



# Annual Report 2023

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*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.*

## Vision

'For Carers SA to be the first-choice organisation for Carers, community, government and media to engage on practical support, policy and education matters related to 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 unpaid Carers, to represent their interests and needs and to be 'the voice' of Carers in South Australia.

Carers are people who provide unpaid care and support to family members and friends who have a disability, mental illness, long term health condition, dementia, a terminal illness, an alcohol or other drug related problem or who are frail due to age - anyone at any time can become a Carer.

We are governed by a committed and skilled Board of Directors, the majority of whom have experience as a Carer. Our dedicated and skilled staff share a passion for making a positive difference to the lives of Carers in South Australia. Carers SA acts as both a representative organisation and a service provider, offering a range of services to Carers in metropolitan, rural and remote locations.

## The Role of Carers SA

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

- Collaboration
- Empathy
- Inclusivity
- Integrity
- Professional Excellence

## Key Organisational Strategies

**Strategy 1: Engage** - To continue to engage Carers to understand their needs allowing the organisation to refine services and systems which improve the experience of Carers when engaging with Carers SA.

**Strategy 2: Impact** - Focussing on external impacts guaranteeing a strong focus on Carer voices being heard by decision makers across the country and enabling community to be more aware of the role Carers play in everyday life.

**Strategy 3: Sustain** - To secure the future of Carers SA by retaining current contracts and reducing the dependence on individual funding sources through diversification.

**Strategy 4: Enhance** - Improvement in the delivery of supports to Carers will come from investing in our people and systems and from understanding Carers better than anyone.

# President's Report

On behalf of the Board of Carers South Australia I am pleased to present this annual report. It is both a privilege and a pleasure to work with such a group of skilled and dedicated Directors who voluntarily give their time to help Carers SA work to provide the best quality and range of services to unpaid Carers throughout South Australia. We have completed the 2022/2023 financial year with an increase in the number of Carers supported, an increase in community engagement activities and outcomes and a healthy financial position. When combined this has created a strong basis for the next phase of our strategic initiatives in 2023/2024. I would like to thank and acknowledge the exceptional contribution of all of our Directors.



In addition to our Board roles, the current Directors have also committed to serve on one of our Board subcommittees. The Finance Audit and Risk committee meet monthly and assist in the establishment and implementation of our budget, oversee our investment portfolio, and assess the variety of risks and mitigation strategies necessary to ensure good governance of the organisation. This has ensured we remain a viable, vibrant, well run organisation and has enabled us to continue with key priorities within our strategic plan.

The Carer Engagement subcommittee approve and monitor the range of service and community engagement activities and prioritise strategies to assist the organisation respond to the emerging service delivery and community engagement challenges and monitor contract compliance from the various Federal and State service contracts.

This year has in many ways been unique as the first full financial year of post COVID Carer Gateway services implementation. It has been really pleasing to see the growth in services and supports as we implement new and flexible models to respond to Carer needs. The ability to re-establish Carer forums has provided us as Directors a great opportunity to hear directly from Carers and to gain a broader understanding of the challenges they are facing as well as understanding how many of our services are addressing those needs. It has also given us the opportunity to see firsthand the skills and compassion of our terrific staff and their commitment to Carers.

I would like to thank our Chief Executive Officer, David Miltz and the Executive Leadership team for their ongoing dedication and commitment to ensuring the best quality and quantity of services and supports to Carers throughout the state.

As part of the National Carers Network, we work closely with colleagues throughout Australia on joint initiatives to enhance services and supports. In addition, we support the role of Carers Australia and assist them in national advocacy and lobbying initiatives on behalf of Carers. This greatly contributes to bringing awareness of Carer needs to key national decision makers.

As a key organisation that supports Carers, we have maintained our commitment to advocate on behalf of Carers and have represented Carers needs through many forums. We are grateful to Federal and State Ministers and their departmental staff for the opportunity to meet on a regular basis to discuss success and the challenges facing Carers. At a federal level, this involves Minister Rishworth (Minister for Families and Social Services of Australia) and senior staff at the Department of Social Services as we work together to grow the Carer Gateway across South Australia and, at a state level Minister Cook (Minister for Human Services) and the team at the Department of Human Services as we address specific challenges within South Australia.

Carers SA is aware that there are almost 250,000 unpaid Carers throughout South Australia caring for someone. We express our deepest thanks and gratitude to you for what you do and look forward to working with as many of you as possible if, or when, you need to access additional supports.

A handwritten signature in blue ink, appearing to read 'Phil Martin'.

