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# ANNUAL REPORT 2019

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

## 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

The past financial year continued to be extremely difficult for the Board of Directors to plan for the future of Carers SA. This was due to the unknown outcome of the tender, for the Integrated Carer Support Services (ICSS).

Unfortunately, the Board of Directors has been required to become involved in the 'operations' side of the organisation. While this is outside our normal role, we wanted to support the Executive Team during this long process. I would like to thank the Directors for the many hours, they have voluntarily spent over and above their normal duties. Carers SA Directors have a variety of experience and it has saved a significant amount of money, for Carers SA.



I would also like to thank the Executive Management Group (EMG) for continuing to perform their normal duties so efficiently, while spending so much time preparing for the tender. Thank you to the staff and volunteers, for your patience during this drawn out process. It has been wonderful to see, that Carer Services were not affected.

The tender was submitted in February 2019, and in August 2019, we were advised that Carers SA was successful in being awarded the contracts for both Country and Metro regions. Under the expert leadership of David Militz, our CEO, the Executive Management Group has been working with staff to restructure the organisation to be in the best possible position to deliver services to carers under the new Integrated Carer Support Services service delivery model which comes into effect 1 April 2020. My sincere congratulations to David and all staff for their work to achieve the best possible outcomes for carers.

Earlier in the year, Phil Martin (Vice President) and I alternated visits to our regional areas and Western Carers, with the EMG. We met with carers and staff to keep them informed of the future changes that the Federal Government intend to introduce.

It has been great to attend a few carers events again this year.

The Hon Mark Butler MP holds a morning tea each year, for the carers of his electorate. These morning teas are an opportunity to relax with other carers, as well as talking through concerns that Mark may be able to assist with.

Western Metro celebrated their 20<sup>th</sup> Anniversary this year, with a lunch at the West Lakes Resort Hotel overlooking the lake.

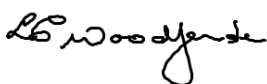
A significant number of volunteers attended our thank you morning tea in May, at the Carers SA Seaton office. Congratulations on this significant milestone.

Attending these events give me an opportunity, to continue to talk to carers about their problems. It is a great benefit for our advocacy, as well as an opportunity for some respite from my own caring roles.

As my commitments within Carers SA increased this year, I reduced my external commitments. I did however attend forums for the establishment of the Adult Safeguarding Unit, as well as the SA Mental Health Plan to add input from a carer prospective.

The Presidents from the Carers Australia Network have been attending regular teleconferences, while we focus on how our organisations will look in the future.

Best wishes for the future, Lyn.



**Lyn Woodforde OAM**  
**President**

# CEO's Report



The past year has seen Carers SA focus on three major things; finalising an application to respond to the federal governments Integrated Carer Support Service (ICSS) grant funding round, ensuring we continue to provide quality services to carers and lastly to ensure we continue to advocate strongly for carers across South Australia and Australia.

The Board invested in the grant application process to ensure that the organisation had the best opportunity to secure one or two of the grants available in South Australia. The final application, which was lodged on 14 February, 2019, was extremely thorough and one that management was very pleased with. Carers SA's consortia partners, Skylight, Life Without Barriers, Dementia Australia and NPY Women's Council, all complemented Carers SA's expertise and skill and enhanced our application. Importantly all of the staff that were involved in the application process were able to put their head on their pillows on the night of the 14 February, with the knowledge that we could not have done any more. I need to convey my deepest thanks to the team that worked so hard on the application and who as per usual went above and beyond in executing their roles.

Through a very uncertain time, Carers SA staff continued to support carers via services we offer which include; face to face support, counselling, provision of information, respite, retreats and a variety of support groups. During 2018/2019 Carers SA supported 4,115 carers and delivered 217,849 hours of service through 21,346 sessions (both group and individual). A huge thanks to our staff for continuing to support carers with a quality service.

Throughout the year Lyn Woodforde (President), Phil Martin (Vice President) and I continued to meet with Ministers to push the case for the inclusion and consideration of carers needs at all levels of planning. I continued to meet with bureaucrats to reinforce the same message and to convey that carers are the safety net for the community and that supporting them is vital to the health of local communities.

