



ANNUAL REPORT 2018



Contents

Vision, Mission, Who we are and what we do, the Role of Carers SA, Values, Key Organisational Strategies	2
President's Report	3
CEO's Report	4-5
Information about Carers	6-7
Corporate Governance: Board of Directors	8
Carer Achievement Award	9
Carers out and about	9
Financial Statements	10-11
Office Locations	12

Vision

An Australia that values and supports carers.

Mission

We work to:

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

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 and 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.

Values

Our values represent how the organisation and its people will engage with carers, each other and the broader community.

1. Inclusivity
2. Empathy
3. Integrity
4. Professional Excellence
5. Collaboration

Key Organisational Strategies

Strategy 1: Quality Services

Strategy 2: Representing carers and raising awareness

Strategy 3: Building a stronger foundation

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



This year has again seen many changes for Carers SA, as an organisation!

The Carers SA Board has continued to meet its strategic objectives, in line with our Strategic Plan for 2016 – 2018. Due to the changes in the sector, Carers SA has released a new Strategic Plan (2018-2019) to guide us over the next two years. The Board works hard to ensure Carers SA remains a strong and relevant organisation, to best represent the needs of family carers.

I would like to thank the Carers SA Board Directors, for their voluntary contribution and ongoing commitment to the important role of the governance of Carers SA.

Due to a significant reduction in funding, the Carers SA Board and Executive Management Group have had many difficulties to overcome this year. This was a result of money transitioning to NDIS, and the Federal Government not paying the Consumer Price Index (CPI) increase.

To make savings, we consolidated two offices into new premises in Seaton. This move impacted staff from the Wayville office and the Royal Park office, but as the move was not enough to cover our funding loss, we were forced to ask staff for voluntary reductions in hours and voluntary redundancies across the organisation.

Albeit difficult, I am pleased that the savings achieved as a result of these changes have meant we have been able to continue to deliver all our carer services.

This was to be my last term on the Carers SA Board, but the Board of Directors have asked the members to vote at the AGM for a change in the Constitution to allow me to continue for another term. They would like to retain my knowledge of the organisation and relationships with government, Carers Australia and other carer organisations while we face significant change.

As National reforms across the aged care, disability service, mental health and health services continue, we are still unclear about the details of the tender for the National Integrated Carer Support Service. I hope that by the time you are reading this, we will have more information to share.

We rely on almost 90% Federal funding, so we are earnestly working with other carer organisations both nationally and locally, in an endeavour to enhance our tender application.

Prior to the state elections in March 2018, David Miltz (CEO), Phil Martin (Vice President) and I met with many politicians from all persuasions, to ensure carer concerns were a political priority. We continue to meet with Government Ministers, to update them on carer concerns.

Board Directors, including myself attended Carer Forums in the metropolitan and rural areas to hear directly from carers. This significantly assists Directors and ensures we keep abreast of current issues.

Please access our Carers SA website and follow our Facebook pages, Carers SA, Young Carers SA and Mental Health Carers SA, to stay up to date with valuable information.

I also thank the wonderful staff and volunteers at Carers SA and appreciate all you do, in this uncertain climate.

Thank you, everyone.

Lyn Woodforde
President



CEO's Report

I wrote last year that the community sector was experiencing a period of unprecedented change. Twelve months on, this change is still occurring and it seems it will continue for some time. Government reforms at both State and Federal levels across aged care, health, disability and mental health continue to impact carers significantly. To add to this list, the long awaited timelines for the Department of Social Services reform to services for carers were announced in April. The new Integrated Carer Support Service will begin operation in September 2019 and for the past twelve months Carers SA has been preparing itself to support carers through the transition from the old system to the new system.

We also welcomed a new government to South Australia which has begun to make its mark. On behalf of carers across South Australia I would like to thank the outgoing Minister for Communities and Social Inclusion, the Hon. Zoe Bettison, for her support and engagement with carers during her time in the role. We have met with the new Minister, the Hon. Michelle Lensink MLC, and will continue to meet regularly to advocate for the 245,000 carers in South Australia who provide a safety net for the community.

