



# ANNUAL REPORT 2017



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## Our Vision:

An Australia that values and supports family carers.

## Who we are and what we do:

Carers SA is a member based community organisation established in 1990 by a 'grass roots' movement of family carers, to represent their interests and needs and to be 'the voice' of family carers in South Australia. We are governed by a committed and skilled Board of Directors, the majority of whom have experience as a family carer. Our dedicated and skilled staff share a passion for making a positive difference to the lives of caring families in South Australia. Carers SA acts as both a representative organisation and a service provider, offering a range of services to caring families in metropolitan, rural and remote locations.

## The Role of Carers SA:

Carers SA has a key role in leading change and empowering family carers to participate in a partnership with South Australian government and the health and community sectors for the provision of better services, to improve the conditions under which family carers operate and to increase the recognition of the contribution of family carers to the South Australian community.

## Our Mission:

To promote, assist, empower, and enhance the lives of family carers.

### By:

- Representing the 'voice' of family carers.
- Raising awareness of family carers and caring in our community.
- Consultation, research, policy development and effective advocacy.
- Proving quality services and programs to support the needs of family carers and the people they care for.

### Our strategic objectives are to:

- Improve the health, wellbeing, resilience and financial security of family carers.
- Ensure that caring is a shared responsibility of family, community and Government.

### Through three core strategies:

- Strategy 1: Representing Carers and Raising Awareness
- Strategy 2: Quality Services that Support Caring Families
- Strategy 3: Organisational Strength

Please be aware that this report may contain the names and/or images of deceased Aboriginal people.

Carers SA acknowledges that to some Aboriginal communities, it is distressing to mention names of people who have died.

# President's Report



The Carers SA Board has addressed some quite significant changes in the past year with the retirement of our former CEO Rosemary Warmington AM after nearly 23 years of service in November 2016 and the appointment of David Militz as her replacement in April 2017.

The introduction of the NDIS has contributed towards a loss of funding in some areas and as the National Integrated Carer Support Service is still being designed, we are still not fully aware how this will affect Carers SA's funding and services when implemented. National reforms across the aged care, disability service, mental health and health services have continued to be challenging.

The Carers SA Board has continued to meet its strategic objectives, in line with our Strategic Plan for 2016 – 2018. I would like to thank all Board Directors, for their voluntary contribution and ongoing commitment to the important role of the governance of Carers SA.

Due to work commitments, Associate Professor Keith Evans and Stuart Cannon both resigned in the past financial year. Stuart was a director from October 2012, as well as Treasurer for almost three years. Whatever part of the world he was in, he still managed to fulfil his role admirably. Thank you, Stuart and Keith.

I welcome Dani Cuff, a HR consultant and Susan Antoun, a CPA registered Accountant, as directors to the Board of Carers SA. Dani and Susan both bring a variety of valuable skills to the Board and Susan has also been appointed to the role of Treasurer.

Several Board members including myself have met with carers from metropolitan and rural areas during the past twelve months. We find it incredibly important to meet

carers to connect with and get feedback, particularly the extra difficulties our regional carers face.

As part of my role as President, I have along with our CEO and Jenny Davies our Vice President, met with various Government Ministers and Opposition Shadow Ministers, to ensure they are kept up-to-date with carer concerns.

In July 2017, David Militz, myself and three members from the Carer Support Network of SA, met with several National Mental Health Commissioners whilst they were in Adelaide. We were given the opportunity to discuss problems and concerns around the caring role of people with a mental illness, including the impact of the implementation of the NDIS.

To ensure the 'voice of carers' is heard I represent Carers SA, on various working groups.

I continue to enjoy the opportunity as the administrator of Carers SA's 'Mental Health Carers SA' Facebook page, so come and have a look and "like" our page. While you are there, check out our Carers SA and Young Carers SA pages as well.

Thank you to Rosemary Warmington AM for your past assistance and to David Militz, for taking his new role and transitioning Carers SA seamlessly, into a new era.

