face visit **9.3%**

Letter **8.1%**



TYPES OF SERVICES REQUESTED

Aged Care Facilities **56.4%**

Personal and Family Support **6.8%**

Finances, Income and Business **5%**

Law and Justice **3.8%**

Health **1.1%**

Citizenship and Nationality **0.3%**

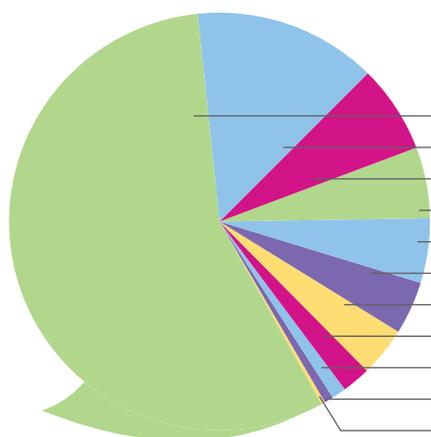
Accommodation **14%**

Materials and Practical Needs **5.5%**

Communication and Information, incl. NDIS **4.1%**

Lifestyle **2.2%**

Community Development **0.7%**



WHERE DO OUR CLIENTS ATTEND?

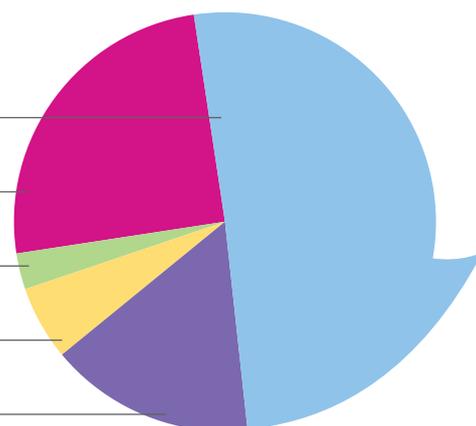
In-person Sessions **50.7%**

Expos and Forums **25.1%**

One-on-one Digital Literacy Support **2.8%**

Online Sessions, incl. Training **5.7%**

Social and other activities **15.8%**



FINANCIAL OVERVIEW

The 2020/2021 financial year was positive for the Catalyst Foundation with a profit in the order of \$159,925.

This was an excellent result given the difficulties faced by the organisation as a consequence of COVID-19 and its impact on Catalyst's capacity to deliver specific grant funded programs and projects in light of the restrictions.

Efficiencies across all functions of Catalyst Foundation were required to ensure the 2020/2021 financials were managed tightly and grant funded programs were delivered effectively within the funding and income generated. Tight controls on expenditure were maintained with the 2020/2021 total expenditure being \$1.096 million representing a modest decrease on the 2020/2021 expenditure of \$1.125 million due in part to COVID-19 project changes.

The inability to run the Ageing and Disability Expo in 2020 was significant and contributed to the loss of revenue in the 2020/2021 financial year. The Ageing and Disability Expo is a flagship event growing in terms of exhibitors, patrons and reputation year on year and is a central component to funds self-generated by the organisation.

ANGELA ALLISON

AUDIT AND FINANCIAL
MANAGEMENT DELEGATE

COVID-19 affected the income diversification strategy established in 2015/2016 and Catalyst was supported by the Commonwealth Government Jobkeeper program as a consequence of the restrictions preventing program and project delivery.

The balance sheet remains in a favourable position, with the value of the Foundation's cash and debtors balance being sufficient to meet the total liabilities and future contractual commitments.

The Board recognises that the future post 30 June 2022 continues to remain uncertain. From the current solid base, Catalyst Foundation's **agility and responsiveness** to identifying and securing funding opportunities will support a continuation of the high quality service provision the Foundation is recognised for.

Copies of our full financial statements are available upon request.



HOUSING & ACCOMMODATION

In 2020/2021 we continued to offer a broad range of housing information and support for service providers and individuals covering the many and varied types of accommodation.

The use of our comprehensive searchable online directory of low-cost rental accommodation, independent living units, supported residential facilities, retirement parks and retirement villages has increased again this year and is a **valuable resource** for individuals, families and carers and the wider Aged Care, health and community sector organisations who use the directory to support clients and enable choice. The directory allows users to search by location, unit type, and includes vacancies of the subscribing organisations. In 2020/2021, our online directory proved to be a very valuable information source with *33,249 page views and 9,904 users*.

Acknowledging the special needs of many of our clients, we also continue to publish the Rental Housing Directory in print format and in an easy downloadable format on our website. We assisted clients with limited technology skills with searching our own and external resources (e.g. private low-cost rental market).

We maintained our housing information including up-to-date fact sheets, lists of residential parks, retirement housing with aged care on site or adjacent, and a checklist of housing features that ensure your home will suit your increasing needs.

In 2020/2021 we created a new information listing detailing retirement villages offering assisted living options. These resources are proving to be very important for individual clients, those caring for loved ones and people embarking on the housing transition journey.

