

ANNUAL REPORT 2011



Carers SA

Carers SA (The Carers Association of SA Inc.) was established in 1989 by a 'grass roots' movement of carers to represent the interests of all carers in South Australia. Carers SA is a non-profit, incorporated, community-based organisation with a membership in the thousands, most of whom are individual carers. Carers SA is a member of Carers Australia, as are Carers Associations in all states and territories (the National Network of Carers Associations).

Mission Statement

To promote, assist, empower, and enhance the lives of family carers.

Role

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

Principles of Operation

In developing its operations, Carers SA will be guided by the following principles:

- Family carers have the right to an identity, independent of the person they care for.
- Family carers have the right to financial, physical and emotional security.
- Family carers and the people they support have the right to live with dignity.
- Family carers have the right to access appropriate information and services without discrimination.
- Family carers recognise the rights of the person being cared for.
- Carers SA will respect and work with family carers and other interested organisations and individuals to meet carer identified needs.
- Family carers from all cultural and special needs groups have the right to be involved and be recognized.

Vision

In a time of shrinking government resources and the continuing shift to community care, the danger is that too much of the burden of care continues to be placed on the shoulders of family carers without adequate support being put in place. The challenge to Carers SA is to achieve increasing recognition in the community and government authorities that there is a limit to how much a family carer can do without adequate and appropriate support.

Family carers are increasingly considered as partners and co-providers in the delivery of health and community care. Carers SA needs to maintain its aim to achieve a complete range and quality of support services as a vital component in this partnership. Government and non-government health and community agencies and services are a critical element in providing this support.

The greatest challenge to Carers SA is to be responsive and maintain its relevance to all family carers. To this end Carers SA has set itself the task of maintaining and building on its carer networks and its links with service providers and agencies that support family carers, and in particular it seeks to be a vigorous participant in state and national activities which contribute to the furtherance of our vision.

It is in accepting these many challenges and resolutely approaching these, that Carers SA can demonstrate the value to family carers in belonging to a vibrant, responsive and representative organisation.

Report from the President and CEO



Jan Wallent
President

Throughout this report we highlight our work and achievements, informed by Carers through their feedback, our evaluations, and everyone's input into the planning and development process. The powerful views and lived experiences of carers underpin all we do and our communication with policy makers, government and the media.

Reporting on 2010 -2011 we see a very eventful year, in particular:

- Our 2010 AGM in November was the end of a wonderful year of celebration of our 20 years and all those who made the organisation what it is today.
- Carers SA's very successful consultation with Carers Australia to inform the Australian Government National Carers Strategy; we had an enthusiastic response from carers in South Australia to the consultation.



Rosemary Warmington
CEO

- Carers SA was acknowledged in the Governors Multicultural Award 2010, for our Cultural Diversity Strategy and contribution to the community.
- Carers SA winning the top (silver) award of the THemHS Conference for its Supporting Carers of People with Mental Illness funded by FaCHSIA
- In April 2011 our Aboriginal Partnership Plan was launched by Janine Haynes, executive officer of the Aboriginal Council of Elders. The Plan now drives our work with Aboriginal carers. We acknowledge and thank the Aboriginal Partnership Group for their contribution.
- Our successful Caring for Carers Program, which over the past 3 year has consulted with hundreds of carers in metropolitan and regional locations through the largest continuous consultation of carers in this state, came to an end. These funds will now be redirected into our regional Carer Support Programs.
- We commenced the delivery of the registration and information component of the Commonwealth (FaHCSIA) funded Better Start for Children with a Disability Initiative. Carers Australia won the national tender to deliver the program through our National Network of Carers Associations.
- Carers SA, Carers Australia and the National Network of Carers Associations strongly advocated to the Productivity Commission inquiries on ageing and disability on behalf of carers. We now face major reforms in aged care and the disability sector as outlined in the Productivity Commission's reports to the Australian Government. We will remain actively involved in advocating throughout the development process.

As highlighted in this report, Carers SA during 2010 and 2011 has met its strategic objectives. 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
CEO

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.



Peter Roma, FCA (Fellow of the Institute of Chartered Accounts 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.



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



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



Junette Smith, Diploma of Podiatry; carer; Member Finance Committee; Board member from 2006 to October 2010.



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.



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



Barbara Roe Teacher; Dip.T.; B.Educ; Grad Dip. Reading; Grad Dip. Learning; carer; Board member of Carers Australia since November 2006 (Carers SA's nominee); Board member from 2005 to October 2010.



Rosemary Warmington BA Social Work; Grad Dip Business Admin; Diploma in Company Directors; CEO, Carers SA; Ex officio member of Board and all committees of Carers SA; Public Officer ongoing; Service since 1994.

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 per week support.
- 44% of primary carers themselves had 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 2010/2011

13,201 members across all categories.

\$173,000 (est) of voluntary effort provided by up to 200 volunteers contributing well over 5,000 hours.

51,941 households were sent direct mail offering free information packages.

105 Carer advocacy issues were recorded.

3,245 individual Carers had direct contact with our regional Carer Support programs.

1,575 Carer Information Packs were provided to carers across all cultural groups.

3,309 carers, service providers, friends, relatives and students were assisted through the Statewide Carer Advisory and Counselling Service.

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.

92 external committees, networks, reference groups and collaborative projects had a Carers SA representative.

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

365 carers received 1,196 individual counselling sessions.

225 carers and 110 service providers were consulted at 24 Have Your Say forums.

628 carers and service providers attended 31 education and training workshops.

154 carers were registered on the ARAFMI program.

180 school staff and service providers attended presentations on young carers.

192 Young Carer Kits were distributed.

300 carers attended the National Carers Day movie morning.



Young Carers meeting with the Minister for Education and Early Childhood Development Jay Weatherill, 24 September 2010



Strategy 1: Carer Representation

Carer Representation

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.

Members of our Policy Subcommittee included Jan Wallent, President; Anne Stacey; Ursula Dahl; Ros Sumner; Philip Hefferan; Steve Lowe; Di Hetzel, Alwin Chong, Rosemary Warmington, CEO and Phil Saunders, Policy Project Officer.