Some of our key achievements / activities in the 2018/2019 financial year included:-

- Activities were held across the state to celebrate and recognise carers during National Carers Week 2018 which was held 14-20 October, with the theme, 'Why we Care'.
- The winner of the Carer Achievement Award announced in November 2018, was Katherine Height, who has worked tirelessly to support carers.
- Morning teas were held to recognise the contribution volunteers make to Carers SA and the community during National Volunteers Week, 20-26 May 2019.
- In October 2018, our financial members approved a change to the Constitution to extend the President's term from three to four years, a vital decision that enabled consistency at Board level whilst the organisation was experiencing very uncertain times.
- In December 2018, we released our 'Transport and Care 2018 Survey Summary Report', which summarised responses from 367 participants; the report can be found at <https://www.carers-sa.asn.au/wp-content/uploads/2018/12/Carers-SA-Transport-and-Care-Survey-2018-Report.pdf>

# CEO's Report

- In December 2018, we released our 'Transport and Care 2018 Survey Summary Report', which summarised responses from 367 participants; the report can be found at <https://www.carers-sa.asn.au/wp-content/uploads/2018/12/Carers-SA-Transport-and-Care-Survey-2018-Report.pdf>
- On 14 February 2019, we submitted our application for both the regional and metropolitan areas under the Integrated Carer Support Service grant funding round.
- During April and May 2019, Carers SA conducted a series of forums in both the metropolitan and country regions where we provide services, to inform carers about the new Integrated Carer Support Service (ICSS) model. We highlighting how this will be delivered and how carers will be able to access it when it begins.
- In May 2019, Carers SA held a morning tea to celebrate its 20<sup>th</sup> anniversary of providing services to carers in the Western Metropolitan area.
- In the June 2019 Queen's Birthday Honours List, Lyn Woodforde (President) received an Order of Australia Medal (OAM) in the General Division, for her services to community health and by association to carers.

I would like to thank 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



Eyre Peninsula Port Lincoln Carers Week Day Retreat, visiting Coffin Bay and Dutton Bay.



(L-R) David Militz (CEO), Sam Del Medico (carer) and Lyn Woodforde OAM (President), cut the Western 20<sup>th</sup> celebration cake.



# Board of Directors



**Lyn Woodforde**  
**OAM**  
**President**

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



**Phil Martin**  
**Vice President**

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



**Susan Antoun**  
**Treasurer**

**Susan Antoun:** 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.



**Jenny Davies**  
**Board Director**

**Jenny Davies:** Master of Urban and Regional Planning 1980, Diploma in Technology in Social Work 1971; Emeritus Fellow in CAUTHE; MURP; former university lecturer with qualifications in social work, and urban and regional planning; Board Director from November 2014; Vice President February 2015-October 2017, Board Director from November 2017.



**Lynne Carter**  
**Board Director**

**Lynne Carter:** Diploma in Business Management; Certificate in Counselling; Carer; GAICD\*, Board Director since November 2014. Lynne resigned from the Board in Sept 2018.



**Jan Wallent**  
**Board Director**

Trained Nurse; carer; Board Director since August 2014; Carers SA's Nominee on the Carers Australia Board since November 2014. (Resigned from the Board of Directors, effective at the AGM 2019).



**Dani Cuff**  
**Board Director**

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.



**Ralph Tuxford**  
**Board Director**

Ralph has been a full time family carer for twenty-one years and had been a member of Carers SA since 2007. Appointed to the Board November 2017.



**Kerrie Akkermans**  
**Board Director**

Certificate of Professional Legal Studies, Diploma of Property, Diploma of Management, Bachelor of Communications and a Bachelor of Arts. Appointed to the Board November 2017.



**Adrian Hinton**  
**Board Director**

Bachelor of Economics, Fellow of the Institute of Chartered Accountants in Australia and New Zealand. Appointed to the Board in May 2019 to AGM 2019, to fill the vacancy left by Lynne Carter's resignation from the Board.

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

## Carers SA Carer Achievement Award 2018



Carers SA was once again proud to sponsor the Carers Achievement Award for 2018 which is a category within in 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 SA presents the award to celebrate this individual's achievement in championing the carer cause to improve the lives of family carers in South Australia.

Congratulations to finalists Cassie Day, Ian Ward, and Katherine Height. At a Gala Dinner on 2 November 2018, David Militz, CEO Carers SA, announced the winner, Katherine Height. Katherine accepted the trophy and a cheque for \$2,000 from the major sponsor.



Congratulations to finalists Cassie Day, Ian Ward and Katherine Height.



