

Annual Report 2016



Contents

Principles of Operation	2
About Us	3
President's Report	4
CEO's Report	5
Corporate Governance: Board of Directors	7
Key Facts about Carers	8
Carers SA at a Glance 2015/16	8
Strategy 1: Representing Carers and Raising Awareness	9
Strategy 2: Quality Services that Support Caring Families ...	15
Strategy 3: Organisational Strength	21
Staff	26
Member Organisations	27
Financial Statements	28
Office Locations	36

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Carers SA is a business name
of the Carers Association of
SA Inc.

*Carers SA is funded by State
and Australian Governments*

Please be aware that this brochure
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.

Principles of Operation

Carers' needs, choices and voices are at the core of

everything we do: Everything we do is underpinned by the inclusion and engagement of family carers in the co-design of services for better support, by ensuring carers have the information to make better choices.

Campaigning to improve the lives of carers: We lead and develop effective campaigns that are informed by research, evidence and carers lived experiences; we engage carers and seek practical solutions to achieve tangible outcomes for caring families. In our representation to government and the wider community, we provide opportunities for opinion makers to hear what's important to carers and their families.

Family friendly and inclusive: We understand that the wellbeing of carers is inextricably linked to the wellbeing of the person they support and that service delivery needs to respond accordingly. We actively seek to encourage carers to participate in decisions that impact on them and their families.

Diversity: We respect and celebrate diversity, recognising that carers come from all walks of life and have different needs and we respond in flexible and culturally appropriate ways so that they feel understood and supported. We respond to all carer populations and seek to overcome the barriers that prevent some carers from getting access to information, resources and support.

Respect for Indigenous culture and heritage: We respect the culture and history of Aboriginal and Torres Strait Islander people and respond accordingly so that they feel understood and supported by Carers SA. We understand the importance of kinship and the land.

A skilled and valued workforce: We recognise and value our staff and volunteers and are committed to investing in their ongoing development and providing a safe and productive workplace.

Learning and future orientation: We are responsive to the changing community needs and we actively seek feedback from carers, partners and staff and look for ways to share good practice, improve effectiveness and create innovation.

Collaboration and partnership: We actively initiate and collaborate with peak bodies, service providers, government and other organisations and businesses to achieve our Vision and Mission for carers.

Professional integrity and accountability: We are results focused, and we act with professional integrity, accountability and transparency.



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 government and the health and community sectors for the provision of better services, to improve the conditions under which family carers work 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.
- Providing 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



President's Report

The past 12 months has again seen uncertainties for Carers SA, with continuing reforms in the health, aged care and disability sectors.

The Board has again continued to work hard, to ensure the needs of family carers are recognised. Work with the National Network of Carer Associations continues, to ensure the strengthening of our position and governance is ongoing.

Our Strategic Plan 2013-2015 ended in December 2015. The Carers SA Board conducted a review and was very satisfied with our achievements. Our new Strategic Plan for 2016 - 2018 was released and we are meeting our strategic objectives.

Again I accompanied Rosemary Warmington AM to appointments, with various Government Ministers to ensure they are kept up-to-date with carer concerns.

I would like to thank all of the Board directors for their ongoing, valuable support. We welcomed a new member Virginia Suttell a Chartered Accountant, to the Board in November 2015. Carers SA could not continue to meet its commitments to family carers, without the voluntary contribution and dedication from these wonderful directors.

Several Board members including myself, have again travelled throughout the regions to meet with our Carer Advisory Groups. I also was fortunate to attend the opening of our new Berri office in November 2015 and a dolphin cruise with Carers SA Royal Park office staff, for their birthday celebrations. I always enjoy meeting with carers and find it important to hear their stories and concerns.

I have personally been involved in representing Carers SA on various working groups. This included the representation in the development of 'A Practical Guide to working with Carers of People with Mental Illness', launched in April 2016 by Mental Health Minister - Minister Leesa Vlahos.

Please check out our Facebook pages - Carers SA, Young Carers SA and Mental Health Carers SA. Valuable information to you is presented on these pages.

This year will mark the fourth time we have celebrated our Carers SA Carer Achievement Award (as part of the Community Achievement Awards). I feel very humbled to be involved in the judging of this award.

Thank you to Rosemary Warmington AM for your support throughout the year, I have appreciated it immensely. Upon your approaching retirement, I wish you the very best for your future. Enjoy your time travelling, painting and in particular, time with your grand-children.

I would like to also thank our very committed management team, staff and volunteers.

Without you all, Carers SA would not exist to be the wonderful organisation it is today.

Thank you, everyone

Lyn Woodforde, President



CEO's Report

This is my final annual report as CEO of Carers SA before my retirement. I am therefore delighted to report that Carers SA had a very productive year, once again.

There continued to be national uncertainty about services and specific supports for carers within the overall national aged care and disability reforms, adding complexity to Carers SA's operating environment.

In December 2015, the Australian Government established the National Carer Gateway as the first point of contact for all new carers seeking support. The Government also committed to seeking expert advice on the co-design of the integrated dedicated carer support services needed to underpin the Carer Gateway which Carers SA provided, along with Carers Australia and the National Network of Carers Associations.

At the end of last financial year there was funding uncertainty for Carers SA, however since then, funding has been secured for the majority of our programs until 30 June 2017.

During the year Carers SA continued to build its services to make us 'future ready' by: creating robust continuous quality improvement; measuring ourselves against benchmarked indicators; strengthening our regional staffing structures and office locations; increasing the use of technology to improve services, reduce costs and improve environmental outcomes; strengthening our collaborations at a national, state and regional level.

Our highlighted achievements include:

- new funding for carer support services in the Southern Fleurieu and Kangaroo Island
- new State funding provided in recognition of Carers SA's role in sector development
- release of our largest ever carer survey of more than 600 carers, to good media coverage
- carer feedback showing that 97% of carers would recommend Carers SA to others
- the release of our Carers NDIS Journey-Highlights and Hurdles report, to good media interest
- STAR workplace survey showing continued organisational growth and positive culture
- development of our "Anyone Anytime can be a Carer" awareness campaign
- sponsoring our successful Carers SA Carer Achievement Award 2015, for the third year
- relocation and official opening of our new office at Berri
- completion of our Growing Carers Digital Literacy project that reached hundreds of carers
- finalising the Raising Carer Awareness of Financial Abuse and Risk Factors Project.

In September 2015 I was delighted to attend the International Carers Conference in Sweden, along with 600 other delegates to present a paper on young carers. The popularity of the conference reflects the growing international interest in family carers by European countries and international researchers. I am very excited that Carers Australia has since confirmed that the next International Carers Conference 2017 is to be convened by Carers Australia and held in Adelaide.

My thanks go to everyone for their enormous contribution to the work of Carers SA and the remarkable progress we have made - to our members, volunteers, volunteer Board members, management and staff. Everyone has pulled together to make us a high functioning organisation.

I particularly thank President Lyn Woodforde for her ongoing support. I also acknowledge the combined strength of the executive management team of David Miltz (Community Services) and Jo Cottle (Finance and Corporate Services), who work with me to deliver on our strategic initiatives, and of course Tania Starr (Executive Assistant) who supports not only me but the rest of the team in our day-to-day work. I also acknowledge and thank my long term colleague Sue De Silva who over 15 years has made a tremendous contribution and played a significant role as a senior manager.

Carers SA continues to provide quality services to carers throughout South Australia, thanks to funding from both State and Commonwealth Governments.

Given the uncertain times, I am very proud of Carers SA's achievements.

Rosemary Warmington AM, CEO

Farewell from Rosemary Warmington AM

It's both easy and hard to say my farewells to Carers SA and all the people who are part of it. Easy because I have completed my work: but hard because it's more than a job, it's been my vocation. I have done my job and now leave the organisation in very good shape.

I joined Carers SA in 1994 as the Executive Officer. Our budget at that time was \$100,000 per annum and we had 2.4 FTE staff, I was the only fulltime staff member. I can recall my interview for the position by a panel of carers. I applied for the job because I thought carers were very worthy people who were not getting 'a fair deal'. In my view, the support of family carers has been one of the most important policy initiatives over the past 20 years.