I also thank the wonderful staff and volunteers at Carers SA and appreciate all you do. Without you we wouldn't be, the wonderful organisation that we are.

**Lyn Woodforde**  
President





# CEO's Report

There is a lot to reflect on when considering the year that has just past. We saw the retirement of Rosemary Warmington AM, Carers SA's long term CEO, who had significant impact on the community sector and played a vital role in the recognition of carers. Rosemary was instrumental in the South Australian Carer Recognition Act coming into force in 2005 and continued to keep government honest in their approach to carers during her tenure. I was then chosen to fill the role vacated by Rosemary and I am very thankful to the Board for selecting me to continue the great work that has gone before me.

It is a time of unprecedented change for the community sector but in particular for carers. Caring for a loved one is something that is difficult at any time, let alone when the services are changing around you. I am extremely proud of how our team has continued to support carers to not just maintain their caring role but to live their lives during these changing times.

Carers SA continued to provide quality services to carers during a time where we were actively engaged in a process of co-design with the Commonwealth Government. We know in the coming eighteen months the way services for carers are delivered will change as the new Integrated Carer Support Service is implemented.

It is fantastic that we have been able to extend our services to carers in the Southern Fleurieu and Kangaroo Island during the past year, filling a significant need in the community.

Carers SA continues to meet on a regular basis with Ministers to ensure that they are aware of the challenges

that carers face and the importance they play in the community. We constantly remind government that across the country the replacement cost of carers is \$60.3bn annually and continuing to rise each year. As part of the National Network of Carer Associations we also contribute to the national advocacy platform fronted by Carers Australia. As a result Carers SA has the ability to advocate for carers at both state and commonwealth levels of government.

We have also been working closely with the Carer Support Network SA, which consists of five organisations whose core business is carers; Carer Support, SA Country Carers, Northern Carers Network, Carers & Disability



*Spreading the word that Carers Count during National Carers Week 2016 with a stall in Rundle Mall.*



*The Premier of South Australia, Jay Weatherill, hosted a morning tea for young carers to hear about their caring stories.*



*Christmas lunch for our State Office (Wayville) volunteers: where would we be without them?*



Mary Connelly was pleased to be the winner of a new IPAD in response to carers who participated in the Carer Survey.

Link and Carers SA. We provide a united voice to state government which strengthens each organisation's individual work and our collective aim to support carers to live their lives.

Our biennial carer survey was again conducted this year with huge numbers of carers responding. 1,688 carers completed the survey and there is

no doubt that the data that is collated from this will be invaluable, especially with a state election looming in 2018. We have had wonderful assistance from students throughout the year who have worked on key projects, including the survey, to which we are very grateful.

We continued to prepare for the NDIS by upskilling our staff who deliver services, coordinating a community development project in the Limestone Coast and preparing to support carers during the roll out of the NDIS across South Australia.

The future for carers and for our organisation will be challenging, our staff will need to continue to have a thorough understanding of multiple sectors, which are in or will be in flux, in order to best support carers. The Carers SA Board will need to continue to keep its eye on the future and take sufficient risk to ensure that as an organisation, we maximise opportunities for carers. There is no doubt that as an organisation we will face these challenges head on as our purpose continues to be supporting carers to live their life to the fullest.

We will continue to try new things and challenge our way of working, which means we may fail along the path to developing and then providing high quality services to carers. A big thank you to our staff and volunteers, inclusive of our Board, for your commitment to delivering impact for carers and ultimately the community.

David Militz  
Chief Executive Officer



Checkout the Carers SA website that went live in June 2016.



Attendees a Creative Ways to Care workshop, run by our Education and Training team.

