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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 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.

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 has seen us once again facing and meeting many challenges.

As a result of us being awarded two Federal Government contracts for the whole of South Australia, this led to the closure of all of Carers SA offices, except our Seaton head office. This meant an enormous change in the way we work, as our grant specifies being a mobile workforce. The Board of Directors, with a heavy heart oversaw the transition process.

We held a Special General Meeting in August 2019, to introduce a new modernised Constitution for Carers SA.



National Carers Week was held from Sunday 13 to Saturday 19 October 2019, with the theme 'Why We Care'. Mark Butler MP, Federal Minister for Hindmarsh, was once again, kind enough to host a morning tea for carers in the Western metropolitan area, to celebrate and recognise their contribution to the community through their caring roles and to hear first-hand, their lived experiences and challenges.

We said goodbye at our AGM in November to Jan Wallent, a long time Board Director and past President. We welcomed back Lynne Carter, who had previously resigned due to her caring duties.

I once again represented Carers SA as a Sponsor Judge, for our Community Achievement Award. This was presented to Anne Bawden in November, for her services to carers.

This year is our 30th year for Carers SA, after starting as a grass roots organisation in 1990. Unfortunately, with the pandemic, it has not been possible to hold any celebrations at this stage.

The Directors have spent many hours this past year, in setting up a new Strategic Plan for Carers SA to lead the organisation forward, in our new way of working.

On a national level, I worked with other states Presidents, to deliver a new Constitution for Carers Australia. With the Federal Government changes in structure, it was important to ensure they could continue in the new mode as well. We rely heavily on Carers Australia to advocate at a national level, on behalf of carers.

Thank you to all Directors for your hard work this year, as well as our Executive, staff and volunteers.

On a personal note - I was honoured with an Order of Australia Medal (OAM) in the Queen's Birthday Honours List, in the General Division, for my services to community health and carers. Carers SA held a congratulatory morning tea for me in August, with many carers, past and present Board Directors and staff present. Ultimately in October, I attended Government House to be presented with my medal and a certificate by the Governor - His Excellency the Honourable Hieu Van Le AC. It was a truly humbling experience!

Stay safe and take care.

A handwritten signature in black ink that reads "Lyn Woodforde". The signature is written in a cursive, flowing style.

Lyn Woodforde OAM
President

CEO's Report



The past year has been one of significant change for both carers and Carers SA. As I wrote in last year's annual report, there was a great deal of uncertainty for the organisation, it's people and carers after the submission of an application to the Federal Government for the new Integrated Carer Support Service (now Carer Gateway). Waiting for the outcome of that grant application was challenging and I thank our team for continuing to support carers during that time.

We were extremely pleased to secure the two Federal Government contracts available in South Australia (notified in August 2019), ensuring we could continue to provide support to carers. This success did mean that significant changes needed to occur in order for the organisation to fulfil those contracts. The organisation restructured and a significant number of our people left the organisation at the end of 2019. I need to thank those people for the significant contribution they made to Carers SA and to supporting carers across South Australia over many years and in particular during a very uncertain period leading into December 2019.

Throughout this period of uncertainty, we continued to advocate for the needs of carers across South Australia with both the State and Federal Governments. This was done at a departmental level by myself and at a ministerial level alongside Lyn Woodforde (President) and Phil Martin (Vice President).

January 2020 began with a new organisational structure and planning to launch the new Carer Gateway on April 6. It is well known that the pandemic hit in March and great credit must go to our team and the State and Federal Government for showing flexibility in how we were able to support carers. Our team made over 5,000 phone calls to carers during this time to ensure they were not isolated.

The launching of the Carer Gateway during a pandemic was difficult for carers and our organisation as it took the face to face aspect of support away. As face to face supports gradually return, we expect to hear more from carers about the new system and how it is or isn't meeting their needs.

Some of our key achievements / activities in the 2019/2020 financial year included:-

- On 14 February 2019, we submitted our grant application for both the regional and metropolitan areas under the Integrated Carer Support Service (later rebadged as the Carer Gateway). On 20 August 2019, I received a phone call advising that Carers SA was successful in its bid and that we had been awarded both the Metropolitan (SA1) and Country regions (SA2).
- 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 carers and in August the Board of Directors held a celebratory morning tea.
- At a Special General Meeting held on 15 August 2019, our membership endorsed a new Constitution, which was sought by the Carers SA Board of Directors to modernise the Constitution.
- Activities were held across the state to celebrate and recognise carers during National Carers Week 2019 which was held 13-19 October, with the theme, 'Why we Care'.
- The winner of the Carer Achievement Award announced in November 2019, was Anne Bawden, who has worked tirelessly to support carers.
- During March 2020, COVID-19 restrictions came into force and our people were moved into a working from home environment. A huge thanks to our teams for making this possible.

CEO's Report

- The launch of the Carer Gateway occurred on 6 April 2020 with the last components of the preparatory work occurring whilst our team was working remotely.

I would like to thank our dedicated staff and volunteers, inclusive of our Board of Directors, for their commitment, in particular during our response to the pandemic, to delivering services to and supporting carers and the community.