External Committees

Carers SA is represented on a range of 92 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
- Peak Bodies Forum

Membership of key state-wide organisations in the community services sector included:

- Mental Health Coalition of SA
- South Australian Council of Social Service
- Health Consumers Alliance

Consultation

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.

105 ad hoc issues were recorded during the year. Topics included 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.

Carers SA took part in a range of consultations including the National Carer Strategy, National Disability Insurance Scheme, the Social Inclusion Blueprint for Disability Reform and the South Australian Strategic Plan update.

Inquiries and Submissions

Carers SA presented submissions on the State Budget 2011-2012, Social Inclusion Blueprint for Disability Reform, the South Australian Strategic Plan update, the Productivity Commission Inquiry into Aged Care, including presenting at an Adelaide hearing.

Federal Election

The Federal Election 2010 'Don't Wait – Our future is Now!' campaign highlighted the need for urgent support for family carers, financial security and young carers. Material was sent to candidates.



Presentations

Carers SA made presentations on respite, mental health and the cost of living for carers at state, national and international conferences respectively.

Mental Health Carers Task Group

Carers SA's Mental Health Carers Task Group met quarterly to advise the Association on the needs and interest of carers of people with a mental illness. The group provides networks and links for the sharing of information and advocates for changes to the mental health system for Carers.

Members of the group included the following carers : Pat Sutton, Rhonda and Barry Samuel, Marjorie Smith, Jeanette Walsh, Marlene Nicholas, Lyn Woodforde, Sharon Lawn, Anna Schmidt and CEO Rosemary Warmington. The Carer Consultant of the Mental Health Unit attends the meetings.

Aboriginal Partnership Group

Our 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 focused on the development of Carers SA's Aboriginal Partnership Plan, which was officially released in April 2011.

The Aboriginal Partnership Group meets bi-monthly. Membership of the Group included Brian Butler, Aged Rights Advocacy Service; Alwin Chong, Aboriginal Health Council of SA; Janine Haynes, Executive Officer, Council of Aboriginal Elders; Louise Herft, Aged Rights Advocacy Service; Shane D'Angelo, Domiciliary Care; Sharon Hoffman, Northern Carers Network; Aboriginal Home Care representative; Graham Aitken,

Manager Aboriginal Services, Office for the Ageing; Jennifer Hayes, Alzheimers SA; from Carers SA Rosemary Warmington CEO and Anne Gawen, Manager Community Services.

Disability Carers Task Group

The Disability Carers Task Group meets occasionally and advises the Association on the needs of carers of people with disability. Members include Brenda Oakey, Jane Oliver, Catherine Fawcett, Tarlee Penwill, Di Little, Vivianna Cagliuso and Doug Nicholas.

"It was encouragement from other Carers that gave me the courage to start asking for help when I needed it"

Margaret, Carer Story, SA Carer June 2011

"Being a Carer we put others first, often putting aside our own extra comforts"

Lyn Telfer, Carer



Rosemary Warmington with Janine Haynes, Executive Officer, Council of Aboriginal Elders of SA at the launch of the Carers SA Aboriginal Partnership Plan



Strategy 2: Raising Awareness and Building Knowledge

National Awareness Weeks 2010

Our key week continued to be National Carers Awareness Week, held from the 17th – 23rd October 2010. The theme “Anyone Anytime across Australia could be a Carer” had a rural focus to highlight the challenges carers face outside the metropolitan areas of Australia. Dozens of local events took place across the state supported by Carers SA 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 (sponsors of the Carers Health and Wellbeing Expo)
- * Bank SA and Staff Charitable Fund for supporting Carers Awareness Week.
- The following organisations for donating gifts, prizes or other support for events: The Lions Club of Blackwood; Charlesworth Nuts, Marion, Steven Professional Hairdressing, Mitcham and Global Intertrade Pty Ltd.

This year Carers SA was able to target other national awareness initiatives, which included Mental Health Week and Every Generation Month, thanks to an additional national funded strategy to Carers Australia, and the National Network of Carers Associations, by the Australian Government (FaHCSIA).

Website

A significant step this year was the development of Carers SA's new website, which amongst other things allows for our messages to be translated into various community languages. Electronic media plays such an important role in modern promotional activities and having a well branded easy to use and informative website is crucial to Carers SA.

Direct mail and newspaper advertising was used to reach hidden Carers in the community

An increased emphasis on connecting with and informing Culturally and Linguistically Diverse Communities resulted in significant increase in contacts from Carers from these communities.

Carers SA's Newsletters

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



At the regional level each Carer Support office prepared and distributed its own regular local newsletter promoting events and information sessions.

In addition, Carers SA produced four editions of Service Providers Network News, an edition of Young Carer Services News and an edition of Registered Members Update.

Carers SA provided articles for other newsletters in particular for the Office for Carers.

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

Catherine Fawcett, Helen Rayner, Helen Thomas, Jann Longbottom, Marlene Nicholas, Pat Sutton, Rhonda Samuel, Rosemary Woods, Viviana Cagliuso, Natasha Unglaube, Lyn Woodforde.

Rural Ambassadors

Diane Little, Dawn Beck.

Continuing Mentors

Marjorie Smith OAM, Carol Gray AM.

New Mentors

Len Hese

New Ambassadors

Incoming Chairpersons and Deputy Chairpersons of the Carer Advisory Groups became Ambassadors and this year included: Valerie Parker, Teresa Stillert, Joanne LeBon, Moya Hudson, Kathy Dry, Terry Curnow.

Relinquishing Ambassadors

We warmly thank Kirsteen Pyman, Rocco Musolino, Affaf Zahr, Gina Sassine, and Robert Holland 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.

Education and Training

The extensive development of our Carer ED program has meant that we have been able to deliver quality education and training programs to carers and service providers.

- During the year 628 Carers and Service Providers attended 31 education and training workshops.