# Information about carers

**245,000**  
carers in SA

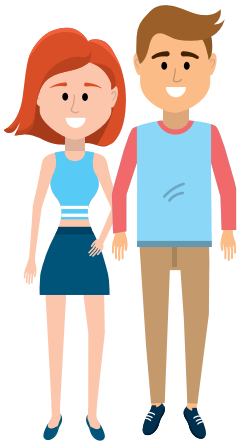
**75%** (185,000)  
live in Adelaide  
metro area



**25%** (60,000) live  
in rural SA.



**75,400** **Primary Carers**



**30,500**

young carers under  
25 years in SA.  
28,000 young  
carers aged between  
15 and 24 years

**30%**



of carers provide  
more than 40 hours  
of care per week

**63% OF ALL CARERS**  
Live with a disability



**46%**

of primary carers  
rely on Government  
support for their income



**64** Million  
Hours of care valued at

**\$5** billion

\* The Australian Bureau of Statistics 2015 and 2012 Survey of Disability, Ageing and Carers (data released January 2017)

# in South Australia

**5,020** members across all categories.

**2,279** individual carers had direct contact with Carer Support programs.

**3,919** members of the public were provided with information through our 1800 Carer Advisory Line.

**387** carers received **1,747** counselling sessions.

**546** young carers were supported by our carer support and respite services.

**150** volunteers provided more than **6,400** hours of voluntary effort at a value of approximately **\$180,500**

**153,504** respite hours were provided to over **2,174** carers through the Commonwealth Respite and Carelink Centre, South and East Country.

**187** individual participants attended **79** education and training sessions totalling **1,857** hours.



# Board of Directors

## **Lyn Woodforde**

### *President*

Cert. III in Business Administration; Carer; Board Member since February 2011; Vice President (2012-2013); President since October 2013.



## **Jenny Davies**

### *Vice President*

Master of Urban and Regional Planning, Diploma in Technology in Social Work; Emeritus Fellow in CAUTHE; MURP; Board member from November 2014; Vice President since February 2015.



## **Stuart Cannon**

### *Treasurer*

CPA: Bachelor of Accountancy (University of SA); GAICD\*; past Carer; Board member since October 2012; Treasurer October 2013 to June 2017.



## **Phil Martin**

B.A. Social Work, Graduate Diploma Public Sector Management, FAICD; Board member since February 2014.



## **Virginia Suttell**

Chartered Accountant; GAICD\*; Associate of the Governance Institute of Australia; Carer; Board member since November 2015.



## **Lynne Carter**

Diploma in Business Management; Certificate in Counselling; Carer; GAICD\*, Board member since November 2014.



## **Jan Wallent**

Trained Nurse; Carer; Board member since August 2014; Board member of Carers Australia since November 2014 (Carers SA's Nominee).



## **A/Prof Keith Evans**

RMN, SRN, MAICD\*, Member of the Board of Directors of Life Care, Group Advisor Public Policy with Silver Chain Group; member of the Carers SA Board; Board member July 2014 to February 2017.



## **Dani Cuff**

Masters of Business Administration (MBA), Certificate IV in Front Line Management, Bachelor of Laboratory Medicine. Appointed to the Carers SA Board to fill a vacancy from April 2017.



## **Susan Antoun**

Certified Practicing Accountant, member of the Institute of Internal Auditors and Governance Risk and Compliance Institute and is a qualified stockbroker. Appointed to the Carers SA Board to fill a vacancy from June 2017.



\*FAICD (Fellow) GAICD (Graduate) or MAICD (Member) of The Australian Institute of Company Directors



# A mother's love and positivity an inspiration

I am a carer for my mother, and I also have guardianship of my niece, who is 16. My mum who is 81 was an intensely independent person all her life. She never asked for help from others and would rarely accept even if it were offered. In 2013 she suffered an acute right pontine haemorrhage. At the hospital I was told mum would not survive the bleed but she pulled through. Mum was then discharged into my care.

This is not my first time caring. When I was 20 my father had a massive stroke and ended up spending months in rehab. My mother and I spent seven years looking after him, and making sure he was provided for.

