

ANNUAL REPORT 2013



Carers SA

Carers SA is a member based community organisation established in 1990 by a 'grass roots' movement of family carers, to represent their interests and needs and to be 'the voice' of family carers in South Australia.

We are governed by a committed and skilled Board of Directors, the majority of whom have experience as a family carer.

Our dedicated and skilled staff share a passion for making a positive difference to the lives of caring families in South Australia. Carers SA acts as both a representative organisation and a service provider, providing a range of services to caring families in both metropolitan and rural and remote locations.

Our Vision

An Australia that values and supports family carers so they can fulfil their role with pride, dignity and security.

Our Mission

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

At the core of our work, Carers SA has four strategies.

Strategy 1: Carer Representation and Policy

Strategy 2: Raising Awareness

Strategy 3: Quality Services that Support Carers

Strategy 4: Strengthening Our Organisation

The Role of Carers SA

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

Please be aware that this brochure may contain the names and/or images of deceased Aboriginal people. Carers SA acknowledges that to some Aboriginal communities, it is distressing to show images and mention names of people who have died.

Principles of Operation

Carer centred practice – We listen and provide carers with information and support so that they feel empowered to make choices.

Carer participation in decisions – Everything we do is underpinned by the inclusion and engagement of family carers in service delivery, policy development and building a service system which is responsive to their needs.

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

Access and equity – We respond to all carer populations and seek to overcome the barriers that prevent some carers from getting access to information, resources and support.

Recognising cultural diversity – We respect people from all cultural and linguistic backgrounds and respond in flexible and culturally appropriate ways so that they feel understood and supported.

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

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

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

Working from an evidence base – We use data, research and evaluation and actively seek feedback from carers to inform the development of services and policy that provides the platform for our representation to government and the wider community.

Collaboration and partnership – We actively seek collaboration with other organisations and groups to achieve positive outcomes for carers and to develop a more comprehensive and responsive service system.

Openness and accountability – We are open to scrutiny and committed to transparency and accountability for use of funds and feedback of results to carers and the wider community.

Front Cover: Carers SA Young Carer Recognition Awards, Ceremony and Reception at Government House, hosted by His Excellency Rear Admiral Kevin Scarce AC CSC RANR Governor of South Australia, Patron of Carers SA, and Mrs Liz Scarce, April 2013

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

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President's Report – and a farewell Message



Barry Samuel
President

This year my term of President of Carers SA comes to an end. This year has been another successful year for our Association that saw the completion of our last Strategic Plan. The Board's review confirmed that Carers SA had successfully achieved its Strategic Objectives, one of which included finding new premises for Carers SA's State Office. Our move to our wonderful new State Office at Wayville has proved to be a great success for everyone.

Our new Strategic Plan 2013-2015 was released in early 2013 and provides a plan for the delivery of our new Vision: 'An Australia that values and supports family carers so they can fulfil their role with pride dignity and security'. The Board continues to address major challenges of adding value to Carers SA, strengthening our policy ability, responding and engaging with our members and their needs, and exploring new avenues of revenue generation-just to name a few.

I'm happy to report the Board of Directors is making substantial progress towards this new and stronger Vision. I'm confident we are heading in the right direction and wish to thank each Director for their efforts over the past year. Their diligence and expertise in governance is greatly appreciated.

Our ongoing affiliation and contribution to Carers Australia and the National Network of Carers Associations has strengthened our 'voice' and presence at both a State and National level, and we are stronger for it.

I would also like to thank and formally acknowledge the outstanding work done by Rosemary Warmington AM, our Chief Executive Officer. She has been a major factor in Carers SA being the prominent organisation it is today. It has been a privilege to serve with her.

Our Board has a policy of visiting our regional programs and carer support centres in both metropolitan and rural regions to catch up with staff and our local Carer Advisory Groups. It is always wonderful to catch up with staff and volunteers and hear what they are doing. Congratulations and thanks to you all. I especially appreciate the information and advice our Carer Advisory Groups have provided about carers and carer issues. To all of our members, your expertise and help have always been invaluable in forming our policy responses.

My thanks go to everyone for their enormous contribution to the work of Carers SA - to our members, volunteers, volunteer Board members, management and staff.

On behalf of the Board, I particularly want to acknowledge and thank Peter Roma who since 2008 has been a diligent Treasurer, chairing our Finance Committee, and who completes his final term on the Board at the 2013 AGM.

Also on behalf of the Board I thank both the State and Commonwealth Governments for the funding that enables us to deliver the much needed services and supports to family carers.

On behalf of my family and myself, thank you all for allowing me the privilege of serving you.

A handwritten signature in black ink that reads "Barry Samuel". The signature is written in a cursive style with a small flourish at the end.

Barry Samuel, President

CEO's Report



Rosemary Warmington
AM, CEO

In the past 12 months we have experienced unprecedented reforms in the health, ageing and disability sector, which will continue to transform community services into the future. Notably the NDIS (National Disability Insurance Scheme) was introduced on July 1 through DisabilityCare Australia to give consumers 'choice and control', at the same time the Aged Care Gateway was established to streamline people's access to aged care services.

In this context, Carers SA, as part of the National Network of Carers Associations and its affiliation with Carers Australia, has continued to focus its efforts on ensuring that the needs of carers are heard and addressed within these reforms.

Carers SA's credibility has been built over the more than 20 years that we have provided services and supports to carers across the ageing, health, mental health and disability sectors. We have gained the trust of family carers through our ongoing and consistent contact with carers. It is through our work that we aim to fulfil our Mission which is 'to promote, assist, empower and enhance the lives of family carers'.

This year we developed a new Strategic plan 2013-2015 with a new Vision Statement: 'An Australia that values and supports family carers so they can fulfil their role with pride, dignity and security'. This Vision Statement renews Carers SA's commitment to overcoming the barriers to social inclusion that family carers, by virtue of their caring role face.

Our newly established three year Strategic Plan 2013-2015 commits us to action through four key strategies of: Carer Representation and Policy; Raising Awareness; Quality Services and Supports; Strengthening our Organisation.

Our representation of carers is informed by the powerful views and lived experiences of carers and underpins our communication with policy makers, government and the media. Carers SA has specialised knowledge and understanding in its role as the 'voice of carers'.

Our commitment to quality services and strengthening Carers SA is fulfilled through the inclusion of carers at every level of our organisation including: our local planning and advisory structures, ongoing program feedback and evaluations, the setting and the monitoring of strategic direction by our Board of Directors - the majority of whom are past or current carers.

Once again Carers SA successfully provided a range of services across the state, thanks to funding from both State and Commonwealth Governments.

Carers SA's highlights during 2012/2013 include:

- Official opening of our new premises by our patron the Governor of South Australia Kevin Scarce and Mrs Liz Scarce. Our new premises gives us expanded office space with disability access and excellent public exposure.
- Carers SA's Young Carer Recognition Award Ceremony at Government House with the Governor of South Australia Kevin Scarce and Mrs Liz Scarce.
- Carers SA's sponsorship of the inaugural Carers SA Carer Achievement Award as part of the Australian Community Achievement Awards.
- Co-location of Mt Gambier programs to streamline our services.
- Establishing a strong social media presence to better engage with family carers and the public.