Training for Carers

Workshops delivered for family carers across the state included 'Dealing with the Stress of Caring', 'Legal Issues for family Carers' and 'Crisis Management and Assertiveness'.

- **Legal Issues for Carers** (funded by the Law Foundation). Five information sessions were conducted in Port Lincoln, Port Pirie, Murray Bridge, Clare and Northern Metropolitan Adelaide.
- **The new Mental Health Act 2009** -sessions were held across the five Carer Support Regions of Carers SA for family carers and consumers to learn about the changes to the Act and the implications for family carers.

Training for Service Providers:

- **'Carers - One of Your Greatest Resources'** (funded by SA Health, Mental Health) - training on the Carer Recognition Act and Mental Health Act and the services available to support family Carers.
- **'Working Effectively with Family Carers'** for tertiary students of TAFE SA as part of the Certificates 3 or 4 in Aged Care, Health and Community Services.

- **'Carers are Clients Too'** - workshop to Playford City Council on the SA Carer Recognition Act 2005 and how to work more effectively with family carers.

Have Your Say

The Have Your Say forums, funded by HACC, was a series of consultations held across South Australia by Carers SA over the last three years 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 3 year life of the consultations 48 sessions have been held in 27 locations with 441 carers and 271 service providers

During 2010/2011, 24 sessions were undertaken in collaboration with local carer support organisations with 225 carers and 110 service providers participating. Forums were held for carers from culturally and linguistically diverse backgrounds at Royal Park, for Aboriginal service providers at Goodwood and for carers and service providers at Nuriootpa, Ceduna, Kingscote, Port Augusta, Mount Barker, Glenelg, Payneham, Bordertown, Old Reynella, West Lakes and Salisbury.

The views collected were provided to participants and in a comprehensive annual report to the Disability, Ageing and Carers, Department of Families and Communities. A presentation on our findings on respite was made to the 'Transforming Respite Summit' convened by Aged Community Services SA & NT (ACS) in 2011.



Strategy 3: 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 2010/2011 the service assisted 2243 carers, and 677 service providers, as well as 389 friends, relatives, students and other members of the general public.

1575 printed resources were distributed to callers including those in community languages and Aboriginal specific resources.

This year we focused on education and information to service providers to assist them to recognise carers and to refer them on to the Carer Advisory program for support.

Referrals were from: Individuals (55%;538 contacts); Carer Support groups (34%;335 contacts); Centrelink (11%;106 contacts).

During the year we strengthened our use of guided referrals to other services to assist carers. Key services carers were referred to included: Commonwealth Respite and Carelink Centres (39%; 602), Carer Support (20%;305), Centrelink

(7%;109), other supports (34% 529) with 491 of these being guided referrals.

Trained volunteers played a part in our quality improvement through feedback calls to carers who had accessed the service.

Community Education

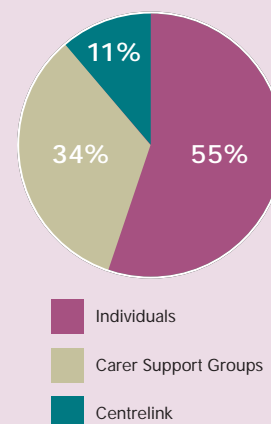
Presentations to a diverse range of organisations and carer groups continued to be a significant component of our work and included: Department of Veteran Affairs, Presentations through Hampstead Hospital, Lyell McEwen Hospital and Repat Hospital. Mental Health Carer Consultants, Uni SA and HACC Coordinators meeting. Male Carers Group x 2, Aphasia support group and Autism SA. Staff also attended the Serbian Expo and Chinese Expo.

Volunteers continue to provide valuable hands on help with promotional activities, community education sessions and in collating information for carers.

Counselling

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

Source of Referral



Referrals for Counselling

Carers Referred	Carers Received Counselling	No. of Sessions
450	365	1196

Type of Service Received

Individual Sessions	Family Sessions	Group Counselling Sessions
1036	39	121

Commonwealth Respite and Carelink Centre - South & East Country

The Commonwealth Respite and Carelink Centre (CR&CC) provides services in the south and east country region and is funded by the Commonwealth Departments of Health and Ageing (DoHA) and FaHCSIA.

A staff team of fourteen delivers the service:

- Murray Bridge Office services the Adelaide Hills, Southern Fleurieu, Kangaroo Island, Murray Mallee and the Riverland.
- Mt. Gambier Office services the South East.

Services provided include:

- Information about services to carers, professionals and the public.
- Referrals to appropriate services for carers and others in the community.
- Assessment of need, care planning and referrals to services for carers.
- Provision of short term and emergency respite for carers utilising CR&CC funding and brokered through approved providers.
- Assisting carers to access respite, including residential respite.
- 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

Service Development:

CR&CC continue to be a focal point in the community, taking a leadership role in regional planning groups, promotional activities and regional networks in relation to respite, information management and broader community care issues. Partnerships including Headspace

Partners (Murray Bridge) and Our Wellbeing Place (Murray Bridge) support local service development.

Carers SA was involved in consultations with the Commonwealth on aged care reforms and the national Community Care Service Standards which will impact on Department of Health and Ageing funded services.

From the 1st July 2011 all Commonwealth Respite and Carelink Centres across Australia will provide the interim service for the new national public entry point through a new 1800 number into aged care.

Aboriginal Carers

Services to Aboriginal Carers are strengthened through our regular attendance at Aboriginal forums and events in the region.

CALD Carers

CR&CC is currently working with the Bhutanese, Afghani, Netherlands, Karen, Congolese and Italian communities as part of our fulfilment of Carers SA's Cultural Diversity Strategy.

Highlights for CR&CC 2010/2011

- Participation in Reconciliation Australia NAIDOC Week Culturally Inclusive Service Delivery Framework event which recognised the commitment of local services to work in culturally sensitive ways with the Aboriginal community.