In 1994 the organisation was non-viable and we had a \$30,000 per annum deficit. When I arrived on the job we had 191 carer members; 18 months later we had 578 carer members.

In my 1994/1995 Annual Report, I reported that a \$10,000 grant during the year meant our work could continue - a scary proposition these days. However despite all that, in my annual report I pronounced with my usual optimism; "I see the Association going from strength to strength in 1995/1996 working for the benefit of carers." I was right and the rest is history.

It seems amazing to look back on those early figures and see how far Carers SA has come; now we have thousands of members, a \$6 million per annum budget and nine office locations. As an organisation we have had a positive impact on so many family carers who trust and rely on us.

It has always been at the forefront of my mind that we are 'the voice of carers'. I don't think anyone has ever had any doubt about my intentions. Fighting for the recognition of family carers in various pieces of state legislation was an important role that I personally drove. Without legislation, in particular the SA Carers Recognition Act 2015 and the reforms that followed, carers were unlikely to have achieved the rights they so justly deserved. It is important that these rights be upheld into the future, they are important.

Carers SA is a great organisation, with a very worthy purpose. I have never flagged from its purpose or mission. I have always been inspired to continue and it has undoubtedly become my life's work.

I have worked with so many dedicated staff and carers, volunteers and Board members, I thank every President who I worked with along the way, and I acknowledge every one of them. They have all been very important and special relationships; we established enduring partnerships, working together to improve the lives of carers.

So with that I say my fond farewells to you all and wish the organisation and everyone, all the best for the future.

Rosemary Warmington AM

Corporate Governance: Board of Directors



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



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).



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



Stuart Cannon:
CPA: Bachelor of Accountancy (University of SA); GAICD*; Board Member since October 2012; Treasurer since October 2013.



Virginia Suttell:
Chartered Accountant; GAICD*; Associate of the Governance Institute of Australia; Board member since November 2015.



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 member since November 2014; Vice President since February 2015.



A/Prof Keith Evans: RMN, SRN, MAICD, Member of the Board of Directors of Life Care, Group Advisor Public Policy with Silver Chain Group; Board member since July 2014.



Rosemary Warmington AM: Member in the General Division of the Order of Australia; FAICD*; BA Social Work; Grad

Dip Business Admin; Diploma in Governance; Carers SA; Ex officio member of Board and all committees of Carers SA; Public Officer; CEO since 1994.

*FAICD (Fellow) GAICD (graduate) or MAICD (member) of The Australian Institute of Company directors

Key Facts about Carers

Carers provide unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness or who are frail.

The Australian Bureau of Statistics 2012 Survey of Disability, Ageing and Carers (data released April 2014) indicated that in South Australia:

- There are 219,000 carers, 77% in Adelaide and 23% in rural SA.
- 56,000 (25%) of carers are classified as primary carers, and approximately 40%* of these provide 40 hours or more of care per week.
- An estimated 25,700 (12%) are young carers (aged under 25).
- 23,900 (11%) primary carers themselves have a disability.
- 30,900 (14%) primary carers are reliant on a government pension or allowance for their income.
- An estimated 64 million hours of caring are provided by carers in South Australia each year, valued at approximately \$5 billion (Access Economics) as reported by the ABS 2009.

* National figure

Carers SA at a Glance 2015/2016

6,481 members across all categories.

\$180,500 (estimated) p.a. of voluntary effort provided by up to 150 volunteers contributing well over 6,400 plus hours.

2,431 individual carers had direct contact with regional Carer Support programs.

12,544 products were distributed to carers, service providers, friends, relatives and students.

243,200 respite hours were provided to over 2,241 carers through the Commonwealth Respite and Carelink Centre, South and East Country.

1,992 carers, 834 service providers and 363 members of the general public were provided with services from Carer Advisory and Counselling.

727 carers were provided information by the Commonwealth Respite and Carelink Centre, South and East Country.

360 carers received 1,640 counselling sessions.

103 participants attended 78 education and training workshops (including Creative Ways to Care) with 1,854 hours education and training contact hours.

460 young carers were supported by our regional carer support services.

Strategy 1

Representing Carers and Raising Awareness



Strategy 1: Representing Carers and Raising Awareness

“Acting as the strong and credible voice with and for family carers and providing the leadership to empower family carers”

“Building recognition, respect, support and understanding of family carers and their needs”

“Attaining carer recognition and understanding of themselves and by others”

Building Recognition

Representing carers and the issues that affect them to governments and the wider community continues to be central to the work of Carers SA. Our representation at a state level is complemented at a national level by Carers Australia.

Issues raised by carers via surveys, consultations, information services and on an ad hoc basis, continued to inform Carers SA's representations to government, the public and service providers.

Carers SA thanks Young Carer Ambassador Tegan Heggblum and Australian National Young Carer Action Team representative, who has assisted at a number of forums, events and presentations during the year. Tegan was a finalist in the National Youth Awards.

Carers SA sincerely thanks The Lewis Lodge of Brighton Trust Inc for their donations towards supporting past carers.

Aboriginal Partnership Group

The state-wide Aboriginal Partnership Group facilitates and formalises Carers SA's collaborations with Aboriginal service providers and together we identify key areas for service and information delivery to Aboriginal carers.

Membership of the group includes Aboriginal Elders & Community Care Services Inc, Aboriginal Health Council of SA Inc (AHCSA),



L-R: Rosemary Warmington AM (CEO Carers SA) receiving a cheque for past carers from Jim Plenderleith (Director, Lewis Lodge of Brighton Trust Inc.)

ACH Group, Aged Rights Advocacy Service Inc (ARAS), Alzheimers SA, Carer Support (Morphett Vale), Carers SA, Council of Aboriginal Elders of SA, Department for Communities & Social Inclusion (DCSI), Domiciliary Care, Disability and Domiciliary Care Services and Northern Carers Network.

Inquiries and Submissions

Carers SA's submissions included:

- State Government's consultation on Transforming Health;
- Service Concept Submission: 'Carer Support Network SA: Comment on: Department of Social Services (2016). Designing the new integrated carer support service: A draft Service Concept for the delivery of interventions to improve carer outcomes';

- Advice through the Subject Matter Expert (SME) Working Group in Integrated Plan for Carer Support Service'; and
- State Pre-Budget Submission 2016/2017.

Carers SA contributed to and supported submissions made by Carers Australia, available on <http://www.carersaustralia.com.au>:

- Service Concept Submission: 'Carer Support Network SA: Comment on: Department of Social Services (2016). Designing the new integrated carer support service: A draft Service Concept for the delivery of interventions to improve carer outcomes'; and
- Submission to the Information, Linkages and Capacity Building

Commissioning Framework – Consultation draft, available on Carers Australia website at <http://www.carersaustralia.com.au>.

Submissions made by Carers Australia on behalf of the National Network:

- Federal Budget Submission;
- Submission to the Information, Linkages and Capacity Building Commissioning Framework – Consultation draft;
- Submission to the Senate Inquiry into the economic security for women in retirement;
- Submission to the Job Seeker Compliance Bill 2015;
- Submission to the Inquiry into the Social Security Legislation Amendment (Debit Card Trial) Bill 2015;
- Submission to the Independent Review of the Operation of the National Disability Insurance Scheme Act (2013);
- Submission to the AHA Review of Commonwealth Aged Care Advocacy Services Options Paper;

- Submission to the Regulation Impact Statement for the Childcare Assistance Package; and
- Submission to the Australian Government's Retirement Incomes Review.

Forums and Consultations

Thanks to funding from the State Department of Communities and Social Inclusion, Carers SA undertakes some of the roles and functions previously performed by the Office for Carers (DCSI) of:

- organising regular Best Practice Forums;
- engaging with family carers through surveys and focus groups;
- undertaking policy, research and development and providing advice on carers issues;
- raising awareness through projects, public events and the media; and
- building capacity in social media to inform and engage carers.

Forums held during the year presented Carers SA work:

- Raising Carer Awareness of Financial Abuse and Risk Factors; and
- NDIS Impact - Benefits, Challenges and Opportunities.