My thanks go to everyone for their enormous contribution to the work of Carers SA - to our members, volunteers, volunteer Board members, management and staff.

Special acknowledgement goes to President Barry Samuel who completes his final term on the Board this year. Barry has given unstintingly to Carers SA over seven years since 2007 during which time he was President from 2012-2013 and Vice President from November 2007-2012. Barry will continue to contribute as a Carer Ambassador.

A handwritten signature in black ink, appearing to read 'Rosemary Warmington'.

Rosemary Warmington AM, CEO

Corporate Governance: Board of Directors



Barry Samuel: Motor Mechanic; Tertiary Lecturer I & II; Certified Workplace Trainer and Assessor; carer; Vice President since November 2007; Board member since October 2006. President since October 2012. Ex officio on all Board committees.



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



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.



Janet Stone: Masters of Business Administration; Bachelor of Commerce; Telecommunications Management Certificate; FAICD (Fellow of the Australian Institute of Company Directors); past Associate Fellow of the Australian Marketing Institute. Board member since August 2012.



Michael Dwyer: Lawyer; LLB; B.Ec.; Member Membership Committee; Member Constitutional Committee; Board member (co-opted) since December 2006; resigned February 2013.



Stuart Cannon: CPA (Certified Practising Accountant); Bachelor of Accountancy (University of South Australia); MAICD (Member of the Australian Institute of Company Directors); business management expertise. Board Member since October 2012.



Lyn Woodforde: Cert. III in Business Administration; Cert III in Business (Medical Administration); carer, Member of Policy Committee. Board Member since February 2011; Vice President since October 2012.



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.



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.

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 2012/13

8,785 members across all categories.

\$178,000 (est) of voluntary effort provided by up to 200 volunteers contributing well over 6,000 hours.

40,069 households were sent direct mail offering free information packages.

3,667 individual carers had direct contact with regional Carer Support programs.

23,148 products were distributed to carers, service providers, friends, relatives and students.

119,684 respite hours were provided to over 700 carers through the Commonwealth Respite and Carelink Centre, South and East Country.

1,992 carers, 799 service providers and 308 members of the general public were provided with information by the Commonwealth Respite and Carelink Centre, South and East Country.

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

275 carers received 1,121 counselling sessions.

180 participants attended 12 education and training workshops.

150 carers registered with the ARAFMI program.

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

1,149 information packs were sent to others connecting with young carers and their families.

69 Young Carer Kits were distributed.



Carer Recognition Awards 2012: Staff and members of the Carers SA Board, with Communities and Social Inclusion Minister Ian Hunter.



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



Strategy 1: Carer Representation and Policy

Representing carers and the issues that affect them to governments and the wider community continued to be central to the work of Carers SA. Our representation at a state level is complemented at national level by 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. In June 2013 we distributed our membership wide survey and we look forward to analysing the results.

Consultative Groups

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

Mental Health Carers Task Group

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. 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 CEO attended the release of Carers Australia's inaugural Reconciliation Action Plan.

The Aboriginal Partnership Group meets regularly. 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 Home Care Services, Disability Ageing and Carers, Alzheimers Australia SA, and Carers SA.

Disability Carers

Based on the advice of carers of people with a disability Carers SA:

- established a very successful closed therapeutic group for parents of children with a disability whose children had been sexually abused
- made a submission to the Attorney General on the Inquiry into Justice for People with disability
- supported the establishment of DisabilityCare Australia

Inquiries and Submissions

During the year, Carers SA made the following submissions to:

- Select Committee on Disability Access to the Justice System (March 2012)
- Inquiry into Workforce and Education Participation, to Economic and Finance Committee (SA Parliament) (written submission made October 2011; representation by witnesses to the committee inquiry July 2012)
- SA Hospital Budget Review, to SA Health (August 2012)
- Attorney General's Department on the Criminal Justice System for People with Disability (June 2013)
- State Government review of the SA Carer Recognition Act 2005.

Carers SA supported the following submissions made during the year by Carers Australia:

- Senate Standing Committee on Community Affairs Inquiry: Carer and Management of young and older Australians living with dementia and BPSD (May 2013)
- Senate Standing Committee on Community Affairs Inquiry: National Disability Insurance Scheme Bill 2012 (February 2013)

- Response to the COAG Consultation Regulation Impact Statement on the National Disability Insurance Scheme (February 2013)
- Federal Budget Submission 2013-14 (January 2013)
- Department of Health and Ageing Discussion Paper for the Development of a National Aboriginal and Torres Strait Islander Health Plan (December 2012)
- Submission to the Senate Education, Employment and Workplace Relations References Committee (September 2012)

Forums and Consultations

As a result of new funding from the State Department of Communities and Social Inclusion, Carers SA was able to establish an ongoing Senior Policy and Carer Engagement Officer to drive Carers SA's work in:

- promotion and delivery of the biennial SA Carer Recognition Awards
- organising regular Best Practice Forums
- engaging with family carers through surveys and focus groups
- undertaking policy, research and development and providing advice on carers issues
- raising awareness through projects and public events

Our first Best Practice Forum, which focused on young carers, was a great success. We thank staff, young carers and other carer support organisations for their support and collaboration in making it a success. We were pleased that Minister Tony Piccolo was able to attend, to make some closing remarks and to meet with young carers to hear their concerns.

External Committees, Memberships & Alliances

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

- Carer Services Roundtable
- Peak Bodies Forum

Carers SA is a member of:

- Carers Australia
- Health Consumers Alliance
- Mental Health Coalition of SA
- SACOSS

Carers SA supported 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

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

- National Seniors for Productive Ageing Centre on Barrier to Mature Age Employment and the impact on older carers
- Counting on Care Work in Australia-AEC Group research for economic Security4Women ("eS4W"), the first comprehensive evaluation of the Australian care sector, paid and unpaid, using both replacement and opportunity cost methods that identified that unpaid care in

Australia was worth a staggering \$650.1 billion; equivalent to 11.1 million full time equivalent paid workers, greater than the Australian full time work force.

- Australian Human Rights Commission's Report on 'Investing in Care: Recognising and Valuing those who care' which identified the failure in our superannuation and taxation systems to recognise the contribution and value of unpaid work, which means that carers – mostly women - who have had long and repeated absences from paid employment, find they have negligible retirement savings and indeed, often retire in poverty. The report advocated for reform.



The Mental Health Coalition of SA celebrated its 10th anniversary and Rosemary Warrington AM (left) and Professor Ann Crocker (MHCSA's inaugural President) were presented with Certificates of Appreciation for furthering the aims and objectives of mental health reform through their leadership as Past Presidents of the Mental Health Coalition of SA



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

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



Strategy 2: Raising Awareness

Communication Strategies

Carers SA used new and diverse elements in its communication strategy to reach carers and the public. Carers SA significantly increased its presence in social media via the establishment of a new: Facebook page, YouTube channel, and a twitter account. Our Facebook page has had a rapid increase in the number of likes and has substantially built our 'on line community of carers'.

Our quarterly magazine, SA Carer, continued to provide our members with tips, information and up-to-date news and carer stories. Over the year 8,000 hard copies were distributed through direct mail to members, libraries, appropriate parliamentarians and government departments and at community education forums and other events that reached many more people.