The second time around, in a caring role, I am older and wiser and a great deal stronger than I was so I am able to push harder for assistance. Most people are surprised that I am a carer given my positive outlook and the fact that I don't treat it as a negative. I can attribute my positive attitude, to my mother, she has always been the most positive and giving person I have ever met. She was the one who taught me not to judge and that everyone has a story.

My biggest challenge at the start of my caring role, was accepting help. For some reason, I thought I could do it all which included taking on raising a teenager. I have learnt that accepting help is not a weakness and that I am not Superwoman. It took me some time but I have realised that my physical and mental health is as much a priority as mum's. I make sure I do something for myself every week and I have always had a love of art, I paint and draw in a variety of mediums.

Another challenge is balancing work and my caring responsibilities. I have used up nearly all my different types of leave in my role as a carer. I have reduced my work hours to part time to allow me to care for mum and receive a small pension to assist.

Carers are the backbone of the community and caring can be tough. We are the silent few who do our best to make sure that those we care about are well looked after often at our own expense. We are doing our best. Your compassion means the world to us.

Make time for you. Stay calm. You will do fine.

*Judith Bemmer*



*Judith Bemmer and mum Gill*

## Carer Achievement Award 2016

Carers SA was pleased to be a sponsor of the Carer Achievement Award for 2016, a category within the Community Achievement Awards.

The Carer Achievement Award recognises a South Australian family carer who has not only provided substantial long term care but who has also worked to improve the recognition, services and supports for other carers.

The 2016 winner of the Carers SA Carer Achievement Award who was announced in November 2016 was Dr Sharon Lawn. Since 2002, Sharon has been caring for her husband who has significant mental illness and psychosocial disability. Sharon advocates for people who experience mental illness and their carers.

Congratulations go to Sharon and the other finalists.



Rosemary Warmington AM (Chief Executive Officer, Carers SA, retired Nov 2016) presented Dr Sharon Lawn with the Carer Achievement Award cheque for \$2,000.