Forum: Raising Carer Awareness of Financial Abuse and Risk Factors

- Carers SA was commissioned by the Government of South Australia's Office for the Ageing - SA Health to develop tailored resources to raise awareness of financial abuse, to support prevention and early intervention strategies for unpaid carers who are managing the financial affairs of others.
- During Carers Week in October 2015, Minister Zoe Bettison MP (Minister for Communities and Social Inclusion) launched the resources at Carers SA's Good Practice Forum 'Raising Awareness of Financial Abuse and Risk Factors'. Guest speakers, panel members



L-R: Peter Rutter (General Manager Community Development, Beyond Bank Australia), Rosemary Warmington AM (CEO Carers SA), Lyn Woodforde (President Carers SA) Minister Zoe Bettison (Minister for Communities and Social Inclusion), Don Germein (carer). Forum: Raising Carer Awareness of Financial Abuse and Risk Factors.

and forum participants raised awareness amongst carers and agencies of their issues. Carers SA has made these resources available across the sector, to carers and the wider community.

Forum: NDIS Impact - Benefits, Challenges and Opportunities

- Carers SA Good Practice Forum-NDIS Impact-Benefits, Challenges and Opportunities, held in May 2016, gave an overview of the NDIS today, its impact on the lives of children and young people with disability who have a NDIS plan. Discussed were current, lived experience as well as the anticipated outcomes for all eligible people with disability, their families and service providers once the Scheme is fully operational.
- In response to the forum, Carers SA developed an extended information and fact sheet for carers and families, who will access the NDIS.

External Committees, Memberships & Alliances

Carers SA is represented on a range of committees at state, national, regional and local levels by both staff and carers. Representation on key state committees included:

- Carer Services Roundtable;
- SA Health-Strategy to Safeguard the Rights of Older People;
- SA Health-Carer Participation;
- Transforming Health Peak Community and Consumer Engagement Committee (Ministerial appointment);
- Mental Health Coalition of SA – Lived Experience Working Group; and
- Health SA and Mental Health Coalition of SA – Lived Experience Professional Development Committee.

To strengthen our capacity to deliver on our Mission over the

year, Carers SA has continued to be a partner in a range of formalised alliances and collaborative relationships with other organisations, such as the Carer Support Network SA.

Carers SA is a member of Carers Australia and SACOSS, the Mental Health Coalition of SA and Volunteering SA & NT.

Research

Carers SA has a key role to contribute to, promote and circulate significant and credible research on family carers. In the past year, key research was circulated through our magazine and social media.

Carers SA supports research initiatives with students and programs of the major universities of South Australia.

One of the projects that a student was involved in included participating in the analysis of the Carers SA Carer Survey 2015 – “Our Carers – Our World”, which was our most comprehensive survey of South Australian family carers ever conducted. The published survey results attracted strong media, sector and community interest.

This year Carers SA accepted an invitation to partner with the South Australian Health and Medical Research Institute (SAHMRI) - Wellbeing and Resilience Centre (with the support of the Office for the Ageing) linked to a research project on the benefits of delivering health and wellbeing training to family carers.

To date, our selected staff have been trained to deliver the program. The Carers Wellbeing Program workshops will be delivered to carers in the second half of 2016 and will provide family carers (with a specific focus on family carers over 55 years) with new tools and strategies to build wellbeing and resilience. The data on the health benefits to carers will be included as a part of the overall research.

Carers SA once again submitted a question in the SA Health Omnibus, the results of which are currently being analysed and will add to our longitudinal study of family carers in South Australia.

Communications and Engagement

During the year, Carers SA continued to grow and intensify its social media communication strategy to reach carers and the public through Carers SA's dedicated Facebook page, YouTube channel and Twitter account.

Carers SA now has very strong social media that engages with carers providing them with timely information and the opportunity for engagement and feedback across all our Facebook pages.

At 26 June 2016, our general Facebook page had a total of 3,485 likes, 1,127 likes for our Young Carers Facebook page, and 375 likes Mental Health Carers page. Our Facebook pages are <https://www.facebook.com/CarersSA>, <https://www.facebook.com/youngCarersSA>, and <https://www.facebook.com/MentalHealthCarersSA>. Our Twitter account had 1,243 followers and we follow 745.

During the year we increased our digital distribution of our quarterly magazine to members and hundreds of copies were also distributed through direct mail to members, libraries, members of parliament and government departments and at community education forums. The magazine also had a name change to Carers News, when we began joint production of our magazine in conjunction with three other Carer Network Associations with outsourced production to Carers Victoria. These changes (including reducing from four issues to three issues per annum) were made to improve the quality, reduce costs and environmental impact and

tailor the reading experience for our members, all with positive feedback.

In addition, each of Carers SA regional offices produces a newsletter to promote regional events and activities.

Awareness Campaigns

Later in the year, Carers SA completed a marketing strategy and developed an accompanying digital awareness campaign to attract hidden carers to our range of services.

The campaign 'Anyone Anytime can be a Carer' is aimed at raising awareness amongst unpaid family carers in the 45-60 year age group who are juggling work and care. There are many women in this situation caring for older parents who just don't realise they are a carer and that services are there for them. The full roll out of the campaign will continue into 2016/2017.

National Carers Week 2015

National Carers Week was held from 11-17 October 2015 with the

theme 'Show You Care'. Dozens of local events took place across the state supported by Carers SA local staff, the local community and other organisations. 'I CARE' badges and t-shirts were popular items to raise awareness. It was enormously gratifying to see all South Australian MPs wearing an 'I CARE' badge in Parliament during Carers Week.

In celebration of Carers SA's 25th Birthday the Governor of South Australia, His Excellency Hieu Van Le and Mrs Le, held a reception at Government House for more than 100 guests during Carers Week



Carers SA 25th Celebration at Government House L-R: Lynne Carter (Board member), Jenny Davies (Board member), His Excellency Hieu Van Le, Mrs Le, Rosemary Warmington AM (CEO Carers SA), Jan Wallent (Board member), Lyn Woodforde (President).



Carers Week: Carers SA Murray Bridge staff celebrate Carers Week (Oct 2015).

2015. Many carers from across the state attended. Carers SA thanks His Excellency who is Carers SA's Patron for this wonderful reception which was fitting recognition for the amazing work of family carers and the longstanding efforts of Carers SA.

Carers and family members in the Western Metropolitan region were delighted to be recognised at a Carers Week afternoon tea hosted by local Federal Member Mark Butler MP with guest speaker the Premier of South Australia, the Hon Jay Weatherill. Carers appreciated the time and consideration taken by their local members to listen to their concerns as part of the week's celebrations.

Carers SA Carer Achievement Award 2015



Carers SA was once again the proud sponsor of the Carers SA Carer Achievement Award 2015 for the third year. This Award celebrates individual carers who have provided substantial long term care and have also championed the cause of carers in South Australia. The 2015 winner of the Award was Barry Samuel who received the winner's trophy and a \$2,000 cheque from the Commonwealth Bank. Congratulations also go to the other finalists.

Serenity at Silver Sands

Each year, Carers SA's competition 'Serenity at Silver Sands (Aldinga)', has meant that 24 carers and their families have won time away at a beach house at Aldinga thanks to our generous donor.

Young Carer Photography Competition

Our thanks go to Rotary Clubs of Unley, Port Lincoln, Loxton and Port Augusta who sponsored Young Carer Photography Workshops that were held in all five Carers SA regions throughout South Australia during the October/November 2015 school holidays. Young Carers (up to 25 years) were able to submit a photograph depicting 'what being a young carer means to me'.

All entries were inspiring, making the judges decision difficult with the winner receiving an iPad Air and three young carers being awarded commendations.

The statewide winner of the Young Carer Photography Competition was Tess Rusden with commendations for entries to Leticia Harding, Winnona Green and Jaden Goodman.



L-R: Hon Jay Weatherill (Premier of South Australia), Rosemary Warmington AM (CEO Carers SA), and Federal Member Mark Butler who hosted a morning tea for carers during Carers Week 2015.