**Phil Martin**  
President, Carers SA

# CEO's Report

During the past year our focus as an organisation hasn't changed significantly, we continue to strive to deliver high quality services to Carers across South Australia and to strongly advocate to key decision makers about what Carers need.

We are still pushing ourselves to provide the best services that we possibly can to Carers across South Australia via our state and federal funding streams. This has been a challenging but exciting journey since the Carer Gateway began in 2020. Our team has worked hard and continues to increase the numbers of Carers that are supported each year through the Carer Gateway.

We have continued to work with the South Australian Government to ensure that funding provided to support Carers is complementary to that provided by the Federal Government and it was pleasing to see funding locked in for Young Carers and breaks for Carers. This process hasn't been without its challenges as funding has been reduced to the Carer sector and this will have an impact on the support that is able to be provided. We have already begun to consider how we can advocate for an increase in funding in the coming years.

I am extremely proud of our dedicated team who have continued to provide services across the state which has resulted in Carers SA providing support to nearly 17,000 Carers since 2020.

In June of 2023, the Federal Government launched a Parliamentary Inquiry into the Recognition of Unpaid Carers. This is a review of the Australian Carer Recognition Act (2010), something that is well overdue. As you are reading this, the review is likely to have concluded its public hearings and Carers SA will have provided the opportunity for Carers to have their voice heard and tell the Inquiry what recognition means to them in their everyday life. I am sure that many Carers and organisations will have submitted their views to the Inquiry and I hope there is a positive outcome for Carers across the country.

Additionally, Carers SA and others have been calling for a review of the South Australian Carer Recognition Act (2005) for some time. This was in the state government's budget papers this financial year and I hope to see some traction in 2023/2024. If this occurs, as I expect it to, it will mean that South Australian Carers will have two significant opportunities in a short space of time to have their voices heard and to influence legislation that focuses on them. This will be a big moment for Carers.

I would like to thank our volunteers who commit their time to support Carers in many different ways. A big thank you to Phil Martin (President) and our Directors for their ongoing support and guidance throughout the year.

Finally, I would like to say thank you to those people within the organisation who make an impact every day. To the Executive Leadership Team, whom I work very closely with, our staff who support Carers daily and to those behind the scenes who ensure our organisation can operate smoothly, thanks! Many of these people are also Carers and I would thank you all for your dedication and commitment throughout the year.



**David Militz**

Chief Executive Officer, Carers SA

# In South Australia

Over **45,000** Carers received Information and Advice.

More than **5,500** Carer Star Assessments and over **6,800** Carer Star Reviews were completed.

Over **1,800** Carers received In Person Counselling.

Over **1,460** Carers received In Person Peer Support.

Over **1,180** Carers received In Person Coaching.

Over **3,460** Carers received Tailored Support Packages (Inc. services and materials as one-off practical supports).

Coordinated over **1,320** Emergency Respite Sessions which included over **73,500** hours of Emergency Respite.

Over **1,490** opportunities for Carers to have a break.

Over **910** Intensive Support Services.

**39** community, promotional and field day events reaching of over **14,700** people.

**1,018** Community Engagement sessions with over **24,650** Carers, service providers and community members directly reached.



# Board of Directors

## Current Directors



**Phil Martin**  
*President*

Appointed in February 2014,  
Vice President from November  
2017, President from  
November 2021.



**Adrian Hinton**  
*Treasurer*

Appointed in May 2019.



**Anthony Simmons**  
*Board Director*

Appointed in July 2022.



**Jody Martin-Rankin**  
*Board Director*

Appointed in February 2023.



**Sharon Wachtel**  
*Board Director*

Appointed in January 2023.



**Sonya Weiser**  
*Board Director*

Appointed in November 2021.



**Susan Antoun**  
*Board Director*

Appointed in June 2017.

## Departing Directors



**Jamie Getgood**  
*Board Director*

Appointed in December 2021.

Departed in April 2023.



**Kerrie Akkermans**  
*Board Director*

Appointed in November 2017.

Departed in November 2022.



**Dr. Kerstin Holata**  
*Vice President*

Appointed in November 2021.

Departed in September 2022.



**Lynne Carter**  
*Board Director*

Appointed in October 2019.

Departed in February 2023.

## Carers SA Carer Achievement Award 2022



Carers SA was once again proud to sponsor the Carers Achievement Award for 2022 which is a category within the Community Achievement Awards.

The Carer Achievement Award recognises a South Australian 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 cause to improve the lives of Carers in South Australia.

Congratulations to the finalists Jan Wallent, Antoinette Edginton, Callum Barrott-Walsh, and Stella Braund.