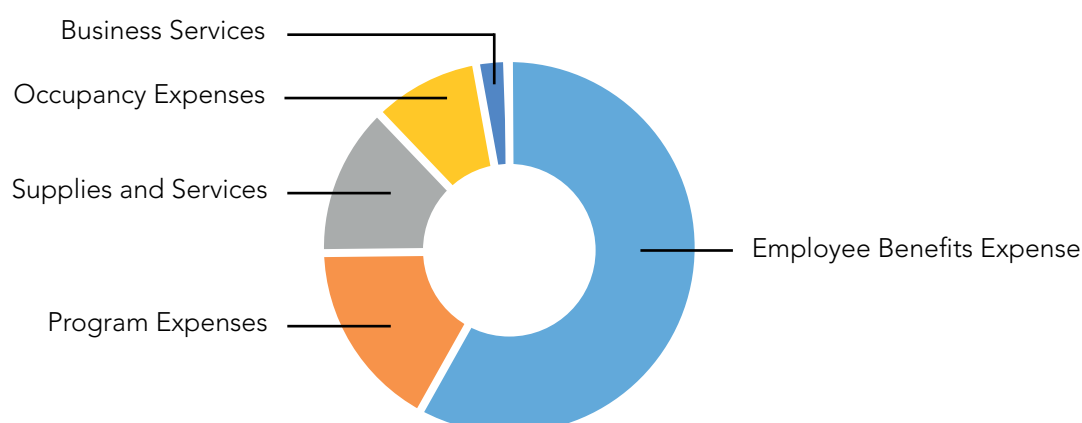
# Statement of Profit and Loss

## Statement of Profit and Loss and Other Comprehensive Income for the Year ended 30 June 2017

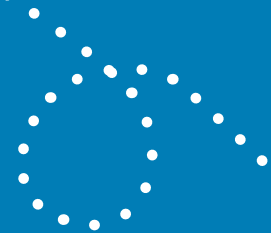
	2017 \$	2016 \$
<b>Summary of Revenues</b>		
Grant income	6,478,702	6,211,081
Interest Received	77,187	87,435
Rental & other income	26,172	29,066
Membership Fees	10,944	12,087
Donations and Sponsorship	6,697	9,360
Gain on sale of assets	631	6,110
<b>Total Revenue</b>	<b>6,600,333</b>	<b>6,355,139</b>
<b>Summary of Expenditures</b>		
Employee benefits expense	3,908,064	3,511,687
Program expenses	1,127,258	1,094,139
Supplies and services	885,618	885,255
Occupancy expenses	629,605	610,106
Business services	160,001	143,172
Depreciation and amortisation expenses	36,300	63,068
<b>Total Expenditure</b>	<b>6,746,906</b>	<b>6,307,427</b>
<b>(Deficit) / surplus for the year</b>	<b>(146,573)</b>	<b>47,712</b>
Other comprehensive income after tax	-	-
Items that may be reclassified subsequently to profit or loss:		
Net changes in fair value of Available-for-Sale financial assets	-	4,133
<b>Total comprehensive income for the year</b>	<b>(146,573)</b>	<b>51,845</b>

Deficit for the year was a result of investment in technology and preparation for the new Integrated Carer Support Service Model

### Expenditure FY16/17



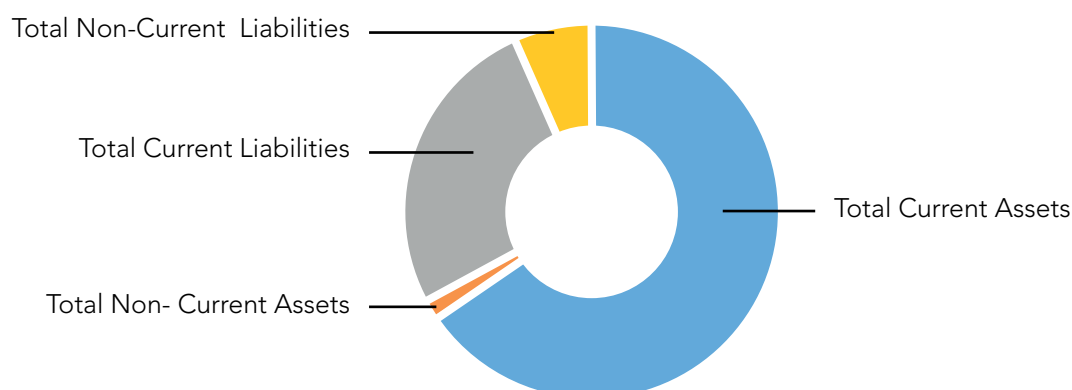
# Statement of Financial Position



## Statement of Financial Position as at 30 June 2017

	2017 \$	2016 \$
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and cash equivalents	195,631	260,503
Trade and other receivables	22,070	130
Other assets	12,339	14,265
Financial assets	2,370,834	2,582,062
<b>Total Current Assets</b>	<b>2,600,874</b>	<b>2,856,960</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	46,889	83,188
<b>Total Non-Current Assets</b>	<b>46,889</b>	<b>83,188</b>
<b>TOTAL ASSETS</b>	<b>2,647,763</b>	<b>2,940,148</b>
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Trade and other payables	539,409	547,476
Grants received in advance	40,733	188,737
Provisions	468,980	524,704
<b>Total Current Liabilities</b>	<b>1,049,122</b>	<b>1,260,917</b>
<b>Non-Current Liabilities</b>		
Provisions	262,546	196,563
<b>Total Non-Current Liabilities</b>	<b>262,546</b>	<b>196,563</b>
<b>TOTAL LIABILITIES</b>	<b>1,311,668</b>	<b>1,457,480</b>
<b>NET ASSETS</b>	<b>1,336,095</b>	<b>1,482,668</b>
<b>EQUITY</b>		
Retained earnings	1,276,702	1,422,060
Reserves	59,393	60,608
<b>TOTAL EQUITY</b>	<b>1,336,095</b>	<b>1,482,668</b>