- The delivery of one off St. John First Aid Certificate Training for carers to 77 carers.
- Poster presentation at the National Gerontology Conference in Tasmania in November of our successful pilot of the E-Care Common Waiting List.
- Delivery of Creative Ways to Care training program for carers of persons with dementia in the Riverland (August/September 2010) and Mt Gambier (May/June 2011).
- Establishment of a new Outreach Point at the Carer Wellness Centre (Adelaide Hills) in September 2010. Outreach Points have continued on Kangaroo Island, Naracoorte, Bordertown, Victor Harbor and the Riverland.
- Support by Young Carer Assessment & Liaison Worker for the development of a young carer group at Victor Harbor High School.
- Opportunity for 7 young carers to attend a 5 day sponsored trip on the training vessel One and All, in June 2011.
- Collaboration in the Respite for Carers of the Disabled Project which facilitates holiday accommodation subsidised by the Lions Club of Robe, for families of persons with a disability.



Have Your Say - CALD consultation - Western Carers

Regional Carer Support Service

The Carers SA Carer Support Service funded by HACC (Home and Community Care) Program and the Australian Government (FaHCSIA) for those carers affected by mental illness, continued to provide a tiered program of support to Carers in five regional locations of South Australia, the majority rural and remote regions. The program supports carers' emotional, physical, social and psychological health and wellbeing through a range of common services that have been adapted to meet regional differences and needs.

Carers are supported through regular ongoing contact provided by a mix of regularly held local carer peer support groups, individual visits, phone calls and monthly newsletters, and information and education sessions.

Each regionally delivered program also provides information to the community through attendance at expos and the delivery of free information and education sessions. A range of day activities are organised in each region and include such things as trips and events and luncheons in celebration of Carers Week.

The extensive development of our Carer ED program during the past 12 month has resulted in the delivery of quality education and training program to carers and service providers across the regions that included:

- Dealing with the Stress of Caring
- Manual Handling
- Legal Issues for carers
- Working with Health and Service Providers
- Healthy Eating Healthy Living
- Respite – Education session
- The new Mental Health Act –for carers
- Partners in Depression

- Carers are Clients Too (for service providers)
- Taking Care of the Carer (for service providers)

Regular carer retreats were also provided to eligible carers, giving carers a much needed break from their caring role.

Young carers are also supported through specifically tailored programs that operate from each of our regional Carer Support Programs.

Our newly established Carer Mentor volunteer program now operates from each of Carers SA regional carer support programs. This program acknowledges and values the skills that carers have gained from their caring role and trains and supports them as mentors for other carers. Over the past 12 months this program has enhanced our capacity to support carers in our community and proved beneficial to all participants; both the mentors and carers receiving support, report improved social, physical, psychological and emotional health and wellbeing.

Carer Advisory Groups (CAG) meet on a quarterly basis, with the coordinator of the local carer

support program and Anne Gawen, Carers SA's Manager of Community Services, and are actively involved in the planning of the program.

During the past year Board members made regional visits and met members of the Carer Advisory Groups, creating an important direct link between Carers at the local level and the Board governance structure.

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 included: Chairperson Angie Racman, Deputy Chairperson Barbara Ames, Maria Bero, Catherine Comber, Elide Guida, Catherine Hoskin, Nadiya Hryniewicz, Ellen Lee, Belita Luongo, Ethel Scoular, Victoria Soldanova, Greg Tapp.

Six Carer Retreats (funded by HACC) were held including:

- Spirit of the Port Retreat – Port Adelaide (Day Retreat)
- Carers' Week Retreat – West Beach (2 night Retreat)



Indulgence Sunset Retreat

- Indulgence Sunset Retreat – Glenelg and Adelaide (Evening Retreat)
- Spirit of the Coorong Retreat – Goolwa (Day Retreat)
- Working Carer Retreat – West Lakes (1 night Retreat)
- Barossa Retreat – Nuriootpa and Tanunda (Day Retreat)

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

Carers on the Carer Advisory Group included Chairperson: Lorene Zander, Deputy Chairperson John Steggles, Moya Hudson, Judith Prodromou, Naomi Beard, Wendy Watson, Val Hajdarovic (CALD Representative), Helen Jennings, Elsie Jackson (Aboriginal Representative), Bill Frangos.

Six Carer Retreats (funded by HACC) were held including:

- Gulf Getaway Cruise (day Retreat)
- October Retreat (3 days/2 nights)
- November Retreat (3 days/2 nights)
- March Retreat (3 days/2 nights)
- Clare Retreat (day retreat)
- Stream Train Express Retreat (day retreat)

Aboriginal Carers Project (Carers SA - Northern Country Carers)

The program provided culturally appropriate activities including regional cookouts, craft days and sing-a-longs, a boat cruise and combined activities with other carers.

Regular trips were made to the Northern Flinders, meeting up with Carers in Leigh Creek, Copley, Hawker and Quorn and also trips to Port Pirie. This year the project was able to reach out to the community in Whyalla and surrounds, which has proven to be worthwhile for those carers in these areas.

Opportunities for carers to obtain information about services and managing their caring role included: information forums, workshops, and regular gatherings.

Activities which carers attended included, amongst others, a day at Port Lowry gathering local flora for the preparation of bush medicine.

The Aboriginal Reference Group for this project meet quarterly and includes: Chairperson Dianne Ayris (Carers SA Aboriginal Carer Support

Worker), Amy Reid (Carer Rep), Pamela John (Carer Rep), Margaret Naylon (Carer Rep), Glenys Fielding (Carer Rep), Kathleen Martin (Carer Rep), Jennifer Naylon (Carer Rep), Melissa Amos (Disability SA), Carolynanha Boyede (Do it for Life Program), Lynne Milera (Pika Wiya Health Services), Peter McCready (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

Number of Carers involved in regional Carer Support Programs 2010-2011

Program Area	Carers
Western Carers	1,107
Eyre Carers	312
Northern Country Carers	488
South East Carers	882
River Murray and Mallee Carers	456

Number of Carers by Program as of 30 June 2011

Program Area	HACC			FaHCSIA			
	All Carers	Aboriginal Carers	CALD Carers	All Carers	Aboriginal Carers	CALD Carers	Young Carers
Western Carers	851	22	210	256	0	53	68
Eyre Carers	207	2	3	105	1	1	32
Northern Country Carers	356	96	22	132	20	9	51
South East Carers	527	4	29	355	16	4	97
River Murray and Mallee Carers	313	10	14	143	9	2	57

Gambier, Millicent, Bordertown, Kingston, and bi-monthly in Keith, Robe, Penola and Naracoorte.