In addition, we continued to offer seminars to help our clients to **make informed decisions** regarding housing, including:

- Retirement Villages
- Downsizing
- Thinking of selling your home
- Aged Care Fees and Charges

Through the website, newsletters, seminars and community forums we also provided **information and support** to individuals and retirement village resident committees on retirement village legislation and regulations.

For people requiring supported accommodation we continued to offer lists of supported residential facilities and residential aged care vacancy registers and to offer monthly seminars on aged care costs.



LGBTIQA+ COMMUNITIES



2020/2021 has been an exciting year for Catalyst Foundation's LGBTIQA+ activities. The challenges of reshaping the way we work together has been rewarding for all.

RAINBOW DIRECTORY

The Rainbow Directory was officially launched by the Hon Michelle Lensink, Minister for Human Services on February 25th, 2021. A COVID-19-Safe event was planned for 50 attendees including participants from a wide range of the LGBTIQA+ community groups and government leaders. Project partners and the Catalyst LGBTIQA+ Project Officer highlighted the development of the Rainbow Directory portal, the importance of the resource for the community and also provided a demonstration on how to use the **free web service**. The Rainbow Directory has 22 new listings since the launch and the platform now has over 100 listings in total. We would like to thank all of the many individuals involved in this project.

DIGITAL DEVICES LIBRARY

The Digital Devices Library program has continued, providing several devices (iPads and Android Tablets) for loan to the members of our over 50's LGBTIQA+ communities. This program enables community members to **remain connected**, especially where they may be experiencing isolation and/or when the capacity to meet face-face is limited.

SOCIAL GROUPS

Throughout the early months of the year, the LGBTIQA+ Social Group activities continued online with participants connecting over FaceTime and Zoom. As the COVID-19 restrictions eased, the social groups were quick to resume their meetings in-person and reconnect with the community. Feedback from the groups was very positive and in particular it was noted that the online capacity to continue meeting for social connection was invaluable, namely the monthly book discussion, coffee catch up and film group. The Arab Steed monthly dinner is very popular and the number of attendees is continuing to grow, creating a **stronger sense of connection** within the LGBTIQA+ communities.

TRAINING AND PROFESSIONAL DEVELOPMENT

Catalyst's LGBTIQA+ **'Awareness and Understanding'** and **'Toward a Safe Place'**: LGBTIQA+ Domestic & Family Violence training have been delivered to different organisations including: Obela Global Group (in person and via Zoom to Sydney head office), Aboriginal Family Support Services, SAPOL and Catalyst Foundation & ADAI staff. Feedback suggests that training sessions are very well received by the diverse range of participants.



Absolutely fantastic training - a great balance of theoretical frameworks, prevalence. Addressing myths in a gentle, yet challenging, way and opening up discussion about strategies to implement both professionally and personally.

**PARTICIPANT OF
LGBTIQA+ TRAINING**



CULTURALLY & LINGUISTICALLY DIVERSE (CALD) COMMUNITIES

Catalyst Foundation **has always** and **will always** build and maintain strong connections with CALD communities through their leaders, volunteers, carers and ethno-specific service providers, to enable us to continuously provide **culturally-responsive services**.

Our information is updated consistently and in a timely way and we produce our information in plain English language which is easily accessible. Catalyst has two bilingual-bicultural staff to support information, face to face enquiries and to deliver community and or round table presentations on topics relevant to CALD seniors and their carers.

Following the introduction of the COVID-19 restrictions, we made significant changes in the way we delivered our services to CALD communities and individual members. These changes included using different digital mediums including social media, webinars, online meetings, round table conversations, delivering presentations and using digital technology to stay connected with families, friends and communities.

At Catalyst Foundation, we took a **proactive approach** and made many calls to different community leaders, volunteers and ethno-specific staff to support any information or service needs and to reassure them that we are in this crisis **together**. We provided links to updated COVID-19 information factsheets in different languages as well as posting any requested information they could share with friends and members of communities as needed.

We supported and encouraged individuals and CALD community groups to connect and to support those socially isolated. We were heartened by requests from both CALD groups and individuals to support and train individual members of CALD communities to access digital technology and services including shopping and banking online, how to protect their personal information and to be safe from scammers. We anticipate and look forward to helping elder members of CALD communities to utilise the Catalyst digital IT learning program **to create social connections and to access services**.

TAX HELP

In 2020/2021, we provided help to 22 clients through our Tax Help Centre with the assistance of a volunteer trained by the Australian Taxation Office. This program provides invaluable assistance and education to low income earners and vulnerable or disadvantaged people and client numbers continue to grow each year.



