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Vision

To be recognised as the key ‘Carer organisation’ in South Australia.

Who we are and what we do

Carers SA is a member based community organisation established in 1990 by a ‘grass roots’ movement of 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 Carers to have their voice heard by, and work in partnership with, the South Australian and Commonwealth governments and the health and community sectors.

Carers SA continues to push for increased supports for Carers, to improve the conditions under which Carers operate and to increase the recognition of Carers within the South Australian and 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 with Carers and stakeholders to understand their needs and provide services to improve the experiences of current and future Carers.

Strategy 2: Impact – Ensuring a strong focus on Carers voices being heard by decision makers and the community across the country and enabling community to recognise and support the essential role Carers play.

Strategy 3: Sustain – To strengthen the future of Carers SA by maintaining a strong funding base, sustainable operations and good governance.

Strategy 4: Enhance – To continuously build the capability of our people, systems and practices to ensure the provision of efficient and quality services and supports to Carers.

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.

Helping Carers Care.

President's Report

With continued growth in demand for our range of services and a strong financial result, 2023-24 can clearly be described as a successful financial year. We continue to see year on year growth in demand for our suite of services through the Carer Gateway contracts and Carer Break initiatives.

Since the commencement of the Carer Gateway program we have provided supports to more than 24,000 unpaid Carers throughout South Australia. A special thank you to all of the unpaid Carers throughout South Australia for the wonderful things you do to support family members. We know it is often unrecognised, however it is greatly appreciated.

The great work of our community engagement teams in helping people identify as Carers, and access programs as soon as possible, has been wonderful to observe as a Board.

As an organisation, we have continued to meet the priorities contained in our Strategic Plan and as a Board we continue to work hard to ensure that Carers SA continues to focus on meeting the needs of Carers in a timely manner.

Carers SA is governed by a Board of nine volunteer Directors. I would like to acknowledge and thank the Carers SA Board Directors for their commitment and dedication to the quality governance of the organisation. Most Directors also volunteer on either the Finance Audit & Risk Sub Committee or the Carer Engagement Sub Committee. The work through these committees informs governance level monitoring of the implementation of strategic initiatives and ensures contractual and legislative compliance across multiple Federal and State programs.

I would also like to thank and congratulate our Chief Executive Officer, David Militz, the Executive Leadership Team, and our staff and volunteers for the commitment and dedication in supporting the implementation of high quality services and supports across the state. As Directors we are aware of this mostly through regular reports at Board meetings. We were also able to see the work first hand through the multiple activities during National Carers Week and the Carers Expo.

Carers SA has been proud to sponsor a Community Achievement Award as part of our commitment to recognising Carers. In 2023 we introduced an additional award to specifically recognise the fantastic commitment of Young Carers. The response to both awards was excellent. Congratulations to the nominees and winners of both awards.

In addition to monitoring the multiple reforms in Aged Care, NDIS and Mental Health to seek opportunities for Carers we have been extensively involved in a new Federal Government initiative to develop a long term strategy for Carers. Thank you to the many people who provided insights into their needs through the multiple consultation processes. I was honoured to be appointed by Minister Rishworth as an individual member of the Carer Strategic Advisory Committee overseeing the work to develop a 10 year strategy across government. We are anticipating that it will be tabled for discussion at the House of Representatives in late 2024 and will hopefully result in a greater range of flexible, easily accessible and responsive services and supports to more Carers.

Carers SA is part of a National Network of Carer Associations which seeks to advocate on behalf of Australia's unpaid Carers. The work is informed through a national CEO group and also by the network of Presidents which I attended throughout the year. The advocacy occurs through our peak body, Carers Australia. I would like to thank Lyn Woodforde for her work on the Carers Australia Board as our appointee.

The CEO and I are grateful to our Human Services Minister (Hon Nat Cook MP) for the regular meetings to discuss challenges facing Carers. These meetings provide a valuable opportunity to raise awareness of the issues facing Carers and to advocate for services to meet needs.

2023 was to be my last year on the Board as I had reached the maximum terms allowed through the Constitution. I was pleased to accept the Board's unanimous resolution to serve for an additional period to facilitate changing to a new President. I am pleased to advise that Mr Tony Simmons agreed to transition into the role, and this will be in place in the later part of 2024. It has been an enormous privilege to have been a Director for almost eleven years, including five as Vice President and three as President. Thank you to everyone who helped make that such a pleasure as the organisation manoeuvred through periods of great change, delivering better outcomes for Carers and the successful growth of a vibrant quality organisation.