L-R: Rosemary Warmington AM (CEO Carers SA), Barry (winner) and Rhonda Samuel, and finalists, Julie Nunn, Maurice Wegener and Vanessa Kalderovskis



Competition winner: Tess Rusden 'making my sister smile'

Strategy 2

Quality Services that support Caring Families



Strategy 2: Quality Services that Support Caring Families

“Responding to the service and support needs of carers and their families to improve carer health and wellbeing, resilience and social inclusion”

No Interest Loan Scheme (NILS)

During the year, Carers SA's accredited microfinance NILS (No Interest Loan Scheme) program continued to provide carers on low incomes access to equitable and affordable credit with no interest or charges for essential household items and services. The maximum loan amount is \$1,200 and is usually repaid over 12 months.

A total of 18 loans were paid off in full during the year. There were 15 current loans at the end of the 2015/2016 financial year.

Carers SA thanks Good Shepherd Microfinance for their ongoing support of our program and the National Australia Bank for providing the loan capital for NILS.



Reporting on Carers SA's Cultural Diversity Plan

Carers SA's Cultural Diversity Plan establishes our commitment and strategic approach to the development of services that are responses to carers from Culturally and Linguistically Diverse (CALD) backgrounds.

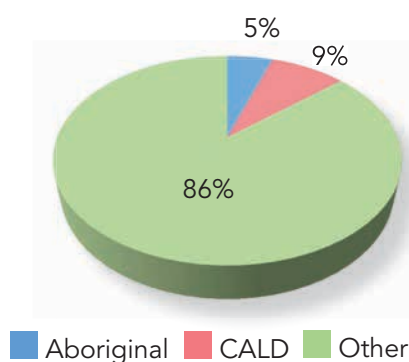
Each of Carers SA's programs has an established action plan for the achievement of outcomes against the strategy. The results of that work are reported through the Key Performance Indicator of the uptake into the programs of the number of carers of culturally diverse backgrounds and is included in this Annual Report.

Reporting on Carers SA's Aboriginal Partnership Plan

Carers SA's Aboriginal Partnership Plan establishes our commitment and strategic approach to the development of services that are responsive to Aboriginal carers. Each of Carers SA's program areas has an established action plan for the achievement of outcomes against the strategy. The results of that work are reported through the Key Performance Indicator of the uptake into the programs of the number of Aboriginal carers, and is included in this Annual Report.

This diagram shows the combined percentage of carers (Aboriginal, CALD and other carers) who contacted each of Carers SA's services in the past 12 months for 2015/2016.

Carers - across all Carers SA Programs (7,495)



NDIS Disability Project in the South East

This year Carers SA consulted with 120 family carers of people with a disability to better understand the experience of eligible family carers in connecting with the National Disability Insurance Scheme (NDIS) in South Australia.

Carers SA produced a report (The Carers NDIS Journey in South Australia, Highlights and

Hurdles, December 2015) on the experiences of family carers, many from the country and rural regions, which showed they were struggling to understand the changes. The report was released in December 2015 to very good media coverage.

The report showed that Carers SA was a trusted organisation for family carers of people with a disability and that many were struggling to understand and connect with the reforms and the required processes. As a result, Carers SA committed to undertaking a six month community development project to build opportunities for family carers at the local level to purchase more services for their family members through their NDIS packages. The report was presented at Carers SA Best Practice Forum-NDIS Impact-Benefits, Challenges and Opportunities in May 2016.

During the past six months the Limestone Coast has been the focus of Carers SA's community development project focussed on carers, their families and the disability sector. In partnership with Carers Australia, Carers SA staff have been working with local service providers, both disability specific and mainstream, and most importantly families, to identify key features of the local disability service environment.

The aim of the project was to identify issues and gaps, both current and future, that the local community faces in terms of the rollout of the NDIS. Ultimately Carers SA has made wonderful in-roads into the community, garnering some rich information and partnerships that will serve to facilitate gaps in information and local service provision. The findings of the project were completed the end of July.

Carer Advisory and Counselling Service

The National Carer Advisory and Counselling Service is funded by the Australian Government's National Respite for Carers Program and delivered by the National Network of Carers Associations across Australia. This program provides a specialised service to carers, of emotional support, information and short term counselling. The national 1800 242 636 number is a key entry point for carers into Carers SA services and for referrals to other services in the community service sector.

Services Provided

During 2015/2016, the service assisted 1,992 carers, 834 service providers and 363 members of the general public. 12,544 printed resources were distributed to callers.

Carer Advisors continue to make use of guided referrals to other services to ensure ongoing, streamlined and supported assistance to carers.

Outreach promotion through community expos and information presentations and events included: Disability, Ageing and Lifestyle Expo, Charcot Marie Tooth Awareness Day, Mental Health Week Launch, Carer Advisory and Counselling Service Pop-Up Mini Expo (Carers Week), Multicultural Aged Care AGM, Carer Support Dementia Expo, Royal Adelaide Hospital Wellness Centre, International Day of Disability Expo, youth events, seniors events, World Elder Abuse Awareness Day (WEAAD) Conference, Adelaide Kidney Club, UnitingCare Wesley Bowden, Motor Neurone Disease SA and Mental

Health Coalition Statewide Lived Experience Workforce Professional Development Day.

Carer Counselling

The Carer Counselling Service provides individual face-to-face, telephone or Skype counselling services, as well as family and group counselling sessions across the state, including rural and remote regions, to family carers through in-house counsellors and 36 contracted counsellors.

Demand for counselling continued to be strong during the year and feedback from family carers strongly supported the positive value of the specialised counselling services provided by Carers SA.

Supporting Young Carers

During 2015/2016, young carer information, advice and referrals occurred in South Australia via the following contacts: we received over 430 enquiries for support and made 44 referrals to other agencies.

Assisting Relatives and Friends of People with Mental Illness

The Assisting Relatives and Friends of People with Mental Illness (ARAFMI) service is funded by SA Health and regularly connects with 43 carers. A regular monthly carer support program, facilitated by qualified staff, provides up-to-date information and group activities that includes such things as pamper days, retreats and information sessions that provide much needed information and emotional support to the carer members.

Commonwealth Respite and Carelink Centre – South & East Country

Commonwealth Respite and Carelink Centre (CRCC), funded

by the Department of Social Services and the Department of Health, provides services in the south and east country region. The Murray Bridge office services the Adelaide Hills, Southern Fleurieu, Kangaroo Island, Murray Mallee and the Riverland while the Mount Gambier office services the South East in the Limestone Coast.

Services provided include:

- Assisting carers to access respite, e.g. residential, short term planned respite, emergency respite and consumer directed respite packages.
- Assessment of need, care planning and referrals to services for carers.
- After Hours Emergency Response Service for emergency respite.

Respite Hours	Number of Carers receiving respite support
243,200 Respite hours	2,241 carers

Information Provided to:

Carers	Information Services to Carers
727	405 Hours

CRCC staff continued to build their association with Aboriginal organisations in the Murraylands and Limestone Coast regions. Aboriginal and Torres Strait Islander carers comprised 5.6% of all carers assisted with respite services.

Our service provided by CRCC is currently working with the Dutch, German, Greek, Italian and Philipino communities as part of our continued commitment to Carers SA's Cultural Diversity Strategy. Carers from CALD communities comprise 8.2% of all carers taking up respite services.

Referrals for sessions	No of Carers referred	Number of sessions	Types of Services
488	360	1,640	Individual sessions 1,510
			Group Counselling 10

Regional Carer Support Services

In 2015/2016, Carers SA's regional Carer Support Services provided over 40,000 hours of direct support to 2,678 carers across across five regions of South Australia, including Western Metropolitan, South East, River Murray and Mallee, Northern Country and Eyre Peninsula regions. Regional carer support services are delivered seamlessly to carers in the regions by Carers SA's skilled staff.

The regions covered by the programs include:

Carers SA - Western Metropolitan supports carers living in the City of Port Adelaide Enfield, the City of Charles Sturt and the City of West Torrens.