Carers in the Carer Advisory Group for 2011 included: Marcia Kemp, Maureen WagenKnecht, Bev Harris, Hugh Carter, Monica Kenny, Delrae Flavel, Ann Moore, Coralie Jackway, Sue Dow, Werner Gensicke, Michelle Wood, Jenny Smibert.

Five Carer Retreats (funded by HACC) were held including:

- Adelaide Retreat (2 days/1 night)
- Beachport Retreat (2 days/1 night)
- Pamper Day Retreat at Chardonnay Lodge (1 day)
- Temptation Retreat (3 days/2 nights)
- Phantom of the Opera – Love Never Dies Retreat (2 days/1 night)
- Carers' Week Retreat



South East Carers



Melbourne Cup Luncheon

Carers SA - Eyre Carers

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

Carers on the Carer Advisory Group for 2011 included: Chairperson Terry Curnow, Deputy Chairperson Kathy Dry, Sue Sinclair, Kay Anderson, Chris Hains, David Hill, Leanne Lines, Gloria Harder, Avriel Barnett, Clair Holeman, Fay McPhee, Raelene Heath.

Six Carer Retreats (funded by HACC) were held including:

- Joint Carers Week Retreat
- Whyalla retreat TREAT (1 day)
- Laughlines (1 day)
- Thuruna Combined Retreat (3 days/2 nights)
- Kickin back at Kirton (4 days/3 nights)
- Pamper Day Port Lincoln (1 day)
- Marina Mayhem (2 days/1 night)

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.

Monthly support groups were held in Berri, Waikerie, Renmark, Loxton, Murray Bridge, Pinnaroo, Mannum, and Morgan, and bi-monthly in Karoonda, Blanchetown, Lameroo, Taillem Bend, Meningie and Barmera.

Carers on the Carer Advisory Group (CAG) for 2011 included:

Chairperson Leanne Christopher, Deputy Chairperson Harriet Lacey, Maureen Stolz, Susan Carson, Audine Scheer, Elaine Smith, Gwen Redfern, Leonie Lloyd, Helen Watkins, Faye Webb, Audrey Tregoning, Lorraine Forster, Janet Marshall.

Six Carer Retreats (funded by HACC) were held:

- Murray River Cruise (2 days)
- Wentworth trip (4 days/3 nights)
- Barossa Valley tour (3 days/2 nights)
- Victor Harbor Beachfront (4 days/3 nights)
- Hahndorf Town Tour (2 days/1 night)
- Carers Week Retreat (3 days/2 night)

Young Carers – National and State Networks

Carers SA in conjunction with Carers Australia delivers the FaHCSIA funded Supporting Young Carers Program. Through this program Carers SA employs a young carer worker for 10 hours per week to raise awareness of young carers in schools and in the wider community and provide information, referral and emotional support to young carers and their families.

Carers SA works in collaboration with local Carer Support services and Respite Centres to reach schools and service providers across the state.

Over this financial year, 192 Young Carer Kits were sent to young carers across South Australia and 844 contacts were made regarding young carers.

Carers SA is an active member of the Australian National Young Carer Action Team (ANYCAT) and our representative is our Young Carer Ambassador Tash Unglaube.

Carers SA is the convenor of the South Australian Network of Services for Young Carers (SANSYC), which is a forum for service providers to explore joint solutions relating to services for young carers, whilst involving young people throughout the process.

In the past 18 months Carers SA worked closely with the Department of Education and Children's Services to develop new resources for

teachers and students on young carers with an accompanying workshop on the needs of young carers.

Assisting Relatives and Friends of the Mentally Ill

The Assisting Relatives and Friends of the Mentally Ill (ARAFMI) service is funded by SA Health. The ARAFMI program hosts a monthly Carer Support Group at Carers SA State Office and provides carers with regular updates and information via mail outs.

As a result of additional one off funds the ARAFMI Program was

able to hold additional activities during the year including: Consumer and Carer Lunch, a Day Trip to Mannum and a Carer Consumer Retreat, held in the Adelaide Hills.

"While on the retreat thank you very much for being so discreet, caring, concerned patient, helpful and considerate"

A Carer



Retreat for Young Carers



Eyre Carers Young Carers tuna farm activity



Strategy 4: Research and Policy Development

Research

Our three year partnership with University of NSW Social Policy Research Centre for a Collaborative Research Agreement and Carers NSW and the relevant state departments of SA and NSW, culminated this year with the release of the report, Young Carers: Social Policy Implications of the Care-giving Responsibilities of Children and Young Adults.

During the year we were pleased to have Professor Saul Becker, leading

international UK researcher and author on young carers come to South Australia and present his research findings at a workshop held in collaboration between Carers SA and the State Government, Department of Families and Communities, Office for Carers.

During his visit Professor Becker conducted a master class with Carers SA staff, on the application of his assessment tools in improving services (for young carers).

Carers SA is pleased to be involved on SA NT Data link Reference Group (convened by the Health Consumer Alliance) established by the state governments to enable high quality data linkages service to support research, policy development, service planning and evaluation through access to administrative and clinical data sets. This is a very promising area of development that should lead to better research that can inform long term social policy development.

Strategy 5: 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 well over 5,000 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

Member	2010				2011	
	Aug	Sep	AGM	Nov	Feb	Apr
Barbara Roe	✓	✓				
Barry Samuel	✓	✓	✓	✓	✓	✓
Evelyn O'Loughlin		✓			✓	✓
Jan Wallent	✓	✓	✓	✓	✓	✓
Junette Smith	✓	✓	✓			
Michael Dwyer	✓	✓		✓	✓	✓
Peter Roma	✓	✓		✓	✓	✓
Phil Hefferan	✓	✓	✓	✓	✓	✓
Lyn Woodforde			✓		✓	✓

✓ Attended the meeting

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.