Thank you and best wishes for a successful future



Phil Martin
President, Carers SA



CEO's Report

The past year continued to be one of consolidation for the organisation, as it continued to deliver supports to an ever-growing number of Carers who have registered to receive services. Carers SA has now supported over 24,000 Carers since the inception of the Carer Gateway in 2020, something the team and I are very proud of. Our team continued to work hard throughout the year to ensure that the programs funded by State and Federal government complemented each other.

What we did see in this reporting year was a huge demand from Carers for accessing breaks. This wasn't a surprise as Carers have been telling us for many years that having a break from their caring role is an essential tool to manage their wellbeing. This demand has proven difficult to manage and along with our funder, the South Australian Department of Human Services, our team have been working to reengineer the relevant administration processes of the program for the betterment of Carers.

Whilst a Federal Parliamentary Inquiry and a review of the South Australia Carer Recognition Act (2005) occurred during the year, it is the outcomes of these that now has our focus. As you read this, a consultation would have occurred which will inform a National Carers Strategy. What Carers and Carers SA would like to see from these pieces of work are practical benefits for Carers. This includes practical supports to manage the cost of living, navigating complex service systems and the provision of information, three key areas that Carers have continued to highlight across the year.

At the end of the financial year, just under 80% of our staff reported that they are or have been a Carer. This enables our team to genuinely understand the situations Carers are experiencing when they contact us. I am extremely proud of what our team has achieved throughout the year as Carers SA continues to support an increased level of Carers since 2020.

I would like to thank our volunteers who commit their time to support Carers and our organisation promoting what we do in community, as well as providing advice via our many Carer Collectives. I would like to thank Phil Martin (President), who when you read this will have stepped down from his role. He has been a significant support to me and has guided the organisation with passion, dignity and professionalism. I would also like to thank our Directors, who also volunteer their time, for their ongoing support and guidance throughout the year.

Finally, to our wider team thank you for being passionate about supporting Carers every day. To the Executive Leadership Team, whom I work very closely with, thank you for going the extra mile to ensure the team is supported and ensuring our organisation can operate smoothly.



David Militz

Chief Executive Officer, Carers SA



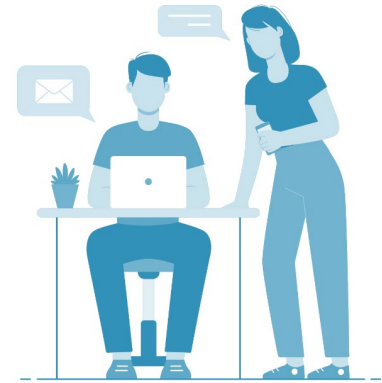
In South Australia



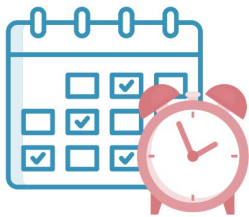
Over **42,000** Carers received instances of Information and Advice.



Over **1,900** Carers received In Person Counselling and over **7,220** sessions delivered.



Over **1,200** Carers received In Person Coaching and over **4,140** sessions delivered.



Coordinated over **1,310** Emergency Respite Sessions which included over **90,570** hours of Emergency Respite.



More than **5,380** Carer Star Assessments and over **5,240** Carer Star Reviews completed.



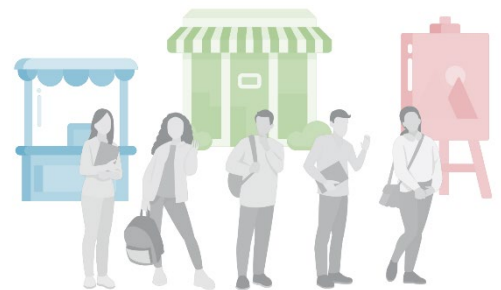
Over **1,153** opportunities for Carers to have a break.



Over **1,600** Carers received In Person Peer Support and over **8,330** sessions delivered.



Over **3,670** Carers received Tailored Support Packages (Inc. services and materials as one-off practical supports).



42 Community, promotional and field day events.

780 Community Engagement sessions with over **57,000** Carers, service providers and community members 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.