Each of our regional carer support offices continues to distribute a regular local newsletter to promote local events and activities. Regional newsletters are also promoted through our website and Facebook page.

Partnerships, Collaborations and Promotions

During the year, Carers SA raised awareness of many other state and national initiatives that support carers by promoting them through Carers SA's publications and our social media accounts and included:

- Health Direct 1800 022 222, the national afterhours GP helpline
- essential medical equipment payments through Centrelink
- PCEHR Personally Controlled Electronic Health Record
- New national e-Mental Health portal
- NDIS and DisabilityCare Australia
- Telecross REDi service
- Information for families of children with mental illness to break the cycle of Depression and Anxiety
- 'Making Complaints' a HCSCC resource for over 65 year olds
- Energy and Water Ombudsman SA 1800 665 565 the service for energy and water complaints
- Stay Safe – Police Support for carers and eligibility for a home security audit
- two hats...too hard? - The Southern Services Reform Group, working carer resources for employers and employees

National Carers Week 2012

National Carers Week was held from the 16th – 22nd October 2012 with the theme 'Be Care Aware'. Dozens of local events took place across the state supported by Carers SA local staff, the local community and other organisations.

The Impossible Orchestra, Melbourne

On October 27 & 28 2012, the Impossible Orchestra took to the stage in a musical event celebrating the extraordinary day and night efforts of carers. The Impossible Orchestra played non-stop for a 24 hour period at the newly re-opened Hamer Hall, Melbourne and was broadcast live online for the whole country to enjoy.

Launch of National Carers Week

Carers Week 2012 was launched by Carers Australia Patron, Her Excellency Ms Quentin Bryce AC CVO, the Governor-General of the Commonwealth of Australia in Canberra.

Her Excellency, Ms Quentin Bryce AC CVO in launching Carers Week 2012 acknowledged the invaluable contribution to our society and to the people they care for.

SA Carer Week Events

Carers SA organised the following Carer Week events:

- The official opening of Carers SA's new state office at Wayville by our Patron, The Governor of South Australia His Excellency Rear Admiral Kevin Scarce and Mrs Liz Scarce.

Over 200 carers from various support groups from across the state attended our Open Day and enjoyed great food, good company, information sessions, back massage, a magician and more.

Attending the official opening were Hon Ian Hunter (Minister for Communities and Social Inclusion, Minister for Social Housing, Minister for Disabilities, Minister for Youth, Minister for Volunteers); Mark Butler (Minister for Mental Health and Ageing, Minister for Social Inclusion, Minister Assisting the Prime Minister on Mental Health Reform) and Mark Goldsworthy (Member for Kavel, Shadow Minister for state Local Government Relations/Veterans Affairs/Consumer Affairs), representing Isobel Redmond (Leader of the Opposition).

- Carers Week Expo in the Mall was well supported and we were visited by Federal Ministers Jenny Macklin (Minister for Disability) and Kate Ellis (Federal Member for Adelaide).
- At Indulgence with Flowers at the Unley Civic Centre, we were visited by Lachlan Clyne (Mayor City of Unley), David Pisoni (MP for Unley) and Kate Ellis (Federal member for Adelaide).

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

- Bank SA and Staff Charitable Fund
- Carers Australia
- Zonta Club

Carers SA receives Awards

During the year, Carers SA was recognised with several awards.

- Carers SA was recognised in two categories in the SA Carer Recognition Awards 2012: a 'Special Commendation' to Eyre Carers in the category 'Outstanding initiative for Carers as Customers by a Not for Profit Organisation'; and a 'Highly Commended' to Carers SA in the category 'Outstanding initiative for Carers as Customers by a Not for Profit Organisation' for our Mentor Program.
- Carers SA was a Finalist in Dr Margaret Tobin Award for Excellence in Mental Health 2012 in the category for Excellence in the Provision of Mental Health Services.

Carers SA Sponsors Carer Achievement Award

In 2013, as part of the Community Achievement Awards, Carers SA became the proud sponsor of the new Carers SA Carer Achievement Award. This new award celebrates the achievements of individual carers who have not only provided substantial long term care but have also championed the cause of carers and in doing so improved the



services and recognition of family carers in South Australia. The inaugural award will be made in November 2013.

Carer Ambassadors

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.

Young Carers

More than 300,000 young people in Australia aged under 25 years spend time every day caring for a parent, family member, or friend with disability.

"As we move toward models of care that are based in our families and neighbourhoods, rather than in institutions, we need to become more conscious of the role carers play, and the notion that anyone, at any time, can be a carer," she said.

"Our hearts go out to all carers, whose own quality of life can be severely affected by the enormous responsibilities of looking after ill or disabled family members," she said.

"The combined range of the unpaid family caring effort is extraordinarily large. The replacement cost for this significant contribution to society is estimated at over \$40 billion."

Her Excellency, Ms Quentin Bryce AC CVO



The Governor General Quentin Bryce launching National Carers Week.

During the past 12 months, Carers SA has dedicated significant effort to recognising, raising awareness and supporting young carers.

Young Carer Recognition Award Ceremony

In April of 2013, Carers SA's patron, the Governor of SA His Excellency Kevin Scarce and his wife Mrs Liz Scarce hosted a Recognition Ceremony for Young Carers at Government House, at which the Governor presented Carers SA Recognition Awards and gifts to 29 young carers aged between 8 and 22. His Excellency commended Carers SA on its important work within the community, in particular their work supporting young carers.

In his speech the Governor reminded everyone present that: "Carers both in the metropolitan and rural areas, are recognised in legislation through the SA Carers Recognition Act, Equal Opportunity Legislation, and Mental Health Act, all of which have been achieved through the extensive and persistent lobbying of Carers SA".

In her address, Mrs Warmington AM congratulated all the young carers present on their leadership, efforts and the role model they are for other young people. She reminded everyone present that being a young

carer brings challenges and opportunities. "It is heart-warming to see the support of so many members of the community and government. I particularly wish to acknowledge those families who came with the young carers in support and pride of their children and what they do, and also acknowledge those family members unable to be here today for a variety of reasons".

Young Carers and Education

Carers SA has undertaken a program of presentations in schools, so that teachers can identify young carers and offer them assistance with time off school if needed or help with managing their schoolwork.

There are an average of two or three young carers in every classroom. This can put significant pressure on the education of these young people, yet many young carers are reluctant to ask for help.

During the year, the Australian Government developed and released a new suite of resources to help support teachers and students understand more about young carers.

Young Carers and Leadership

Our Young Carer Ambassadors have done a splendid job in the past of

'Teachers are in a unique position to support young carers through their schooling. They can provide enormous relief to their students by simply being aware of their situation and referring them to support services available.'

Federal Parliamentary Secretary
Amanda Rishworth MP

At launch of new resources

raising awareness about carers and we would like to give other young carers the same opportunity to develop their leadership skills.

Carers SA is developing a Young Carer Leadership Program, able to be implemented when funding or sponsorship becomes available.

Sponsors and Donations

Carers SA sincerely thanks the many individual members, member organisations, carer organisations, colleague organisations and sponsors for their donations: the Australian Lace Guild, Bank SA & Staff Charitable Fund, The Lewis Lodge, Tea Tree Gully Quilters, The Quilters Guild of SA, and the Zonta Club. The donations are used for specific events to help carers (often young carers) access programs and attend events.