WELLNESS GALLERY

Changing the Narrative of Ageing in Media

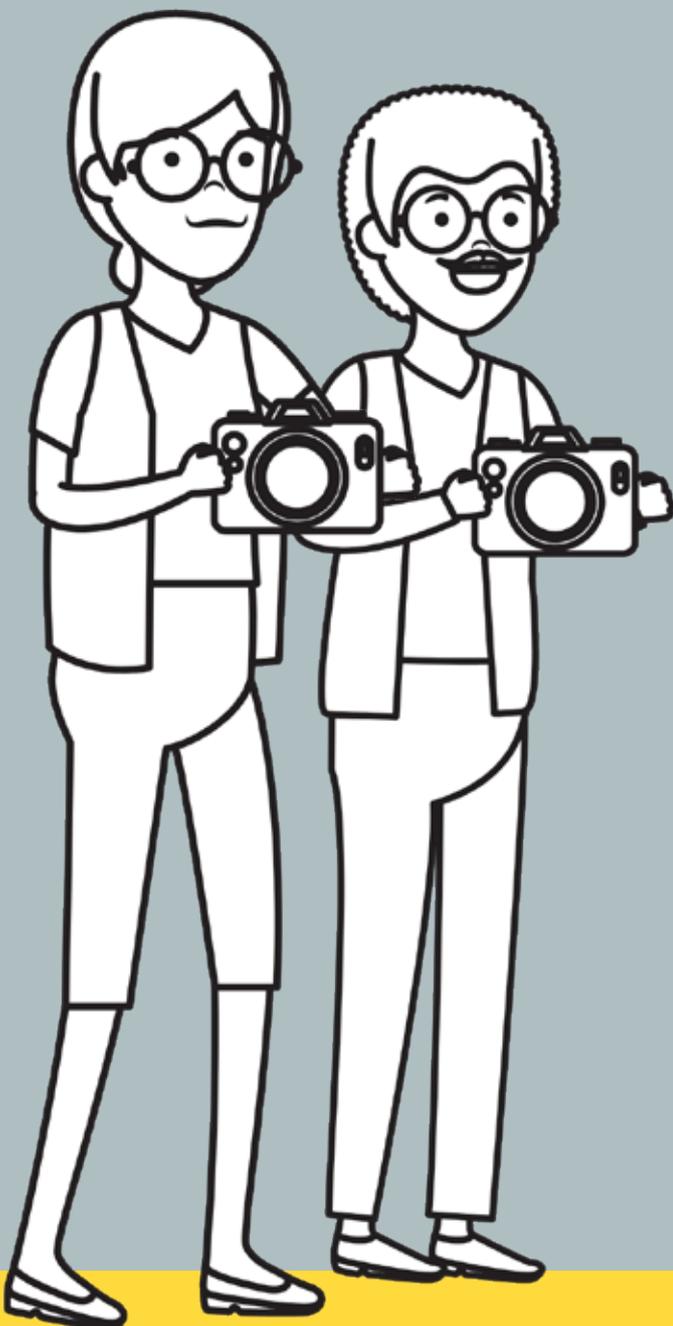
Wellness Gallery is a new Catalyst Foundation project supported by funding from Office for Ageing Well through the Positive Ageing Fellowship Grant, which aims to contribute to a society that has **moved beyond ageism** in media.

The **"Ageing Well"** photography competition and structured photoshoots will engage the wider community in shifting the narrative of ageing in media to one that **celebrates the diversity, contributions and authenticity of older South Australians**. The images will form part of a new **inclusive, age-positive** image resource gallery that provides a positive alternative to stereotypical images currently used so often in media.

The project is open to anyone living in South Australia. Professional photographers, amateurs and enthusiasts are encouraged to enter the competition. We welcome photos of all ageing South Australians, including those living with a disability, people from culturally and linguistically diverse backgrounds, LGBTIQ+ communities, Aboriginal Communities and people living in regional / rural areas.

wellness
gallery

A CATALYST FOUNDATION PROJECT



LEARNING

With the onset of the global pandemic, Catalyst Foundation needed to find a way to harness technology to engage with our clients virtually. We tackled this transition seamlessly, offering many virtual community engagement events, sector support events and YouTube webinars to support people to understand technology basics and get connected online.

We offered a digital suite of events with collaborations and support from the 'Adelaide Tech Guy' - Richard Pascoe, Digital Literacy volunteer - John Dunsford, Libraries SA, NBN, and ACSA's Dana Lavenant.

Topics included:

- Online Safety / Scam Safety
- Streaming music and movies online
- Creating and managing strong passwords
- Smartphone "hacks" and "tricks"
- Getting connected on social media
- Using digital library services
- Researching family history/ancestry
- "LinkedIn for Libraries"
- Buying and selling online
- Tablet showcase (iPad vs. android devices)
- Navigating "My Health Record"
- The fundamentals of QR codes
- How to get - and stay - connected
- Understanding the "cloud" and preserving your "digital footprint" after you pass away
- Wellness and Reablement
- Managing Difficult Conversations
- Wellness Practice
- Imagining Possibilities, and
- Conflict to Cooperation

In response to the impacts of COVID-19, our Communication and Engagement Project Officer developed an in-person event with collaboration from the NBN and our Volunteer and Events Coordinator, called "**Ready, Set, Zoom**", as a fun, supportive learning event to teach the community how to use Zoom.