Carers SA - Northern Country supports carers living in the Councils of Port Augusta City, Port Pirie, City of Whyalla, Flinders Ranges, Leigh Creek Progress Association, Roxby Downs, Andamooka Progress Association, Orroroo and Carrington Districts, Mount Remarkable and Districts, Northern Areas, Peterborough, Districts of Barunga West, Clare and Gilbert Valley, Coober Pedy, Maree Progress Association, Yunta Progress Association, and Unincorporated Areas of Northern South Australia.

Carers SA - South East Country supports carers living in the District Councils of Grant, Mount Gambier, Kingston, Robe, Wattle Range Council, Tatiara Council, Naracoorte and Lucindale areas. Monthly support groups were held in Bordertown, Kingston, Millicent, Mount Gambier, and bi-monthly in Keith, Naracoorte, Penola and Robe.

Carers SA - Eyre supports carers living in the District Councils of Elliston, Streaky Bay, Ceduna, Wudinna, Kimba & Cleve, Tumby Bay, Franklin Harbour, and Lower Eyre Peninsula.

Carers SA - River Murray and Mallee supports family carers living in Mid Murray, Rural City of Murray Bridge, Berri, Barmera, Renmark, Paringa, Loxton, Waikerie, and Southern Mallee District.

Carers SA - Southern Fleurieu and Kangaroo Island

The Regional Carer Support Program also expanded into the Southern Fleurieu and Kangaroo Island regions this year following a transition of funding through the Department of Social Services from Country Health SA. This new funding commenced in March 2016

and enables Carers SA to provide carer support for carers of people aged 65 and over (50 years for Aboriginal people) in these regions, as an additional service to the existing Carers SA Respite service.

In June 2016, Carers SA opened an office in Victor Harbor and an office on Kangaroo Island (Kingscote) is planned. The services for both locations will be managed from the Victor Harbor office, with support workers based in each location.

The regional Carer Support programs provide for carers of people:



Opening of Berri office: L-R: Rita Laucht (volunteer no longer in a caring role), Hon Geoff Brock, (Minister for Regional Development) Lianne Brewin (Regional Team Leader), Lyn Woodforde (President), Dave Militz (Senior Manager Community Services)

Number of Carers by Program receiving direct services in regional Carer Support Programs 2015-16			
Program Area	Carers	Carers (CSIA)	Carers (MHR:CS)
Western Metro	437	283	186
Eyre	373	288	107
Northern Country	415	321	149
South East	626	460	240
River, Murray & Mallee	546	380	197
Southern Fleurieu & KI	67	67	N/A
TOTAL	2,678	1,799	879

- under 65 years (CSIA, formerly HACC funded by the State Department of Communities & Social Inclusion);
- 65 years and over (CSIA, formerly HACC funded by the Commonwealth Government Department of Social Services); and
- of people with mental illness (including young carers), (Mental Health Respite: Carer Support program funded by the Department of Social Services).

The following services are provided by these programs:

- Emotional and social support (phone support, one-on-one support and carer support groups and day activities);
- Referral and advocacy service;
- Information provision;
- Education and Training;
- Young Carer Program;
- Carer Mentor Program; and
- Carer Retreats.

The retreats provided for carers to get away and 'take a break' from their caring role and included group retreats provided at a pre-programmed time and place for up to three nights. Carers SA held a men's only group retreat in the Eyre



Carers enjoyed a morning tea hosted by Federal Member Mark Butler during Carers Week October 2015.

region, which was very successful, and a joint regional Aboriginal group retreat in May.

Carers SA also offered a new service this year across all regions under the Commonwealth Home Support Program (CHSP) called Centre-based Respite, which allowed the regions to run joint activities for the carers of those people aged 65 years and over to bring along the person they care for. This program enabled 95 care recipients to attend a Carers SA activity this year.

Aboriginal Carers

This year, Carers SA built upon its successful work with Aboriginal carers across all regions with dedicated staff to provide culturally

appropriate support in Western Metropolitan, Eyre Peninsula, Northern Country and South East Country. 2,397 hours of support was provided to over 155 Aboriginal carers across the regions this year. The numbers of Aboriginal carers attending our mainstream carer support activities has increased with positive feedback.

Aboriginal Reference Groups (ARG) have been established and held in Eyre, Northern Country, Murray and Mallee and South East Country to inform the local development of the program and to provide a forum for Aboriginal carers and service providers to come together to discuss the challenges and solutions to improving services in the regions.

Number of Carers registered for Counselling, Support, Information and Advocacy (CSIA; formerly known as HACC)						
Program Area	CSIA					
	Mainstream Carers (based on age of care recipient)		Aboriginal Carers		CALD Carers	
	(<65yrs)	(>65yrs)	(<50yrs)	(>50yrs)	(<65yrs)	(>65yrs)
Eyre	174	146	13	12	5	6
Northern Country	227	241	56	47	9	28
River, Murray & Mallee	218	254	19	23	13	17
South East	356	292	23	22	23	31
Western Metro	319	688	8	9	79	245
Total = 3,603	1,294	1,621	119	113	129	327

Supporting Young Carers

Carers SA delivers a number of services at a state-wide, regional and local level to support young carers.

At a state-wide level we delivered the nationally funded Young Carer Information, Advice and Referral Service through the National Network of Carers Associations.

At a regional level, our regional young carer support program funded through the Mental Health Respite: Carer Support program supported over 460 young people up to the age of 25 years across the five regions (Western Metropolitan, Eyre Peninsula, River Murray and Mallee, Northern Country and South East) by providing information, referrals, emotional support and regular events for young carers.

Carers SA's Carer Education Program

Carers SA has a well-established reputation, developed over more than 10 years, as a recognised quality provider of best practice education and training for family carers. The aim of our education and training programs to unpaid family carers is to improve their overall health and wellbeing through the creation of supportive and safe learning environments, where the carer and their caring role is recognised and valued. Our programs build on carers personal stories and experiences and provide practical techniques and solutions that family carers can use in their everyday caring role, using group interaction to reduce feelings of personal isolation and stress.

The key focus this year has been the continued delivery of the highly effective 'Creative Ways to Care' dementia education program. Funding requirements were met through the delivery of 78 separate workshops (13 courses with 6 weekly consecutive workshops in a series) of sessional education



L-R: (Instructor) Young carers received training in Jeet Kune Do.

and training workshops to 103 participants. Workshops were conducted across South Australia, including regional areas, with the support of local service providers that resulted in the delivery of 1,854 hours of education and training contact hours.

Other training included:

- Partners in Depression (Port Lincoln);
- Dementia communication for Community Visitor Scheme Volunteers (Metro area) to 20 participants (fee-for-service); and
- Supporting Relationships with Carers and Families (CHCICS410A) to 13 Certificate III Community Health and Disability students of Barkuma Inc. (fee-for-service).

During 2015/2016 we delivered a total of 16 training programs to 150 participants that included family carers, volunteers and tertiary students.

Growing Digital Literacy of Family Carers Program

The Digital Literacy Program was supported with funds from the Australian Government Department of Social Services and was delivered in a collaborative partnership between Carers SA and Seniors

Information Service (SIS). Well over 300 participants attended training sessions on the use of digital tablets, mobile phones and internet security across metropolitan and northern country regions. The participants were newcomers or beginners, or carers who wanted to further expand their digital confidence; and they gave the program as well as the trained volunteer facilitators an enthusiastic 'thumbs up' on content, fun and outcomes.

Attending the workshops in person proved to be difficult for some carers due to location, isolation and/or their caring role. Carers SA has therefore transferred 4 key workshops to video format. Although the program finished on 30 June 2016, these videos continue to be available online (open access) via Carers SA's YouTube channel. The video workshops attracted over 500 views within the first three weeks of being promoted to the carer community!

Through the provision of Digital Literacy Workshops for carers, Carers SA followed through on its firm commitment to support carers using technology to access services and information safely and effectively over the Internet. The program finished on 30 June 2016.

Strategy 3

Organisational Strength



Strategy 3: Organisational Strength

"Providing the resources for action"

Members and Volunteers

Carers SA is an incorporated community organisation with a membership base of carers in the thousands. All aspects of our work are underpinned by the contribution of staff and volunteers working together.