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

Carers SA's Carer ED Program

Carers SA has an established reputation as a recognised quality provider of best practice education and training relating to family carers.

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



Geoff Griffin, Awards Director (Awards Australia), Lyn Woodforde, (Vice President Carers SA) and Minister Tony Piccolo at the launch of Carers SA sponsored Carer Achievement Award.

experiences with each other and create social links, which reduces feelings of isolation and stigma.

Our trainers create a learning environment where carers feel valued and supported in their caring role. The aim is improved well-being in the lives of carers.

Carers SA's growing Carer Ed suite of training workshops for both family carers and service providers includes:

- Young Carer Leadership Course (series of 4 workshops)
- Dealing with the Stress of Caring
- The Carer Journey Working with Service Providers
- Crisis Management
- Legal Issues for Family Carers

- Manual Handling
- Partners in Depression (6wk course or 2 days in regional areas)
- Creative ways to Care (6wk course or 2 days in regional areas)
- Carers returning to work
- Carers are Clients Too
- Carers one of your Primary Resources
- Working Effectively with Family
- Young Carers in Education
- Understanding the SA Carer Recognition Act
- Case Notes Training for Providers
- ChildSafe Environments Training

Over the past year, 28 education and training sessions were run across South Australia for 228 participants that included family carers, carer mentors, service providers, health professionals and education professionals.

"Often, a young carer's peers, their school mates and teachers, are unaware of the extra hours of responsibility the young carer has taken on and that the additional load of extra hours of care, may have an impact on the young carers ability to study and complete the required school work. They may simply be too tired to be able to study."

CEO Rosemary Warmington AM,

Government House Recognition Ceremony celebrating young carers



Carers SA Young Carer Recognition Awards, Ceremony and Reception at Government House, hosted by His Excellency Rear Admiral Kevin Scarce AC CSC RANR Governor of South Australia, Patron of Carers SA, and Mrs Liz Scarce, April 2013



“Responding to the service and support needs of carers and their families”



Strategy 3: Quality Services that Support Carers

Reporting on Carers SA's Cultural Diversity Plan

Carers SA Cultural Diversity Plan establishes our commitment and strategic approach to the development of services that are responsive to carers from diverse cultural backgrounds (CALD). Each of Carers SA's programs has an established action plan for the achievement of outcomes against this strategy. The results of that work is reported through the Key Performance Indicator of the uptake into the programs by carers of culturally diverse backgrounds, and these figures are included in this Annual Report.

Carers by cultural grouping - All Carers SA programs (7,310 carers)



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

Reporting on Carers SA's Aboriginal Partnership Plan

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

Better Start for Children with Disability

The Better Start Initiative, funded by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) commenced 1 July 2011 and aims to support children up to 15 years of age with specific disabilities.

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

- 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.

Better Start New Conditions Available on 1 January 2013

Over 5,875 children registered for Better Start nationally with 476 of those from South Australia since July 2011.

On 1 January 2013 the Better Start initiative expanded to include all the following disabilities:

- Angelman syndrome
- Cerebral palsy
- CHARGE syndrome
- Cornelia de Lange syndrome
- Cri du Chat syndrome
- Kabuki syndrome
- Microcephaly
- Prader Willi syndrome
- Smith-Magenis syndrome

- Williams Syndrome
- Deafblindness
- Down syndrome
- Fragile X syndrome
- Hearing impairment
- Sight impairment.

Through 2012/2013, Carers SA registered 202 families for Better Start, with over 79% of these families attending face-to-face meetings with an advisor. 5% of registrations were for Aboriginal children and 2% for children from CALD background. Over 500 families have received follow-up contact from an advisor during the year to ensure they are accessing services and supports.

Promotion across the state continued to occur with presentations and displays in many regional locations including: Mount Gambier, Port Lincoln, Barossa Valley, Whyalla, Port Pirie, Kadina, Tintinara and Keith along with many others.

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 and for referral to other services in the community service sector.

Services Provided

During 2012/2013 the service assisted 1,992 carers, and 799 service providers, as well as 308 members of the general public.

23,148 printed resources were distributed to callers including those in community languages and Aboriginal specific resources.

Community expos included: Carers Week and Disability & Ageing Expo. Presentations included, amongst others, the Polish Federation, Social Workers at Repat Allied Health Service and University Students undertaking a degree in Disability.

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

Trained volunteers continued to play a valuable role in our quality improvement by delivering Carers SA call-back to gather feedback from carers who had accessed the service.

Counselling

The Carer Counselling Service provides telephone, one-on-one and face-to-face counselling service, as well as family and group counselling sessions across the state through 30 accredited counsellors that are contracted by Carers SA. Carers Australia secured additional national funding this year for the delivery of Counselling for Carers of a person with Mental Illness.

Demand from families for counselling continued to be strong during the past year and their feedback continues to support our experience that counselling is a valuable and much needed service for carers.

Carer Advisory and Counselling Service - Referral Sources

Referral Source	Percentage
Carer support org. & CRCC	47%
Centrelink	30%
Carers SA website	5%
Promotional activities	10%
Relative/friend	4%
Other inc. other services	3%

“I appreciated that the group consisted of only 5 people. The Counsellor was very easy to communicate with and I felt at ease to talk freely. There was just the right amount of exercises and different ways of learning to cope in our caring role.”

Carer

Referrals for Counselling

Carers Referred	Carers Received Counselling	No. of Sessions
425	275	1,121

Type of Service Received

Individual Sessions	Family Sessions	Group Counselling Sessions
970	64	87

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.

Throughout the year, CRCC took calls for the new 1800 200 422 'My Aged Care' number and other related freecall help desk information numbers, as part of the Commonwealth's shaping of aged care reforms.

Services provided include:

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

Aboriginal Carers

CRCC staff have continued their support to Aboriginal people and attendance at local meetings and gatherings. 3% of carers accessing respite have been from Aboriginal families.

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.

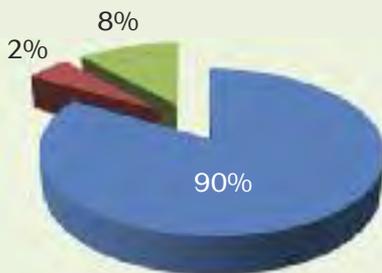
- Partnerships included Headspace Partners (Murray Bridge), Aboriginal Youth & Family Network as well as representation on Collaborative taskforces including: Southern Fleurieu Positive Ageing Taskforce, Riverland Mallee Coorong Taskforce, Adelaide Hills Positive Ageing Taskforce and Limestone Coast Aged Care forum.

- CRCC has continued to manage the funds for carers accessing a small number of Consumer Directed Respite Care packages funded under the DoHA NRCP program.
- Successful delivery of the Creative Ways to Care training to carers of persons with dementia occurred in the Riverland and Adelaide Hills.