As COVID-19 restrictions eased, we were able to offer in-person community education events.

Events included:

- Estate Planning, presented by Mark Lumley
- Downsizing, presented by Trevor Elburn
- Retirement Villages, presented by the Office of Ageing Well and South Australian Retirement Villages Residents Association (SARVRA)
- Residential Aged Care Fees & Charges, presented by Paul Carberry
- Financial Planning for Retirement, presented by Wakefield Partners' Scott Keeley
- Understanding Aged Care Costs, presented by Catalyst Foundation Information Officer.

Events were promoted through social media and short promotional videos in email newsletters. The Communication and Engagement Project Officer also promoted the Digital Literacy events regularly through Coast FM with radio show host, Roy Gareffa.

Recordings of the speakers giving their presentations were recorded and are being edited for use on our website and YouTube channel.



The issues associated with **Digital connection, access and knowledge** in our community continue to be at the forefront of the work we do. The number of highly excluded Australians (including 65 years and older) has declined slightly however this group remains substantial and the impact of initial COVID-19 restrictions in 2020 reinforced many of the existing contours of digital inclusion and exclusion.

DAVID FINKEMEYER

It has taken me months to let go of one life skill of teaching large groups of secondary students, and adapt to my new role, as a volunteer, supporting digital literacy. As such, I have run small group sessions and experienced the value of "one-on-one" sessions.

I thoroughly enjoy working with people when something "clicks" and they get it. That "aha moment" - you see it in the young and the old. I think what I have loved the most is watching them learn to use a mouse, a keyboard, basic computing, emailing and, recently, video conferencing grandchildren interstate. A great personal journey.

Society now expects people 60+ years, who have flown under the digital literacy "savvy" radar, to become veterans of technology overnight. Taking their hand to start the journey, Catalyst Foundation and their volunteers, encourage and support learning.

Volunteers were recruited and trained as Digital Literacy Mentors and have engaged in the following community groups:

- Largs Bay RSL sub-branch
- Partners of Veterans Association
- Plympton and Glenelg RSL - Advocacy Welfare.

The *Vets on the Net* program has continued to support Veterans, their partners and families, to build their digital literacy confidence and capacity. Other programs including Loan Device Programs have enabled Catalyst Foundation to reach and connect clients to online learning and services, **bridging the digital divide.**

ANN WHITTAKER

Training as a Digital Literacy Learner Tutor with well-planned lessons meant I was able to help and support seniors in the increasingly important skills of using communication devices. My favourite memories at Catalyst is giving confidence to one elderly lady to work through government forms which are becoming more electronic -based and having not grown up with such devices had been daunting to her and at another lesson I saw her greatest pleasure when she was able to connect with her Grand Daughter in America whose birthday it was and to share photos with her.

Meaningful conversations with our vulnerable communities, identified specific needs and aspirations around closing the digital literacy gap. Funding received from the Commonwealth Government through the *Be Connected Digital Literacy* programs (Capacity Building, Loan Devices for LGBTIQ+ Social Connections, Deadly Digital Devices), and the Department of Veterans Affairs (Vets on the Net) has enabled us to continue delivering face to face, one-to-one learner centred adult and community e-learning programs with the support of committed volunteers.

JOHN DUNSFORD

I have volunteered for Catalyst for some 9 years, joining when it was called Seniors Information Service. I responded to an advertisement seeking "IT" volunteers to help seniors better understand new digital gear like tablets and smartphones. I have really enjoyed helping folk with their devices, both in group and one on one settings. Meeting people and interacting with Catalyst staff is also very rewarding. The last 18 months have been challenging for all, and providing an on-line digital literacy service has been interesting. I have learnt about Zoom and delivering presentations on-line which is great, however I am looking forward to providing face to face help and delivering presentations in person as soon as we can.



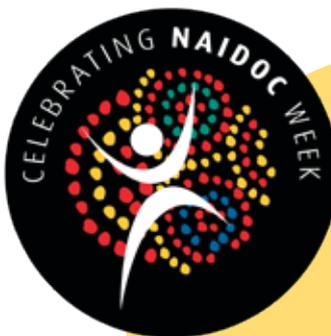


TRISTAN WATSON

I started volunteering for the Catalyst Foundation in March 2021. I've had the pleasure of being involved in the Intergenerational Garden. I have assisted with making wicking beds and producing crops for Elders and community to use and eat. I have really enjoyed this experience and am eternally grateful for the cultural experiences and knowledge gained along the way. Thank you Catalyst Foundation & Kurna Plains Children's Centre.

Catalyst Foundation supports individuals, Aboriginal controlled and community organisations to understand and navigate the Aged Care system and the Commonwealth Home Support Program (CHSP). Information and education empowers Aboriginal Elders to make informed choices about their care needs.

