

# ANNUAL REPORT 2012



# Report from the President and CEO



Rosemary Warmington  
AM, CEO

Carers SA provides services and supports to carers across the disability, ageing, health, mental health sectors. Our state-wide role, backed by our local, regional and remote services in nine locations gives us the links to carers across the state, from children and young people to the elderly and those from diverse cultural backgrounds and Aboriginal communities. This gives Carers SA its unique knowledge and role as the 'voice of carers'; delivering services, representing carers and advising government.

Our primary aim is to seek further support and positive change for carers. The powerful views and lived experiences of carers underpin all we do and our communication with policy makers, government and the media. This is informed by the inclusion of carers at every level in our organisation through our: local planning and advisory structures, ongoing program feedback and evaluations and the setting and monitoring of strategic direction by our Board of Directors - the majority of whom are past or current carers.

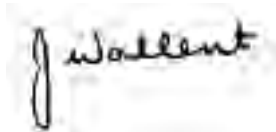
Australia is on the cusp of major reforms in the health, ageing and disability sector, informed by the Productivity Commission's reports to the Australian Government. We await the release of a National Carer Strategy Action Plan that will outline the Australian Government's commitments to carers. This follows on from the introduction of the National Carers Recognition Act 2010 and the subsequent National Carers Strategy 2011. At both a state and national level we continue to focus our efforts on ensuring that the needs of carers are heard and addressed within these reforms.

Within this context Carers SA provides a range of services across the state, funded by both State and Federal Governments. Throughout this report we highlight our work and achievements over the past 12 months that include successfully meeting our contractual obligations.

Carers SA's highlights during 2011 and 2012 include:

- The successful relocation of our State Office to 66 Greenhill Rd Wayville in Mid June 2012, to provide us with much needed office space for current services and growth, and much needed exposure and profile, as well as more space for meetings with good disability access;
- Awarded a Margaret Tobin Award 2011 for Excellence in the provision of Mental Health services for our regional mental health programme;
- Receiving an inaugural Carer Recognition Award for the development of our Young Carers Education booklet;
- The successful commencement and delivery of the registration and information component of the Commonwealth (FaHCSIA) funded Better Start for Children with a Disability Initiative in South Australia, as part of the national network of Carers Associations. The program provides packaged funds to families of young children with specific conditions to buy early intervention services for their child;
- State and National support for the introduction of the NDIS (National Disability Insurance Scheme). The NDIS heralds the beginning of significant national reform in the delivery of disability support systems in Australia via a consumer directed care model;
- The successful re-negotiation and renewal of most of our funding agreements to accommodate the change in funding split policy between the Commonwealth (for over 65 year olds) and the State Government (for under 65 year olds);
- The establishment of a Carers SA Facebook page to better engage with family carers through social networking; and
- The successful implementation of both our Cultural Diversity Strategy and our Aboriginal Partnership Plan that has resulted in improved uptake of services and supports.

We thank everyone for their enormous contribution to the work of Carers SA - our members, volunteers, volunteer Board members and staff. Our thanks to both the Australian and State Government for the funding they provide to enable us to deliver much needed programs for Carers.



Jan Wallent, President



Rosemary Warmington AM, CEO

# A Farewell Message - President, Jan Wallent

## From CEO Rosemary Warmington AM

This year we give special acknowledgement to President Jan Wallent who completes her final term on the Board. Jan has given unstintingly to Carers SA over seven years since 2005 during which time she was President from 2007-2012 and Vice President from November 2006- 2007. I thank Jan for her generosity of spirit and the personal support she has given to me as CEO during that time. Jan will be missed on the Board, but will continue to contribute to Carers SA as a Carer Ambassador.

With our Best Wishes from the Board and everyone at Carers SA.



*Jan Wallent  
President*

## From President Jan Wallent

This year completes my final term as President and I cannot believe how fast the time has gone. I would like to take this opportunity to say farewell to you all. Carers SA has moved in a very positive way over the years and I believe we are on track to take the next step into the future. I would like to thank my fellow Board Members for their support over the years and the professional manner in which they have overseen the Governance of our Organisation. I also want to acknowledge Rosemary Warmington for her undying commitment to carers and to also congratulate her on being made a Member of the Order of Australia (AM) on Australia Day 2012.

It has been a pleasure to also work with the staff and volunteers who do excellent work on behalf of you the carers, which is after all, our driving force. Carers are now recognised at both State and Federal level and I am sure the recognition will become more apparent as time goes by, thanks to everyone's hard work.

It has been a privilege to know and work with and for you all. My sincerest thanks for allowing me to serve.

# Corporate Governance: Board of Directors



**Jan Wallent:** Trained Nurse; carer; President since November 2007; Vice President November 2006 to October 2007; Member Policy Subcommittee; Board member since 2005; Ex officio all Board committees; Representative Partners of Veterans since 2009.



**Phil Hefferan:** BA Social Work; carer; Member Policy Subcommittee; Board member of Carers Australia since November 2010 ( Carers SA's Nominee) Board member since November 2008.



**Barry Samuel:** Motor Mechanic; Tertiary Lecturer I & II; Certified Workplace Trainer and Assessor; carer; Vice President since November 2007; Board member since October 2006.



**Evelyn O'Loughlin:** CEO, Volunteering SA & NT; B. Educ.; Member of the Australian Institute of Company Directors; Board member (co-opted) since August 2009 to September 2011.



**Peter Roma:** FCA (Fellow of the Institute of Chartered Accountants in Australia); FTIA (Fellow of the Taxation Institute of Australia); Registered Company Auditor; Registered Tax Agent; Treasurer since November 2008; Chairperson Finance Committee; Board member (co-opted) since November 2008.



**Dr Amanda Allport-Haller:** Doctor of Philosophy, Diploma of Arts, (Women's Studies); Bachelor of Nursing; Advanced Clinical Nursing, Registered General Nurse, Board Member (casual vacancy) since February 2012.



**Michael Dwyer:** Lawyer; LLB; B.Ec.; Member Membership Committee; Member Constitutional Committee; Board member (co-opted) since December 2006.



**Rosemary Warmington AM:** Member in the General Division of the Order of Australia; FAICD (Fellow of Australian Institute of Company Directors), BA Social Work; Grad Dip Business Admin; Diploma in Governance for Company Directors; CEO, Carers SA; Ex officio member of Board and all committees of Carers SA; Public Officer ongoing; Service since 1994.



**Lyn Woodforde:** (Cert. III in Business Administration, Cert III in Business (Medical Administration) carer, Member of Policy Committee, Board Member (casual vacancy) since February 2011.

## 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 2009 Survey of Disability, Ageing and Carers indicated that in South Australia:

- There are 213,700 carers, 77% in Adelaide and 23% in rural SA.
- 29% (60,000) are primary carers, up from 18% in 2003, 71% are women.
- There are 25,000 young carers (under 25).
- 48% of primary carers provide at least 40 hours support per week.
- 44% of primary carers themselves have a disability.
- 37% of 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 \$3.2 billion (Access Economics).

## Carers SA at a Glance 2011/2012

13,201 members across all categories.

\$178,200 (est) of voluntary effort provided by up to 200 volunteers contributing well over 5,000 hours.

39,444 households were sent direct mail offering free information packages.

3,471 individual carers had direct contact with regional Carer Support programs.

20,320 products were distributed to carers, service providers, friends, relatives and students.

98,140 respite hours were provided through the Commonwealth Respite and Carelink Centre, South and East Country.

1,421 carers and service providers were provided with information by the Commonwealth Respite and Carelink Centre, South and East Country.