I continue to be really proud of work the Carers SA team does to assist carers who are in great need. Many of our team are, or have been carers themselves and understand intimately, the difficulties that carers face every day.

As an organisation we were very proud that Adelaide hosted the 7th International Carers Conference in October 2017. Key Carers SA staff along with many other State Carer Associations assisted Carers Australia as conference lead to bring the conference to life. The conference was attended by 595 delegates from 14 different countries, including carers, academics, service providers and policy makers.

Some of our key achievements / activities in the 2017/2018 financial year included:-

- Carers SA in the Limestone Coast celebrated their twentieth birthday.
- National Carers Week 2017 was held 15-21 October, with the theme, Carers Count.



National Carers Week 15-21 October 2017: Staff hosted an information booth in Rundle Mall.



During National Volunteers Week in May 2018, a morning tea was held to thank our tireless volunteers. Where would we be without them?

- The winner of the Carer Achievement Award announced in November 2017, was Christine Flynn, who has worked tirelessly to support carers.
- In December 2017 we released the results of our biennial carer survey. Nearly 1,700 responses were received with the data continuing to be used to advocate for carers.
- During National Volunteers Week in May 2018, we held a morning tea to thank the work our wonderful volunteers contribute to the organisation.
- In June 2018, we underwent an audit for our Australian Service Excellence Standards re-accreditation and thanks to all of our staff who worked extremely hard, especially Jo Cottle (Executive Manager Finance and Corporate Services), we ticked all the boxes.
- Also in June 2018, we released the Carers SA Strategic Plan 2018-2019. This charts Carers SA's strategic direction and identifies key pillars to ensure that we are focusing our resources into the right services for carers. This can be found on our website.
- Finally on 30 June 2018, our Royal Park and Wayville offices relocated to 338 Tapleys Hill Road, Seaton.

I would like to offer my personal thanks to our dedicated staff and volunteers, inclusive of our Board of Directors, for their commitment to delivering services to and supporting carers and the community.



David Militz
Chief Executive Officer



In October 2017, Minister Zoe Bettison (Minister for Communities and Social Inclusion) met with members of the Carer Support Network South Australia (CSNSA) and reconfirmed funding to June 2020.



The release of Carers SA's Strategic Plan 2018-2019 charts our strategic direction and identifies key pillars to ensure that we are focusing our resources into the right services for carers.



In June 2018, Carers SA renewed our Australian Service Excellence Standards certification.



Carers SA Limestone Coast, had their twentieth celebration, and of course, there was cake!



On 30 June 2018, Carers SA (formerly located at Wayville) and Western office (formerly located at Royal Park), both relocated to Seaton, bringing together services for carers in the Western metropolitan area.

Information about carers

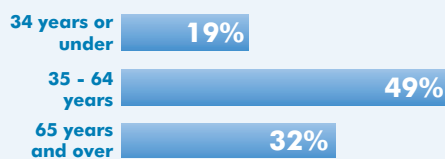
Carer Survey – Carers Count!

In December 2017 we released the results of our biennial carer survey. We received nearly 1,700 responses, and the data was used to advocate the needs of carers to government in the lead-up to the March 2018 state election.

Key findings were:-

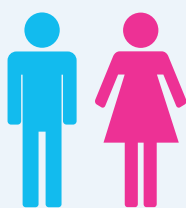


Demographics



1,688 carers responded to this survey

18% 82%



Caring

44%
of carers have been
in their caring role for
over 10 years

57%
had no help or only
occasional help
during the last 12
months

17%
have become carers
within the last 2 years

54%
feel acknowledged
and respected by
health professionals

32%
feel appreciated

44%
have less than 3
hours / week of help

37%
have accessed
education and
training for carers



Carer Health and Wellbeing

31%
of carers have
poor or very
poor health

26%
have less than
one hour of
exercise
per week

87%
put the needs of the
person they care for
before their own -
either often or all
the time