In 2020/2021, we continued to work collaboratively with Aboriginal & Torres Strait Islander communities within South Australia. Our Aboriginal Project Officer supports the provision of culturally-safe and culturally-appropriate services.



NAIDOC WEEK
8-15 Nov 2020

**Always was,
Always will be.**
#NAIDOC2020

Throughout the week, Catalyst Foundation staff celebrated the history, culture, contributions and achievements of Aboriginal and Torres Strait Islander peoples through a series of shared meals, viewing of National Indigenous Television (NITV) and a trip to the APY Gallery.



ABORIGINAL & TORRES STRAIT ISLANDER COMMUNITIES

THE INTERGENERATIONAL ABORIGINAL COMMUNITY GARDEN & NUTRITIONAL COOKING PROJECT

The Intergenerational Aboriginal Community Garden creates a space where Aboriginal Elders, Youth, the wider community and service providers can come together to connect, learn and share. The garden is multi-faceted, addressing many health and wellbeing needs.

It creates the opportunity for **cultural knowledge exchange** and has immeasurable impacts on the mental, cultural, physical, nutritional and social health/well-being needs of Elders and wider community members. Strong and lasting partnerships across business, services and community have been built through this project.

This project has been the result of 'two ways' partnerships between the Catalyst Foundation and the Kurna Plains Children's Centre.

The success of this project comes from the support and contributions of:

- Aboriginal Elders from Northern Carers Network
- Kurna Plains Primary School
- City of Playford Council
- Bunnings (Parafield)
- Playford Men's Shed Inc
- Volunteering SA + NT
- Sovereign Soil Farm.

The Garden is an extension of the Kurna Plains Children's Centre which will further **strengthen the connection** between Elders and youth, culture and health - a great approach to holistic health.

It is supported by the 'Grants for Seniors' funding, administered by the *Office for Ageing Well*.



Catalyst Foundation desires to walk together with the Aboriginal community in parallel on a "Two Ways" journey of cultural and knowledge exchange. Catalyst Foundation is working closely with Aboriginal and Torres Strait Islander peoples to extend our knowledge and support to ensure all South Australians have the best access to care and support to live their life to the fullest.

EVENTS

We are **committed to supporting our clients, their families and carers** across the state and we have developed a number of specialised courses and events to meet the needs of our community. In all, we have attended or delivered *more than 100* information sessions and community meetings and forums across South Australia. We continue to demonstrate our commitment to clients with particular vulnerabilities by delivering our programs at a growing number of events, including:

- ACCAN & ADIA - Staying Connected in COVID-19
- ACSA - Royal Commission into Aged Care Quality & Safety
- Ageing Well Marketing Opportunities - City of Charles Sturt
- Ageing Well Seniors Forum - Online
- AHURI Inquiry into Housing Policies & Practices
- ARAS World Elder Abuse Day Online
- Australian Ageing Agenda - Recovery 2020
- Charles Sturt Council - Seniors Forum
- City of Onkaparinga Social Connections Program
- Community Shed - Working Party - City of Adelaide Customer Centre
- COTA SA Policy Council
- DANA Board
- Department of Infrastructure and Transport Road Safety Workshop
- Eastern CHSP Collaborative Forum and Executive



- Electoral Commission of SA Disability Advisory Committee
- Empowering Digital Connectivity with nbn
- FEAST
- LGBTIQA+ Advisory Group - Rainbow Directory
- National Dementia Alliance Forum
- NDIS Forum with Department of Social Services
- NDS CEO Conference (Virtual)
- Northern CHSP Collaborative
- Older Persons COVID-19 Social Support Strategy
- Retirement Expo - Glenelg
- Retirement Village Ministerial Advisory Committee
- Royal Commission Workshop on Royal Commission into Disability with DANA and State Advocacy services
- SALA Wellness Gallery
- Seniors Information Forum - Burton Community Centre
- Services Australia Multicultural Advisory Committee
- Southern Services Reform Group
- STAAR SA Stakeholder Group (Hospital to Home) Project
- Stakeholder Workshop - National Communication Strategy addressing Elder Abuse and Ageism

- Tauondi Open Day
- Torrens Seniors Forum - North East Community House
- Virtual Consultation Meeting with NDIS and CALD organisations
- Wellness Expo - Yankalilla
- Western Linkages CHSP Collaborative
- Women in Business - Anne Ruston
- Youngcare National At Home Grants Panel

DISABILITY, AGEING AND LIFESTYLE EXPO 2020

Due to the uncertainty regarding health and safety issues caused by the COVID-19 pandemic, the Disability, Ageing and Lifestyle Expo 2020 was **cancelled**.

This decision was not taken lightly and we understood the gravity of cancelling the Expo for over 3,500 people who attend and for our many Exhibitors who use the Expo to introduce their services.

This has been a time of great transition and change in the world and working through the ramifications of this unprecedented situation has taught us about resilience, adaptability and the need to stay connected. With these learnings, we started planning for the 2021 Disability, Ageing and Lifestyle Expo, in order to deliver an event where our communities will **feel safe, informed and connected**.