Significant leadership and strategic planning this year included:

- Review of our Strategic Plan 2009-2011 against our KPI's
- Development and release of our Aboriginal Partnership Plan
- A review of our Risk Management Framework.

The Annual General Meeting was held on 12th October, 2010.

Finance Committee

During 2010/2011 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, CEO.



Cutting the Cake L-R: past Presidents Carol Gray and Pat Smytherman; CEO Rosemary Warmington; President Jan Wallent; past President Cale Dalton and CEO Carers Australia Joan Hughes

*"I have been a member of Carers SA since 2001.
Without the Carers Association I'd have cracked.*

My advice to others is to join Carers SA, because there is a good support network."

*Joanne, Carer Story,
SA Carer December 2010*



Western Carers acknowledging their volunteers at a Regional Celebration

Staffing and Operations

The recruitment, retention, training and development of staff are critical to our success. A continued focus on an effective Workforce Development Plan provided 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 1,680 hours of training and development at an estimated cost of \$44,763.

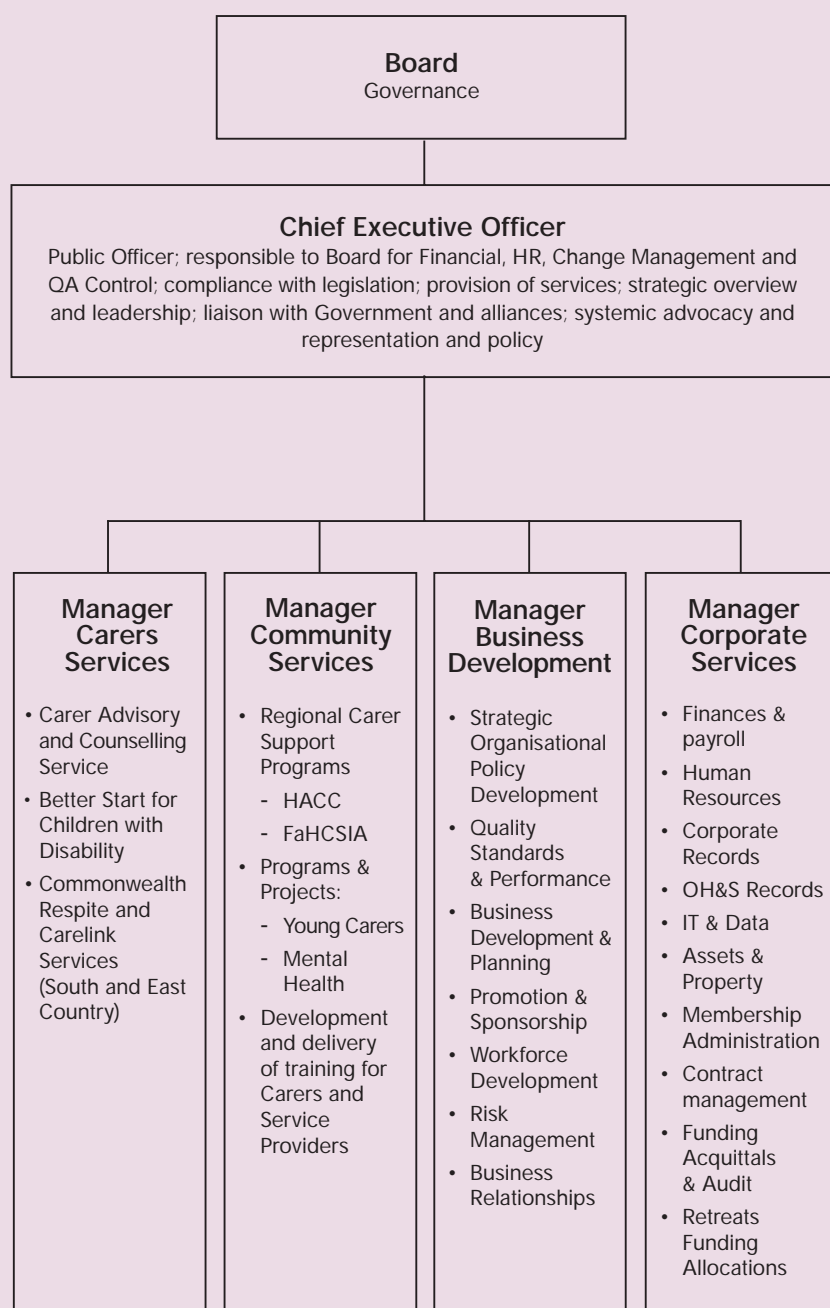
Standards and Continuous Quality Improvement

Carers SA continued its commitment to continuous quality improvement and continued to deliver services of a high standard against the National HACC 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 CEO (Responsible Officer), Simon Charlton (Manager Business Development), Sue De Silva (elected representative), Ros Baile (elected representatives) who represented Carers SA country staff.

Operational Structure



"Very professionally done - excellent content... great need for this information for service providers"

Comment from Carer on Education and Training Seminar

Staff and Board of Directors (from July 2010 - June 2011)

Chief Executive Officer

Rosemary Warmington

Tania Starr, Executive Assistant (to April 2011)

Business Development

Simon Charlton, Manager (Part-time)

Policy

Phil Saunders, Policy Project Officer

Carolyn Donaghey, Project and Policy Worker (Part-time) (from February 2011)

Corporate Services

Sue De Silva, Manager

Lynne Sierocinski, Senior Corporate Services Officer (Part-time) (to August 2010)

Kerryn Johnson, Senior Corporate Services Officer (from September 2010)

Anita Britvec, Admin Support Officer – Corporate Services (from September 2010)

Laura Merrigan, Admin Support Officer, Reception (Part-time) (from November 2010) (to June 2011)

Carer Services

Helen Hoekman, Manager

Jennie Commane, Program Manager

Carer Advisory and Counselling Service

Sharon Tentye, Program Manager

Filomena Occhiodoro, Promotions and Information Officer (Part-time)