Regional Carer Support Services

Carers SA's regional Carer Support Programs continued to grow to support more than 3,667 carers across five regions of South Australia (including Western Metropolitan, South East, River Murray and Mallee, Northern Country and Eyre Peninsula). These programs are supported by financial assistance from the Australian Government Commonwealth HACC Program for carers of people >65 years and < 65 years, and the Australian Government FaHCSIA-Community Based Mental Health Program) and are delivered seamlessly to carers in the regions by Carers SA's skilled staff.

Carers by cultural grouping - Carer Services (3,643 carers)



- Aboriginal carers
- CALD carers
- All other carers

Carer Services includes: Commonwealth Respite and Carelink Centre, Carer Advisory and Counselling Service, Better Start program. Data includes carers who made contact with the service in the past 12 months.

"I enjoy Carers SA because I have made some really lovely friends with the staff at the South East office"

Carer

Respite Hours

Respite Hours	Number of Carers receiving respite support
119,684 hours	over 700 carers

Information Provided to:

Carers	Service Providers
8,542	681

The carer support programs are carer-driven with each program gaining feedback and information from its local Carer Advisory Group that includes up to 12 carers from the surrounding areas, with varied caring roles across ageing, mental health, disability, ageing and chronic illness, who contribute to the development of the local program.

The regions covered by the programs include:

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

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

Aboriginal Carers Project (Carers SA - Northern Country Carers)

The Aboriginal Reference Group 2012 for this project meet quarterly and includes Aboriginal representatives of local services, staff of Carers SA and carers: Chairperson Dianne Welgraven (Carers SA Aboriginal Carer Support Worker) and Marilyn Little (Carers SA Northern Country Carers Coordinator), 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), Carolynanha Boyede (Do it for Life Program), Lynne Milera (Pika Wiya Health Services), Angela Russell (Aboriginal Family Wellbeing Program), Christine Bond (Uniting Communities Adelaide), and Kate Preiss (Carers SA Manager Community Services).

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

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

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

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

The following is provided by regional carer support 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



Young Carers toured the City of Whyalla and had a day away from their usual caring responsibilities.

Carers by Cultural Grouping - Community Services (3,667 carers)



Community Services includes: Regional HACC funded services for carers of people >65 and <65 carers in Pt Lincoln, Pt Pirie, Whyalla, Pt Augusta, Murray Bridge, Loxton, Mt Gambier and their regions and north western metropolitan region regions; FaHCSIA service for carers and mental illness. Data includes carers who have made contact with the service in the past 12 months.

Diversity Plan, and the Carers SA Aboriginal Partnership Plan, the Carer Support Programs 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 has 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 – 63 flexible retreats were provided across 5 regions over 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 Mentors

The Carer Mentor Program operates within each local Carers SA Carer Support Program. Mentors are 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 require skills to 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.



Carers Christmas Celebration December 2012



Carers take a break

Number of Carers involved in Regional Carer Support Services (as of 30th June 2013)

Program Area	Carers	Carers (HACC)	Carers (FaHCSIA)
Western Carers	1,290	972	318
Eyre Carers	361	240	121
Northern Country Carers	525	389	136
South East Carers	953	597	356
River Murray and Mallee Carers	538	349	189
Total	3,667	2,257	1,120

Regional Carer Support Services - Number of Carers by Region and Cultural Grouping (as of 30th June 2013)

Program Area	HACC						
	All Carers	Care recipient		Aboriginal Carers		CALD Carers	
		<65yrs	>65yrs	<50yrs	>50yrs	<65yrs	>65yrs
Western Carers	972	288	684	11	7	52	215
Eyre Carers	240	106	134	1	14	4	2
Northern Country Carers	389	199	190	39	38	11	11
South East Carers	597	317	280	5	5	15	13
River Murray and Mallee Carers	349	156	193	2	3	5	14



“Providing the resources for action”



Strategy 4: 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 2013 we had 8,785 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.

Upto 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 \$178,000 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. December 2012 marked the end of Carers SA's Strategic Plan (2009 -2012) and the Board, and executive management team successfully reviewed our outcomes against that plan.

Carers SA's new Strategic Plan (2013-2015) was developed, following input from staff and key external stakeholders, and released on our website.



Our Mission Statement remains the same: 'To promote assist and empower the lives of family carers'.

Our new Vision Statement became: 'An Australia that values and supports family carers so they can fulfil their role with pride, dignity and security'.

Carers SA's Board Meetings 2012/2013 Attendance by Board of Directors

In 2012/2013 there were seven Meetings of the Board of Directors of Carers SA.

The Annual General Meeting was held on 30th October, 2012.

Member	Board Attendance for 2012 / 2013							
	2012					2013		
	Aug	Sep	AGM	Nov	Dec (workshop)	Feb	Apr	Jun
Dr Amanda Allport-Haller		✓	✓			✓		✓
Barry Samuel	✓	✓	✓	✓	✓	✓	✓	✓
Janet Stone	✓	✓			✓		✓	✓
Jan Wallent	✓	✓	✓	Term completed				
Lyn Woodforde	✓	✓	✓	✓	✓	✓	✓	✓
Michael Dwyer	✓			✓	✓	Resigned		
Peter Roma	✓	✓	✓	✓	✓	✓	✓	✓
Phil Hefferan	✓	✓	✓	✓	✓	✓	✓	✓
Stuart Cannon	Newly Appointed			✓	✓	☑	✓	✓

✓ Attended the Board meeting ☑ Attended the Board meeting via teleconference

Our new Strategic Plan (2013-2015) has been reduced to four key strategies:

- Strategy 1: Carer Representation and Policy
- Strategy 2: Raising Awareness
- Strategy 3: Quality Services that Support Carers
- Strategy 4: Strengthening Our Organisation

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 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.

Staff were involved in 2,396 hours of training and development at an estimated cost of \$42,240.

During this year, Carers SA made a strong commitment to supporting staff management and skill development and provided scholarships for seven of our line managers to undertake management training under the SA Government Skills for All Training Initiative. This continues to build Carers SA's commitment to strengthening our staff, their skills and capacity.

STAR Workplace Survey

During December, Carers SA undertook an independent staff survey, as part of the STAR Workplace Program. The STAR Workplace Program, is a business improvement and benchmarked tool which enables organisations to assess and measure their business.

Our employees rated our culture at Carers SA highly with an overall rating of 82%, which is higher than national average. The high rating in 'Customer Focus' at 88%, strongly reflects the engagement of our



employees with our values and the importance of their contribution to improving the lives of carers.

Overall, the staff at Carers SA are very satisfied with the working environment, their job roles, they feel trusted and supported, know what they are accountable for and have the resources available to meet carers needs.



The national benchmark for growth is 75% in the STAR workplace program and Carers SA is well placed to further develop organisational capacity to meet growing needs of the future.

In summary, the results show that Carers SA's culture is that of a high functioning organisation, but we recognise there is always room for improvement. The report made a number of recommendations that are being implemented with the input of staff. A need to address staff remuneration was identified.

Carers SA was therefore pleased with the outcome of the national pay equity case for community sector workers that resulted in increased wages, to be introduced over a period of 8 years. Carers SA was gratified to receive a commitment of additional equal pay remuneration funding from both the State and Commonwealth Government, which substantially meets the increased wages costs.

Finance Committee

During 2012/2013 the Finance Committee, which reports back to the Board, met on a monthly basis.