18 Carer Ambassadors across the range of ages and cultural and caring backgrounds.

339 carers received 1,090 counselling sessions.

415 participants attended 43 education and training workshops.

160 carers registered with the ARAFMI program.

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

1,234 information packs were sent to others connecting with young carers and their families.

136 Young Carer Kits were distributed.

300 carers attended the National Carers Day movie morning.



Carers SA's Carer Recognition Award: L-R Kate Preiss, Rosemary Warmington, Minister Jennifer Rankine, Anne Gawen, Fiona Telford-Sharp.



## Carer Representation, Research and Policy Development

Representing carers and the issues that affect them to governments and the wider community continued to be central to the work of Carers SA. Representation to government at state level is complemented at national level through Carers Australia.

Issues raised by carers via surveys, consultations and on an ad hoc basis continued to inform Carers SA's representations to government and service providers. Feedback was received during the year on a range of issues that affect carers such as adequate carer support, the quality and quantity of support services for care recipients, the provision of payments through Centrelink, increasing costs and greater recognition for carers.

The loss of a fulltime policy and project officer position during the year reduced our capacity in this area.

### Consultative Groups

Carers SA has established and maintained three key strategic consultative groups at a state-wide level to advise the association on Aboriginal, mental health and disability matters.

#### Mental Health Carers Task Group

The Carers SA's Mental Health Carers Task Group meets bi-monthly to advise the Association on the needs and interests of carers of people with a mental illness and is attended by

representatives from the Mental Health Unit. This group provides networks and links for the sharing of information and advocates for changes to the mental health system.

#### Aboriginal Partnership Group

The state-wide Aboriginal Partnership Group's role is to facilitate and formalise Carers SA's links and partnerships, and to identify key areas for service and information delivery to Aboriginal carers and increase collaboration.

This year the group developed its plan for action under Carers SA's Aboriginal Partnership Plan which was officially released in April 2011.

The Aboriginal Partnership Group meets bi-monthly. Membership of the group includes Aboriginal representatives from Aged Rights Advocacy Service, Aboriginal Health Council of SA, Council of Aboriginal Elders, Domiciliary Care, Northern Carers Network, Aboriginal Elders and Community Care Services, Disability Ageing and Carers, Alzheimers SA, and Carers SA.



## Disability Carers Task Group

Our Disability Carers Task Group advises the Association, as required, on the needs of carers of people with disability. 'Strong Voices', the Social Inclusion Board's report on a blueprint for Disability in this state, was released during the year. Carers SA made an extensive submission to the inquiry and the CEO was a member of the Social Inclusion Board's committee involved in the process of consultation that informed the report.

During the year, Carers SA represented the interests of families with children with a disability, who were abused whilst in the education system, to the Attorney General in support of the review of the Evidence Act to improve the way in which evidence is collected from people with a disability.

## Inquiries and Submissions

Carers SA made a submission on the State Budget 2012-2013, Review of the Carers Recognition Act 2005, and the Select Committee on Disability and Access to the Justice System including presenting at the hearing. There were good follow up meetings with Ministers, Shadow Ministers and heads of departments to our budget submission.

## External Committees

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:

- Home and Community Care Reforms Reference Group
- SA Carers Reference Group
- Carer Services Roundtable
- State Advisory Group - Review of the SA Carers Recognition Act 2005

- Peak Bodies Forum
- Carers SA continues to support the following national alliances and campaigns for improved funding and services:-
  - Every Australian Counts (NDIS) Campaign State Advisory Group
  - National Fight Dementia Campaign
  - Age Well Campaign

## Research

During the year, Professor Bettina Cass and her team from University of NSW Social Policy Research Centre for a Collaborative Research Agreement, presented their research findings on young carers: Social Policy Implications of the Care-Giving Responsibilities of Children and Young Adults' at a forum in South Australia organised by the Office for Carers. Carers SA was a partner in this research initiative and the CEO of Carers SA presented at the forum.



Carers Week promotion in Rundle Mall, (Carolyn Donaghey.)



## Raising Awareness and Building Knowledge

### Communication Strategies

Carers SA adopted a diverse communication strategy with both electronic and conventional elements, in recognition that for many carers, technology is not accessible or a preferred means of engaging with the association.

Carers SA continued to build its presence in electronic media and via social networking with the creation of a Facebook page, and by converting our Service Provider Network News to an e-bulletin format. In addition, our Annual Report was for the first time distributed via our website. These additions tied into our new website infrastructure which showed 10 times the traffic over the last 12 months compared to our former site.

An increased emphasis on connecting with culturally and linguistically diverse communities guided by Carers SA's Cultural Diversity Strategy resulted in an increase in contacts from carers to our services from these communities.

Carers SA's Aboriginal Partnership Plan, supported by the Aboriginal Partnership Group, has guided our promotional strategies to Aboriginal communities resulting in good uptake by Aboriginal carers.

Our quarterly magazine, SA Carer, provides our members with tips, information and up-to-date news and carer stories. Over the year 8,800 hard copies were distributed through direct mail to members, libraries, appropriate parliamentarians and government departments and at community education forums and other events.

At a regional level each Carer Support office distributed its own regular local newsletter promoting events and information sessions. Regional newsletters are now accessible through our website and also promoted through our Facebook page.

In addition an annual Registered Members Update was provided for our registered members.

### Carer Ambassadors

Staff, carers and Carer Ambassadors continued to play an important role through their links with the public, other carers and the community sector. During the year Carer Ambassadors continued to promote the work of carers and Carers SA activities. We thank the

Ambassadors for their continued willingness to share their carer stories.

### Continuing Ambassadors

Helen Rayner, Helen Thomas, Jann Longbottom, Rhonda Samuel, Vivianna Cagliuso, Natasha Unglaube and Lyn Woodforde.

### Rural Ambassadors

Diane Little, Dawn Beck.

### Continuing Mentors

Marjorie Smith OAM, Carol Gray AM, Len Hese

### New Ambassadors

Incoming Chairpersons of the Carer Advisory Groups became Ambassadors and this year





included: Claire Holman, Chris Hains, Lorene Zander, John Steggles, Maurice Wegener, Sue Thompson, Ann Moore, Nanette Jarrad, David Pollard, Bev Harris, Teresa Stillert and Victoria Soldanova.

### **Relinquishing Ambassadors**

We warmly thank Catherine Fawcett, Marlene Nicholas, Pat Sutton and Rosemary Woods for their dedication as Ambassadors and Mentors over the years.

Regional Carer Support Advisory Group Chairpersons and Deputy Chairpersons who completed terms included Leanne Christopher and Martin Sullivan.

### **National Carers Awareness Week 2011**

National Carers Awareness Week was held from the 16th – 22nd October 2011 with the theme “Anyone Anytime across Australia could be a Carer”. Dozens of local events took place across the state supported by Carers SA local staff, the local community and other organisations.

State events organised by Carers SA included:

- National Carers Day (Tuesday of Carers Week), celebrated with a movie morning at the Capri Cinema attended by over 300 carers from various support groups from across the state.
- Carers Health and Wellbeing Expo in Rundle Mall, supported by our staff, volunteers and Carer Ambassadors. Centrelink staff also attended the Expo to answer questions.

Carers SA thanks our supporters of Carers Week in South Australia:

- Centrelink for sponsoring the Carers Health and Wellbeing Expo.
- Bank SA and Staff Charitable Fund for supporting Carers Awareness Week.

## **Young Carers**

### **Young Carers FESTofALL**

- Carers Australia was a national supporter of National Young Carers Festival (funded by FaCHSIA) held on the 24th June 2012. Carers SA's young carer workers attended and supported this successful event with information and resources for young carers who attended.