David Militz
Chief Executive Officer

Congratulations to Lyn Woodforde, Medal of the Order of Australia (OAM) in the General Division

In the Queen's Birthday Honours List announced in June 2019, Lyn Woodforde (President, Carers SA) was recognised for her service to the community of South Australia, particularly through advancing the recognition and rights of unpaid carers and as an advocate for people with mental illness and was appointed a Medal (OAM) of the Order of Australia in the General Division.

On 15 August 2019, the Carers SA Board of Directors, hosted a morning tea to celebrate Lyn Woodforde's appointment, and at a formal ceremony at Government House on 17 September 2019, His Excellency the Honourable Hieu Van Le, Governor of South Australia (Carers SA's Patron), presented Lyn with her medal. Congratulations Lyn!



There was cake cutting and David Militz (CEO Carers SA), presented Lyn with a bouquet of flowers during the morning tea celebrations.



His Excellency the Honourable Hieu Van Le, Governor of South Australia, presented Lyn with her Order of Australia medal.

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.

Carers SA's Nominee on the Carers Australia Board since November 2019.



Lynne Carter
Board Director

Lynne Carter: Diploma in Business Management; Certificate in Counselling; Carer; GAICD*, Board Director November 2014-September 2018 (resigned September 2018).

Appointed to the Carers SA Board in October 2019 to fill a vacancy.



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 Carers SA Board in April 2017 to fill a vacancy.



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 Carers SA Board in May 2019 to fill a vacancy.

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

Carers SA Carer Achievement Award 2019



Carers SA was once again proud to sponsor the Carers Achievement Award for 2019 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 Anne Bawden, Ian Ward and Antoinette Edington. At a Gala Dinner on 1st November 2019, David Militz (CEO Carers SA), announced the winner, Anne Bawden and presented her with a cheque for \$2,000 from the major sponsor and a trophy.

Anne has championed the rights and contributions of carers and has been a regional carer for 30 years. Anne is involved with many organisations and advisory committees and assisted in establishing the Special Olympics Limestone Coast and the Gears to Drive Program. She cares for several family members and other children with disabling conditions.



David Militz (CEO) presented the winner of the 2019 Carer Achievement Award, Anne Bawden, the major sponsor's cheque of \$2,000 and a trophy.

National Carers Week 2019

National Carers Week (13 – 19 October 2019) theme was 'Why We Care'. Carers SA held events across the state to celebrate carers and the caring role. Carers welcomed the opportunity to come together with other carers to share their knowledge and experiences.



A cake to celebrate!; Pt Augusta team ready for the week with a carers bbq on the foreshore; Mark Butler MP (Member for Hindmarsh) hosted a morning tea for carers; Pt Lincoln carers group lunch; Carers SA Riverland hosted a thankyou to carers lunch in Berri. Mick Scordo (then Acting Program Manager – Community Services) and Annette Bannigan (carer) did the cake cutting on the day.

Statement of Financial Position

Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2020

	2020 \$	2019 \$
Revenue	7,296,322	6,483,918
	<u>7,296,322</u>	<u>6,483,918</u>
Employee benefits expense	4,062,322	3,752,836
Program expenses	909,366	1,129,475
Supplies and services	1,309,512	836,071
Occupancy expenses	204,830	416,368
Business services	269,336	98,673
Depreciation	130,203	19,818
	<u>6,885,569</u>	<u>6,253,241</u>
Current year surplus / (deficit) before income tax	<u>410,753</u>	<u>230,677</u>
Income tax expense	-	-
Current year surplus / (deficit)	410,753	230,677
Other comprehensive income after tax	-	-
Total comprehensive income for the year	<u>410,753</u>	<u>230,677</u>

Statement of Financial Position

Statement of Financial Position as at 30 June 2020

	2020 \$	2019 \$
ASSETS		
Current Assets		
Cash and cash equivalents	2,126,434	220,291
Trade and other receivables	4,583	14,433
Other assets	298,104	34,612
Other Financial assets	3,512,296	2,453,899
Total Current Assets	5,941,417	2,723,235
Non-Current Assets		
Property, plant and equipment	482,318	51,877
Total Non-Current Assets	482,318	51,877
TOTAL ASSETS	6,423,735	2,775,112
LIABILITIES		
Current Liabilities		
Trade and other payables	784,210	492,878
Grants received in advance	2,757,544	17,257
Provisions	294,157	550,809
Lease Liabilities	132,133	-
Total Current Liabilities	3,968,044	1,061,044
Non-Current Liabilities		
Provisions	214,312	207,575
Lease Liabilities	324,133	-
Total Non-Current Liabilities	538,445	207,575
TOTAL LIABILITIES	4,506,489	1,268,619
NET ASSETS	1,917,246	1,506,493
EQUITY		
Retained earnings	1,857,853	1,447,100
Reserves	59,393	59,393
TOTAL EQUITY	1,917,246	1,506,493

Office Location



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Seaton SA 5023**

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Fulham Gardens SA 5024**

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