The organisation relies on its members, carers and past carers, who devote hours of voluntary time to the work of Carers SA. As at 30 June 2016 we had 6,481 members in all categories of membership.

Our members contribute as representatives on external advisory committees, in the organising and running of workshops, forums and events, and delivering community education and information.

Regional Carer Support programs have Carer Advisory Groups with volunteer carer members who are actively involved in program development.

Carers SA highly values the contribution of our volunteers in our efforts to support family carers. Up to 150 volunteers across the state, contribute an estimated 6,400 plus hours of their time to Carers SA. This effort is worth an estimated \$180,500 pa.

In December 2015, Carers SA held a luncheon at state office Wayville, to recognise the contribution that our volunteers make. We acknowledged our volunteers with special celebrations at all our locations.



Carers SA Hub for Students

Carers SA is collaborating with major universities and has established a central connection point for students and project volunteers (Internships), who wish to gain professional experience and at the same time make a targeted contribution to research and services that benefit family carers in South Australia.

During this financial year, three students from the University of Adelaide and Flinders University started with us to provide support on projects across Carers SA.

Governance

Carers SA is governed by a Board of Directors whose members include carers and past carers with a range of skills, experience and professional qualifications that include leadership and management within the business, legal and financial services. Board members volunteer their time and expertise.

The Board once again appraised the organisation's successful performance against our Strategic Plan (2013-2015).

The Board approved a new Strategic Plan 2016-2018, streamlined to capture three new strategies:-



L-R: Volunteers Cheryl Keane and Kay Davis working on an iPad.

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

Carers SA's Strategic Plan 2016-2018 was developed taking into account substantial national reforms in the community sector. This is an important document because it spells out what we are striving for as an organisation on behalf of our carer members.

Carers SA Strategic Plan 2016-2018 (can be viewed on www.carers-sa.asn.au/publications/governance)

Carers SA's Board Meetings 2015/2016 - Attendance by Board of Directors

In 2015/2016 there were six (6) meetings of the Board of Directors of Carers SA. The Annual General Meeting was held on 27 October 2015. There was a Board workshop in December 2015.

There were two (2) Extraordinary Board meetings (March and June 2016).

Operational Structure

Carers SA operates on a 'hub and spoke' model of service delivery with the overall administration and infrastructure framework that includes human resources, financial management, buildings, leasing, equipment and maintenance for the whole of the organisation, managed by our dedicated Finance and Corporate Services Team.

During the past twelve months our strategic focus has continued to be on becoming 'future ready' in

a more competitive environment, and technology to improve communication and controls at the local level.

Staff in our seven regional office locations provide much needed administrative support in the delivery of direct services. Our Regional Team Leader positions at the local level have the responsibilities and delegations for the delivery of the local direct services.

During the year we moved to a new office for the River Murray and

Finance and Risk Audit (FAR) Committee

The Finance Risk and Audit Committee meet on a monthly basis.

Member Name	Position (term on the FAR committee)
Stuart Cannon	Treasurer (from Nov 2013)
Lyn Woodforde	President
Lynne Carter	Board member (from Feb 2015)
Rosemary Warmington AM	CEO
Jo Cottle	Manager Finance and Corporate Services (from Feb 2015)
Sue De Silva	Office Manager Finance and Corporate Services
Virginia Suttell	Board member (from Nov 2015)

Member	Board Attendance for 2015 / 2016									
	2015					2016				
	Jul	Sep	Oct (AGM)	Nov	Dec (w/shop)	Feb	Mar*	Apr	June*	Jun
Jan Wallent	✓	✓	✓	✓	✓	✓	✓	✓		✓
Jenny Davies	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Keith Evans				✓	✓	✓	✓		✓	
Lynne Carter		✓	✓	☑	✓	✓	✓	✓	✓	☑
Lyn Woodforde	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Phil Martin	✓		✓	✓	✓	✓	✓	✓	✓	✓
Stuart Cannon	✓	✓			✓				✓	✓
Virginia Suttell			Attended as a guest	Newly appointed	✓	•	•	•	•	•

* Extraordinary meeting ✓ Attended the board meeting

☑ Attended the board meeting via teleconference • Special leave of absence approved

Mallee Region, relocating from Loxton to Berri. We were pleased to welcome the Hon Geoff Brock, Minister for Regional Development who, together with Lyn Woodforde, President, officially opened the Carers SA Berri office for services to family carers in November 2015.

In February 2016, Carers SA funding from the Commonwealth Department of Social Services, novated from SA Country Health, for the delivery of carer support services for carers of those over 65 years (50 years for Aboriginal people) to 30 June 2016. Management was involved in locating and setting up an office in Victor Harbor and the appointment of a Regional Team Leader. The coming financial year will see the opening of a Kangaroo Island office and the appointment of additional staff so that we can really support those carers. Unfortunately funds were not provided for the carers of those under 65 years of age; this will require some advocacy in the coming months.

As at 30 June 2016 the executive managers were David Militz (Senior Manager Community Services) and Jo Cottle (Manager Finance and Corporate Services) who have both played a critical role in leading a strong management team to ensure organisational outcomes.



AGM and 25th Celebration (Oct 2015): L-R: Rosemary Warmington AM (CEO Carers SA), Lyn Woodforde (President Carers SA), Anne Gale (Equal Opportunity Commissioner) at the AGM 2015, which included our 25th celebration.

Employee Culture Rating



Staffing and Operations

Our growth depends on the successful recruitment, retention, training and development of our workforce so that we can achieve our organisational objectives for carers.

A continued focus on an effective Workforce Development Plan provides for two staff development days, annual appraisals for all staff, individual staff training and development plans, regular staff and team meetings, twice monthly managers meetings and effective processes for staff recruitment and appraisal.

For a second time in 2015 (Dec 2015), Carers SA once again undertook an independent staff survey, as part of the STAR Workplace Program. The STAR Workplace Program is a business improvement and benchmarked tool which enables organisations to assess and measure their business.

Staff ratings of Carers SA Employee Culture (December 2015)

Our employees rated our culture at Carers SA highly with an overall rating of 82% and a high rating in 'Customer Focus' at 88%. This strongly reflects the engagement of our employees with our values and the importance of their contribution to improving the lives of carers.

In summary, the results show that Carers SA's overall culture rating jumped 5% in a period of less than 12 months. The results show that Carers SA's culture is that of a high functioning organisation that is well placed to further develop organisational capacity to meet growing needs for the future.

This is an achievement we can be proud of as it reflects the hard work that has gone into implementing previous STAR report recommendations to improve

staff role clarity and improving accountability that has built trust and engagement across the organisation.

As always there is more that can be done. The report made a number of recommendations that are being implemented with the input of staff.

Staff were involved in 1,823 hours of training and development at an estimated cost of \$49,784.