### **Young Carers Retreat**

- Carers SA acknowledges the support of the Rotary Clubs of South Australia in providing financial support that made the Young Carer Retreat, on Hindmarsh Island, possible in 2011. We especially thank the Rotary Club of Unley for providing leadership in co-ordinating statewide support from multiple Rotary Clubs to allow regional young carers to attend.

## **Forums and Consultations**

Carers SA finalised its report, ‘Caring for Carers’ - ‘Have your Say’, funded by the State HACC program.

The ‘Have Your Say’ forums, were a series of consultations held across South Australia by Carers SA from 2009-June 2011 to obtain information on practical solutions to overcome service gaps for family carers, in particular carers of frail older people or of younger people with disabilities who are HACC priorities.

Over the life of the consultations 48 sessions were held in 27 locations with 441 carers and 271 service providers. The views collected were provided to participants. A comprehensive report was provided to Disability, Ageing and Carers, Department of Families and Communities in September 2011. Carers SA has requested that the report be released to the public.

## **Education and Training**

Carers SA's Carer-Ed program has established itself as a recognised provider of best practice education and training relating to family carers. Our experienced facilitators understand and respect carers' needs, creating a learning environment where carers feel valued and supported in their caring role. The aim is improved well-being in the lives of carers.

Over the past year 43 education and training workshops were run across South Australia for 415 participants that included family carers, carer mentors, service providers, health professionals and education professionals.

Carers SA Carer-Ed provides practical course materials that allow carers to build on their own knowledge and experience as carers. Throughout the courses carers are encouraged to share their experiences with each other and create social links, which reduces feelings of isolation and stigma.

Carers SA Carer-Ed has gained a reputation as an excellent provider of education and training for mental health carers and service providers, and as such is now widely sought after by other organisations to provide professional development for their staff. Recent collaborations include the South Australian Mental Health Unit, the Mental Health Coalition of South Australia, other Carer Support Organisations, Local Government, Vietnamese and Chinese community groups and TAFE SA.

Feedback from service providers who have attended Carer-Ed courses is consistently positive and enthusiastic about the practical hands-on style of our training, and the insight they have gained into how to work in partnership with carers and consumers.



## Services that Support Carers

### 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. It provides a specialised advisory service to carers that provides immediate emotional support, information and short term counselling and its national 1800 242 636 number is a key entry point for carers into Carers SA services.

#### Services Provided

During 2011/2012 the service assisted 2,110 carers, and 766 service providers, as well as 368 members of the general public.

20,320 printed resources were distributed to callers including those in community languages and Aboriginal specific resources.

There was a 13% increase in contacts by service providers which is attributed to our strengthened awareness raising strategy that includes promotion, education and information. These promotional activities are driven by Carers SA staff planning and responding to requests received from carer groups, service providers and health professionals.

Community expos included: Carers Week, Disability & Ageing, Adelaide Hills Healthy Ageing Expo, Day of Disability, Royal Adelaide Hospital and Burnside Council for seniors and Serbian community expos. Presentations included, amongst others, the Muslim Women's

Association and Chinese Welfare, and the Greek Welfare Centre. Interpreters were used as required.

Our focus on culturally diverse groups guided by Carers SA's formalised Cultural Diversity Strategy, saw us involved in multicultural carers week celebrations, multicultural mental health consultation groups and contributing to the development and launch of a training guide for CALD carers.

During the year we strengthened our use of guided referrals to other services to ensure ongoing, streamlined and supported assistance to carers.

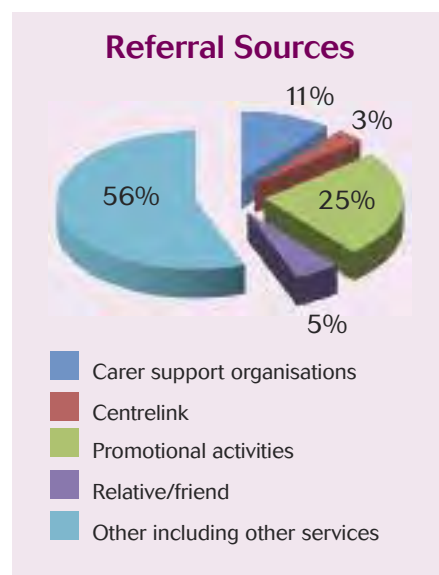
Referrals were from: Carer Support organisations (348 contacts); Centrelink (109 contacts), promotional activities (815 contacts), relative/friend (174 contacts), other including other services etc (1,823 contacts).

Trained volunteers continued to play a valuable role in our quality improvement by providing feedback calls to carers who had accessed the service.

#### Counselling

The Carer Counselling Service provides a telephone, one-on-one and face-to-face counselling, as well as family and group counselling sessions across the state through 30 accredited counsellors that are contracted by Carers SA.

Demand from families for counselling continued to be strong



#### Referrals for Counselling

Carers Referred	Carers Received Counselling	No. of Sessions
363	339	1090

#### Type of Service Received

Individual Sessions	Family Sessions	Group Counselling Sessions
959	74	57

during the past year and their feedback supported our experience that counselling is a valuable and much needed service for carers.

The National Carer Counselling Program ran a four week program called "The Meaning of Caring" in conjunction with our Carers SA Western Carers support service. This program allowed carers to explore their caring role in more depth with other carers. It focused on mindfulness, values based action, acceptance and finding richness and meaning in the caring journey.

### Better Start for Children with Disability

On 28 July 2010, the Australian Government announced new funding of \$122 million for the Better Start Initiative, implemented by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). The Better Start Initiative officially commenced on 1 July 2011 and aims to support children up to 15 years of age with specific disabilities, that includes: Eligible children must be registered before their sixth birthday and have until the child turns seven to use the Better Start funding available to them. Children can be registered to access early intervention funding of up to \$12,000.

Carers Australia was successful in its national tender for the registration and information part of the initiative that is now delivered via Carers Associations in each state.

Carers SA provides a comprehensive service in its role as the registration and information service for the initiative in South Australia by:

- Providing families/carers with information on approved providers available to them through Better Start.
- Informing families of the Medicare items available to them and their child, and the process involved in accessing these services.

- Allowing families to develop a relationship with one of the Better Start team members.

Families that register for Better Start with Carers SA are provided with the opportunity to attend a face-to-face meeting with a Registration and Information (RIS) Advisor in a location that suits them, albeit at either Carers SA's state office or in a regional location. This allows for an equitable access to the registration process so as not to disadvantage families living in outer regions of the State.

As at 30 June 2012, Carers SA had three full time Advisors, and had registered 391 families for Better Start, with over 95% of these families attending face-to-face meetings with a RIS Advisor.

#### Highlights:

The development and start up of this initiative, which has provided so much hope to families who previously did not have access to this kind of support, has been the obvious highlight of the year.

Key to its success has been promotion. Twelve (12) presentations and displays have occurred during the year that included: Disability Expo in Mt Gambier & Adelaide Down Syndrome Society of SA, Novita Children's Services, Can Do 4 Kids, Disability SA, FaHCSIA's registered panel providers, Children's Services Expo in Port Augusta, Carer Groups in Whyalla & Port Augusta, Carers Week Expo in the Mall, SA School for Vision Impaired and the Southern Fleurieu Health Service.

In addition:

- A Better Start Initiative (BSI) Provider Forum was held in August 2011 to provide crucial information to panel providers registered to deliver the services to families and to have questions answered by FaHCSIA who also attended.
- Staff attended a two-day BSI Conference in Sydney in May 2012 to receive updates and share engagement strategies.