Member Name	Position
Peter Roma	Treasurer
Stuart Cannon	Board Member
Lyn Woodforde	Vice President (from Nov 2012)
Barry Samuel	President (from Nov 2012)
Jan Wallent	President (to Nov 2012)
Christine Dunthorne	Manager Finance and Corporate Services (from Feb 2013)
Rosemary Warmington AM	Chief Executive Officer
Sue De Silva	Office Manager Finance and Corporate Services

Operational Structure

Carers SA operates on a 'hub and spoke' model of service delivery with the overall administration and infrastructure framework that includes human resources, financial management, buildings, leasing, equipment and maintenance for the whole of the organisation managed by our dedicated Finance and Corporate Services Team. Staff in regional locations provide much needed administrative support in the delivery of direct services.

Managers play a crucial role and together provide a strong management team to ensure program outcomes. Carers SA provides a management leadership program throughout the year. A number of internal advancements of staff into more senior management positions occurred during the year and included: Sharon Tentye (appointed to Manager Carer Services); Kate Preiss (appointed to Manager Community Services); Katrina Easton (appointed to Program Manager-Carer Advisory & Counselling Services). This confirmed and reinforced Carers SA's commitment to strengthening our internal career pathways for staff.

During the year, changes to the management structure resulted in the reduction in the number of managers but the establishment of a new Manager Finance and Corporate Services and a new Office Manager position to strengthen the corporate service functions including: financial capabilities, organisational systems and integrated organisational business development functions.

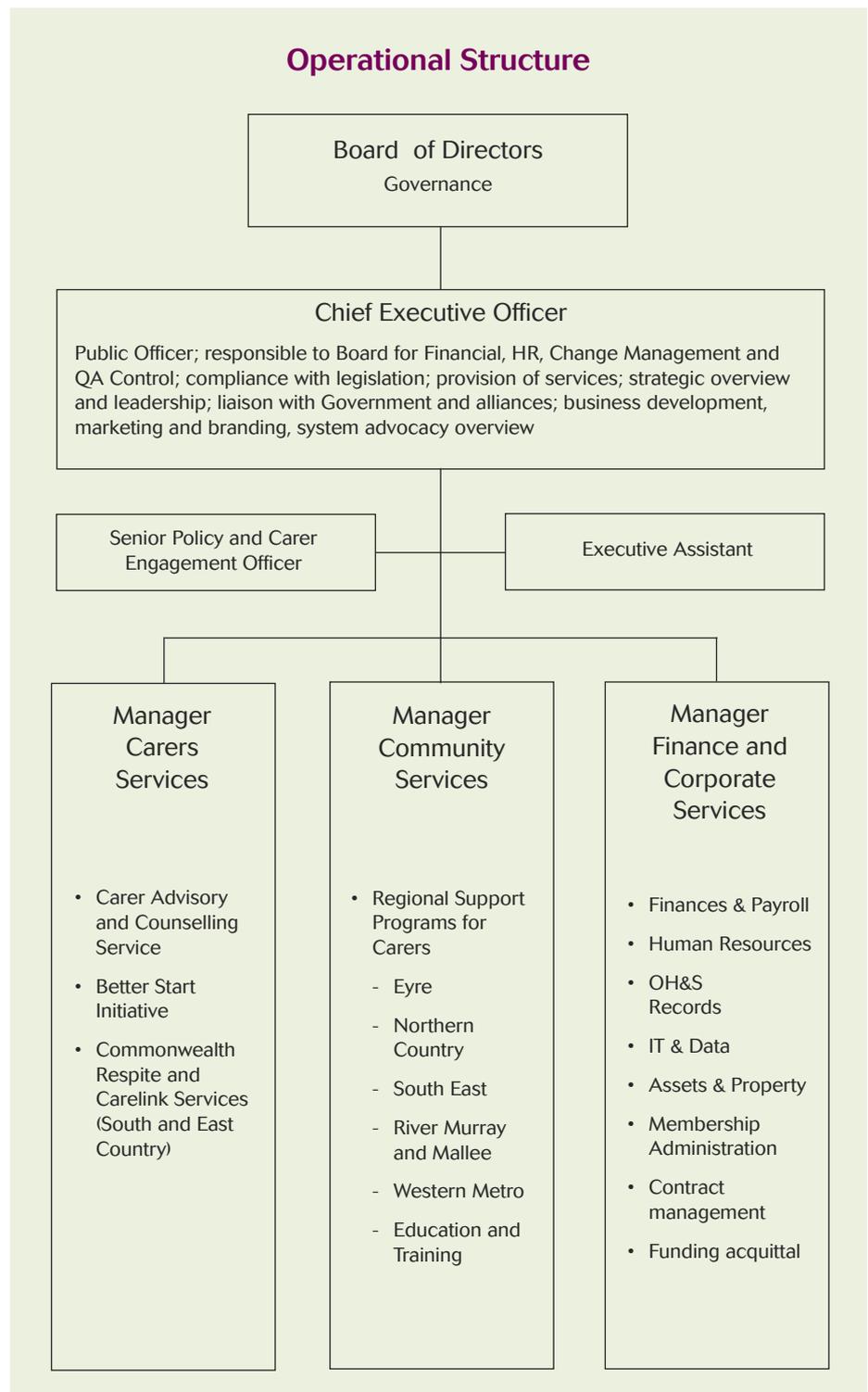
Standards and Continuous Quality Improvement

Carers SA continues its commitment to continuous quality improvement and to delivering services of a high standard against the National Community Care Common Standards.

Work Health and Safety

In January 2013, new Work Health and Safety Legislation was introduced into South Australia. Since then the staff and Board members have received training on the new legislation and its implications. The development of an organisational framework, and action plan for Carers SA's compliance with the new legislation in Carers SA is being undertaken.

Our Occupational Health and Safety Committee is registered with WorkSafe SA and meets regularly. Its members included: Rosemary Warmington AM (CEO), Christine Dunthorne (Manager Finance and Corporate Services), Sue De Silva (Office Manager) Anna Schmidt and Ros Baile (elected representatives) of staff.





Carers SA's new Strategic Plan (2013-2015) was developed, following input from staff and key external stakeholders, and released on our website.

- *Strategy 1: Carer Representation and Policy*
- *Strategy 2: Raising Awareness*
- *Strategy 3: Quality Services that Support Carers*
- *Strategy 4: Strengthening Our Organisation*

Staff (from July 2012 - June 2013)

STATE OFFICE

Chief Executive Officer

Rosemary Warmington AM

Tania Starr – Executive Assistant

Business Development

Simon Charlton, Manager (Part-time)
(to October 2012)

Policy

Ann Hine, Policy and Project Officer
(Casual) (to October 2012)

Moira Deslandes, Senior Policy and
Carer Engagement Officer
(from March 2013)

Corporate Services

Christine Dunthorne, Manager
Finance & Corporate Services
(from February 2013)

Sue De Silva, Office Manager
Finance & Corporate Services

Kerryn Johnson, Accounts &
Payroll Officer

Carer Services

Sharon Tentye, Manager

Jennie Commene, Program Manager

Carer Advisory and Counselling Service

Simon Pavelic, Program Manager
(to November 2012)

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

Deborah King, Registration &
Information Services Advisor –
Better Start

Sharne West, Carer Advisor and
Counsellor (Part-time)