Standards and Continuous Quality Improvement

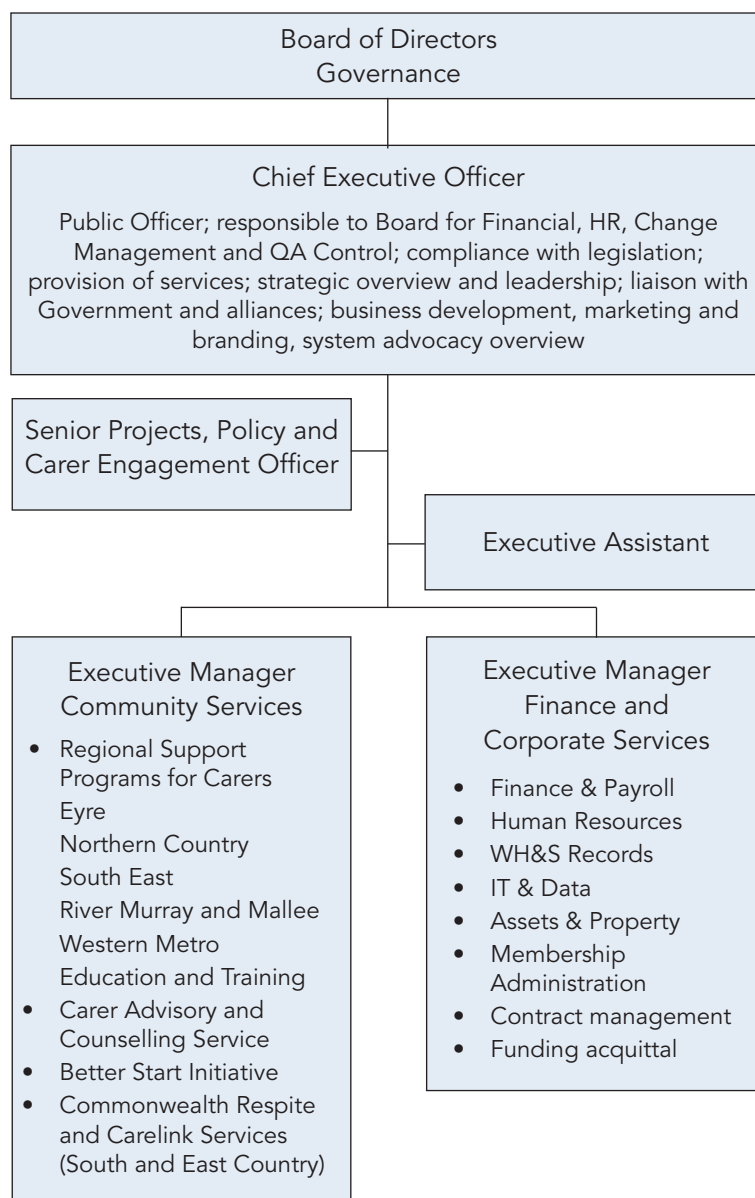
Carers SA continues its commitment to continuous quality improvement and continues to deliver services of a high standard.

Carers SA continues to be accredited under the National Home Care Standards and the Australian Service Excellence Standards (ASES) Certificate standards.

Work Health and Safety

Our Work Health and Safety Committee is registered with WorkSafe SA and meets regularly. Its members included: Rosemary Warmington AM (CEO), Sue De Silva (Office Manager) Jo Cottle (Manager Finance and Corporate Services), Marg Cunningham and Ros Baile (elected representatives) of staff.

Operational Structure (as at 30 June 2016)



Staff (from July 2015 – June 2016)

State Office – Wayville

Chief Executive Officer
Rosemary Warmington AM
Tania Starr, Executive Assistant

Policy & Carer Engagement

Marianne Lewis, Snr Policy, Projects and Carer Engagement Officer
Adrianna Pearce, Projects Officer (Casual)
Anna Booth, Projects & Comms Officer (Casual)
Arne Breuer, Projects Officer (P/T)
Ruth Waterman, Projects Officer (Casual)

Finance & Corporate Services

Joanne Cottle, Manager
Sue De Silva, Office Manager
Cheryl Bencetti, Accounts Officer
Lindsay Kreiger, Finance (P/T)
Vicki Williams, Payroll and Accounts Officer

Community Services

David Miltz, Senior Manager
Community Services
Amy Orange, Program Manager
Community Services
David Liu, Community Services
Project Co-ordinator
Lis Burtnik, NDIS Project Manager
Sue Newnham, Team Leader, E&T

Carer Advisory and Counselling Service

Katrina Easton, Program Manager
Anne Andrews, Carer Advisor (P/T)
Ben Waye, Counsellor (P/T)
Diana Saunders, Carer Advisor
Filomena Occhiodoro, Carer Advisor (P/T)
Fiona Munro, Carer Advisor (P/T)
Libby Ferguson Snr Carer Advisor (P/T)
Margaret Cunningham, Snr Admin Officer, Counselling
Michelle Meaney, Reception (P/T)
Robyn McCleery, Counsellor (P/T)

Regional Office Locations

Berri

Lianne Brewin, Regional Team Leader
Anne Smith, CSW (P/T)
Joy Smith, MHW (Carers) (P/T)
Nicole Barber, YCW, MHW (P/T)

Murray Bridge

Pam Donnelly, Program Manager
Terry Mangelsdorf, CRCC Team Leader Respite Services
Beth Mann, Reception/Admin Support (P/T)
Jennifer Hayes, A&LW
Jennifer Webster, A&LW (P/T)
John Moran, A&LW (P/T)
Karen Smith, Aboriginal Project Coordinator
Mary McLean, CSW (P/T)
Meredith Baker, A&LW
Roslyn Baile, Admin Support Officer

Mt Gambier

John Merrett, Regional Team Leader
Anne Smith, CSW (P/T)
Charmaine Slaven, CSW (Casual)
Colleen Moore, A&LW (P/T)
Janie Brown, Snr Admin Support Officer, Reception
Kym Galluccio, MHW (Carers) & YCW (MH)
Maria Shipton, A&LW (P/T)
Toni Trabilsie, Admin Support Officer (P/T)

Pt Augusta

Cephas Stanley, Regional Team Leader
Barbara Drechsler, CSW (P/T)
Dianne Welgraven, Aboriginal Project Wkr (P/T)
Keryl Middleton, YCW (MH) (P/T)
Leanne Reschke, CSW (P/T), MHW (Carers) (P/T)
Meg Robertson, CSW (Casual)

Pt Lincoln

Joanne Caruana, Regional Team Leader
Kathy Dry, CSW (P/T)
Kerry Porter, CSW (P/T)
Leonie Green, MHW (Carers) and YCW (MH)

Royal Park

Marta Hughes, Regional Team Leader, (on Maternity Leave from May 2015)
Anne Stratton, A/Regional Team Leader (from May 2015)
Camilo Guaqueta, MHW (Carers) (P/T)
Kayeleen Monger, CSW (P/T)
Maurice Chiappe, Admin Support (P/T)
Sharon Allen, YCW
Sue Gregory, Carer Support Wkr (Aboriginal Liaison) (P/T)

Victor Harbor

Anthony McPhail, Regional Team Leader

A&LW (Assessment & Liaison Worker)

CRCC (Commonwealth Respite and Carelink Centre)

CSW (Carer Support Worker)

E&T (Education & Training)

MH (Mental Health)

MHW (Mental Health Worker)

YCW (Young Carer Worker)

Financial Members at 30 June 2016)

Carer Support Organisations and Groups

Carer Wellness Centre
Carers Link Barossa & District
Carers Link Yorke Peninsula
Chinese Welfare Services of SA Inc
Co-Ordinating Italian Committee
Federation of Polish Organisations of SA Inc
SA Country Carers
Special Education All Schools Support Group (SEAS)
Aboriginal Health Council of SA Inc

Colleague Organisations

Adelaide City Council
Aged Rights Advocacy Services
Camden Community Centre
City of Marion
City of Unley
Domiciliary Care SA
Federation of Catholic School Parent Communities
GROW SA
Hepatitis Council of SA Inc
Legacy Club of Adelaide
Port Augusta City Council
Resthaven Inc
Seniors Information Service
Vietnam Veterans Federation of SA Branch Inc



Financials



Financial Summary 2015-2016

Carers SA has recorded an operating surplus of \$51,845 (2015: deficit of \$14,850) for the financial year ended 30 June 2016 as a result of cost savings and investment in new technology projects being postponed until 2017.

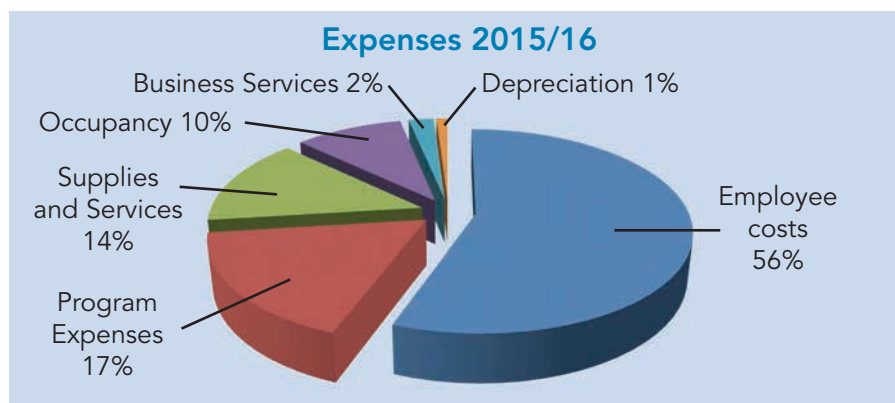
Income

Total income increased by 6% from the previous financial year. The major source of income for Carers SA came from grants from the Australian and South Australian Governments. Carers SA continued to invest surplus funds in interest bearing investments and earned \$87,435 in 2015/16. This is slightly lower than the previous year's interest earnings of \$91,418 as a result of the decline in interest rates.