*"Being with other people sharing similar issues and needs was surprising and very helpful. It was inspiring, affirming and enjoyable."*

Carer.



Staff promoted the Better Start for Children with Disability Initiative. (L-R: Deborah King, Annie John.)

## Commonwealth Respite and Carelink Centre - South & East Country

Commonwealth Respite and Carelink Centre (CRCC), funded by the Commonwealth Departments of Health and Ageing (DoHA) and Department of Families, Housing, Community Services & Indigenous Affairs (FaHCSIA), provide 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 Mt. Gambier office services the South East.

From 1 July 2011, CRCC began receiving calls to the new 1800 200 422 'My Aged Care' number and other related freecall help desk information number, as part of the Commonwealth's shaping of aged care reforms.

Services provided include:

- Information about community supports and referrals where appropriate for carers, professionals and others in the community.
- Assessment of need, care planning and referrals to services for carers.
- Assisting carers to access respite, e.g. residential, including provision of short term respite, emergency respite and access to respite packages utilising brokered services through approved providers.
- After Hours Emergency Response Service for emergency respite.
- During the year, 98,140 hours of respite services were delivered. Those receiving information included 826 carers and 595 Service Providers.

### Quality

The CRCC achieved a Level 1 (highest) rating when reviewed in July against the new Community Care Common Standards.

### Aboriginal Carers

Our service is a signatory to the Murray and Mallee Culturally Inclusive Service Delivery Framework which recognises commitment of local services to work in culturally sensitive ways with the Aboriginal community and uses an agreed assessment tool for identifying the support needs of Aboriginal carers. CRCC staff are trained to provide effective assessment and intervention with Aboriginal people and to form culturally accountable relationships. Services to Aboriginal carers are strengthened through our regular attendance at Aboriginal forums and events in the region.

### CALD Carers

Our service provided by CRCC is currently working with the Bhutanese, Afghani, Netherlands, Karen, Congolese and Italian communities as part of our continued commitment to Carers SA's Cultural Diversity Strategy.

### Service Development

CRCC continues to be a focal point in the community.

- Partnerships included Headspace Partners (Murray Bridge),

Community Packages Common Waiting List (Murray and Mallee) and Our Wellbeing Place (Murray Bridge) as well as involvement in reference groups e.g. Murray & Mallee Dementia Link Worker and In the Flow Community Arts Project.

- CRCC was successful in securing five Consumer Directed Respite Care packages funded under the DoHA NRCP program. Carers used their packages in a variety of ways e.g. ongoing gardening and home maintenance services, in-home respite and outings for the carer and care recipient and appreciated knowing the dollar value and having more control over how the funds were allocated.
- Successful delivery of the Creative Ways to Care training to carers of persons with dementia with Carers SA Education and Training Team.
- Development of a new young carers group in the Southern Fleurieu, in conjunction with Mission Australia and Disability Services SA.



Carer Retreat, Carers Week, 2011.

## Regional Carer Support Services

The Carers SA regional Carer Support Services continued to grow and now supports more than 3,470 carers around five regions of South Australia, including Western Metropolitan, South East, River Murray and Mallee, Northern Country and Eyre Peninsula. The Programs are funded by Home and Community Care (HACC) and the Australian Government (FAHCSIA) and are delivered seamlessly to carers in the regions by skilled Carers SA staff.

The carer support programs are carer-driven with each program gaining feedback and information from its local Carer Advisory Group. (CAG). The CAG is made up of local carers from around the region, the Regional Coordinator and the Community Services Manager.

The following services are provided under 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
- Carer Retreats

In line with the Carers SA Cultural Diversity Plan, and the Carers SA Aboriginal Partnership Plan, the Carer Support Services have developed annual local action plans with key strategies to connect CALD and Aboriginal family carers with their local carer support program. As a result of this focus, the numbers of CALD and Aboriginal carers that have connected to our programs, have significantly increased over the past year.

This year the retreats program was expanded to include the opportunity for carers to attend flexible retreats. Flexible retreats can be taken at a

time and in a location that suits the carer - 121 flexible retreats were provided in the past 12 months. In addition, carers accessed traditional group retreats that provide for a group of carers to take a break and attend a retreat at a pre-programmed time and place.

### Carer-Ed

Carers attended education and training workshops provided by Carers SA's Carer-Ed program that are designed to assist and empower carers to cope with their caring role and to develop practical skills and strategies for everyday living with someone with a mental illness. Qualified and experienced facilitators create a learning environment where carers feel valued and supported in their caring role.

### Carer Mentors

The Carer Mentor Program operates within each local Carers SA Carer Support Program. Mentors may be past, current or relinquishing carers who volunteer their time to provide support to current carers, through a shared understanding of the caring experience. Carer mentor roles vary across regions. Each program is tailored to suit the skills of the mentors and the needs of carers within the region. Mentors identify

the needs of a carer and link them to the local carer support team for ongoing support and referrals that will assist them in their caring role.

## Regional Carer Support Areas and Advisory Structures

### Carers SA - Western Carers

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

Carers on the Carer Advisory Group 2012 included: Chairperson: Teresa Stillert, Deputy Chairperson: Victoria Soldanova, Belita Luongo, Elide Guida, Angie Racman, Greg Tapp, Wanda Sibley, Michael Kalina, Vicki Knevitt, Rina Annese, Don Germein and Lee Rozleja.

### Carers SA - Northern Country Carers

Carers SA Northern Country Carers 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



*Blokes can be Carers too.*

Progress Association, Yunta Progress Association, and Unincorporated Areas of Northern South Australia.

Carers on the Carer Advisory Group 2012 included: Chairperson Lorene Zander, Deputy Chairperson John Steggles, Naomi Beard, Judith Prodromou, Mary Fear, David Warman, Rosa Guccio (CALD Rep), Veronica Milera (Aboriginal Rep), Joanne Lebon and Carlene Ovesen.

### Aboriginal Carers Project (Carers SA - Northern Country Carers)

The Aboriginal Reference Group 2012 for this project meets quarterly and includes: Chairperson Dianne Welgraven (Carers SA Aboriginal Carer Support Worker), Amy Reid (Carer Rep), Mary Duxson (Carer Rep), Pamela John (Carer Rep), Margaret Naylor (Carer Rep), Glenys Fielding (Carer Rep), Kathleen Martin

(Carer Rep), Jennifer Naylor (Carer Rep), Noeleen Ryan-Lester (Family Relationship Centre), Carolynha Boyede (Do it for Life Program), Lynne Milera (Pika Wiya Health Services), Angela Russell (Aboriginal Family Wellbeing Program), Christine Bond (Uniting Communities Adelaide), Merilyn Little (Carers SA Northern Country Carers Coordinator) and Anne Gawen (Carers SA, Community Services Manager).

### Carers SA - South East Carers

Carers SA South East Carers 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 Mount Gambier, Millicent, Bordertown, Kingston, and bi-monthly in Keith, Robe, Penola and Naracoorte.

Carers on the Carer Advisory Group 2012 included: David Pollard, Sue Dow, Werner Gensicke, Nanette Jarrad, Bev Harris, Margaret Burgess, Ann Moore, Chris Lamont, Maureen Wagenknecht, Helen Toop, Michelle Wood, Shaman Eilee and Neil Harvey (resigned May 2012). The Chair position was rotated throughout the year.

### Carers SA - Eyre Carers

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

Carers on the Carer Advisory Group 2012 included: Chairperson Claire Holman, Deputy Chairperson Chris Hains, Avril Barnett, Raelene Heath, Fay McPhee, Terry Curnow, Sue Sinclair, Rosslyn Daff, David Hill, Sharon Arnold, Sandra Dudley and Kathy Dry.