Anne Andrews, Carer Advisor
(Part-time)

Ben Wayne, Counsellor (Part-time)

Margaret Cunningham,
Administration Support Officer

Christine Bulman, Registration &
Information Service Advisor –
Better Start

Annie John, Registration &
Information Service Advisor –
Better Start (to June 2013)

Katherine Healy, Carer Advisor &
Counsellor (Part-time) (from
September 2012) (to November
2012)

Katrina Easton, Program Manager
(from January 2013)

Pam Donnelly, Team Leader
Advisory Services (from March
2013)

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

Andrea Blanch, Admin Support
Officer, Reception (Casual) (from
March 2013)

Ciara Merrifield, Carer Advisor &
Counsellor (from April 2013)

Commonwealth Respite and Carelink Centre (South and East Country)

Murray Bridge

Terry Mangelsdorf, Team Leader
Respite Services

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)

Roslyn Baile, Administration Support
Officer

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

Anthony Moyses, Information Officer

Jennifer Webster, Assessment &
Liaison Worker (Casual)

Mt Gambier

Janie Brown, Senior Admin Support
Officer, Reception

Dayna Pittard, Assessment & Liaison
Worker

Michelle Lennon, Assessment &
Liaison Worker

Community Services

Anne Gawen, Manager (Part-time)
(to September 2012)

Kate Preiss, Manager (from February
2013)

Regional Carer Support

Northern Country Carers

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

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

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

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

Merilyn Little, Co-ordinator (to May
2013)

Akarnie O'Loughlin, Aboriginal
Carer Support Worker, Port Augusta
(Part-time) (from October 2012) (to
January 2013)

Trudy Bartsch, Carer Support Worker
(Part-time) (from June 2013)

Eyre Carers

Joanne Caruana, Co-ordinator

Leonie Green, Carer Support
Worker (Part-time)

Caryll Cabot, Carer Support Worker
(Casual)

South East Carers

Colleen Moore, Co-ordinator
(Part-time)

Anne Smith, Carer Support Worker
(Part-time)

Charmaine Slaven, Carer Support Worker (Casual)

Sandra Muirhead, Carer Support Worker (Part-time) (to September 2012)

Barry Rundle, Carer Support Worker (Part-time) (from November 2012)

River Murray and Mallee Carers

Lianne Brewin, Co-ordinator (Part-time)

Anne Smith, Carer Support Worker (Part-time)

Mary McLean, Carer Support Worker (based at Murray Bridge) (Part-time) (from July 2012)

Western Carers

Katrina Easton, Co-ordinator (to January 2013)

Marta Hughes, Co-ordinator (Part-time) (from February 2013)

Kayeleen Monger, Carer Support Worker (Part-time)

Maurice Chiappe, Admin Support Officer (Part-time)

Programs and Projects

Kate Preiss, Program Manager Community Services, Mental Health

Anne Stratton, Project Worker

Jacinta Cox, Young Carer Project Worker (Part-time) (from July 2012)

Amy Orange, Program Manager Community Services (Part-time) (from May 2013)

FaHCSIA Mental Health and Young Carers – Western & Rural

FaHCSIA Western

Marta Hughes, Mental Health Worker (Carers) (Part-time) (to March 2013)

Jacinta Cox, Young Carer Worker Mental Health (Part-time) (from July 2012)

Camilo Guaqueta, Mental Health Worker (Carers) (Part-time) (from March 2013)

FaHCSIA Northern

Dianne Welgraven, Mental Health Worker (Carers) & Young Carer Worker (Mental Health) (Part-time)

FaHCSIA Eyre

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

FaHCSIA Riverland

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

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

Debra Spilsbury, Mental Health Worker (Carers) (Part-time) (to September 2012)

Joy Smith, Mental Health Worker (Carers) (Part-time) (from April 2013)

FaHCSIA South East

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

Education and Training

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

Fiona Telford-Sharp, MH Education & Training Project Worker (Part-time) (to September 2012)

Christo Steyn, Education & Training Project Worker (Part-time) (from October 2012)



Indulgence with Flowers, Carers Week, October 2012



Carers Week Rundle Mall Expo.

Members at 30th June 2013

Carer Support Organisations and Groups

Able Women of Leisure (AWOL)
ANFE Italian Carer Support Group
Angelman's Syndrome Association of SA Inc
Carers Link Yorke Peninsula
Goodwood Community Services
Jewish Community Services Inc
Mallee Mental Health Community Liaison Program Inc
Mental Illness Fellowship of SA
Mood Disorders Carer Support Group

Parents Under Pressure
Riverland Regional Health Service
SA Country Carers
The Palm Support Group

Colleague Organisations

Alwyndor Aged Care
Camden Community Centre
Centacare Catholic Family Services
City of Norwood, Payneham and St Peters
City of Onkaparinga
City of Unley
Country Health SA (Whyalla)
Country Home Advocacy Project Inc (CHAP)

Far West Carer Respite Centre
Guide Dogs SA - NT
Health Consumers Alliance of SA
Legacy Club of Adelaide Inc
Muscular Dystrophy Association Inc
Resthaven Inc
Spina Bifida & Hydrocephalus Association of SA
St. Ann's Special School
St. Patrick's Special School
Stroke SA Inc
The Salvation Army - Healthlink
Vietnam Veterans Federation SA Branch Inc.



Carers Week Rundle Mall Expo October 2012.

Office locations at 30th June 2013

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

Other Locations

Royal Park

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

Port Lincoln

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
eyrecarers@carers-sa.asn.au

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
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

Mount Gambier

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

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
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Carers Association of SA Incorporated
Concise Financial Report For The
Year Ended 30 June 2013

Carers Association of SA Incorporated

Financial Summary 2012 - 2013

Carers SA has recorded an operating surplus of \$156,488 for the financial year ended 30 June 2013.

Income

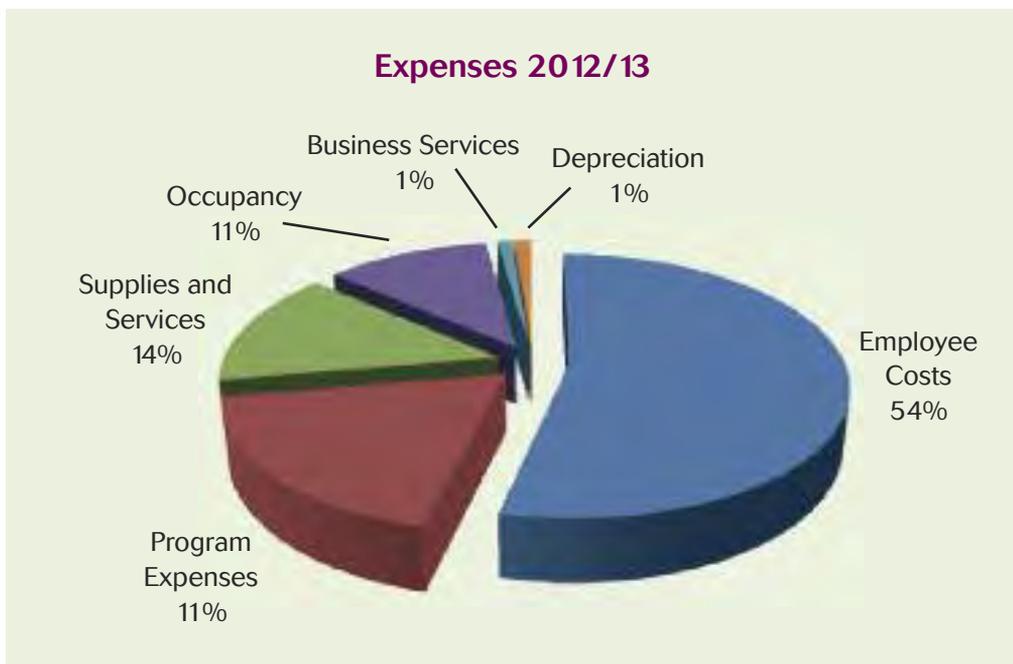
The major source of income for Carers SA came from grants from the Australian and South Australian Governments. In 2012/13 income from grants increased by \$284,000 or 5.3% from 2011/12.