David Militz (CEO) presented the winner of the 2018 Carer Achievement Award, Katherine Height, the sponsors cheque of \$2,000 and a trophy.

## National Carers Week 2018

National Carers Week (14 to 20 October 2018) Theme was 'Why we Care'. Carers SA held events across the state to celebrate carers to and acknowledge the support they give to their loved ones and the community. Carer events also create opportunities for carers to connect with each other and share knowledge and experiences.



David and Bev Hill enjoyed some quiet time at home (Port Lincoln)



Port Augusta carers celebrated National Carers Week with a BBQ on the foreshore and some playground fun.



Mount Gambier: Pop up stand at a local shopping centre



Port Augusta won the 'Outstanding Organisation 2018 Award'



Victor Harbor: Art installation what was exhibited in the Victor Harbor Council foyer

# Statement of Profit or Loss

## Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2019

	Notes	2019 \$	2018 \$
Revenue	2	6,483,918	6,419,922
		<b>6,483,918</b>	<b>6,419,922</b>
Employee benefits expense		3,752,836	3,957,545
Program expenses		1,129,475	1,082,269
Supplies and services	3	836,071	815,081
Occupancy expenses		416,368	498,595
Business services		98,673	108,034
Depreciation		19,818	18,677
		<b>6,253,241</b>	<b>6,480,201</b>
Current year surplus / (deficit) before income tax		<b>230,677</b>	<b>(60,279)</b>
Income tax expense		-	-
Current year surplus / (deficit)		<b>230,677</b>	<b>(60,279)</b>
Other comprehensive income after tax		-	-
Total comprehensive income for the year		<b>230,677</b>	<b>(60,279)</b>

*The accompanying notes form part of these financial statements*



# Statement of Financial Position

## Statement of Financial Position as at 30 June 2019

	Notes	2019 \$	2018 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	4	220,291	215,645
Trade and other receivables	5	14,433	43,938
Other assets	6	34,612	43,360
Financial assets	7	2,453,899	2,178,924
<b>Total Current Assets</b>		<b>2,723,235</b>	<b>2,481,867</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	8	51,877	68,189
<b>Total Non-Current Assets</b>		<b>51,877</b>	<b>68,189</b>
<b>TOTAL ASSETS</b>		<b>2,775,112</b>	<b>2,550,056</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Trade and other payables	9	492,978	519,936
Grants received in advance	10	17,257	35,773
Provisions	11	550,809	473,746
<b>Total Current Liabilities</b>		<b>1,061,044</b>	<b>1,029,455</b>
<b>Non-Current Liabilities</b>			
Provisions	11	207,575	244,785
<b>Total Non-Current Liabilities</b>		<b>207,575</b>	<b>244,785</b>
<b>TOTAL LIABILITIES</b>		<b>1,268,619</b>	<b>1,274,240</b>
<b>NET ASSETS</b>		<b>1,506,493</b>	<b>1,275,816</b>
<b>EQUITY</b>			
Retained earnings		1,447,100	1,216,423
Reserves		59,393	59,393
<b>TOTAL EQUITY</b>		<b>1,506,493</b>	<b>1,275,816</b>

*The accompanying notes form part of these financial statements*

# Office Locations



## Berri

17 Riverview Dr.,  
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 St.,  
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: [respite@carers-sa.asn.au](mailto:respite@carers-sa.asn.au)

## Murray Bridge

Rear 6, Third St.,  
Murray Bridge SA 5252  
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: [respite@carers-sa.asn.au](mailto:respite@carers-sa.asn.au)

## Port Augusta

Shop 1, 5 Young St.,  
Port Augusta SA 5700  
PO Box 97  
Port Augusta SA 5700  
Ph: (08) 8641 1844  
Fax: (08) 8641 1955  
Freecall: 1800 242 636  
E: [ncc@carers-sa.asn.au](mailto:ncc@carers-sa.asn.au)

## Port Lincoln

Shop 1, 18 King St.,  
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)

## Seaton

338-340 Tapleys Hill Rd.,  
Seaton SA 5023

PO Box 422  
Fulham Gardens SA 5024

Ph: (08) 8291 5600  
Freecall: 1800 242 636  
E: [info@carers-sa.asn.au](mailto:info@carers-sa.asn.au)  
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)

# Stay Connected



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[www.carers-sa.asn.au](http://www.carers-sa.asn.au)

