



Kildonan UnitingCare

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Proactive interventions to address Energy hardship



Kildonan to 2012


Proactive innovation to address hardship and reduce need for tertiary interventions. Examples of current work

- Corporate Hardship Awareness Programs
 - Credit
 - Finance
 - Utilities
- Energy Efficiency Programs
 - Energy retailers
 - Community based
- Financial counselling Programs
 - Phone based
 - Community based
 - Hospital Based
- Bushfire Peer Support
- Economic Violence
- Growth area sustainable development project


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Story for low income families

- Are the most at risk from the effects of Climate Change.
- Also the most at risk of not engaging or participating in achieving household sustainability.
- Rising utility prices and limited capacity to influence built environment- families are increasingly experiencing financial hardship.
- Most vulnerable low income families are already involved in the community service 'system'.
- At Kildonan, hardship awareness, financial stability and environmental sustainability are intrinsically linked.


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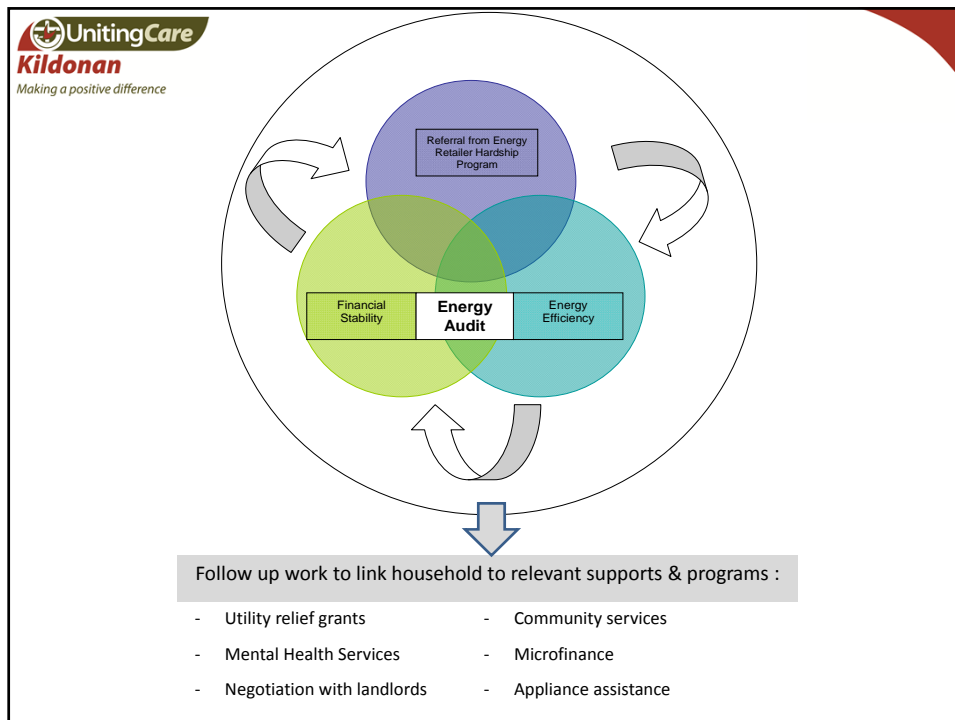
Kildonan Energy Efficiency Model

Key features

- Households identified and referred via retailers hardship programs
- Focus on energy audit through a behaviour change as the initial driver
- Focus on financial stability, advocacy and access to community and government supports/ programs

Aims

- To increase energy affordability, particularly for those who are in hardship
- To assist households increase energy efficiency through a holistic approach
- To enhance consumer's rights and access to utilities and community supports
- To enhance consumers' comfort, health and quality of life as relating to their energy consumption



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Sustainable Families Program

Key features

- Focus on vulnerable families reducing utility bills through tailored household energy assessments
- Education and hands on support to families towards energy usage reduction, water saving and waste reduction
- Referrals received from financial counsellors and family services workers

Aims

- To assist families become more financially and environmentally sustainable in their use of energy and water and waste management
- To give families access to assistance and information about sustainability in a way that is practical, accessible and which takes into account issues impacting on their lives.

Outcomes

- High level of engagement, facilitated via support workers
- Families significantly increased their knowledge and awareness of energy use
- Support workers significantly increased their knowledge
- Able to pace information during visits
- Key worker attributes: building respectful engagement, understanding, empathy, flexibility in responses
- Visits and education integrated into peoples daily lives

Questions ?

Stella Avramopoulos
savram@kildonan.org.au