54%
see services for
carers and respite as
a concern

33%
have never
accessed a service
supporting carers

71%
have less than
5 hours of "me time"
per week



NDIS

only **21%**
of carers are confident
around NDIS pre-planning

21%
are confident managing
a NDIS plan

17%
of respondents have an
NDIS plan for a person they
care for

42%
want more NDIS related
support for carers

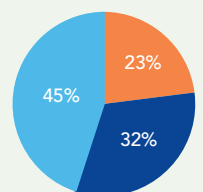
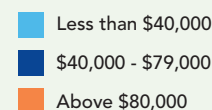


Carers and Finance

30%
of carers are
financially worse off
this year than they
were last year

66%
of carers listed cost of living in SA as
their major concern

Annual Household Income



Work and Care

48%
of carers
are in paid
employment

59%
of employers are
supportive of
employees who
are carers

36%
believe that
community
recognition of
carers is
improving



Digital Carers

The majority of carers use
at least a mobile phone
or have additional other
digital services

However **39%**
either never, or only
sometimes find what they
need online

70%
have never used any
website specifically
designed for carers

26%
of carers are concerned
about reliable and
affordable internet access

in South Australia

New carers identified: **1,200**

2,124 carers accessed **202,304** hours of respite

Carer Advisory Service received **4,000** calls. Of these calls, **975** were from Service Providers and **380** were from the general public.

6,680 information products were distributed.

4,780 individual carers were supported across South Australia with access to over 7,000 services, including:-

- Respite
- Carer support
- Education and training
- Counselling

Highest demographic of carers accessing Carers SA services were aged **61-65** years

Over **437** young carers (under 21 years) accessed services of which

295 accessed counselling and **95** undertook education and training.

Staff attended over **450** network events and expos.

Board of Directors



Lyn Woodforde

*President
Carer Member*

Cert. III in Business Administration; carer; Board Director since February 2011; Vice President (2012-2013); President from October 2013.

Term of Office: At the AGM 23 Oct 2018, completes 3rd term, each two years. No further terms under current Constitution; please refer to recommended change to the Constitution.



Phil Martin

*Vice President
Carer Member*

B.A. Social Work, Graduate Diploma Public Sector Management, FAICD*, Board Director since February 2014, Vice President from November 2017.

Term of Office: At the AGM 23 Oct 2018, completes second term and is eligible to nominate for a third and final term of two years.



Susan Antoun

*Treasurer
Appointed Member*

Certified Practising 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 in June 2017 to fill the vacancy of Treasurer.

Term of Office: At the AGM 23 Oct 2018, completes year one of first term. Still one year to run before first term ends.



Jenny Davies

*Board Director
Appointed Member*

Master of Urban and Regional Planning 1980, Diploma in Technology in Social Work 1971; Emeritus Fellow in CAUTHE; MURP; Board Director from November 2014; Vice President February 2015-October 2017, Board Director from November 2017.

Term of Office: At the AGM 23 Oct 2018, completes year two of second term. Eligible to be reappointed by the Board.



Lynne Carter

*Board Director
Carer Member*

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

Term of Office: At the AGM 23 Oct 2018, completes second term and is eligible to nominate for a third and final term of two years.



Jan Wallent

*Board Director
Carer Member*

Carers SA nominee on the Carers Australia Board.

Trained Nurse; carer; Board Director since August 2014; Carers SA's Nominee on the Carers Australia Board since November 2014.

Term of Office: At the AGM 23 Oct 2018, completes year one of second term. One year still to run before second term ends.



Dani Cuff

*Board Director
Appointed Member*

Masters of Business Administration (MBA), Certificate IV in Front Line Management, Bachelor of Laboratory Medicine.

Appointed to the Board to fill a vacancy in April 2017.

Term of Office: At the AGM 23 Oct 2018, completes year one of first term. One year still to run before first term ends.



Ralph Tuxford

*Board Director – Carer
Member*

Ralph has been a full time family carer for twenty-one years and had been a member of Carers SA since 2007. Ralph looks forward to building better supports for carers through his advocacy as a member of the Carers SA Board.

Appointed to the Board November 2017.

Term of Office: At the AGM 23 Oct 2018, completes year one of first term. One year still to run before first term ends.