### Carers SA - River Murray and Mallee Carers

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

Carers on the Carer Advisory Group 2012 included: Chairperson Maurice Wegener, Deputy Chairperson Sue Thompson, Ralph Tuxford, Maureen Matthew, Kath Bently, Lorraine Forster, Harriet Lacey, Faye Webb, Jeanette Eckert, Geoff Errington and Judy Schenschler.

### Supporting Young Carers

Young carers are supported across a range of Carers SA's services.

At a state-wide level we deliver the FaHCSIA nationally funded Supporting Young Carers Program, through the national network of Carers Associations. This program employs a part time worker to provide information, referral and emotional support to young carers and their families, and to raise awareness of young carers in schools and the wider community. Carers SA works in collaboration with local Carer Support Services

### Number of Carers involved in regional Carer Support Programs 2011/2012

Program Area	Carers
Western Carers	1,194
Eyre Carers	347
Northern Country Carers	494
South East Carers	923
River Murray and Mallee Carers	513
<b>Total</b>	<b>3,471</b>

### Number of Carers by Program as of 30 June 2012

Program Area	HACC			FaHCSIA			
	All Carers	Aboriginal Carers	CALD Carers	All Carers	Aboriginal Carers	CALD Carers	Young Carers
Western Carers	885	23	229	309	7	56	100
Eyre Carers	230	11	4	117	4	1	44
Northern Country Carers	364	98	18	130	19	7	42
South East Carers	559	6	30	364	15	4	109
River Murray and Mallee Carers	335	8	19	178	12	4	84

and Commonwealth Respite and Carelink Centres to reach schools and service providers across the state.

Through this state-wide program, 136 Young Carer Kits were sent to young carers across South Australia this financial year and 1,234 others received information packs that provided information, support and advice to young carers, their families, and other service providers and the general public.

Our regional young carer support programs provides support to over 370 young people up to the age of 25 years across five regions of Western Metropolitan, Eyre Peninsula, River Murray and Mallee, Northern Country and South East.

Over the past 12 months our regional work was complemented by the provision of additional one-off funds by the Department of Education and Child Development (DECD) to Carers SA for the provision of a recreational activities based program, aimed at improving young carer's health and wellbeing.

### **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 based at Carers SA state office. ARAFMI hosts a monthly Carer Support Group and is linked to more than 153 carers, providing them with regular updates and information via mail outs. Activities this year included lawn bowling, movies, a tour of Diamond House; and guest speakers about mindfulness as a carer, respite services and chronic pain management. Carers enjoyed a two-day retreat to Warrawong Sanctuary where they stayed in bush cabins.



*Multicultural Carers Celebration at Charles Sturt Council, Carers Week 2011.*



*L-R: Jan Wallent (President), Rosemary Warmington AM (CEO Carers SA), and Hon Carmel Zollo MLC, at a function to celebrate Rosemary's appointment on Australia Day 2012, as a Member in the General Division of the Order of Australia (AM.)*



*Carers SA's Margaret Tobin Award for Excellence in Mental Health (L-R: Minister John Hill, Anne Gawen, Manager Community Services, Rosemary Warmington AM, CEO Carers SA and David Swan CEO SA Health.)*



## Strengthening our Organisation

### 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 of 30 June 2011 we had 13,201 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.

Up to 200 Carers SA members are contributing an estimated 6,000 plus hours of their time voluntarily to Carers SA throughout the state. This effort is worth an estimated \$173,000 pa (based on Pro Bono Australia calculations).

### 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.

Each year the Board self appraises its performance against our Strategic Plan. This year a decision was made to extend the term of the Strategic Plan (2009-2011) to December 2012 to align with Carers Australia's strategic planning phase.

Carers SA thanks Sparke Helmore Lawyers for their pro bono legal advice throughout the year.

### Finance Committee

During 2011/2012 the Finance Subcommittee, which reports back to the Board, met on a monthly basis. Members included Board Members Peter Roma, Treasurer; Jan Wallent, President; Sue De Silva, Manager Corporate Services and Rosemary Warmington AM, CEO.

### Carers SA's Board Meetings 2011 / 2012 Attendance by Board of Directors

In 2011 / 2012 there were seven meetings of the Board of Directors of Carers SA.

The Annual General Meeting was held on 11th October, 2011.

Member	Board Attendance for 2011 / 2012							
	2011				2012			
	Aug	Sep	AGM	Nov	Feb	Feb*	Apr	Jun
Dr Amanda Allport-Haller	Newly appointed				✓		✓	✓
Barry Samuel	✓	✓	✓	✓	✓	✓	✓	✓
Evelyn O'Loughlin	✓	✓	Term completed					
Jan Wallent	✓	✓	✓	✓	✓	✓	✓	✓
Lyn Woodforde	✓	✓	✓	✓	✓	✓	✓	✓
Michael Dwyer	✓	✓		✓	✓	✓	✓	✓
Peter Roma	✓	✓	✓	✓	✓	✓	✓	✓
Phil Hefferan	✓	✓	✓	✓	✓	✓	✓	✓

\* Feb 24 - Extraordinary Board meeting    ✓ Attended the Board meeting



# Staffing operations

The recruitment, retention, training and development of staff are critical to our success. 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; monthly managers' meetings and a review of our processes for staff recruitment and appraisal.

Managers play a crucial role and together provide a strong management team to ensure program outcomes. During the year managers and program managers participated in our management leadership program.

The overall administration and infrastructure framework that includes human resources, financial management, buildings, leasing, equipment and maintenance for the whole of the organisation is managed by our dedicated Corporate Services Team. Staff in regional locations provided much needed administrative support in the delivery of direct services.

Staff were involved in 2,461 hours of training and development at an estimated cost of \$36,585.

## Standards and Continuous Quality Improvement

Carers SA continued its commitment to continuous quality improvement and continued to deliver services of a high standard against the National Service Standards.