## Net Assets



# Office Locations

## State Office

66 Greenhill Road,  
Wayville SA 5034  
PO Box 410,  
Unley SA 5061  
Ph: (08) 8291 5600  
Fax: (08) 8271 6388  
Freecall: 1800 242 636  
E: [info@carers-sa.asn.au](mailto:info@carers-sa.asn.au)

## Information Advisory Line

Freecall 1800 242 636  
Mon-Fri 9am – 5pm

## Stay Connected

[www.facebook.com/CarersSA](https://www.facebook.com/CarersSA)  
[www.facebook.com/YoungcarersSA](https://www.facebook.com/YoungcarersSA)  
[@Carers\\_SA](https://www.facebook.com/MentalHealthCarersSA)

## Berri

17 Riverview Drive,  
Berri SA 5343  
PO Box 870,  
Berri SA 5343  
Ph: (08) 8582 5485  
Freecall: 1800 242 636  
E: [rivmmc@carers-sa.asn.au](mailto:rivmmc@carers-sa.asn.au)

## Kingscote

16 Telegraph Road,  
Kingscote K.I. 5223  
Ph: (08) 8552 3173  
Freecall: 1800 242 636  
E: [sfl@carers-sa.asn.au](mailto:sfl@carers-sa.asn.au)

## Mount Gambier

20 Percy Street,  
Mount Gambier SA 5290  
PO Box 145  
Mount Gambier SA 5290  
Ph: (08) 8724 8700  
Fax: (08) 8724 8744

## (Carer Services)

Freecall: 1800 242 636  
E: [secarers@carers-sa.asn.au](mailto:secarers@carers-sa.asn.au)

## (Commonwealth Respite and Carelink)

Freecall: 1800 052 222  
E: [respites@carers-sa.asn.au](mailto:respites@carers-sa.asn.au)

## Murray Bridge

95 Swanport Road,  
Murray Bridge SA 5253  
PO Box 402, Murray Bridge SA 5253  
Ph: (08) 8539 1300  
Fax: (08) 8531 2444  
E: [mbadmin@carers-sa.asn.au](mailto:mbadmin@carers-sa.asn.au)

## (Carer Services)

Freecall: 1800 242 636  
E: [rivmmc@carers-sa.asn.au](mailto:rivmmc@carers-sa.asn.au)

## (Commonwealth Respite and Carelink)

Freecall: 1800 052 222  
E: [respites@carers-sa.asn.au](mailto:respites@carers-sa.asn.au)

## Port Augusta

Shop 1, 5 Young Street,  
Port Augusta SA 5700  
PO Box 97,  
Port Augusta SA 5700  
Ph: (08) 8641 1844  
Fax: (08) 8641 1944  
Freecall: 1800 242 636  
E: [ncc@carers-sa.asn.au](mailto:ncc@carers-sa.asn.au)

## Port Lincoln

Shop 1, 18 King Street,  
Port Lincoln SA 5606  
PO Box 2479,  
Port Lincoln SA 5606  
Ph: (08) 8683 4477  
Fax: (08) 8683 4470  
Freecall: 1800 242 636  
E: [eyrecarers@carers-sa.asn.au](mailto:eyrecarers@carers-sa.asn.au)

## Royal Park

66 Tapleys Hill Road,  
Royal Park SA 5014  
PO Box 66,  
Royal Park SA 5014  
Ph: (08) 8240 2900  
Fax: (08) 8240 2999  
Freecall: 1800 242 636  
E: [westerncarers@carers-sa.asn.au](mailto:westerncarers@carers-sa.asn.au)

## Victor Harbor

Cnr 27 Crozier Road and Torrens St  
Victor Harbor SA 5211  
Ph: (08) 8552 3173  
Freecall: 1800 242 636  
E: [sfl@carers-sa.asn.au](mailto:sfl@carers-sa.asn.au)