Deborah King, Carer Adviser Mail out and Volunteers (Part-time)

Sharne West, Carer Advisor and Counsellor (Part time) (from February 2010)

Anne Andrews, Carer Advisor (Casual)

Ben Waye, Counsellor (Part-time)

Margaret Cunningham, Administration Support Officer (from June 2010)

Simon Pavelic, Team Leader Advisory Services – Better Start (from June 2011)

Chris Bulman, Registration & Information Service Advisor – Better Start (from June 2011)

Commonwealth Respite and Carelink Centre (South and East Country)

Murray Bridge

Terry Mangelsdorf, Team Leader Respite Services

Ailsa Robson, Team Leader Information Services (to December 2010)

Karen Smith, Team Leader Information Services

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

Meredith Baker, Assessment & Liaison Worker

John Moran, Assessment & Liaison Worker (Part time)

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

Karyn Baker, Information Officer (Casual) (to September 2010) (from June 2011)

Julie Pfeiffer, Information Officer (Part-time)

Roslyn Baile, Administration Support Officer

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

Mt Gambier

Maria Shipton, Assessment and Liaison Worker

Duncan Muirhead, Assessment and Liaison Worker (to December 2010)

Janie Brown, Senior Admin Support Officer, Reception

Merilyn Little, Assessment and Liaison Worker (Part-time) (from February 2011) (to May 2011)

Community Services

Anne Gawen, Manager (Part-time)

Regional Carer Support

Northern Country Carers

Christine Bulman, Co-ordinator (to June 2011)

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

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

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

Dianne Ayris, Aboriginal Carer Support Worker, Port Augusta (Part-time) (from September 2010)

Peter McCready, Co-ordinator (Part-time) (from May 2011)

Eyre Carers

Joanne Caruana, Co-ordinator

Margaret Glover, Carer Support Worker (Casual) (to May 2011)

Clarice Cummings, Carer Support Worker (Casual) (to June 2011)

Leonie Green, Clerical Officer (Casual)

South East Carers

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

Anne Smith, Carer Support Worker (Part-time)

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

Sandra Muirhead, Carer Support Worker (Part-time) (from April 2010)

River Murray and Mallee Carers

Lianne Brewin, Co-ordinator (Part-time) (from January 2010)

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

Jennifer Webster, Carer Support Worker (based at Murray Bridge) (Part-time) (from July 2010)

Western Carers

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

Kayeleen Monger, Carer Support Worker (Part-time)

Maurice Chiappe, Admin Support Officer (Part-time)

Programs and Projects

Kate Preiss, Program Manager, Projects

Fiona Telford-Sharp, Young Carer Project Worker (Part-time) (to August 2010)

Anne Barbara, Projects Assistant ARAFMI (Casual)

Anne Stratton, Project Worker (from August 2010)

Emma Johnson, Young Carer Project Worker (Part-time) (from October 2010)

FaHCSIA Mental Health and Young Carers – Western & Rural

FaHCSIA Western

Katie Kitwe-Magambo, Young Carer Worker (Mental Health) (Part-time) (to October 2010)

Marta Moniz, Mental Health Worker (Carers) (Part-time) (from January 2011)

FaHCSIA Northern

Sylvia Holland, Mental Health Worker (Carers) & Young Carer Worker (Mental Health) (Part-time) (from September 2009)

FaHCSIA Eyre

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

FaHCSIA River

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

Kim Hunter, Mental Health Worker (Carers) (Part-time) (from March 2010 to November 2010)

Jennifer Colebeck, Young Carer Worker (Mental Health) (Part-time) (from November 2010)

Debra Spilsbury, Mental Health Worker (Carers) (Part-time) (from March 2011)

FaHCSIA South East

Michael Davy, Mental Health Worker (Carers) and Young Carer Worker (Mental Health) (Part-time) (from January 2010)

Education and Training

Anna-Kate Schmidt, Program Mgr Community Services (Education & Training) (from August 2010)

Fiona Telford-Sharp, MH Education & Training Project Worker (Part-time) (from August 2010)



Carers week in the mall

Members at 30th June 2011

Carer Support Organisations and Groups

Adelaide Hills Community Health Service
Adelaide Hills Dementia Carer Support Group
ANFE Italian Carer Support Group
AWOL Able Women of Leisure
Beaufort Carers
Carers Link Yorke Peninsula
Co-ordinating Italian Committee
Country North Community Services
Eyre Carers
Hope Valley Lutheran Alzheimer's Support Group
Hungarian Caritas Support Group
Italian Benevolent Foundation
Jewish Community Services Inc
Mental Illness Fellowship of SA
Mood Disorders Carer Support Group
Murray Mallee Consumer Advisory Group Inc
Northern Carers Network
Northern Country Carers
Overseas Chinese Association of SA

Parents Support Group for Young Adults with Aspergers Syndrome
Parents Under Pressure
Partners of Veterans Association of Australia – SA
Polio Awareness SA Inc
Renmark Carer Support Group
Riverland Community Services
River Murray and Mallee Carers
South East Carers
Special Needs for Yorke Peninsula
The Palms Support Group
Western Carers

Colleague Organisations

Aboriginal Health Council of SA Inc
Alwyndor Aged Care
Camden Community Centre
CanDo4Kids
Centacare Catholic Family services
City of Norwood, Payneham & St. Peters
City of Onkaparinga
City of Unley
Country Home Advocacy Project Inc (CHAP)

Doctors Safety Line Pty Ltd
Eastern Eyre Health & Aged Care Inc
Family Advocacy Incorporated
Far West Carer Respite Centre
Goodwood Community Services Inc
Health Consumer Alliance
Hepatitis Council of SA Inc
Legacy Club of Adelaide Inc
Multicultural Aged Care Inc
Muscular Dystrophy Association
Resthaven Inc
SA Lebanese Women's Association
Spina Bifida & Hydrocephalus Association of SA
St Ann's Special School
St. Patrick's Special School
Stroke SA Inc
Take Five
The Salvation Army - Health link
Uniting Care Wesley Adelaide
Vietnam Veterans Federation SA



South Australian reps Young Carer Ambassador Tash and Young Carer Project Worker Fiona (bottom, end right) at July 2010 ANYCAT

Office locations at 30 June 2011

State Office

Postal Address:
PO Box 410
Unley 5061
58 King William Road
Goodwood 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
nccwhyalla@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

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
respite@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



Enjoying a breather: Northern Country Carers boat cruise



**Carers Association of SA Incorporated
Concise Financial Report For The
Year Ended 30 June 2011**

Carers Association of SA Incorporated

Discussion and Analysis of the Financial Statements

For The Year Ended 30 June 2011

Overall Financial Result

Carers SA's overall financial result for the year ended 30th June 2011 was a surplus of \$30,066.

