



# PROVEN IDEAS FOR ENERGY EFFICIENCY WITH YOUR CLIENTS

## Glenelg Shire Workshop: March 18 2012

### Background

The Southern Grampians and Glenelg Primary Care Partnership (SGGPCP) recognise the impact of Climate Change on health outcomes for our community. Publication of *Climate Change Adaptation: a Framework for Local Action* by PCP in 2008 identified five areas of action to reduce the direct impacts of climate change. These areas included household energy use. SGGPCP conducted a demonstration project with a small township (Merino) which led to the current *Pass the Parcel* Project which is funded by Sustainability Victoria. This project has enabled further investigation of strategies to improve energy efficiency and comfort for low income households while building capacity of PCP partner agencies to respond. The SGGPCP strategic Plan 2009 – 2012 states that our vision is *through capacity building for collaboration, enhance the health and wellbeing of our community*.

Through the Deakin/DH/DHS Strategic Alliance Community Capacity and Engagement in Public Health Funding, SGGPCP partnered with Glenelg Shire to facilitate an Energy Efficiency Workshop for Home and Community Care (HACC) Support Staff and others working with vulnerable groups.

### The Workshop

Kildonan Uniting Care have a long standing reputation working with the community around energy efficiency. Kildonan facilitator Sue Fraser ran the workshop for 20 HACC/ support staff from the Glenelg Shire.

The workshop enabled participants to consider the importance of energy efficiency while gaining a better understanding of the impact on their client group. Participants spent some time examining electricity bills and developing a better understanding of the information presented on the bill. Participants discussed household energy use and running costs for appliances. This conversation enabled further discussion around calculating running costs and using appliances appropriately rather than purchase of new appliances. A range of tips to save energy were presented and major discussion focussed on transferring this knowledge to the client group.

The topic around assistance programs and financial counselling provided participants with a range of options to support their clients including financial counselling, hardship programs, rebates, the No Interest Loans Scheme (NILS), Good Shepherd Buying Service, CentrePay and links to other programs. A workbook was provided for participants (see appendix 1).

### Expenditure

Item	Further Information	Cost
Workshop Facilitation	Kildonan	\$1800.00
Flights - Facilitator	Sharp Aviation	\$447.86
Printing	Manuals	\$407.50
Catering	Morning tea and lunch	\$215.00
Administration support		\$200.00
	<b>TOTAL</b>	<b>\$3070.36</b>

## Feedback

Twenty participants completed feedback forms and their comments are captured in the table below.

Question	Response
1. Have you attended similar training in the past?	100% of participants responded that they had not attended similar training in the past.
2. Was the information useful?	100% of participants responded that <b>YES</b> the information was useful.
3. What were the three things that you will take from today's session?	<ul style="list-style-type: none"> <li>• Important phone numbers and where to get further information (n=13)</li> <li>• Practical ideas to save energy and money (n=13)</li> <li>• Energy bill literacy and assisting clients to understand their energy bills (n=7)</li> <li>• Strategies to help clients (n=5)</li> <li>• Running costs of appliances (n=5)</li> <li>• General energy awareness (n=4)</li> </ul>
4. How will this information assist you in your role?	<ul style="list-style-type: none"> <li>• Assist to look after my clients welfare (n=15)</li> <li>• Increased awareness to help self and others (n=4)</li> <li>• Good information sharing (n=2)</li> </ul>
5. Were your expectations met? Was there something that you were interested in that was not covered today?	<p>100% of participants reported that their expectations were met and some included comments like <i>all covered nothing missing, I can use this information immediately</i></p> <p>No one commented that there was anything missing.</p>
6. As part of the quality improvement program we would welcome any feedback on today's session.	<p>Comments included:</p> <p>Very interesting</p> <p>I would do that training gain</p> <p>Very welcome – thanks</p> <p>Very informative – learnt a lot</p> <p>Enjoyed courses. Facilitator delivered topic in a practical and informative manner.</p>

## Future Direction and follow up

### Fact Sheets

The SGGPCP have developed a fact sheet, which provides the participants with further information have been developed to further support HACC and other support staff. The fact sheets provides further supportive information/links and actions. This resources will also be made available to Southern Grampians Shire HACC staff as well as SGG PCP members and partner agencies through our weekly bulletin and co-ordination activities.

### Action Cards

Participants were invited to complete action cards, which will be returned to them with the specific information requested within 6 months.

### Thermometers/Showerheads

Thermometers have been received from Sustainability Victoria. These thermometers have the ability to record fridge temperature, enabling the user to ensure that there fridge is running at the optimal temperature, and therefore they will assist to reduce energy consumption. These were discussed at the workshop and requested by participants. Participants will also be provided with low flow showerheads to assist them reduce their own home energy use.

SGGPCP will continue to provide information to HACC and other community services, to support further action to reduce the vulnerability of clients to the impact of rising energy prices. The workshop was an excellent opportunity to increase workforce capacity. HACC staff have an existing relationship with vulnerable community members and further skill development will enable a conversation with clients and facilitate supportive action.