Paul Kitsi
Board Director

Appointed in November 2023.



Stuart Watt
Board Director

Casual Vacancy in April 2024.

Carers SA Carer Achievement Award 2023



Carers SA sponsored the Carer Achievement Award for 2023 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 Greg Slater, Lidia Hall, Lorraine Flanagan, Stella Braund, and Zoe Sandell-Hocking.

The winner was announced on Friday, 10 November 2023, during the Awards Gala Presentation Dinner held at the Stamford Grand Adelaide with Elspeth Hussey, 7NEWS Reporter & Weekend Early Edition Presenter, as the MC for the evening.

Stella Braund was announced as the winner of the Carer Achievement Award 2023 which was presented by David Militz (CEO, Carers SA). Stella received a prize package worth more than \$1,500 including a \$500 Woolworths Gift Card, a complimentary membership to The Career College valued at \$594, and a \$500 Bartercard Travel Voucher, plus a trophy.

Stella of Trinity Gardens has dedicated her life to supporting family members facing mental health challenges, disabilities, and trauma while advocating for better services and care. Stella helped establish the National Domestic Violence and Sexual Assault Helpline 1800RESPECT. She is on various committees and policy-making bodies in South Australia's health sector. Stella's work has raised awareness of human rights, women's safety, mental health, and youth support services. Her advocacy has shaped policies, benefiting individuals and families. Recognised as Citizen of the Year 2023 in South Australia and awarded the Joy Noble Medal, Stella's contributions have left an indelible mark on caregiving and social progress.



David Militz, CEO, Carers SA (Left) announced the winner of the Carer Achievement Award 2023.

Stella Braund (Right) winner of the Carer Achievement Award 2023.

Carers SA Young Carer Achievement Award 2023



Carers SA sponsored a new award category in the Community Achievement Awards in 2023, the Carers SA Young Carer Achievement Award.

The Young Carer Achievement Award recognises a young South Australian whose caring role has an ongoing impact on their everyday life and who has championed the cause of Young Carers, improving recognition, awareness, and services. Carers SA presents this award to celebrate this individual achievement in championing the Carer cause to improve the lives of Carers in South Australia. 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 Madison Mitchell-Smith, Madison Star Gotch, and Tyler Gunn.

The winner was announced on Friday, 10 November 2023, during the Awards Gala Presentation Dinner held at the Stamford Grand Adelaide with Elspeth Hussey, 7NEWS Reporter & Weekend Early Edition Presenter, as the MC for the evening.

Madison Star Gotch was announced as the winner of the Carers SA Young Carer Award at the 2023 South Australian Community Achievement Awards and was presented by David Militz, CEO, Carers SA. Madison received a prize package worth more than \$1,500 including a \$500 Woolworths Gift Card, a complimentary membership to The Career College valued at \$594, and a \$500 Bartercard Travel Voucher, plus a trophy.

Madison Star Gotch of Port Lincoln exemplifies unwavering dedication as a young carer, primarily for her mother's mental health needs. She serves as an essential emotional pillar within their household and extends care to her younger brother, guiding him through daily challenges. Madison's remarkable journey includes being awarded the Harding Miller Scholarship, a testament to her determination and intellect. She faces the unique struggles of a Young Carer, handling her caring responsibilities alongside the emotional turmoil of adolescence. Madison has actively engaged with Carers SA for nearly three years, advocating for fellow Young Carers.



David Militz, CEO, Carers SA (Left) announced the winner of the Young Carer Achievement Award 2023.

Madison Star Gotch (Right) winner of the Young Carer Achievement Award 2023.

National Carers Week 2023

This year's National Carers Week was a huge success, with various events and activities organised all over South Australia to raise awareness about the challenges that Carers face and to honour their hard work and dedication. 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. On this special week, we acknowledge the roles of Carers in the community and celebrated their significant contribution to our community.

During National Carers Week, Carers SA held its second Carer Expo, an event which in 2022 attracted over 400 Carers with special guest



attendance by the Hon Nat Cook MP and the City of Port Adelaide Enfield Mayor, Claire Boan.