2010/2011 Income

Carers SA's total income for 2010/11 was \$4,773,128 a decrease of \$466,968 or (8.91%) 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 2011 amounted to \$4,600,459 a decrease of \$492,559 on the previous year.

Funding from the Australian and South Australian Governments represents 96% 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 \$126,397 in interest from financial assets, an increase of \$12,670 from the previous financial year. This interest is used in the delivery of our services.

2010/11 Expenditure

Carers SA's total expenditure for 2010/11 was \$4,743,062, a decrease of \$407,224 or (7.91%) over the previous financial year. Total expenditure on Good and Services which relates to Brokerage and Carers Services decreased by \$161,077 or (14.35%)

Employee salaries and oncost decreased by \$130,245 or (4.77%)

The above expenditure items are our largest expenditure items.

Carers Association of SA Incorporated
Statement of Comprehensive Income
For The Year Ended 30 June 2011

	2011 \$	2010 \$
Revenues from ordinary activities	4,773,128	5,240,096
Expenses from ordinary activities		
Employee benefits expense	2,599,024	2,729,269
Seminars expense	10,576	3,515
Goods and services expense	961,161	1,122,238
Occupancy expense	517,429	472,410
Motor vehicle and travel expense	203,913	274,407
Printing, stationery and postage	168,684	222,831
Depreciation and amortisation expense	55,080	73,137
Professional fees	25,795	23,217
Repairs and Maintenance	14,837	15,819
Insurance	28,682	27,812
Other expenses	157,881	185,631
Total Expenditure	4,743,062	5,150,286
Profit/(loss) attributable to members of the entity	30,066	89,810

Carers Association of SA Incorporated
Statement of Financial Position
As At 30 June 2011

	2011	2010
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	404,703	605,342
Receivables	55,596	30
Other Assets	-	47,400
Financial Assets	-	-
TOTAL CURRENT ASSETS	<u>460,299</u>	<u>652,772</u>
NON CURRENT ASSETS		
Property Plant and Equipment	107,575	133,896
Financial Assets	1,535,794	1,642,231
TOTAL NON CURRENT ASSETS	<u>1,643,369</u>	<u>1,776,127</u>
TOTAL ASSETS	<u>2,103,668</u>	<u>2,428,899</u>
CURRENT LIABILITIES		
Trade and other payables	606,071	1,021,730
Provisions	489,855	459,368
TOTAL CURRENT LIABILITIES	<u>1,095,926</u>	<u>1,481,098</u>
NON CURRENT LIABILITIES		
Provisions	144,664	114,789
TOTAL NON CURRENT LIABILITIES	<u>144,664</u>	<u>114,789</u>
TOTAL LIABILITIES	<u>1,240,590</u>	<u>1,595,887</u>
NET ASSETS	<u>863,078</u>	<u>833,012</u>
EQUITY		
Retained Earnings	863,078	833,012
TOTAL EQUITY	<u>863,078</u>	<u>833,012</u>

Carers Association of SA Incorporated

Statement of Changes in Equity

For The Year Ended 30 June 2011

	Reserves \$	Retained Earnings \$	Total Equity \$
Balance at 1 July 2009	-	743,202	743,202
Profit/(Loss) attributable to equity	-	89,810	89,810
Balance at 30 June 2010	-	833,012	833,012
Profit/(Loss) attributable to equity	-	30,066	30,066
Balance at 30 June 2011	-	863,078	863,078

The accompanying notes form part of these financial statements

Statement Of Cash Flows For The Year Ended 30 June 2011

	2011 Inflows (Outflows) \$	2010 Inflows (Outflows) \$
Cash flow from operating activities		
Receipts from operating activities	4,554,767	4,439,416
Investment income received - interest	126,397	113,727
Payments to suppliers and employees	(4,959,481)	(4,897,513)
Net cash generated from / (used in) operating activities	(278,317)	(344,370)
Cash flow from investing activities		
Receipts from (Payments) for financial assets	106,437	(111,711)
Purchase of property, plant and equipment	(37,759)	(8,598)
Proceeds from sale of property, plant and equipment	9,000	-
Net cash generated from / (used in) investing activities	77,678	103,113
Cash flow from financing activities		
Net cash generated from / (used in) financing activities	-	-
Net increase / (decrease) in cash held	(200,639)	(241,257)
Cash at beginning of the financial year	605,342	846,599
Cash at end of the financial year	404,703	605,342

Carers Association of SA Incorporated

Notes To The Financial Statements

For The Year Ended 30 June 2011

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 2011 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 2011,
- (b) The accompanying Statement of Financial Position is drawn up so as to present fairly the state of affairs of the Association as at the 30th June 2011,
- (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 2011.
- (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 2011, 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.
- (f) During the year ended 30th June 2011, 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.
- (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 Goodwood this

17th day of September

2

2011



**CARERS ASSOCIATION OF SA INCORPORATED
INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF CARERS
ASSOCIATION OF SA INCORPORATED**

The accompanying summary financial statements, which comprises the summary statement of financial position as at 30 June 2011, 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 2011. We expressed an unmodified audit opinion on that financial report in our report dated 13 September 2011. 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 Summary Financial Statements

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 2011 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 13/9/11



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