SCAN TO VISIT THE
DAL EXPO WEBSITE



OUR BOARD

SARAH BARTHOLOMEUSZ **BOARD CHAIR**

Sarah is the Founder and Principal of award winning commercial law firm, You Legal. You Legal is a new category of law firm providing commercial legal services to Australian clients. In addition to her B.A. and LL.B from the University of Adelaide, Sarah has a Graduate Diploma of Applied Corporate Governance from the Governance Institute of Australia Ltd, of which she is a Fellow. Sarah is also a Graduate of the Australian Institute of Directors Company Director's Course and a Member of the Law Society of South Australia. Sarah is an author of three best-selling books on governance, the host of a podcast 'Accountants on Purpose', and regularly lends her expertise to medical practices through her series of Webinars. She also serves on the Entrepreneur's Organization's Global Governance Committee as the APAC Governance Director.

Her most important role is as wife to Dave and mum to Alex (9) and Nicola (8).

JOANNA (JO) CARRICK **BOARD MEMBER**

Jo works as in Program Development at the University of Adelaide's PACE (Professional and Continuing Education) Unit. She is responsible for the development of short-course offerings and customised training services. Core to her role is working directly with clients from government, business and not for profit groups to deliver tailored/custom training and short courses

Jo's previous roles in university sector have involved projects to improve equal access and participation of people who may experience barriers to higher education because of disability, culture, or economic disadvantage or discrimination due to gender, ethnicity, language, age or sexuality. Jo has Bachelor of Arts (Communication Studies), Diploma Project Management (Applied) and a Certificate IV (Training & Assessment).

Jo joined the Board in early 2016 and brings experience in business development and marketing to Catalyst Foundation.

DR FIONA KERR **DEPUTY CHAIR**

Dr Fiona Kerr is the founder and CEO of The NeuroTech Institute and Focus (NTI), which research and consult in the neurophysiology of human interaction and how this differs with and through technology. This is particularly pertinent to the impacts of direct and technologically intermediated interaction on aged and health care, healing, trust, creating positive behaviour change and decision making. Fiona also consults on building and scaling systems, including human-centric technologized healthcare systems, and living and ageing well.

Dr Kerr's qualifications include complex systems engineering, cognitive neuroscience, psychology and anthropology, built up over forty years, with over thirty years in industry. She is an international speaker, appears regularly in media and works across five countries with companies, research bodies and governments. Fiona holds advisory and board positions both here and overseas including the Catalyst Foundation, Bionics Queensland, the Validation Therapy Consortium and Finland's National AI Steering Committee, is a member of The Health and Medical Industries Ministerial Advisory Panel and holds honorary academic roles with UCD, SAHMRI and UniAdelaide.

ANGELA ALLISON **AUDIT & FINANCIAL MANAGEMENT** **DELEGATE**

Angela joined the board of Catalyst Foundation in February 2014, bringing extensive financial and corporate governance skills and experience. Angela has a Bachelor of Arts, Accounting from the University of South Australia, a Diploma in Project Management (AIMSA), CPA and a Graduate of the Australian Institute of Directors Company Directors. Angela is an accomplished advisor and mentor in addition to having over 30 years' experience in financial, governance and strategic leadership roles across government and is currently the Director Business and Partnerships at the South Australian Housing Authority. Her other Board appointments include Slingsby Theatre Company.



ELIZABETH (LIBBY) DUDLEY KOSMALA, OAM BOARD MEMBER

Libby has lived with disability since birth and is a well-known sporting identity in South Australia and across the world having participated in 12 Paralympics. Libby has spent her life contributing back to the community through Community based and Government Boards and has significant board experience at an executive and member level. Libby has experience of both the ageing and disability systems as a participant and advisor and has significant networks across both the disability and aging sectors, assisting charities to raise funds over many years. Libby is currently the Chair of Domiciliary Care Consumer Advisory Committee and also a current community member of the National Physiotherapy Board. Libby is an Ambassador for Dignity in Care for Disability Services SA and Junction Australia (Housing) and a patron for Technical Aid for the Disabled in SA.

VINCE BUCKSKIN BOARD MEMBER

Vince Buckskin is a Narrunga/ Kurna man who has and is working strongly with Aboriginal communities including in his current role as Aboriginal Cultural Advisor, Transitional Care Program, Country Health SA, Local Health Network providing positive health outcomes for Aboriginal people in Country SA.

Prior to this role, Vince worked as an Aboriginal Youth, Training Employment Officer at Point Pearce Aboriginal Community, focusing on opportunities for young Aboriginal people living on Yorke Peninsula.

Vince has also worked in the Australian Bureau of Statistics providing information to Aboriginal people on the census process as well as working in the Local Government Association focusing on employment opportunities for Aboriginal people in Local Councils throughout SA.

Vince continues to be both a leader and an educator in supporting cultural heritage and inclusiveness across all sectors.