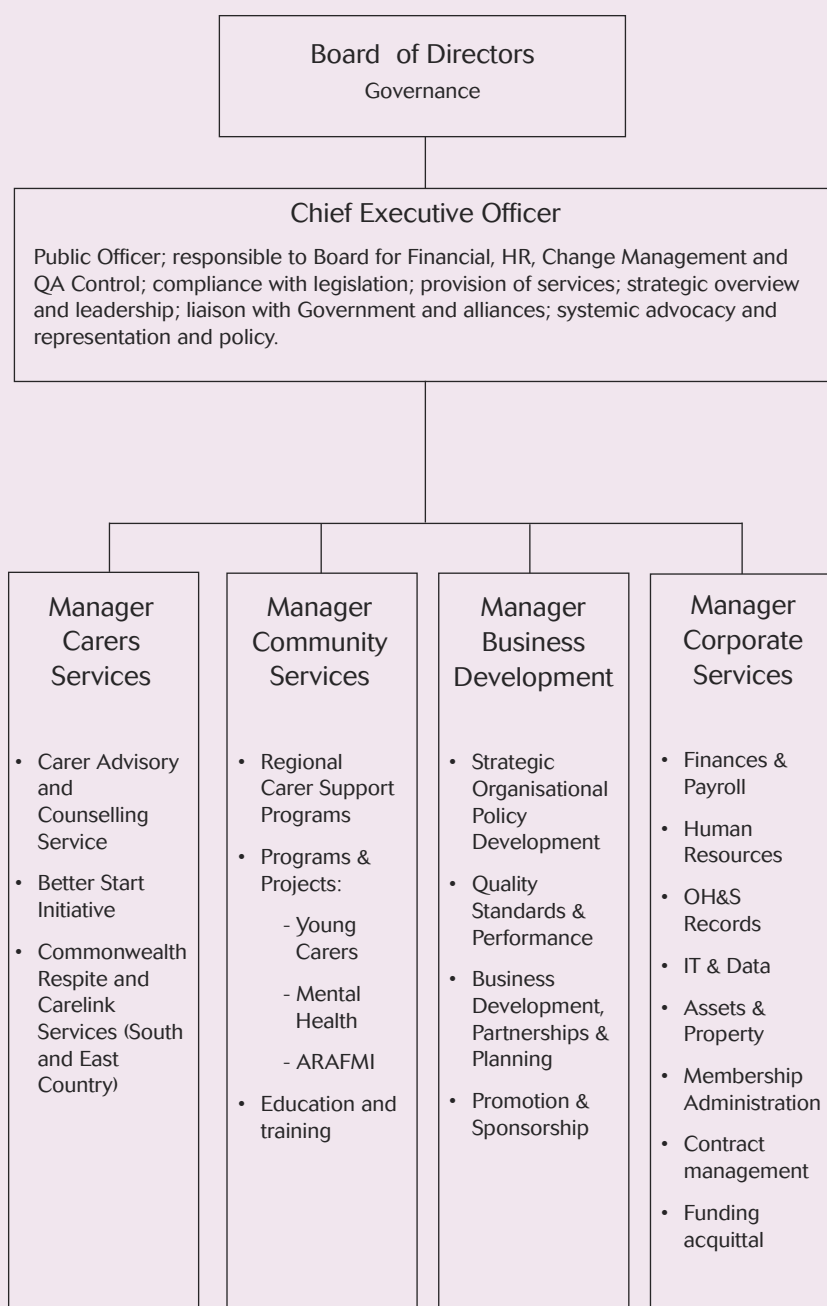
## Occupational Health and Safety

Our Occupational Health and Safety Committee is registered with WorkSafe SA and meets regularly. Its members included: Rosemary Warmington AM CEO (Responsible Officer), Simon Charlton (Manager Business Development), Sue De Silva (Manager Corporate Services), Anna Schmidt and Ros Baile (elected representatives) who represented Carers SA country staff.

*'The recruitment, retention, training and development of staff are critical to our success.'*

Rosemary Warmington AM, CEO Carers SA.

## Operational Structure



# Staff (from July 2011 - June 2012)

## STATE OFFICE

### Chief Executive Officer

Rosemary Warmington AM

Tania Starr, Executive Assistant (from January 2012)

### Business Development

Simon Charlton, Manager Business Development (Part-time)

### Policy

Ann Hine, Policy and Project Officer (Casual from May 2012)

Carolyn Donaghey, Project and Policy Worker (Part-time) (to December 2011)

Elizabeth Trickett, Policy and Project Officer (Part-time from December 2011)

Phil Saunders, Policy Project Officer (to August 2011)

### Corporate Services

Sue De Silva, Manager Corporate Services

Anita Britvec, Admin Support Officer – Corporate Services (to January 2012)

Kerryn Johnson, Senior Corporate Services Officer

Michelle Meaney, Corporate Services, Admin Support Officer, Reception (Part-time)

### Carer Advisory and Counselling Service

Anne Andrews, Carer Advisory and Counselling Service, Carer Advisor (Casual)

Anne Barbara, Community Services, Projects Assistant ARAFMI (Casual) (to October 2011)

Ben Waye, Carer Advisory and Counselling Service, Counsellor (Part-time)

Filomena Occhiodoro, Carer Advisory and Counselling Service, Promotions and Information Officer (Part-time)

Margaret Cunningham, Carer Advisory and Counselling Service, Administration Support Officer

Sharne West, Carer Advisory and Counselling Service, Carer Advisor and Counsellor (Part time)

### Better Start Initiative

Annie John, Registration & Information Service Advisor (from March 2012)

Christine Bulman, Registration & Information Service Advisor

Deborah King, Registration & Information Services Advisor – Better Start

Simon Pavelic, Better Start Initiative, Acting Program Manager (from Dec 2011) (to June 2012),

### Community Services

Anna-Kate Schmidt, Education and Training, Program Manager Community Services (Education & Training)

Anne Andrews, Carer Advisory and Counselling Service, Carer Advisor (Casual)

Anne Barbara, Community Services, Projects Assistant ARAFMI (Casual) (to October 2011)

Anne Gawen, Manager Community Services (Part-time)

Anne Stratton, Community Services, Project Worker

Emma Johnson, Community Services, Young Carer Project Worker (Part-time) (to May 2012)

Fiona Telford-Sharp, Education and Training, Mental Health Education & Training Project Worker (Part-time)

Kate Preiss, Community Services, Program Manager, Projects

## COMMONWEALTH RESPITE AND CARELINK CENTRE

### Murray Bridge

Anthony Moyse, Information Officer (from July 2012)

Beth Mann, Reception/Administration Support Officer (Part-time)

Greg Michelmore, Assessment & Liaison Worker (Part-time)

Helen Hoekman, Manager (to March 2012)

Jennie Commene, Program Manager

John Moran, Assessment & Liaison Worker (Part time)

Julie Pfeiffer, Information Officer (Part-time) (to June 2012)

Karen Smith, Team Leader Information Services

Karyn Baker, Information Officer (Casual) (to September 2011)

Meredith Baker, Assessment & Liaison Worker

Nicole Dycer, Assessment and Liaison Worker (Part-time)

Roslyn Baile, Administration Support Officer

Sharon Tentye, Acting Manager Carer Services (from Nov 2010) (to June 2012)

Terry Mangelsdorf, Team Leader Respite Services

### Mount Gambier

Dayna Foran, Assessment and Liaison Worker (Part-time) (from June 2012)

Bernadette English, Assessment and Liaison Worker (Part-time) (from January) (to February 2012)

Janie Brown, Senior Admin Support Officer, Reception

Maria Shipton, Assessment and Liaison Worker (to March 2012)

Michelle Lennon, Assessment and Liaison Worker (Part-time) (from June 2012)

## REGIONAL CARER SUPPORT

### Eyre Carers – Port Lincoln

Caryll Cabot, Carer Support Worker (Casual from March 2012)

Glenys Nowak, Mental Health Worker (Carers) and Young Carer Worker (Mental Health)

Joanne Caruana, Co-ordinator

Leonie Green, Admin Support Officer (Casual to August 2011)

Leonie Green, Carer Support Worker (Part-time from September 2011)

### Northern Country Carers – Port Augusta

Dianne Welgraven, Aboriginal Carer Support Worker, Port Augusta (Part-time)

Leanne Knight, Carer Support Worker, Port Augusta (Part-time)

Merilyn Little, Co-ordinator (Casual) (from October 2011) (Full time from July 2012)

Peter McCready, Co-ordinator (Part-time) (to September 2011)

Sylvia Holland, Mental Health Worker (Carers) & Young Carer Worker (Mental Health) (Part-time) (to February 2012)

### Northern Country Carers – Port Pirie

Margaret Fergusson, Carer Support Worker, Port Pirie (Part-time)

Barbara Drechsler, Carer Support Worker, Whyalla (Part-time)

### River Murray & Mallee Carers - Loxton

Anne Smith, Carer Support Worker, Loxton (Part-time)

Debra Spilsbury, Mental Health Worker (Carers) (Part-time)

Jennifer Colebeck, Young Carer Worker (Mental Health) (Part-time)

Jennifer Webster, Carer Support Worker (based at Murray Bridge) (Part-time)