Carers SA continued to invest surplus funds in interest bearing investments. Interest revenue of \$100,576 was earned in 2012/13. This is \$30,000 lower than the previous year which is due to falling interest rates.

Revenue	\$	%
Income from Grants	5,394,817	97.1
Interest Received	100,576	1.8
Membership & Donations	24,549	0.4
Other	38,420	0.7
	5,558,362	100

Expenditure

Carers SA's total expenditure for 2012/13 of \$5,401,874 – an increase of 3.9% over the previous financial year. The graph below depicts % expenditure by type:



Carers Association of SA Incorporated
Statement of Profit and Loss and Comprehensive Income
For The Year Ended 30 June 2013

	2013 \$	2012 \$
Revenues from ordinary activities	5,558,362	5,309,656
	<u>5,558,362</u>	<u>5,309,656</u>
Expenses from ordinary activities		
Employee benefits expense	2,902,373	2,784,040
Program Expenses	1,000,519	1,040,462
Supplies and Services	769,053	699,266
Occupancy Expenses	610,553	577,673
Business Services	55,817	43,526
Depreciation and amortisation expenses	63,559	52,695
	<u>5,401,874</u>	<u>5,197,662</u>
Current year surplus before income tax	<u>156,488</u>	<u>111,994</u>
Income tax expense	-	-
Current year surplus	-	-
	<u>156,488</u>	<u>111,994</u>
Other comprehensive income after tax	-	-
Total comprehensive income for the year	<u>156,488</u>	<u>111,994</u>

Carers Association of SA Incorporated

Statement of Financial Position

As At 30 June 2013

	2013 \$	2012 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	748,419	579,128
Receivables	133,244	132
Other Assets	-	41,900
Financial Assets	1,555,566	1,237,599
TOTAL CURRENT ASSETS	<u>2,437,229</u>	<u>1,858,759</u>
NON CURRENT ASSETS		
Property Plant and Equipment	130,055	161,626
Intangible Assets	46,000	-
Financial Assets	-	172,309
TOTAL NON CURRENT ASSETS	<u>176,055</u>	<u>333,935</u>
TOTAL ASSETS	<u>2,613,284</u>	<u>2,192,694</u>
LIABILITIES		
CURRENT LIABILITIES		
Grants received in Advance	424,886	217,091
Payables	336,587	323,962
Provisions	431,073	340,742
TOTAL CURRENT LIABILITIES	<u>1,192,546</u>	<u>881,795</u>
NON CURRENT LIABILITIES		
Provisions	137,324	183,973
TOTAL NON CURRENT LIABILITIES	<u>137,324</u>	<u>183,973</u>
TOTAL LIABILITIES	<u>1,329,870</u>	<u>1,065,768</u>
NET ASSETS	<u>1,283,414</u>	<u>1,126,926</u>
EQUITY		
Retained Earnings	1,283,414	975,074
TOTAL EQUITY	<u>1,283,414</u>	<u>975,074</u>

Carers Association of SA Incorporated

Statement of Changes in Equity For The Year Ended 30 June 2013

	Retained Earnings \$	Total Equity \$
Balance at 1 July 2011	863,080	863,080
Surplus/(deficit) attributable to equity	111,994	111,994
Balance at 30 June 2012	975,074	975,074
Adjustments direct to equity	151,852	151,852
Surplus/(deficit) attributable to equity	156,488	156,488
Balance at 30 June 2013	1,283,414	1,283,414

Statement Of Cash Flows For The Year Ended 30 June 2013

	2013 Inflows (Outflows) \$	2012 Inflows (Outflows) \$
Cash flow from operating activities		
Receipts from operating activities	5,076,488	5,310,003
Investment income received - interest	100,576	130,722
Payments to suppliers and employees	(4,775,617)	(5,280,861)
Net cash generated from / (used in) operating activities	401,447	159,864
Cash flow from investing activities		
Receipts from/(Payments) for financial assets	(145,658)	125,888
Purchase of property, plant and equipment	(58,861)	(111,326)
Sale of property, plant and equipment	18,363	-
Purchase of intangible assets	(46,000)	-
Net cash generated from / (used in) investing activities	(232,156)	14,562
Cash flow from financing activities	-	-
Net cash generated from / (used in) financing activities	-	-
Net increase / (decrease) in cash held	169,291	174,426
Cash at beginning of the financial year	579,128	404,702
Cash at end of the financial year	748,419	579,128

The accompanying notes form part of these financial statements.

Carers Association of SA Incorporated

Notes To The Financial Statements For The Year Ended 30 June 2013

1 Basis of Preparation of the concise financial report

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

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

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

2 Events after balance date

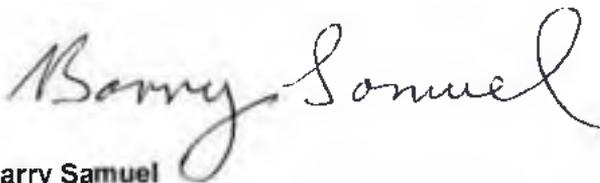
The Association is not aware of any events that have occurred since 30 June 2013 that will affect the information disclosed in this financial report.

Statement By Members Of The Board

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

1. Presents a true and fair view of the financial position of the Carers Association of SA Incorporated as at 30 June 2013 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that the Carers Association of SA Incorporated will be able to pay its debts as and when they fall due.
3. During the year ended 30th June 2013, no
 - (i) officer or board member of Carers SA,
 - (ii) firm of which the officer or board member is a member, or
 - (iii) body corporate in which the officer or board member has a substantial financial interest, has received or become entitled to receive a benefit as a result of a contract between the officer, board member, firm or body corporate and Carers SA.

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



Barry Samuel
President



Peter Roma
Treasurer

Dated this 12 day of September 2013



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 2013, 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 2013. We expressed an unmodified audit opinion on that financial report in our report dated 12 September 2013. 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 2013 are consistent, in all material respects, with that audited financial report, in accordance with Australian Accounting Standards.

Edwin Marshall
Chartered Accountants

Jamie Dreckow
Partner

Adelaide
South Australia

Dated 12 September 2013



Edwards Marshall is a firm approved under Professional Standards Legislation
of the Australian Government
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Carers SA
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