OUR STAFF

As our organisation continues to grow, evolve and change we are able to provide valuable services to the community due to the contribution of our highly skilled, knowledgeable and friendly staff. In the past financial year, the following staff members have helped Catalyst Foundation to deliver services or projects to South Australians.

Ann Shipley
Caitlin O'Toole
Carol Lindner
Claire Zalipka
Deb Auricht
Diana Calle
George Gouzounis
Jacqui Vandenbroek
Jan Day

Jennifer Hughes
Kylie Read
Lucy Hackworth
Luisa Silveira
Miriam Cocking
Ravinder Bhogal
Sarah Agius
Shaez Mortimer
Tina Summers

OUR SUPPORTERS & PARTNERS

Catalyst Foundation receives funding support from the Australian and South Australian Governments to address the needs of individuals, families, carers and the communities we serve and for this we are very grateful. As a charitable organisation, we also receive other forms of income to augment the increasing demands for services from communities or individuals. This is **made possible with the commitment and generous support** of the following organisations:

FUNDING BODIES

Australian Government

- Department of Health
- Department of Veteran's Affairs
- Good Things Foundation (on behalf of Australian Government)
- National Indigenous Australians Agency

South Australian Government

- Department of Human Services
- Office for Ageing Well

EVENT AND PROJECT SPONSORS AND SUPPORTERS

- BMV Cabinets
- Bunnings - Parafield
- Coast FM
- Elizabeth Grove Primary School
- Kurna Plains Children's Centre
- Men's Shed - City of Playford

COLLABORATIVE PARTNERS

- 360 Private - Mark Lumley
- ACSA / Better Practice Project - Dana Lavenant
- Advocacy for Disability Access and Inclusion
- Aged Care Financial Information Services - Paul Carberry
- Aged Care Housing Group
- ARAS
- Australian Migrant Resource Centre
- Australian Taxation Office
- BFriend
- CALD Ageing Alliance
- Carers Association of SA
- Chinese Welfare Services of SA Inc
- City of Adelaide
- City of Burnside
- City of Campbelltown
- City of Charles Sturt
- City of Enfield
- City of Marion
- City of Playford
- City of Port Adelaide
- City of Salisbury
- City of Unley
- Country Health SA
- Dementia Australia (SA)
- Department of Human Services
- Department of Infrastructure and Transport
- Eastern Regional Collaborative Project
- ECH
- Electoral Commission of South Australia
- Helping Hand
- Largs Bay RSL

- LGBTI+ Ageing and Aged Care Network
- Linking Futures
- Multicultural Age Care Inc.
- Multicultural Communities Council of SA
- Muslim Women's Association of SA
- My House My Home - Trevor Elburn
- National Seniors
- NBN - incl. Cassandra Norton and Rohan Watts
- NDIA
- Northern Carers Network - A Service of Centacare Catholic Family Services
- Northern Collaborative Project
- Office for Ageing Well - incl. Lucy Hosking
- Parkinsons SA
- Plympton Glenelg RSL
- Reconciliation SA
- Relationships Australia
- SA Health CALD Working Group
- Service SA - incl. Debra Parsons and Lyn Montgomerie
- South Australian Housing Authority - Modbury
- South Australian Residential Parks Resident's Association
- South Australian Retirement Village Residents Association of SA (SARVRA) - incl. Roger Adamson
- Southern Services Reform Group
- St Louis Community Care
- TAFE SA
- The Adelaide Tech Guy - Richard Pascoe
- Turkindi Information Network
- Uniting Communities
- Uniting Care Wesley Bowden
- Volunteering SA & NT Inc.
- Wakefield Partners - Scott Keeley
- Western Linkages CHSP



MEMBERSHIPS

In order to provide the best possible service quality and reliable information to those who require our support, we are a member or contributor to the following organisations and key committees/ forums:

- Aged Care Housing Group (ACH)
- Central Adelaide Local Health Network Consumer Advisory Council
- Services Australia Regional Multicultural Forum
- Council for Women of Culturally and Linguistically Diverse Background
- Council on the Ageing SA (COTA SA) Policy Committee
- Department of Human Services Consultative Forum
- Department of Human Services – Regional Multicultural Advisory Group
- Reference Group
- Lesbian, Gay, Bisexual, Transgender and Intersex Ageing and Aged Care Network
- Migrant Women Support Services
- Migrant Women's Lobby Group
- National Seniors
- Reconciliation Australia
- Retirement Village Ministerial Advisory Committee
- SA Agency Liaison Group for the Australian Aged Care Quality Agency
- SA Community Transport Association
- SA Reconciliation Action Plan stakeholder forum
- The Filipino Seniors Group - "Ka Pamilya"
- The Society of St Hilariion Community Services
- Turkindi Information Service
- Uniting Communities – Multicultural Home Support Program Committee
- Veterans and Veterans Families Counselling Service
- Volunteering SA & NT
- Young Care Australia

AUSPICING

Catalyst Foundation continues to support the valuable work of voluntary, unincorporated organisations. In 2020/2021 we supported and auspice the operation of the Advanced Care Planning Barossa Light Gawler Reference Group to support their work in the region to increase awareness of Advanced Care planning and its importance in planning for individual health needs and treatment requirements.