Kerrie Akkermans

*Board Director
Appointed Member*

Certificate of Professional Legal Studies, Diploma of Property, Diploma of Management, Bachelor of Communications and a Bachelor of Arts.

Kerrie has been a carer for the past fifteen years.

Appointed to the Board November 2017.

Term of Office: At the AGM 23 Oct 2018, completes year one of first term. One year still to run before first term ends.

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

Carer Achievement Award 2017

Carers SA was pleased to be a sponsor of the Carer Achievement Award for 2017, 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.

Carers, entrants and finalists were celebrated at a Gala Presentation Dinner, held at the Hilton Adelaide on 17 November 2017. Congratulations to finalists Anna Barbara, Christine Flynn, Ian Ward and Patricia Sutton, all of whom are long term family carers and have made extensive contributions to the community to help others. The 2017 winner of the Carers SA Carer Achievement Award was Christine Flynn, who for over 30 years, has cared for two family members who have disabilities. Christine has advocated for carers for many years and lobbied politicians and departmental heads.

Christine was unable to attend the Gala Presentation Dinner, and her husband Richard accepted the award on her behalf. Congratulations Christine!



David Militz (Chief Executive Officer, Carers SA) presented Richard Flynn, the Carer Achievement Award cheque for \$2,000 and trophy for Christine Flynn, winner of the Carer Achievement Award 2017.

Carers out and about



Combined Murraylands / Riverland golf day for young carers at Swan Reach Golf Club.



Western: The Hon Mark Butler (Federal Member for Port Adelaide) hosted a morning tea for carers during National Carers Week (Oct 2017).



Southern Fleurieu carers enjoyed an outing to the theatre to see the Wizard of Oz.



Young Carers in the Eyre Peninsula enjoyed a horse riding day.



Mt Gambier: Approximately thirty attendees gained information on how to prepare a Carer Statement for the NDIS.



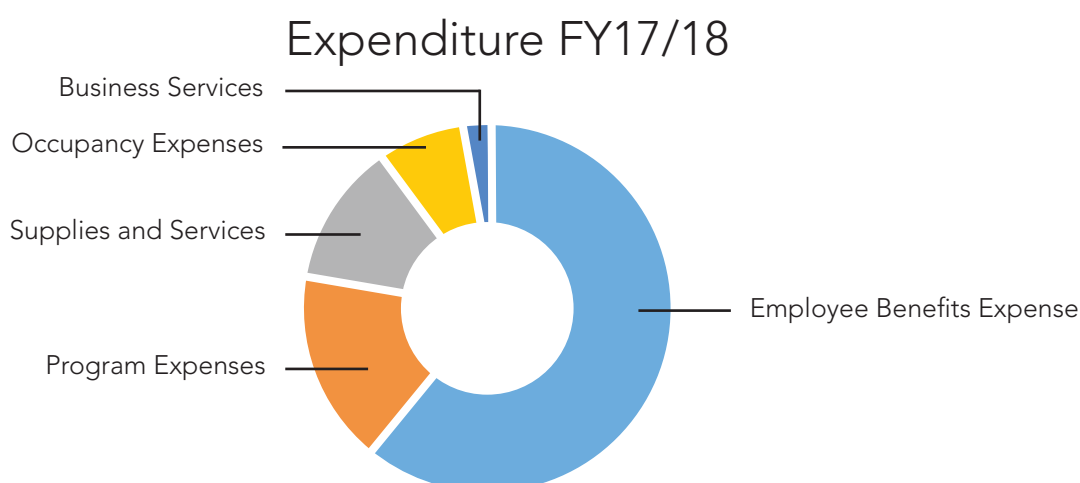
Port Augusta: David Militz, CEO Carers SA, presented at the Carer Forum 'Respecting and acknowledging carers; what's next?'