On Friday, 2 December 2022, David Militz (CEO, Carers SA), announced the winner, Jan Wallent who received a \$1,000 Bartercard account, \$500 in cash from Awards Australia, a \$500 Woolworths voucher, along with a trophy.

Jan Wallent has cared for her husband, David, since he returned in 1967 from the Vietnam War. David has PTSD and has had other chronic diseases, needing full-time care. Jan was a Board Director for Carers SA. She also co-founded Partners of Veterans SA in 2003. She became a Carer at the age of 6, when a relative living with them became unwell.



*David Militz (CEO, Carers SA) – Left – announced the winner of the 2022 Carer Achievement Award.*

*Jan Wallent (Right) winner of the Carer Achievement Award 2022.*



## National Carers Week 2022



National Carers Week is a time to recognise and celebrate the outstanding contribution that Australia's 2.65 million unpaid Carers make to our country. The theme was 'A Million Reasons to Care' and this reflects the many and varied reasons people become a Carer. We know that Carers are an essential part of our health system. They are the foundation of our aged, disability, palliative and community care system. On this special week, we acknowledge the roles of Carers in the community and celebrate their significant contribution to our community.



Carers SA hosted a range of events during National Carers Week across the state including locations such as: Mount Barker & Murray Bridge, Barossa & Light, Eyre Peninsula, Far North, Limestone Coast, Riverland, Southern Fleurieu and Yorke & Mid North. Events included activities such as: morning teas, fun activities, live music, face painting, giveaways, mini pampering sessions and much more.

Carers SA also hosted its first inaugural Carers Expo on Tuesday, 18 October 2022 at the St Clair Recreation Centre, attracting over 400 Carers to the event.





# Statement of Profit or Loss

## Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2023

	2023 \$	2022 \$
Revenue	19,689,204	15,578,352
	<b>19,689,204</b>	<b>15,578,352</b>
Employee benefits expense	10,231,071	8,337,359
Program expenses	5,920,602	4,505,289
Supplies and services	1,587,085	1,485,883
Occupancy expenses	155,075	179,774
Business services	482,837	417,954
Depreciation	316,792	269,879
	<b>18,693,462</b>	<b>15,196,138</b>
<b>Operating surplus before Fair Value movement and Income tax</b>	<b>995,742</b>	<b>382,214</b>
Fair Value gain/(loss) on Financial Assets (Investment Portfolio)	306,228	(389,022)
Fair Value increase on Investment Property	90,000	110,000
Income tax expense	-	-
Current year surplus	<b>1,391,970</b>	<b>103,192</b>
Other comprehensive income after tax	-	-
Total comprehensive income for the year	<b>1,391,970</b>	<b>103,192</b>

# Statement of Financial Position

Statement of Financial Position as at 30 June 2023

	2023 \$	2022 \$
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and cash equivalents	1,140,974	2,513,454
Trade and other receivables	49,866	-
Other assets	373,557	356,809
Financial assets	4,795,672	2,709,018
<b>Total Current Assets</b>	<b>6,360,069</b>	<b>5,579,281</b>
<b>Non-Current Assets</b>		
Financial assets	4,047,333	3,723,109
Investment Property	510,000	420,000
Property, plant and equipment	303,677	586,064
<b>Total Non-Current Assets</b>	<b>4,861,010</b>	<b>4,729,173</b>
<b>TOTAL ASSETS</b>	<b>11,221,079</b>	<b>10,308,454</b>
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Trade and other payables	1,153,667	1,289,049
Grants received in advance	4,313,879	4,642,697
Provisions	704,482	632,339
Lease Liabilities	322,751	291,363
<b>Total Current Liabilities</b>	<b>6,494,779</b>	<b>6,855,448</b>
<b>Non-Current Liabilities</b>		
Provisions	503,608	322,557
Lease Liabilities	-	299,728
<b>Total Non-Current Liabilities</b>	<b>503,608</b>	<b>622,285</b>
<b>TOTAL LIABILITIES</b>	<b>6,998,388</b>	<b>7,477,733</b>
<b>NET ASSETS</b>	<b>4,222,691</b>	<b>2,830,721</b>
<b>EQUITY</b>		
Retained earnings	3,582,764	2,586,788
Investment revaluation reserve	70,534	(235,460)
Investment property reserve	510,000	420,000
Other reserves	59,393	59,393
<b>TOTAL EQUITY</b>	<b>4,222,691</b>	<b>2,830,721</b>

# Contact Details



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## Stay Connected



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