Lianne Brewin, Co-ordinator (Part-time), Mental Health Worker (Carers) (Part-time)

### South East Carers – Mount Gambier

Anne T Smith, Carer Support Worker (Part-time)

Charmaine Slaven, Carer Support Worker, Mt Gambier (Casual)

Colleen Moore, Co-ordinator, Mt Gambier (Part-time)

Michael Davy, Mental Health Worker (Carers) and Young Carer Worker (Mental Health) (Part-time)

Sandra Muirhead, Carer Support Worker (Part-time)

### Western Carers – Royal Park

Emma Johnson, Young Carer Worker (Mental Health) (Part-time)

Katrina Beere, Co-ordinator/MH Worker (Carers)

Kayeleen Monger, Carer Support Worker (Part-time)

Marta Hughes, Mental Health Worker (Carers) (Part-time)

Maurice Chiappe, Admin Support Officer (Part-time)



Young Carers retreat

# Members at 30th June 2012

## Carer Group/Organisation

Able Women of Leisure (AWOL)  
Adelaide Hills Dementia Carer Support Group  
Aged Rights Advocacy Service  
ANFE Italian Carer Support Group  
Angelman Syndrome Association of SA Inc  
Beaufort Carers  
Carers Link Yorke Peninsula  
Co-ordinating Italian Committee  
Country North Community Services Inc  
Eyre Carers  
Frazzelled Parents  
Goodwood Community Services Inc  
Hungarian Caritas Carer Support Group  
Jewish Community Services Inc  
Mallee Mental Health Community Liaison Program Inc  
Mental Illness Fellowship of SA  
Mood Disorders Carer Support Group

Murray Mallee Consumer Advisory Group Inc  
Parents Under Pressure  
Partners of Veterans Association of Australia - SA  
Renmark Carer Support Group  
River Murray and Mallee Carers  
Riverland Community Services  
South East Carers  
Special Education All Schools Support Group (SEAS)  
Special Needs for Yorke Peninsula  
The Palms Support Group  
Western Carers

## Colleague Organisations

Alwyndor Aged Care  
Camden Community Centre  
Centacare Catholic Family Services  
City of Onkaparinga  
City of Unley  
Country Home Advocacy Project Inc (CHAP)  
Eastern Eyre Health & Aged Care Inc

Family Advocacy Inc  
Far West Commonwealth Respite & Carelink Centre  
Flora McDonald Lodge  
Guide Dogs SA - NT  
Health Consumers Alliance of SA  
Home Instead Senior Care  
Legacy Club of Adelaide Inc  
Multicultural Aged Care Inc  
Muscular Dystrophy Association  
Payneham Community Centre  
Resthaven Inc  
Spina Bifida & Hydrocephalus Association of SA  
St Patrick's Special School  
St. Ann's Special School  
Stroke SA Inc  
Take Five  
The Salvation Army - Healthlink  
Vietnam Veterans Federation SA Branch Inc.



*Legal Issues for Carers Workshop.*

# Office locations at 30 June 2012

## State Office

Postal Address:  
PO Box 410  
Unley 5061  
66 Greenhill Road  
Wayville SA 5034  
Ph: 8291 5600  
Fax: 8271 6388  
Freecall: 1800 815 549  
www.carers-sa.asn.au

Also at the State Office

## Carer Advisory and Counselling Service

Statewide Information Line  
Freecall: 1800 242 636

## Regional Locations

### Carer Support

#### Western Carers

Postal Address:  
PO Box 66  
Royal Park 5014  
Office Address:  
66 Tapleys Hill Road  
Royal Park SA 5014  
Ph: 8240 2900  
Fax: 8240 2999  
westerncarers@carers-sa.asn.au

#### Eyre Carers

Postal Address:  
PO Box 2479  
Port Lincoln 5606  
Office Address:  
Shop 6, 2-4 King Street  
Port Lincoln 5606  
Ph: 8683 4477  
Fax: 8683 4470  
Freecall: 1800 350 004  
eyrecarers@carers-sa.asn.au

## Northern Country Carers Port Augusta

Postal Address:  
PO Box 97  
Port Augusta 5700  
Office Address:  
11 Loudon Road  
Port Augusta West 5700  
Ph: 8641 1844  
Fax: 8641 1944  
Freecall: 1800 067 933  
ncc@carers-sa.asn.au

## Port Pirie

Postal Address:  
PO Box 615  
Port Pirie 5540  
Office Address:  
Centacare Building  
85 Gertrude Street  
Port Pirie 5540  
Ph: 8633 3223  
Fax: 8633 3823  
nccptpir@adam.com.au

## Whyalla

Postal Address:  
PO Box 2381  
Whyalla Norrie 5608  
Office Address:  
Whyalla Neighbourhood Support  
Centre  
7 Head Street  
Whyalla Stuart 5608  
Ph: 8649 2444  
Fax: 8649 2488  
nccwhyal@sa86net.com

## South East Carers

Postal Address:  
PO Box 1417  
Mount Gambier 5290  
Office Address:  
61A Commercial Street East  
Mount Gambier 5290  
Ph: 8724 7188  
Fax: 8724 7199  
Freecall: 1800 654 429  
secarers@carers-sa.asn.au

## River Murray and Mallee Carers Loxton

Postal Address:  
PO Box 816  
Loxton 5333  
Office Address:  
Shop 4 Edward Street  
Loxton 5333  
Ph: 8584 6855  
Fax: 8584 7593  
Freecall: 1800 806 580  
rivmmc@carers-sa.asn.au

## Murray Bridge

Postal Address:  
PO Box 402  
Murray Bridge 5253  
Office Address:  
95 Swanport Road  
Murray Bridge 5253  
Ph: 8539 1319  
Fax: 8531 1652  
mary.mclean@carers-sa.asn.au

## Commonwealth Respite and Carelink Centre

### Murray Bridge

Postal Address:  
PO Box 402  
Murray Bridge 5253  
Office Address:  
95 Swanport Road  
Murray Bridge 5253  
Ph: 8539 1300  
Fax: 8531 2444  
Freecall: 1800 052 222  
respit@carers-sa.asn.au

### Mount Gambier

Postal Address:  
PO Box 145  
Mount Gambier 5290  
Office Address:  
20 Percy Street  
Mount Gambier 5290  
Ph: 8724 8700  
Fax: 8724 8744  
Freecall: 1800 052 222  
respitemill@carers-sa.asn.au



**Carers Association of SA Incorporated  
Concise Financial Report For The  
Year Ended 30 June 2012**

# Carers Association of SA Incorporated

## Discussion and Analysis of the Financial Statements

### For The Year Ended 30 June 2012

#### Overall Financial Result

Carers SA's overall financial result for the year ended 30th June 2012 was a surplus of \$111,994.

#### 2011/2012 Income

Carers SA's total income for 2011/2012 was \$5,309,656 an increase of \$536,528 (11.2%) over the previous financial year.

The major source of income was from the Australian and South Australian Governments which for the 12 months ended 30th June 2012 amounted to \$5,013,933 an increase of \$413,474 on the previous year.

In this financial year funding from the Australian and South Australian Government represents 94.4% of our total revenue.

The Carers Association of SA Inc received funding from :

#### Australian Government

Department of Health and Ageing

Department of Families, Housing, Community Services and Indigenous Affairs

#### South Australian Government

Department for Families and Communities

Home and Community Care Program

SA Health

Other various one off funding

#### Investments

Carers SA's investment portfolio continued to provide an income source and Carers SA received \$130,772 in interest from financial assets, an increase of \$4,375 from the previous financial year. This interest is used in the delivery of our services.