Statement of Profit and Loss

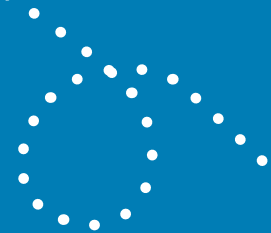
Statement of Profit and Loss and Other Comprehensive Income for the Year ended 30 June 2018

	2018 \$	2017 \$
Summary of Revenue		
Income from Government Grants	6,308,644	6,478,702
Interest Received	68,310	77,187
Rental & other income	24,606	26,172
Membership Fees	9,227	10,944
Donations and Sponsorship	9,135	6,697
Gain on sale of assets	-	631
Total Revenue	6,419,922	6,600,333
Summary of Expenditure		
Employee benefits expense	3,957,545	3,908,064
Program expenses	1,082,269	1,127,258
Supplies and services	815,081	885,618
Occupancy expenses	498,595	629,665
Business services	108,034	160,001
Depreciation	18,677	36,300
Total Expenditure	6,480,201	6,746,906
Current year (deficit) / surplus before income tax	(60,279)	(146,573)
Income tax expense	-	-
Current year (deficit) / surplus	(60,279)	(146,573)
Other comprehensive income after tax	-	-
Total comprehensive income for the year	(60,279)	(146,573)

Deficit for the year was as a result of investment in staff and technology in preparation for the new Integrated Carer Support Service Model and office move from Wayville and Royal Park to Seaton.



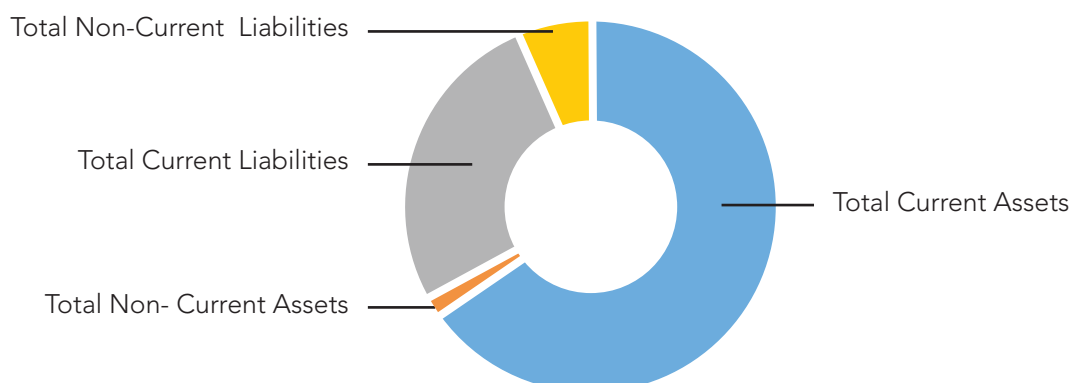
Statement of Financial Position



Statement of Financial Position as at 30 June 2018

	2018 \$	2017 \$
ASSETS		
Current Assets		
Cash and cash equivalents	215,645	195,631
Trade and other receivables	43,938	22,070
Other assets	43,360	12,339
Financial assets	2,178,924	2,370,834
Total Current Assets	2,481,867	2,600,874
Non-Current Assets		
Property, plant and equipment	68,189	46,889
Total Non-Current Assets	68,189	46,889
TOTAL ASSETS	2,550,056	2,647,763
LIABILITIES		
Current Liabilities		
Trade and other payables	519,936	539,409
Grants received in advance	35,773	40,733
Provisions	473,746	468,980
Total Current Liabilities	1,029,455	1,049,122
Non-Current Liabilities		
Provisions	244,785	262,546
Total Non-Current Liabilities	244,785	262,546
TOTAL LIABILITIES	1,274,240	1,311,668
NET ASSETS	1,275,816	1,336,095
EQUITY		
Retained earnings	1,216,423	1,276,702
Reserves	59,393	59,393
TOTAL EQUITY	1,275,816	1,336,095

Net Assets



Office Locations

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

Kingscote

16 Telegraph Road,
Kingscote SA 5223

Ph: (08) 8552 3173
Freecall: 1800 242 636
E: 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

(Commonwealth Respite and Carelink)

Freecall: 1800 052 222
E: respite@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
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(Carer Services)

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E: rivmmc@carers-sa.asn.au

(Commonwealth Respite and Carelink)

Freecall: 1800 052 222
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Port Augusta

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Port Augusta SA 5700

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Port Augusta SA 5700

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