OUR VOLUNTEERS

We sincerely acknowledge our volunteers who **contributed 1053 hours** to our work during 2020/2021, delivering **\$47,490.30 in economic value** to our organisation and the community.

Akhila Bibeesh
Amardeep
Anatoliy Dubinin
Angela Allison
Ann Whittaker
Ashish Kumar
Carol Durrans
Cassandra Norton
Cathy Barlow
Cedric Villamil
Cong Tran
Dana Lavenant
David Finkenmeyer
Debra Parsons
Devanshu Chawla
Dilhani Vithanage
Dinuk Nanayakkara
Dr Fiona Kerr
Elizabeth (Libby) Dudley Kosmala, OAM
Eliza Sims
Fan Yang

Gabriella Rech
Harpreet Kaur
Jagwantpreet Singh
Joanna Carrick
John Dunsford
Khoulood Navaser
Kirat Singh
Lucy Hosking
Lyn Montgomerie
Man Yee Lai (Natalie)
Marie Good
Mark Lumley
Mehrnoosh Fard
Nawon Lee (Reny)
Paul Carberry
Pawandeep Kaur
Phurwa Sherpa
Pi-Chien Chuang
Pooja Rani
Richard Pascoe
Riley Hutchins

Roger Adamson
Rohan Watts
Samira Rouhani
Sarah Bartholomeusz
Scott Keeley
Sindhu Kalai
Sio Kit Lo (Steve)
Sruthi Chandrasekhar
Stephan Lessing
Stephen Friday
Tavis Ryan
Trevor Elburn
Tristan Watson
Vasavi Gudimetla
Vera Crane
Vince Buckskin
Xiaoning Wen (Shawn)
Yau Wai Shiu (Angus)
Yingjia Sun
Zoran Radenovic

ZORAN RADENOVIC

"I like volunteering because I like helping the organisation and I meet a lot of different people. You're making a contribution and learning new skills. Volunteering also helps the time go faster."



CAROL DURRANS

"I retired in 2011 after 50 years in the workforce. I loved retirement but missed being part of a team. I started at SIS and now Catalyst in 2012. I enjoy being a volunteer. I meet new people, form friendships, and learn new skills. Volunteering at Catalyst provides me with a sense of purpose. It allows me to connect to our community and help in many different ways. It makes me happy."



CLIENT STORIES

TRANSITION FROM HOSPITAL TO ACCOMMODATION

Vicki called on behalf of her mother in law (June) who had come from interstate to see family but had fallen ill and following her release from hospital would need some rental accommodation.

June is 94 and at the time of the call was in intensive care with pneumonia. She was able to feed herself but unable to lift her arms and required dressing and showering assistance. June had a Home Care or support package but could not remember which level it was.

June also had brought her dog over with her and she understood the dog may not be able to stay with her when she is released from hospital. Her son, who she is residing with, lives in a unit (on the second floor) and she is not able to get up or down the stairs. Vicki advised they were looking for a short term rental (2 bedrooms) that they could stay in, so the son could also stay and help her as well in addition to the package help she was looking to access and receive in SA. They were flexible with the location of the accommodation and we were able to provide locations and options for June and the family to consider. Vicki advised they had been told to ring Catalyst by a major Aged Care provider as Catalyst had the information and knowledge to help them and she was really pleased they took the advice and were able to find the short accommodation they needed.

ACCOMMODATION

We received a letter from George saying "Please help me find someplace to live. I am not well and don't understand how to find anything. I can't use a computer and I have to move from where I am. It is too dangerous. I have a pet plus I have poor health."

We contacted George and we were able to talk through accommodation options with George as well as possible home support for him. We were able to find some 1 bedroom accommodation options that allowed pets and George followed them up and found accommodation he felt safer in. We were also able to connect George with My Aged Care and he was able to get some support to enable him to continue living independently. George was very grateful and said he felt more confident in his life.

CLIENT IN PRISON

We received a letter from a client in prison who was seeking information on housing options, eligibility and vacancies to enable him to organise accommodation to enable his release. We provided information on:

- Independent Living rental units
- Self-contained units, with some level of support
- Supported Residential facilities
- as well as, Concessions for Seniors.

RETURNING CLIENT

Rosanna gave us a call because her mother was in hospital and medical staff had advised she would require transition to permanent residential care once she was discharged. We sent the information to Rosanna so she could help her mother make decisions about her residential care. Rosanna told us she had spoken to an Information Officer about 12 years ago and remembered it was very helpful and decided to call again. Rosanna was very grateful and said she was so glad Catalyst continued to provide this really important service.



Catalyst Foundation



Catalyst Foundation

(Including Seniors Information Service)

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