#### 2011/12 Expenditure

Carers SA's total expenditure for 2011/2012 was \$5,197,662, an increase of \$454,600. or (9.6%) over the previous financial year. Total expenditure on Goods and Services which relates to Brokerage and Carer Services increased by \$111,711 or (11.6%)

Employee salaries and oncosts increased by \$185,015 or (7.2%)

The above expenditure items are our largest expenditure items.

# Carers Association of SA Incorporated

## Statement of Comprehensive Income

### For The Year Ended 30 June 2012

	<b>2012</b>	<b>2011</b>
	\$	\$
<b>Revenues from ordinary activities</b>	5,309,656	4,773,128
<b>Expenses from ordinary activities</b>		
Employee benefits expense	2,784,039	2,599,024
Seminars expense	3,232	10,576
Goods and services expense	1,072,872	961,161
Occupancy expense	526,706	517,429
Motor vehicle and travel expense	211,574	203,913
Printing, stationery and postage	191,337	168,684
Depreciation and amortisation expense	52,695	55,080
Professional fees	25,932	25,795
Repairs and Maintenance	16,975	14,837
Insurance	31,725	28,682
Other expenses	280,575	157,881
<b>Total Expenditure</b>	<b>5,197,662</b>	<b>4,743,062</b>
<b>Profit/(loss) attributable to members of the entity</b>	<b>111,994</b>	<b>30,066</b>



# Carers Association of SA Incorporated

## Statement of Financial Position

As At 30 June 2012

	2012	2011
	\$	\$
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	579,127	404,703
Receivables	132	55,596
Other Assets	41,900	-
Financial Assets	1,237,599	-
<b>TOTAL CURRENT ASSETS</b>	<u>1,858,758</u>	<u>460,299</u>
<b>NON CURRENT ASSETS</b>		
Property Plant and Equipment	161,626	107,575
Financial Assets	172,309	1,535,794
<b>TOTAL NON CURRENT ASSETS</b>	<u>333,935</u>	<u>1,643,369</u>
<b>TOTAL ASSETS</b>	<u>2,192,693</u>	<u>2,103,668</u>
<b>CURRENT LIABILITIES</b>		
Trade and other payables	541,052	606,069
Provisions	509,234	489,855
<b>TOTAL CURRENT LIABILITIES</b>	<u>1,050,286</u>	<u>1,095,924</u>
<b>NON CURRENT LIABILITIES</b>		
Provisions	167,333	144,664
<b>TOTAL NON CURRENT LIABILITIES</b>	<u>167,333</u>	<u>144,664</u>
<b>TOTAL LIABILITIES</b>	<u>1,217,619</u>	<u>1,240,588</u>
<b>NET ASSETS</b>	<u>975,074</u>	<u>863,080</u>
<b>EQUITY</b>		
Retained Earnings	975,074	863,080
<b>TOTAL EQUITY</b>	<u>975,074</u>	<u>863,080</u>

# Carers Association of SA Incorporated

## Statement of Changes in Equity

### For The Year Ended 30 June 2012

	Reserves \$	Retained Earnings \$	Total Equity \$
Balance at 1 July 2010	-	833,014	833,014
Profit/(Loss) attributable to equity	-	30,066	30,066
<b>Balance at 30 June 2011</b>	<b>-</b>	<b>863,080</b>	<b>863,080</b>
Profit/(Loss) attributable to equity	-	111,994	111,994
<b>Balance at 30 June 2012</b>	<b>-</b>	<b>975,074</b>	<b>975,074</b>

The accompanying notes form part of these financial statements

## Statement Of Cash Flows For The Year Ended 30 June 2012

	2012 Inflows (Outflows) \$	2011 Inflows (Outflows) \$
<b>Cash flow from operating activities</b>		
Receipts from operating activities	5,310,003	4,554,767
Investment income received - interest	130,772	126,397
Payments to suppliers and employees	(5,280,911)	(4,959,481)
<b>Net cash generated from / (used in) operating activities</b>	<b>(159,864)</b>	<b>(278,317)</b>
<b>Cash flow from investing activities</b>		
Receipts from (Payments) for financial assets	125,888	106,437
Purchase of property, plant and equipment	(111,326)	(37,759)
Proceeds from sale of property, plant and equipment	-	9,000
<b>Net cash generated from / (used in) investing activities</b>	<b>14,562</b>	<b>77,678</b>
<b>Cash flow from financing activities</b>	<b>-</b>	<b>-</b>
<b>Net cash generated from / (used in) financing activities</b>	<b>-</b>	<b>-</b>
Net increase / (decrease) in cash held	174,426	(200,639)
Cash at beginning of the financial year	404,702	605,342
<b>Cash at end of the financial year</b>	<b>579,128</b>	<b>404,702</b>

# Carers Association of SA Incorporated

## Notes To The Financial Statements

### For The Year Ended 30 June 2012

#### **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 (AASB 1039). 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 Carers Association of SA Incorporated as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

The financial report has been prepared on an accruals basis and is based on historical costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis of accounting has been applied.

A full description of the accounting policies adopted by the Association may be found in the Association's full financial report.

The presentation currency is Australian Dollars.

#### **2. Events after balance date**

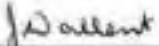
No events have occurred since 30 June 2012 that will affect the information disclosed in this financial report.

## Statement By Members Of The Board

In the opinion of the members of the Board, the Concise Financial Report as set out:-

- (a) The accompanying Statement of Comprehensive Income is drawn up so as to present fairly the results of the Association for the year ended 30th June 2012.
- (b) The accompanying State of Financial Position is drawn up so as to present fairly the state of affairs of the Association as at the 30th June 2012.
- (c) The accompanying Cash flow Statement is drawn up so as to present fairly the cash flows of the Association for the year ended 30th June 2012.
- (d) At the date of this Statement there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.
- (e) During the year ended 30th June 2012, no
  - (i) officer of the Association,
  - (ii) firm of which the officer is a member, or
  - (iii) body corporate in which the officer has a substantial financial interest, has received or become entitled to receive a benefit as a result of a contract between the officer, firm or body corporate and the Association, other than as disclosed in Note 15 on the full financial statements for 2012.
- (f) During the year ended 30th June 2012, no officer of the association received directly or indirectly from the Association any payment or other benefit of a pecuniary value other than members of the Board who are also employees of the Association received salaries and related benefits in accordance with their terms of employment, other than as disclosed on Note 15 on the full financial statements for 2012.
- (g) The financial statements of the Association have been made out in accordance with Australian Accounting Standards (including Australian Accounting interpretations) and the requirements of the Associations Incorporations Act (SA) 1985.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:-

  
\_\_\_\_\_  
Jan Wallent  
President

  
\_\_\_\_\_  
Peter Roma  
Treasurer

Signed at Wayville this 11<sup>th</sup> day of September 2012



**CARERS ASSOCIATION OF SA INCORPORATED**

**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF CARERS ASSOCIATION OF SA INCORPORATED**

**REPORT OF THE INDEPENDENT AUDITOR ON THE CONCISE FINANCIAL REPORT**

The accompanying summary financial statements, which comprises the summary statement of financial position as at 30 June 2012, the summary statement of comprehensive income, summary statement of changes in equity and summary cash flow statement 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 2012. We expressed an unmodified audit opinion on that financial report in our report dated 11 September 2012. 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 2012 are consistent, in all material respects, with that audited financial report, in accordance with Australian Accounting Standards.

Edwards Marshall  
Chartered Accountants

Jamie Dreckow  
(Partner)

Adelaide  
South Australia

Dated 15/9/12

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