Income	\$	%
Income from Grants	6,211,081	97.7
Interest Received	87,435	1.4
Membership & Donations	21,447	0.3
Other	35,176	0.6
Total	6,355,139	100

Expenditure

Carers SA's total expenditure for 2015/16 of \$6,307,427 – an increase of 5% over the previous financial year, is consistent with the increase in income. The graph below depicts % expenditure by type:



Statement of Comprehensive Income for the year ended 30 June 2016

	2016 \$	2015 \$
Revenue	6,355,139	5,968,923
	6,355,139	5,968,923
Employee benefits expense	3,511,687	3,376,854
Program expenses	1,094,139	1,007,836
Supplies and services	885,255	853,742
Occupancy expenses	610,106	576,746
Business services	143,172	97,797
Depreciation and amortisation expenses	63,068	70,798
	6,307,427	5,983,773
Current year (deficit)/surplus before income tax	47,712	(14,850)
Income tax expense	-	-
Current year (deficit)/surplus	47,712	(14,850)
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	-
Total comprehensive income for the year	51,845	(14,850)

The accompanying notes form part of these financial statements

Statement of Financial Position as at 30 June 2016

	2016 \$	2015 \$
ASSETS		
Current Assets		
Cash and cash equivalents	260,503	313,109
Trade and other receivables	130	10,958
Other assets	14,265	7,873
Financial assets	2,582,062	2,185,918
Total Current Assets	2,856,960	2,517,858
Non-Current Assets		
Property, plant and equipment	83,188	90,148
Intangible assets	-	15,333
Total Non-Current Assets	83,188	105,481
TOTAL ASSETS	2,940,148	2,623,339
LIABILITIES		
Current Liabilities		
Grants received in advance	188,737	164,101
Trade and other payables	547,476	396,640
Provisions	524,704	429,092
Total Current Liabilities	1,260,917	989,833
Non-Current Liabilities		
Provisions	196,563	202,683
Total Non-Current Liabilities	196,563	202,683
TOTAL LIABILITIES	1,457,480	1,192,516
NET ASSETS	1,482,668	1,430,823
EQUITY		
Retained earnings	1,422,060	1,366,869
Reserves	60,608	63,954
TOTAL EQUITY	1,482,668	1,430,823

The accompanying notes form part of these financial statements

Statement of Cash Flows for the year ended 30 June 2016

	2016 \$	2015 \$
Cash flow from operating activities		
Receipts from operating activities	6,307,301	5,894,917
Interest received	81,043	90,364
Payments to suppliers and employees	(5,991,466)	(6,076,569)
Net cash (used in) / generated by operating activities	396,878	(91,288)
Cash flow from investing activities		
Receipts from/(Payments for) financial assets	(400,277)	(468,904)
Purchase of property, plant and equipment	(49,207)	-
Net cash (used in) / generated by investing activities	(449,484)	(468,904)
Cash flow from financing activities	-	-
Net cash (used in) / generated by financing activities	-	-
Net (decrease) / increase in cash and cash equivalents	(52,606)	(560,192)
Cash and cash equivalents at the beginning of the year	313,109	873,301
Cash and cash equivalents at end of the year	260,503	313,109

The accompanying notes form part of these financial statements

Statement of Changes In Equity for the year ended 30 June 2016

	Reserves \$	Retained Earnings \$	Total Equity \$
Balance at 1 July 2014	71,727	1,373,946	1,445,673
Reserve utilisation during the year	(7,773)	7,773	-
Surplus/(deficit) for the year	-	(14,850)	(14,850)
Balance at 30 June 2015	63,954	1,366,869	1,430,823
Reserve utilisation during the year	(3,346)	3,346	-
Surplus/(deficit) for the year	-	51,845	51,845
Balance at 30 June 2016	60,608	1,422,060	1,482,668

The accompanying notes form part of these financial statements

Notes to the Financial Statements for the year ending 30 June 2016

1 Basis of Preparation of the concise financial report

The concise financial report has been prepared in accordance with the Accounting Standard AASB 1039 Concise Financial Reports. The financial statements and specific disclosures required by AASB 1039 have been derived from the Association's full financial report for the financial year. Other information included in the concise financial report is consistent with the Association's full financial report.

The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of the Association as the full financial report. A copy of the full financial report and auditor's report will be sent to any member of the Association, free of charge, upon request.

The financial report has been prepared on an accruals basis, is based on historical costs and presented in Australian Dollars. A full description of the accounting policies adopted by the Association may be found in the Association's full financial report.

2 Events after balance date

The Association is not aware of any events that have occurred since 30 June 2016 that would affect the information disclosed in this financial report.

Statement by Members of the Board

In the opinion of the Board of the Carers Association of SA Incorporated, the Concise Financial Report as set out in the preceding pages:

1. Presents a true and fair view of the financial position of the Carers Association of SA Incorporated as at 30 June 2016 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that the Carers Association of SA Incorporated is able to pay all of its debts, as and when they become due and payable.
3. The financial statements and notes satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012.
4. During the year ended 30th June 2016, no
 - (i) officer or board member of Carers SA,
 - (ii) firm of which the officer or board member is a member, or
 - (iii) body corporate in which the officer or board member has a substantial financial interest, has received or become entitled to receive a benefit as a result of a contract between the officer, board member, firm or body corporate and Carers SA.

This statement is signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profits Commission Regulations 2013 and is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



Lyn Woodforde
President



Stuart Cannon
Treasurer

Dated this 13th day of September 2016

CARERS ASSOCIATION OF SA INCORPORATED**INDEPENDENT AUDITOR'S REPORT****TO THE MEMBERS OF CARERS ASSOCIATION OF SA INCORPORATED****Report on the Concise Financial Report**

The accompanying summary financial statements, which comprises the summary statement of financial position as at 30 June 2016, the summary statement of profit or loss and comprehensive income, summary statement of changes in equity and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial report of Carers Association of SA Inc ("the association") for the year ended 30 June 2016. We expressed an unmodified audit opinion on that financial report in our report dated 13 September 2016. That financial report, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on that financial report.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of the association.

Board members' Responsibility for the Concise Financial Report

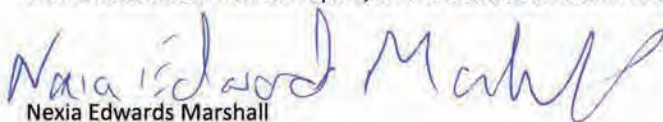
The Board members are responsible for the preparation of a summary of the audited financial report in accordance with Australian Accounting Standards.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Opinion

In our opinion, the summary financial statements derived from the audited financial report of Carers Association of SA Incorporated for the year ended 30 June 2016 are consistent, in all material respects, with that audited financial report, on the basis described in Note 1.



Nexia Edwards Marshall
Chartered Accountants



Jamie Dreckow
Partner

Adelaide
South Australia

13 September 2016

**AUDITOR'S INDEPENDENCE DECLARATION
UNDER SECTION 60-40 OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT
2012**

In accordance with section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, I am pleased to provide the following declaration of independence to the Board Members of Carers Association of SA Incorporated.

As lead audit partner for the audit of the financial statements of Carers Association of SA Incorporated for the financial year ended 30 June 2016, I declare that to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit.



Nexia Edwards Marshall
Chartered Accountants



Jamie Dreckow
Partner

Adelaide
South Australia

Dated 13/9/16



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Facebook:
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Facebook (young carers): www.facebook.com/youngCarersSa

Facebook (mental health):
www.facebook.com/mentalhealthCarersSa

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