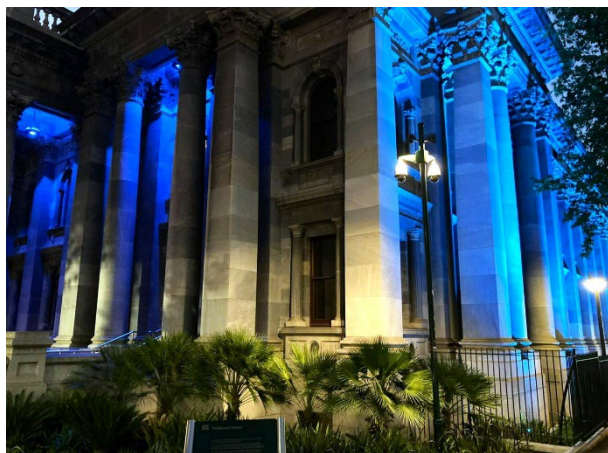
Carers SA also hosted a range of events during National Carers Week across the state in both metropolitan and regional locations. Carers were invited to attend and participate in a range of fun and relaxing activities – ranging from Put Put golf, massages, entertainment and a boat trip!



In recognition of National Carers Week 2023, landmarks across Australia were lit up in Blue to celebrate National Carers Week. In South Australia, State Parliament House was lit up in recognition for Carers on the evening of 16 October 2023.

Additionally, the main streets of Adelaide in Victoria Square and King William Street featured a range of National Carers Week flags.

On 19 October 2023, the Hon Lucy Hood MP, the Hon Heidi Girolamo MLC, and the 'South Australian Parliamentary Friends of Carers' hosted an afternoon tea at Parliament House for its Inaugural Parliamentary Friends of Carers Event. Both Ms. Hood and Ms. Girolamo collaborated in the establishment of the



Friends group to strengthen their understanding of the Carers community and thank them for the attention and work Carers do. Parliamentarians gave speeches to acknowledge the work of Carers in the House of Assembly, followed by afternoon tea in the Old Chamber.

Thank you to everyone who participated and supported National Carers Week 2023.



Statement of Profit or Loss

Statement of Comprehensive Income For The Year Ended 30 June 2024

	2024 \$	2023 \$
Revenue	20,773,146	19,689,204
	<u>20,773,146</u>	<u>19,689,204</u>
Employee benefits expense	10,888,049	10,231,071
Program expenses	6,497,682	5,920,602
Supplies and services	1,420,881	1,587,085
Occupancy expenses	151,921	155,075
Business services	641,218	482,837
Depreciation	304,142	316,792
	<u>19,903,893</u>	<u>18,693,462</u>
Operating surplus before Fair Value movement and Income tax	869,253	995,742
Fair Value gain/(loss) on Financial Assets (Investment Portfolio)	243,625	306,228
Fair Value increase on Investment	40,000	90,000
Income tax expense	-	-
Current year surplus	<u>1,152,878</u>	<u>1,391,970</u>
Other comprehensive income after tax	-	-
Total comprehensive income for the year	<u>1,152,878</u>	<u>1,391,970</u>

Statement of Financial Position

Statement of Financial Position as at 30 June 2024

	2024	2023
	\$	\$
ASSETS		
Current Assets		
Cash and cash equivalents	4,672,467	1,140,974
Trade and other receivables	45,904	49,866
Other assets	415,397	373,557
Financial assets	518,342	4,795,672
Total Current Assets	5,652,110	6,360,069
Non-Current Assets		
Financial assets	4,876,663	4,047,333
Investment Property	550,000	510,000
Property, plant and equipment	790,416	303,677
Total Non-Current Assets	6,217,079	4,861,010
TOTAL ASSETS	11,869,189	11,221,079
LIABILITIES		
Current Liabilities		
Trade and other payables	1,243,647	1,153,667
Grants received in advance	3,138,324	4,313,879
Provisions	749,353	704,482
Lease Liabilities	201,723	322,751
Total Current Liabilities	5,333,047	6,494,779
Non-Current Liabilities		
Provisions	703,224	503,608
Lease Liabilities	457,349	-
Total Non-Current Liabilities	1,160,573	503,608
TOTAL LIABILITIES	6,493,620	6,998,388
NET ASSETS	5,375,569	4,222,691
EQUITY		
Retained earnings	4,478,952	3,582,764
Investment revaluation reserve	287,224	70,534
Investment property reserve	550,000	510,000
Other reserves	59,393	59,393
TOTAL EQUITY	5,375,569	4,222,691




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